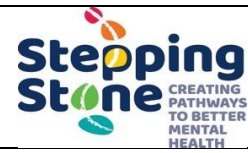


Access to Services



<i>Policy No.</i>	3.1	<i>Version No.</i>	2
<i>Approved date</i>	March 2020	<i>Approved by</i>	Management Committee
<i>Review frequency</i>	Every two years	<i>Last review</i>	March 2022
<i>Supporting Documents</i>			
<i>Associated Legislation</i>	•		

1. PURPOSE

The policy provides direction for Stepping Stone when considering the referral or request for supports and services or considering the exit of a member from Stepping Stone. Where Stepping Stone may not be resourced to provide a potential or existing member the necessary supports, Stepping Stone will assist them to obtain services elsewhere.

2. SCOPE

This policy applies to any individual wanting to access Stepping Stone services and supports, and any staff, volunteers, students and stakeholders seeking guidance on how prospective members are able to access services and supports.

3. POLICY STATEMENT

Stepping Stone Membership is available to adults, 18 years and over, with a diagnosed mental illness. The person must have a primary diagnosis of a mental illness. Membership is lifelong unless that member poses a threat to the safety of the Clubhouse community. Stepping Stone services are currently open to all people in our geographical service area regardless of their race, gender, sexuality, marital status, and religious or political beliefs. We will ensure that members are invited to identify their cultural, diversity, values and beliefs and ensure these are responded to.

Stepping Stone is committed to providing potential and existing members and any identified family members/carers with clear and concise information about access to services, and transparent processes to ensure an appropriate exit if needed.

Stepping Stone is currently funded by the following funding bodies:

1. National Disability Insurance Scheme (NDIS)
2. Commonwealth Psychosocial Support Program (CPSP)
3. Community Mental Health Funding – Queensland Health
4. Milestones Employment

NDIS

If a member has a NDIS package they are required to use their NDIS funding to access Stepping Stone services. As a result, upon accessing our services, prospective members will need to identify whether they have a NDIS package throughout the tour and orientation process. Existing members

are also required to provide the details of their NDIS package. If an existing member does not have a NDIS package, they will be offered assistance to apply for a NDIS plan or be linked to other appropriate services if Stepping Stone's capacity is reached. If a prospective member or existing member has previously tested for their eligibility to NDIS and is found ineligible, Stepping Stone will provide assistance to acquire the appropriate supporting documentation.

CPSP

Commonwealth Psychosocial Support Program funding is provided to Stepping Stone to deliver services to members who have not met eligibility for NDIS and reside within the Brisbane South Primary Health Network catchment. Funding has been provided to Stepping Stone to deliver group-based and individualised support for 132 episodes of care. Members are supported to apply for NDIS funding where appropriate.

Queensland Health

Queensland Health funding is provided to Stepping Stone to deliver services to members who do not have NDIS. Funding has been provided to deliver group-based and individualised support for 250 individual members. Members are supported to apply for NDIS funding where appropriate.

Mylestones

Stepping Stone has a partnership with Mylestones Employment to fund the Employment Program. Members who wish to obtain a Transitional Employment position with Queensland Health may be required to become a client of Mylestones Employment and will need to follow Mylestones entry and exit policies.

4. PROCEDURES

Stepping Stone is currently funded by the following funding bodies:

5. National Disability Insurance Scheme (NDIS)
6. Commonwealth Psychosocial Support Program (CPSP)
7. Community Mental Health Funding – Queensland Health
8. Mylestones Employment

NDIS

If a member has a NDIS package they are required to use their NDIS funding to access Stepping Stone services. As a result, upon accessing our services, prospective members will need to identify whether they have a NDIS package throughout the tour and orientation process. Existing members are also required to provide the details of their NDIS package. If an existing member does not have a NDIS package, they will be offered assistance to apply for a NDIS plan or be linked to other appropriate services if Stepping Stone's capacity is reached. If a prospective member or existing member has previously tested for their eligibility to NDIS and is found ineligible, Stepping Stone will provide assistance to acquire the appropriate supporting documentation.

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Tours

Prospective members and any accompanying support persons are offered a tour of Stepping Stone in which they will be explained about the available services, the Clubhouse philosophy, the referral and orientation process.

