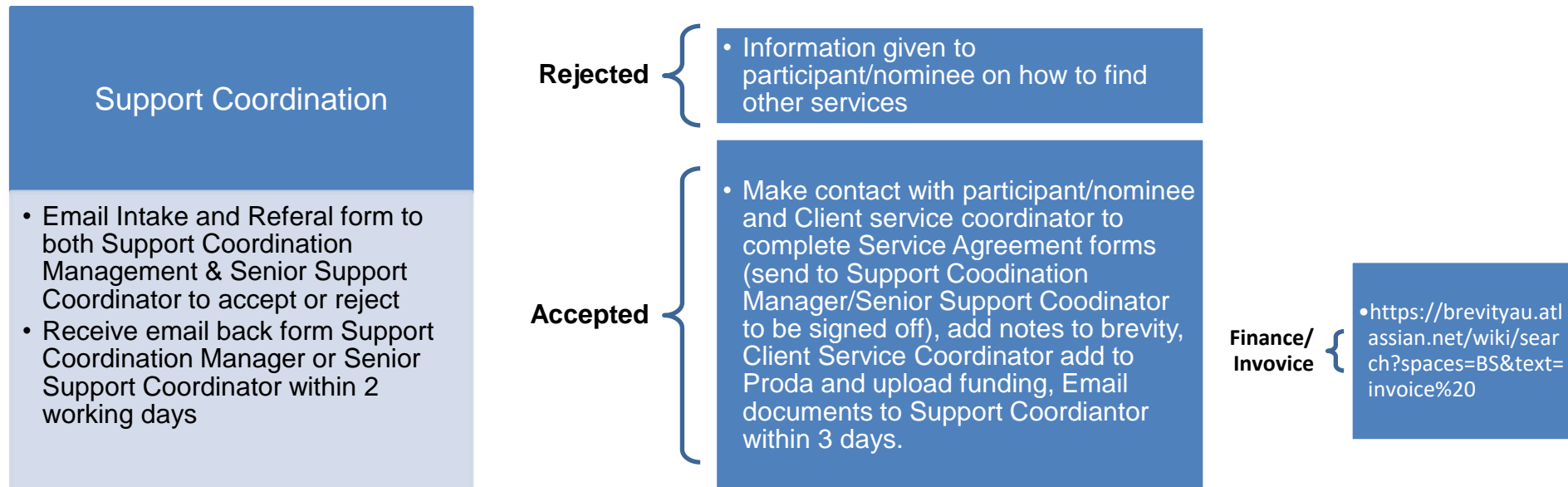


## SD - Intake Process – Support Coordination

### To be completed by Client Service Coordinator

1. Receive email/phone call/visit from participant/nominee or PRODA referrals – new or returning participants
2. Make contact with participant/nominee within 24 hours or by next working day to discuss what services they require
3. Complete Intake & Referral form, ensuring to gain verbal consent and record consent as a clear journal note on Brevity. Note must include clear consent to make PRODA service booking if accepted.
4. Complete steps below for service that participant wishes to use



5. Return phone call to participant to confirm contact will be made by Headway Gippsland within 3 working days.

**Please note:** If participant wishes to use more than one service then steps for each service they require must be taken as above.

## SD - Intake Process – Support Coordination

### Administration Officer

1. Receive email from Client Service Coordinator with completed Intake & Referral, Service Agreement, Support Coordination Agreement, Conflict of interest (if applicable) and OH&S home safety checklist
2. Documents to be prepared and emailed/given to Support Coordinator within 48 hours or 2 working days
3. Support Coordinator to have documents completed, signed and returned to Client Service Coordinator within 2 weeks either in person or via email (please ensure you keep the originals until Client Service Coordinator has confirmed documents are completed and uploaded to Brevity)
4. Client Service Coordinator to upload completed documents onto Brevity
5. Send email to Client Service Coordinator to upload to Brevity

### Support Coordination

1. Support Coordinator to receive paperwork from Client Support Coordinator for participant
2. Make contact with participant/nominee within 48 hours or 2 working days to arrange meeting
3. During meeting if notice any potential hazards complete a Hazard Report form and send through to Engagement Coordinator
4. Completed and signed documents to be returned to Client Service Coordinator within 2 weeks either via email or in person (please keep originals until confirmation received from Client Service Coordinator that all documents are completed and uploaded to Brevity)