

Eligibility Framework

The eligibility framework is graded into four bands, which describe the seriousness of the risk to independence and well-being or other consequences if needs are not addressed.

Critical when
<ul style="list-style-type: none"> • life is, or will be, threatened; and/or • significant health problems have developed or will develop; and/or • there is, or will be, little or no choice and control over vital aspects of the immediate environment; and/or • serious abuse or neglect has occurred or will occur; and/or • there is, or will be, an inability to carry out vital personal care or domestic routines; and/or • vital involvement in work, education or learning cannot or will not be sustained; and/or • vital social support systems and relationships cannot or will not be sustained; and/or • vital family and other social roles and responsibilities cannot or will not be undertaken.
Substantial when
<ul style="list-style-type: none"> • there is, or will be, only partial choice and control over the immediate environment; and/or • abuse or neglect has occurred or will occur; and or • there is, or will be an inability to carry out the majority of personal care or domestic routines; and/or • involvement in many aspects of work, education or learning cannot or will not be sustained; and/or • the majority of social support systems and relationships cannot or will not be sustained; and/or • the majority of family and other social roles and responsibilities cannot or will not be undertaken.
Moderate when
<ul style="list-style-type: none"> • there is, or will be, an inability to carry out several personal care or domestic routines; and/or • involvement in several aspects of work, education or learning cannot or will not be sustained; and/or • several social support systems and relationships cannot or will be sustained; and/or • several family and other social roles and responsibilities cannot or will not be undertaken.
Low when
<ul style="list-style-type: none"> • there is, or will be, an inability to carry out one or tow personal care or domestic routines; and/or • involvement in one or tow aspects of work, education or learning cannot or will not be sustained; and/or • one or two social support systems and relationships cannot or will not be sustained; and/or • one or tow family and other social roles and responsibilities cannot or will not be undertaken.