**PATHWAYS TO MENTAL HEALTH**

**Intake and Assessment Policy and Procedure**

***Adventure Skills Program***

***Purpose***

The intake process consists of a catchment-based assessment at the primary entry point of a participant into the Pathway’s to Mental Health service or services. The purpose of the intake assessment is to determine the suitability of a participant for a particular service or program. This information may include or go onto inform other processes such as risk assessment and referral. The intake process should be inclusive and a collaborative experience for participants and may include third parties such as plan coordinators, plan manages, support workers, family, partners and/or cultural advisers.

***Aim***

To determine a participants level of need, support and risk: in order to ensure participation, inclusion and opportunity to build their capacity within Pathways services and programs.

***Prioritisation***

Those participants already engaged or seeking to engage with the Lotus ‘glamping’ short term accommodation stay will be prioritised for intake and assessment into the Adventure Skills Program.

***Staff skills and knowledge***

* A sound understanding of the issues that underpin our participants experience of services and how they may relate to them. Staff will adopt a trauma informed approach to their practice and work. This need will extend to a developed understanding of child, youth, adults, those living with disabilities and people from culturally and diverse backgrounds.
* Knowledge and understanding of NDIS.
* A clear knowledge of legislation, regulations, best practice and frameworks and industry standards that guides our work and relates to our programs.
* An ability to manage challenging behaviours.
* An ability to engage participants within a client centered framework.
* Clear and concise communication skills.
* Evidenced intake and assessment abilities and experience.

***Measuring outcomes***

Ongoing review of the intake and assessment process will be monitored through data collected identifying the appropriateness of participant matching to services. This will assist in the development of ongoing service improvement and expected participant outcomes.

***Related legislation / framework and industry standards***

* Privacy and Personal Information Act 1998
* National Disability Insurance Scheme
* Pathways to Mental Health: Adventure Skills Program and Risk Assessment Documents.

***Methodology / Procedure***

Pathways to Mental Health will adopt a consistent approach to the intake and assessment process that encourages participant engagement and input from supports and family. The intake and assessment process will inform program / service selection and identify areas of risk, staff placement, referral and participant goals – in line with existing or projected NDIS Plans.

The intake process should be streamlined, achievable and ideally completed within 14 working days of the initial interview.

The intake and assessment procedure will follow as below:

Prior to interview

* Initial contact: from participant, family or plan coordinator/manager.
* Interview arranged with participants and their chosen supports. Preferably face to face.

Interview

* Intake Assessment tool completed at interview.
* Consent / waiver completed at interview.
* Risk assessment documentation sighted and signed at interview.

Post interview

* Follow up conversations, information gathered. – telephone contact.

Assessment

* Information collated processed and eligibility determined.
* Referrals made if appropriate.
* Contact made with participant and their support confirming outcome of assessment.

Booking (if eligible)

* Dates of services / program confirmed.

***Intake and Assessment Resources***

* Rights and Responsibilities Document.
* Intake and Assessment tool / Form.
* Pathways to Mental health: Adventure Skills Program and Risk Assessment Documents.
* Consent / Waiver Form.