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| --- | --- |
|  **Purpose** | This process is documented to ensure that * service users and their families/whānau are informed about the services they are referred to,
* access is in line with contractual obligations,
* access processes are consistent, and facilitate a service user friendly and safe entry to the service.
* service access processes are based on service user not services needs.
 |
| **Scope** | The services’ referrers and people and their family/whānau considered to be or have been referred. |
| **References** |
| **Contracts/****agreements** | [Tier One, Two and Three Service Specifications](http://www.nsfl.health.govt.nz/apps/nsfl.nsf/pagesmh/498) |
| **Organisational policies/****procedures** | Consent to Receive Services. |
| **Tier One Mental Health and Addictions Service Specifications Requirements:** |
| * All providers need to ensure information about services is available and easily accessible to Service Users and their family and whānau.
* Service Users should be informed of their choices and options for care.
 |



**Manager/CEO/Board**

**Service Information**

Examples of participants in developing service information:

* service users
* potential referrers
* cultural advisors
* service users family/whānau

Information about the service will be distributed to:

* Potential referrers.
* The public through the organisations website.
* Health services and social agencies through service brochures.

Information should at least include Te Reo and any other language that reflects the service user group.

**Referral conditions**

**Referrer/name of service**

**Eligibility**

**Referral Methods**

**Referral Sources**

Options:

* In writing.
* Using the service referral template on-line.
* Face to face meeting with person considered to be referred and referrer.

* [Eligible](http://www.health.govt.nz/new-zealand-health-system/eligibility-publicly-funded-health-services/guide-eligibility-publicly-funded-health-services-0) for a public funded health service.
* Age group:
* Service user agrees to the referral.
* People with an identifiable or suspected mental health disorder and/or substance use issue.

Your tier three service specification identified who can refer to your service.

Please enter your requirements here.

**Referral responses**

**Within 1 week or earlier**

**name of service/title of role referred person/referrer**

**Acknowledge the referral**

Discuss with the referrer and person referred:

* The service being able to meet referred person specific needs.
* Referred person has sufficient service information to provide consent for engaging.
* Invitation to visit/meet name of service (housing, support worker, key worker)

**Services declined**

**Services accepted**

* Provide information pack to service user and to family/whānau and other supports as required.
* Arrange time for service entry.
* Invite family/whānau and other supports.
* Request relevant information from referrer.
* Inform referrer and person referred of the reason for decline.
* Suggest more appropriate services that could meet the referred person’s needs.
* Inquire why referred person declined.
* Complete the declined services record.

**Prioritisation**

**Referrer/name of service/referred person**

When the demand for services exceeds the availability the following prioritisation criteria will be considered:

* Urgency to address needs.
* Impact the mental illness/addiction has on the individual and their family/whānau/supports.
* Relevant legal requirements (MH Act, Alcoholism and Drug Addiction Act).
* Safety issues (pregnancy, risks to self and/or others).
* Lack of support.
* Transition from youth to adult services.

**For your service specific details refer to your tier three service specification or a variation to your agreement.**

# Image result for image of prioritising in health

# Consultation

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