

D3 – CLIENT ELIGIBILITY POLICY

This policy includes the following sections and should be read in conjunction with the NCACCH Policy Manual and all relevant policies and procedures.

1.0 Purpose

NCACCH offers a hybrid of Brokerage and Aboriginal Medical Service (AMS) delivery access to primary health care services for Aboriginal and Torres Strait Islander persons, their partners and children under 18 living in the family unit, residing cross the Sunshine Coast, Noosa and Gympie Regional Council areas.

The NCACCH policy describes the eligibility criteria for its clients.

2.0 Policy Protocols

Eligibility for Brokerage and Aboriginal Medical Services:

- Aboriginal and Torres Strait Islander persons, their partners and children under 18 living in the family unit, who are currently residing in the NCACCH Service area
 - Non-Indigenous parents/legal guardians with dependent Aboriginal and Torres Strait Islander children under 18. This includes non-Indigenous pregnant mothers.
- Aboriginal and Torres Strait Islander persons over 18 are eligible for a Health Access Card as individual clients and will not be included as dependents on a family card (unless otherwise approved).

PLEASE NOTE:

- Clients residing in the NCACCH service area must apply for a Health Access Card.
- Eligible persons on Health Access Card must match Medicare card(s) details
- Cards may have an expiration date to best accommodate funding availability
- New babies can be added to the card by phone. NCACCH should be notified within six (6) weeks of babies birth
- All changes, other than a change of address (i.e. Adding a new partner or dependent under 18) a NCACCH Referrer must be seen
- Brokerage services can only be obtained upon presentation of a valid Health Access Card at the time of appointment
- NCACCH reserves the right to review eligibility and to cancel or suspend clients at any time
- New applicants may be requested to provide a statutory declaration if required by NCACCH to determine eligibility

3.0 Definitions

None

4.0 Personnel affected

This policy is designed to apply to all past present and future employees, Office Bearers, Board Members, representatives, contractors and consultants to NCACCH.

5.0 Responsibilities

Directors
CEO
Executive Managers
Senior Managers
All staff
Contractors
Consultants

6.0 Related policies/procedures

D2A Client Account Management Procedure

7.0 Related forms

E2T2 Client Non-Attendance Form