



Welcome and Entry Policy



"I feel welcomed and am keen to start."

He aroha whakato, he aroha puta mai.

If kindness is sown, then kindness you will receive.

Intent

We aim to provide timely, accessible and appropriate services to rangatahi and the community. We respond to referrals promptly having regard to young people's needs and circumstances and applying a fair and transparent approach.

Responsibilities

Management will ensure:

- referrals are managed in a timely and responsive way
- the organisation provides a welcoming context for rangatahi
- obligations to referrers and funders are met.



Kaimahi will implement this policy in a welcoming way with rangatahi and whānau.

Police Follow up visits (family violence)

See [here](#) for process we take to Police Follow-Up visits on family violence reports.

Requirements

Clients may be self-referred or referred by others. When a referral is received we will:

- respond to immediate safety needs
- if necessary, contact a rangatahi referred by another service or person and check they agree to the referral
- assess and check eligibility (ie as set by funding criteria/relevant service agreement)
- consider our capacity to take on a new client (eg existing and funded client/staff ratios)
- provide and obtain referral information and complete intake record
- undertake a preliminary assessment of risk and need to assist entry to our service.

If we are unable to provide a service we will support referral(s) to other appropriate service(s).

Decline a referral if necessary

A referral will be declined in the following circumstances:

- if the rangatahi indicates they do not want to engage with our service, or
- the service or activity they need or want is not available (eg maximum number enrolled for a group programme), or
- they do not meet eligibility criteria, or
- if it is ascertained that:



- the rangatahi has different needs from the type of services we offer
- service provision to the rangatahi, family, whānau would be dangerous to our team, other rangatahi, or any other individuals associated with our organisation or create a conflict of interest that cannot be reasonably or fairly managed
- the young person's needs would be better served by another agency and the rangatahi agrees to the agency referral.

The decision to decline and reasons must be recorded. The rangatahi/whānau will be informed about other relevant services/programmes and where appropriate, supported to access them.

Report outcome

The referrer will be informed about the outcome of a referral if this is a condition of the referral eg:

- that the referral is accepted
- the outcome of any preliminary assessment (eg initial risk rating)
- if contact with the rangatahi isn't made and their agreement to the referral not obtained.

Establish record

An electronic file will be established on entry to our service. The file will incorporate referral information and the written consent from the rangatahi/their guardian or representative to engage with our service.

Managing the waitlist

From time to time, we will operate a waitlist to help manage service demand:

- record the person's/whānau name, contact details and initial description of their support needs on the waitlist with their referral date



- monitor and review the waitlist at each team meeting
- notify Oranga Tamariki or New Zealand Police if there are concerns about the wellbeing or safety of any child or young person that we are unable to respond to
- regularly check in with people on the waitlist to respond to any acute needs
- keep informed about people's need for a service and provide referrals to other agencies as necessary.

Taking people off waitlist

People will be taken off the waitlist as space becomes available. This should be based on length of time on the waiting list with the following considered:

- level of need and safety risks
- best interests of any involved child/young person
- whether we have sufficient resourcing to provide a service to the person
- the skills and attributes of team members to meet the needs of the person, family, whānau
- suitability and availability of other services for the person/whānau.

In some cases, these criteria may mean a referral is prioritised over another referral that has been on the waitlist longer.

Case management of new referral

New referrals may be received at any time unless there is a crisis/capacity issue or emergency. They will be:

- managed by the Operations Manager and/or their delegate
- entered in the client referral database
- put on the agenda for a case consult at the next case management hui.

The case management meeting will decide next steps for the referral (eg assessment, waitlist, decline, referral etc).



The person referred will not be regarded as a client until they have been assessed and the implications of the assessment discussed at a case management hui.

See Case Management Meeting.

Compliance

Social Sector Accreditation Standards - Level 2, Client-centred services 1.4; Resolution of complaints related to service provision 1.2; Client services and programmes 1.0-2.0

Social Sector Accreditation Standards - Level 3, Community wellbeing 1.0; Client services and programmes 1.0

NZS 8134:2021, Ngā Huarahi ki Te Oranga Pathways to Wellbeing 3.1 Entry and declining entry

Helpful links

Informed consent

Assessment or Assessment & planning

Review

Date: May 2020

Next review: by April 2022