

INTAKE AND REFERRAL POLICY



Purpose

The purpose of this policy is to ensure the Aurora Support Services' participant intake and referral procedure is completed in a thorough and transparent manner, and all prospective participants and their support partners are involved in such a way that the principles of procedural fairness are adhered to at all stages of the intake process.

The organisation is committed to ensuring prospective participants and their support partners experience an uncomplicated intake process that is thorough and transparent and addresses their individual circumstances, needs and preferences.

Scope

This policy applies to all employees, students, and members of the Committee of Management of Aurora Support Services.

This policy is relevant to all participants who attend Aurora Support Services as well as to their family members and any other supports who may interact with Aurora Support Services on their behalf.

Procedures

Intake Enquiries

Aurora Support Services may receive contact from participants, parents, caregivers, NDIS Support Coordinators or School Transition Coordinators at any time throughout the year to discuss and assess the suitability of our services for a potential participant.

While all enquiries will be considered on a case-by-case basis, intake is prioritised for participants who wish to access group, community and centre-based activities.

The Services Directors will be the first point of contact for referrals. They will provide basic information about our services, and will complete the participant intake – initial enquiry form while on the phone with the person making the enquiry. The Services Directors will then email information to the most appropriate Program Manager/s to organise a site visit and collect further information. Services Directors will then add enquiry onto the intake enquiries spreadsheet.

Important Note – The Services Director/s/Program Managers cannot commit to accepting an applicant until all relevant documentation has been received and they are confident in the organisation's ability to support them safely and effectively. The Services Director should clarify with all applicants that there will be no commitment to service provision until a Confirmation of Placement letter is issued and a Service Agreement is signed by both parties. There is no obligation from either party to proceed with the application until this process has been formalised.

When assessing our services' ability to meet a participant's needs, Aurora Support Services will consider:

- The participant's eligibility based on having (1) an NDIS Plan, or (2) registration with the Commonwealth Department of Health for referrals where the participant was over 65 years of age on the 1st of July 2016.
- If there is a need to make a request for additional funding to provide the participant's required supports.
- The most appropriate matching of the participant and their support needs to a service/s.



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- The capacity of the relevant services to offer supports based on the available resources and limitations for safe provision of supports.

Aurora Support Services will not consider participants' gender, race, religion, or socio-economic status when determining eligibility to access services.

Service Directors and/or Program Managers may also complete any or all of the following when determining the suitability of our services to meeting an applicant's needs:

- Forwarding the documentation received from the participant to the relevant Program Manager for consideration of whether their service has capacity to provide the necessary supports;
- Organise to visit the applicant at their school or home, or conduct an onsite meeting;
- Request additional relevant documentation, if it hasn't already been forwarded;
- Explore any concerns or issues, or points requiring clarification, that arise throughout the intake process.

Program Managers may also organise 'guest days' at the service, as an opportunity for all parties to determine the suitability of the service for the participant. A Participant Profile and other relevant information is required to be completed and provided prior to a participant attending a guest day, to ensure the safe provision of services. The relevant Services Director will ensure that any participant attending in a guest capacity has a temporary participant file set up in SharePoint, in the case of an emergency.

The relevant Program Manager and Services Director will liaise to confirm their decision to make an offer of placement (or not) to an applicant.

In the event that the organisation is not in a position to offer services to a participant, an email and/or phone call informing the applicant of our inability to offer services will be issued. Where appropriate, an invitation will be offered to keep in contact with the organisation.

Applicants will also be provided with support to find other agencies who may be in a position to meet the participant's needs. This may be done by:

- Referring them to their Support Coordinator, if they have one, or without a Support Coordinator, supporting them to find the contact information for their Local Area Coordinator;
- Directing them to the list of registered providers on the NDIS' website;
- Providing them with a *List of Disability Support Providers in the North East Metropolitan Area*, maintained by the organisation.

Transition to Service

When a participant is offered a placement, the Services Director will commence the onboarding process by distributing a *Participant Initial Attendance Checklist* for relevant staff to complete the required documentation and steps for the participant's commencement of services. Program Managers will ensure that a Person Centred Plan, (along with all other documents required to complete this plan), is developed in line with the organisation's *Person Centred Plan (PCP) Procedure* within 3 months of a participant commencing services, and is reviewed annually. A Risk Assessment is also required to be completed within 1 month of commencement.

Aurora Support Services recognises that every participant is different, and that each person may need a different approach in order to successfully transition to our services. When offering placement to a participant, Service Directors and Program Managers will discuss transition supports that may benefit the participant, and make reasonable accommodations, as much as is practicable. This may include participants initially attending shorter days or a lesser number of days in order to 'ease in' to services, or



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other transitional measures requested by either Aurora or the participant/carers. School leavers may be requested to commence placement in the 2nd week of semester.

Transition from Service

Participants may choose to exit or reduce their access to our services at any time. In most cases, participants may choose to gradually reduce their days of attendance as they age or as they transition to other supports, or may provide notice of wishing to reduce or cease services due to other support arrangements already being in place for them. As with supporting transitions to services, Aurora Support Services will make all practicable and reasonable adjustments to services, as requested by participants, to support them to successfully transition from our services.

In rare circumstances, Aurora Support Services may determine that we are no longer able to provide services to a participant. This will only be considered as a final resort, when the organisation feels that there is an unacceptable risk posed to the safety or wellbeing of a participant or staff and/or to the reputation, viability or profitability of the organisation.

