PRIORITISING REQUESTS FOR SUPPORT

POLICY

Riverlink Interchange Incorporated (Riverlink) aims to provide a flexible and responsive service to participants while effectively managing and targeting available resources.

Riverlink is committed to ensuring that everyone who approaches the organisation for support and service is assisted either with access to the service or with an alternative strategy that addresses their needs. Intake or eligibility criteria will be inclusive of the widest possible group of people who may need to access the service and will comply with NSW and Commonwealth Anti-Discrimination legislation requirements.

The organisation will:

1) operate with clear criteria for eligibility and priority for service access
2) apply these criteria in a fair, equitable, ethical and transparent manner
3) provide information and referrals for clients who are ineligible for the service, unable to access the service for other reasons or who require the service of other agencies.

PROCEDURES

Where an enquiry is passed on to a Service Coordinator a follow-up Phone Assessment is made followed by a face to face meeting where a Support Service Plan is made (see 2.16 Support Service Plan).

The Service Coordinator will then negotiate with other Service Coordinators the participant's entry into programs and support services.

Eligibility criteria

To be eligible for services and support from Riverlink participants must either be:

a) registered as an NDIS participant; or
b) willing to pay individually for services.

Related Forms:

Support Service Plan

Related Policies:

2.06 Taking and Making Referrals

2.07 Intake and Reviews

2.08 Service and Activities Fees

2.11 Individual Need

2.16 Support Service Plan

Relevant Standards:

NSW Disability Service Standards:

Standard 2; Participation and Inclusion

Standard 5; Service Access

National Standards for Disability Services 2013:

Standard 2; Participation and Inclusion

Standard 5; Service Access

Children's Standards in Action:

Standard 1; Service Access

Standard 2; Individual Needs

Legislation:

Disability Services Act (NSW) 1993

Ray Palmer

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Executive Officer

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