

Hear For You Inquiry, Eligibility and Waiting List Policy



Policy brief & purpose

Hear For You's core business operations is the provision of Mentoring programs for deaf/hard of hearing teenagers under 18 years of age. To achieve this, Hear For You provides Mentoring programs through either the following types of workshops:

- Life Goals and Skills Metro
- Life Goals and Skills Blast
- Rock My World
- Community/Schools Outreach
- Primary2Secondary

Our participants and their parents/guardians are the priority customers for these workshops and all steps will be undertaken by Hear For You to ensure each prospected customer is serviced to the highest possible standards. Hear For You is a registered NDIS provider and works within the Australian Youth Mentoring Standards.

1. Inquiry Policy

It is the policy of the Hear For You that all inquiries regarding participation in the mentoring program be responded to within one business day.

Public relations and customer service must be provided to all potential program participants at all times, from first contact throughout the screening process and beyond, regardless of the final screening outcome.

Confidentiality for all potential participants will be upheld from this initial point of contact forward.

2. Eligibility Policy

It is the policy of the Hear For You Mentoring Program that each Mentor and Participant must meet the defined eligibility criteria. The CEO and State Manager/Co-ordinator's should be knowledgeable of and understand all eligibility criteria required for Mentor and Participant participation in the program.

Extenuating circumstances may be reviewed at the discretion of the State Manager/Coordinator and acceptance may then be allowed with the written approval of the CEO and representative of the board of directors when all eligibility requirements are not clearly met. These instances are expected to be rare.

Mentor Eligibility Requirements

- Be at least 21 years of age.
- Must have a hearing loss in at least one ear.
- Be willing to adhere to all Hear For You policies and procedures.
- Agree to a one-year commitment to the program.

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- Commit to spending equal time with all mentees in all Hear For You workshops.
- Be willing to communicate via email with the mentee when requested.
- Complete the screening procedure as required by Hear For You's Criminal History and Working with Children Check Policy.
- Agree to attend mentor trainings as required.
- Be willing to communicate regularly with the State Program Manager/Coordinator and submit Pre/During/Post-Program Evaluation Forms
- Have access to reliable transportation.
- Have current documents that satisfies the 100 point identification check.
- Have a clean criminal history.
- Have never been accused, arrested, charged, or convicted of child abuse or molestation.
- Not be a user of illicit drugs.
- Not use alcohol or controlled substances in an excessive or inappropriate manner.
- Not be currently in treatment for substance abuse. If a substance abuse problem has occurred in the past the applicant must have completed a non-addictive period of at least five years.
- Not have falsified information during the course of the screening process.

Participant Eligibility Requirements

- Be 12–18 years old and currently enrolled in Secondary Education (or is intending to).
- Must have a hearing loss in at least one ear.
- Demonstrate a desire to participate in the program and be willing to abide by all Hear For You policies and procedures.
- Be able to obtain parental/guardian permission and ongoing support for participation in the program.
- Agree to commitment to the program on enrolment, engage with mentors and peers on the program for their life goals and skills development.

3. Waiting List Policy

In the case for when a Hear For You Program (service/workshop) has a number of eligible participants wishing to participate in a particular program exceeds the number of places available in the program, a waiting list will be established.

This waiting list will be used to prioritise eligible participants to enter the Hear For You program.

Priority of access will be given to those participants, relative to other participants on the list, with the following factors will be taken into account when prioritising participants for service.

Whether the participant experiences any of the following factors:

- NDIS funding availability.
- High level of social isolation and need for social skills support.
- Little or no family or peer support.

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- Difficulty with a range of tasks of daily living as a deaf/hard of hearing person.
- Multiple disabilities and complex support needs.

Whether the participant is from one or more of the following groups:

- Culturally and Linguistically Diverse.
- Aboriginal and Torres Strait Islander Background.
- Living in remote and isolated areas.
- Financially disadvantaged.

Participant's who are placed on the waiting list will be informed both verbally and in writing about the waiting list process by the State Manager/Coordinator to their Parent's/Guardians and their right to appeal a decision or make a complaint.

All Participants and Parents/Guardians information are to be recorded in the Hear For You's Insightly CRM with the following information to be recorded:

- Name.
- Date commenced on waiting list.
- Dates contacted while on waiting list.
- Date exited waiting list.
- Reason for exiting waiting list – entered program/other.
- Priority ranking.
- Which group is the participant is from?

It is required that all participants and their parents/guardians on the waiting list marked in Insightly will receive regular contact from Hear For You. This contact will occur approximately every 2 weeks. All staff to ensure electronic reminders are entered for every two weeks for the participant until such time the waiting list is not required.

If lengthy delays in admission to a Hear For You service are anticipated, participants and their parents/guardians are informed and advised of their options, including referral to another Hear For You program with available spaces or to another NDIS provider organization.

Participants on the waiting list will be reassessed every month to determine whether their needs, eligibility status and contact details have changed.

Waiting lists are reviewed annually to identify any improvements that could be made to the waiting list process. Waiting lists are reviewed to determine whether the waiting list has been functioning equitably and efficiently and to identify ways of shortening the length of time people spend on waiting lists.