

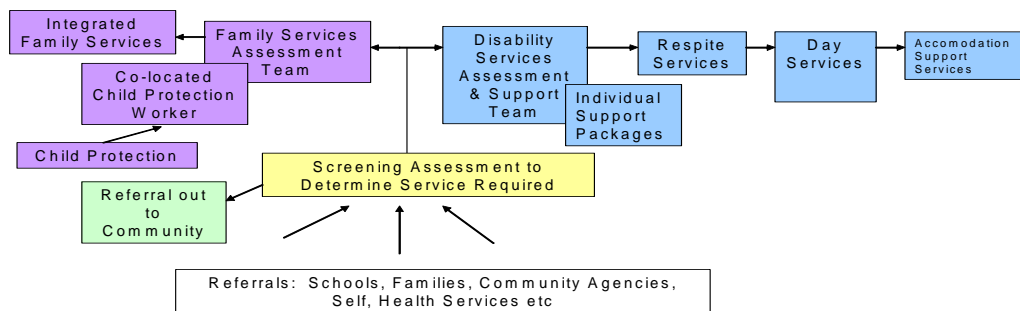


GATEWAY SERVICES

The aim of Gateway Services is to provide a single, well publicised access point for individuals, agencies, services, and other professionals such as teachers, community agencies and general practitioners to refer clients for services and to obtain information and advise in relation to family support and specialist disability services in each area.

The functional relationships are illustrated in the following diagram:

Gateway Services - Functions



Notes: This is illustrative of functions only. It is not intended to provide a design schema of how organisations might construct their service model in response to this RFP.

The services will be provided free to all users.

The Services

The services to be provided include:

1. A community intake point providing a visible entry point for vulnerable children, young people, people with a disability and families, through a 1800 contact number, email, SMS call-back facility and other emerging technology solutions;
2. Screening assessments of the needs/issues of the child, young person, family or person with a disability;
3. Determination of the appropriate service response to the client which will entail allocation to either an appropriate family service for a case management or other service, and/or a specialist disability service;
4. Provision of information and support or one-off crisis or episodic brief intervention;



5. Provide short term “active holding” where allocation cannot occur immediately in a way that ensures the continuing safety and wellbeing of the child, young person or person with a disability, with understanding that transition to more tailored services will occur very shortly;
6. Development of clear linkages and processes with other referral pathways/ services in the area and a collaborative process with Child Protection for referral from Child Protection to family services and vice versa; and
7. Maintenance of comprehensive information on all services potentially relevant to the client group, including eligibility and entitlements, referral points and processes.

In 2008-09 access will be available for all children, young people and their families presenting with family support issues, whether or not disability is a factor. The service will refer cases requiring specialist or purpose designed disability services without initial assessment.

In 2009-10 the Gateway will be extended to include all components of the service for clients who currently have to navigate the disability service system.

Key Functions

The Gateway functions have been formulated on the basis that clearly visible and accessible entry into Family Support Services and Disability Services providing effective service responses for vulnerable children, young people, and families including those with a disability requires the following:

- Contemporary low-cost access facilities including a single 1800 telephone number, email, SMS call-back facility and other emerging technology solutions;
- Extended hours and flexible access and assessment arrangements with some 24/7 contact capacity;
- Provision of information and advice;
- Active and assertive strategies to maximise engagement with families;
- Capacity to support engagement and assessment by use of limited brokerage funds to purchase items or services to meet particular family needs;
- Conduct of an initial screening assessment to determine the level and type of service required using a common intake and assessment process for each of family support and disability services;
- Identification of needs initial and assessment of risk, in consultation with Child Protection and other services;
- Identification of the Aboriginal and Torres Strait Islander status of children, young people and families;
- Identification of differentiated service responses for children, young people, families and people with a disability related to the assessment of needs and underlying risks;
- Active engagement with the child, young person, family or person with a disability;



- Determination of the priority of a response, and allocation of clients, undertaken in consultation with Integrated Family Support Services, Child Protection (where required) and Disability Services; and
- Timely-responses through provision of or oversight of 'active holding strategies' involving active short term work clients, prior to allocation to services.

There may also be a limited capacity for Family Services agencies within a sub-area catchment to pick up direct referrals. This capacity will be subject to agreed arrangements governing assessment, prioritisation, allocation and coordination of data set out by and agreed to by area based services and the Department.

Contact Us

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