



EQUITY IN ACCESS TO RESPITE POLICY

PURPOSE:

To ensure that access to respite from Breakaway Toowoomba Inc is based on need, and fair distribution of resources availability including, but not limited to those clients from special needs groups. For example:

- People from non-English speaking background
- People of Aboriginal and Torres Strait Islander descent
- Rurally isolated
- People with dementia
- Financially disadvantaged people

SCOPE:

- Initial access to Breakaway Toowoomba Inc
- Information kits
- Allocations of support hours
- Evaluation and review
- Guidelines for non-access to Breakaway Toowoomba Inc

POLICY:

Access to service

- Access to Breakaway Toowoomba Inc. is dependent upon the outcome of a formal process of assessment of client needs and Breakaway Toowoomba Inc. ability to meet those needs.
- Access to Breakaway Toowoomba Inc. by clients is on a non-discriminatory basis.
- Any assistance required to support special needs groups I.e. interpreter services will be provided
- Clients who reapply for services are assessed according to the first dot point.
- Clients requiring access to emergency respite will be referred to agencies whose purpose is to provide emergency respite and / or other resources.
- Clients or other community members requiring services outside of Breakaway Toowoomba Inc. purpose of operation will be provided with information to assist them access other appropriate services. They will also be referred to other agencies, if they wish.
- Ongoing access to Breakaway Toowoomba Inc. services is subject to regular reviews and evaluation of each clients respite needs.
- Applicants are encouraged to appoint an advocate of their choice to assist them. (Refer to Advocacy Policy)

- Breakaway ensures that every attempt will be made to provide services that are culturally and religiously appropriate

Rural & Remote Service has extra criteria for access:

- In rural and remote areas of Queensland Breakaway Toowoomba Inc cannot provide support to people with disabilities and their family/carers who do not live within the Federal electoral boundaries of Groom and Maranoa.
- People who live in the above-mentioned areas will be able to access respite services from Breakaway Toowoomba in situations where they are not able to gain respite support to meet their needs from their local community agency/s.

PROCEDURE:

Initial Contact

- a) The applicant and the relevant Support Supervisor taking the inquiry will complete an Initial Contact/ Referral Form (refer Appendices)
- b) If respite is required an appointment is made with the family/carer and the relevant Support Supervisor to assess their respite needs using an ONI Tool.

Note: If emergency respite is required, the Support Supervisor and family member will complete an Initial Contact / Referral Form and the family is referred to the appropriate agency. Record of the referral will be kept on file. The client will receive a copy of the referral. The Support Supervisor will also be required to complete the ONI (refer Appendices) if the brokerage agency is able to provide emergency funding for the support.

- c) A case planning meeting by involving the Executive Officer and other Support Supervisors will follow. These meetings are held to determine eligibility and priority of family needs within the service.

- d) The Support Supervisor who had met with the family is to inform the family of the outcome of the case planning

meeting via phone or letter – A copy of the letter is to be kept on file.

There could be four different outcomes, i.e.

- (a) The family seeking a service is not eligible to receive a service, because their requirements are not for respite.

- The Support Supervisor will contact the family / carer, and they are given information on other services available. If the family wishes, they will be referred to an appropriate agency. A follow up call will be made in approximately four weeks to ensure families are linked into an appropriate system. The Support Supervisor will record all information on the Initial contact / Referral Form.

- (b) The person is eligible, but there are no limited available resources at the time of

assessment. They will be informed of the situation and places on to a 'Waiting List'. They may be offered some 'short term' respite.

- (c) Person is eligible, but is not rated as a high priority via their ONI score because at the time of the case meeting other families are identified with higher ratings. They may also be offered some 'short term' respite support and placed on the waiting list.
- (b) & (c) The family is placed on the waiting list. Other resource information will be given to the family and a referral made to other agencies if the families want a referral. Information will be given about emergency respite service. The family / carer will be given a copy of Waiting Lists Management and a brochure on Breakaway Toowoomba Inc.
- (d) Person is eligible, because they are identified as having a high priority rating and resources are currently available.
- Where a person is eligible and resources are available, the response time between the referral and commencement of a service is approximately four (4) weeks.
 - A Supervisor will make an appointment with family to develop an Individual Support Plan for both carer and care recipient. The Support Supervisor and family together will explore effective ways in which Breakaway Toowoomba Inc can assist the family with respite to support their identified needs.

Allocation of Support Hours to Clients

The type of respite identified by client to meet the needs of the client will be planned and recorded in the Individual Carer and Care Recipient Support Plan.

The response time from referral and service delivery is determined by:

- (a) The time taken to complete relevant forms, and the Case Planning meeting by the client and Breakaway Toowoomba Inc Support Supervisor.
- (b) The urgency of the support required.
- (c) The availability of appropriate support staff of client's choice. (There could be additional delays if staff needs to be recruited and trained to deliver the appropriate support and/or the person with a disability has specific support needs that require Risk Management procedures to be implemented according to WH&S legislation.
- (d) The availability of emergency support.

Evaluation and Review

- All Breakaway Toowoomba Inc clients will be required together with their Support Supervisor to participate yearly in a review of their Individual Support Plan.
- A report of the updated support plan will be completed for the family to be signed. A copy of the Reviewed Plan will be provided to the client and a copy will be kept on file.

Reviewed: 09th December 2009

Ratified by Management Committee: 17th December 2009

Review Date: December 2010

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Approved:.....

- Clients will have the right to access their file at any time; requests need to be put in writing.
- Breakaway Toowoomba Service Inc. policies and procedures will be made available to clients at the time of the review of their Individual Support Plan.

Guidelines for Non – Access to Service

People will not be able to access the service who:

- Are unable to provide evidence of professional confirmation of a stated disability.
- Are outside of the geographically identified boundaries; i.e. Toowoomba and nearby outlying districts within a fifty kilometres radius of Toowoomba. (This applies to HACC program only)
- Are living in an Agency Supported Accommodation.
- Have behaviour disorders rather than a disability; i.e. Attention Deficit Disorder.
- Are over the age of 65 years.
- Have had their needs rating identified as low and or complex in comparison with other clients ratings and owing to limited resources they are consequently unable to be offered a respite support.
- Place themselves, staff and / or other community members at risk because of their personal behaviours and or complex health needs and serious illness that are beyond the skills of the general support worker. Breakaway Toowoomba Inc. cannot provide support, which is considered to be in breach of the Workplace Health and Safety Act.

RELEVANT DOCUMENTS / ACTS / POLICIES

Disability Services Act
 Disability Discrimination Act
 Queensland Disability Services Standards
 Exit Policy – Breakaway Toowoomba Inc.
 Privacy & Confidentiality – Breakaway Toowoomba Inc.
 Clients Rights & Responsibilities – Breakaway Toowoomba Inc.
 Advocacy – Breakaway Toowoomba Inc.
 Evaluation & Review – Breakaway Toowoomba Inc.
 Individual Support – Breakaway Toowoomba Inc.
 Waiting List Management Policy
 HACC Service Standards

FOR ADDITIONAL INFORMATION:

Executive Officer / Chairperson / Management Committee

Approved (Executive Officer) David Bell Date 17.12.09

Approved (Chairperson) Paul Dennis Date 17.12.09

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