

SESLHD POLICY COVER SHEET



Health
South Eastern Sydney
Local Health District

NAME OF DOCUMENT	Client Eligibility, Special Needs Dental Service (SNDS)
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EXECUTIVE SPONSOR or EXECUTIVE CLINICAL SPONSOR	Director, Population and Community Health
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POSITION RESPONSIBLE FOR THE DOCUMENT	Claire Phelan, SESLHD Director Oral Health Claire.phelan@health.nsw.gov.au
FUNCTIONAL GROUP(S)	Oral Health
KEY TERMS	Homelessness Drug and Alcohol Mental Health Eligibility
SUMMARY	This document provides a framework for determining eligibility of people aged 16 years and over who are experiencing homelessness, drug and alcohol or mental health issues.

COMPLIANCE WITH THIS DOCUMENT IS MANDATORY
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Client Eligibility, Special Needs Dental Service (SNDS)

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1. POLICY STATEMENT

SESLHD Oral Health Service is committed to taking a case management and holistic approach to improving the health and wellbeing of marginalised people who are experiencing homelessness, drug and alcohol or mental health issues. This will be achieved through facilitated access to coordinated oral health and welfare services.

2. AIMS

- People who are experiencing homelessness, drug and alcohol or mental health issues are involved in decisions about what they personally need
- Initiatives and systems are informed by what works
- Evaluation is an integral part of the strategy in order to show tangible results to benefit the field
- Collaborating across sectors is critical to achieving the best results for clients
- Collaborations must be fully funded and facilitated
- Resources are wisely managed and each intervention is tailored to match the need
- Prevention messages reinforce the principle that all people deserve to be treated with dignity and respect.

3. TARGET AUDIENCE

SESLHD Oral Health Service

SESLHD Staff

Affiliate organisations – Mission Australia Centre Surry Hills, St Vincent's Hospital Dental Clinic

4. RESPONSIBILITIES

Dental Liaison Officer:

- determining eligibility of clients for SNDS and coordinating inter-sectoral dental and welfare services.

SNDS staff:

- tailoring service delivery to ensure it is flexible, accessible and consumer friendly.

Central intake service:

- liaising with the dental liaison officer to determine eligibility; registering/referring ineligible clients to appropriate dental services.

5. DEFINITIONS

Homelessness:

- **Primary Homelessness:** All people without conventional accommodation, such as people living on the streets, sleeping in parks, squatting in derelict buildings, or using cars or railway carriages for temporary shelter.

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- **Inclusion Criteria for Secondary Homelessness:**
 - a) People residing in Specialist Homelessness Services and other crisis accommodation facilities within the Sydney Metropolitan Area;
 - b) People within the Sydney Metropolitan Area staying for less than six months in private hotels, those with nowhere else to go staying temporarily with other households (e.g. couch-surfing) or in Temporary Accommodation (TA).
- **Inclusion Criteria for Tertiary Homelessness:** Residents of private hotels and boarding houses located in Surry Hills and Kings Cross.
- **Other:** Clients of alcohol and other drug rehabilitation facilities within SESLHD who do not have stable accommodation to go to after rehabilitation.

Drug and Alcohol:

- Current drug and alcohol usage is significantly impacting on a client’s life on a daily basis. Clients must reside within the borders of SESLHD, have a current connection with a drug and alcohol (d&a) service or be willing to be referred to a d&a service.

Mental Health

- Clients who have a diagnosed mental illness and/or a psycho-social disability and have a current connection with a mental health service. Clients will be experiencing significant disabilities leading to difficulties navigating and accessing health care services. Clients must reside within the borders of SESLHD.

6. DOCUMENTATION

[SNDS Eligibility Operational Definitions](#)

7. REFERENCES

SESLHD | Oral Health Business Plan 2022-2025

8. REVISION & APPROVAL HISTORY

Date	Revision No.	Author and Approval
May 2007	0	Author Dr N. Gupta and approved by Dr K Meredith, Director Surgical / Peri operative Clinical Stream and Matthew Daly, Director Clinical Operations 29 May 2007
March 2012	1	Revised by Dr Param Garcha and approved by Dr Kirk Meredith Director Oral Health
March 2012	2	Rebadged
May 2017	3	Minor Review approved by Prof. Nicholas Lintzeris, A/Director Primary Integrated and Community Health.

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		MES reviewed and approved for publishing.
August 2020	4	Executive Sponsor updated from Director, Primary Integrated and Community Health to Director, Population and Community Health. Approved by Executive Sponsor. Published by Executive Services.
April 2022	5	Minor Review by Director Oral Health, Dental Liaison Officer and Homelessness Health Program Manager.
May 2022	5	Approved by Executive Sponsor.