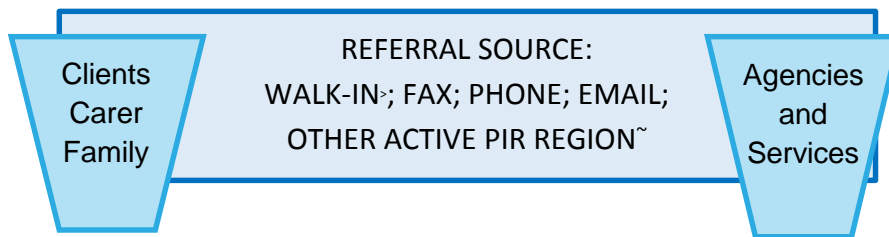
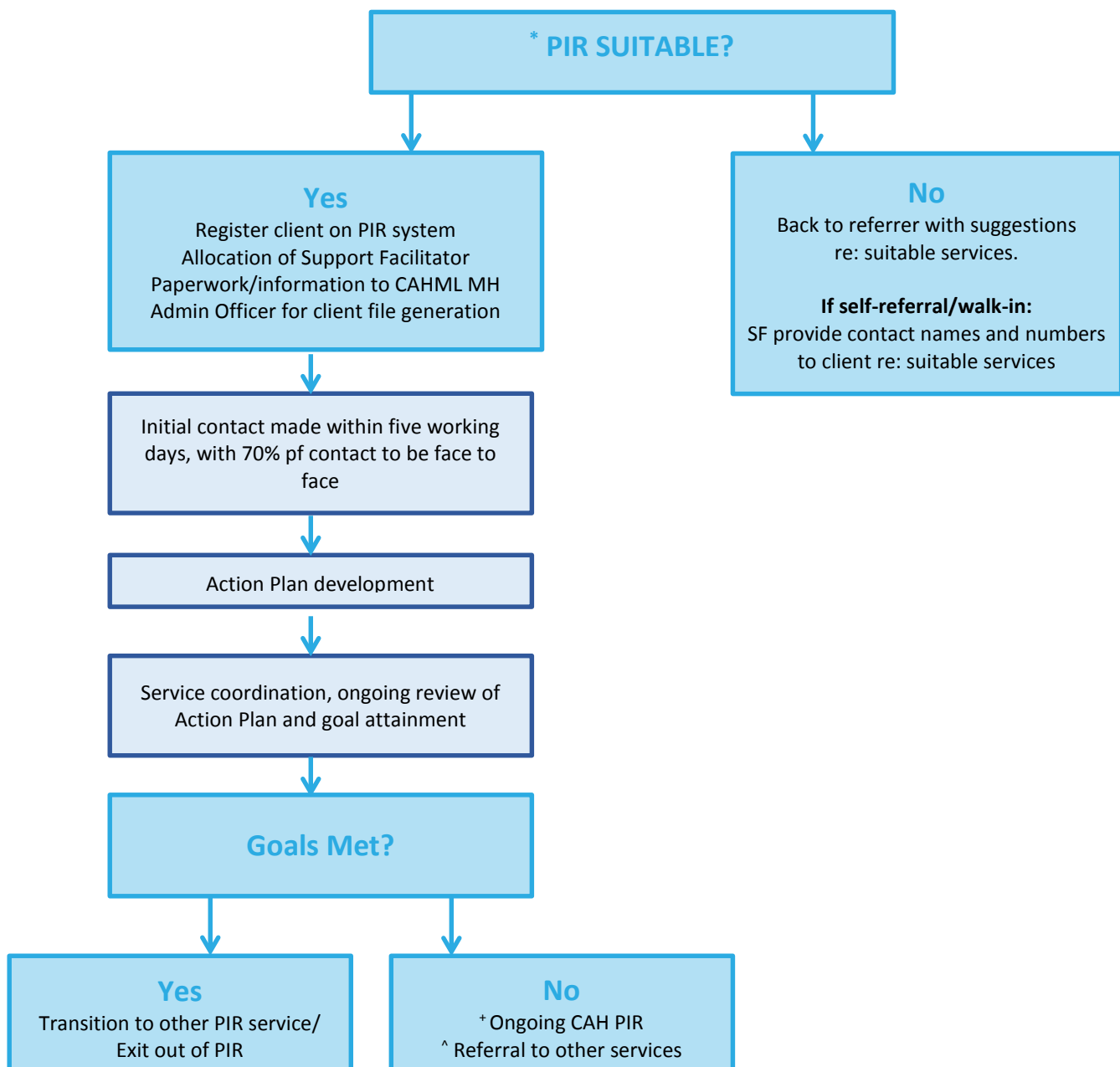


# PARTNERS IN RECOVERY- REFERRAL PATHWAY



PIR Coordinator assesses against PIR eligibility criteria



> Given the complex and transient circumstances of many people in this client group, how do we manage walk-in with a central intake and PIR Coordinator assessing against eligibility, in a responsive, timely manner?

