

Policy Participant Intake and Referral

Policy Number PP08

Policy



Dignity and Transition is committed to ensuring that all participants have access to the most appropriate services to meet their current needs that will enhance their wellbeing and meet their goals. Intake or eligibility criteria will be inclusive of the widest possible group of people who may need to access the service and will comply with State and Commonwealth Anti-Discrimination legislation requirements.

DATSS will:

- operate with clear criteria for eligibility and priority for service access;
- apply these criteria in a fair, equitable, ethical and transparent manner;
- provide information and referrals for participants who are ineligible for the service, unable to access the service for other reasons or who require the service of other agencies.

Dignity and Transition Support Services (DATSS) recognise their strengths, capacity and limitations of their own professional resource capabilities and will refer participants to alternative service providers where the referrals:

1. Enable a more appropriate or timely service can be provided;
2. Enhance the participants knowledge of local community providers and resources;
3. Facilitate the participants participation in the local community; and
4. Provide follow up and continuum of care services.

Objectives

Participants receive the most timely and effective service to meet their needs while increasing their knowledge of community resources.

Support staff are confident in their ability to deliver a quality service to participants, knowing the limitations to the capacity of their own service.

Responsibility and Delegations

Managing Directors are responsible to ensure that their services implement the participant referral policy and procedures and that the services meet all applicable standards.

Procedure

Eligibility Criteria

Eligibility for support services with DATSS is a determination to be made within the discretion of the Managing Directors and/or appropriate Coordinator. When determining whether a participant is eligible for supports, the following factors will be taken into consideration:

Service Provision

- Recognition that DATSS has the capacity to provide the support required.
- Whether DATSS is able to provide any necessary specialised supports that may be required.
- physical resources available within DATSS
- existing commitments and priorities of DATSS
- Current vacancies if this is a shared arrangement

Management of Requests for Service

Requests for service by participants are made through a variety of processes – by telephone, email, referral, external agencies or personal attendance.

DATSS staff members receiving a request or enquiry for service will ensure:

- the person has a clear understanding about the service's available and the eligibility criteria
- advocates, support services and interpreters are involved as required
- the person's needs are assessed
- if eligible, the person is provided with access to the service
- if ineligible, the person is provided, where possible, with alternative service options or referral to another appropriate service provider. If ineligible or excluded from the service, the person is informed of the reason for refusal of service, advised of their right to appeal, provided with alternative options and/or a referral to appropriate agency
- decisions are consistent and transparent
- a record is kept of a request for service and the referral details

A resource file will be maintained with relevant resources to each consumer group.

A referral record will be maintained, identifying the number and range of referrals made on behalf of participants.

Individual participant referrals will be recorded on each participant care file.

The referral of a participant to an alternative service provider will be undertaken in ways which:

1. Actively includes the participant
2. Maintains the participants dignity
3. Respects the participants privacy
4. Reduces the number of times the participant needs to tell their story
5. Provides the alternate service provider with the accurate information to enable a quality service to be provided and
6. Offers support to the participant.

Related Policies and Procedures

PP07 Participant Eligibility Policy

PP09 Participant Exit Policy

Authorisation

Date _____

Managing Director