



Referrals and Intake Procedure

Document number: MHS-PR-4068 Version 4.0

Approval

Policy owner	Manager, Mental Health Services		
Business Unit	Mental Health Service		
Approved by	Manager Mental Health Services		
Date approved	04/04/2025	Review date	04/04/2027

1 Purpose

- 1.1 This procedure is intended to identify the steps that are taken by Vinnies Mental Health Service (MHS) when referrals, or enquires related to referrals, are received.
- 1.2 The flowchart in Appendix 1 provides an overview of the respective steps that are taken following enquiries to MHS. This procedure serves to explain each of these steps in detail.

2 Scope

- 2.1 This procedure applies to all staff across all Mental Health Service sites:

3 Procedure

Enquiries

- 3.1 Enquiries regarding referrals to MHS are made through a number of channels as follows;
 - Reception: Enquiries are received through phone calls, emails and visits to MHS- Village on a regular basis. The role of the Receptionist is to advise the caller of MHS Eligibility Criteria; detailed in Appendix 2. The Receptionist also needs to advise the caller that MHS is a person-centred, recovery-oriented service, and as such, there are times when flexibility can be exercised in relation to eligibility at the discretion of the Service Manager. Therefore, queries regarding eligibility should be directed to vmh.referrals@svdpwa.org.au. If the caller decides at this point, they would like to make a referral, the Receptionist emails the caller all relevant referral documents and the link to the online referral form. This should be completed and all supporting documents sent to vmh.referrals@svdpwa.org.au. The Receptionist also explains that referrals are reviewed regularly, and they will receive a response within two weeks.
 - Referrals email address: Enquiries are also received directly through vmh.referrals@svdpwa.org.au which is managed by the referrals team and Administration Officer and responded to within one week.
 - The referrals team: consists of Coordinator Consumer Services and Coordinator Consumer Resources, supported by The Manager Mental Health Services as needed.
 - After hours visits and calls: Staff on shift afterhours (after 4pm/ weekends/ public holidays) often receive calls relating to referrals. The role of staff in these instances is to direct the caller to call back during business hours to speak to the appropriate person (Receptionist/ Coordinator/ Service Manager, depending on the type of query).
- 3.2 If the enquirer expresses urgency regarding accommodation, the responder should kindly explain to them that the service does not provide emergency accommodation and direct them to the appropriate service.

Referral Documents

- 3.3 The relevant referral documents which are sent to referring agencies are as follows;

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- **Mental Health Referral Form:** A link is sent to the referrer that takes them to the relevant referral form on Microsoft forms, in addition to this all supporting documents must be sent to vmh.referrals@svdpwa.org.au. In order for the referral to progress any further applications must include a copy of a recent Risk Assessment Management Plan (RAMP), Current Treatment Support and discharge plans (TSDP) and, any PSOLIS alerts. (The RAMP, TSDP and PSOLIS template is not provided by VMHS and needs to be sought from the clinician completing the assessment).
 - **Eligibility Criteria:** detailing the initial criteria by which referrals are assessed regarding their suitability. This document does not need to be completed or returned to MHS.
 - **Probationary Support Agreement:** to be completed by the referring agency and or clinical team of the person being referred.
- 3.4 Referrals, including completed referrals and enquiries, are reviewed regularly (weekly or fortnightly depending on current vacancies and number of referrals) by the referrals team. Incomplete referrals will not be considered until all of the relevant and requested information has been received.
- 3.5 When a referral is received the Administration Officer will download a copy of the referral form from Microsoft Forms and check all supporting documents have been received. A new folder within the Referral folder on the N-Drive is created with the name of the consumer being referred and the referral date. All correspondence and documents will be saved within this folder for the referral team to review.
- 3.6 The Administration Officer will respond to the referrer when an email is received containing all supporting documents to confirm receipt.
- 3.7 The Administration Officer is to maintain the Mental Health Referral Form spreadsheet on Microsoft Forms. Add notes as needed and remove/add referral details to correct Tabs depending if active, waitlisted, declined or accepted.
- 3.8 When reviewing referrals, the following factors are considered in regards to eligibility;
- The predetermined criteria which is set out in Appendix 2
 - The current cohort of consumers in the service and how the referred person may impact the environment.
 - Risks identified in the information provided as well as the service's capacity to mitigate and or carry risks where appropriate. Where a high risk has been identified, and the Manager Mental Health Service agrees to consider placement, a risk assessment is completed and reviewed by the Clinical Governance Committee.
- 3.9 Referrals can be kept on file, if requested, for a maximum of up to three months, after which time a new referral must be sent through by the referrer should they wish for the referral to remain active.

Referrals deemed unsuitable

- 3.10 A member of the referrals team, usually one of the coordinators, will advise the referrer that the referral has been declined. An explanation is provided as to why this decision has been made, and where possible, alternative options for accommodation are suggested. The referrer is welcome to call the relevant member of the referrals team to discuss the declined referral, and can request to speak to the Manager Mental Health Service also.

