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## Subject: Service Access

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### 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.

### Who is this policy for?

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

### Who is responsible for this policy?

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

- General Manager, Client Engagement
- Client Engagement Team.

### 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 Procedure](#).
- Our client intake processes ensure we gather all relevant information to enable safe provision of services to individual clients (see [Client Services Request](#)). Where the Client Services Request indicates that the client has extra personal safety and support needs, our Client Services Consultants (CSCs) complete a [Client Personal Safety and Support Checker](#) with the client/ person responsible to determine if any referrals for assessments are required before the client starts accessing our services.

- 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 (see [Cancellation Management](#), [Cancellation and Reschedule by Staff](#), [Cancellation and Reschedule by Client](#), [Cancellations Report for Finance Team](#)).
- Service managers assist clients with their NDIS Plan Reviews by providing them with a Service Plan Review specific to the CPA service/s they have accessed. The Service Plan Review gives an overview of services and supports received from CPA, as well as a summary of the client's personal progress and achievements and recommendations for future services and supports to achieve identified goals.
- We help clients link with other service providers when needed.
- We support clients with the information they need when leaving our service.

## Definitions

*(Note: The meanings of words used a lot at CPA are located in the [CPA Common Definitions](#). The words in the list below are new and are only used in this policy and the other documents that are part of this policy).*  
Nil.

## Documents that are part of this policy

### Procedures

[Client Intake Procedure](#)

[Cancellation Management Procedure](#)

[Cancellation and Reschedule by Staff](#)

[Cancellation and Reschedule by Client](#)

[Cancellations Report for Finance Team](#)

### Guidelines

[Cancellation Guidelines](#) (for clients) (on CPA website)

[Client Personal Safety and Support Descriptors](#)

[Accommodation \(SIL\) Services – Client Entry and Eligibility Criteria](#)

[Service Access Policy – Easy Read for Clients](#) (on CPA website)

### Posters

[Cancellation Guidelines Poster](#)

### Forms

[Client Services Request](#)

[Client Personal Safety and Support Checker](#)

## Service Plan Review Guidelines and Forms

[Service Plan Review Staff Guidance Notes](#)

[Service Plan Review Cover Letter](#)

[\(LS\) Service Plan Review – Lifestyles](#)

[\(LS\) Service Plan Review – Part 2 – Lifestyles](#)

[\(PF\) Service Plan Review – Packforce](#)

[\(PF\) Service Plan Review – Part 2 – Packforce](#)

[\(R\) Service Plan Review – STA \(Respite\)](#)

[\(R\) Service Plan Review – Part 2 – STA \(Respite\)](#)

[\(THW\) Service Plan Review – Therapy and Health and Wellbeing](#)

[\(THW\) Service Plan Review – Part 2 – Therapy and Health and Wellbeing](#)

[\(YS\) Service Plan Review – Youth Services](#)

[\(YS\) Service Plan Review – Part 2 – Youth Services](#)

A copy of this policy is available on our website at <https://cerebralpalsy.org.au/who-we-are/policies/>.

## Related policies and further reading

[Consent Form](#)

[Accommodation Vacancy Management Policy](#)

[Respite Management Policy](#)

[CPA Funded Service Offer to Infants \(pre NDIS Package\)](#)

[Medication Information for Clients and Carers](#)

[Photo/ Video Consent Form](#)

[Rights Information for Clients and Families](#) (on CPA website)

[National Multilingual Disability Hub](#)

