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|  **Purpose** | To ensure that clients entry processes are service user and family/whānau centred, safe and coordinated.  |
| **Scope** | Service users, their family/whānau and service providers engaged in the service entry processes. |
| **Processes** |

**Pre- Entry**

**Entry**

**Within ……… of service entry**

**Service user/family/whānau/referrer**

Ensure that the following processes are implemented and documented:

* needs assessment
* recovery/wellness goals
* anticipated outcomes of service utilised
* current safety/risk assessment
* crisis plan
* current early warning signs and relapse prevention plan
* advanced directives

If relevant:

* medication chart/script

**title of role responsible/service user**

* Exchange of any outstanding information.
* Confirmation of demographic information.
* Assess initial and urgent service user needs.
* Discussion about allocation of worker.
* Commence a therapeutic relationship/alliance.
* Information pack content discussed.
* Arranging future meeting times.
* Identify other service providers and discuss the roles and tasks each has – and their interrelationships.

**Service user/family/whānau/supports**

Are invited to discuss and complete:

* Entry process requirements such as [Powhiri](https://teara.govt.nz/en/marae-protocol-te-kawa-o-te-marae/page-2) /[mihi whakatau](http://www.tetaurawhiri.govt.nz/learn-te-reo-maori/tikanga-maori/mihimihi-en-nz/).
* Consent to receive services.
* Consent to share health information.
* An information pack is provided.

**Participants**

Options:

* cultural supports
* referrer
* any other supports the client wishes to have
* family/whānau/carer
* interpreter if need has been identified
* peer support

# Consultation

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| --- | --- |
| Group/Role | Date |
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