



Disability Services Commission



Policy Information Sheet

Policy No:
I 42
November 2005

**Policy on Service Access
for Disability Professional Services
Autism Early Childhood Intervention Providers
(Metropolitan and Commission Provided Regional)**

This Information Sheet replaces an earlier version dated July 2003.

Policy Statement

The purpose of this policy is to ensure access to Disability Professional Services (DPS) Autism Early Childhood Intervention (AECI) for eligible individuals. To ensure service access:

- the Commission will allocate resources using the construct of a program place (see the following Definitions section);
- Commission-funded services will adopt a service management approach whereby resources are tied to

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program places that encapsulate the construct of varying intensities of service provision, including strategies for those individuals waiting for access to a program place. Individuals, and their families/carers, may access high intensity individually tailored interventions [equivalent to a place resource] through to low intensity support strategies. These approaches may be accessed during periods when intensive intervention is not required or while waiting for more intensive interventions [due to resource limitations]; and

- the Commission will monitor service activity levels of funded AECI service providers through the Service Access Register and reporting requirements of the DPS AECI Schedule of the Service Agreement.

This policy ensures that principles of access and equity to services, based on the relative needs of individuals, are maintained. This policy documents the funding model constructs and the methodology for implementing the

reporting measures regarding resource utilisation.

Principles

- Disability Services Standard 1, Service Access, seeks to ensure eligible consumers have access to a service on the basis of relative need and available resources. This has led to the concept of Service Access described in this policy.
- While funding for all DPS is service based, Disability Services Standard 3, Decision Making and Choice, remains important where there are comparable alternatives for services (for example, services for autism). The Service Access Register will facilitate portability through the accurate identification of service provision and program place vacancies.
- The Commission has developed a construct and policy on a fair level of funding for Accommodation Services. The construct of a program place, with an identifiable resource level provides the same safeguards for individuals accessing DPS AECI services through benchmarked resource allocation.
- Information regarding eligible children, who are able to access a program place and those unable to access a place, is critical for the Commission so that it can ensure fair and equitable access to limited program places.

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Definitions

For the purpose of this policy, the following table of definitions related to the allocation of funding applies.

Table of Definitions

Terminology	Definition	Explanation	Example (refer to Table 1 below for the figures related to this example)
Service Access	All eligible individuals who seek services from DPS AECI will be offered <i>service</i>	The intensity of service management strategies may range from:	Service management strategies include, but are not limited to:

	<p><i>management strategies.</i> These will include a range of strategies with variable levels of service intensity.</p> <p>An eligible child waitlisted for services is where the individual requires access to a program place with an AECI service provider and is unable to do so, as vacancies do not exist, and is waiting for services with one or more AECI provider. This does not preclude an individual from access to service management strategies through an AECI provider.</p> <p>Eligible individuals are not permitted to access another program place from more than one Commission funded DPS like service at a time.</p>	<ul style="list-style-type: none"> ▪ services based on individually designed program planning and actively receiving services related to that plan; ▪ service management strategies for those individuals who are awaiting access to a program place or do not require full access to a program place; and ▪ no services, for those individuals who do not require a service. Individuals who do not require a service should be exited for the period that they do not require a service. 	<ul style="list-style-type: none"> ▪ individual direct intervention; ▪ group intervention; ▪ parent training and information sessions; and ▪ liaison with significant others. <p>For example, two AECI service providers may collaborate to conduct a series of parent education sessions on behaviour management at home for children with autism (for clients who are seeking but awaiting access to a full program place and may also happen to be waitlisted with more than one AECI service provider).</p> <p>Other examples may include sessions on communicating with a child with autism using the Hanen program or toile training ideas for children with autism.</p>
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Terminology	Definition	Explanation	Example (refer to Table 1 below for the figures related to this example)
Program Place	A number that represents an allocation of funds to a program that would enable a single Client to receive a designated level of intervention for a period of one year (in practice, may consist of services rendered to more than one person over this timeframe).	<p>A program place represents having a person with a disability in the program for a full year of 52 weeks and represents a full time equivalent place. A program place may be occupied by more than one individual depending on movement through entry into a program and exit out of the same program. The construct of a program place is an allocative mechanism between the Commission and the Service Provider.</p> <p>Funding allocated will also enable service management strategies to be delivered to those individuals who are awaiting access to a program place or do not require full access to a program place. The allocation of the level of intensity of services to individuals is the responsibility of the service provider based on the relative needs of individuals in the program.</p>	Seven program places (derived from the level of funding allocated) means that the service provider will strive to achieve an Average Number of Clients of seven, but may have a client throughput of greater than seven.
Operative Day	A working day in a year within which professional services are usually provided to clients.	The number of Operative Days is calculated at five days a week for 52 weeks, taking into consideration public holidays.	The number of operative days in a year is 250.
Client Days	The number of Operative Days that a client has been in a program, counting the day of entry but not the day of exit.	The total number of operative days that each individual client spends in the program.	If a client is in a program from July 01 to June 30, the number of client days is 250. If a client enters a program in July 01 and exits on December 31, the number of client days is 125.

