
SD - Intake & Referral Procedure

Headway Gippsland has procedures in place for the allocation and provision of equitable services. Services are provided free from discrimination and are responsive to community diversity. People are allocated services based on a fair process of prioritisation of need and people eligible for services are informed of associated costs or conditions.

Services consider the needs and requirements of individuals from Aboriginal and Torres Strait Islander backgrounds, diverse linguistic and cultural backgrounds, and are responsive to individual circumstances.

Where barriers to access are identified during intake and assessment Headway Gippsland will work with individual clients and their families, or advocate in meeting their needs and providing responsive services.

SERVICE ACCESS

Clients may access Headway Gippsland by:

- ☐ **Completing the on-line Enquiry form.**
- ☐ **Telephone or email.**
- ☐ **Referral from other practitioners or agencies.**
- ☐ **Social Media**
- ☐ **Presenting at one of our office locations**
- ☐ **Referral via PRODA**

ELIGIBILITY

Eligibility for service provision is completed during initial contact. This may vary depending on:

The service needs of the client and Headway Gippsland's capacity to meet this.

If a service to be provided is funded through a recognised funding program eg: NDIS.

(Note: Headway Gippsland does not operate a waiting list for non-funded services.)

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PRIORITY OF ACCESS

Eligibility for the service does not guarantee access to the service. Access to Headway Gippsland services is determined by a range of factors. To support equitable access decision making, the following priority criteria have been developed

- The need to strengthen or support the role of the family, carer or person's support network
- The need to provide support to ensure the safety and wellbeing of the person, their family or carer or the wider community
- The existence of multiple disadvantages within the person's personal, social or community context
- The immediate and potential benefit of the support to reduce the likelihood for more intensive assistance in the future
- The impact on the individual's wellbeing, living situation and quality of life should the disability service be unavailable
- Aboriginal and/or Torres strait Islander

REFUSAL OF SERVICE – 1:1, SC, HC and SSG

On occasion, and after consultation and assessment, a decision may be made that Headway Gippsland is unable to support the needs of a prospective or current client. In such circumstance the client/family will be supported to clearly understand the reasons and be provided with information, referral and support to seek the further assistance through a Support Coordinator, Case Manager or NDIS.

Where a service cannot be provided the written response will include-

- The reason for refusal
- The placement on a waiting list-if applicable
- Contact details of alternative services/NDIS
- Right of review/appeal
- Statement that if the persons circumstances change that they may reapply, and this reapplication will be taken on its merits.

FEES

People accessing services will be provided with information regarding any costs they will incur in a format which facilitates their understanding.

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EXIT OR TRANSITION FROM SERVICE

There may be circumstances where a determination is made either by the client, Headway Gippsland or due to funding /program restrictions that a person will leave our services. Headway Gippsland, in consultation with the client and their family or advocate and other services supporting the person will seek to ensure that exit or transition from services is a planned and reflects a person-centred process which includes advocacy support and referral to other services/supports.

Where a person is supported to transition to or from Headway Gippsland they will be supported in a planned way with the involvement of the service, the participant and their family or carers. Planned transitions will include risk assessment where requires and sharing of information with consent to ensure risk are managed, for example sharing risk assessments, support assessments and plans.

From time to time services may be withdrawn because of eligibility requirements, program and funding issues, for safety reasons or changed client needs.

REFERRAL TO OTHER SERVICES

Headway Gippsland works collaboratively with other organisations to support a holistic approach to service delivery. We aim to refer people to appropriate services where a need is identified through assessment and planning and in consultation with people accessing our services.

Staff are supported to provide people with accessible information about other services which may meet their needs. Staff work in a team **environment and referral information and services may also be accessed through networks and partnerships.**

RE ACCESSING SERVICES

Where a person chooses to leave our services or situations outlined above occur, they will be informed of their right to reapply for services.

People will be supported to re access services by following the intake procedures

CONTINUITY OF SUPPORTS

Headway Gippsland supports are planned with each participant to meet their specific needs and preferences. These needs and preferences are documented and provided to workers prior to commencing work with each participant to ensure the participant's experience is consistent with their expressed preferences.

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We are committed to providing support to participants without interruption throughout the period of their Service Agreement. This is supported through a range of policies and procedures.

Headway Gippsland has staffing processes where staff members' normal working hours may require adjustment to ensure continuity of care.

Processes include our ability to handle staff absences, shortages and vacancies. This is supported through the ongoing training and development processes outlined in our suite of human resources procedures.

Staff training and development opportunities are tracked and staff are provided access to the training and development where opportunities for further skill development are identified, to support continuity of care.

