



WEST LIMERICK INDEPENDENT LIVING CLG

Service Access, Referral and Assessment Policy

Policy Reference	WLILP66
Category	Operational Policies — Service Delivery
Version	2.0 (numbering conflict flagged, cross-references corrected)
Status	APPROVED — by the Board of Directors on 9 October 2026
Supersedes	WLIL52 - Service Access, Referral and Assessment Policy
Policy Owner	Board of Directors, West Limerick Independent Living CLG
Applies To	Service Coordinators responsible for assessment, Management responsible for oversight of service allocation, and all staff involved in the referral and service initiation process
Related Policies	WLILP23 - Risk Management Policy; WLILP40 - Person Centred Planning Policy; WLILP46 - Records Management Policy; WLILP47 - Confidentiality and Information Sharing Policy; WLIL Care Records and Documentation Policy
Review Cycle	Annually, or sooner following significant changes to HSE referral arrangements or legislation

1 Purpose

The purpose of this policy is to outline the process by which individuals access services provided by West Limerick Independent Living CLG (WLIL), including referral, assessment, and allocation of support.

The policy ensures that access to services is managed in a fair, transparent, and consistent manner, while ensuring that support is allocated based on assessed need and available resources.

2 Scope

This policy applies to:

- All referrals received by WLIL
- All individuals seeking Personal Assistant or Home Support services
- Service Coordinators responsible for assessment
- Management responsible for oversight of service allocation

3 Principles

WLIL operates within the Independent Living model and aims to ensure that:



- Individuals have the opportunity to live independently within their community
- Services are allocated based on assessed need
- Access to services is fair and transparent
- Clients are actively involved in decisions about their support
- Assessments are conducted in a respectful and person-centred manner

4 Referral Process

4.1 Source of Referrals

The majority of referrals to West Limerick Independent Living CLG (WLIL) are received through the Health Service Executive (HSE). These referrals relate to Personal Assistant or Home Support Services funded through HSE disability services.

Individuals seeking support are normally assessed by the HSE to determine eligibility and the level of support required. WLIL works in partnership with the HSE to carry out assessments and deliver services once approval and funding allocation have been confirmed.

4.2 Allocation to Coordinator

From time to time WLIL may receive enquiries directly from:

- individuals seeking support
- family members or carers
- community organisations
- schools or third-level institutions

Where appropriate, individuals will be advised to contact the HSE disability services to request an assessment of need. This ensures that eligibility and funding allocations are determined through the appropriate statutory process.

4.3 Other Service Arrangements

In limited circumstances WLIL may provide services outside the standard HSE referral pathway. These may include:

- supports arranged through educational institutions
- short-term supports requested by organisations
- privately funded services

Where such arrangements occur, the same principles of assessment, care planning, and risk management will apply to ensure safe and appropriate service delivery.

5 Initial Assessment

5.1 Assessment Meeting



The Service Coordinator arranges a meeting with the applicant at a time and location convenient to them, usually in their home.

The purpose of this meeting is to:

- Identify the individual's support needs
- Understand areas where assistance is required
- Discuss the type of service requested
- Consider environmental and safety factors
- Identify potential risks
- Discuss the individual's preferences and expectations

Where appropriate, family members, advocates, or representatives may attend the meeting.

5.2 Assessment Report

Following the meeting, the Service Coordinator prepares an assessment outlining:

- the individual's support needs
- recommended number of hours
- type of assistance required
- number of Personal Assistants required where applicable
- any equipment or environmental considerations

This assessment is submitted to the HSE for consideration.

6 Decision and Allocation of Service

The HSE reviews the assessment and determines:

- whether a service will be approved
- the number of hours allocated
- the type of service to be delivered

WLIL does not allocate hours independently of the HSE.

Once approval is received, WLIL contacts the individual to confirm the outcome.

7 Service Initiation

Where a service is approved:

1. WLIL contacts the individual to arrange a follow-up meeting.
2. The Service Coordinator develops the Care Plan in collaboration with the client.
3. Service Agreements are completed.



4. Risk assessments are carried out where required.
5. Personal Assistants are assigned and introduced to the client.

Where staffing is not immediately available, WLIL may need to recruit staff before the service can begin.

8 Delays in Service Commencement

In some circumstances, services may not commence immediately due to:

- staffing shortages
- recruitment requirements
- geographical challenges
- specialised support requirements

WLIL will keep the client informed where delays arise.

The commencement of services may be dependent on the availability of appropriately trained staff. Where staffing shortages arise, WLIL will inform the individual and will take reasonable steps to recruit staff and commence services as soon as practicable.

9 Equality and Fair Access

WLIL is committed to ensuring that access to services is managed in a fair and non-discriminatory manner.

Services are delivered in accordance with:

- Equality legislation
- HSE service agreements
- WLIL organisational policies

10 Recording and Documentation

All referrals and assessments are documented and maintained in accordance with WLIL's records management and data protection policies.

Client information is stored securely and accessed only by authorised personnel.

11 Related Policies

This policy should be read alongside:

- WLILP68 - Care Planning and Review Policy
- WLILP40 - Person Centred Planning Policy
- WLILP46 - Records Management Policy
- WLILP47 - Confidentiality and Information Sharing Policy



- WLILP23 - Risk Management Policy

Approval

Approved by the Board of West Limerick Independent Living CLG on 9 October 2026.

Signed on behalf of the Board, on its instruction, by the General Manager:

Margaret O'Connor

Margaret O'Brien O'Connor, General Manager

Date signed: *09-10-2026*