



12. **COMMUNITY SERVICES POLICIES**  
12.1 **HOME AND COMMUNITY CARE**  
12.1.10 **Prioritising Requests for Assistance**

**Background & Issues**

The target group of the Shire of Manjimup Home and Community Care (HACC) is frail aged or younger people with a functional disability that impacts on their daily living and independence. Services can also be provided to the carers of clients.

**Objectives**

To ensure that those people most in need receive services.

**Area of Application**

Services are provided to people living within the Shire of Manjimup district.

**Policy Measures**

To ensure that those people most in need receive services Shire of Manjimup HACC uses a needs assessment form in the event that more people are requesting services than there are services available. These forms are: Deciding Priorities for Assistance and Deciding Priorities for Respite Care.

When deciding priorities for clients the following are considered:

- Is the home physically unsafe?
- Is family support at risk of breaking down?
- Does the client need medical or nursing help?
- Does the client live alone, or with a carer who is also frail aged or has a disability?
- Does the client experience difficulty with a range of daily living tasks?
- Is the client socially isolated?
- When deciding priorities for respite care the following are considered:
  - Is the carer caring for a person with a severe disability?
  - Is the carer a sole carer, has poor support networks or has dependent children?
  - Is the carer frail, ill, stressed or has a disability?
  - Does the carer have extensive commitments which may stop them providing care?
  - Is the carer socially or geographically isolated?
  - Is the carer financially disadvantaged?

**Administration**

HACC Manager/ Coordinator



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**Adoption and Date Due for Revision**

**ADOPTED 12 JUNE 2003  
REVIEWED 24 MARCH 2011**

**NEXT DUE FOR REVIEW MARCH 2015**

**The Administration of this Policy is by Community Services.**