



## Access to Services Choice and Control Policy

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**TABLE OF CONTENTS**

**1. PURPOSE ..... 3**

**2. THE POLICY ..... 3**

**3. PRINCIPLES ..... 3**

**4. EXITING VALUED LIVES SERVICES ..... 3**

## 1. Purpose

The purpose of this policy outlines specific procedures for people and families choosing to access and exit Valued Lives services and supports, in line with National Standards for Disability Services Standard 5.

## 2. The Policy

As a registered disability service organisation with the National Disability Insurance Agency (NDIA), Valued Lives offers supports and services to people and families located in the Perth Metro area and South West of WA, who have a funded plan from the National Disability Insurance Agency (NDIA). Valued Lives will offer services based on the availability of staffing resources.

## 3. Principles

- People and families with a funded plan can choose to access Valued Lives' services and supports.
- Potential people and families will have fair access to Valued Lives services, depending on the availability of Valued Lives staff.
- Persons will enter into a shared agreement with Valued Lives setting out responsibilities of each party including giving one month notice to terminate the agreement (unless there is a serious breach, in which case the agreement is terminated immediately).
- Choice and control – people and families can choose another service instead of Valued Lives if they so wish.

## 4. Exiting Valued Lives Services

- Valued Lives will assist with accessing information on the National Disability Insurance Agency (NDIA) website list of service providers.
- Valued Lives will assist with and connect the person/representative with the National Disability Insurance Agency (NDIA) Local Coordinator and/or support coordinator, to progress transition to another service.
- Valued Lives will assist with transition to another service and continue to provide service and supports during the transition period.
- Valued Lives may provide an opportunity for an exit interview.