Prospective members can enter their contact details into the database with a staff member. Information pertaining to their diagnosis must be included. If this information is not included, the prospective member will be contacted by Stepping Stone. If the prospective member has a dual diagnosis of mental illness and another disability, a treating doctor's report may be requested to ensure that we are the most appropriate service to meet their needs.

Prospective members with a NDIS package are asked to bring the following NDIS details to their orientation: NDIS number, NDIS plan dates, Support Coordinator contact details (if applicable) and plan management details (if applicable).

Commonwealth Psychosocial Support Program (CPSP) - Eligible CPSP participants may be required to provide information regarding their NDIS eligibility status.

Queensland Health – Eligible Queensland Health participants may be required to provide information regarding their NDIS eligibility status. If a prospective member does not have a NDIS package, they will be funded through the QueenslandHealth Community Mental Health Government. If there is no capacity through Queensland Health grants, the prospective member will be placed on a waiting list.

The staff member who is entering the prospective members details will check they meet eligibility requirements for Stepping Stone. If there are any concerns or queries the Chief Executive Officer (CEO) will make the final decision. If the applicant is not suitable for membership (i.e., has a primary diagnosis of another disability) they will be offered information of a more appropriate service to access.

The prospective member is invited to attend the next available orientation or on a suitable date for them . The prospective member is welcome to bring along any support person(s).

Orientation

Orientation can take up to half a day, occurring at least once a week, for prospective members to experience the different units of the Work Ordered Day program. It is an opportunity for that individual to see whether they want to accept membership. Orientation involves an overview of the Clubhouse Model, policies and procedures, philosophy and intial experience of working in the units.

Members are provided with a Member Handbook. The Member Handbook explains the available services offered, Member's rights and responsibilities and other general information (such as.

Important Numbers, Individual Plans, Social Recreation, Grievance Process) as well as the Clubhouse International Standards.

On the day of the prospective member's orientation, a staff member will fill out all of the relevant information required straight into the database. This information includes Membership form Authority to Request and Release Information, Authority to Display Names/Photographs/Videos Form, Outreach Form and Confidentiality Form, Stepping Stone's Code of Conduct.

NDIS

The staff member for the orientation group will mention initial details of a service agreement (see NDIS service agreement policy), including what support type/s and hours required. The staff may also go through the FORM B - Stepping Stone NDIS Service Agreement Request Form. with the potential member at this time.

If an existing member receives a NDIS plan, they can provide these details by filling out the FORM B - Stepping Stone NDIS Service Agreement Request Form.

The staff will send an email which includes the FORM B - Stepping Stone NDIS Service Agreement Request Form to the Stepping Stone NDIS email address (ndis@steppingstoneclubhouse.org.au) or the NDIS Director to follow up with the request.

Stepping Stone will create a quote for the requested support in the FORM B - Stepping Stone NDIS Service Agreement Request Form. The quote will be sent to the participant and their Support Coordinator to ensure that the participant has sufficient funds in their NDIS package to purchase the requested supports. The participant will need to confirm whether the quote fits within their budget or if they would like to re-negotiate the details of the support.

Once confirmed, the service agreement will be created. The service agreement should be signed either the next time the member attends Stepping Stone or within two weeks, whichever is most recent. If the Public Guardian is involved, an approved service agreement will be required as soon as possible. This will be followed up by the NDIS Director and the NDIS Rep for the day .

1. All NDIS services accessed by the member will be back-billed for the period between services commencing and Stepping Stone receiving a signed Service Agreement.

Individual Plan

1. Within two weeks of completing orientation, members are offered the opportunity to create an individual plan that serves to outline their immediate and future goals. This is revisited on a regular basis determined by the member, to review outcomes, identify barriers to progress, and reassess individual priorities.
2. Members who use individual support under the capacity building category through their NDIS plan, will be supported to complete an individual plan in order to guide this support.
3. Members who use Individual Support on a recurring basis will be supported to complete a Recurring Individual Support Plan

