

Access to Services

INTRODUCTION / SCOPE

Matchu Pty Ltd. trading as “matchability”, provides services to people with a disability that enable the pursuit of person-centred supports that seek to maximise choices and individual preferences for people who request services.

Prospective clients should be given sufficient information to make informed decisions about supports available and how to access services.

Information on other supports will be provided to assist clients, and their families and carers, in their decision making. This may be by providing alternative options which may be more suitable for their needs.

Matchu will ensure that each person, who meets the eligibility criteria and is seeking a service has access based on the organisation’s available resources. Access to our Service is free from discrimination of any kind. Matchu celebrates and respects the cultural and linguistic diversity of the Australian population and ensures its services are accessible by all identifiable groups in the target population.

People may choose to leave the service at any time or there may be barriers to service delivery that impact our ability to support people safely.

This policy applies to all programs of Matchu and to all Staff, volunteers and company directors as well as stakeholders and external agencies.

PURPOSE

To ensure eligible clients receive high quality supports that address individual needs and enhance independence, abilities, community participation and quality of life in a fair and equitable manner.

To ensure alternative options are given where potential clients require supports not able to be provided through this service. To consistently implement entry and exit criteria for service access that are fair, equitable and non-discriminatory.

POLICY

Entry

Matchu is committed to providing quality services that enable the pursuit of person-centred supports that seek to maximise choices and individual preferences for people who request services. We achieve this by:

- Ongoing monitoring and performance indicators that measure the participation of groups known to experience additional disadvantage because of gender, ethnicity and aboriginality.
- Having written entry and exit policies and processes that are fair, equitable and consistently applied and making these available to those who use the service in appropriate formats.
- The Director or Operations Manager will inform the participant of the eligibility criteria to access our support services and associated
- *costs for each service. Eligibility criteria for our NDIS services requires the participant to currently hold an NDIS plan that lists access to our registration groups.*
- *The Director or Operations Manager will determine if the participant requires our Easy Read documents which outlines details on the participant's rights, ER (Easy read) service agreement, how to make a complaint and how we will maintain their privacy. An interpreter will be provided if required by the participant.*

- Assessment will be undertaken to ensure that our organisation can supply the participant's services in the manner that the participant requires.
- Where Matchu is unable to provide a service, information about or referral to alternative service options is provided.
- Considering the cultural/language needs of each person and their family/significant others/advocates (where they are involved) and, respecting the social structure of the Aboriginal Community.
- The assessment of each person's support needs at service entry to identify the level of support required to ensure the safety and well-being of each person supported, Matchu staff and the general public (e.g. risk assessments).
- Encouraging and supporting the involvement of each person and their family/significant others/advocacy support (unless requested otherwise by the person receiving support) in the service entry process, to maximise their participation in the decision making process.
- Having a written Complaints Policy and procedure that supports the right to raise, pursue and resolve complaints about service delivery without fear of repercussions, and making this available in appropriate formats to suit the needs of both current and potential individuals who may use the service as well as information on independent supports available to make a complaint.
- The review of processes and systems as part of scheduled and as needed policy and procedure reviews, including wherever possible input from those who use the service.
- Ensuring adherence to policies and procedures maximise the design, delivery and implementation of a quality service.

Exit /Service withdrawal

- People who receive supports from Matchu may choose to leave the service at any time. This may require some notice as set out in any agreement provided on entry.
- Where it is found that a client requires a higher level of supports than assessed at entry and Matchu is unable to provide those supports, Matchu reserves the right to discontinue service.
- Where a request for service is rejected, the prospective customer will be advised, and they will be given information about alternative supports.

PROCEDURE

Acceptance procedure

When an enquiry for support is received, the person making the enquiry should be given sufficient information to make an informed decision about supports Matchu provide. This information should include details of the likely costs of requested services and details of advocacy services that may be approached for support if needed. The prospective client will be provided with service information including details of entry requirements, information form, the supports available as well as complaints process.

All applications for direct support services may be subject to a risk assessment process prior to service dependant on information received. This may include:

- Behavioural risk assessment
- Environmental risk assessment
- Assessment of medical care or physical support needs requirements
- Where behaviours of concern are identified, any offer may subject to behaviour risk assessment process.
- Where access to supports Matchu may offer is limited, people wanting to access the service will be placed onto a waiting list and provided information about alternative services.
- Where a waiting list is in place, the selection criteria to fill a vacancy will include the length of time spent on the waiting list, other options available and relative needs of people and their families/carers and subject to a behavioural risk assessment.

- Service access is dependent on the completion of the following information: Information form, medication information (if applicable) and service agreement.

Transition procedure

A transitional period may be requested prior to service delivery for an agreed length.

During the transition period (if applicable) file notes and possibly baseline data will be kept on the client including:

- Support needs
- Participation in activities
- Likes and dislikes
- Social skills/interaction
- Behavioural observations

Post transition procedure

- A meeting will be held with the person receiving supports and their advocate/s (if needed) to discuss their satisfaction with the services used.

Suspension of Service:

People who use the service may be asked to leave temporarily, under the following circumstances;

Illness & Health related concerns

If a person becomes unwell or sustains an injury causing bleeding/vomiting, caregivers or emergency contact will be contacted to transport person and seek medical attention or Matchu staff may do this. Health concerns include; head lice, intestinal worms, school sores and contagious fungal conditions. In case of contagious illnesses e.g. Gastro a medical certificate will be required before attendance can resume (No less than 48 hours after the last bowel motion/vomiting episode).

Behaviour

- Any behaviour which is unable to be adequately managed which places the person or others at risk. People are able to use the service again when circumstances alter.

Adverse events

- Services may be closed due to unforeseen events that are determined to increase risk to unacceptable levels as utilities failure, damage to structures and extreme weather events.

Exiting a service:

Clients may advise that they do not require further support due to a change in personal circumstances e.g. medical condition, relocation or change in personal needs.

All exit processes are governed by your service agreement which is required to access services.

When a client exits a Matchu service, Matchu will provide the new service (if relevant) with information essential to that service providing continued support. Information will be handled within guidelines of the Privacy Act 2001 and Australian Privacy Principles derived from the Privacy Amendment Act 2012.

MATCHU PTY LTD will not withdraw or deny supports based solely on the dignity of risk made by the participant.

Our organisation may withdraw supports if:

- The participant fails to do what is required of them, under the terms of their service agreement
- The participant fails to comply with the policies and procedures of Matchu PTY LTD
- The participant fails to communicate and provide information about changes to support needs.
- Workplace health and safety considerations are ignored
- Communication has broken down between the MATCHU PTY LTD and the participant, family or advocate
- Payment for support or expenses has not been received as per the Service Agreement.

Under the National Disability Insurance Scheme Terms of Business for Registered Providers, withdrawal or

termination of services must be no less than fourteen (14) days.

MATCHU PTY LTD will always work in the best interest of the participant to achieve a safe transition to a new provider of services (see the 'Transition or Exit Policy and Procedure').

Upon termination of the service agreement, by either party, MATCHU PTY LTD will take steps to ensure

- Cancellation of the service has been reported to the National Disability Insurance Agency if Agency managed.
- Services that have been provided under the terms of the service agreement have been claimed
- Alternative support solutions are in place for the safety and wellbeing of the participant.

ASSOCIATED DOCUMENTS & RESOURCES

Service Agreement

Admin - Transition or Exit Policy and Procedure

Matchu Policy - Continuity of Support

- NDIS Act 2013
- National Standards for Disability Services
- NDIS Quality and Safeguarding Practice Standards 2018
- Privacy Act 1988
- National Disability Insurance Scheme (Registered Providers of Supports) Rules 2013