

How our health and community service works

A health or community service, school or early childhood education and care (ECEC) service could use this document:

- when a school or ECEC service wants to make a referral to your service or program
- as a more general reference document to provide to schools and ECEC services about how to work with your health and community service.

Name of health or community service:

Overview

What is the nature of the service provided? (eg office based, outreach, individual, group or flexible)

Who is your client group?

Which geographical areas do you cover?

Who does the service involve? (eg child, child and parents or carers, or both)

What level of support can your service provide? (eg number of hours per week)

For how long can your service provide support? (eg limited time or ongoing)

Onsite support for schools and services

Describe the type of support or service you can offer to conduct on site at a school or ECEC service:

- Individual sessions with children
- Family meetings
- Case conference
- Groups

If your program or service offers on-site support or service at a school or ECEC service, is it desirable to have staff available to provide support establishing or facilitating it?

Information for families

Are there any promotional materials that a school or ECEC service could access from your service or program to use to inform families about your service?

Associated costs

Are there out-of-pocket expenses or fees associated with your service? If so, are there rebates available?

Can assessments conducted by your service be used to apply for funding for a child in terms of special assistance and support?

Hours of operation

What are your hours of operation?

Consent and confidentiality

What are your service's or program's expectations about consent forms, sharing information and record keeping?

How does your service work with families?

How to contact us

Identify the key or preferred contact details of staff members, including the first point of contact for a school or ECEC service, and list their name, phone number and email address.

Describe your service's or program's preferred way to maintain contact with the school or ECEC service. This may include email, telephone or joint meetings. Are there times that are more or less suitable?

If there is ongoing contact with the school or ECEC service, describe your preferred frequency of joint contact with staff from a school or ECEC service.

Referrals process

What is the referral process? Is there a preferred time to make a referral to your service?

Is there a waiting list?

- Yes. If so, how long?

- No

What information do you require from the school or ECEC service?

Can a school or ECEC service ring your service to discuss a possible referral?

What can a school or ECEC service do to help you promote your service to families so they are willing to consent to the referral?

Forms

Is there a referral form?

- Yes
- No

Who should complete the referral form? (eg teacher, parent, school wellbeing staff, principal)