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# ACCESS TO SERVICES POLICY 1.2.3

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**ALZHEIMER'S WA**  
**Lvl1/40 Subiaco Square Road,**  
**SUBIACO WA 6008**

## **Scope**

This policy and associated procedures apply to all service departments responsible for the delivery of client services and potential and existing clients, their family members, carers and other stakeholders who access those services.

## **Policy Statement**

This policy and associated procedures aims to uphold the right of people to access appropriate services that meet their needs, goals and preferences in a transparent and equitable manner, based on specific service eligibility, consideration of available resources and consultation to identify client needs and risks.

## **Underpinning Principles/Guidelines**

Alzheimer's WA is committed to ensure our screening and eligibility, priority of access and waitlist management is undertaken in a fair, equitable and transparent manner, where access to services is based on relative need, service capacity, conducted in the best interests of people using the service and potential impact on existing service users.

Services will be sensitive to the needs and requirements of participants from diverse linguistic and cultural backgrounds, and be responsive as far as practicable to the particular circumstances of individuals, and is free of any form of discrimination, responsive to and respectful of, community diversity.

Where required, clients and/or their representatives will be provided with information and support to access an advocate of their choice or an advocacy service to assist them in decisions about accessing Alzheimer's WA services.

Alzheimer's WA uses it's website, Service User Handbook and client supporting staff (I.e. Intake Officer, Service Coordinators) to support clients and their representatives to understand how to access Alzheimer's WA services in the language, mode of communication and terms that maximises comprehension of information.

## **Eligibility**

Services are accessible to an individual living with dementia, concerned about developing dementia, or requiring information and education about dementia, or the person involved in the care of individual living with dementia.

To be eligible for purchasable services, client must have access to funds that will enable full cost recovery of any service provided.

Eligibility for access to services funded by Commonwealth Home Support Program (CHSP), Home Care Package (HCP), National Disability Insurance Scheme (NDIS) or accessed on a Fee for Service basis will be determined by Alzheimer's WA to ensure that clients fit the eligibility requirements set out for the programs being accessed.

Eligibility to access services is determined based upon:

- Funding program eligibility requirements
- The service target group
- Suitability of our services to meet client needs
- Prioritised need relative to the demand for services

Meeting the eligibility criteria does not guarantee access to the service, as it is determined by a range of factors including:

- Location
- Group dynamics (i.e. social support groups)
- Availability and capacity to provide a service
- Safety and risk assessment

It remains the responsibility of Alzheimer's WA to ensure that clients meet the eligibility requirements set out for the programs being accessed in a fair, equitable and transparent manner.

### **Ineligible Clients**

A service user may be deemed ineligible where no diagnosis of dementia is reached, or where Alzheimer's WA are unable to provide a service that meets the needs of the service user. Alzheimer's WA will work with any party deemed ineligible, to access alternative supports.

### **Prioritising Access to Services**

To determine level of need, consideration will include, but not be limited to, the following factors:

Carer has a disability, or has major health issues;

- Carer is currently in the workforce;
- Sole carer, who has poor support networks or has dependents requiring care;
- Carer is frail, ill or stressed;
- Carer has extensive commitments that may limit ability to provide ongoing care;
- Carer is socially or geographically isolated;
- Carer expresses financial disadvantage;
- Carer is at risk of other family support breaking down;
- Primary carer does not live with the person with dementia;
- Person with dementia is unable to access the community without the support of a dementia specific support worker.

### **Management of Referrals/Expression of Interest**

Alzheimer's WA will endeavour to respond to all service enquiries and referrals within 2 working days. Based on the nature of the enquiry, the allocated Intake Officer will provide information on Alzheimer's WA services including funding program eligibility

criteria, access to advocacy, access to interpreters, funding program fee schedules and an intake form.

Initial home visits take place within five to ten working days from referral acknowledgement where possible.

## **Service Refusal**

On occasion, after consultation and assessment, a decision may be made that Alzheimer's WA is unable to support the needs of a prospective or current client. In such circumstances, the client and/or representative will be supported to clearly understand the issues and provided information, referral and support to seek further assistance to alternative support services.

Where a service cannot be provided, Alzheimer's WA will provide a written response to include:

- The reason for refusal
- The placement on a waiting list (if applicable)
- Contact details of appropriate parties (e.g. Local Area Coordinator) to support sourcing alternative suitable services
- Right of review/appeal and complaints process
- Statement if the person's circumstances change they may reapply and this reapplication will be taken on its merits

A prospective or existing client who meets Alzheimer's WA eligibility requirements and cannot be offered a service due to lack of capacity, can be placed on Alzheimer's WA Wait List. Clients on a wait list will be kept informed of how long it may take to access services, this will be managed by the appropriate Service Coordinator.

## **Wait Lists**

Alzheimer's WA takes every step to avoid the need for clients to be placed on a wait list. A short term wait list may be created and will be closely monitored where the following occurs:

- Allocated resources for a specific region or program are fully utilised; or
- A client/carer has made a specific request for support which cannot immediately be honoured, for example, requesting a support worker of a specific background/gender;

Clients on a wait list will be kept informed either via telephone call, email or written correspondence, as appropriate, and as requested by the client of

- of their current status on the list;
- check whether they want to remain on the list;
- provide referrals to other service providers if required; and
- advise the estimated wait time remaining

This will be managed by the appropriate Service Coordinator. Clients may opt to remove themselves from the wait list at any time by notifying Alzheimer's WA.

## Legislation

Key legislation, regulations and other requirements include but are not limited to:

- *Aged Care Act 1997*
- *NDIS Act 2013*
- *Privacy Act 1988*
- *Aged Care Principles 1997*
- *User Rights Principles 2014*
- *Disability Discrimination Act 1992*
- *Human Rights and Equal Opportunity Commission Act 1986*
- *Racial Discrimination Act 1984*
- *Equal Opportunity Act 1984*
- *Charter of Aged Care Rights 2019*
- *Aged Care Quality Standards 2019*
- *NDIS Practice Standards and Quality Indicators 2020*

## Related Documents

- 1.2.2a Client Entry and Exit Policy
- 1.2.3a Respite Services Eligibility Procedure
- 1.2.3b Client Assessment and Review Procedure
- 1.2.3d Overnight Services Procedure
- 1.2.3e Client Transition Procedure
- 1.2.3f Video Conferencing Procedure
- 1.2.4 Clients Requiring Additional Supports Policy

Revision History			
Date of Review	Summary of Revision	Revision Number	Revised By
May 2018	Revised policy	2.1.0	Lynne Hedley
Jun 2019	Revised policy	2.1.1	Michelle Dunne
Apr 2021	Reformatting of document	2.1.1	Rachael Roberts
Aug 2021	Change of document ownership	2.1.1	Rachael Roberts
Sept 2021	Revised policy to meet NDIS Quality and Safeguards Commission Practice Standards	2.1.1	Joan Paul