Our assessment and planning processes include reviews of plans and ensures continuity of care through identification of any change in the participants' needs. To support participants whose needs may have changed we ensure participant risk assessments are kept up to date.

Headway Gippsland also ensures continuity of care to participants by complying with its Risk Management Framework. Risk management plans are developed and reviewed and any identified risks are followed up by the CEO and discussed during management meetings.

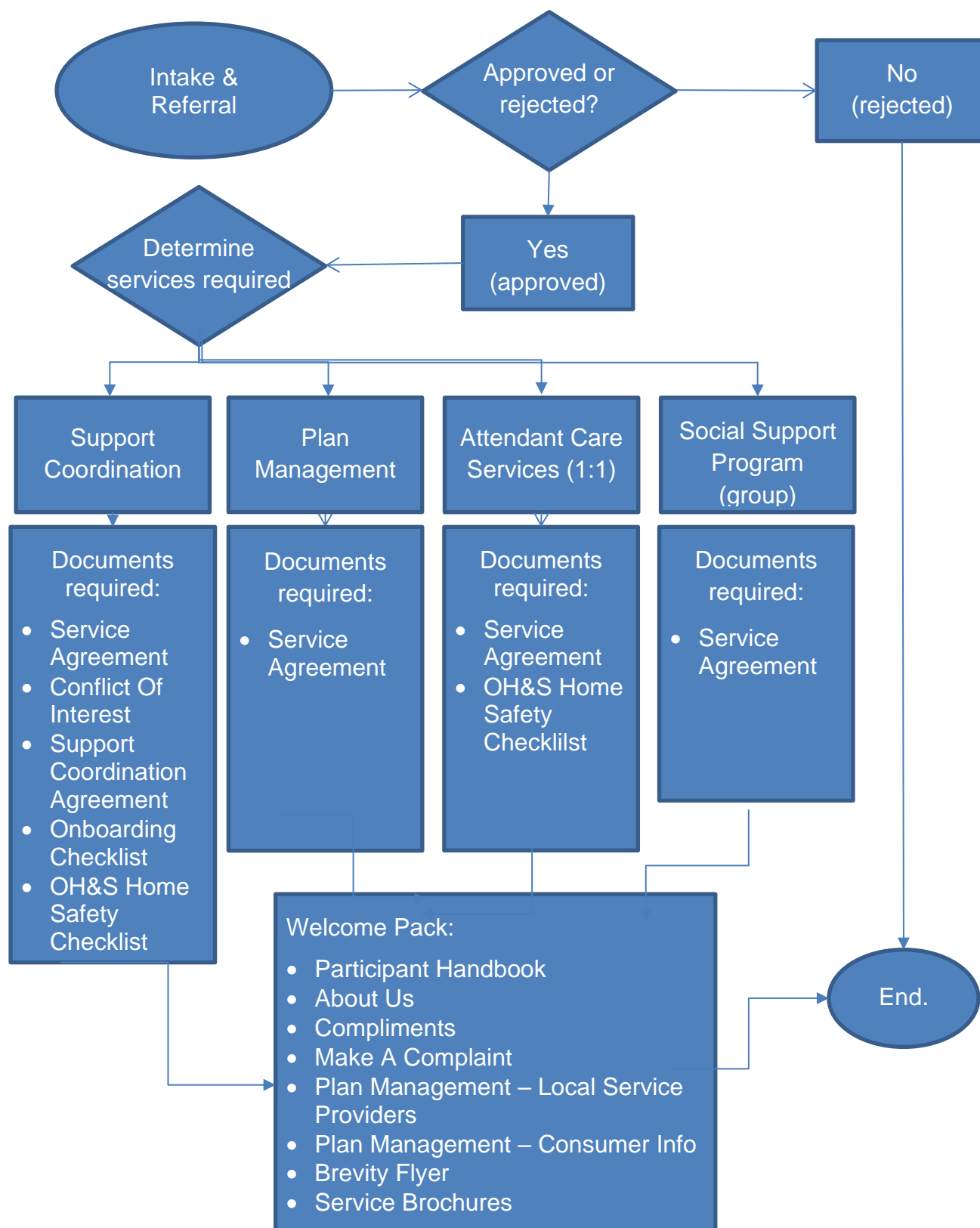
Headway Gippsland's emergency planning processes outlines the CEO's responsibilities to ensure our operational readiness and that measures are in place to support continuity of care. This includes through identification of alternative plans for participants where service delivery may be interrupted.

Where changes or interruptions are unavoidable, alternative arrangements must be explained and agreed with the participant or their representative, with a key focus on minimising the impact to the participant.

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Flow Chart

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| Approved | |
|----------|-----------------|
| Name | Jenelle Henry |
| Position | General Manager |
| Date | 16.04.2021 |