



LCS Intake Policy

Introduction

At Launnie Care Services, we are committed to providing person-centered care that respects the unique needs, preferences, and values of each participant. Our approach focuses on empowering individuals to make informed decisions about their care and support, while promoting dignity, autonomy, and independence. This policy outlines our dedication to person-centered care and the principles that guide our interactions with participants.

Purpose

This policy outlines the procedures for Launnie Care Services to receive, assess, and respond to inquiries from potential NDIS participants interested in receiving support. It aims to ensure a consistent, efficient, and client-centered intake process that aligns with NDIS Practice Standards and relevant legislation.

Scope

This policy applies to all inquiries received by Launnie Care Services regarding the following NDIS supports:

- **Supported Independent Living (SIL)**
- **Respite**
- **Emergency Respite**
- **Short-Term Accommodation (STA)**
- **Community Access**
- **In-Home Support**

Key Principles

1. **Client-Centered Approach:** All interactions with potential clients will be conducted with respect, empathy, and a focus on individual needs and preferences.
2. **Accessibility and Inclusivity:** The intake process will be accessible to all potential clients, including those with disabilities, diverse cultural and linguistic backgrounds, and those living in remote or rural areas.
3. **Confidentiality and Privacy:** All client information will be treated with the utmost confidentiality and in accordance with relevant privacy legislation.



4. **Transparency and Open Communication:** Clear and concise information will be provided to potential clients throughout the intake process.
5. **Compliance with NDIS Standards:** The intake process will comply with all relevant NDIS Practice Standards, including the NDIS Code of Conduct and the NDIS Pricing Arrangements and Price Limits.

Responsibilities

Employees:

- Respond promptly and professionally to all inquiries.
- Gather accurate and complete information from potential clients.
- Provide clear and concise information about services and the intake process.
- Treat all potential clients with respect, dignity, and empathy.
- Maintain accurate and confidential records of all inquiries and interactions.

Management:

- Ensure that all employees are aware of and adhere to this policy.
- Provide ongoing training and support to staff on intake procedures and client service.
- Regularly review and update the policy to reflect changes in NDIS legislation and best practice.
- Investigate and address any client complaints or concerns related to the intake process.



Implementation

1. **Online Referral System:** A user-friendly online referral/service request form will be made available on the Launnie Care Services website. Clients can also reach out to a Launnie Care Services Admin team member through email at info@launniecareservices.com.au or via Office Phone 0447074644 .
2. **Risk Assessment Tool:** A standardized and comprehensive Risk Assessment Form will be developed and implemented. This will be available to the person or company making the referral to fill in via the LCS website.
3. **Pre-Intake Meeting Schedule:** A clear process for scheduling and conducting pre-intake meetings will be established to gather client information and to share detailed information about LCS Services and Policies such as Service Agreement and Lease Agreements.
4. **Documentation and Record Keeping:** All interactions, assessments, and documentation related to the intake process will be accurately and securely maintained.
5. **Staff Training:** All staff involved in the intake process will receive comprehensive training on:
 - NDIS policies and procedures
 - Client-centered practice and communication skills
 - Use of the online referral system and Risk Assessment Form
 - Conducting pre-intake meetings effectively

Compliance and Accountability

Launnie Care Services will ensure compliance with this policy and all relevant NDIS Practice Standards. Any breaches of this policy will be investigated and addressed in accordance with Launnie Care Services' internal procedures. Potential clients have the right to raise concerns or make complaints about the intake process to LCS's complaints and feedback officer or the NDIS Quality and Safeguards Commission. Feedback forms are available on LCS website.



Conclusion

At Launnie Care Services, person-centered care is at the heart of everything we do. We are committed to empowering participants, honouring their choices, and promoting their well-being through individualized care and support. By embracing the principles outlined in this policy, we uphold our commitment to excellence and ensure that each participant receives the compassionate and personalized care they deserve.

For any questions or further clarification on this Intake Policy, please contact your supervisor or the Quality Assurance Manager.

Acknowledgement

I, _____, have read, understood, and agree to abide by the Launnie Care Services Intake Policy.

Signature: _____

Date: _____