## A4: PRIORITISING REQUESTS FOR SERVICE

#### POLICY

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| Community Gateway has criteria to determine eligibility and to prioritise client level of need. Capacity is determined by available funding within each program. |

#### PROCEDURE

The Prioritisation Tool is used to determine priority of access. In addition to the Prioritisation Tool, the following factors are taken into consideration:

#### Clients

* high dependency/complex care needs
* client has no carer
* date of referral
* cognitive impairment/dementia
* the client lives alone
* client is financially disadvantaged
* client is at risk of premature or inappropriate residential care
* rural remote location
* environmental – accommodation instability/unsuitability, modifications, squalor
* social isolation
* lack of family/social supports
* challenging behaviours
* mental health/dual diagnosis
* multiple presentations to hospital
* ATSI or CALD or other cultural barriers
* abuse, neglect, domestic violence
* carer issues – stress, conflict, instability, young carer.

#### If service is not provided for any reason:

* the person requesting service should be advised immediately giving reasons why the service will not be provided
* information will be provided on other available services and if appropriate a referral should be arranged
* the eligibility and priority criteria for Community Gateway services will be provided and
* the person will be made aware of the grievance and complaints policy and procedure if requested.

#### If the client and/or carer are put on a waiting list:

* the person will be advised and given an approximate waiting time
* information will be provided on alternative services available in the community, and a referral should be made if appropriate
* the client and/or carer will be made aware of Community Gateway complaints policy and procedure if requested.

#### MEASUREMENT

Prioritisation Tool completed and in client files.

Information collected at referral.

#### RESPONSIBILITIES

* Chief Executive Officer
* Director/Manager
* Team Leaders
* Operational staff

#### STANDARDS and COMPLIANCE

*Community Care Common Standard 2.1: Service Access*

*Community Care Common Standard 2.2: Assessment*

*Community Care Common Standard 2.4: Client Reassessment*

*Community Care Common Standard 2.5: Client Referral*

*Community Care Common Standard 3.1: Information Provision*

*Disability Service Standard 5: Service Access*

*Disability Service Standard 6: Service Management*

**OTHER RELEVANT POLICIES**

**A1 Access to Services**

**A2 Principles of Service Delivery**

**P2 Intake**

**P3 Planning and Support**

**P5 Monitoring Client Support Plans and Service Delivery**