



Program Eligibility, Entry, and Exit Policy and Procedure

Scope

This policy applies to Brook RED Community Members, Nominated Support People, Board Members, employees, volunteers, and students on placement.

Purpose

To outline eligibility requirements for Brook RED services and supports and to outline entry and exit guidelines and procedures.

Principles

Brook RED continually strives towards having a fair, respectful, and consistent entry and exit process. Brook RED aims to ensure the safety and wellbeing of the Brook RED community and creates an environment in which individuals can work towards recovery. We value diversity in our communities and we work towards creating and maintaining an organisation that is welcoming and accepting. Brook RED is committed to ensuring that our programs and activities are relevant and appropriate to those accessing services. Brook RED takes steps to ensure that staff are adequately resourced and trained to deliver programs and activities. We endeavour to minimise delay and duplication in our services and supports.

Policy

1. Entry and access to Brook RED services will be provided on the basis of eligibility, relative needs, and availability of resources
2. Community Members have a right to accept or refuse a service or supports
3. Brook RED ensures that those who have declined or have been declined a service are not disadvantaged from accessing services in the future unless their re-entry affects the safety and wellbeing of the Brook RED community
4. Community Members have the right to a *Nominated Support Person* present as requested
5. Participation at Brook RED is voluntary and as such under no circumstances will we enter into an agreement with anyone regarding involuntary Community Member participation

Procedure

Entry

To access services and supports at Brook RED, a person must be determined as eligible.

Eligibility criteria:

1. Person identifies as having lived experience of *mental health challenges*
2. Person is over 18 years
3. Person resides in a region where Brook RED provides services
4. Person does not pose a risk to the safety and wellbeing of the Brook RED community
5. Person wishes to work towards their own recovery
6. Person wishes to and is able to participate in *peer support*

Program Eligibility, Entry, and Exit Policy and Procedure

Brook RED encourages direct referrals from individuals, consistent with our self-determination values. Anyone can refer to Brook RED and we will follow up referrals in a timely manner.

Eligibility for Brook RED services is determined by a Peer Support Worker during an initial conversation with the person (and their Nominated Support Person if requested) and through the information provided by a referring party. Formal assessments are not necessary.

Brook RED is a peer-operated community supporting holistic recovery from mental health challenges and while we understand that the person may have co-occurring support needs, Brook RED may request supporting evidence to ascertain that we are an appropriate service and that the prospective Community Member is able to fully participate in peer support services.

Once determined eligible for services, Community Members will be provided with a handbook including their Rights and Responsibilities and intake documents.

Community Member Rights and Responsibilities

Consistent with Brook RED Mission, Vision, and Guiding Principles, Brook RED Community Members have the following:

Rights

1. The right to be treated with dignity and respect
2. The right to receive service free from abuse, exploitation, discrimination, coercion, harassment, and neglect
3. The right to have your needs understood in a meaningful way
4. The right to voluntarily access support services and advocacy
5. The right to involve a Nominated Support Person (if required) with informed consent
6. The right to nominate if you wish to have (or not to have) others involved in your support
7. The right to your needs and feedback taken into account in the planning, delivery, and evaluation of services
8. The right to privacy and confidentiality
9. The right to be involved in all aspects of your own recovery including decision making
10. The right to be treated in the least restrictive environment
11. The right to access the information Brook RED has collected about you
12. The right to express compliments, complaints, and grievances and to have them addressed without repercussions to services and supports
13. The right to access a staff member of your preferred gender if available

Program Eligibility, Entry, and Exit Policy and Procedure

And Responsibilities

1. The responsibility to treat other Community Members and staff with dignity and respect
2. The responsibility to be considerate of the property of other people and Brook RED
3. The responsibility to inform Brook RED if you have a medical condition so that we can support you appropriately (please refer to subsection 'Medical Conditions' in the WH&S Policy for further information)
4. The responsibility to actively work towards recovery and participate in peer support
5. The responsibility to be part of creating an environment and atmosphere that supports safety and wellbeing for all people at Brook RED

Introduction to Services

New Community Members are encouraged to connect with Peer Support Workers and other peers to identify their needs and access support. Community Members have the right to access a staff member of their preferred gender wherever possible.

Peer Support Workers will explain what supports and services are available at Brook RED, the benefits of these and if there are any other requirements in terms of eligibility. Within a month, Community Members are invited to develop an individual plan with a Peer Support Worker and/or their support person. Community Members may also develop a 'Your Safety and Supports' plan as required and desired.

Allocation of services and supports is done on a first come, first served basis. Peer Support Workers and Line Managers will also consider the urgency of needs and prioritise these as appropriate.

