



## Enhance counselling & Ascend NDIS Client Commencement Policy and Procedure

### **Purpose**

To outline the process for commencing services with an NDIS participant in a transparent, safe, and professional manner, ensuring compliance with NDIS Practice Standards and building trust with clients, families, and support networks.

### **Scope**

This policy applies to all Enhance Counselling & Ascend staff, contractors, and facilitators providing services to NDIS participants (self-managed, plan-managed, or NDIA-managed).

### **Policy Statement**

Enhance Counselling & Ascend are committed to providing person-centred, trauma-informed, and inclusive services for NDIS participants. Our intake and commencement process ensures:

- Respect for client choice and control
- Transparency regarding service delivery and fees
- Protection of client confidentiality and safety
- Alignment with NDIS Code of Conduct and safeguarding obligations

### **Procedure**

#### **1. Initial Enquiry & Intake**

- Receive referral from participant, family, support coordinator, or allied professional.
- Provide an Information Pack including: Service overview, Pricing structure, Rights and responsibilities of clients, Privacy and confidentiality statement.
- Conduct an Intake Discussion (phone/online/in-person) to gather: Participant details, NDIS plan information, Goals, needs, and preferences, Risk and safety considerations.

#### **2. Consent & Documentation**

- Obtain signed Service Agreement (required for NDIS-funded services).
- Collect relevant supporting documents (NDIS plan, reports if applicable).
- Ensure informed consent for data collection and information sharing.



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### **3. Service Agreement & Scheduling**

- Draft and finalise the Service Agreement outlining: Type and frequency of services, Location, Fees, cancellations, and payment terms.
- Provide client with a copy and confirm acceptance.
- Schedule first session and enter into booking system.

### **4. Commencement of Services**

- Conduct first session with focus on: Building rapport, Clarifying goals in line with NDIS outcomes, Assessing immediate needs or risks.
- Document session notes and store securely.

### **5. Ongoing Review**

- Regularly review client progress against NDIS goals.
- Provide feedback to participants, families, and (if consented) support coordinators.
- Update Service Agreement if service delivery changes.

### **6. Exit or Transition**

- Provide clear process for planned service exit or transition.
- Offer referral pathways if additional or alternative supports are required.
- Provide closure summary/report if requested.

### **Responsibilities**

- Directors/Managers: Ensure compliance with policy and staff training
- Facilitators/Practitioners: Follow intake and commencement procedure consistently
  - Administration: Manage record-keeping, agreements, and invoicing
  - Related Documents
    - NDIS Code of Conduct
    - NDIS Practice Standards
- Enhance Counselling & Ascend Service Agreement Template
  - Privacy and Confidentiality Policy