Referrals deemed suitable

- 3.11 A member of the referrals team, or the Administration Officer will invite the referred person to an intake meeting via email, to further assess their suitability to VMHS. The referring agency is also invited, as well as the clinical team of the referred person. The referred person is also welcome to bring other support persons, and family members are encouraged to attend, at the consent of the referred person.

Intake Meeting

- 3.12 The meeting is facilitated by two members of the referrals team, usually the coordinators. Questions are asked regarding the health, history, supports needs, recovery and goals of the referred person, in order to fully assess their suitability to the service. Specific questions are laid out on the Intake Interview Form (Appendix 3).
- 3.13 The location of the interview is usually the Village Meeting Room. However, if requested, the interview can take place in a location more suitable or comfortable for the referred person, at the discretion of the referrals team members completing the intake.
- 3.14 At the time of the interview, a consent form is given to the referred person, to sign, should they wish to acquire a rent calculation for the service. At this time, the levels of service are explained to the referred person, and a discussion is held regarding suitability to the appropriate level of service; Village or Share House. The views of all parties, most importantly the referred person, are considered in this regard, and the final decision is made by the referrals team.

Post Intake Meeting

- 3.15 After the interview, the Service Manager and Coordinator(s) discuss suitability and decide whether an offer of accommodation will be made. If the referred person is deemed unsuitable at this stage, the referrals team will advise the referrer as soon as possible.
- 3.16 If the referred person is deemed suitable at this stage, a rent calculation is then sought from Housing Plus, and further information regarding the referred person's history and trauma is requested from the referrer. An offer of accommodation is made to the referring agency, including the rent calculation, by the relevant member of the referrals team. Once the offer has been accepted the Coordinator Consumer Services will send a calendar invite to internal and external stakeholders to notify of the move in date and potentially detail other requirements that need to be arranged prior to the consumer moving in.

Legal orders

- 3.17 Where there are legal orders in place, by the State Administration Tribunal, the referrals team will liaise with the relevant parties, at all stages of the process. Legal Guardians and Public Trustees will co-sign relevant documents.

4 Roles and responsibilities

- 4.1 The Manager, Mental Health Service is responsible for maintaining the currency of this procedure.
- 4.2 Society representatives are required to adhere to this procedure. Failure to comply may be considered a breach of our procedures and may result in disciplinary action.

5 Review

- 5.1 This procedure is scheduled for review every two years, or on a needs basis as required to align with legislative or practice changes.

6 Further assistance

- 6.1 Society personnel should speak with their Manager regarding any questions about the implementation of this procedure.

7 References

References made in this procedure are:

- 7.1 Appendix 1: MHS Referrals Flowchart
7.2 Appendix 2: MHS Eligibility Criteria
7.3 Appendix 3: MHS Intake Interview

8 Related documents and legislation

Related documents and legislation at the time of approval are:

- 8.1 The National Standards for Mental Health Services
8.2 Licensing and Accreditation Regulatory Unit
8.3 Carer's Recognition Act 2004
8.4 The Mental Health Act WA 2014
8.5 Guardianship and Administration Act 1999
8.6 SCS-PP-4012 Recovery Oriented Service Delivery Policy
8.7 Family Carer Framework- SCS