Ineligible referrals

If the person is determined as not eligible for services, Brook RED will be unable to provide services and the following will apply:

- The person will be advised immediately and the reasons will be given as to why the services will not be provided
- Information will be provided to the person on other available services and a referral may be arranged
- Those who have been declined services may reapply if there has been a change in their circumstances which may impact eligibility
- If the person is unhappy with the decision, they will be given information about the Brook RED Complaints Policy and Procedure

Program Eligibility, Entry, and Exit Policy and Procedure

Exit

A person may exit Brook RED Services due to a number of reasons:

- They no longer require the services provided by Brook RED due to reaching their recovery goals
- The person has relocated to an area outside of the geographical catchment of service provision
- They no longer wish to accept services and support offered by Brook RED
- Brook RED funding programs may have been discontinued
- Alternative support arrangements have been made through either formal or informal supports
- The person's health/support needs have changed and Brook RED is unable to continue to provide support
- The person has died
- The person is unwilling and/or unable to work within reasonable conditions required for delivery of support, thus affecting the safe or effective delivery of a service to the person and affecting the overall health and safety of the Brook RED community

Brook RED will ensure that the planned exit from Brook RED services is conducted in collaboration with the person and their Nominated Support Person as requested. Where an individual for any reason exits a Brook RED service, Peer Support Workers will offer in consultation with the leaving Community Member referrals to other services which may be appropriate and support the person to continue working toward recovery.

Details regarding the exit are documented and feedback from the person is encouraged. Peer Support Workers review outcomes of support and follow up for each Community Member before they exit from Brook RED. Reasonable steps are taken to implement continual improvement strategies. Files are archived and stored appropriately (please refer to our Privacy and Confidentiality Policy). The person can return to Brook RED in the future if their circumstances have changed and they become eligible for and desire services.

Definitions of Terms Used

Mental Health Challenges

Mental health challenges are defined as: Health problems that significantly affects how a person feels, thinks, behaves, and interacts with other people. Mental health challenges are of different types and degrees of severity, and can be experienced with or without diagnosis. Some of the major types are depression, anxiety, schizophrenia, bipolar mood disorder, personality disorders, and eating disorders.

Program Eligibility, Entry, and Exit Policy and Procedure

Nominated Support Person

A Community Member may appoint a family member, friend, or other support person to be their Nominated Support Person. The Nominated Support Person provides support and assistance to a Community Member as requested and with the Community Member's consent.

Peer Support

'Peer support services follow the belief that individuals who have lived experience of life issues such as mental health (challenges)... can better relate to other individuals trying to deal with similar issues, than those who have not had that experience. By listening empathetically, sharing their experiences and offering suggestions based on that experience, people with a lived experience of a mental health (challenge) are uniquely able to help others like themselves. Sharing lived experiences provides multiple perspectives of the experience, thereby broadening understanding. The accumulated knowledge drawn from the lifelong learning journeys of many people becomes an invaluable source of insights and an unmatched source of support and inspiration for people dealing with chronic and recurring problems. The peer support approach promotes a wellness model. Assisting a person to find and develop their own personal resources empowers the individual with the belief that they can and do have control over their life. For people with mental health (challenges), being ready and willing to take on responsibility for their own journey towards health and well-being is a fundamental part of recovery'.

Charter of Peer Support

References

Brook RED Anti-Discrimination Policy

Brook RED Complaints Policy and Procedure

Brook RED Nominated Support Person Policy

Brook RED Privacy and Confidentiality Policy

Brook RED Work Health and Safety (WH&S) Policy and Procedure

Brook RED Your Safety and Supports Form

Charter of Peer Support

Department of Health website

Shery Mead, David Hilton, Laurie Curtis: Peer Support: A Theoretical Perspective

Document Control and Record of Changes

Version	Effective Date	Approved by	Summary of Change	Date of Next Review
Version 01	December 2016	Eschleigh Balzamo	Introduction of new policy	-
Version 02	April 2017	Eschleigh Balzamo	Change of format	January 2018

Program Eligibility, Entry, and Exit Policy and Procedure

Version 03	May 2017	Eschleigh Balzamo	Change to version control Change of format Addition of content	January 2018
Version 04	September 2019	Eschleigh Balzamo	Review and update	January 2021
Version 05	June 2021	Eschleigh Balzamo	Review and update	July 2023
Version 06	August 2023	Eschleigh Balzamo	Review and update	August 2025
Version 07	September 2025	Blake Barber	Review and update	September 2026

The General Manager has overall responsibility for this policy. If there are any questions regarding this policy, please direct these to the Business Services Manager or General Manager.