Before ceasing provision of supports, other measures will be considered and implemented, such as:

- Employing the principles of Positive Behaviour Support to try to better understand participants' behaviour and how to support them to communicate more effectively;
- Liaising with relevant professionals to ensure that participants have current and effective plans and strategies to successfully support them, such as Behaviour Support Plans or specific Health Management Plans;
- Implementing a higher level of support (or 1:1 supports if necessary)
- A reduction in services – either attending shorter days, or a lesser number of days;
- A temporary 'hold' of services while required consultation, assessments, plans or funding reviews are completed;
- Other alternatives, as identified as likely to be beneficial for the participant.

When the decision is made to end services to a participant, support will be offered to aid in finding another appropriate service, including referrals to Support Coordinators and/or Local Area Coordinators and providing participants with the *List of Disability Support Providers in the North East Metropolitan Area*. The participant's individual circumstances will always be considered, and further support will be provided for participants and families who are at higher risk in the absence of services, such as assisting a family to visit their Local Area Coordinator's office, or supporting them to contact other potential service providers.

Policy Review

Document Approver	Services Directors
Date Reviewed	27 May 2026
Timeframe For Next Review	This policy is reviewed on a two-yearly basis. The policy will, however, be reviewed before this time if it is identified that changes in the legislative, policy and/or funding environment have rendered the policy no longer appropriate in its current form.
Next Review Due	27 May 2028



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Policy Context

NDIS Rules and Standards	NDIS (Code of Conduct) Rules 2018 NDIS (Provider Registration and Practice Standards) Rules 2018 NDIS Practice Standards Core Module 3, Provision of Supports – Access to Supports; Transitions to or from a Provider
Relevant Legislation	Disability Act 2006 NDIS Act 2013 Australian Human Rights Commission Act 1986 Charter of Human Rights and Responsibilities Act 2006 Age Discrimination Act 2004 Disability Discrimination Act 1992 Equal Opportunity Act 2010 Racial Discrimination Act 1975 Sex Discrimination Act 1984
Contractual Obligations	NDIS Conditions of Registration Individual Service Agreements for NDIS Participants Individual Brokerage Agreements for DSOA Participants
Related Policies and Procedures	Advocacy Policy Diversity and Cultural Inclusion Policy Individual Needs Policy Participant Profile Procedure Participation and Inclusion Policy Person Centred Plan (PCP) Procedure
Related Forms and Documents	Participant Profile and Summary Whole Services Brochure Aurora Support Services Schedule of Fees Aurora Support Services Service Agreement Participant Initial Attendance Checklist List of Disability Support Providers in the North East Metropolitan Area



Intake and Referral Policy – Easy Read

Who can use Aurora's services?



To use our services, you usually need:

- An NDIS Plan, or
- DSOA Funding.



Aurora will also look at:

- Your support needs.
- What you like and want to do.
- If we have enough space and staff to support you.



Aurora will not treat anyone unfairly because of gender, race, religion or background.

Intake Enquiries



We want the process of joining Aurora Support Services to be:

- Easy to understand.
- Fair for everyone.
- Right for your needs.



You, your family, or your support person can contact Aurora:

- By phone or
- By email.



A Manager will talk to you and:

- Ask you about your needs.
- Give you information about our services.
- Send you more information.



Intake and Referral Policy – Easy Read

Getting to know you



Aurora may:

- Ask for more information.
- Meet with you and your support people.
- Invite you to visit the service.
- Visit you at home or school.

You might be invited to a “guest day” to try a service.

Important to know



Aurora will not promise a place straight away.

We want to make sure our services are right for you.

You will be offered a place when:

- Aurora has all of your support information, and
- Aurora believes we can support you safely.



Your place will only be confirmed when:

- You get a Confirmation Letter from Aurora.
- You sign a Service Agreement

Your rights

You have the right to:



- Be treated fairly.
- Be involved in decisions.
- Get supports that meet your needs.
- Say yes or no to services.
- Take time to think about your choices.

An advocate can help you, if you want one.

Intake and Referral Policy – Easy Read

Starting Services

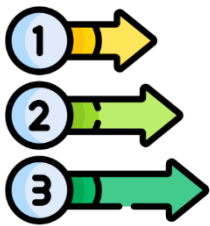


If you are offered a place:

- Aurora will help you get started.
- Staff will plan your supports with you.

Everyone is different.

We will work with you to plan what you need.



We can help you to settle in at Aurora by:

- Starting with shorter days.
- Slowly increasing your time.
- Making changes to suit you.



Staff will work with you to:

- Do a Risk Assessment.
- Create a Person-Centred Plan.
- Plan programs that help you work on your goals.



If you do not get a place with us

If Aurora cannot support you:

- We will tell you by phone or email
- We may help you find another service.



They can:

- Talk to your Support Coordinator.
- Help you contact a Local Area Coordinator.
- Give you a list of other providers.



Intake and Referral Policy – Easy Read

Leaving the service



Aurora will support you to make changes when you need them.

You can:

- Reduce your days.
- Leave at any time (with 2 weeks' notice).



If Aurora needs to stop services

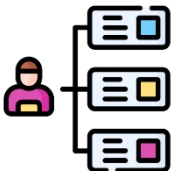
This is rare.

It will only happen if there are serious safety concerns.



Before stopping services, Aurora will try:

- Positive Behaviour Support.
- Talking to therapists.
- More support (such as 1:1).
- Shorter days or less days.
- Temporary breaks.



If Aurora needs to stop your services, we will:

- Support you during the change.
- Help you find another provider.