

Family Support - Eligibility, Access and Equity Policy

The Family Support - Access, Eligibility and Equity policy outlines the approach taken by Interchange Outer East (IOE) towards the allocation and provision of services that are not billable to NDIS, including programs and services that are funded by grants and/or donations.

Family support services include:

- HACC services
- Family camps
- Mums/dads activities
- Host Program
- Sibling support
- Parent /carers support

The key values and principles in this policy are:

- Services are made available to everyone who is eligible for them, free from any form of discrimination.
- Services are developed, allocated and delivered on the basis of fair assessment and treatment of all participants eligible to access them.
- Eligible participants are informed of the services available and how they can access them.
- Services will be sensitive to the needs and requirements of participants from diverse linguistic and cultural backgrounds, and will be responsive as far as practicable to the particular circumstances of individuals.
- Priority will be given to carers of individuals that do not have access to NDIS.

IOE's Family Support Services programs predominately operate in the City of Knox, City of Maroondah, Shire of Yarra Ranges, City of Manningham, City of Whitehorse, City of Monash and City of Booroondara regions. Services are not strictly reserved for participants living in these regions; however IOE needs to assess our capacity to provide quality consistent services outside of these regions.

IOE specialises in providing supports for children and young adults living with their families.

Eligibility

Family support services are open to all families and carers who have a child or young person with a disability. In order to assess eligibility, a 'Carer Support Enrolment and Consent' form must be completed. The enrolment form meets IOE's funding requirements and provides evidence of:

- Carer status
- Formal diagnosis of child(ren) with a disability
- Carer impact statement
- Information regarding carer health status
- Goals and outcomes
- Identifying needs of families

- Information in regards to priority indicators
- A determination of IOE's capacity to provide requested services

Parents/carers who choose not to complete the enrolment form are not able to access family support services at IOE.

Families do not need to be registered with IOE to access these services. A comprehensive list of services available can be found on the website www.ioe.org.au

Family support services will continue to be available to parents, carers and siblings if the person with a disability lives independently, moves into permanent residential care or passes away.

Access

Eligibility for the service does not guarantee access to the service. Access to IOE services is determined by a range of factors including:

- Benefits to the individual/family
- Individual need
- Group dynamics
- Determination of safety and risk

Equity

IOE aims to provide an equitable distribution of its service resources across all eligible families. However, where demand is greater than the available service, a priority system needs to be implemented to determine priority of access whilst addressing more global equity issues of social and community disadvantage. The priority indicators for access to IOE services are as follows:

- No access to NDIS funding
- The existence of multiple disadvantage:
 - People with multiple disabilities and complex support needs
 - Financially disadvantaged persons
 - Indigenous people
 - People from culturally and linguistically diverse backgrounds
- IOE registered and waiting list families
- Families having limited access to family support services in the past

In order to determine priority, IOE continually assesses the needs of individuals, family members and the agency's capacity to deliver the requested services.

Review

Carer enrolment forms are required to be updated annually. Ongoing assessment provides:

- Ongoing understanding of a family's support needs
- Updated information about outcomes and future goal setting