

STANDARD ONE SERVICE ACCESS

1. ENTRY TO FLINTWOOD DISABILITY SERVICES INC.

POLICY PRINCIPLES

FLINTWOOD Disability Services Inc. provides access to the service based on an established eligibility criteria.

Access to FLINTWOOD is free from discrimination based on gender, race, sexual preference, class, political or religious beliefs.

FLINTWOOD Disability Service Inc. provides people applying to enter programs with a prompt and efficient service at the time of entry. It also provides people with accurate and relevant information about these programs, in a courteous and prompt manner.

TARGET GROUP – Post School Programs

1. **People who attend the program must have a disability which:**
 - a. *is in the form of an intellectual, physical, ABI, psychiatric and/ or sensory impairment, or a combination of such impairments*
 - b. *is permanent or likely to be permanent*
 - c. *results in a significantly reduced capacity in one or more major life activities such as communication, learning, mobility, decision making, personal care or social skills.*
2. **People attending 300 Bed Program/ Day Service/Post School Options, Community Participation and/or Transition to Work programs are:**
 - a. *assessed to have between moderate and exceptional needs*
 - b. *leaving school in the year prior to entering the program (unless a transfer from another Service Provider).*
 - c. *be eighteen years of age or over prior to entering the program.*
3. **A potential Service User must be identified through the entry procedure to be eligible for service.**

TARGET GROUP – Accommodation / Respite

1. **People attending the Service have a disability that is attributable to an:**
 - a) *intellectual*
 - b) *is permanent or likely to be permanent*
 - c) *psychiatric*
 - d) *sensory*
 - e) *physical impairments*
 - f) *ABI*

People applying for permanent accommodation

Applications will be nominated through the DADHC Vacancy Management Placement Committee

Respite Services:

- a) Reside with a full time carer
- b) Be sixteen years old
- c) Priority according to the Funding Agreement
- d) Be living in the designated LGA.

ENTRY PROCEDURE

Post School Programs

1. Where individual funded packages for Post School Programs, Community Participation and/or Transition to Work are available, information is provided to FLINTWOOD by parents/ schools/ DADHC about potential Service Users who have been assessed as eligible.
2. Arrangements are made for the applicant to visit the program and make contact with the Post School Programs Manager
3. If the applicant is still interested in attending the service, he/she must complete an Application Form and a Service User Intake Form.
4. Once the Application Form and Service User Intake Form has been received by Flintwood, the Post School Programs Manager will then make arrangements to visit the school or talk to the potential Service User/family in more detail. If the applicant is transferring from another Day Service, it is imperative the Post School Program Manager contacts the other Day Service to talk about support needs and a transition plan.
5. The Post School Programs Manager and CEO assess the applicant together and a decision is made on whether the Day Service can support the applicant's needs. If the Day Service agrees to support the applicant, the CEO will present the potential new Service User to the Management Committee for final approval.
6. If the applicant agrees to enter the program, transition to the program commences but only after DADHC approval. The successful applicant will receive written notification from FLINTWOOD of their service eligibility and relevant service information.
7. The Post School Programs Manager will also make contact with the applicant's school and arrange or obtain copies of assessments including medical. If the applicant receives a service elsewhere and transfers to FLINTWOOD, in addition to the steps above, the Post School Programs Manager will also require a copy of the applicant's individual program plan.

Entry Procedure – Group Home Accommodation

1. When a vacancy occurs either within the established Group Home, Flintwood Management will notify DADHC through the Vacancy Placement Committee of the vacancy.
2. In the event of a Service Users death, a reasonable grieving time will be allocated

3. *A review of Service User profile will be undertaken.*
4. *Flintwood documentation will be completed by the selected client or their representative:*
 - a) *Application form*
 - b) *Intake form*
 - c) *Consents*
 - d) *Nutrition Checklist*
 - e) *Health Management Plan*
 - f) *Behaviour Management Plan*
5. *A meeting will be arranged with all relevant stakeholders.*
6. *Recommendation will be made to the Management Committee by the CEO, if accepted.*
7. *Arrangements made for the person to visit the Group Home.*
8. *If the Organisation, applicant or their representative choose to continue, a transition plan will be developed:*
 - *Transition plans will be established in consultation with the Service User, and if necessary the Carer and/or Caseworker*
 - *Plans will be individually devised to ensure a stress free transition into the Service.*
 - *A House Coordinator will be nominated to liaise with the relevant stakeholders to ensure ongoing and effective communication*
 - *The Accommodation Manager will review monthly and prepare a report for the CEO*
9. *On completion of a successful Transition Plan the Service User will be formally accepted into the Service and DADHC notified of the successful placement.*
10. *Should the Service User choose not to continue with the placement the following will occur:*
 - *The CEO will contact the Vacancy Placement Committee and the process will be repeated*

