

POLICY – SDP 014	
Eligibility Policy	
Scope (Staff):	All Service Delivery Team Members
Scope (Area):	All Service Delivery Teams

Aim

The aim of this policy is to outline the eligibility criteria that potential clients must meet in order to access HelpingMinds services. HelpingMinds is committed to providing high quality of care, which is why we must ensure we allocate services to only those who meet the eligibility criteria.

Risk

The risk of non-compliance with this policy is HelpingMinds services and resources are allocated to clients who do not meet the eligibility criteria as outlined below. In the instance where we accept referrals outside of scope this can lead to further deterioration of the client, where more acute support services should be present. Criteria is often stipulated by our funding bodies and thus lack of adherence could lead to contractual breach and potential loss of funding. Funding criteria is also subject to change, and as such, would require a revision of this policy.

Definitions

Client: The term 'client' is inclusive of consumers, carers and participants.

Potential Client: A client who:

- Has not yet engaged with HelpingMinds in any way
- A returning client wishing to reengage with HelpingMinds services, OR
- Is engaging in a new service they have not yet taken part in that has different eligibility criteria.

Team member: The term 'team member' is inclusive of students and volunteers, and includes staff that are permanent, full-time, part-time, contractor or casual.

Principles

For a potential client to be eligible for HelpingMinds services, the applicant must be one of the following:

- Reside in Australia
- Meet eligibility criteria for services

Each service within HelpingMinds has its own eligibility criteria which may change from time to time. Please refer to Schedule 1 for current criteria, this will be updated when required. These criteria must be strictly adhered to.

Prioritisation of Clients

HelpingMinds understands that certain clients have different levels of need for service at different times and thus can prioritise clients should they have a greater need for service. It is important to note, that HelpingMinds is not crisis service, nor does it have the resources to provide acute mental health services. In the case where circumstances may arise where additional supports or referral to another mental health service may be required, we will work with the client to provide a warm referral.

Prioritisation of clients will depend service to service. See below for guidance:

Family and Carer Support and Individual Carer Advocacy

- Carers living in catchment areas with limited to no services;
- Carers whose loved one has recently been hospitalised, or experienced suicide ideation and/or self-harm;
- The person they are caring for has complex needs – for example, there is more than one issue/diagnosis present;
- The carer is caring for more than 1 person living with mental health challenges;
- Are homeless or at risk of homelessness;
- Are from Aboriginal and Torres Strait Islander background; and
- Are from a Culturally and Linguistically Diverse background.

Early Intervention

- Young people who have recently disengaged from school;
- Young people who have a parent living with mental health challenges;
- Are homeless or at risk of homelessness;
- Are from Aboriginal and Torres Strait Islander background; and
- Are from a Culturally and Linguistically Diverse background.

Individualised Services

- Have a longstanding mental illness resulting in impairment;
- Their impairment/s results in substantially reduced functional capacity to undertake, or psychosocial functioning in undertaking, one or more of the following activities: communication, social interaction, learning, mobility, self-care, self-management;
- The impairment/s affect the person's capacity for social or economic participation;
- Are from Aboriginal and Torres Strait Islander background; and
- Are from a Culturally and Linguistically Diverse background.

Each potential client will be assessed on a case by case basis via weekly Intake Case Review meetings in discussion with the relevant service delivery Executive. Please note all referrals are for consideration only, until the appropriate Intake and Assessment process is completed to determine eligibility.

Ineligible Referrals

If the potential client has been deemed ineligible for services based on a screen completed by the Intake Officer, they will be advised during the call, or the referrer will be notified ASAP. In some instances, Service Delivery team members within the Child, Youth and Family Services team will be required to complete the Intake process.

Common Inappropriate Referrals	<ul style="list-style-type: none"> • Potential client's needs are too acute for HelpingMinds service, including suicide ideation in the last 3 months without treatment. • Potential client's needs do not align with the intent of HelpingMinds services. • Potential client seeking psychological counselling or therapy for managing their own mental health issues, including diagnosed mental health challenges. • Potential client lives outside of funded geographical areas. • Potential client is nearing end of life or caring for someone nearing end of life and requires specialised support which may be more suitability provided by a relevant palliative care organisation
Self-Referral	<ul style="list-style-type: none"> • In the circumstance that a potential client who has self-referred is deemed ineligible, the Intake Officer/Family Support Counsellor will assist the person to identify appropriate services and provide details of the services and their referral pathway. • With the consent of the person, the Intake Officer/Family Support Counsellor can complete a warm referral on their behalf to the appropriate service.
External Referral	<ul style="list-style-type: none"> • If a referral is deemed ineligible for HelpingMinds services, the Intake Officer/Family Support Counsellor will notify the referrer with a rationale for the decision and a note is to be entered into the database detailing this rationale.

HelpingMinds Services Eligibility Criteria

Service	Eligibility Criteria
Carer Support Services: Potential client must be supporting a friend or family member who has a mental health issue.	
Individual carer Advocacy	<ul style="list-style-type: none"> • State-wide service and must reside in Western Australia.
Carer Respite	<ul style="list-style-type: none"> • Client must reside in: <ul style="list-style-type: none"> ○ Perth North - Cities of Joondalup, Wanneroo and Swan. ○ Regional: MidWest and Pilbara <p>There is some flexibility for out of area service.</p>

