

Growing Stronger

Eligibility — can we help?

The Department of Communities (Disability Services) helps people with a disability and their families to access the support and services they need.

Specialist disability services are designed to assist people who have a disability and require specialist support that is not available elsewhere.

These specialist services supplement other general community supports that are available.

Specialist disability services are delivered by our department and the non-government service providers we fund.

Eligibility is the process we use to decide if we are able to provide available specialist disability services to you. This fact sheet tells you more about the eligibility decision process.

Who is eligible to receive specialist disability services?

If you have a disability and meet our eligibility criteria you may be able to receive specialist disability services.

Our seven eligibility criteria are grouped into three clusters. These criteria are based on the *Disability Services Act 2006* and our eligibility policy.

You may be eligible for specialist disability services if:

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| Cluster (1) | You are: 1. an Australian citizen or permanent resident with a suitable visa AND 2. a Queensland resident AND 3. under 65 years of age at the time of application. |
| Cluster (2) | You have a disability that is: 4. due to an intellectual, psychiatric, cognitive, neurological, sensory or physical impairment (or a combination of impairments) AND 5. permanent or likely to be permanent. |
| Cluster (3) | Your disability results in: 6. substantial reduction in capacity for communication, social interaction, learning, mobility or self-care/management AND 7. a need for support. |

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How is your eligibility assessed?

To assess your eligibility, we will ask you to provide evidence to help us decide if you meet these criteria.

This evidence may include documents or information about you and your disability. If you do not have some of these documents, we can discuss other ways to obtain the evidence we need.

Some items may tell us about more than one criterion. An Australian birth certificate, for example, will tell us about your age and citizenship. A report from a medical specialist may tell us about your disability and its permanence. A needs assessment conducted by a Disability Services officer will tell us about how your disability affects you and what support you need.

We will only ask you for documents that are about Cluster 1 and 2. Cluster 3 criteria are determined at an assessment meeting with Disability Services.

For more information about the documents required and the professionals who can provide them on your behalf, read the supplement to this fact sheet or talk to a Disability Services intake officer.

What is Cluster 1 evidence?

Cluster 1 evidence includes documents that help us to make a decision about your eligibility. Some examples are:

- your Australian birth certificate or citizenship certificate
- your cards from Centrelink, such as your Disability Pension Card or Healthcare Card
- your permanent residency visa from the Immigration Department
- your school registration.

There are more examples listed on the supplement for this fact sheet.

What is Cluster 2 evidence?

Cluster 2 evidence is about your disability and its permanence. You may need a report or letter from a professional who can tell us about your disability and whether it is permanent.

We have identified the types of professionals who can give us this information. These professionals are able to clearly tell us about your disability or impairment and its permanence, and:

- have qualifications or experience in the relevant disability area
- have provided treatment, intervention or support to you.

There is more information about what type of professional can tell us about your disability on the supplement for this fact sheet.

If you have other questions about Cluster 2 evidence, talk to a Disability Services intake officer.

What is Cluster 3 evidence?

Before we can make a decision about your eligibility, we will also need to know how your disability affects you and if you need support.

We do this by meeting with you for an assessment. An assessment means we will talk to you, your carer or decision maker, about your request for assistance.

We will also ask you some questions about your day-to-day life, the help that you need, and your goals.

This information is Cluster 3 evidence. It will not be necessary for you to provide us with any documents or other evidence about the criteria in Cluster 3.

Where can I find out more?

Fact sheets with frequently asked questions are available for clients and service providers.

Phone: **1800 177 120**

Telephone typewriter (TTY): 1800 010 222

Email: **disabilityinfo@disability.qld.gov.au**

Visit us at **www.disability.qld.gov.au** for a list of our service centres.

This document is provided as an initial guide only. The information was correct to the best of our knowledge at the time of publishing.