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1.2 Child Care Services Taree & Districts Inc.

Participant Intake Policy

Child Care Services Taree & Districts Inc. (CCSTD) places a high level of importance on the quality of the intake process and believes that an agreement based on identified needs of the individual circumstances should be the foundation of the provision of our services.

CCSTD believe that information is requested and recorded only when required. That a person is provided with clear information about available options to maximise their choices and enable them to actively participate in decisions that affect their lives. Our responses to enquiries and requests are tailored to suit a person's circumstances. Strengthening a person's informal supports and linking to mainstream services is central to the intake process.

The Purpose of the Policy:

- requests for NDIS Provider services are managed fairly and consistently
- the process to access NDIS Provider services is simple and easy
- a person receives adequate information early on to inform their consideration of options and their decision to continue in the process
- Information and responses are provided to support the person to live as independently as possible.

We recognise that:

- Participant intake focuses on engaging with the participant/participants representative and gathering required information from and about the participant.
- Participants are assessed individually and without judgement.
- Only required information is gathered from and about the participant that is relevant to the organisation's services, programs, and planning.
- Participants not accepted into the organisation's services or programs, or require additional intervention, are referred to appropriate third parties for further assessment and care.
- Ensuring that all NDIS staff and support workers are made aware, during their induction period, of how to keep children and young people safe in our organisation
- Appointing all staff and support workers on a trial period of three (3) months initially, with a review before they are confirmed in the position and contracted for a twelve (12) month period.
- We are committed to reviewing our policy and good practice.

Outcomes

- Intake procedures identify participant needs and eligibility for **Child Care Services Taree & Districts Inc.** services and programs.
- Participant assessment practices are informed by current NDIS Practice Standards and relevant legislation.
- All participants are informed of the intake and assessment process of the organisation. The status of their intake and assessment process is clearly communicated.

- Prospective participants that are not accepted into the service/program at intake are provided with details as to why that decision has been made.

Participant Intake

Staff communicate intake processes with prospective participants to:

- determine eligibility
- Identify goals, needs and dislikes.
- provide information regarding specific services and programs
- provide information about the intake and assessment process
- provide information about other requirements for admission to the service/program
- Commence developing participant rapport.
- Advise participants that Service Agreement can be changed at any time to support participants individual choice and control
- Will be reviewed each 6 months in consultation with participant or participants representative
- Information regarding the supports we provide are presented to the participant or the participants representative on initial contact, time is provided after this information is given before confirming placement, this allows the participant or their representatives to explore all available options and other services available to them.
- Participants or their representatives have the right to access all information held by the service on request, participants or their representatives have the right to change, alter or cancel supports at any time by contacting the service on the office number, mobile, by email. These numbers are provided on the Service Agreement

Participant Consent

Participants must provide consent for the organisation to undertake an intake process. Consent is given verbally and/or in writing. Where the participant comes into contact with the organisation through a third party referral, consent is confirmed directly with the Participant before commencing an intake process.

CCSTD recognises that multiple assessments are undesirable. CCSTD will work with participants and the participant's representatives and other agencies to undertake joint information with the consent of the participant or the participant's representative.

Consent is documented on participant intake forms and participant Service Agreements.

Documentation

A Referral Form is to be completed when a Participant first contacts the Wattle Tree Care. All potential Participant intake information is recorded and filed in a secure NDIS file and on a data file accessed only by NDIS staff.

Participant information is recorded and filed in individual client files and secured in CCSTD's office.

Reports and information prepared for a third party are done with participant consent unless it relates to a child protection concern.

Service Agreement and Schedule of Supports

The Service Agreement and Schedule of Supports will outline:

- The support needs of the participant
- The type of services that the participant requires.
- Details of the costing estimate of the services the participant required.
- Management of the NDIS funds for payment.
- Responsibilities of the service provider and participant/participant representative.

Where a service is to be offered, a service agreement will be completed by the participant/participant representative. A copy of the signed and dated service agreement will be kept in the participant's file.

Participant Support Delivery Intake and Transition Form

The service co-ordinator will commence support delivery by allocating an NDIS support worker to assist the participant or by introducing the participant to the relevant activity.

Transitioning process is reviewed in a timeframe that is decided between all stakeholders and documented on the Support Delivery Intake and Transition Form. Participants and their representatives are provided with a copy.

Relevant Legislation and Standards

- NDIS Practice Standards
- Child Protection (Working with Children) Act 2012 (NSW)
- NSW Disability Service Standards (NSW DSS).
- NDIS Code of Conduct
- Privacy and Personal Information Act 1988 (NSW)