POLICY

Cerebral Palsy ALLIANCE

Service Access Policy

Model of Care Outcome: 4 – Effective Services

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. In line with our Model of Care, each client and family receive supports that meet their individual needs, goals and preferences. We champion the human rights of all people with disability and acknowledge 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?

The following managers and teams have a key role in making sure staff know what this policy says and what they need to do:

- Senior Managers in Client Services
- Client Engagement Team
- Client Services Managers.

Policy in action

- This policy aligns with our [Model of Care] framework. The Model of Care explains how staff will provide services and supports to clients. It says that our services:
    - are person-centred and reviewed regularly with the client (and their family where appropriate)
    - are based on equality, with no preferential treatment
    - are individualised and flexible
    - embrace diversity and treat everyone with respect and dignity
    - involve transparent decision making
    - include consultation with clients and their families about their preferences
    - are based on evidence and best practice
    - are in line with legal and ethical responsibilities
    - uphold the highest standards of support, honesty and integrity in our relationships with clients and their families
    - are focused on supporting improvements in function, independence and participation that we can measure
    - allow us to work together as a team to ensure services and supports are coordinated
    - work with other services that are important if clients and families want us to
    - provide information in accessible formats to help clients and families understand and make decisions
    - respect and acknowledge differences in cultural beliefs, values and language and look for the ways we can best respond to them
    - support clients and families to access an interpreter if they want to
    - offer supports and services to Aboriginal and Torres Strait Islander people in a way that recognises and respects their unique culture
    - uphold the rights of the LGBTQI+ community
    - keep up to date with advances and changes in best practice and actively participate in training and development programs.

- Clients accessing CPA services have one point of entry. Services are planned and delivered around holistic client needs (rather than CPA structures, especially where more than one service type is involved). See Client Intake Procedure.

- We gather all relevant information during the client intake process so that we can provide safe services to individual clients (see Client Services Request). The Client Services Consultant (CSC)/ nominated employee also completes a Client Personal Safety and Support Checker with the client/ person responsible. This determines if any referrals for assessments are required before the client starts accessing our services.

- Before a client accesses hydrotherapy or exercise services, the relevant therapist completes medical screening with the client or their person responsible. This determines if medical clearance is required from the client's GP. It also determines if the client requires any additional support plans before commencing these services. (See Medical Screening for Hydrotherapy and Exercise Form and Medical Clearance for Hydrotherapy and Exercise Form.)

- We help clients to make the most of the funding they have for their services (e.g. NDIS, DSOA, 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 Guidelines, Cancellation Management Procedure).

- The relevant service manager (or delegate) assists clients with their NDIS Plan Reviews by offering them 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. It also includes 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

Guidelines
Cancellation Guidelines (for clients) (on CPA website)
Client Personal Safety and Support Descriptors
CPA Funded Service Offer to Infants Pre NDIS Package
Accommodation (SIL) and Respite (STA) Services Client Entry and Eligibility Criteria
Service Access Policy – Easy Read for Clients (on CPA website)

Posters
Appointment Cancellations Poster

Forms
Client Services Request
Client Personal Safety and Support Checker
Medical Screening for Hydrotherapy and Exercise Form
Medical Clearance for Hydrotherapy and Exercise Form

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)
(TH) Service Plan Review – Therapy
(TH) Service Plan Review – Part 2 – Therapy
(YS) Service Plan Review – Youth Services

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

Salesforce Knowledge Article on [Cancelling Work Orders]
Client Services Cancellation Resources on the [Client Services Support Resources] page on The Hub.

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
Medication Information for Clients and Carers
Client Manual Handling Policy Information for Clients and Carers
Photo/ Video Consent Form
Rights Information for Clients and Families (on CPA website)

Policy Owners	Chief Operating Officer
Date Approved	09/12/24
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

Please email policyfeedback@cerebralpalsy.org.au for access to past policies and/or further revision history details.

Review Date	Revision Details
13/04/23	Reviewed and updated to reflect current practice and to state that clients can verbally agree the Service Agreement – Service Summary. Updated: • Service Access Policy • Accommodation (SIL) and Respite (STA) Services Client Entry and Eligibility Criteria (renamed - added Respite Services to this document) • Client Intake Procedure • Client Personal Safety and Support Checker (this is completed for all new clients and for existing clients requesting new CPA services) • Client Personal Safety and Support Descriptors • Cancellation Management Procedure • Cancellation and Reschedule by Client Procedure • Cancellation and Reschedule by Staff Procedure • Cancellations Report for Finance Team Procedure • Service Plan Review – Therapy and Service Plan Review – Part 2 – Therapy (removed references to Health and Wellbeing Services as these are now part of Therapy Services). Added:

	• Medical Screening for Hydrotherapy and Exercise • Medical Clearance for Hydrotherapy and Exercise (moved from Promoting Client Health Policy and updated).
05/09/23	Updated Client Services Request to change 'ATSI' to 'Aboriginal or Torres Strait Islander'.
21/11/23	Updated Cancellation Guidelines.
02/02/24	Updated Medical Screening for Hydrotherapy and Exercise Form to add that if 'incontinence' is ticked 'yes' then incontinence swimwear must be worn in the pool.
18/04/24	Updated Client Services Request to add ACT contact details in footer.
07/05/24	Moved CPA Funded Service Offer to Infants Pre NDIS Package Guidelines from former Fee for Service Policy to this policy. (Fee for Service Policy has now been rescinded.)
02/07/24	Updated: • Cancellation Guidelines – to reflect CPA's current cancellations policy (in line with NDIS) • Cancellation Guidelines Poster – to add ACT phone number • Client Services Request – to remove ACT email address.
18/07/24	Updated Client Personal Safety and Support Checker (sections 1 & 2).
23/10/24	Updated Cancellation Guidelines.
10/12/24	Reviewed and updated to align with cancellations process in Salesforce. Minor updates to: • Policy • Appointment Cancellations Poster (renamed from Cancellation Guidelines Poster). Updated: • Cancellation Management Procedure. Deleted: • Cancellation and Reschedule by Client Procedure • Cancellation and Reschedule by Staff Procedure • Cancellations Report for Finance Team Procedure.