

TEMPORARY ASSISTANCE PROCEDURE- EMERGENCY RESPONSE PROGRAM

1.0 PURPOSE

1.1 To define the procedure for receiving applications, determining eligibility and processing requests for emergency response funding from agencies.

1.2 SCOPE

2.1 This procedure applies to Emergency Response Program.

3.0 PROCEDURE

3.1 Information

3.1.1 If Breakaway Toowoomba Inc apply for funding on behalf of one of their own clients, the application will be 'out-sourced' to avoid 'conflict of interest' situations. This separation of processes has been adopted to demonstrate overall transparency of decision-making.

3.2 Processing Emergency Response program requests:-

Requests for the Emergency response funding can be made by the person with the disability, their family, advocate or staff from an organisation or agency.

3.2.1 The Executive Officer or designated staff member receives a telephone call from agency requesting emergency response funding for client and check if the client lives in the catchment area.

3.2.2 The Executive Officer or designated staff member email/fax Request for Funding form to the applicant and ask for the completed form to be returned to Breakaway Toowoomba Inc together with an official written quote from service provider.

3.2.3 Once completed Request for Funding form and quote are received, the Executive Officer must decide whether enquiry fits the eligibility criteria or if more information needs to be provided.

3.2.4 Emergency response funding will benefit adults and children eligible to receive support funded by DSQ, who are experiencing urgent and critical need in a crisis situation. Eligibility is determined by DSQ Eligibility Criteria, which states:

People with a disability are eligible to apply for services funded or delivered by DSQ where they have a disability which:

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1. is attributable to an intellectual, psychiatric, cognitive, neurological, sensory or physical impairment or a combination of impairments as defined under the Queensland Disability Services Act (1992);

AND

2. results in a **substantial reduction of the person's capacity** in one or more of the following areas:
 - communication;
 - social interaction;
 - learning;
 - mobility; OR
 - self care/management

(Where **substantial reduction of the person's capacity** refers to a severe or profound activity restriction in at least one of these five life domains. A **severe or profound restriction** is found where the person sometimes or always needs help or supervision in one of these domains).

AND

3. results in the person needing **support**.

(Where **support** refers to the need for a **significant and ongoing level of disability support**.

Disability support is defined as one of the following specialist disability services:

accommodation support, community access, community support, respite or advocacy. Disability Services Queensland funded or delivered services do not include nursing care or other medical intervention.)

AND

4. is **permanent or likely to be permanent** (and may or may not be of a chronic episodic nature). (Where **permanent or likely to be permanent** refers to the irreversible nature of the disability, even though it may fluctuate in severity over time - that is, it may be of a chronic episodic nature. For example, the affects of an acquired brain injury may vary over a person's lifetime, or a person with a psychiatric disability may have periods of chronic mental illness and other periods where their condition is stable. A person will be eligible if their underlying disability is permanent and they meet all of the other eligibility criteria.

A number of conditions are not considered to be permanent and therefore are not considered to be a disability, for example Attention Deficit Disorder/ Attention Deficit Hyperactivity Disorder.

The disability will not be considered permanent where there is an increased need for specific health services for a defined period following an acute episode of illness or physical trauma. A person in this situation will only become eligible for disability support services once their medical needs have stabilised and the long-term nature of their disability becomes apparent.)

AND

5. manifests itself before the age of 65.

AND the person must also meet the following residency criteria:

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6. the person is one of the following:

- an Australian citizen;
- a permanent Australian resident;
- a Temporary Protection Visa holder;
- a New Zealand citizen who arrived in Australia prior to 26 February 2001; OR
- a member of a family on a work or study visa sponsored by the Australian Government.

AND

7. the person lives in Queensland.

Note: The eligibility procedures which accompany this policy statement clarify that where in the case of a child less than six years old the child has a significant developmental delay or is at risk of a significant developmental delay they will be eligible provided they meet all other eligibility requirements.

The person must also:

- Be experiencing an urgent and critical situation;
- Require minimal one-off funded support to continue to maintain the family and caring situation;
- Not require ongoing recurrent and/ or planned support. Any ongoing support should not be related to the presenting problem/situation; and
- The use of emergency response program funding should be as a last resort

Examples of types of Emergency

- Carer stress
- Carer fatigue
- Sudden and unexpected changes in the caring situation (illness/hospitalisation, etc)
- Increase temporary supports required by individuals with a disability
- Increased or continued challenging behaviours requiring temporary interim management strategies
- Lack of accommodation
- An immediate need for equipment /replacement of equipment

3.2.5 All information regarding eligibility, criteria, example of type of emergency situation, has been set out 2008 Revised *Emergency Response Program Guidelines – current from 1 December, 2006* and on the *Emergency Response Program Guidelines – current from 1 January 2009*

3.2.6 The applicant is advised by the Executive Officer in writing (letter or email if required) whether one's application has been approved or not approved. This email or letter will include the approved amount, service provider name and the length of time the service is required for. The Executive Officer can additionally inform the applicant verbally. If the request does not meet the eligibility guidelines, alternative options are provided.

3.2.7 A client folder is created and all documentation saved.

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- 3.2.8 If approved, the Executive Officer will complete a Service Agreement in consultation with the service provider and email to the service provider for sign off.
- 3.2.9 All efforts will be made to provide a response on the same day of submission of application. Make a note of time taken to decide on response as it is asked in DSQ 6 monthly report.
- 3.2.10 The Executive Officer or designated staff member will enter invoice details into Emergency Response current spreadsheet where the request is response funding or One-Off – General Respite – spreadsheet where it is a respite request – whichever is relevant. Enter date of funding approval, amount, invoice date and number, services provider, date services completed.
- 3.2.11 Enter details of approved and not-approved applications into 6 monthly report to DSQ spreadsheet (external document). This spreadsheet received via email from DSQ and must be saved on server Complete same day as enquiry.
- 3.2.12 On receipt of invoice check correct amounts and pay no more than quote. Write official order, photocopy original invoice attach white copy and add to client file.
- 3.2.13 File all hard copy documentation in lever arch file in relevant application-date quarter, electric information under emergency response folder on server.
- 3.2.15 Archive hard copy applications as per archive policy.
- 3.2.16 The service currently uses its own emergency rating scales for referrals based on the services requested such as threat of homelessness, injury or harm to an individual, emergency respite, equipment and depending on the timeline given for the request.
- 3.2.17 Funding though this initiative should also only be a contribution to the purchase of the equipment.

Reference:

Temporary Assistance Procedure- Spinal Injuries Association

Approved (Executive Officers) David Beal Date 14.05.2009

Approved (Chairperson) Paul E Devine Date 14.05.2009

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