

Eligibility Policy

Policy number:	2.2
Authorised by:	Management Committee
Date last reviewed:	25/11/2015
Date Adopted:	27/1/2016
Reviewed by:	Kym Chomley, Bastien Wallace
Date of next review:	25/11/2017

Policy context: This policy relates to:	
Human Services Quality Framework	Standard 2: Service Access Indicator 1: Where the organisation has responsibility for eligibility, entry and exit processes, these are consistently applied based on relative need, available resources and the purpose of the service.
Other standards	
Legislation or other requirements	Work Health & Safety Act (2011) Qld Work Health and Safety Regulation (2011) Qld

1. Purpose

Actively orientating 121 Care services to our target user group will ensure that appropriate services are provided to the people who need them. A necessary part of making our service accessible is having clearly stated, and consistently implemented, eligibility criteria for assessing whether a person is eligible to access our services.

2. Scope

This policy will apply to clients of 121 Care and those seeking to access services.

3. Policy statement: Our commitment

121 Care is committed to ensuring equitable access to our service for everyone within our agreed target group, and to communicating clearly to the agencies and potential clients this group includes. 121 Care follows a 'user led' model for service provision. Specifically, we will:

- use fair and consistent practices in determining who is eligible for services
- clearly define who is eligible and providing clear information about this
- manage situations where a person is ineligible for a service fairly and consistently.

4. Procedures

4.1 Eligibility criteria and their application

121 Care services are open to people with disabilities South East Queensland who:

- have allocated funding to pay for services
- require services to assist them to live independently
- wish to manage services on their own behalf or who have someone who can manage services on their behalf
- are willing to enter into the 121 Care Service Agreement and abide by the Code of Conduct
- require service delivery in South East Queensland
- request services that 121 Care staff are able to provide lawfully, safely and effectively

Eligibility is assessed by the General Manager based on these criteria.

4.2 When someone is not eligible for a service

Clients are ineligible for a service if:

- they do not meet our eligibility criteria
- we are unable to recruit staff or provide equipment to deliver safe, cost-effective, quality services
- providing service would expose staff to the client's illegal activity (for example drug taking), or to an unsafe environment (for example due to domestic violence or alcohol misuse)

121 Care reserves the right to take clients on a 6 month probationary basis and will review the success of arrangements within this period. 121 Care will make every effort to refer ineligible applicants to a more appropriate service. Potential clients who are deemed to be ineligible for a service can appeal this decision to the Management Committee.

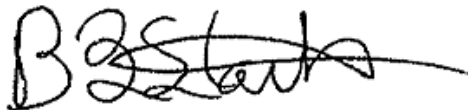
5. Other related policies and procedures

Documents related to this policy	
Related policies	<ul style="list-style-type: none">• Service Requests and Referrals Policy• Ending Service Delivery Policy• Allocation Policy• Client Service Charter Policy• Code of Conduct Policy
Forms or other organisational documents	Application for Service Procedure

6. Review processes

Policy review frequency: Bi-annually	Responsibility for review: General manager Approved by management committee
Review process: The review will include input from the General manager and the management committee through a consultative document update process and/or meeting	
Documentation and communication: Changes to the policy will be: <ul style="list-style-type: none">• Advised to staff at a regular staff meeting	

This policy is approved by the 121 Management Committee:



Bruce Stark
President
27/1/2016