9 Approval and amendment history

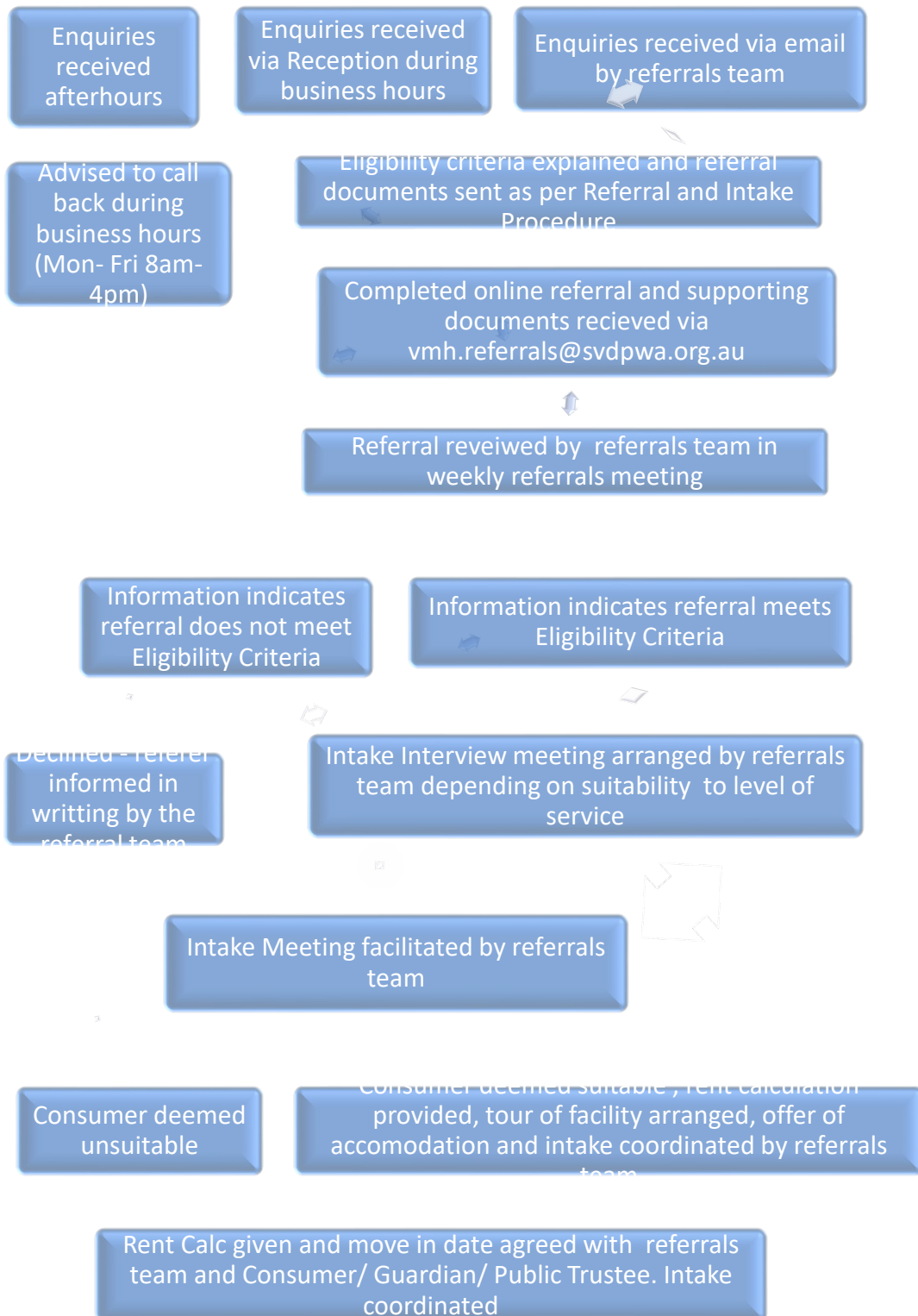
Version	Approval authority	Date	Amendment summary
1.0	EM, SCS	28/02/2020	Initial version
1.1	EM, SCS	01/12/2021	Conversion to the new template
2.0	Manager, BD	31/08/2022	Content review and update
3.0	Manager, MHS	14/06/2023	Content review and update
4.0	Manager, MHS	04/04/2025	Content review and update

10 Definitions

Term	Definition
BRA	Brief Risk Assessment

Term	Definition
PSOLIS	Psychiatric Services Online Information System – online database that documents alerts and notifications in relation to risk
Intake	The process by which a referral is accepted and the person transitions to VMHS
Reception	Receptionist taking calls/ emails/ face to face enquiries via VMHS Reception
Referrals	All persons and related documentation referred to Vinnies Mental Health Service (MHS)
Service Manager	Manager Mental Health
Administration Officer	Administration Officer Mental Health Services
CCR	Coordinator Consumer Resources, Mental Health Services
CCS	Coordinator Consumer Services, Mental Health Services
TSDP	Treatment and Support Discharge Plan
RAMP	Risk Assessment Management Plan
VMHS	Vinnies Mental Health Service

11 Appendix 1



12 Appendix 2

Vinnie's Mental Health Services Eligibility Criteria

To qualify for Vinnie's Mental Health supported accommodation, applicants must meet the following criteria:

- Diagnosed with a severe and enduring mental health condition
- Ready and willing to engage in a recovery-based program including groups
- Regular and ongoing contact with a medical professional responsible for providing mental health related support
- Regular and ongoing contact from a Community Mental Health Service that will support the consumer in their new accommodation including participation in monthly probationary meetings for the first three months after transition
- Ability to manage medication independently (Community Shared Housing)
- Able to attend to their personal care needs or accessing a service for personal care
- Capacity to manage independently, or with minimal support, basic living skills such as bed making, kitchen duties and laundry duties
- Limited need for after-hour supervision and support
- Adults, 18 years of age or above
- Be in receipt of an income or pension that covers accommodation expenses
- Unable to maintain a tenancy in the private rental market
- No current, active substance dependency
- Suited to shared, communal living
- Physically mobile
- Accept and comply with all Vinnie's guidelines and resident rights and responsibilities*
- Basic ambulance cover
- Currently on the Department of Communities priority Housing list or eligibility and willingness to apply.

*Reference to Tenancy Agreement

13 Appendix 3

Please find Intake Interview on N-Drive.