One 2 One One person at a time	**ONE2ONE POLICY**			
	Title	Access to Services	**Policy No**	42
	Indicator	CM3 – Provisions of Support	**Reviewed**	14/05/2026

1. PURPOSE AND SCOPE

The purpose of this policy is to outline the circumstances and conditions under which consumers request service delivery by One2One. The policy complies with the NDIS Business Rules 2018 and the National Standard for Disability Services No. 5 which states "**Service Access:** *The service manages access, commencement and leaving a service in a transparent, fair, equal and responsive way."* This policy applies to all of One2One's services.

This policy has been framed around the NDIS Practice Standards, National Standards for Disability Services and applies to all of One2One's supports and services.

2. POLICY STATEMENT

One2One aims to work in partnership with people with disabilities (and their families) who are seeking tailored, individualised services. One2One will enter into Service Agreements on the proviso that it can meet the individual needs of the person, with the support and management models that are appropriate to their needs and preferences. All people wishing to enter the service are considered for entry into the service. If One2One is unable to offer them a service, it will attempt to provide the person and/or their family/carers with information about other service options which may suit them. One2One provides clear information to potential consumers and their families about the services it offers and how the service operates.

3. POLICY CONTENT

The following procedures enable One2One to meet its policy objective of ensuring that, within the constraints of available funding and resources, as well as service type required, people are offered a Service Agreement. One2One will:

3.1 Develop and distribute an information brochure on One2One's services and distribute it through NDIA, LAC Planning Partners, Disability Service Expos and major health, welfare, local government and other community outlets in the area, in accordance with its strategic plan.

3.2 Welcome and accept referrals from consumers, family members/carers, planners, advocates, support coordinators, local area co-ordinators or other government or non-government agencies. During business hours, One2One office administration staff will collect contact information and enquiry details from all callers.

3.3 Phone or email people to follow up on the initial enquiry, to determine specific service requirements and preferred timelines.

3.4 Book a meeting within two weeks (or an agreed time) of receiving the referral, and invite potential consumers and their family member/advocate to meet with the CEO, Services Manager or delegated staff member, to discuss what the person wants from the service and to determine the person's eligibility for One2One services. This is done by collecting relevant information from the person and/or their family/carer in accordance with One2One Privacy and Confidentiality policies.

3.5 Offer services to persons found eligible, based on One2One's available resources and the person's relative need and explain to them and their family/carer how and when they can start accessing services/supports.

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3.6 Provide information to people entering the service (and their family/carers) about what the service offers, how services are delivered, any costs or requirements for Service Agreements, service design and service reviews.

3.7 If a person is not eligible for services from One2One, refer that person to alternative services which may meet their needs and preferences.

3.8 If a person is found to be eligible for services, but One2One is not in a position to provide a service, offer to place the person on a waitlist and inform the person of the expected waiting time before services might become available.

3.9 Seek feedback from people with disabilities, and their families/carers about the service access procedures and implement improvements to service access and transparency where applicable.

3.10 Investigate barriers to access to its services, and where appropriate, address them.

3.11 Maintain records of people who have been referred to One2One and denied a service summarising reasons for their being found ineligible or, if found eligible, reasons for being placed on the waitlist.

3.12 Collaborate with other relevant organisations and community groups/agencies to build and maintain a referral network.

4. PERFORMANCE STANDARDS

The following performance standards must be met to ensure that the procedures specified in Section 3 are implemented effectively:

4.1 All One2One staff and consumer employees are familiar with One2One's policy on Service Access and a copy of the policy is kept in the One2One office.

4.2 One2One consumers and families have access to its policy on Service Access and have been provided with a copy of the policy if requested.

4.3 An information brochure describing One2One's services has been distributed strategically in the local community.

4.4 People who have contacted One2One office with referrals/enquiries, have received a phone or email response from a CEO/Manager within five business days of receiving phone/email enquiry.

4.5 Following the enquiry, people who request an initial meeting with One2One management, will be offered a potential meeting date within a fortnight of the request (in the first instance).

4.6 Services have been offered on the basis of eligibility, relative need and available services.

4.7 Records have been kept on a central file of people who were found to be ineligible or found to be eligible, but denied services based on insufficient resources or relativity of need.

5. POLICY REVIEW

This policy will be reviewed on a two-yearly basis. However, if at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy will be reviewed immediately and amended accordingly.

Authorised: Director – One2One

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