

Access, Entry and Exit Procedure

1. Purpose

The purpose of this procedure is to ensure people can access, enter and exit our services and supports fairly and free from discrimination.

2. Scope

This procedure applies across Avivo.

3. Procedure

Values and Principles

We have a strong commitment to person centred practice, supporting people to be in control of their lives and the supports and services they use. We work with people who need assistance due to disability, ageing and/or mental illness and in particular people who are most vulnerable.

Funders of programs contracting Avivo to provide services define specific eligibility criteria and target groups. Avivo ensures people accessing services are within the target groups and meet the criteria. In particular we acknowledge people's right to choose their service provider and to seek an alternative provider when they choose. We also have the right to decline to provide services to a person if we do not have the capacity to provide the service safely and adequately.

Avivo is guided by the following principles:

- Decision making related to entry and exit to our supports and services is transparent.
- Supports and services are designed and developed in partnership with the individual so they can live as valued citizens, making their own decisions, developing their own abilities and growing in their relationships. Any barriers to accessing supports and services are addressed within this process.
- Our information is accessible and in formats that assist people to understand and make informed decisions.
- Our facilities and amenities are accessible and any barriers are addressed whenever possible.
- Supports and services are planned and provided in a timely manner without excessive waiting or delays.
- Relationships with customers and their families are based on mutual respect, responsibility and honesty. Issues and concerns are discussed and resolved wherever possible.
- We do not discriminate against people on grounds of ethnicity, disability, age or level of support needs.
- We respect people's cultural and religious background and develop supports and services that are appropriate to their values and beliefs.
- We work proactively with specific target groups and communities to address systemic barriers to accessing services and supports.

- We welcome feedback and complaints about the quality of our services and actively work to ensure people can make complaints without fear of loss of services or retribution.
- People are provided with information and assistance to access other services and supports they may require.

Contact and Engagement

We inform people of what supports and services we have available through a wide range of means, including information provided by referring agencies, our website, brochures and other community engagement and networking activities.

We undertake the following procedures to ensure fair access, entry and exit from our supports and services:

Access

- Through an initial conversation we determine if the person meets specific program eligibility criteria and if they don't we inform them of the reasons. Where appropriate, information on other resources or assistance available is provided.
- If the person meets the eligibility criteria, options for supports and services are explored and referral paperwork completed. Before any meeting to discuss supports or services is arranged, we ascertain who the individual wishes to be involved and if they require support, such as, family members, carers or an advocate. Within the discussion there is an opportunity and expectation that the individual or relevant persons engage and participate within the process and are involved in decisions about the services and supports.

Entry

- The Service Coordinator / Advisor meets with the person and relevant others so they can get to know them, their needs and preferences.
- A support plan to meet the person's immediate needs is developed in partnership with the person and family prior to services commencing. This support plan is communicated to support staff and other relevant people. The support plan is further developed as the relationship and knowledge develops of the person, their needs and goals.
- A service agreement outlining roles, rights and responsibilities is discussed and signed by the person and the Service Coordinator / Advisor.
- The Service Coordinator / Advisor undertakes an Occupational Health and Safety assessment to identify any risks in the home and if required identifies strategies to address risks.
- The Service Coordinator / Advisor informs the person of any fees that they may incur, which are determined after all income factors are considered during the assessment stage.
- People receive a copy of their Support Plan and all other relevant documentation.
- Individuals receive information and relevant contact numbers, such as the Crisis emergency number.

- The Service Coordinator / Advisor maintain regular contact with the individual to ensure that the agreed support is meeting their needs and goals. An initial 3 months review is conducted and thereafter an annual review is undertaken. A review can be conducted at any time on the person's request and when circumstances arise.

Transition and Exit

- The Service Coordinator / Advisor consults with the person and relevant others about their views and concerns throughout the transition or exit process.
- The Service Coordinator / Advisor works with the person to develop a plan for their transition or exit and ensures this is implemented in a timely and effective manner.
- The Service Coordinator / Advisor ensures the person; their family and carers are kept well informed with consideration given for any anxiety and feelings the person may be experiencing.
- If required, appropriate arrangements to purchase or subcontract services are negotiated to ensure the needs and choices of the person are respected and maintained.
- With the consent of the person, information is shared with other parties to assist the transition or exit.
- Relevant contact numbers for Avivo are made available should further information be required after the person has moved or left the service.

Support Mechanisms and Feedback

We recognise that for many people it can be a difficult process to access, enter or exit supports and services. We welcome feedback about any access barriers individuals have experienced and work to address these whenever possible.

4. Related Documents

None.

5. Definitions

None.