



Service Access Policy and Procedure

Purpose and Scope

The purpose of this policy and procedure is to ensure Picton Psychology PTY LTD implements the necessary measures and practices to support participants' access to Picton Psychology PTY LTD's service/s. Picton Psychology PTY LTD and its workers are dedicated to ensuring that participant rights are adhered to, enforced, and protected.

To comply with this policy and procedure, Picton Psychology PTY LTD will ensure all participants receive adequate services that support their needs and requirements in a fair and equal manner that allows them to access services that Picton Psychology PTY LTD provides safely.

Picton Psychology PTY LTD and its workers will advocate for the equal rights and freedoms of all individuals with disabilities to ensure all participants are receiving quality care during their time with Picton Psychology PTY LTD.

In addition to this, it is the responsibility of Picton Psychology PTY LTD to ensure participants and their families are provided with clear and concise updates regarding the delivery of services. This applies to all current and future applicants with disability-specific services of Picton Psychology PTY LTD.

If Picton Psychology PTY LTD's services are not suitable to certain applicants, Picton Psychology PTY LTD is obligated to help people access care elsewhere that would be suitable for their needs and requirements. Workers of Picton Psychology PTY LTD will be required to consider referrals and requests for participants to access another service.

This extends to all workers and meets relevant laws, regulations, and standards.

Definitions

Disability	A physical or mental condition that limits a person's movements, senses, or activities.
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Policy

The evaluation and eligibility of Picton Psychology PTY LTD, access priority and the strategic planning of waiting lists are followed in a fair, equal, and responsible way, in conjunction with the policy and procedure of the Client Charter Picton Psychology PTY LTD. Picton Psychology



PICton LTD recognises the importance of ensuring fair and equal practices are implemented to prevent participants from feeling uninvolved or neglected.

Picton Psychology PICton LTD must consider the following prior to the approval of applicants:

- The specific needs and requirements of the participants.
- Picton Psychology PICton LTD's capacity to care for participants effectively and fairly.
- The resources Picton Psychology PICton LTD have to care for participants.
- Possible effects of current participants on Picton Psychology PICton LTD.

Picton Psychology PICton LTD will ensure to remain transparent, consistent, and non-discriminatory to promote equal opportunity and impartiality when dealing with facility admissions. In addition to this, Picton Psychology PICton LTD will ensure the services they provide are easy to comprehend and easily obtainable.

Picton Psychology PICton LTD is focused on delivering a clear and straightforward commitment to all individuals with a high level (and low-intermediate level) of care designed to meet needs and requirements and create a feeling of integrity, meaning and health.

Owner/CEO/Director Responsibilities

- Liable to enforce this policy and procedure within the framework of Picton Psychology PICton LTD.
- Perform frequent internal and external audits and assessments.
- Utilise the information from the audits and assessment reviews to make the necessary adaptations to achieve high-quality care when delivering services.
- Ensure all workers of Picton Psychology PICton LTD are enforcing and adhering to this policy and procedure standards.

Management Responsibilities

- To ensure all workers of Picton Psychology PICton LTD are aware and understand the duties they must adhere to when delivering quality care services.
- To demonstrate reasonable vigilance through consistent assessments and reviews to ensure consistency with relevant legislation.
- To assess and review Picton Psychology PICton LTD's success through the Quality Improvement Plan and to communicate these achievements with Picton Psychology PICton LTD's Owner/CEO/Director.
- To investigate and review the admission and referral procedures implemented within Picton Psychology PICton LTD and address any concerns or achievements in regular meetings.
- To ensure all workers of Picton Psychology PICton LTD have the appropriate expertise, understanding and capability to meet the demands and requirements of Picton Psychology PICton LTD.
- To perform and attend admission interviews.



- To provide participants with Picton Psychology PTY LTD's Welcome pack and other relevant or requested documents.
- To manage the applications and inquiries of future participants of Picton Psychology PTY LTD.

Worker Responsibilities –

- To ensure they thoroughly understand the standards and expectations they must adhere to and meet while delivering services to participants.
- To execute tasks and practices in line with this policy and procedure.
- To report recommendations for improvement to Management.
- To ensure all participants are treated equally and with respect.
- To ensure the waiting list is used correctly, participants who applied earlier will receive the approval of admission to Picton Psychology PTY LTD prior to those who applied later.

Procedure

To ensure the most effective system of admissions and referrals is implemented, Picton Psychology PTY LTD will construct an organised and strategic way of operating this system. Picton Psychology PTY LTD must ensure that while utilising these organised and strategic practices, they must remain fair and equal to all participants. They must provide those unable to access Picton Psychology PTY LTD's services supported when searching for additional support and services that would adhere to their particular needs and requirements. In addition to this, Picton Psychology PTY LTD may provide participants with advice and information to support themselves, providing the service to an individual of their choosing, such as a supporter.

