

## MANAGEMENT OF WAITING LIST

### PURPOSE:

To outline how Breakaway Toowoomba staff will assess all clients requiring services and where limitations of resources exists, manage waiting lists for services according to clients' level of needs.

### SCOPE:

- Priority for establishing access to the Service when resources are limited.
- Management of a Waiting List

### POLICY:

- Clients with high levels of need will be given priority for services.
- Where there is a limitation of the agency's resources, a Waiting List for services will be implemented and managed according to client's level of need.

### PROCEDURE:

1. All clients will be assessed according to the Ongoing Needs Identification (ONI) Tool and a rating and weighting given to clients at the Case Planning Meeting.
2. Assessment results will be recorded on the appropriate forms utilising the ONI Tool.
3. Client's level of need will be used in determining whether they are offered an immediate service and the number of hours of support offered, depending upon available resources.
4. In the event of insufficient resources being available for all eligible clients to receive services, a Waiting List will be instigated.
5. The Waiting List will be reviewed at monthly Case Planning meetings and re-prioritised according to their level of need or risk. Minutes will be recorded of the Case Planning Meetings.
6. Once resources become available, clients placed on the Waiting List will be offered services according to their level of priority decided at the Case Planning meeting.
7. Clients placed on Waiting Lists will be advised of alternative options for assistance until a service becomes available and/or they are referred to another agency.

8. While clients are on a waiting list, they will be notified on a quarterly basis of their progress towards receiving a service.
9. The Waiting List will be reviewed regularly and clients on the Waiting List will be re-assessed as needed.

Approved (Executive Officer) David Bar Date 21-01-10

Approved (Chairperson) Paul O'Brien Date 21-01-10