Terminology	Definition	Explanation	Example (refer to Table 1 below for the figures related to this example)
Average Number of Clients	The total number of client days in the year divided by the number of operative days in the same year.	This is the total number of days that each client spends in the program for the year divided by the operative days.	<p>Of 10 clients in a program for a year:</p> <ul style="list-style-type: none"> ▪ four occupied a program place for the full year = 1,000 client days (4 x 250) ▪ four occupied a program place for 6 months = 500 client days [4 x (20.8 x 6)] ▪ one occupied a program place for 9 months = 187 client days [1 x (20.8 x 9)] ▪ one occupied a program place for three months = 62 client days [1 x (20.8 x 3)] <p>The total number of client days is 1,749. The average number of clients is 6.99 (1479 ÷ 250).</p>
Client Throughput	The sum of the number of clients in the program at the start of the period plus the number of new entrants in the period.	The client throughput represents the total number of people with disabilities seen during the year, allowing for individuals who exit a service and those individuals who enter a service to fill a program place. The client throughput is a cumulative total of the number of actual people with disabilities seen over 12 months. This is usually higher than the number of program places, unless there has been no change in the individuals accessing the program, that is, no exits and no new entries for the year.	In the example below, the program initially had six children occupying program places, with four children entering the program over the course of the year. The client throughput equals 10.
Service Access Register	A central database of children accessing and waitlisted for a program place.	The Individual Development Program maintains this register with information forwarded from AECI service providers.	

Table 1: Hypothetical Service Provider Program Place Table

Explanatory Notes for Table 1

- Allocated Program Places equal seven (derived from the level of funding allocated).
- The number of operative days for this organisation is 250.
- The Average Number of Clients for this program is 6.9, derived from total client days divided by the operative days in the year.
- This organisation would report four entries into the program and two exits from the program for this period of July to June.

Client	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	No. of Client Days in Program
Child 1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	250
Child 2	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	250
Child 3	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	250
Child 4	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	250
Child 5	✓	✓	✓	✓	✓	✓	exited in January						125
Child 6	✓	✓	✓	✓	✓	✓	exited in January						125
Child 7	entered in October			✓	✓	✓	✓	✓	✓	✓	✓	✓	187
Child 8	entered in January						✓	✓	✓	✓	✓	✓	125
Child 9	entered in January						✓	✓	✓	✓	✓	✓	125
Child 10	entered in April									✓	✓	✓	62
Total	6	6	6	7	7	7	7	7	7	8	8	8	1,749

✓ Months in receipt of services

The Commission is committed to the continuous improvement of its services. It will therefore, review its policy on Service Access for Disability Professional Services Autism Early Childhood Intervention Providers (Metropolitan and Commission provided regional) on a regular basis.

In addition, formal complaints can be lodged through the Commission's existing formal complaint mechanism by contacting Consumer Liaison Officer, telephone 9426 9244; toll free 1 800 998 214; TTY 9426 9315; E-mail: clo@dsc.wa.gov.au

Date: 28 November 2005

For enquiries contact:	Manager, Individual Development Program Telephone 9426 9307 Toll Free 1 800 998 214 TTY 9426 9315
Other relevant Policies:	
Policy Information Sheet I 42 (July 2003) replaced by this Information Sheet:	

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