

9.4	INTAKE AND REFERRAL
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Applies to: Clients
Specific responsibility: HECIS Co-Ordinator, Management Committee

Version: 1
Date approved: 5.8.14
Next review date: Aug 21

Policy context: This policy relates to	
Standards or other external requirements	
Legislation or other requirements	
Contractual obligations	

POLICY STATEMENT

HECIS is committed to ensuring that everyone who approaches the organisation for service is assisted either with access to the service or with an alternative strategy that addresses their needs. 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 NSW and Commonwealth Anti-Discrimination legislation requirements.

The organisation 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 for clients who are ineligible for the service, unable to access the service for other reasons or who require the service of other agencies.

Intake and referral will operate within the service guidelines for the HECIS funding bodies at all times.

PROCEDURES

Eligibility criteria

To be eligible for assistance for HECIS services (excluding the HECIS Playgroup):

- The child is 0-6 years of age and is prior to school entry (excepting the NDIS Plan Participant Program where the child may be aged up to 7 years of age).
- The child resides in the Hawkesbury Local Government Area (LGA) or attends an early childcare service in the Hawkesbury LGA (HECIS Advisory Service).
- Parents/carers and/or early child care staff have a concern about the child's general development or communication skills.

Or:

- The child has been referred by another early childhood specialist
- The child has a diagnosed disability/developmental delay.

To be eligible for assistance for the HECIS Supported Playgroup:

- Parents/Carers can attend the HECIS Supported Playgroup without a referral – it is open to any parent/carer who is concerned about their child's development or if the child has a disability or developmental delay.

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- Should the HECIS Supported Playgroup numbers exceed 12 families, a waiting list for attendance will be implemented. Should a family leave the HECIS Supported Playgroup the family at the top of the waitlist will be notified as the first priority to fill the place.

These criteria will be consistently applied to anyone wishing to access the service.

The HECIS Co-Ordinator/Management Committee will review the eligibility criteria annually.

Management of requests for a service

Requests for service by clients are made by completion of a referral form. These can be made by a childcare service in consultation with the family (with the parents/carers providing their written consent) by completing a 'Centre/School referral' or by a parent/carer completing a 'Parent/Carer referral form. Copies of these forms and information about our service are available on our website www.hecis.org.au

Referrals from other agencies are accepted under the following circumstances:

The HECIS Co-Ordinator receiving a request or application for service will ensure:

- the child meets 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. HECIS maintains a waitlist for services (where necessary). Assessments are prioritised by the HECIS Co-Ordinator based on need, days the child attends child care service etc.
- a waitlist is maintained for children requiring individual early education support (under their individual NDIS Plan) provided by a HECIS educator.

The HECIS Co-Ordinator is responsible for maintaining the list and allocating the caseload of children to each HECIS educator. The HECIS Co-Ordinator will review the caseload of staff on a regular basis and will make decision regarding the allocation or continuance of a HECIS worker to a case family, for on-going support for a child. Upon expiry or cessation of an NDIS Service Agreement by the case family, the HECIS Co-Ordinator will allocate the HECIS educator to another family from the waitlist.

- if ineligible or excluded from the service, the person is informed of the reason for refusal of service, advised of their right to appeal and provided with information about alternative options and a referral to an appropriate agency wherever possible
- decisions are consistent and transparent
- a record is kept of who has requested a service, how they were referred, their eligibility and any onward referrals made and stored in the child's file.

Making referrals

Informal referrals are made by providing the client with contact information about other services or agencies.

Formal referrals are made to other agencies by the HECIS Co-Ordinator in discussion with the client/family.

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When a referral is made to another agency, the staff member making the referral will ensure that:

- confidentiality and privacy of the client is maintained at all times
- they have clarified with the client the service needs they have expressed
- the client is given an accurate picture of the other agency and its service
- the other agency is given full and honest referral information
- information about the child/family is put in writing to the other agency when appropriate
- records of contact with the client and the other agency are kept

DOCUMENTATION

Documents related to this policy	
Related policies	
Forms, record keeping or other organisational documents	

Reviewing and approving this policy		
Frequency	Person responsible	Approval
Annually	HECIS Co-Ordinator	Management Committee

Policy review and version tracking			
Review	Date Approved	Approved by	Next Review Due
1	19.8.15	HECIS Co-Ordinator	Aug 2016
2	8.8.16	HECIS CoOrdinator	Aug 2017
3	15.8.17	HECIS CoOrdinator	Aug 2018
4	6.9.18	HECIS CoOrdinator	Aug 2019
5	17.9.19	HECIS CoOrdinator	Aug 2020
6	15.9.20	HECIS CoOrdinator	Aug 2021

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