



# **CLIENT CARE FUND – ADMINISTRATION GUIDELINES**

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## Introduction

Positive Directions will utilise funds quarantined in the Client Care Fund (CCF) for:

- PLHIV who are in an acute state of need. That is, these funds may be used to purchase services and items required in the management or care of PLHIV, such as respite, palliative care beds, psychiatric assessments and emergency travel.
- PLHIV who are representing a possible threat to others. That is, the Client Care Fund is obligated to consider the purchase of services and items for a person who is deemed to be a “public health risk”.
- PLHIV who experience a disruption to their Social Determinants of Health in such a manner that their health is compromised and is detrimental to their HIV. The Social Determinants of Health are located below.

## The Social Determinants of Health

**Social Gradient:** Poor social and economic circumstances affect health, and that the longer people experience stressful economic and social circumstances, the greater the impact on an individual’s physiological well being.

**Stress:** Expressed in anxiety, insecurity, low self esteem, social isolation, lack of supportive friendships and long exposure to social and economic hardships (such as discrimination and lack of access to appropriate health services).

**Social Exclusion:** Concerned with the effects of poverty, absolute poverty refers to the lack of basic materials necessary for human life and relative poverty refers to living on less than 60% of the national medium incomes. This poverty leads to social exclusion by denying an individual access to housing, education, and transport, which can lead to increased racism, discrimination, stigmatisation, hostility and unemployment.

**Work:** Having employment creates a financial reward, as well as improved social gradient and improved self esteem.

**Unemployment:** Lined to psychological and financial difficulties (especially personal debt), the lack of job security has a profound impact upon health.

**Social Support:** Good and meaningful social relationships, and/or social networks

**Addictions:** Any form of addictive drug use as a response to social and/or economic breakdown, or in response to the inequalities which have led to lack of access to appropriate health services.

**Food and Nutrition:** Access to quality and nutritious foods, and access to an adequate food supply (this can be felt most significantly by those affected by the Social Gradient) can impact in either of two ways: (a) food poverty - a shortage of food and lack of variety that will call malnutrition and deficiency; and (b) food plenty – an excess intake that will contribute to ill health. The key issue to both food poverty and food plenty is the access to, and cost of, healthy food.

**Transport:** Expressed as choosing to use public transport options as well as ecologically sound transport methods (such as cycling) over the use of cars. With regards to health, this SDH advocates for these transportation methods as they increase social interaction, and can create greater sense of community (that is, an individual identifies with a group or community), rather than social isolation.

**Housing:** Housing or shelter is one of the most basic health needs. As a determinant of health, “housing” means safe, secure and affordable housing. Housing also provides a place where individuals connect with the wider community

### **Reference:**

Queensland Health (2004) Social Determinants of Health Fact Sheets. State-wide Health Promotional Unit, Public Health Services, Queensland Health publication, Brisbane.

World Health Organisation (2003). The Solid Facts. World Health Organisation Publication, 2<sup>nd</sup> Ed., Copenhagen.

[Compulsory Criteria for all Client Care Fund Applications](#)

In the interests of fairness and equity, Spiritus Positive Directions has been asked to oversee and administer the Client Care Fund for all PLHIV who are registered with the program. As such, **no person** may have more than five (5) applications in one financial year.

All CCF applications must satisfy these criteria, as set by Queensland Health:

- Positive Directions will purchase **one-off services** in circumstances where no other public service is readily available using the funds available in the CCF.
- Responses to situations will be **time limited and funded responses** will focus on resolving any further likelihood of an issue re-occurring.
- Positive Directions can purchase **items** that are needed by the client as a part of their overall care, however Positive Directions is not responsible for the up-keep or any maintenance of the items. Items must be relevant to the care needs of the PLHIV, and will not include white goods, such as fridges.
- Personal financial aid or emergency financial assistance is **NOT** considered an eligible item for the CCF.

All CCF applications must also satisfy these four (4) compulsory criteria as set by Spiritus Positive Directions (and approved by Queensland Health):

- No person will be able to access the Client Care Fund until their HIV positive status has been confirmed on the Positive Directions HIV Status Confirmation Form.
- No person will be able to access the Client Care Fund unless they are a registered client of the Positive Directions program.
- All applicants must be residents of Queensland, and all services approved by CCF must occur in Queensland.
- The CCF will not consider any retrospective claims of any kind.
- Applications to the CCF will only be considered from currently employed staff of Spiritus Positive Directions.

[The Client Care Fund as part of the Integrated Service Delivery Model](#)

The Client Care Fund (CCF) forms part of the Integrated Service Delivery Model of Positive Directions. The key functions of service delivery are to: (a) coordinate care; (b) make referrals to existing services within Queensland; (c) empower PLHIV with health and social interventions to bring about optimal health and wellbeing outcomes. Underpinning the Service Delivery Model is a client-centred, partnership approach to care planning that formalises the relations between Positive Direction and the PLHIV in receipt of services.

