Bethany Care Ltd

Service Access

Policy & Procedure 43

(In accordance with The Federal *Disability Discrimination Act 1992* (D.D.A.)

"Each person with a disability seeking a service has access to the service on the basis of relative need and within available resources".

Document Review Details	
Date Created	20/10/2009
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Reviewed by	Brian Lynch (Quality Assurance)
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Amendment History	DCR184D Amended to D to provide more information regarding non-discrimination, client mix and an explanation of the functional assessment.

Service Access Procedure

1. Object & Field of Application

1.1 This document details the process and procedure Bethany uses to ensure clients have fair access to its services. The procedure is based on the principles of eligibility, relative need and service provision within available resources and capacity.

2. Legislation

2.1 The Federal *Disability Discrimination Act 1992* (D.D.A.) - provides protection for everyone in Australia against discrimination based on disability. Discrimination happens when people with a disability are treated less fairly than people without a disability.

3. Process

3.1. **Referral to Disability Services -** Due to procedural changes within the "Department of Communities, Child Safety & Disability Services (DS)", they will now the first point of call for all new clients seeking support. All new enquiries directed to Bethany Care should be directed to them on 1800 177 120 (free of charge through Smart Service Queensland, calls from mobile phones are charged at applicable rates). New clients may also phone their local Disability Services service centre direct.

3.2. **Contact Options -** As an alternative to using the telephone, new clients can also go in person to their local Disability Services service centre, send Disability Services an email, fax or letter with your contact details. New clients may also complete the new Request for Assistance Form (available from www.disability.qld.gov.au) and post or fax it to the nearest Disability Services service centre.

3.3. **Disability Service's Role -** Once the new client enquiry has been received by Disability Services they will manage the intake process (this includes considerations regarding eligibility and non-discrimination) and decide which funded service the client should be linked with.

3.4. **Disability Services Referral to Bethany Care -** If the new client has been recommended to Bethany Care, Disability Services will contact the Assistant Manager, who will then handle the case.

3.5. **Non-Discrimination** – Eligibility and entry is provided at Bethany Care on a non-discriminatory basis and in accordance with the Federal Disability Discrimination Act 1992 (D.D.A). Please see point 2.1. Bethany does not discriminate in service access and delivery on the basis of any characteristic protected under current legislation. Unlawful discrimination has no place at Bethany Care. All Bethany employees, are expected to join with and uphold this commitment as per the Bethany Code of Conduct (Point 5 Demonstrate through my behaviours and actions a commitment to non-discrimination).

3.6. **Interview Arrangement** – The Assistant Manager will contact the client and/or their advocate to schedule an interview at a mutually convenient time.

- The Individual Profile Part A document will be sent to the family for completion prior to the interview. This document also contains a clear recommendation to have a family member or advocate present at the interview.

3.7. **Interview With Assistant Manager –**

- **<u>Eligibility</u>** - This will determine whether Bethany can provide a service based on our non-discriminatory eligibility policy. Clients must meet the criteria and record "Yes" responses. Even though Disability Services would have considered eligibility when initially linking the client with Bethany, the AM will double check to ensure our requirements have been satisfied.
- **<u>Individual Profile Part A – Personal Assessment –</u>** This is to be discussed with client and advocate in an effort to gain a better understanding of client individual needs, wants and capabilities. The AM's role here is to build upon the information found in Part A and to determine whether Bethany Care would be able to provide a service. Please see Appendix 2, Page 5 for more information about the Personal Assessment process.
- **<u>Assistance</u>** – Individuals are offered assistance where appropriate to facilitate access (for example to complete necessary forms or providing access to an interpreter). In circumstances where a client does not

have a suitable advocate or support we would suggest clients obtain one by enlisting the services of a suitable agency (e.g. Gold Coast Advocacy 5564 0355). This also applies to situations where advocates are found not acting with client's best interests at heart

- **Individual Profile Part B - Future Vision & Goals**
- Form to be completed in consultation with Bethany Care and the client / family / advocate.
- **Plan review date agreed** – After the plan has been completed the plan review date will be agreed with the client. This is would typically be in 12 months time from the interview date. The date should be noted in the plan
- **Copy of plan provided** - It is mentioned that a copy of the Individual Plan will be available to the client and the advocate/support person. An appropriate format for the document is identified. Ideally a copy of the plan would be given to the client at the end of the interview.
- **Information Pack** – AM to go through and explain the policies contained in the Service User Information Pack.
- **Individual Profile Part C - Signatures –** Assessment Information checklist to be signed to verify the information has been given and understood. Other signatures include the media authority and consent and nomination of support person/advocate.
- **File Note** – After interview has taken place, the Assistant Manager should provide a file note citing the date the meeting took place.

