

# Service Access Policy

## 1. Purpose:

This policy sets out the commitment from the Y to uphold the rights of people with disability to access appropriate services that meet their needs. The Y will be transparent and equitable with all decisions and consider individuals by assessing eligibility, suitability and ensuring effective and consistent communication.

## 2. Scope:

This policy applies to all potential and existing participants accessing services, in relation to how the Y make decisions around access to supports. Service access decisions may occur throughout anytime of support provision, which includes eligibility, referral, waitlist and in some cases refusal of support.

## 3. Policy

### Information Provision

The Y values a person's right to be fully informed about the service they are requesting or engaging with. It is important that this information assists the person to make an informed decision. Where possible, we will provide information or communicate in a format that best facilitates a greater understanding of the information.

Information is:

- accessible on the Y's website
- provided prior to accessing support
- provided at the commencement of services
- provided during service provision
- and at the conclusion of service

### Eligibility to Access Services

Participants who are registered with the NDIS are eligible to access services from the Y. Exact services will vary depending on service request and availability of places in current programs. If a person is not connected or eligible for NDIS, this does not eliminate the opportunity to access supports however agreed funding options will need to be arranged.

Eligibility criteria is applied in a systematic, fair, equitable and non-discriminatory manner. When applicants meet the eligibility criteria, this means they are eligible to be assessed and prioritized for service provision. Therefore, eligibility does not mean a person is automatically provided with a service.

The Y will assess eligibility by respectfully asking:

- Does the person have a disability?
- Does the person have funds available to access this service?
- Does the program or service the person is enquiring about meet the client's needs?
- Is the program a suitable program to attend i.e., a specific gender group?
- Can the program or service appropriately support the client's needs?

### Waitlist of services

Where an individual has been referred to the Y and has been deemed eligible to receive support, the person may be placed on a waiting list. This will occur when there are no vacancies at the time of referral or assessment. The person will also receive information on other programs/ supports to assist while waiting on initial support requests.

## Referral

Referrals to connect with services are strongly encouraged and are made in accordance with the participant's needs and preferences and program/ supports on offer.

- We support people to be involved in the referral process when wanting to engage with the Y.
- If we are deemed to not be a suitable service provider, we will support the referral process to an appropriate provider by providing information.
- The Y may directly contact other suitable providers to refer to ensure a person is not without care.
- Specific roles at the Y will refer individuals to other organization for supports/ service.

Referrals aim to:

- to inform the community of our services
- provide carers that maximises the opportunity for positive outcomes for the individual
- aims to increase strong supportive networks in the community
- ensure choice and control of the client/participant

## Refusal of services

In some situations, we may not be able to provide support to an individual and it may be necessary to refuse service. The decision to refuse a service is based on assessment of risk, experience/expertise of staff and in some cases program availability.

## Appealing

Anyone refused services has the right to appeal the Y's decision. This appeal will be conducted in a fair and transparent manner with a final decision made by senior management.

## Concluding/ Transitioning Supports

The Y is committed to ensuring all individuals are supported in appropriate ways, in a safe environment that recognises their rights and needs. If at any time individuals requires a planned or unplanned transition to or from a support provider, the Y will facilitate this to ensure a smooth transition and minimal disruption to required care. When individuals have chosen to cease supports at the Y, we will accept this decision, support transition, and provide opportunity to provide feedback as to the reasons why they have decided to move on.

We aim to:

- support any decision to stop or start services to the Y
- proactively identify transitional needs
- support any transitional process including providing information/ training to new service providers including risk associated.
- work with other service providers to ensure a smooth transition of care.

Each transition varies and will be dependent on individual circumstances and needs.

## 4. Definitions:

**Referral**- an act of referring someone or something for consultation, review, or further action.

**Community**: literal physical access to environments external to the home

**Participant/Client** - any individual who is eligible for or receiving services from the Y.

**Rights** – that which is morally correct, just, or honourable.

**Refuse** - indicate that one is not willing to accept or grant (something offered or requested).

**Service User**- Any Client, Participant or person given permission to communication on a service user's behalf

**5. Related Policies**

- Connection and Assessment Policy
- Concerns and Complaints Policy
- Limited English Proficiency Policy

**6. Related Procedures and Supporting Documents**

- Support Coordination Framework and Procedure
- Limited English Proficiency Procedure
- Y Whittlesea website
- Waitlist Procedures
- Referral Procedure
- Conclusion of Service Procedure
- Consent to Share Information form
- Assessment templates

**7. Legislative and Industry Requirements**

[Link](#) to Legislative Compliance Register

**8. 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](#).

**9. Policy Owner**

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

**10. 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 13//06/2024.

<b>Versio n:</b>	<b>Description of Amendment, Approver and Date:</b>	<b>Amended by:</b>	<b>DCR Updated</b>	<b>New Issue Date:</b>	<b>Policy Location:</b>
1	New policy created, merging of separate policy of all topics.	Annette Jurisch	13/06/22	13/06/22	Shared:Drive>YMAC>Policies_Final>Community Services