<b>Policy Owner</b>	Chief Operating Officer
<b>Date Approved</b>	07/05/21
<b>Approval Authority</b>	CEO
<b>Date of Commencement</b>	1 December 2016
<b>Date for Next Review</b>	
<b>Related Legislation</b>	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.
06/03/19	Updated NS5-1-Pr2 Cancellation Management and added NS5-1-Pr3 Cancellation and Reschedule by Staff, NS5-1-Pr4 Cancellation and Reschedule by Client and NS5-1-Pr5 Cancellations Report for Finance Team to align with Cancellation Guidelines and reflect current appointment cancellation practice.
20/12/19	Updated NS5-1-App1 Cancellation Guidelines to delete sections re NDIA funded services and suspension of services. (Service Agreement terms & conditions also updated re cancellations.)
07/07/20	Updated NS5-1-App1 Cancellation Guidelines and NS5-1-App2 Cancellation Poster.
13/08/20	Updated NS5-1-Pr1 Client Intake Procedure to add links to new Risk forms.
28/08/20	Updated Policy and added the following: <ul style="list-style-type: none"> <li>• NS5-1-F1 Client Services Request</li> <li>• NS5-1-F2 Client Personal Safety and Support Checker (formerly Complex Needs Checker)</li> <li>• NS5-1-F3 Service Plan Review Cover Letter</li> <li>• NS5-1-F4 (THW) Service Plan Review – Therapy and Health and Wellbeing</li> <li>• NS5-1-F5 (LS) Service Plan Review – Lifestyles</li> <li>• NS5-1-F6 (YS) Service Plan Review – Youth Services</li> <li>• NS5-1-F7 (R) Service Plan Review – STA (Respite)</li> <li>• NS5-1-F8 (PF) Service Plan Review – Packforce</li> <li>• NS5-1-F9 (THW) Service Plan Review – Part 2 – Therapy and Health and Wellbeing</li> <li>• NS5-1-F10 (LS) Service Plan Review – Part 2 – Lifestyles</li> <li>• NS5-1-F11 (YS) Service Plan Review – Part 2 – Youth Services</li> <li>• NS5-1-F12 (R) Service Plan Review – Part 2 – STA (Respite)</li> <li>• NS5-1-F13 (PF) Service Plan Review – Part 2 – Packforce</li> <li>• NS5-1-App3 Client Personal Safety and Support Descriptors</li> <li>• NS5-1-App4 Service Plan Review Staff Guidance Notes.</li> </ul>
18/09/20	Updates and corrections made to NS5-1-F1 Client Services Request, including adding references to Occupational Therapist.
23/09/20	Updated NS5-1-Pr1 Client Intake Procedure to change Complex Needs Checker to Client Personal Safety & Support Checker.
11/05/21	This Policy now incorporates intake for Accommodation (SIL) Services. <ul style="list-style-type: none"> <li>• Updated list of roles under ‘Responsibility’ in the Policy to reflect changes in the Client Engagement Team.</li> <li>• Added NS5-1-App5 Accommodation (SIL) Services – Client Entry and Eligibility Criteria.</li> <li>• Updated NS5-1-Pr1 Client Intake Procedure to add item re SIL intake and make other minor changes to reflect current practices and terminology (updated CRM to CSC, CMS to Salesforce, deleted references to Preparation &amp; Support Summary, added Cancellation Guidelines to welcome pack list).</li> <li>• Updated NS5-1-F1 Client Services Request to include specific SIL questions.</li> <li>• Updated NS5-1-F2 Client Personal Safety and Support Checker: <ul style="list-style-type: none"> <li>○ added that this form must be completed for all SIL services requests and that SIL clients must be 18 years or over</li> <li>○ added questions to each section re checking if funding is available and getting clinician’s contact details (if applicable)</li> <li>○ added ‘harm to others’ item in Behaviour Support section.</li> </ul> </li> <li>• Deleted NS5-1-Pr1A Client Intake Details as this is out of date and no longer in use.</li> </ul>

28/05/21	Updated NS5-1-F2 Client Personal Safety and Support Checker to add the word 'not' to question 4 in section 1 so that it reads: 'Even though the client may not use a hoist, does the client require extra assistance/ supervision ...'
09/11/21	Added links to 'Rights Information for Clients and Families' and 'Medication Information for Clients and Carers' to 'Related Policies and Further Reading' section in the Policy. These are provided to clients/carers upon intake.
16/12/21	Updated NS5-1-App4 Service Plan Review Staff Guidance Notes to delete \$ amounts from pages 8 and 13.