A formalised plan or *Coordinated Activity Plan (CAP)* is constructed based on the identified needs and goals of each client of the service. This CAP documents the agreement between Positive Directions and person in receipt of services in relation to the planned approach to interventions; the tasks and activities that need to be undertaken in pursuit of health and wellbeing outcomes; the accountabilities of all associated with the CAP as they relate to role and responsibility; the timeframes for action to occur; and the schedule for reviewing progress.

Before approaching CCF for assistance, the main responsibility of the Positive Directions team will be to:

- Establish a *Coordinated Activity Plan (CAP)* in line with the Positive Directions Service Delivery flowchart, beginning at Entry to Program for new registrations and Initial Assessment for existing clients registered with the program.
- Engage with the PLHIV as directed by the *Coordinated Activity Plan (CAP)* to identify local resources, establish referral pathways, ensure access to relevant information, and provide planned interventions as they relate to the client's identified issue and goals.
- Provide support to a PLHIV so that they can follow up on any identified referrals and activities as agreed upon in the *Coordinated Activity Plan (CAP)*

## Client Care Fund Administration

- Demonstrate to the CCF Committee that the *Coordinated Activity Plan (CAP)* cannot proceed to successful completion without the material assistance of the CCF. For example, all possible referrals, interventions and services are unable to occur without the funded response to the presenting issue.

Before approaching the CCF for assistance, the responsibility of the registered client will be to:

- Demonstrate they have participated as agreed in the *Coordinated Activity Plan (CAP)*
- Follow up on the interventions and referrals as negotiated on the *Coordinated Activity Plan (CAP)*

All CCF applicants must note that failure to participate in the *Coordinated Activity Plan (CAP)* as negotiated and agreed is not grounds for a CCF application.

### Time Limited Definitions

The following table provides a guide as to how a PLHIV can access the fund. Any application above the financial caps is at the discretion of the Client Care Fund Committee.

Determinant of Health	Maximum per application	Maximum Applications per Financial Year	Total cap on each application
<b>Allied Health</b> (e.g., Occupational Therapist, Podiatrist, etc)	Between 1-6 sessions	2 appns per financial year	\$600 per application
<b>Clinical or medical issues</b>	Between 2-3 scripts (All requests must have a prescription from a Hospital, a GP, or a HIV Specialist. Vitamins are not a CCF appropriate request).	2 appns per financial year	\$100 per application
<b>Dental/oral health</b>	All applicants must first go through the Chronic Disease Management (CDM) Scheme.	2 appns per financial year	\$2000 per application
<b>Housing – Rent</b>	Up to 6 weeks rent (not bond)	2 appns per financial year	\$1200 per application
<b>Housing – removal costs</b>		1 appns per financial year	\$1000 per application
<b>Items</b>  (NOTE: Items must be clinically relevant in the care of the PLHIV and excludes all forms of cosmetic items)	Determined individually	2 appns per financial year	\$250 per application

Determinant of Health	Maximum per application	Maximum Applications per Financial Year	Total cap on each application
<p><b><u>Nutrition</u></b>            (NOTE: Each application to the fund for Nutrition MUST be discussed with the Nutrition Advisor prior to submission.)</p> <p>The Nutrition Advisor must specify foods to be purchased. Monies from the Client Care Fund cannot be used for Alcohol, Cigarettes or junk food.</p>	<p>(1) Supplements            Between 1-12 weeks</p> <p>(2) Other Food supply            A total of 2 weeks            (For #2, all requests must have first used emergency relief options in the local area, and demonstrate that no other nutritional plans are in place).</p> <p>*SEE BELOW FOR PROCESS</p>	<p>As per direction from Nutrition Advisor</p> <p>2 appns per financial year.</p>	<p>\$600 per application</p> <p>\$150 per week</p>
<p><b><u>Medical procedures</u></b></p>	<p>All applicants must go through the public system, or have a supporting letter from their specialist as to why a PLHIV could not use the public system.</p>	<p>2 appns per financial year</p>	<p>\$1600 per application</p>
<p><b><u>Mental Health/Counselling</u></b></p> <p>(NOTE: Each application to the fund for Counselling MUST be discussed with the Mental Health Advisor prior to submission.)</p>	<p>Between 1-6 sessions</p>	<p>2 appns per financial year</p>	<p>\$1000 per application</p>
<p><b><u>Social Support</u></b></p>	<p>Between 1-6 sessions</p>	<p>2 appns per financial year</p>	<p>\$500 per application</p>
<p><b><u>Transport</u></b></p> <p>(NOTE: Emergency travel options, and transport through the Queensland Transport Scheme must first be pursued before an application to CCF will be considered. Taxi vouchers is not an appropriate item for the CCF.)</p>	<p>Determined individually</p>	<p>2 appns per financial year</p>	<p>\$100 per application</p>