Service Access

Below outlines, the specific times Picton Psychology PTY LTD will operate and the other possible forms of contact for after-hour care:

Head office hours: Monday – Saturday 9:00 am to 5:00 pm.

Picton Psychology PTY LTD's services will be provided 6 days a week. Head Office hours are 9 am – 5 pm, Monday to Saturday. Such periods could be expanded that will provide additional service opportunities for participants with the management's decision.

Picton Psychology PTY LTD's Management will utilise the steps below as a guideline when introducing a prospective participant, or their supporter/advocate to Picton Psychology PTY LTD's service.



- Initially, the needs and requirements of the participant will be examined to determine if they have adequate resources to provide quality care and adhere to the needs and requirements of the participant.
- If an issue arises involving physical accessibility, consider ways to adapt that allow participants easily access their services.
- Management will then inform individuals about their ability to exercise their rights of having a personal advocate with them and any activities associated with the service.
- Once this is completed, Management will determine if the individual requires additional assistance during the intake process. Advocates for families may also assist in making this decision.
- If a communication or cultural barrier is identified, they may appoint a translator or interpreter suitable to the individual.

Following the review and intake is complete, management must notify the individual or their representative via telephone or email, informing them of the decision if the service environment is suitable to the participant. If the individual's application is accepted and service of care is offered, Picton Psychology PTY LTD will refer to their Assessment, Planning and Review Policy and Procedure to complete the administration process.

Picton Psychology PTY LTD recognises the importance of ensuring prospective participants are informed of all necessary important information before accepting admission. Details regarding the service environment should also be given to the participant. This information is recorded within Picton Psychology PTY LTD's Welcome information and Client Charter, which will be given to participants prior to acceptance of admission to Picton Psychology PTY LTD.

Management must present the individual with knowledge about arrangements, which may refer to the delivery of services, any costs or payments associated, procedures for entering and exiting the service, conditions required to be eligible, means to access disability-specific services from Picton Psychology PTY LTD, and if the individual will meet specific eligibility requirements.

When considering disability-specific requirements, Picton Psychology PTY LTD's Management will conduct an unbiased compliance analysis to determine if the participant is eligible. When doing so, Picton Psychology PTY LTD should aim to recognise individuals' requirements, any potential or foreseeable hazards or risks and consider the individual's wellbeing. In addition to this, Picton Psychology PTY LTD should utilise the guidelines of the service when making a decision.

To be eligible to access Picton Psychology PTY LTD's disability-specific services, individuals would:

- Have a developmental delay or cognitive impairment (specifically for children)
- Suffer from a mental, psychological, emotional, perceptual or functional disability that is incurable and likely to remain lifelong.
- Suffer from one or more disabilities reported which are due to a neurological condition that is expected to be lifelong



Dissatisfactory Service

Participants dissatisfied with the outcome of the appeal should be allowed to make a formal complaint or give feedback. In this instance, Picton Psychology PTY LTD will inform participants of the necessary procedures to take to issue the criticism or feedback, which will be done in accordance by Picton Psychology PTY LTD's Feedback, Compliments and Complaints Policy and Procedure.

Service Environment

Picton Psychology PTY LTD always aims to ensure every service environment is maintained as well as kept clean for all persons related to Picton Psychology PTY LTD. This, therefore, assists participants, workers, visitors, management, families, and other related personnel to feel safe and comfortable.

There are certain factors Picton Psychology PTY LTD must consider to ensure their facility and operations are suitable to the number of participants, their specific needs and accessibility requirements. Picton Psychology PTY LTD should consider the demographic data provided by the NDIA, waiting list data, prospects for improvement and development of Picton Psychology PTY LTD's framework, and the feedback collection from workers, participants and local networks.

Prior to the acceptance of an applicant, Picton Psychology PTY LTD should consider the primary concerns outlined below to determine if Picton Psychology PTY LTD's services are suitable to the individual. If the services Picton Psychology PTY LTD provides are not suitable to the individual and their needs, Picton Psychology PTY LTD is obligated to assist in searching for an alternative service that would better accompany their specific requirements and needs.

Picton Psychology PTY LTD should consider:

- The ability of Picton Psychology PTY LTD to address and adhere to the individual's needs and requirements.
- The extent to which Picton Psychology PTY LTD has sufficient resources and equipment to support and adhere to the individual's specific needs.
- If the services inside Picton Psychology PTY LTD can sufficiently and effectively meet the requirements of the individual.
- If providing Picton Psychology PTY LTD's services to the individual is in their best interests.
- Where applicable, the individual's specific external requirements, including their relatives, caretaker or any other advocates.
- The individuals use other services.
- The participants' NDIS Plan and if they are able to implement the plan when delivering services of care effectively.



Participant Service Denial

Picton Psychology PTY LTD understands and recognises there may be varying situations in which an individual is unable to receive services of care from Picton Psychology PTY LTD. This may be due to the refusal of acceptance or the non-acceptance of an individual. A variety of measures have been implemented within Picton Psychology PTY LTD's framework to ensure all denials or non-acceptance of admission to Picton Psychology PTY LTD are dealt with in a fair, unbiased and respectful manner.

