

POLICY NUMBER: NDIS SER DEL 2

INTENT

The intent of this policy is to ensure there is a clear and equitable process for any person making an application to enter the Service.

DEFINITION

Access: *a way to approach or entry.*

Eligibility: *meeting the stipulated requirements as in the policy statement below.*

Participant: *the person to whom Real Living Options Association Inc. is providing support and assistance.*

POLICY STATEMENTS

To be eligible for a Service from Real Living Options Association Inc. applicants must:

- Be a person with a disability ages of 18 and over.
- Live in the Cairns Region.
- Have a source of individualised government funding or a source of private funding.

Real Living Options Association Inc. will ensure that each person seeking entry to the Service will be assessed on the basis of relative need and within the available resources of the organisation.

Real Living Options Association Inc. will:

- Aim to provide a personalised, person-centred approach to the support needs of the person entering the Service.
- Provide as far as reasonably practicable, an open and accountable process for prioritising the eligibility and entry needs of potential Participants and the capacity of the Service to meet their needs.
- Adopt and apply non-discriminatory eligibility criteria and entry rules with respect to age, gender, sexuality, race, culture, religion, disability or other identifiers consistent with funding obligations, applicable legislation and the purpose of the Service.

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File Path:	https://reallivingoptions.sharepoint.com/sites/RealLivingOptions/Shared Documents/All Staff/Policy/NDIS Service Delivery/NDIS SER DEL 2 Service Access - Eligibility and Entry into the Service.docx			NON-CONFIDENTIAL		Page 1 of 4	

- Ensure as far as reasonably practicable that entry procedures are fair, equitable, transparent and consistently applied, and the principles of equal opportunity are upheld.
- Ensure the Service accepts new Participants in line with the NDIS Terms of Business for Registered Providers.
- Ensure risks associated with each transition to or from the provider are identified, documented, and responded to, including risks associated with temporary transitions from the provider to respond to a risk to the participant, such as a health care risk requiring hospitalisation.

PROCEDURES

- All people requesting services will be assessed by the Support Manager in consultation with the Support Team.
- The Service will not discriminate against a person in regard to gender, sexuality, race, culture, religion, disability or other identifiers.
- As far as reasonably practicable, the Service will make service delivery information accessible to any person, Representative/Nominee or other Service/Department making an enquiry about receiving services.
- The Support Manager and/or the Support Facilitator will meet with the Participant and/or their Representative/Nominee to discuss the support requirements of the person before agreeing to deliver any services.
- If the Service is not able to provide support to the Participant, a referral will be made to a more suitable service, and assistance will be provided to the Participant to connect with the relevant service if required.
- The Service will discuss with the Participant and/or their Representative/Nominee the requirements for support and assistance, any special circumstances or needs, how the assistance will be provided and how the Participant and/or their Representative/Nominee will work with the Service in negotiating and planning their support and the engagement of suitable staff.
- If the Participant is transferring from another service, the Service will liaise with the relevant people to assist in the smooth transfer of the person to the Service.
- A Service Agreement and quote for services will be prepared and must be signed off by the Participant and/or their Representative/Nominee prior to any services being delivered.

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- The Service will monitor and as far as practicable, endeavour to address any potential barriers to access.
- All information about the Participant will remain completely confidential in line with the Service Policy on Privacy, Dignity and Confidentiality, the Privacy Act 1988 and National Privacy Principles.
- An interpreter may be used at any time during this process if required.

DELEGATIONS

General Manager

- Ensure relevant information is provided in regard to all enquiries for support services.
- Ensure all relevant documentation is completed.
- Provide a referral to other Services where relevant.
- Assist the Support Manager as requested/required with the intake process.
- Report numbers of new Participants to the Management Committee.

Support Manager

- Be the first point of contact for any enquiries for service.
- Meet with Participants and/or their Representative/Nominees and determine their needs and requirements and ascertain if the Service has capacity to provide a service.
- Liaise with the General Manager, Support Facilitator and Rostering Officer about all potential new Participants.
- Ensure a Service Agreement and Quote for Service is prepared for each new Participant and ensure they are signed off before service delivery commences.
- Ensure a Welcome Pack containing relevant Policies and information about the Service is given to all new Participants and/or their Representative/Nominee.
- Ensure Participants and/or their Representative/Nominee are consulted relating to providing suitable Lifestyle Assistants.
- In consultation with the Support Facilitator, recruit suitable Lifestyle Assistants.
- Ensure an individual folder is prepared and maintained that contains all relevant documentation and information relating to the Participant.
- Report numbers of new Participants to the General Manager.

Support Facilitator

- Assist the Support Manager as requested/required with the intake process.

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- Check all quotes for accuracy prior to the Service Agreement being signed off.

Finance Officer

- Create Service Bookings in the NDIS Portal for new Participants when required.

RELATED DOCUMENTATION

NDIS Individual Service Agreement.

Individual Costed Roster.

Intake Referral Form.

Intake Support Plan Assessment.

Participant Welcome Pack.

REFERENCES

Disability Services Act 2006.

NDIS Practice Standards and Quality Indicators.

National Disability Insurance Scheme Act 2013.

National Disability Insurance Terms of Business.

Privacy Act 1988.

Qld Human Rights Act 2019.

AMENDMENTS/REVIEWS

Amended 30/08/2012.

Amended 02/10/2014.

Amended 22/03/2016.

Amended 20/01/2017.

Amended 28/02/2018.

Amended 30/04/2020.

Amended 02/03/2023.

Amended 21/05/2026.

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