



QCIDD ELIGIBILITY AND ACCESS POLICY

Policy Statement

QCIDD's clinical, assessment and advisory services are open to residents of Queensland:

- who are aged 17 or over; and
- who have an intellectual and/or developmental disability.

Services may be provided directly to the person with a disability, or to family members and carers. Service users, other than those seeking phone or email advice, must have a letter of referral from a general practitioner or medical specialist. Services may be provided directly to the person with a disability, or to family members and carers. Where there is more demand than the service is able to meet, QCIDD will place people on a waiting list, although this can be varied in exceptional circumstances.

Rationale

QCIDD's services are funded specifically to cater for this group, and the services programs and expertise are designed for them.

Procedure

When potential users of the service make contact for the first time the staff member taking the referral will ascertain:

- the age of the person wanting to use the service
- the nature of their disability
- their place of residence.

Where the person meets the criteria for eligibility, QCIDD will provide the service in accordance with other QCIDD policies and procedures.

Where the person does not meet the eligibility criteria, they will be:

- advised of the reason
- where possible, advised of alternative services which may meet the need for which they are seeking help.

In exceptional circumstances persons who are not eligible may at the Director's discretion be provided with a service where there are no available alternatives and where QCIDD is the service best placed to meet the person's needs.

Where it is not clear whether they are eligible, QCIDD will

- seek other opinions from service providers and/or people who know the client
- refer the person to a relevant service if QCIDD is unable to meet their needs
- consider agreeing to an initial visit in order to make more detailed assessment.

QCIDD frequently experiences more demand for its service than it is able to meet. In this situation, access will be managed in the following way:

- a waiting list for services will be maintained, with priority determined by date of referral
- if the waiting time grows beyond eight months, QCIDD will stop accepting referrals until the wait time for people in the waiting list comes down to below four months
- phone or e-mail service will be provided as needed at the time of contact
- at times of peak workload, phone/email advisory contacts may be limited to particular days or times

These arrangements may be varied at the discretion of the clinical team in cases of urgent need.