

Intake and Referral Policy



Purpose

The organisation is, and will remain, committed to ensuring that everyone who approaches The organisation for services is assisted either with the information they need, access to the service, referrals and the right person with the right service match.

This process is critical to ensuring consistency with Trauma Informed Practice Guidelines. ie the organisation will match people seeking our support with the right information, the right services and/or the right referrals in a timely manner.

Policy

The organisation operates with clear criteria based on guidelines for funding. People we support with service access and apply these criteria in a fair, ethical and transparent manner.

The wellbeing of people who use the organisation services is paramount, and the organisation will address their needs in a timely and professional manner. The organisation recognises the importance of timely referral made to and from services and the organisation works collaboratively with other agencies to plan and deliver services.

Intake and referral operates within the relevant funding guidelines-at all times. Intake and referral processes adhere to good practice and legislative requirements of privacy and confidentiality, child protection and duty of care.

With Consent, the organisation will work with other services and stakeholders to ensure coordinated service, information and referral processes. The organisation network with other referral agencies and negotiate, document and monitor referral protocols with other agencies to provide seamless service delivery.

The organisation acknowledges the high prevalence of pre-existing trauma among people who access their services. The organisation understands and recognises the potential impact of trauma on physical health, mental health, and behaviour. The organisation works within a trauma informed framework. The organisation will aim to meet choice/preferences but recognise that some service have limited vacancies.

Last reviewed	June 2017
Review date	June 2019
Ratified by	Board
Person responsible	Chief Executive Officer
Version	V1.1

Legislation

Age Discrimination Act 2004
Australian Human Rights Commission Act 1986
Disability Discrimination Act 1992
Racial Discrimination Act 1975
Sex Discrimination Act 1984

Documentation

Documents related to this policy

Related Policies & Procedures:

Values, Vision and Mission
Program and Project Planning
Legal and Contractual Compliance
Privacy
Rights of Service Users
Duty of Care
Service Delivery
Transition from Programs

Related Forms and Guidelines

Jackson, A. L., & Waters, S. E. (2015).
Taking Time – Framework: A trauma-informed framework for supporting people with intellectual disability.
Melbourne, Australia: Berry Street