



Participant Intake and Welcome Pack Policy and Procedure

All About You – Disability Services is passionate about, and committed to providing quality support services to people with disability receiving National Disability Insurance Scheme (NDIS) funding.

To ensure that All About You – Disability Services gathers clear, concise and accurate information the intake process occurs in the following manner:

- A referral is received through a number of channels, including a Service Coordinator; the NDIS; Local Area Coordinator; Social Worker; Community Support or self-referral.
- A referral is most commonly received using the All About You – Disability Services' Referral Form, except in the case of a self-referral.
- The Participant Intake Form is completed during the first phone contact with the participant or nominated person.
- The referral is added to the Referral Register to enable easy tracking of current and completed referrals.
- A meeting will be organised with the participant to be held in a place of their choosing, whereupon the participant is presented with a Welcome Pack.
- Depending on the type of service required, as determined by the referral, the Welcome Pack will contain information relevant to either Coordination of Supports or Direct Supports services.
- The Welcome Pack will include the following documentation:

Direct Supports

1. Service Agreement
2. Managing Director business card
3. Image Release Form
4. Privacy Consent Form
5. Personal Profile
6. Handling Your Personal Information handout
7. Complaints Process flowchart
8. Service Feedback Form
9. Participant Rights and Responsibilities handout
10. Easy Read policies, including:
 - i. Consultation
 - ii. Eliminating Restrictive Practices
 - iii. Supporting Your Choices
 - iv. What is Safeguarding

Coordination of Supports

1. Service Agreement
 2. Managing Director business card
 3. Privacy Consent Form
 4. Information Gathering Consent Form
 5. Handling Your Personal Information handout
 6. Complaints Process flowchart
 7. Participant Support Choice Form
 8. Conflict of Interest Declaration
 9. Service Feedback Form
 10. Easy Read policies, including:
 - i. Consultation
 - ii. Eliminating Restrictive Practices
 - iii. Supporting Your Choices
 - iv. What is Safeguarding
- The Welcome Pack will be explained to the participant and the relevant forms will be completed and signed by the participant/trusted person and the All About You – Disability Services representative.
 - The signed documents will be taken away from the meeting by the All About You – Disability Services representative to be scanned and saved on the secure cloud storage system.
 - The hard copy documents will be returned to the participant via mail within two weeks of completion.
 - Direct Supports will commence as soon as practicable or within six weeks of the completion of the relevant documentation.
 - Coordination of Supports will commence immediately.