Youth Carer Support	<ul style="list-style-type: none"> • Aged between 8 and 17. • Client must reside in: <ul style="list-style-type: none"> ○ Perth Metro: inclusive of Mandurah, Two Rocks, and Bullsbrook ○ Regional: Port Hedland, Broome, Carnarvon • Has not self-harmed or experienced suicidal ideation within the last 3 months. • Referral reasons are for carer related stressors. • Parent/Guardian participates in Intake and Assessment process. • Young person gives consent to engage in the program. • Parent/Guardian signed consent unless client meets eligibility to be assessed as a Mature Minor.
Adult/Family Carer Support	<ul style="list-style-type: none"> • Client/s must reside in: <ul style="list-style-type: none"> ○ Perth Metro: inclusive of Mandurah, Two Rocks, and Bullsbrook ○ Regional: Port Hedland, Broome, Carnarvon • Referral reasons are for carer related stressors. • Client participates in Intake and Assessment process. • Client signs and returns appropriate consent forms. • Has not self-harmed or experienced suicidal ideation within the last 3 months.
1800 Carer Support Telephone Service	<ul style="list-style-type: none"> • Must be over the age of 18 • Referral reasons are for carer related stressors. • Client participates in Intake, Assessment and Consent process. • Has not self-harmed or experienced suicidal ideation within the last 3 months.
Family Link	<ul style="list-style-type: none"> • All clients must be aged 6 upwards. • Client/s must reside in City of Swan. • A member within the family is experiencing mental health issues, or identified conflict within the family. • No family members have self-harmed or experienced suicide ideation within the past 3 months. • All clients provide consent, with 1 Parent/Guardian participating in the Intake and Assessment process.
Mental Health Support Services	
Early Intervention	<ul style="list-style-type: none"> • Aged between 0 – 18 for general advocacy support. • Client must be aged 7 upwards to receive counselling services • Client must reside in: <ul style="list-style-type: none"> ○ Perth Metro: City of Swan ○ Regional: Midwest (Geraldton), Kimberley (Broome, Kununurra), Gascoyne (Carnarvon) • Has not self-harmed or experienced suicidal ideation within the past 3 months. • The issues the young person is experiencing is early intervention – cannot be receiving support for a diagnosed mental illness. • Young person cannot be under the care of the state.

	<ul style="list-style-type: none"> • Parent/Guardian must be willing to refer and support the young person through this program, and participate in the Intake, Assessment and Consent process. • Young person consents to participating in the service.
National Psychosocial Support Measure	<ul style="list-style-type: none"> • Client has a severe mental illness requiring psychosocial supports. • Client must reside in the PHN South Metro. • Clients who are not more appropriately supported through the NDIS (i.e. who have received an 'Access Not Met' Decision from the NDIA, or do not meet age or residency requirements).
NDIS	<ul style="list-style-type: none"> • Must have an existing NDIS Plan. • Ages 7 – 65 when first entering NDIS. • Client has a permanent and significant mental health issue which impacts daily functioning. • Must be an Australia citizen, hold a permanent visa or protected special category visa. • Live in Australia where the NDIS is available.

Compliance and Evaluation

Adherence to this policy and its guidelines will be monitored at a number of levels:

- Referrals which potentially do not meet eligibility criteria are taken to the weekly Intake Case Review Meeting, to be reviewed by multidisciplinary team with appropriate services identified. These include:
 - Mature Minor requests.
 - Carers with complex issues, which may require more acute support services.
 - Carers experiencing suicide ideation and or self-harm
- Overall approval for acceptance of referrals sits with the Service Delivery Executive.
- In the instance where a client does not meet the eligibility criteria, the Intake Officers will make contact to support warm referral processes into the most appropriate service.
- Service Delivery Executives – when contracts with funding bodies are awarded/renewed or updated, the above eligibility criteria may need to be updated accordingly and service delivery staff notified.
- Service Delivery Executives – when reporting back to funding bodies, will ensure the data we are providing is true and correct, in relation to the population for which the funding is required to be used for. In addition to this, provide feedback on areas that sit outside of scope for additional funding opportunities.
- Service Delivery Executives – as part of reflective practice and supervision, will ensure their team members are engaging with the appropriate potential clients.
- Service Delivery team members – will gauge the success of eligibility screening with individuals and appropriateness of service provision during service delivery.

Related internal policies, procedures and guidelines

- Intake Procedure Manual
- Child, Youth and Family Services Procedure Manual

- [Individualised Services Procedure Manual](#)
- [Informed Consent Policy](#)
- [Code of Conduct](#)
- [Assessing and Working with Mature Minors Procedure](#)
- [Client End of Life Procedure](#)

Useful resources (including related forms)

- [National Standards for Mental Health Services 2010](#)
- [National Safety and Quality Health Service Standards 2017 \(V2.0\)](#)
- [NDIS \(Becoming a Participant\) Rules 2016](#)
- [National Psychosocial Support Measure](#)

This document can be made available in alternative formats on request for a person with a disability.

Policy Sponsor	Executive Engagement				
Policy Contact	Executive Engagement; Executive Individualised Services; Executive Child, Youth and Family Services				
Date First Issued:	24/10/2019	Last Reviewed:	10/03/2020	Review Date:	10/03/2021
Approved by:	Safety & Quality Committee			Date:	17/03/2020
Endorsing Committee	Safety & Quality Committee			Date:	17/03/2020
Endorsed by:	CEO			Date:	18/03/2020
Standards Applicable:	NSQHS Standards (V2.0): 1, 2, 5, 6 NSMHS: 2, 4, 5, 6, 7, 8, 9, 10.1, 10.2, 10.3				
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Document Version Control			
Date	Version	Author	Notes
24/10/2019	1	Claire Timmel	Initial Endorsement.
10/03/2020	1.1	Executive Child, Youth and Family Services	Updates for better applicability and guidelines for assessment and suitability of clients
25/05/2020	1.2	Executive People and Culture	Updates to incorporate client end of life