~ Where a client is referred from other active PIR support, the client/referral will be deemed to meet PIR criteria and proceed to allocation

\* Throughout CAH PIR the client remains 'active' with the referrer and/or public mental health services

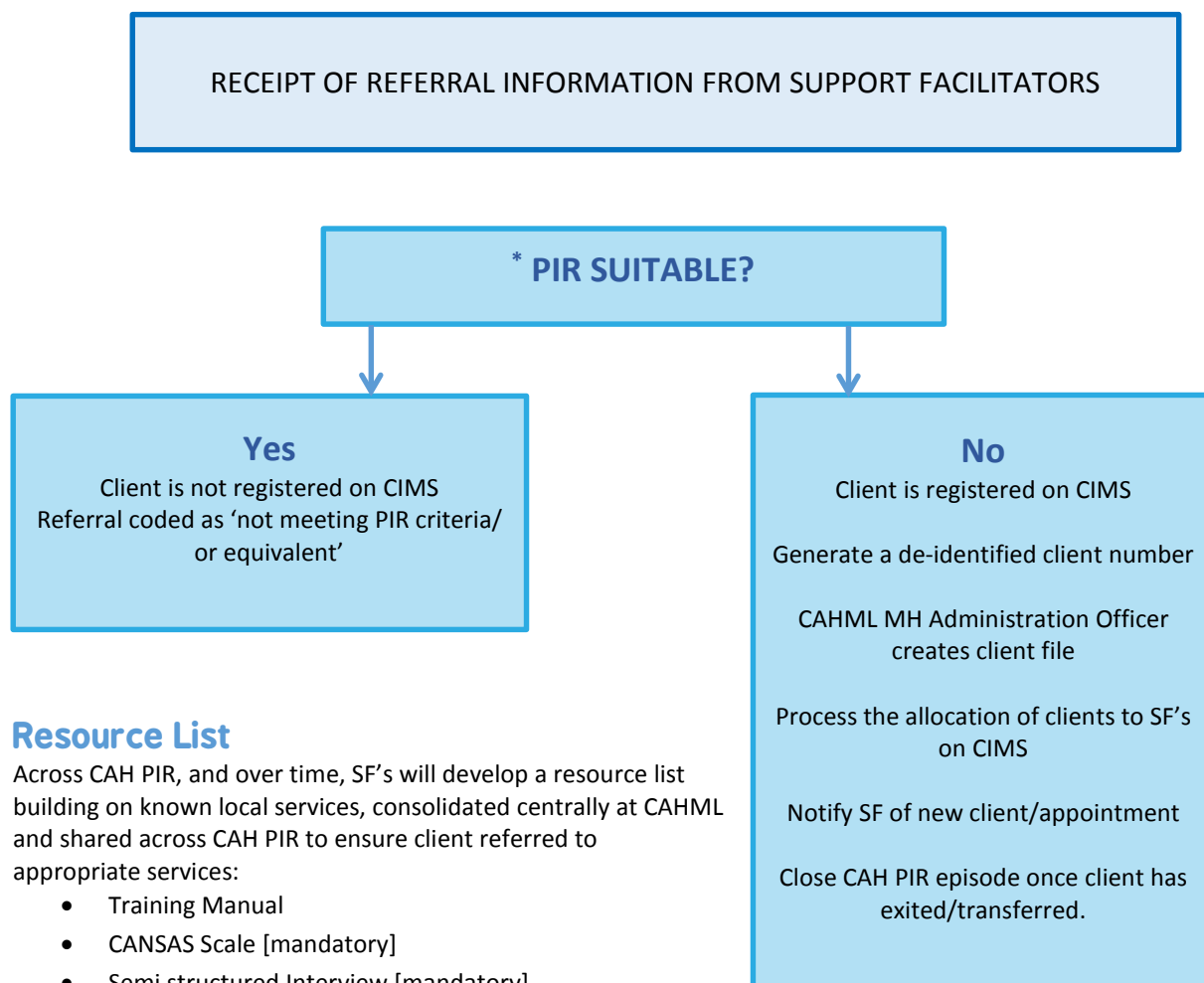
` Is five days too long? What would be the idea/reasonable response time given complex nature of client group?

# What is the minimum review period (e.g. 3 monthly) recognising the complex nature and maintaining capacity and demand

+ Where goal attainment is not achieved after 6/9/12 months, service review, mapping and implementation with relevant stakeholders to be facilitated by CAH PIR Manager

^ Need to manage risk that non achievement of client needs are seen as client too difficult.

# PARTNERS IN RECOVERY- ADMINISTRATION PROCESS



## Resource List

Across CAH PIR, and over time, SF's will develop a resource list building on known local services, consolidated centrally at CAHML and shared across CAH PIR to ensure client referred to appropriate services:

- Training Manual
- CANSAS Scale [mandatory]
- Semi structured Interview [mandatory]
- Consent Form [mandatory]
- PIR Action Plan
- MH Transcultural Checklist
- Guide to Cultural Competence & Special Needs
- ATSI Peoples Checklist
- Referral Form
- Working Together with Families and Carers
- Information Booklet for Clients and Carers
- Partnerships *Analysis Tool*

## For consideration:

- How do we record the referral and track when not registered with CAH PIR?
- Will/could all SF appointments be coordinated centrally through Client Information Management System CIMS?
- Once the booking has been received the SF is responsible for managing additional appointments directly including DNAs and appointment reminders with clients and service providers
- Allocation of client to SF will occur through PIR Manager and PIR Coordinator(s)
- Could send/monitor confirmation of the initial assessment appointment and send this to the client and referrer via the most suitable means; email, post, sms.
- Where will client notes be kept once CAH PIR is finished?