

INALA DAY & COMMUNITY SUPPORTS SERVICES - APPLICATION & ENTRY PROCEDURE



We welcome all inquiries for casual or ongoing participation in courses and programs, individualised support options and visits to see our services.



Please feel free to contact us - we will arrange a good time to meet and then...



First you can discuss your needs, interests, priorities and aspirations with us.
(Please let us know if you require any assistance with translation or other communication support to discuss these)

Please note: our services, supports, courses, programs and activities are always creatively developing. Your individual suggestions and requests are always welcome!



If you are interested, you are free to trial a number of courses, programs or activities which you may be interested in. This way, you can get to know us better, and we can get to know you better.



After trialling a few options, we can discuss together whether our services and support options might be what you are looking for.



If, for any reason, you or we think another service or option might better suit what you are looking for, we will give you their details so you can contact them.



If you wish to join any of our services or programs or to explore developing individual support options, we will discuss together in more detail your interests, aspirations and priorities. We will also discuss your NDIS Plan and how this can be used for accessing Day, Social & Community support options, details of which support items apply for what you are looking for and the applicable NDIS budget items, and Inala provisioned costs. Your Service Agreement will be discussed and agreed with you.



We will use the first term (3 months) for you try what you might be interested in, to see what you like, and what help you may need



After 3 months we will develop your first detailed **Person Centred Individual Plan** together with you.
We will review this on an ongoing basis with you to check on how your program is going, NDIS claiming progress and your Plan budget.
Coordinated with your NDIS Plan review (usually 12 months) we will thoroughly review everything and help develop a new Plan and Service Agreement with you in connection with your NDIS Plan review.



We welcome all suggestions and ideas which can help us improve our services – please feel free to contact us.

If you are not happy about anything, please tell us so we can fix it. A complaints process exists for you, if you feel you need it.

INALA DAY & COMMUNITY SUPPORTS SERVICES SUMMARY OF APPLICATION AND SERVICE ENTRY

A full statement of INALA's Application and Entry Process is included in INALA's Policy and Procedure Manual and is available if required.

ACCESS POLICY

Inala will provide a fair process for access to each person meeting the eligibility criteria for disability services provided by Inala. Access to services will be based on relative need and will be free from discrimination based on gender, race, sexual preference, class, political or religious beliefs.

ELIGIBILITY CRITERIA

Persons seeking NDIS *funded services* need to be:

- A permanent resident of Australia
- Aged 18 years or over
- Living with an intellectual disability/s which :
 - is permanent or likely to be permanent
 - results in significantly reduced capacity in a number of life areas, and necessitates the need for day program support.
- Have an approved NDIS Plan with eligibility for the supports provided by Inala

Persons interested in *individual fee for service supports* and participation in courses and programs are welcomed to inquire on an individual basis.

ASSESSMENT CRITERIA

- The Individual's health, skill, behavioural, and social support needs are:
 - Able to be met within Inala's resources.
 - Compatible with support needs of existing clients.
- Priority shall be given where a person:
 - Does not have any other day or vocational option.
 - Does not receive the support of a residential service.
 - Comes from a "disadvantaged" sector of the community (e.g. ATSI origin).

ENTRY PROCESS

Please see over page

MEETING YOUR NEEDS AND GOALS IS WHAT IS IMPORTANT FOR US, AS IT IS FOR YOU

CHANGES IN YOUR NEEDS OR PREFERENCES

- . Please let us know if your preferences or priorities change so we can re-design your supports to best support you.

IF YOU DECIDE TO CHANGE PROVIDERS OR SUPPORTS

- If you decide for a change, we gladly will support you to change your supports or providers as best we can. Please let us know and how we can help. We will only share your information and support information if you wish and provide your consent.

IF WE FIND ANY PROBLEMS WITH PROVIDING ONGOING SUPPORTS FOR YOU

- If you or we find any problems with providing ongoing supports, we will arrange to discuss any issues with you and any nominated support person. This could arise where :
 - Your needs have changed and are not able to be appropriately or fully met by Inala
 - There have been ongoing difficulty in meeting any Inala fees
 - There have been issues or incidents of significant concern and which are unresolved by working together

