

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. This may result in client complaints when expectations are for service needs are not met. 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 re-engage 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 Western Australia or Northern Territory.
- 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 can prioritise clients should they have a greater need for service. It is important to note, that HelpingMinds is not a 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 differ service to service. See below for guidance:

Family and Carer Support and State-wide 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.

Family Mental Health Support Service

- 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 Care Governance Lead. Please note all referrals are for consideration only, until the appropriate Intake and Assessment process is completed to determine eligibility.

Ineligible Referrals

If a potential client has been deemed ineligible for services based on a pre-liminary screen (for example, they do not live in a funded contractual area), they will be advised during the call, in addition the referrer will also be notified. In some instances, Service Delivery team members within the Child, Youth and Family Services team may need to undertake an Intake Assessment to obtain more information to make an informed decision. Potential clients with suicide ideation, should be supported utilising HelpingMinds escalation pathways. A risk assessment, Safety Plan and crisis numbers should be provided. These clients are ineligible for Child, Youth and Family Service programs.

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 circumstances where a potential client who has self-referred is deemed ineligible, the HelpingMinds team member is responsible for assisting the person to identify appropriate services and provide details on required referral pathway. • With the consent of the person, the HelpingMinds team member 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 HelpingMinds team member 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
<p style="text-align: center;">Carer Support Services: Potential client must be supporting a friend or family member who has a mental health issue.</p>	
Individual carer Advocacy	<ul style="list-style-type: none"> • State-wide service, must reside in Western Australia.
MHC Carer Respite	<ul style="list-style-type: none"> • Client must reside in: <ul style="list-style-type: none"> ○ Perth Metro ○ Be a mental health carer, over the age of 18 years of age.

<p>Youth Carer Support</p>	<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, Geraldton. • 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.
<p>Adult/Family Carer Support</p>	<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, Geraldton. • 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.
<p>Mental Health Support Services</p>	
<p>Family Mental Health Support Service</p>	<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. • 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.
<p>Health Promotion</p>	<ul style="list-style-type: none"> • Client/s must reside in Western Australia • Client completes HelpingMinds registration and consent process.
<p>National Psychosocial Support Measure</p>	<ul style="list-style-type: none"> • Aged between 18 – 65. • Client has a severe mental illness requiring psychosocial supports. • Client must reside in the PHN South Metro.

	<ul style="list-style-type: none"> • 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. • Aged between 18 – 65 • Participants primary disability must be of a psychosocial nature resulting from a sever and persist and 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, for review by multidisciplinary team with appropriate services identified. These include:
 - Mature Minor requests;
 - Carers with complex issues, which may require more acute support services;
 - Potential clients experiencing suicide ideation and or self-harm; and
 - For Youth Services, Parent/Guardian who wish to proceed without the second Parent/Guardians consent.
- In circumstances where a decision cannot be met, 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 HelpingMinds team member must make contact to support warm referral processes into the most appropriate service.
- When contracts with funding bodies are awarded/renewed or updated, the above eligibility criteria may need to be updated accordingly and service delivery team members notified.
- All HelpingMinds team members are responsible for ensuring they are adhering to the Eligibility Policy.
- All team members are responsible for ensuring accurate client records are kept and stored, and the data collected is true and correct, in relation to the population for which the funding is required to be used for.
- Team members can provide feedback on areas that sit outside of scope for additional funding opportunities to the relevant Service Delivery Executive.
- In situations where client deterioration presents during service, team members should follow internal escalation pathways. For non-urgent queries, team members are encouraged to discuss potential in-eligible referrals through Case Review meetings.
- All team members are responsible for informing clients who aren't accepted to service that service may need to be re-directed to an alternative service if they needs change and are outside of scope for HelpingMinds' services.

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](#)

Related internal policies, procedures and guidelines

- 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

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

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Policy Contact	Executive Child, Youth and Family Services, Executive Individualised Services.				
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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
05/09/2022	1.3	Executive Child, Youth and Family Services	Updates for change in service provision, and clearer guidelines for In-eligible referrals.