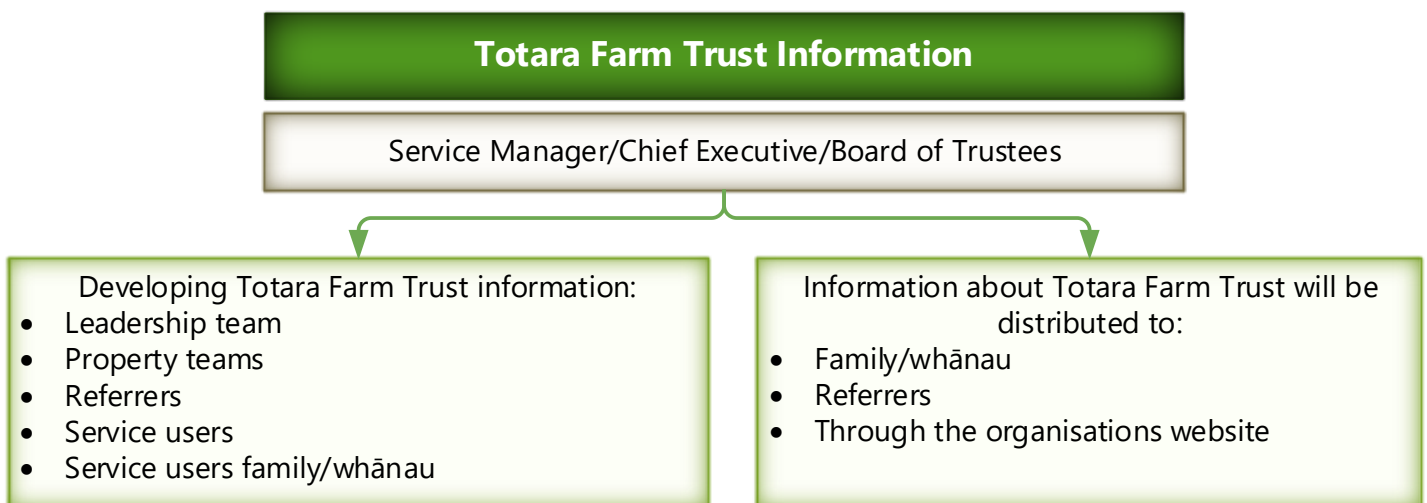


Access to Services

| | |
|---|--|
| Purpose | This document to ensure that <ul style="list-style-type: none"> • Service users and their families/whānau/supports are informed about the service they are referred to. • Access to the service is in line with contractual obligations. • Access processes are consistent and enable a service user friendly and safe entry to the service. • Service access processes are focused on the service user not the service's needs. |
| Scope | <ul style="list-style-type: none"> • Referrers • People and their family/whānau considered to be or have been referred. |
| Standards | <ul style="list-style-type: none"> • <u>NZS 8134:2021 Ngā Paerewa Health and disability services standard</u> |
| References | |
| Contracts / agreements | <ul style="list-style-type: none"> • <u>Community Residential Support Services</u> • <u>Supported living services</u> |
| Totara Farm Trust Documents | <ul style="list-style-type: none"> • <u>Consumer rights policies</u> • <u>Consent for support</u> • <u>Service Entry</u> • <u>Home Agreement</u> |
| Residential Disability Service Entry Requirements: | |
| <p>Access to residential services as described is by referral from the NASC following an individual needs assessment process. The assessment and service co-ordination processes followed by the NASC will ensure that the following criteria have been met for people referred to the provider:</p> <ul style="list-style-type: none"> • The person is eligible - i.e. has a physical disability, intellectual disability and/or ASD (as assessed by an appropriate specialised needs assessor / professional. • The NASC indicates the person requires the level of care and support provided by a residential service. • The person, and their family/whānau or guardians and advocate (with the consent of the person), have been involved in the selection of the provider. • The person is aged 18 years or over. | |



Access to Services

Referral conditions

Needs Assessment Service Coordination (NASC)

Eligibility

- The person has physical disability, intellectual disability and/or ASD
- Has had the relevant needs assessment from the NASC
- The NASC indicates the person requires the level of care and support provided by a residential service or independent supported living.
- The person, and their family/whānau or guardians and advocate have been involved in the selection of the Provider.
- The person is aged 18 years or over

Referral responses

Service Manager or Chief Executive

Within one week or earlier

Discuss with the referrer and person referred and/or family/whānau/other supports:

- The service being able to meet referred person specific needs.
- Referred person has sufficient service information to provide consent for engaging.
- Invitation to visit/meet the relevant property being referred to and the properties Coordinator, House Leader and potential flatmates.

Services accepted

- Provide information pack to service user and to family/whānau and other supports as required
- Develop and arrange transition plan best to suit the person and the service they are entering
- Invite family/whānau/other supports to visit
- Request relevant information from referrer or other service providers/hand over.

Services declined

- Inform person referred and/or family/whānau/other supports and referrer of the reason for decline
- Suggest more appropriate services that could meet the referred persons needs
If referred persons declined accepted services inquire as to why the person declined.

Prioritisation

NASC/Totara Farm Trust/referred person

When the demand for services exceeds the availability the following prioritisation criteria will be considered:

- Urgency to address needs.
- Potential impact on current service users.
- Impact the Intellectual disability/ASD has on the individual and their family/whānau/supports.
- Safety issues (risks to self and/or others).
- Lack of support.
- Transition from youth to adult services.