



Service Engagement & Assessment Policy

Overview

AQA establishes and works in Service Partnerships with people to support their life at home, at work and in their community to achieve their goals. People receiving AQA services actively engage with AQA about the provision of the supports or services they wish to receive. This partnership begins at the Service Engagement and Assessment stage.

AQA is committed to providing our community, potential service users, their representatives and nominated service providers a transparent, inclusive and consistent process for accessing AQA services and an understanding of the principles applied when determining capacity for AQA to meet the service need.

Principles of Service Engagement & Assessment

Service Engagement Requests and enquires are assessed and considered transparently, individually and without judgement. Assessment is based on our capabilities and experience in order to make a sustainable service promise and commitment. Requests for services are assessed for suitability and alignment with AQA's Service Partnership Model and AQA's Vision, Mission & Values.

Our Vision

People affected by spinal cord injury have the opportunity to enjoy life

Our Mission

Our focus on life after spinal cord injury informs everything we do
Our services and programs support all people who experience similar issues in their lives

Our Values

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|-------------------|--|
| Integrity | We act fairly, honestly, openly |
| Respect | We respect people's lived experience, the choices they make, the aspirations they hold |
| Excellence | We care about the quality and effectiveness of what we do |
| Trust | We know how vital trust is in all our relationships |

What drives us

The opportunity to contribute to people's enjoyment of life



The AQA Service Partnership

AQA establishes and works in Service Partnerships with people to support their life at home, at work and in their community to achieve their goals. This model works best with a person who can actively participate and engage in the process of establishing a Service Partnership where AQA's role is supporting the person to manage their needs at the direction, instruction and active participation the individual.

As per our mission, 'our focus on life after spinal cord injury informs everything we do and our services and programs support all people who experience similar issues in their lives'. Where service requests or individual needs may not clearly sit within this, assessment will be based on our capabilities and experience in order to make a sustainable service commitment. This may involve assessment of organisational and workforce capabilities and identification of additional formal and informal supports.

These principles also apply to the ongoing review and assessment of services and service suitability. This will occur through an annual review process and as needed upon notification and awareness of change in needs, circumstances, expectations or changes in the ability to maintain a Service Partnership.

Who does AQA provide services to?

All Service Engagement Requests and enquires are assessed and considered transparently, individually and without judgement.

AQA services are generally provided to people who:

- Have a disability, injury or illness
- Are aged 18 or above (unless by negotiation where services are deemed to be relevant)
- Are in receipt of funding relevant to the support or services engaged. This includes but is not limited to funding from TAC, WorkCover, NDIS, DHHS, Brokerage Funding or Self-Funded

And where:

- Service Engagement aligns with AQA's Service Partnership model and AQA's Vision, Mission & Values
- Domestic Services requested are also packaged with other service types

Service Engagement & Assessment Procedure

Upon receipt of an enquiry or Service Engagement Request, the Service Engagement & Assessment Coordinator or delegated AQA representative will seek additional information in order to make an assessment of AQA's capabilities, capacity and experience in order to make a sustainable service commitment.

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Approval date: 29/05/2018

Last Reviewed: 29/05/2018

Approval authority: Chief Executive Officer

Contact officer: Human Resources Advisor



Upon receipt of a Service Engagement Request and confirmation of request aligning with AQA's Service Partnership Principles, AQA will request your consent to obtain and seek further information.

The type of information requested will vary depending on the services requested and only information relevant to the assessment of the service needs and the provision of services will be collected.

Such information may include but not be limited to;

- Personal information such as name, address, date of birth
- Information regarding type of service/s requested
- Information relating to disability, injury or illness
- Funding details including type of funding, supports funded, funding plans and goals
- Environmental information regarding the location or community where services may be delivered
- Reports, assessments and other information considered necessary

Information will be requested and collected in a number of ways including but not limited to;

- Telephone and email conversations with referrer, potential service recipient, their representatives and other service providers
- Via our Service Engagement Request Form
- Request for reports and plans
- Face to face meetings

Timelines & Outcomes

Upon receipt of consent to proceed with the Service Engagement Request, the Service Engagement & Assessment Coordinator or delegated AQA representative will confirm the services requested and make an assessment of AQA's capabilities, capacity and experience in order to make a sustainable service commitment. AQA will then discuss with you a reasonable timeline and contributing factors which may include but not be limited to;

- Types of services requested
- Need and urgency of services
- AQA capacity and capability
- Workforce planning, any training staff may need
- Recruitment that may be required to resource the service requirements
- Funding set up
- Site visit and equipment and environment assessment if relevant
- Development of Service Partnership Plan
- Completion of Service Agreement



AQA will provide you with regular updates and advise you of any factors that may contribute to the delay of service commencement and provision.

AQA will provide you information about your rights and obligations as a service recipient including information about AQA's Privacy Policy and AQA's Feedback & Complaints Policy.

Where following an assessment of AQA's capabilities, capacity and experience results in AQA being unable to make a sustainable service commitment, you will be notified of the outcome either verbally or in writing. In the event that AQA is unable to engage in services due to a misalignment in fit or suitability of the Service Partnership Model, we will endeavor to provide guidance and recommendation of alternate service options.

Should you be dissatisfied with the decision made through the Services Engagement and Assessment process, you may raise your concern, feedback or suggestions through the AQA Complaints and Feedback Policy or by emailing feedback@aqavic.org.au

Accessibility



If you would like this information in your preferred language or in an accessible format please contact AQA on 9489 0777 or admin@aqavic.org.au