

Service access – entry, exit and withdrawal

National Standard for Disability Service 5

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1. Purpose

The purpose of this policy is to ensure fair, equitable and transparent processes - for entry to Lady Lawley Cottage (LLC) service, exiting the service and withdrawal of service. This policy is in line with the National Standards for Disability Services, Standard 5.

2. Scope

This policy covers all of Red Cross LLC services, units and premises for:

- entry of service
- exit of service and
- matter or circumstance where services might be withdrawn or denied.

3. Responsibility

LLC will accept and continue service if available resources meet the specific needs of the individual and their family. This policy guides staff to consider the resources of LLC against the wellbeing and safety needs of children and young people. This includes: making proper assessment of every child prior to them entering the service; understanding, accepting and learning from a child's or family's decision to exit our service; and properly assessing matters that lead Lady Lawley Cottage to either withdraw or deny access to service.

4. Application

LLC adopts a person centered approach to the support of our clients and adapts our services to an individual's needs. We recognise and respect diversity, the individual's strengths, preferences and aspirations and their inherent rights to freedom of expression, self determination, participation and inclusion together with the role of family, carers and advocates.

The policy aims to:

- promote consistent practices
- allow for the diverse and individual needs of our clients
- consider the safety and well-being of individual clients and the occupational health and safety of our staff and volunteers
- ensure the overall continuation of service to our clients and the community
- inform children and their parents/families/guardians
- inform external organisations and agencies.

Services provided

- **Community respite** - this program delivers a range of services in the community, assisting children and their families in their own home. This service includes the development and delivery of outcome-based individualised plans.
- **Residential respite** - short term overnight accommodation service to provide families with respite support. This service can be arranged on an intermittent basis and/or a regularly. To ensure equity of access for all clients some limitations may apply.
- **Day respite** - supporting children during the daytime during school holidays and weekends, to provide respite support for families.
- **Post acute care (high needs unit)** – transitional care service for children between discharge from a hospital facility to their home or community. This service has a planned duration and supports children with multiple and complex disabilities. The high needs unit has a limited number of beds which are referred via the West Australian Health Department (Princess Margaret Hospital).

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- **Interim accommodation** – short term residential accommodation for children who have no other residential options available to them and as an alternative to family.
- **Emergency support** – short term respite accommodation to help families coping with sudden or unexpected events or crises.

5. Process

5.1. Entry to service

- **Eligibility** - All children accepted by LLC must have met eligibility requirements as required by the [Western Australian Disability Services Commission](#) (DSC) prior to entry to service.
- **Age** - LLC buildings are established and set up to provide professional care of children and young people with a disability and to deliver respite to people who care for them. For this reason quality respite care is offered on Lady Lawley Cottage premises to children who are under 19 years of age. Children using the respite service aged between 17 and 19 will be expected to appropriately transition to alternative adult respite services by the time they are 19 years old. The Community Service program delivered in the home and community may continue to provide support beyond this age.
- **Funding and payment** – Children with DSC disability eligibility may be covered for some or all LLC service costs. People seeking to specifically access the community respite program must have individualised funding through a funding body. People interested in this type of service must be directed to the Community Respite Manager who will make contact within two weeks of the enquiry. For all new children, in any of the services, Lady Lawley Cottage will determine individual funding arrangements and any costs depending on the service requested on a case by case basis.
- **Referral** - Children and their families may seek services by contacting LLC directly. In addition, referrals are welcome from a wide range of people and organisations including:
 - doctors
 - allied health professionals
 - government departments
 - other partner or disability service organisations
 - WA Health Department
 - Hospitals
 - NDIS/NDIS My Way and Local Area Coordinators.
- **Case conferences** – all new clients require meetings to ascertain the individual needs of the child in relation to LLC's care. Importantly, emergency, post acute care and interim accommodation services will be accepted only after a case conference between LLC, the referring agency, the case manager/ local area coordinator and if possible, the parent/guardian. Appropriate care, health, issues and funding will be discussed and agreed prior to a child being accepted to LLC.
- **Waitlist opportunities** - If there is no place available for a particular service, a waitlist place will be offered to those eligible.

5.2 Exiting the service

Any client may choose to exit the service at any time. When a family has elected to no longer receive services, LLC will:

- seek the request in writing and place the written request on the client's file
- if required, provide the client's family/advocate with referral support for alternative service access
- seek feedback on LLC's services and the reason for the client exiting
- provide a written acknowledgment of the exit decision to the family or guardian
- close and archive the case file.

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5.3 Withdrawing the service

LLC reserves the right to withdraw services in situations where:

- duty of care responsibilities to its clients or its staff are compromised
- where there are conflicting contractual obligations
- any matters are unlawful
- resources or skills to care for the person is not within the abilities nor capacity of LLC.

If LLC is contemplating withdrawing its services, a meeting with the family and any advocate(s) they nominate will be arranged to explain the rationale for this decision and help in providing referrals to other more suitable service options.

6. References

[National Standards for Disability Services](#)

Lady Lawley Cottage as a key program of Red Cross, is there for people in need, regardless of nationality, race, religious beliefs, class or political opinions. The organisation is impartial, neutral and independent.