Picton Psychology PTY LTD understands the importance of ensuring all persons considered vulnerable have the opportunity to access quality care and will assist unsuccessful applicants in finding an alternative service provider. Picton Psychology PTY LTD is obligated to provide advice and referrals, where necessary, to assist individuals in accessing services suitable to them. This should be done in conjunction with Picton Psychology PTY LTD's Providing Information, Advice and Referrals Policy and Procedure. Picton Psychology PTY LTD will be sure to provide this assistance in circumstances when participants were refused acceptance or denied acceptance.

If Picton Psychology PTY LTD has refused to offer care to an individual, the individual or their representative should be given justified reasoning as to why Picton Psychology PTY LTD is unable to provide their services. There are certain reasons as to why Picton Psychology PTY LTD may refuse acceptance as outlined below:

- If Picton Psychology PTY LTD does not obtain the adequate resources and equipment to accommodate the individual's specific needs and requirements.
- If a certain prospective participant is evaluated as of higher importance, there is limited room for acceptance.
- If the individual does not satisfy the eligibility criteria for Picton Psychology PTY LTD.
- If Picton Psychology PTY LTD's facility has no capability to accommodate new participants.

If a prospective participant is eligible to obtain services, however, Picton Psychology PTY LTD's facility cannot accommodate due to lack of space, participants will be given the opportunity to be placed on the waiting list. If participants agree to do so, Management of Picton Psychology PTY LTD will maintain regular contact (approximately every 3 months) to inform participants of updates regarding their positioning on the list, and possible time remaining on the waitlist. Each time a participant on the waiting list is contacted, Management should confirm their place on the list and recommend appropriate alternative service providers. Picton Psychology PTY LTD will maintain a manageable list to ensure all individuals have the opportunity to receive an acceptance of admission to Picton Psychology PTY LTD and are not waiting for long periods of time.

If an individual is refused acceptance, Picton Psychology PTY LTD should document this information in a database. The information should contain the reasoning as to why the individual was refused acceptance. If individuals have been accepted but put on the waiting list, this information should also be documented within the same database. This is done to guide the continuous improvement of Picton Psychology PTY LTD's framework and practices.



In addition to this, if Picton Psychology PTY LTD grants service to an individual, in which they decide to deny their acceptance, Picton Psychology PTY LTD should not offer incentives or persuade the individual to pursue with Picton Psychology PTY LTD. Management and workers of Picton Psychology PTY LTD understand that acts of persuasion are considered manipulation, which is not tolerated under any circumstances. However, Management should ensure individuals are aware they are able to recontact Picton Psychology PTY LTD if their service of care is required. In doing so, individuals should also be made aware of the waiting list, if applicable.

Appeal

Picton Psychology PTY LTD understands that individuals who have been denied acceptance have the opportunity to challenge the decision made by the Management of Picton Psychology PTY LTD. Picton Psychology PTY LTD has implemented an effective system which allows appeals to be dealt with fairly and in a timely manner. Below outlines the procedure Picton Psychology PTY LTD will follow when managing an appeal:

- Individuals should document their complaint or challenge in writing.
- Submit the document to the Management or Owner/CEO/Director of Picton Psychology PTY LTD.
- Management and Owner/CEO/Director should come to an agreed decision that is fair and justifiable.
- Documented guidance will be given to individuals who are unsatisfied with the outcome of the appeal.
- Management should document the outcome in the same database used to document refusals of acceptance.

Individuals who are unable to communicate effectively are able to receive assistance when appealing. Picton Psychology PTY LTD's workers may assist in this instance, or a translator or interpreter should be contacted.

Participants who are successful in the appeal will be redirected to Picton Psychology PTY LTD's Assessment, Planning and Review Policy and Procedure to finalise the admission process.

Supporting Documents

Documents relevant to this policy and procedure include:

- Feedback, Compliments and Complaints Policy and Procedure
- Providing Information, Advice and Referrals Policy and Procedure
- Decision Making and Choice Policy and Procedure.
- Risk Management Policy and Procedure
- Incident Management Policy and Procedure



Picton Psychology PTY LTD can occasionally adjust these policies and procedures to enhance the efficiency of its operation. Typically speaking, this entire policy should be checked every year with participants who use the service, their families, caregivers and workers.

Policy Review

Picton Psychology PTY LTD may change this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families, carers, and workers every year.

All service planning, delivery, and evaluation activities will include workers, participants, and other stakeholders and their feedback.

Acknowledgment

I acknowledge that I have read and understood this Policy and Procedure, I shall comply with this policy and procedure, and that Picton Psychology PTY LTD can change or update the policy at any time.

Version	Endorsed	Endorsee	Reason/Section Update	Next Review
1.0		Natalee Zolotas	Initial Release	11/2023