**\*NUTRITION PROCESS:**

1. Staff members are required to discuss all applications for food with the Nutrition Advisor (NA) prior to submission and must indicate whether the NA supports the application.
2. Applications for food will only be supported by the NA if the application is specifically for a nutrition issue. Applications for food will not be supported, if the application is considered to be emergency relief.
3. Every client must have a dietetic assessment completed (by the NA or external dietitian), to determine whether the client's current dietary intake meets their dietary requirements. The dietetic assessment

will include a review of the client's medical history, medications, blood test results, psychosocial history, diet history, energy/protein requirements and will provide recommendations.

4. If the dietetic assessment is completed by an external dietitian, the NA must be provided with a written report from the dietitian, which includes the assessment details outlined above.
5. The NA will review the dietetic assessment and will inform the staff member whether the application for food will be supported.
6. Please note that approval of the application is not guaranteed, even if supported by the NA.
7. If the application is not supported by the NA, the CCF committee will discuss the application with the NA prior to making a decision on the application.

### The Client Care Fund Committee

- The CCF Committee is comprised of three persons working at Positive Directions: The State-wide Manager, the State-wide Coordinator and the Resource Coordinator.
- All decisions on every CCF is decided on a vote system of the three members.
- All appeals on CCF are directed solely to the State-wide Manager. If an appeal is asked for, the CCF will not be enacted until the appeal is heard and a decision pending.

### Compulsory Process to using the Client Care Fund

#### 1. Clients must be registered with Positive Directions

- Clients must have a current registration with Positive Directions in order to make an application to the CCF.
- The client must also have a signed consent form, and be fully admitted to the Positive Directions program PRIOR to any application to the CCF.

#### 2. All CCF applications must be from an employed staff member of the Positive Directions program

- Service Provider/s who identify a client in need will need to make contact with the local Positive Directions staff to ensure that the aforementioned points have occurred before making a CCF application.
- Positive Directions staff will seek to assist the client to source relevant available public services before an application to the CCF is made. If these cannot be identified or are unavailable, the Positive Directions staff member will complete the "Request for Client Funds" form.

#### 3. Each application must satisfy the following:

- One form is to be used per client and per request. All new applications must have a new CCF application.
- The completed form is submitted to the Positive Directions CCF Committee for consideration.
- The CCF Committee will make a determination based on information supplied and the guidelines outlined above.
- All CCF applications must satisfy all the guidelines presented above.
- All CCF applications must be accompanied by a quote for the requested service.

#### 4. What can the CCF provide

- Access to a service which must be in Queensland, when all other public options have been exhausted.
- Purchasing some assets directly associated with the service.
- The Client Care Fund cannot be used for:
  1. Emergency Relief of any kind
  2. Payment of bills
  3. White goods
  4. On-going services

5. Any service outside of Queensland.

With regards to payment, it is important for all applicants to note that:

- The Client Care Fund (CCF) is not an emergency relief fund, and cannot respond in an urgent or immediate manner.
- Payment for all services and ITEMS approved via the Client Care Fund will take a minimum of 14 working days from when the tax invoice is received by the Finance Department of Spiritus, not from the time the CCF application is approved.

5. The CCF Process following the submission of a CCF Application

- The CCF Committee will contact the staff member to advise the outcome of the request, using the “Client Care Fund Feedback form”. This is to be placed on the client’s file.
- All CCF applications that are not activated within an eight (8) week period will be considered null and void, and a new application will need to be submitted.
- Invoices for services provided under the CCF should be addressed and forwarded direct to Spiritus Positive Directions and MUST be within the same financial year as approval.

6. Process of communicating the outcome of the CCF Application

- The local staff member will advise the client concerned and provide instruction on how to proceed.
- The local Positive Directions team member will advise the CCF Committee of all outcomes in regards to the CCF application including:
  - Expected date that the approved service will take place,
  - If the expected service will not take place within the eight (8) week period,
  - If the CCF application is cancelled for any reason,
  - If the expected date of service provisions falls outside of the current financial year, and
  - Any and all changes to the nature of the approved service.

7. Appeals

- All appeals are to be directed to the State Manager of Positive Directions for consideration.
- All appeals must be in writing, and must follow the guidelines of the Managing Complaints process (of Spiritus).
- Feedback must be given to the CCF Applicant within 14 working days of when the appeal is lodged with the State-wide Manager.