What can I do if I am not satisfied?

If you are not happy with the assessment or Service Statement, you can make a complaint to the HSE, who will arrange for your case to be reviewed. You may complain on the following grounds:

1. The Assessment Officer decides that your child does not meet the definition of disability according to the Act and you disagree.
2. Your child's assessment was not started or completed within the timeframes specified under the Act. Your child's assessment must be started as soon as possible but no later than three months from the date of receipt of your completed application form. Once started, it must be completed within a further three months from the date of commencement.
3. You believe that your child's assessment was not carried out in line with the standards for assessment of the Health Information and Quality Authority (HIQA).
4. You believe that the content of your child's Service Statement is inaccurate or incorrect.
5. Your child has not received a service that is detailed in his or her Service Statement.

If you are unhappy with the outcome of your complaint, you can appeal to an independent Disability Appeals Officer. The determination of the Disability Appeals Officer is final and may only be appealed on a point of law to the High Court.

Further Information

Applications must be made in writing on a standard form which is available from your Local Health Office. Call the HSE infoline 1850 24 1850 or check out www.hse.ie for a list of Local Health Offices in Ireland.

Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive

Assessing your child's needs

Disability Act 2005

Disability Act 2005

Assessment of need

If your child was born after 1st June 2002, he/she may be eligible to apply for an assessment of need under the Disability Act 2005.

Under Part 2 of this Act, qualifying children have a right to:

- an assessment of their health and educational needs arising from their disability;
- an Assessment Report;
- a statement of the services they will receive;
- make a complaint if they are not happy with any part of the process.

Who can apply for an assessment?

Any parent who feels that their child (born after 1st June 2002) may have a disability can apply for an assessment. An application can also be made by a legal guardian or a personal advocate assigned by the Citizen's Information Board (call 0761 07 9000 or check out www.citizensinformationboard.ie).

What is an assessment of need?

An assessment of need under the Disability Act is an assessment of the full range of your child's needs associated with his or her disability. The assessments will be about all of the needs your child has because of his or her disability not just the ones that it is possible to provide services for immediately. After this, you will receive an Assessment Report detailing your child's needs and the services required to meet those needs.

Who will carry out the assessment?

Your first point of contact is your local Assessment Officer who is responsible for your child's assessment. Each Local Health Office has an Assessment Officer. They can assist you with your child's application and help and support you through the process. The Assessment Officer is responsible for issuing your child's Assessment Report.

The assessment is carried out regardless of the cost or availability of services. All assessments will be carried out in line with the Health Information and Quality Authority (HIQA) Standards.

You will be encouraged to take part in your child's assessment.

Where do I apply?

Applications must be made in writing on a standard form which is available from your Local Health Office. Call the HSE infoline 1850 24 1850 or check out www.hse.ie for a list of Local Health Offices in Ireland.

How long will it take?

Your child's assessment must start within 3 months from when the completed application form is received by the HSE. It must be completed within a further 3 months from the date on which the assessment commenced. In exceptional circumstances, the assessment may take longer than 3 months, but must be completed as soon as possible.

What happens next?

When the assessment is complete, a HSE Case Manager, who may also be referred to as the Liaison Officer, will prepare a Service Statement for you. The Service Statement will say what services and supports will be provided to your child and will be prepared within 1 month of the assessment being completed. You will receive your child's Assessment Report and Service Statement at the same time.