

# Policy

## INTAKE AND REFERRAL

### 1. Purpose and Scope

The purpose of this policy is to ensure that the Aurora Support Services participant intake and referral procedure is completed in a thorough and transparent manner, and that all prospective participants and their support partners are involved in such a way that the principles of Person Centred Practises are adhered to at all stages of the intake process. The policy has been framed around Standard 1 of the Disability Services Standards (2006) and the National Standards for Disability Services (2013).

### 2. Policy Statement

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

### 3. Procedures

The following procedures are to be implemented to ensure that Aurora Support Services meets its policy objective of delivering a thorough and transparent intake and referral process and addressing each participant’s individual circumstances, needs and preferences.

Aurora Support Services will:

- 3.1** 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 our services for the potential participant’s needs.

The Services Directors will be the first point of contact for all referrals.

A “Client Intake – Initial Inquiry” form is used by Services Directors to collect relevant details at the initial point of contact

- 3.2** 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 and Human Services (COS) 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 COS program.

- 3.3** NOT consider the following to determine eligibility or access to services:

- The participant’s gender, race, religion or socio-economic status.

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- 3.4** Depending on the circumstances of the enquiry, the Services Director may:
- post or email a whole services brochure and/ or specific service brochure/s, fees brochure, and Participant Profile,
  - refer the inquirer to the organisational website
  - invite relevant parties to a meeting to further discuss the referral and conduct a site tour
- 3.5** When meeting the parties involved, the Services Director will provide an overview of the services, providing service brochure/s and fees brochures as requested/appropriate. The Services Director may need to facilitate visits to other service sites as required/requested. The Services Director will issue a Participant Profile and request this to be completed and returned if the prospective participant wishes to register their interest in applying for service provision.
- 3.6** On receipt of confirmation that the participant wishes to come to Aurora Support Services (i.e. receipt of completed Participant Profile and confirmation that the participant has available NDIS or COS funding to do so, the following will occur:
- The Services Director will determine which service is the most appropriate to meet the applicants needs and whether the service has the capacity to provide the necessary supports before requesting as much additional relevant documentation as possible i.e. NDIS Plan, a student profile, transition plan, Behaviour Support Plan, Medical Information, timetables or any other documentation.
- Important Note:** The Services Director cannot commit to accepting a participant until all relevant documentation has been received or unless they are otherwise confident of the organisation’s ability to support the service user. 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.
- 3.7** Services Director will read all documentation received and with the input from the respective Program Manager confirm the most likely suitable service for the participant.
- 3.8** The Services Director will consult with the respective Program Manager to explore any concerns/issues/points for clarification arising from this documentation and will arrange any visits to home, shared Supported Accommodation service, current day placement or school as is necessary to obtain relevant information to assist the process.
- 3.9** The respective Program Manager will use the completed Participant Profile to complete a Participant Summary. The Program Manager must also ensure Central Records Folders, Behaviour Support Plans (if required) and Medical Emergency procedures are in place prior to the participant commencing services. Refer also to Aurora Support Services Client Records Procedure.
- 3.10** The Services Director will develop a Placement Confirmation Letter and a Service Agreement for signing (in consultation with Executive Director re transport arrangements and Program Managers re program costs) and send these documents to the new participant along with a Participant Information Pack and service calendar.
- 3.11** In the event that the organisation is not in a position to offer services, a letter of inability to offer services at this time will be issued to the prospective participant with an invitation to keep in contact with the organisation. The prospective participant 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 the participant and/or their family/caregiver to the Registered Provider list on the NDIS website.
- 3.12** The Services Director may negotiate with the respective Program Manager in the event of a participant wishing to attend the service before the commencement of a funded placement. In this case the participant may attend the service in the capacity of a “Guest”.

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In this case, 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 will have a temporary participant file set up in Share Point in the case of emergency.

- 3.13** The Program Manager will ensure that each participant has a Person Centred Plan on file within 3 months of commencing services.

In the case of NDIS participants, their Person Centred Plan may be developed by Aurora Support Services or in the event that a Person Centred Plan has already been developed by another service provider that covers the necessary information then that Plan will suffice. It will be the responsibility for the Program Manager to ensure all NDIS participants have a current Person Centred Plan on file (either developed by Aurora Support Services or another service provider) and that this Plan is updated on a two yearly basis. The participants goals whilst attending Aurora Support Services will be those detailed in the NDIS Plan. Aurora Support Services will develop strategies to meet the participants NDIS goals within the context of the services they receive.

In the case of COS participants their Person Centred Plan will be developed by Aurora Support Services. It will be the responsibility for the Program Manager to ensure all COS participants have a current Person Centred Plan on file and that this Person Centred Plan is updated on an annual basis. The participants goals whilst attending Aurora Support Services will be those detailed in the Person Centred Plan. Aurora Support Services will develop strategies to meet the participants goals outlined in the Person Centred Plan within the context of the services they receive.

- 3. 14** The Services Director will Inform Administration/Director staff of all new participants by alerting them to a new Client Checklist which details relevant tasks to be completed.

#### **4. Review of Policy**

This policy will be reviewed on a two year 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.

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