



3.1 ACCESS TO SUPPORTS POLICY AND PROCEDURE

1.0 Purpose

To ensure that each participant has access to the most appropriate supports that meet their needs, goals, and preferences.

2.0 Scope

The policy applies to:

- ESG Inclusive Homes employees, whether permanent or casual, contractors, volunteers, and stakeholders
- All participants, their families, carers and/or advocates.

3.0 Definitions

N/A

4.0 Policy

ESG Inclusive Homes has established a structured process for a participant to access supports offered through ESG Inclusive Homes in a fair, equitable and transparent manner. The Director and/or appointed delegate will seek eligibility information from a participant, their family, carer and/or advocate and provide eligibility criteria and any associated costs prior to commencing an intake assessment. Access to services is based on eligibility, relative needs, organisational capacity, the best interests of a participant and the potential impact on the organisation and existing participants.

An intake assessment must be completed prior to the commencement of any services or care being offered through ESG Inclusive Homes. A participant must be part of the decision-making process with their needs at the core of service delivery and planning.

Easy-to-read documents will be available to ensure a participant is able to understand ESG Inclusive Homes support and services and be part of the decision-making process. ESG Inclusive Homes employees are required to identify and organise for an interpreter prior to the commencement of an intake assessment, should one be required.

ESG Inclusive Homes will make and monitor all reasonable adjustments to a support delivery environment to ensure it is fit for purpose and in alignment with each participant's health, privacy, dignity, quality of life and independence.

It is crucial that support is not withdrawn or denied solely based on the dignity of risk choice that is made by a participant. ESG Inclusive Homes will actively liaise with a participant, their family, carer and/or advocate to determine in what circumstances support and care can be withdrawn.

All information obtained during an intake assessment will remain private and confidential.

5.0 Procedure

5.1 Access to Supports

The Director and/or appointed delegate will inform a participant, their family, carer and/or advocate of eligibility criteria that must be met to access support offered through ESG Inclusive Homes and the associated costs for each service offered.

To access NDIS support services through ESG Inclusive Homes, a participant must currently hold a current NDIS plan that lists access to ESG Inclusive Homes registration groups.

The Director and/or appointed delegate will ensure that easy-to-read documents will be available to ensure a participant is able to understand ESG Inclusive Homes support and services and be part of the decision-making process. ESG Inclusive Homes will arrange for an interpreter to be available should this be required. Where a language or cultural barrier is identified, the Director and/or appointed delegate will engage an interpreter or an appropriate external agency to support the person.

The Director and/or appointed delegate will advise and provide information and support to a participant of their right to involve family, a carer, support person or an advocate in their interactions with ESG Inclusive Homes (See *Independence and Informed Choice Policy and Procedure*).

The Director and/or appointed delegate will complete an intake assessment prior to the commencement of any services or care being offered or provided to ensure that ESG Inclusive Homes has available and qualified employees who are able to deliver services in alignment with the needs of a participant including but not limited to:

- The physical health and psychological needs of a participant
- A participant's goals; and
- Expectations of services and care delivered through ESG Inclusive Homes.

5.2 Reasonable Adjustment

During the intake assessment process, the Director and/or appointed delegate will consult with a participant, their family, carer and/or advocate to identify and make reasonable adjustments to a participant's support delivery environment. Reasonable adjustments are made to a support delivery environment to ensure that the services provided by ESG Inclusive Homes to a participant are fit-for-purpose and that the changes support a participant's health, privacy, dignity, quality of life and independence. All modifications must be discussed and negotiated between all stakeholders and recorded within the proposed *Service Agreement*.

5.3 Outcome of Intake Assessment

ESG Inclusive Homes endeavours to notify the prospective participant, their family, carer and/or advocate of the outcome of the intake assessment via phone and/or email call within three business days.

In the instance that an application is deemed unsuccessful, the Director and/or appointed delegate will contact a participant, their family, carer and/or advocate via phone and/or email to convey clear reasons for the refusal of services, advise them of their right to appeal and to offer referrals to more appropriate agencies.

