CS3.2 Access and Intake

Purpose

1. To outline P4 Movement's approach to maximising and ensuring equality of access to services across eligible Participants.

Alignment with Practice Standards

1. Module 1: Rights and Responsibilities
2. Module 3: Provision of Support

Legislative Alignment

1. Nil

Key Responsible Executive

General Manager

For More Support

General Manager

Policy Statement

1. P4 Movement is committed to maximising access to our services for everyone within the agreed target Participant group and to ensure equality of access across eligible Participants.

2. P4 Movement will work within available resources while endeavouring to optimise access for target Participants to services and activities.

3. P4 Movement will:
   a. Identify and address barriers of access for Participants in the target group.
   b. Plan services to maximise accessibility for Participants in the target group, ensuring that services, activities, facilities and premises are designed to maximise physical and cultural accessibility for Participants.
   c. Use proactive information strategies for potential Participants to increase knowledge and understanding about the organisation and the service offered.
   d. Regularly review how accessible services are and use this information to improve access wherever possible.

4. Intake will be as inclusive as possible for Participants who may need to access the services and comply with anti-discrimination legislation requirements. There will be clear criteria for eligibility and priority for service access and all criteria will be applied in an equitable, ethical and transparent manner.

5. P4 Movement responds to all enquiries for information and requests for services in a timely, fair and consistent manner. P4 Movement will adapt its response to a Participant seeking services according to the Participant's needs and circumstances.

Definitions

1. Assessment - the process of gathering information from and about the Participant in order to develop an understanding of their needs and to determine suitable options and support planning.

2. Case management - the process of coordinating the acquisition and delivery of services by other organisations to meet individual Participant needs, thereby providing a holistic and person-centred approach.

3. Conflict of Interest – a situation where personal, financial, ownership or organisational interests may influence, or be perceived to influence, decisions, recommendations or actions relating to a participant.

4. Intake - the systematic process of gathering information about a Participant's current situation in order to facilitate their access to P4 Movement services and to assist them to make informed decisions about the services needed.

5. Referral - a request for a specialist consultation or service that occurs when an organisation is not able to meet the Participant's needs, believes another organisation will provide the best options for a Participant's particular need(s) or has insufficient resources to manage the Participant's situation.

Delegations

Roles	Responsibilities
Board of Directors	• Endorse and ensure compliance with the Access and Intake Policy and Procedure • Be familiar with legislative requirements of this policy
GM	• Manage and monitor compliance with this policy • Support staff competence and compliance with this policy and procedure, and ensure staff receive appropriate training, supervision and debriefing to comply with this policy • Collate report information on adverse Participant events as required • Ensure operational decision making is informed by this policy • Support the review of clinical processes
Management	• Support staff competence and compliance with this policy and procedure, and ensure staff receive appropriate training, supervision and debriefing to comply with this policy • Collate report information on adverse Participant events as required • Ensure operational decision making is informed by this policy • Support the review of clinical processes

Staff, volunteers, contractors and students	• Comply with the Access and Intake Policy and Procedure • Maintain knowledge of the current evidence-based interventions available to Participants • Participate in regular practice supervision • Maintain registration with relevant associations and/or peak bodies, where appropriate

Procedures

1. Access to services
   a. P4 Movement services and programs are accessible to any person who meets the relevant entry criteria in a manner that is equitable, appropriate and sensitive.
   b. P4 Movement provides a range of flexible services to meet the Participant related Core and Capacity Building needs as part of its commitment to being a 'connection Participants can count on'.
   c. Core supports can include;
      i. Assistance with Daily Personal Activities, including those with high Intensity Needs
      ii. Assistance with household tasks
      iii. Preparation and delivery of meals
      iv. Short term accommodation and assistance
      v. Accompanying Participants for community access
      vi. Assistance with social and community access, including group based supports
   d. Capacity Building supports can including;
      i. Support coordination, including specialist support coordination
      ii. Improved living arrangements
      iii. Skills development and training
      iv. Innovative community participation
      v. Community participation activities
      vi. Improved relationships
      vii. Physical wellbeing activities
      viii. Improved learning
      ix. Plan management - financial administration
      x. Capacity building and training in plan and financial management
      xi. Delivery of health supports by a nurse
   e. The Service Manager and Participant Advisory Committee will be responsible for identifying barriers to access as part of the annual planning processes.

2. Ensuring physical and cultural access
   a. P4 Movement will ensure the following:
      i. P4 Movement HQ is located near public transport, including the free Wollongong Shuttle Bus
      ii. P4 Movement HQ is physically accessible for people with limited mobility or disability
      iii. P4 Movement HQ office hours are Monday to Friday 9am to 5pm, however P4 Movement is available 24 hours a day, 7 days a week by phone to allow for access by Participants as and when needed
      iv. Services are provided in a flexible manner, as much as possible, to meet the needs of individual Participants
      v. The cultural and language needs of Participants are identified during the intake process and accommodated through the services provided

3. Promotion of services
   a. The Service Manager is responsible for developing and reviewing service promotion and information strategies.

b. P4 Movement will produce information about its services and activities in a range of formats suitable for the full range of target Participants who use them.
c. This will include:
    i. Flyers and promotional material in simple language
    ii. Use of a range of communication channels such as website, social media, flyers, emails, a quarterly newsletter, employee updates to share with Participants, posters and through relevant partner communication channels
    iii. P4 Movement will utilise a range of mediums such as written, images and video to make service promotion as accessible to Participants as possible.
    iv. P4 Movement will develop multilingual resources based on the demographic needs of Participants in each region and, or, work with local multilingual service providers to disseminate information in an appropriate language.