Entry Procedure - Respite

1. ***Applications for access to the Respite Service will be accepted from:***
 - a. *Carers*
 - b. *Self referrals*
 - c. *Case workers*
 - d. *Other Services*
 - e. *Government and non-government agencies*
2. *An Application form will be completed. Assistance will be provided to assist all people wishing to access the Respite Service and who would possibly miss out due to an inability to do so. Flintwood will arrange translators to assist when appropriate.*
3. *Application will be based on the priority list as stated in the Funding Agreement.*
4. *A meeting will be arranged with the Service User and relevant stakeholders to visit the Respite Service*
5. *Completion of Intake Form and other relevant documentation will be required.*

6. *Should the Service User accept the terms and conditions of the Respite Service and it is deemed that Flintwood can safely meet the needs of the Service User, the CEO will make a recommendation to the Management Committee.*
7. *An individual Transition Plan will be developed in consultation with relevant Stakeholders*
8. *The Service User may be accepted on a three to six month trial period.*
9. *A waiting list will be maintained in each Respite Service and reviewed six monthly to ensure accuracy and status of application.*
10. *As part of non-discrimination to people from non-English speaking backgrounds FLINTWOOD ensures all information about the service is available for the target population. This also includes planning for current and future cultures in the geographic location targeted by FLINTWOOD to improve the accessibility of services.*
11. *FLINTWOOD annually reviews the relevance and accessibility of its services to people from disadvantaged groups eg non-English speaking background and Aboriginal and Torres Straight Islanders*
12. *Where a conflict of interest arises regarding whether or not to accept a person into the service, FLINTWOOD will involve an objective external person to assist in making this decision.*
13. *All new applicants to the program will be given a copy of relevant Policies and Procedures and Rights, Responsibilities and Individual Program Plans will be discussed.*

1.3 ENTRY PROCEDURE

Post School Program

1. *Application to FLINTWOOD may be initiated from a wide variety of sources, including self referral, a family member/ guardian/ advocate, medical service and other non-government or government funded agencies.*
2. *All enquiries for application to FLINTWOOD Disability Services Inc. are responded to by the Post School Programs Manager within 48 hours business days.*
3. *If the applicant does not meet the entry criteria the applicant, or their referring agent is to be informed as soon as possible as to why their application was unsuccessful. They will be assisted to access a more appropriate service or additional information given to assist them in accessing a service.*
4. *Entry criteria and information about the programs are available in alternative formats to ensure people are aware of the various programs the Post School Program offers.*
5. *As part of FLINTWOOD'S non-discrimination policy to people from non-English speaking backgrounds; FLINTWOOD ensures all information about the service is available for the target population. This also includes planning for current and future cultures in the geographic location targeted by FLINTWOOD to improve the overall accessibility of services.*
6. *FLINTWOOD annually reviews the relevance and accessibility of its services to people from disadvantaged groups e.g. non-English speaking background and Aboriginal and Torres Straight Islanders*

7. Where a conflict of interest arises regarding whether or not to accept an applicant into the service, FLINTWOOD will involve an objective external person to assist in making an appropriate decision.

8. The Transition to Work program is a 2 year program; the aim of the program is to support a person with a disability to gain employment. This is a 2 year, vocational course – the Post School Programs Manager will ensure the applicant is aware this is time limited and what his/her options are.

1.4 TRANSITION PROCEDURE

1. Once an applicant has been offered a placement with FLINTWOOD the transition process should commence. The aim of transition is to minimise the impact of the changes on the applicant. This can be achieved by creating an environment as similar as possible to the one the individual is currently attending.

2. The Post School Programs Manager will coordinate the transition to the Post School Program. The environment which the applicant is exiting from should also allocate a contact person to be responsible for handing over all information.

3. The Post School Programs Manager is to gather relevant information on the applicant and establish the applicant's individual file. An assessment of the applicant's skills will be undertaken and establish the applicant's individual needs.

4. During the first three months of transition it is important to minimise the changes in the Service User's routine. Where possible new skill development programs or unnecessary pressure are not placed on the individual in their new environment during this time frame.

5. The transition plan is based on the applicant's individual needs.

6. Where possible the Post School Programs Manager is to spend time with the applicant in their current environment. The aim of this is to learn about the applicant's routine and ways of working with them.

7. A transition meeting is to be held with the applicant and relevant stakeholders.

8. During this meeting a transition plan is to be formatted and to include (if necessary) the slow introduction of the applicant into the new service, including short visits, day visits and building towards full attendance.

9. The transition plan should clearly identify the time frame of induction, the programs to be maintained, the activities to be maintained, the review times and the persons responsible for ensuring the plan is carried out. A copy of the plan is available to families/carers on request.

10. Once the transition process is complete the individual program plan meeting is arranged and the transition plan is reviewed and further goals are set.