Prior to commencement of services, a *Welcome Pack* will be sent to the prospective participant, their family, carer and/or advocate which must be read, signed, and returned to ESG Inclusive Homes within a reasonable time frame. The Welcome Pack includes:

- *Intake Assessment and Support Form (Signed)*
- *Advocate Nomination Form*
- *Service Agreement (Signed)*
- *Participant Handbook*
- *Personal Details Form*
- *Consent Form*
- *Non-Consent Form*
- *Feedback, Compliments and Complaints Form*

Where required, the Director and/or appointed delegate will provide this information in an alternative format such as a different language, easy-to-read versions or by requesting an interpreter service.

5.4 Appeal

A participant, their family, carer and/or advocate can appeal the Director and/or appointed delegate's decision to discontinue services with ESG Inclusive Homes. All appeals must be directed in writing to:

- Postal Address: [POSTAL ADDRESS]
- Email: [EMAIL]

A final decision will be made by the Director and/or appointed delegate and/or management teams where appropriate. If required, ESG Inclusive Homes employees will provide support to a participant, their family, carer and/or advocate to make an appeal, by either transcribing their feedback for the Director and/or appointed delegates review or by referring a participant, their family, carer and/or advocate to interpreter or advocacy services.

If the appeal is deemed successful, a participant, their family, carer and/or advocate will be assisted in continuing to access services offered by ESG Inclusive Homes. If the appeal is deemed to be unsuccessful, reasoning will be provided to a participant in writing. In the instance that a participant, their family, carer and/or advocate are unhappy with the outcome of the appeal, they can refer to the *Feedback, Compliments and Complaints Policy and Procedure* for further assistance.

5.5 Alternative Supports

ESG Inclusive Homes will work collaboratively with a participant, their family, carer and/or advocate who have been refused services to identify what alternative services and referrals could best meet their needs. With the consent of a participant, ESG Inclusive Homes will provide relevant referral information to prospective service providers to support a participant's transition to an alternative service. Where appropriate, ESG Inclusive Homes may also meet with alternative providers to further support this transition.

5.6 Waitlist Processes

In some circumstances, particularly relating to the skill mix of ESG Inclusive Homes employees, a participant may be added to a wait list. If a participant is added to a waitlist, the Director and/or appointed delegate will:

- Provide a participant, their family, carer and/or advocate with an estimation of wait time
- Determine if a participant, their family, carer and/or advocate are still consenting to proceed; and
- Provide continual updates of their status in relation to the waitlist.

5.7 Cancellation Policy

ESG Inclusive Homes enforces a strict 48-hour cancellation policy to ensure that a participant receiving support through ESG Inclusive Homes are given equal opportunity for access to support and for ease of appointment scheduling for ESG Inclusive Homes employees.

If ESG Inclusive Homes receives notification of cancellation within a timeframe less than 48 hours, a participant will be charged up to 100% of the scheduled service.

In the event of a 'no show' for an in-home care service, professional appointment or a booked retreat, the following will occur:

1. ESG Inclusive Homes employees will contact a participant, their family, carer and/or advocate to determine the reason for the 'no show' and if they are still wanting to have access to the service

2. If a participant or nominated representative is not able to be contacted (and there was no emergency that prevented them from making contact), then an email will be sent to a participant, their family, carer and/or advocate advising that in accordance with ESG Inclusive Homes policy, two 'no shows' may result in termination of services
3. If a participant fails to attend on two occasions with booked services with no prior communication - with no reasonable explanation, ESG Inclusive Homes will be sent a *Termination of Services* letter; and
4. If there is a change of circumstances in the future which means that this 'no show' will not occur again then the NDIS participant and/or nominated representative may re-apply for access to support offered through ESG Inclusive Homes.

5.8 Participant Initiated Withdrawal of Services

A participant, their family, carer and/or advocate reserves the right to withdraw from services at any time for a variety of reasons including but not limited to:

- Moving outside of the ESG Inclusive Homes service area
- Not satisfied with support and care delivered by ESG Inclusive Homes; and
- Wanting to transfer to another service provider.

ESG Inclusive Homes requests that a participant, their family, carer and/or advocate contact ESG Inclusive Homes in writing and/ or via phone to advise of this request. A participant, their family, carer and/or advocate are required to read, sign, and return an *Exit and/or Transition Form* to ESG Inclusive Homes within five working days of the original notification of the request to withdraw from services.

A participant, their family, carer and/or advocate are invited to complete an exit interview upon withdrawing from services.