Support Coordination

1. Stepping Stone's Support Coordination services include Level 1: Support Connection, Level 2: Coordination of Supports and Psychosocial Recovery Coach. These services are delivered by qualified Stepping Stone Support Coordinators and Recovery Coaches.
2. Support Coordination services are dependent on Stepping Stone's capacity and availability of staff.
3. When Stepping Stone is unable to provide Support Coordination services, information on other providers will be offered.
4. If Stepping Stone cannot continue to provide Support Coordination services or a participant would like to change to another provider, Stepping Stone will provide a progress summary to be handed over to the participant and their new provider.
5. Although NDIS participants who receive Support Coordination services from Stepping Stone are not required to become members, their diagnosis must be related to a psycho-social disability,
6. If any participants would like to receive additional Stepping Stone services other than Support Coordination, they need to become a member of Stepping Stone.

Exit Procedure – General

Membership is for life; however, the following are examples of why membership would be terminated.

1. Member is an ongoing threat to safety of the Clubhouse community and Clubhouse services
2. Member wishes to terminate membership

Exit Procedure of Threat to Safety

- During orientation, all members are provided with a Member Handbook that includes Clubhouse Standards, and highlights the expectation that the Clubhouse policies will be adhered to and respected, including Stepping Stone's Code of Conduct.
- In the instance that a member is considered a significant and current threat to the community, they will be asked to leave Stepping Stone for a period of time.
- During this absence, the member may be asked to address any identified behaviours of concern.
- During this absence, any active NDIS service agreements will be suspended if there is a serious breach of Stepping Stone's Code of Conduct and the terms and conditions stated in the Service Agreement.
- No support requested in the Service Agreement will be allowed to be delivered until all identified behaviour/s of concern are addressed appropriately.
- Following this period of absence, the Chief Executive Officer (CEO) together with either the Program Director or another staff determined by the CEO will organise a meeting with the member to discuss the expectations of the Clubhouse should the member choose to re-enter. The member may come to the meeting with a support person of their choosing.
- If the CEO is concerned about the ongoing threat, the member may be informed that they are not able to return to Stepping Stone at that time.
- Where a member is asked to leave Stepping Stone for a period of time, staff will offer, in consultation with the member, referrals to other services which may be appropriate and support the person to continue working towards their recovery.

Exit Procedure of Self Termination of Membership

- Members may nominate in writing that they wish to terminate their membership. The member's file will be removed from the Member filing cabinets and archived in a locked

filing cabinet. Digital files pertaining to the Member will be moved to the relevant secured digital storage.

- Access to member's details will be de-activated on our database.
- If a member wishes to recommence their membership, they will be required to meet the entry requirements and follow the entry procedure as outlined in the meeting with the member and the CEO and any other staff involved or any relevant stakeholders.

Exit Procedure for Incorrect Referral

- If a member does not meet the entry criteria we will explain to the member and/or a support person the reason for their exit and provide them with the referral details of more appropriate services.

Exit Procedure for NDIS

- Members with NDIS funding must adhere to the exit guidelines stated in their service agreements.
- Stepping Stone will assist members, their family, or their Support Coordinators to explore alternative services when possible.

Employment DES Milestones

Entry Procedure – Employment DES Milestones

- Members who are wanting a Stepping Stone Transitional Employment Position are invited to become a DES participant with Milestones. Milestones and Stepping Stone have a partnership to support Stepping Stone members into open employment.
- The Employment and Education Coordinator will facilitate the referral process to Milestones which involves either signing up to our DES provider (Milestones) or transferring over from a previous DES provider to Milestones.
- In the case of a new DES participant, Stepping Stone staff are able to assist with necessary paperwork and appointments with Centrelink.
- The entry procedure is to comply with Disability Employment Services entry guidelines.

Exit Procedure – Employment DES Milestones

- Members who wish to exit either DES or Milestones are to follow the Disability Employment Services exit guidelines. This involves a phone call or email to notify their provider and can be assisted by Stepping Stone staff if required.

5. ROLES AND RESPONSIBILITIES

Role	Responsibilities
Leadership team	<ul style="list-style-type: none"><li data-bbox="544 405 1362 472">• Ensure all staff, members, volunteers, students are aware of the guidelines in this policy.
Staff, members, volunteers, students.	<ul style="list-style-type: none"><li data-bbox="544 515 1315 582">• Ensure you are aware of and adhere to the guidelines in this policy.

