

## Service Access Policy

<b>Approving Authority:</b>	General Manager
<b>Approval Date:</b>	July 2020
<b>Policy Owner:</b>	Director Service Delivery
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<b>Document Location:</b>	SharePoint - Policies & Procedures
<b>Description:</b>	This policy sets out the principles, objectives and responsibilities for clients to access Therapy Pro's services.

### Related Documents

- *Statement of recognition and commitment to reconciliation with Aboriginal and Torres Strait Islander people;*
- *Fees and Charges Policy;*
- *Therapy Pro Service Agreement;*
- *Service Review Policy and Procedure;*

### Definition

#### Service access

Service Access refers to how a client enters and uses Therapy Pro services including psychology, occupational therapy, speech and language therapy, physiotherapy and social work, or a combination of these therapy services.

### Preamble

Therapy Pro is committed to providing innovation and value for money service delivery, offering clients access to personalised and effective services that place clients at the centre of service delivery. Therapy Pro aims to provide clients with choice and control over their therapy support plan, and to support clients to work in genuine partnership with the appropriate therapist/s to develop flexible and tailored services. Therapy Pro is committed to service excellence that recognises diversity and provides tailored approaches to support that meets the needs of clients, their families, and carers.

Appropriate and qualified therapists will work in genuine partnership with clients to implement a personalised and effective therapy support plan, aimed at meeting client needs and goals.

Every therapeutic relationship must end, and Therapy Pro recognise that exit planning is an integral part of a positive therapy process. Exit from Therapy Pro services will be conducted

in close consultation with the person, and where appropriate their family, carers, and any other important people in their support network.

## **Policy Statement**

Therapy Pro services are available to all clients, adults and children, who indicate a need for therapy services and for whom Therapy Pro agrees to provide services. Clients will access services from Therapy Pro, where it is most appropriate to achieving their outcomes – whether it is at their home, in their community or at another agreed setting.

Therapy Pro services are delivered on fee for service basis, and services are available to clients who have funding through private health care arrangements, who access Medicare rebates (as part of a General Practitioner Better Access, Primary Mental Health Care or Chronic Disease Management plan), who access the federal government's My Aged Care program (for people over 65 years or Aboriginal and Torres Strait Islander people aged over 50 years), who access the National Disability Insurance Scheme (NDIS), or who are privately or self-funded.

Therapy Pro employees work with clients to identify, plan and achieve the client's service needs and will work collaboratively with the client's health, mainstream, community and informal supports (friends, family, carers) for integrated and effective service delivery to those who access our services.

## **Policy Objective**

This policy aims to ensure that requests by clients to access Therapy Pro services are managed fairly and consistently, and that the process is simple and easy. Therapy Pro employees will provide accurate information about what services are available, how clients can access services, the cost of services and how long a client may need to wait for services, so that the client can make an informed decision about choosing Therapy Pro as their service provider.

Service access requests will occur through a number of mechanisms that will enable Therapy Pro to collect information about the clients stated preferences, plan, goals and therapy needs. These mechanisms include responding to phone, email, online referral and the National Disability Insurance Scheme portal enquiries, undertaking client registration (intake) and providing clients with an initial therapist visit and assessment, so service for a client's needs can be clearly determined.

## **Responsibilities**

Therapy Pro employees will:

- respond appropriately to each client who wants to access services including Aboriginal or Torres Strait Islander peoples, people from a culturally or linguistically diverse background, or people with communication difficulties. This response will be

carried out in a culturally sensitive manner, promoting a sense of inclusion and taking into account individuals cultural diversity, values and beliefs and maintaining their dignity and respect;

- apply consistent processes for each client by responding to clients via phone and email, and using client registration (intake), intake meetings with directors of service delivery and initial therapist meetings/assessments to establish that Therapy Pro is a suitable service;
- ensure information collected and recorded during the service access process accurately reflects the circumstances the client has described;
- record all relevant client information so that Therapy Pro can offer the best and most responsive service delivery to clients to meet their goals;
- answer any questions or discuss clients concerns that arise during the service access process to the best of our ability based on the information presented;
- explain to client what happens after service access (for example the type of intervention a therapist will put in place, how fees and charges will be handled etc.);
- make appropriate referrals to other providers where Therapy Pro is unable to provide the services required by a client in a timely manner;
- on occasions, where specific risks are identified or urgent time frames are requested or need to be adhered to that Therapy Pro is unable to meet, a request for service may be declined as a safety measure for the client;
- flexibility on how service is delivered within the notion of a hybrid model (Telehealth and Face to Face services) depending on client need;
- will provide information on costs associated with the services being requested;
- reasonable adjustments to services where practicable to achieve client outcomes; and
- negotiation on clinical need and dignity of risk relative to therapeutic services and potential on-referral to more appropriate services where applicable.

## **Monitoring and Reporting**

Therapy Pro's Board regularly monitor the performance of the organisation by way of periodic management reports and assurances on the policy and related processes.

The General Manager and Directors of Service Delivery review employee performance identifies ongoing opportunities for learning and development and reports to the Board on the effectiveness of the service delivery policy.

Therapy Pro employees will monitor and regularly report whether the service access policy and procedures are adequate in establishing client requirements and discuss with the Directors of Service Delivery and/or General Manager where improvements for clients and employees can be made.