4. Eligibility criteria
    a. P4 Movement provides a range of services for a diverse range of Participants. P4 Movement does not seek to restrict who has access to services, but rather to make services as accessible as possible and tailor when needed to provide an inclusive and open service provider. P4 Movement services will be led by Participant goals and funded supports, with services adapted, developed and created where possible to meet the Participants needs.
    b. In all instances, where service adaptations are not feasible to accomodate an individual Participant, this will be decided fairly, consistently, transparently, comply with anti-discrimination legislation and be communicated clearly.

5. Intake
    a. Disability Support Coordinator is the first point of contact for all enquiries regarding services or information and leads the intake process.
    b. The key function of intake is to:
        i. Commence building rapport and the engagement process
        ii. Determine P4 Movement capacity to meet the Participants goals and requests
        iii. Identify immediate needs and priorities if there are any
        iv. Provide information about P4 Movement and specific programs and services
        v. Provide information on the intake process
        vi. Work with people who P4 Movement is unable to support to access more appropriate services

6. Aged Care Referrals
    a. Where a Participant requires or requests information regarding age care services, P4 Movement will provide information in a transparent, consistent and impartial manner.
    b. P4 Movement recommends both Community Gateway and allcare as aged care service providers and no preference will be given to either organisation.
    c. Prior to discussing Community Gateway or allcare, team members must disclose that both organisations are shareholders of P4 Movement.
    d. Team members must use the approved disclose statement contained within the P4 Movement Referral Process when discussing these provider options.
    e. Participants remain free to choose any aged care provider and are not required to select a provider recommended by P4 Movement.
    f. Details of aged care provider discussions, disclosure statements provided and Participant decisions will be documented in the Participant record.

7. Requests for service
    a. Requests for services can come from:
        i. NDIS Participants
        ii. Their representatives
        iii. Family
        iv. Friends
        v. Agencies working with them.

b. Service referrals or requests can be initiated
    i. In person
    ii. By phoning the service
    iii. By submitting a service Enquiry form available by the website (from NDIS Participants, their representatives, family or friends), or
    iv. By submitting a completed Referral Form (for agencies working with the Participant, the NDIA of Plan Managers) available via the website.

c. Verbal requests are responded to at the point of contact. Referrals made online or by mail are responded to within 48 hours of receipt.
d. When a Participant comes into contact with P4 Movement via a third party, consent is confirmed directly with the Participant when direct contact is made with them.
e. Where required, P4 Movement will arrange for interpreters or alternative communication services to conduct the assessment.
f. Where a Participant is transferring their existing services from another service provider, P4 Movement will seek to make the process more efficient for the Participant and reduce any risks associated with the transfer by following the transfer process.

8. Participant Transfer
    a. When the services are being transferred from an existing provider, the existing service provider, will be requested with the Participants consent, to complete a transfer form.
    b. If the existing service provider is unable or unwilling to complete the form, or the Participant does not give consent, the Participant or their representative will be asked to complete the form individually or with the assistance of a P4 Movement employee.
    c. The transfer form will capture information relevant to the Participants existing care plans, risks, NDIS Plan and relevant stakeholders.
    d. The form is captured in P4 Movement's transfer register, reviewed by a manager and assessed for risks and Participant needs before being approved.
    e. Service providers are asked to complete the transfer form prior to the Participant commencing services with P4 Movement in order to ensure the Participant's care is effectively and safely planned for.

9. Participant choice
    a. At P4 Movement we believe Participants have the right to make choices about their support options and provide them with timely information to make informed and knowledgeable decisions. P4 Movement maintains an updated Participant Information Pack, which is provided in either hardcopy or digital format (based on the Participants preferences) and explained verbally to check Participants' understanding.
    b. Where information is provided regarding external service providers, information will be presented fairly, sonsistenly and without bias. Participants remain free to choose their preferred provider and P4 Movement will respect and support their decision.
    c. The Participant Information Pack provides information on:
        i. Overview of P4 Movement
        ii. Overview of the services available
        iii. How entry and exit work
        iv. Participant Rights and Responsibilities Charter and Human Rights Charter and their place at the centre of decision making
        v. How to provide feedback and make a complaint
        vi. Human and Legal Rights Charter
        vii. Privacy Statement
        viii. The types of personal information P4 Movement collects and how consent is given and can be amended or withdrawn.

References to other P4 Movement policies and external sources

1. CS1.1 Human Rights
2. CS1.2 Access and Equity
3. CS1.4 Privacy and Confidentiality
4. CS3.1 Participant Care
5. CS3.5 Participant Record Management
6. P4 Movement Referral Process

Summary of attachments

1. Nil

Version Control

1. 1 April 2026 - New Policy Creation
2. 3 August 2026 – Added aged care referrals requirements and reference to P4 Movement Referral Process