

Connection and Assessment Policy

1. **Purpose:**

The Y is committed to ensuring all service users are supported in appropriate ways, in a safe environment and in a way that recognises their rights and needs. This policy aims to outline a what actions are required to create a consistent connection with the Y, assessing suitability and needs requirements to enable support to be provided.

2. **Scope:**

This Policy is applicable to all Community Services service users and staff.

3. **Policy**

This policy is designed to ensure that each person engaging the Y has a consistent, well planned out service provision experience on first connection, during initial assessment and reassessments.

The Y understands how important it is to have;

- A first connection with Y that build trust, provides information and is responsive.
- A seamless onboarding processes that provides consistent information gathering to enable a quick connection to our programs, this process will ensure that individuals will be informed, comfortable and welcomed into the Y.
- A collaborative assessment process to successfully provide person centered support, review risk and design client focused supports.
- Periodic reassessment to ensure needs are being met, changes are identified to celebrate progress.

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4. Definitions:

Connection - the action or process of becoming connected with the Y

On-boarding - go through procedures to effectively integrate (a new service user) into an organization or familiarize (a new customer or client) with one's products or services.

Registration – the act or process of entering information that the Y requires

Assessment - the action of assessing someone or something.

Service user – a participant, client or person accessing the Y for supports

Representative - a person connecting with the Y on behalf of another person

Staff - any person employed by the Y by either paid employment or contract.

Volunteer - any person engaged by the Y in a voluntary capacity.

Provision- an amount or thing supplied or provided.

Service- the action of helping or doing work for someone.

5. Related Procedures and Supporting Documents

- Connection and Assessment Procedure
- On-boarding Procedures
- Service Delivery Policy and Procedure
- Goal Policy and Procedure
- Waiting List Policy
- Feedback, Concerns and Complaints Policy and Procedure
- Eligibility Policy and Procedures
- Refusal of Service Policy
- Referral Policy and Procedures

6. Legislative and Industry Requirements

- NDIS Act
- NDIS Quality and Safeguards Commission (Practice Standards)
- Participant NDIS Plan

7. Consequences of Breaching this Policy

All elements of this policy must be adhered to, and any breach will be dealt with in accordance with the [YMCA Whittlesea Disciplinary and Termination Policy](#).

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8. Policy Owner

The Community Services Manager is responsible for keeping this policy current, including making amendments as required and regular reviews as scheduled.

9. Document Control

Review of this policy will be undertaken every two years, or prior as required by law, in consultation with appropriate YMCA personnel.

Policy available on Y-MAC>Communication>Manuals and Files>Policies and Procedures

This document is due for review on 21/09/2022.

Version:	Description of Amendment, Approver and Date:	Amended by:	DCR Updated	New Issue Date:	Policy Location:
V1	New Policy. This policy is merged from the Connection and On boarding Policy and the Registration and Assessment Policy Older Policies are now no longer in use	Annette Jurisch	21/09/20	21/09/20	Shared:Drive>YMAC>Policies_Final>Community Services