



SERVICE ACCESS POLICY

1. INTRODUCTION

The United Nations Convention on the Rights of Persons with Disabilities, the National Disability Insurance Scheme Act 2013, and the National Disability Strategy promote access, inclusion, and choice for people with disability, with a focus on their individual needs, goals, and aspirations. Lift Up Voices supports these principles in all aspects of policy and service delivery.

Lift Up Voices is committed to providing participants with a high standard of service that meets individual needs and promotes dignity, purpose, and security. We ensure a consistent, transparent and non-discriminatory approach to all individuals entering or exiting our services.

Information about Lift Up Voices' services is accessible, easy to understand and widely available. We collaborate with other providers and community supports to share information and build networks that centre the needs of each person.

This policy aligns with the NDIS Practice Standards – Core Module 3: Provision of Supports – Access to Supports.

2. PURPOSE

This policy outlines the process for participant entry and exit, including for those funded through the National Disability Insurance Scheme (NDIS).

Its purpose is not to label or categorise individuals, but to enable appropriate access to services, ensuring supports are directed toward those most in need. Lift Up Voices is committed to upholding the rights and dignity of all people with disability and to ensuring transparent, fair and person-centred service access.

It also provides direction to staff when processing new requests for service, responding to referrals, or supporting participants exiting the organisation. If a service is unavailable or unsuitable, Lift Up Voices will support the person to find alternative supports.

3. SCOPE

This policy applies to all potential and current participants of Lift Up Voices, including their families, support personnel and representatives.

Date Adopted:	13.1.25	Next Review Date:	13.1.26	Version:	04	Page 1 of 5
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4. DEFINITIONS

Entry is the process by which a participant formally begins receiving supports from Lift Up Voices through a service agreement.

Exit is the process by which a participant discontinues services with Lift Up Voices.

Stakeholder is any person or entity involved in supporting the participant, including family, carers, or other service providers.

Disability Service Standards are national benchmarks that guide the delivery of rights-based and quality supports for people with disability.

5. POLICY STATEMENT

Lift Up Voices is committed to:

- Promoting the health, wellbeing, safety and rights of all people accessing our services
- Providing access based on individual need and resource availability
- Ensuring all access and exit processes are transparent, inclusive, and non-discriminatory
- Offering clear, accessible information tailored to individual communication needs
- Providing services that are flexible, responsive and aligned with individual goals
- Managing waitlists fairly and based on assessed need
- Respecting each participant's right to decline or exit services
- Ensuring any service exit initiated by Lift Up Voices is consultative, fair and well-documented
- Referring to other community or specialist supports where appropriate
- Encouraging participant feedback to improve service access and quality

6. RESPONSIBILITIES

Directors are responsible for:

- Maintaining and reviewing this policy and related procedures
- Overseeing implementation across the organisation
- Ensuring staff are trained in access and exit procedures
- Monitoring compliance

All staff and volunteers are responsible for:

- Complying with this policy and its procedures

7. ENTRY FRAMEWORK

7.1 Entry Criteria

Lift Up Voices is registered to provide services to participants aged 9 years and older. In line with the NDIS Operational Guidelines, a prospective participant will meet the disability requirement if they meet each of the following:

- a) Have a disability caused by intellectual, cognitive, neurological, sensory, or physical impairment (including psychiatric conditions)
- b) Have an impairment that is, or is likely to be, permanent

Date Adopted:	13.1.25	Next Review Date:	13.1.26	Version:	04	Page 2 of 5
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c) Experience significantly reduced capacity in one or more of the following:

- Communication
- Social interaction
- Learning
- Mobility
- Self-care
- Self-management

7.2 Entry Procedure

- Requests can be made via phone, email, in person or through the Lift Up Voices website or Register Your Interest form,
- Once initial contact is made, eligibility is assessed and Meet and Greet is scheduled (in person or online) with Scott Marshall (social worker),
- During the consultation, information such as contact details, NDIS goals, and consent is collected using Cognito Forms.
- A recommendation is made to the Director based on the person's needs, service availability and pairing with a mentor or therapist,
- If approved, the person is formally invited to access services and provided with a service agreement, accompanying quote and session confirmation.
- An Artist Profile is created, including NDIS goals, assessment notes and risk details, stored securely via Cognito Forms and Splose (within the participant file).

8. EXIT FRAMEWORK

8.1 Exit Criteria

Participants may exit the service for reasons including:

- Relocation outside the service area
- Service no longer meets their needs
- Transfer to another provider
- Exhaustion of funding
- Death of participant
- Unsafe behaviour or ongoing breach of service agreement
- Incompatibility with the service or other participants
- Extended period (3+ months) of no contact
- Escalated care needs outside of Lift Up Voices' capacity

8.2 Exit Procedures

- Exits are approached in a professional, planned and supportive way
- Participants are guided to explore alternative supports and may re-enter the service within three months without repeating the full access process (if resources allow).
- After three months, a full re-assessment is required.

Date Adopted:	13.1.25	Next Review Date:	13.1.26	Version:	04	Page 3 of 5
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- All Programs of Support have a two-week cancellation period

8.3 Exit without Participant Consent

In cases where Lift Up Voices determines a service exit is necessary:

- The reasons will be clearly explained to the participant
- Documentation will be provided and shared with relevant stakeholders
- Consultation will occur with the participant and their support network
- Complaints processes will be offered to the participant if they disagree with the decision

8.4 Evaluation and Feedback

Participants and support personnel are offered the opportunity to provide feedback about their experience and the exit process.

8.5 Documentation

- All internal documentation remains the property of Lift Up Voices
- External documents provided to Lift Up Voices will be returned to the participant or family (copies retained as required)
- Files are stored securely according to the Privacy and Confidentiality Policy.

8.6 Cultural Diversity

- Services will be delivered with cultural sensitivity and awareness.
- Staff are trained in supporting the needs of Culturally and Linguistically Diverse (CALD) communities and Aboriginal and Torres Strait Islander peoples.

8.7 Quality Assurance

- Service access and exit are monitored through internal quality checks and participant feedback.
- Lift Up Voices participates in annual third-party verification in line with NDIS Commission requirements.

8.8 Communication

This policy will be:

- Shared with internal and external stakeholders
- Included in staff professional development
- Available on the Lift Up Voices website

9. CONTACT DETAILS

All questions or complaints about this policy can be directed to: team@liftupvoices.com.au.

10. REVIEW

This policy is reviewed annually, or earlier if significant legislative, funding or policy changes occur.

Date Adopted:	13.1.25	Next Review Date:	13.1.26	Version:	04	Page 4 of 5
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RELATED POLICIES

Code of Conduct Policy
Compliments, Complaints and Feedback Policy
Continuous Improvement Policy
Participation and Integration Policy
Privacy and Confidentiality Policy
Quality Assurance Policy
Service Delivery Policy
Withdrawal or Termination of Services Policy

SUPPORTING DOCUMENTS

Artist Profile
Consult Template
Participant Service Agreement & Support Plan
Client Consent & Media Consent (built into SA)
Complaints Register
Continuous Improvement Plan & Register

RELEVANT LEGISLATION OR STANDARDS

Disability Discrimination Act
National Disability Insurance Scheme Act (2013)
NDIS Amendment (Getting the NDIS Back on Track No.1) Act 2024
NDIS Practice Standards and Quality Indicators (2021)
United Nations' Convention on the Rights of Persons with Disabilities (2006)

Date Adopted:	13.1.25	Next Review Date:	13.1.26	Version:	04	Page 5 of 5
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