

**POL 0035****Intake and Referral Policy****Responsibilities and Delegations**

The Policy Applies To	Committee of Management Admin Staff Support Workers Program Managers, Program Developer, Assistant Program Manager Senior Management Assistant Executive Director Executive Director
Specific Responsibilities	Program Managers, Program Developer, Assistant Program Manager Senior Management Assistant Executive Director Executive Director
Policy Approval	Committee of Management (Aurora Support Services)

**Policy Context** – this policy relates to :

Standards	NDIS Practice Standards Core Module 3, Provision of Supports – Access to Supports (Service Intake or Entry)
Legislation	Australian Human Rights Commission Act 1986 Disability Act 2006 NDIS Quality and Safeguards Commission The Equal Opportunity Act 2010 National Disability Insurance Scheme Act 2013
Contractual Obligations	NDIS Terms of Business Aurora Support Services Individual Participant Agreements Disability Support for Older Australians (DSOA) Program Department of Environment, Land, Water and Planning
Organisational Related Policies / Procedures	<ul style="list-style-type: none"><li>• Participant Service Charter</li><li>• Participant Rights Policy</li><li>• Individual Needs Policy</li><li>• Participation and Inclusion Policy</li><li>• Providing Participant Advocacy and Support Policy</li></ul>
Organisational Related Forms / Documents	<ul style="list-style-type: none"><li>• Participant Profile</li><li>• Service Agreement</li><li>• Participant Information Pack</li><li>• Confirmation of Placement Letter</li><li>• Participant Summary</li><li>• Whole Services Booklet</li><li>• Aurora Schedule of Fees</li><li>• Inability to Offer Services Letter</li><li>• Participant / Student Initial Attendance Checklist</li><li>• Person Centred Plan</li></ul>

**Controlled Document**

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**POL 0035****Intake and Referral Policy****Purpose**

The purpose of this policy is to ensure the Aurora Support Services participant intake and referral procedure is completed in a thorough and transparent manner, and all prospective participants and their support partners are involved in such a way that the principles of Person-Centred Practices are adhered to at all stages of the intake process.

The organisation is committed to ensuring prospective participants and their support partners experience an uncomplicated intake process that is thorough and transparent and addresses their individual circumstances, needs and preferences.

**Procedure**

Aurora Support Services will:

- Receive contact from participants, parents, caregivers, NDIS Support Co-ordinators or School Transition Coordinators at any time throughout the year to discuss and assess the suitability of services for a potential participant.

The Administration staff answering the phone will be the first point of contact for referrals. They will collect the caller's name, phone number and email address to forward on to Services Directors who will then email a Participant Profile, Whole Services Booklet and Aurora Schedule of Fees brochure.

If Services Directors are emailed directly by a Support Coordinator, they will forward the same documents, informing the recipient that *'Capacity to offer supports will depend upon which of our services is best suited to their participant, which is determined according to their specific support needs and interests'* and that applications will not be considered for individualised supports. Intake will only be considered for participants who wish to access group community centre-based activities at support ratios between 1:2 to 1:5.

- Consider the following to determine eligibility or access to services
  - The participant's eligibility based on (1) having an NDIS Plan or (2) registration with the Commonwealth Department of Health for referrals where participant was over 65 years of age as at 1<sup>st</sup> July 2016.
  - The capacity of the various services sites to offer services based on the available resources and the person's relative need / funding level.
  - The most appropriate matching of participant support needs to service/s.
  - If there is a need to make a request for additional funding via NDIS or DSOA program.
- NOT consider the following to determine eligibility or access to services
  - The participant's gender, race, religion or socio-economic status.
- Depending on the circumstances of the enquiry
  - refer the enquirer to the organisational website
  - invite relevant parties to a meeting to further discuss the referral and conduct a site tour
- Determine which service/s is the most appropriate to meet the applicant's needs and forward the documentation received to the relevant Program Manager for consideration of whether their service has capacity to provide the necessary supports.
- Organise to visit the applicant at their school / home or conduct an onsite meeting and request additional relevant documentation if it hasn't already been forwarded.

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- Explore any concerns / issues / points for clarification arising from this documentation and keep the relevant parties updated on the progress of the intake application.

Program Managers may organise 'guest' days at the service to determine suitability for all parties. A Participant Profile and other relevant information is still required to be completed. Payment of Program costs and Administration fees will be negotiated on an individual basis by the Program Manager. The Services Director will ensure that any participant attending in a Guest capacity, has a temporary participant file set up in Share Point in the case of emergency.

**Important Note:** The Services Director cannot commit to accepting an applicant until all relevant documentation has been received and they are confident of the organisation's ability to support them. The Services Director should clarify with the applicant at this point that no commitment to provide services has been made and until a Confirmation of Placement letter is received and a Service Agreement is signed by both parties, there is no obligation from either party to proceed with the application.

- The Program Manager will liaise with their Services Director to confirm offer of placement or otherwise.
- If the participant is offered a placement, the Services Director will initiate "Participant Initial Attendance Checklist" to prompt all parties to complete their respective tasks
- In the event that the organisation is not in a position to offer services, an email and/or phone call informing the applicant of our inability to offer services will be issued with an invitation to keep in contact with the organisation. The applicant will also be provided with details of other support agencies who may be in a position to meet the participant's needs. This will be done via directing them to the Registered Provider list on the NDIS website and forwarding a 'list of disability support providers in the North East Metropolitan Area'.

**This information should be communicated as soon as practicable.**

- The Program Manager will ensure that a Person-Centred Plan is developed within 3 months of commencing services and is reviewed annually.
- The Services Director will Inform Administration / Director staff of all new participants by alerting them to a Participant Initial Attendance Checklist which details relevant tasks to be completed.

**Continuous Improvement**

The Services Director/s are responsible for reviewing and updating this policy on a two yearly 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 will be reviewed immediately and amended accordingly.