3.8. **Interview Follow-up –**

- If Bethany was unable to provide a copy of the plan at the end of the client interview, details will be passed onto admin to send a copy in the most appropriate format.
- There is space on the Individual Plan Part B for clients to advise Bethany and note their preferred plan format.
- Following the interview, calculation of personal assessment will take place by Admin using the following spreadsheet, Functional_Assessment_Calculation.xls
- Client data to be updated on the client database by Admin.

3.9. **Client Status Made Active -**

- After the interview Admin will enter the details on the client database.
- Admin will also enter the client details on MYOB to allow future invoicing and financial record keeping.

3.10. **Capacity & Available Resources –**

- Before Bethany clients can access a particular Bethany service, the Assistant Manager will check relevant staff rosters, timetables, and schedules to ensure clients can be accommodated.
- If we are unable to accommodate new clients due to insufficient resources, we advise the client of the situation and when the required Bethany service is next likely to become available. We also mention that emergency respite is available but only in extremely urgent circumstances.

END

Appendix 1 - Service Access Flowchart

Incoming enquiry normally by telephone

Referral to Disability Services
Disability Services are the first point of call for new clients seeking support. All new enquiries should be directed to them on **1800 177 120**.

Disability Services Referral to Bethany Care
If DS decides the new client is potentially suitable for Bethany Care, they will contact the Assistant Manager, who will then handle the case.

Interview Arrangement - Case passed to The Assistant Manager (AM). Part A Sent to Family.
Upon arranging the interview the AM will recommend that the client should enlist the help of a family member, advocate, support person to be present at the interview

Interview Conducted - with client and family member/advocate/support person.
- **Points to be covered will include**
- **Eligibility** - This will determine whether Bethany can provide a service based on our non-discriminatory eligibility policy. Clients must meet the criteria and record "Yes" responses.
- **Part A Individual Profile Sheet.**
- **Part B Personalised Support Plan** is developed, discussed and finalised
- Review date is agreed upon (12 months time) and noted
- **Part C Individual Profile Sheet**
- It is mentioned that a copy of the Plan will shortly be available to the client and the family member/ advocate/support person. An appropriate format for the Plan is identified
- **Information pack** is explained and presented to new client and family / representatives

Not suitable

Referrals - If it becomes clear that Bethany is unable to help, the case should be referred to the appropriate contact in the "Community Resources for Younger Disabled on the Gold Coast" or the Community Resources for Frail, Aged and People with a Disability On the Gold Coast" booklets.
All referrals should be logged in the **Bethany Referral Register**

Interview Follow-up –
- Personal assessment is calculated to give the priority of need
- Case referred to admin to send copies of the plan to relevant parties in the agreed appropriate formats
- Client data to be uploaded on the client database.

Client Status Made Active –
- After the interview Admin will enter the details on the client database.
- Admin will enter the client details on MYOB to allow future invoicing and financial record keeping.

Capacity & Available Resources
- AM will check relevant staff rosters, timetables and schedules to ensure Bethany can accommodate new clients.
- Considerations here include, suitably trained staff, client mix,
- For further details about client mix will be addressed please see the Bethany Respite Allocation Policy, sections 5.1 and 5.2

No capacity or resources

Advise client of the situation and when the required Bethany service is next likely to become available. We also mention that emergency respite is available but only in extremely urgent circumstances.

Appendix 2

Personal Assessments

Personal assessments help identify the level of support, supervision and resources a client would need at Bethany Care. It can also be used to determine, care planning and assessing outcomes.

As part of the Individual Profile Sheet Part A, there are 3 sections to Personal assessment at Bethany Care.

- **Section 1: Functional Assessment:** This section appraises the individual's functional ability in a range of specific activities. For example, Bathing, reading, road safety.
- **Section 2: Sensory Assessment:** This section appraises the individual's sensory ability. For example, hearing, sight and speech.
- **Section 3: Social Assessment:** This section appraises the individual's social skills. For example, self-esteem, awareness of actions on others.

These assessments are rated on a scale of 1 to 3;

1 = Well (client has good skills in this area)

2 = Some assistance needed (client has average skills in this area)

3 = Full assistance needed (client has poor skills in this area).

In the first instance, clients and advocates are invited to complete the personal assessment. At the clients Service Access interview, the interviewer (Assistant Manager) should develop the answers given by asking searching questions. The purpose is to obtain the most accurate assessment of the client's skills and abilities as possible. Bethany believes an accurate personal assessment will help provide the most appropriate quality care and effective service delivery.

After the interview, the results of the personal assessment are entered into an Excel spreadsheet to calculate a priority needs rating. This value is based on averages and should be interpreted as follows.

A rating of 2- 3	= Urgent
A rating of 1-2	= Accept as soon as place is available
A rating of 0-1	= Not Urgent

The higher the priority needs rating, more Bethany will view a client's respite request as urgent with in comparison the clients who may have a lower rating.