
Eligibility for services Policy

- Purpose of Policy**
1. To ensure the eligibility for services at Knoxbrooke is in line with the Department of Health and Human Services funding framework and eligibility criteria.
 2. To ensure that all Knoxbrooke services maintain a population of people whose support needs are able to be met in a safe and effective manner for all concerned.
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Definitions

Policy

Eligibility for Knoxbrooke Community services

Eligibility to Knoxbrooke Community services is dependent on:

- the person being eligible for disability services with Department of Health and Human Services
- the person having a funding allocation from the Department of Health and Human Services
- Knoxbrooke's available capacity
- Knoxbrooke's ability to meet the needs of the person in a safe and effective manner and
- Knoxbrooke's ability to provide an appropriate service along with all the other people Knoxbrooke currently supports

In gaining access to Knoxbrooke services, no person who meets the Department of Health and Human Services requirements will be discriminated against on the basis of the following:

1. Age;
2. Gender;
3. Race;
4. Culture;
5. Sexual preference and identity;
6. Disability;
7. Political or religious beliefs.

Exit

A person may choose to leave Knoxbrooke services and this choice will be respected.

Suspension or Termination of Services

Knoxbrooke reserves the right to withdraw services in part or whole from a person Knoxbrooke supports under the following circumstances:

1. Continual absence of the person except in the case of illness or other acceptable circumstances;
2. The health of the person has deteriorated to the point that they are unable to continue attending the service
3. Persistent and unmanageable behaviour that is:
 - dangerous,
 - seriously injurious
 - the safety of the person themselves is compromised
 - an occupational, health and safety risk to others
 - is consistently unmanageable within activities and programs and
 - where the behavioural intervention in co-operation with Department of Health and Human Services regional team has been unsuccessful;
4. A Knoxbrooke occupational, health and safety policy is breached;
5. Where the person ceases to be eligible in relation to specific service selection criteria. (See eligibility criteria above);
6. Refusal to pay invoices when it has been determined by Knoxbrooke that the client has the capacity to pay.

Withdrawal of service by Knoxbrooke is a measure to be used only when all other possible strategies have failed to produce a satisfactory outcome.

Eligibility for services Procedure

Procedure

Eligibility for Knoxbrooke Community Services

For a participant to be accepted he/she must meet the Knoxbrooke eligibility criteria as detailed in the Eligibility for services policy.

Knoxbrooke will offer places based on its current capacity to accept additional participants at its service.

Knoxbrooke will notify the Department of Health and Human Services when it has accepted a new participant by completing the necessary form.

Exit

If a person wishes to leave Knoxbrooke, this decision will be discussed with him/her and/or their carer to ensure the reason is not something that needs to be addressed within the service.

If the decision is final this will be supported and he/she will be assisted with any transition arrangements to another service, if required.

Knoxbrooke will also complete the necessary funding form to enable the release of the persons Department of Health and Human Services funding from Knoxbrooke.

Suspension and/or Termination of Service

If suspension or termination of a person is deemed to be the right course of action, the General Manager will call a meeting as soon as possible with the person or their family/carer to clearly explain in detail the reason(s) for the decision.

Knoxbrooke will clearly state its rationale and provide conditions for a person to return when and if appropriate.

This information may also be provided to the carer in writing, if the General Manager believes that this is necessary for the carer to better understand the rationale of Knoxbrooke's decision to suspend or terminate the persons' service.

The Chief Executive Officer will make the final decision to suspend or terminate services based upon evidence provided by the General Manager and after making their own enquiries.

Immediate temporary suspension of a person may occur at the General Manager's discretion in instances where prompt action is necessary:

- due to major behaviours of concern impacting on themselves or others
- to prevent injury to the person themselves, to other participants, to staff or damage to property as a result of continual violent behaviour by a person and
- if applying to the Department of Health and Human Services for temporary one to one support will not address the immediate safety needs of all persons

Following such action, the parent/carer will be notified as soon as possible and the Department of Health and Human Services will also be notified.

If a person, family or carer is unhappy with the decision they may follow the Grievance Process to raise their concerns.

If the outcome is termination of services, Knoxbrooke will also complete the necessary funding form to enable the release of the persons Department of Health and Human Services funding from Knoxbrooke.