5.9 Service Re-entry

ESG Inclusive Homes provides the option of service re-entry within 28 days of initial withdrawal from services without the need for a participant to complete formal intake processes, if resources that suit the participants needs are still available.

In the instance service re-entry is requested yet more than 28 days has passed since initial withdrawal from services, a participant must undertake all formal intake processes and requirements.

5.10 Discontinuation of Service Provision

ESG Inclusive Homes will not discontinue or deny support based solely on the dignity of risk made by a participant. ESG Inclusive Homes may withdraw services if:

- The support needs of a participant have changed and no longer are within ESG Inclusive Homes' scope of care
- A participant fails to do what is required of them under the terms of their *Service Agreement*
- A participant fails to comply with the policies and procedures of ESG Inclusive Homes
- A participant, their family and/or carer fails to communicate and provide information about changes to support needs
- Workplace health and environmental safety considerations are ignored; or
- Payment for support and/or expenses has not been received as per the *Service Agreement*.

Where a participant demonstrates behaviours of concern or medical needs that may impact on ESG Inclusive Homes employees and/or a participant the following process will be followed:

1. ESG Inclusive Homes employees must complete an *Incident Report*

2. The Director and/or appointed delegate will liaise with a participant, their family, carer and/or advocate to discuss alternative strategies to support a participant and recorded within a participants file; and
3. If concerns surrounding the safety of ESG Inclusive Homes employees and/or a participant continue to occur and all reasonable alternative steps have been taken to adjust care, it is the Director and/or appointed delegate's responsibility to terminate services.

Upon termination of the *Service Agreement* by either party ESG Inclusive Homes will ensure:

- Risks are re-reviewed to ensure the safety of a participant
- Supports that are relevant to a participant are provided such as continuation of support services until a transfer can be arranged or communicating with a new provider
- Under the *National Disability Insurance Scheme Terms of Business for Registered Providers*, withdrawal or termination of services must be no less than 14 days
- The cancellation of service has been reported to the *National Disability Insurance Agency*
- All services that have been provided under the terms of the *Service Agreement* has been claimed; and
- A participant has been offered alternative support solutions to achieve a safe transition to a new provider of services (see *Transition and Exit Policy and Procedure*).

5.11 Documentation

All information and documentation related to a participant who has chosen to exit a *Service Agreement* with ESG Inclusive Homes will remain the property of ESG Inclusive Homes. All information and documentation related to a participant will be retained and stored in accordance with ESG Inclusive Homes' *Privacy and Confidentiality Policy and Procedure*.

6.0 Related Documents, Legislation, Regulations and Standards

- *Participant Welcome Pack*
- *Intake Assessment and Support Form*
- *Advocate Nomination Form*
- *Service Agreement*
- *Participant Handbook*
- *Personal Details Form*
- *Consent Form*
- *Non-Consent Form*
- *Feedback, Compliments and Complaints Form*
- *Feedback, Compliments and Complaints Brochure*
- *Independence and Informed-Choice Decision-Making Policy and Procedure*
- *Support Planning, Assessment and Review Policy and Procedure*
- *Service Agreements with Participants Policy and Procedure*
- *Responsive Support Provision and Management Policy and Procedure*
- *Transition to or from a Provider Policy and Procedure*
- [*National Disability Insurance Scheme Quality Indicators 2021*](#)
- [*National Disability Insurance Scheme Act 2013*](#)
- [*National Disability Strategy 2010-2020*](#)
- [*NDIS Developing Your First NDIS Plan*](#)
- [*National Disability Insurance Scheme Terms of Business for Registered Providers*](#)

7.0 Policy Review

This *Access to Supports Policy and Procedure* will be reviewed on an annual basis to ensure that ESG Inclusive Homes operates in accordance with legal, regulatory and company standards. This process will include a review and evaluation of current practices and service delivery types and

locations, relevant policies and procedures, forms and registers and will incorporate all ESG Inclusive Homes employees, participant, and other stakeholder feedback.

ESG Inclusive Homes *Quality and Continuous Improvement Register* will be used to record and monitor progress of any improvements identified and where relevant feed into service planning and delivery processes.

ESG Inclusive Homes may make changes to this *Access to Supports Policy and Procedure* at any time to allow for continual improvement, evaluation, and implementation of best practices to improve the effectiveness of its operation.