

<b>Document Information and Revision History</b>			
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July 2014	July 2017	Management Team	
July 2016	July 2017	Rhonda	Format Change
July 2017	July 2020	Management Team	Scheduled review – minor changes

### 1. REFERENCES

#### National Standards for Disability Services (also compliant with HSQF)

1. **Rights:** The service promotes individual rights to freedom of expression, self-determination and decision-making and actively prevents abuse, harm, neglect and violence.
2. **Participation and Inclusion:** The service works with individuals and families, friends and carers to promote opportunities for meaningful participation and active inclusion in society.
5. The service manages access, commencement and leaving a service in a transparent, fair, equal and responsive way

### 2. COMMUNITY CONNECTION INCORPORATED'S POSITION

Community Connection Incorporated believes that individuals with a disability and their families have the right to access the services they need to have a good life.

### 3. CAPACITY TO PROVIDE SERVICE TO NEW INDIVIDUALS AND FAMILIES

**CORE SUPPORTS:** Individuals and families can approach Community Connection Incorporated to purchase a service with funding provided through the National Disability Insurance Scheme. The decision to accept a new person into the service will be negotiated based on the capacity of the Management team and the compatibility of the individual's values and needs with the stated values and philosophies of Community Connection Incorporated.

### 3. REFERRALS TO COMMUNITY CONNECTION

Referrals can be made by the individual or their plan nominee to Community Connection Incorporated, who will make contact with the individual and/or family/nominee within two weeks of receiving a referral.

#### 4. ELIGIBILITY

Eligibility to purchase support from Community Connection Incorporated is dependent on the level of Core Supports or other relevant supports listed in the NDIS Supports Catalogue.

#### 5. REFUSAL OF SERVICE

Community Connection Incorporated will provide individuals and/or families who are refused a service with an explanation of the reason for that refusal within a reasonable time frame.

Community Connection Incorporated will not discriminate against any person based on gender, race, culture, religion, disability, sexual orientation or any other characteristic or condition.

#### 6. PROVISION OF SERVICE

If Community Connection Incorporated offers a service to an individual and/or their family/nominee, they will be contacted to formulate a Service Agreement and a Consent Form which will be signed before the commencement of service.

An individual or family may terminate their services from Community Connection Incorporated for any reason and based on the time frame outlined in the Service Agreement.

#### 7. PROVISION OF INFORMATION ABOUT OTHER SERVICES

Community Connection Incorporated will provide Individuals and/or families/nominees that are refused a service with information about a range of other services, supports and strategies.

#### 8. SUSPENSION OR CESSATION OF SERVICES

An individual and/or family or nominee may, for a variety of reasons, choose to no longer use the services of Community Connection Incorporated.

Community Connection Incorporated will only suspend or terminate a service for an individual and/or family/nominee in the following circumstances:

- i. The NDIS plan is no longer current.
- ii. The existence of irreconcilable differences between the individual or the family/nominee and Community Connection Incorporated resulting in a breakdown of trust, a mismatch between the service and the individuals expectations, or inappropriate treatment of workers.
- iii. The existence of circumstances which, after all options have been explored, make it likely that continued support would result in harm to the person with a disability or others and all avenues of paid and unpaid support have been exhausted or blocked.
- iv. The existence of circumstances which place the service at an unacceptable risk of breaking the law or of compromising the delivery of services to other individuals.