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INTAKE and REFERRAL POLICY

Policy Statement

Enhanced Lifestyles (EL) and Lifestyle Assistance and Accommodation Service (LAAS) is committed to ensuring that everyone who approaches the organisation for service is assisted either with access to the service or with an alternative strategy that addresses their needs. Intake or eligibility criteria will be inclusive of the widest possible group of people who may need to access the service and will comply with South Australia and Commonwealth Anti-Discrimination legislation requirements.

Intake and referral will operate within the service guidelines for NDIS, and any other regulatory bodies, at all times.

This document complies with NDIS 2018, standard 1.1 Person Centred Support, and ACIS 2013, section 3.2 Service Access. This document is readily available to all Customers/Clients and employees of Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service including The Boards.

Policy context: This policy relates to	
Legislation or other requirements	Equal Opportunity Act 2010
Contractual obligations	Customer Service Agreements

Covid-19 Policy Adaption

During the Covid-19 outbreak all intake processes that typically involve face to face contact between employees and persons with disability will be replaced with a non-face to face consultation. Consultations will take place through alternate forums such as zoom, teleconferencing, email or other means as agreed with the participant.. Any processes that cannot be replaced through an alternate forum and are not essential will be suspended during this time. Any processes that are essential and must be done in person will require approval from the COO or CEO. A risk assessment/health screening must be conducted for all persons involved before a face to face meeting takes place.

- Home visits to prospective Customers/Clients conducted by the Customer Relations Officer will be done via Zoom or other alternate forums as agreed
- Service agreements will be digitally signed
- All assessments/checklists/forms to be completed remotely

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Eligibility criteria

There are no eligibility criteria to satisfy for Enhanced Lifestyles (EL) and Lifestyle Assistance and Accommodation Service (LAAS) service provision, particularly where required screening is performed by other bodies (i.e. DCSI).

Management of requests for a service

Securing new Customers/Clients can occur in one of the following ways:

- Government directed referrals
- Insurance company referrals
- Other agency referrals
- The individual in person or an associate
- Networking contacts (i.e. attendance at industry forums)

The Chief Executive Officer, GM Accommodation and Services and the Customer Relations Officers can receive a request or application for service and they will ensure:

- the person has a clear understanding about the services available and the eligibility criteria
- advocates, support services and interpreters are involved as required
- the person's needs are assessed by an Enrolled Nurse or Registered Nurse
- if eligible, the person is provided with access to the service
- if ineligible or excluded from the service, the person is informed of the reason for refusal of service, advised of their right to appeal and provided with information about alternative options and a referral to an appropriate agency wherever possible
- decisions are consistent and transparent
- a record is kept of who has requested a service, how they are funded

The assessment of the person's needs to be conducted by an Enrolled Nurse or Registered Nurse will take into account:

- Complex care requirements
- Behaviour support requirements
- Equipment and facilities for provision of support
- The organisations registration groups
- The limitations of our Q273 LA Scope of Practice

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- The availability of staff with training in the required support needs
- The availability to provide the training in the required support needs

The Enrolled Nurse or Registered Nurse will report their assessment to the GM Accommodation & Services or Chief Operations Officer and make record of their recommendations.

Making referrals

Informal referrals are made by providing the Customer/Client with contact information about other services or agencies.

When a referral is made to another agency, the staff member making the referral will ensure that:

- confidentiality and privacy of the Customer/Client is maintained at all times
- they have clarified with the Customer/Client the service needs they have expressed
- the Customer/Client is given an accurate picture of the other agency and its service
- the other agency is given full and honest referral information
- with permission of Customer/Client information is shared with another agency if required
- records of contact with the Customer/Client and the other agency are kept through the means of case notes and relevant correspondence

Documentation

Documents related to this policy	
Related policies	Q101 - Service Information Policy Q102 - Customer Rights and Service Charter
Forms, record keeping or other organisational documents	Customer Service Agreements