



Subject: Service Access

Policy No: NS5-1

Disability Standard: 5 – Service Access

Purpose

To outline how staff can make it easy for people to receive our services.

Policy Statement

Our services are for people with disabilities and their families. Each client and family receives individualised support. We champion the human rights of all people with disability and acknowledge cultural and linguistic diversity. Our services are non-discriminatory.

Responsibility

These roles are responsible for implementation and compliance monitoring of this policy in their work areas:

- Service Manager
- Client Relationship Manager
- Client Services Consultant

Scope

This policy applies to current and potential clients and their families, and all staff providing services to clients.

Policy in Action

- We provide services that are:
 - Individualised, with each person having their own plan
 - Planned with clients and/or their family
 - Reviewed regularly together
 - Flexible
 - Based on equality, with no preferential treatment.
- Clients accessing CPA services will have one point of entry, and services will be planned and delivered around holistic client need (rather than CPA structures, especially where more than one service type is involved). See [Client Intake](#) and [Client Intake Details](#).
- We help clients to make the most of the funding they have for their services (e.g. NDIS or state government or Cerebral Palsy Alliance).

- Our Service Agreements outline services to be delivered and detail our terms and conditions, including arrangements regarding appointment changes and cancellations.
- We balance the needs of the client with organisational requirements in the management of appointment cancellations (Managers should refer to [Cancellation Management](#)).
- We help clients link with other service providers when needed.
- We support clients with the information they need when leaving our service.

Definitions

(Note: Commonly defined terms are located in the [CPA Common Definitions](#). Any defined terms below are specific to this Policy and its related documents.)

Nil.

Procedures/Forms/Appendices

NS5-1-Pr1	Client Intake
NS5-1-Pr1A	Client Intake Details
NS5-1-Pr2	Cancellation Management
NS5-1-F1	Complex Needs Checker
NS5-1-App1	Cancellation Guidelines (for clients)
NS5-1-App2	Cancellation Guidelines Poster

Related Policies and Further Reading

NS1-1-F1	Consent Form
NS5-2	Accommodation Vacancy Management
NS5-3	Respite Allocation Management
NS6-2-4-G1	CPA Funded Service Offer to Infants (pre NDIS Package)
NS6-7-1-F1	Permission to Use Photographs/ Video Footage

[National Multilingual Disability Hub](#)

Policy Owners	Chief Operating Officer
Date Approved	27/09/18
Approval Authority	CEO
Date of Commencement	1 December 2016
Date for Next Review	
Related Legislation	Disability Inclusion Act 2014 Disability Inclusion Regulation 2014 NDIS Act 2013

Revision History

Note: Reviewed and rewritten policies and procedures took effect on 1 December 2016. For revision history prior to this date, contact the Company Secretary.

Review Date	Revision Details
01/03/17	Updated Intake Preparation and Planning procedure (NS5-1-Pr1) to add that clients with a Support Coordinator outside CPA must meet with their Support Coordinator before their CPA Service Agreement meeting.
12/12/17	Added CRM and CSC as having responsibilities for implementation and compliance monitoring of this policy. Deleted NS5-1-Pr1 Intake Preparation and Planning, NS5-1-Pr2 1300 Intake, NS5-1-Pr3 Web Intake, and replaced these with NS5-1-Pr1 Client Intake. Renumbered Cancellation Management procedure from NS5-1-Pr4 to NS5-1-Pr2. Added NS5-1-Pr1A Client Intake Details (a step-by-step guide), and NS5-1-F1 Complex Needs Checker.
06/03/18	Updated NS5-1-Pr1 Client Intake.
17/04/18	Updated NS5-1-Pr2 Cancellation Management procedure. Added NS5-1-App1 Cancellation Guidelines, NS5-1-App2 Cancellation Guidelines Poster and NS5-1-App3 Cancellation letter template.
26/09/18	Updated NS5-1-Pr2 Cancellation Management, NS5-1-App1 Cancellation Guidelines and NS5-1-App2 Cancellation Guidelines Poster. Deleted NS5-1-App3 Cancellation Letter Template – this has been replaced by content in NS5-1-Pr2 Cancellation Management.
17/10/18	Updated former Business Rule 'CPA Funded Service Offer to Infants (pre NDIS Package)', renumbered it to NS6-2-4-G1 and linked it to the Fee for Service policy. Revised hours allocated for support, and adjusted to reflect time to transition from CPA funding to NDIA funding.