

COMMUNITY RESOURCE CENTRE FEE-BASED ALLIED HEALTH SERVICES PROCEDURE

OBJECTIVE

This procedure details the approach to providing access to Community Resource Centre (CRC) fee-based allied health services.

DEFINITIONS

Individual	A person with disability, health and/or education needs.
Group	A group of people with a common purpose who focus on disability, health and/or education.
Organisation	An entity such as a government agency, non-government organisation or not-for-profit comprising one or more people and having a focus on disability, health and/or education.
School	An educational institution designed to provide learning environments for students.
Fee-Based	Refers to the chargeable delivery of allied health services.
Allied Health Services	Refers to the delivery of a diverse range of professional services within the healthcare industry. These services include occupational therapy, speech language pathology, physiotherapy, psychology and education.
National Disability Insurance Scheme (NDIS)	Provides funding to eligible people with disability to gain more time with family and friends, greater independence, access to new skills, jobs, or volunteering in their community, and an improved quality of life.
Participant	An individual who is funded to receive supports under the National Disability Insurance Scheme.
Child/Youth	A child/youth is an individual under 18 years of age (as outlined in the Child Protection Act 1999).

PROCEDURE

Fee-based allied health services can be offered and provided to:

- NDIS participants
- Individuals, their families and carers
- Schools, groups, or organisations

Priority for fee-based allied health services will be given to NDIS participants. All other requests for allied health services will be referred to the Senior Program Advisor – CRC for consideration. The ability to provide the requested services will depend on therapist's capacity and capability. Where the request is accepted, the management of service delivery will align with relevant Council policies and procedures.

NDIS Services

1. Service request

- An NDIS participant can contact CRC either in person, via phone or email to request allied health services. A member of the CRC team will ask for:
 - relevant personal information
 - the type of support the participant is seeking.
- The CRC team member will review the information provided and inform the participant if capacity exists.
- Where capacity exists, the participant will be invited to an initial service discussion with a CRC team member. The participant will be asked to bring a copy of their NDIS plan and details of other supports they receive.
- If there is no current capacity, the participant will be offered relevant local allied health provider information. It will also be recommended that participants check back with the CRC in 3 months if they have been unable to source supports.

2. Participant Intake

- The initial service discussion will be held between a CRC team member and the participant.
- The CRC team member will:
 - discuss therapist availability and scheduling options.
 - confirm NDIS plan dates and reporting requirements.
 - develop a draft Service Agreement with the participant. Service Agreements will include:
 - the participant's preferred communication method
 - expected outcomes from therapy
 - the nature, quality and price of supports to be provided
 - type of NDIS plan management
 - existing supports
 - terms and conditions including notice for the withdrawal or cancellation of services
 - management of complaints and conflicts
 - confirmation that pricing is consistent with the NDIS pricing arrangements for registered service providers.
- The participant will be provided with the following to review, complete and sign prior to their first appointment:
 - the draft Service Agreement
 - a Client Intake Form
 - a Credit Application Form (where required).
- The CRC team member will confirm the date, time, and focus for the participant's first therapy appointment.

3. Service Provision

- At the first appointment the participant will:
 - be provided with a full executed Service Agreement
 - review their Client Intake Form with their therapist
 - agree on goals with their therapist

- confirm their schedule of therapy sessions and report provision.
- The participant will review their goals with their therapist on an as needs basis.
- Reports will be provided, by the therapist, in alignment with NDIS plan dates and requirements.
- Participant information will be stored in CRC's client information management system and in accordance with Council's *Records Management Procedure*.
- The participant can request access to their information, at any time, as per Council's *Right to Information Procedure*.
- The participant will be invoiced monthly as per their NDIS Support Delivery Log.
- Payments from the participant will be managed as per Council's finance processes.
- The participant can provide feedback on their NDIS services as outlined in their Service Agreement.
- The participant can discontinue therapy services at any time as per their Service Agreement.

4. Children and Youth


Delivery of fee-based allied health services for children and youth will adhere to Council's *Child & Youth Protection Policy and Procedure*. This includes ensuring that all Council staff who work with children and young people have relevant and current background checks.

An assessment of this Procedure against human rights determined that no human rights are limited or affected by this Procedure.

CERTIFICATION



CHIEF EXECUTIVE OFFICER
BANANA SHIRE COUNCIL



DATE