



Upper Great Southern Family Support Association Inc

Policy On  
**ACCESS AND EXIT CRITERIA**

**Date Adopted: July 2008**

**Date Last Revised: 12<sup>th</sup> of July 2012**

**Review Date: July 2013**



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## Policies and Procedures

<b>Policy and Procedure:</b> Access and Exit	<b>Date Adopted:</b> July 2008
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<b>RELATED DISABILITY SERVICE STANDARDS:</b> 1,3,5,6	<b>Review Date:</b> July 2013

## Access and Exit Criteria

### Purpose of this Policy

This policy and accompanying procedure, which forms part of this policy, sets out the circumstances, conditions and protocol which describes how a person can access and exit services provided by the organisation.

## The Policy

### Eligibility Criteria

The organisation is funded to provide services for people who:

- 1 live in the Upper Great Southern Region of Western Australia.
- 2 have a disability, which is:
  - i) Attributable to an intellectual (including autism), cognitive, (excluding attention deficit disorder), neurological, sensory or physical impairment, or a combination of such impairments;
  - ii) Is permanent or likely to be permanent;

This is in line with the Disability Services Commission's current policy on Eligibility and Access for Disability Services Commission Functions and Services.

### Referral Criteria

Referrals are accepted from individuals and families.

Referrals are accepted from third party agencies and organisations.

## **Service Criteria**

- 1 Services may only be offered within the financial resources available through the purchasing agreement.
- 2 Services may only be offered when organisational resources are available to meet the needs of the person being referred.
- 3 Services may only be offered when a risk analysis has been undertaken and the Organisation assesses the situation safe for both users and workers
- 4 Individuals whose needs cannot be met by the organisation in a safe and quality manner may be redirected to another provider.
- 5 Priority for service provision will be based on individual need, impact of services to the individual and their family and the level of crisis.
- 6 People who have been assessed as low priority may be offered the option of being redirected to other providers.
- 7 Where people referred for the service meet the criteria but no vacancies exist within the organisation, they will be placed on a waiting list, which will be regularly reviewed.
- 8 Where a conflict of interest arises regarding whether or not to accept a person into the service, the Organisation will involve an objective external person to assist in decision-making.

## **Exit Criteria**

Exit procedures will take place where:

- 1 A person voluntarily decides to leave the Organisation's services
- 2 Changes in care needs/circumstances/funding result in the Organisation being unable to provide a safe and quality service or are no longer the most appropriate organisation to meet the person's needs.
- 3 A person breaches behavioural expectations and/or agreement, which formed the basis of service provision. In such cases the Board of Management will decide if the person can continue to receive services and on what basis and provide a written report to the relevant department.

## **Re-entry criteria**

Individuals who have left the Organisation's services who wish to be re-referred will be reassessed for service eligibility using the same procedure outlined for new referrals to the service by the Board of Management.

## **The Procedure**

### **Referral**

Referral details may be taken by any member of staff and will be forwarded to the relevant Coordinator within 1 to 2 business days. Acknowledgement of this referral will be sent within 10 business days.

### **Assessment Process**

The Service Coordinator will liaise with the referrer, the potential Service User and any other relevant parties to establish whether or not the person will be accepted to receive services from the Organisation. This decision will be based on:

- 1 A risk analysis of the support needs of the person, of the environment within which the work will be undertaken and of the tasks required.
- 2 The resources currently available within the Organisation.
- 3 The funding available to accessibility the Organisation to meet the person's needs effectively.

The assessment process will take a maximum of 28 days, within which time information will be collected and the referrer and the person being referred will be informed of the decision. Relevant documentation will be prepared and signed off.

### **Accepting and Declining Service Users**

If not accepted for services, the referrer and the person being referred will be informed of the reasons why this decision has been made and support will be provided to identify alternative sources of support.

Records will be maintained which relate to any people who have been declined services and the reasons for this.

If accepted for services, the referrer and Service User will be given:

- 1 The Organisation's Service Information
- 2 Grievance Procedure
- 3 Service Agreement/Service Expectations
- 4 Service User Agreement/Service User Expectations, which must be signed.
- 5 Confidentiality Policy

Following this, the procedure outlined in the Individual Needs Policy will take effect, subject to the relevant officer signing off on the process.

If a person is considered eligible for services but where there is no capacity within the organisation, the person will be placed on a waiting list for services and will be informed of the probable timescale involved. The waiting list will be continually reviewed and both referrers and waiting service users will be advised of progress at 6 monthly intervals.

### **Exit**

**When a Service User chooses to exit the service**, 3 months notice is usually required except in cases of crisis or where safety of workers could be compromised. The Coordinator will attempt to arrange to meet with the Service User together with other relevant parties to discuss this decision.

If the Service User proceeds to withdraw from the service, a letter confirming this has occurred should be sent to both the Service User and referrer. Information should be released to external agencies if requested by the former Service User.

**When a Service User's circumstances/needs change which result in the Organisation being unable to provide a safe and quality service or are no longer the most appropriate organisation to meet the person's needs**, the Chief Executive Officer will attempt to arrange to meet with the Service User together with other relevant parties to discuss the situation and find alternative solutions. The Chief Executive Officer will write to the referrer and Service User to confirm why the decision to withdraw services is being made. Help will be provided to support the Service User to identify more appropriate organisations. Information is to be sent to the Disability Services Commission's Service Purchasing and Development Branch.

A letter confirming this has occurred should be sent to both the Service User and referrer. Information should be released to external agencies if requested by the former Service User.

**A person breaches behavioural expectations and/or agreement, which formed the basis of service provision.** The Chief Executive Officer will recommend an initial course of action, which has been prior approved by the Board of Management in an attempt to resolve the situation. Depending on the severity of the situation, this may involve:

- 1 Writing to the Service User/Referrer outlining the concerns and highlighting how the person has breached the agreement.
- 2 Meet with all parties involved and look to resolve the situation before withdrawal of services.
- 3 If the situation cannot be resolved or the breach is recurring the Chief Executive Officer in conjunction with the Board of Management will write to the Service User and Referrer advising that Services are to be withdrawn, why this is happening and from what date. Information will be provided with

regard to other alternative services. Notification to be sent to the Disability Services Commission's Service Purchasing and Development Branch.

In all cases of exiting services, 3 months notice is required from the Service Purchaser, the Service User and the Organisation, however, this must be considered on an individual basis depending on the risk and crisis level of the situation.

On exiting the service, all Service Users are offered the opportunity to discuss their level of satisfaction with the service in an exit interview with the relevant officer on an Exit Interview.

**Note: Breaches of this Policy will lead to disciplinary action and/or possible termination of employment.**

#### **Review of the Policy**

This policy will be reviewed on an annual basis. However, if at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy shall be reviewed immediately and amended accordingly.