

## Flow Chart – Participant Intake

**Participant Intake** – Grow Support Inc. (GROW) recognises that all participants have the right to non-discriminatory and equitable access to a service, in line with the stated and funded purpose of our organisations goals.

*This process is undertaken on the basis of relative need and available resources.*

### Participant Intake

**Step 1** – The Operations Manager will supply any potential participant or their representative with the **Participant Referral Form C14** to complete and return.

**Step 2** – Once the completed Participant Referral Form is provided the Operations Manager will schedule an intake meeting with the participant (family members / support persons or advocate) to discuss their needs and complete the **Initial Intake Form CC1**

**Step 3** – The Operations Manager will undertake the assessment of each potential participant's support needs at service entry to identify the level of support required prior to entry. Prior to service entry the Operations Manager completes and documents a basic risk assessment that encourages and supports the involvement of the potential participant and if relevant their family or advocate.

**Step 5** – The Operations Manager will look for opportunities, to maximise the engagement of the participant in the decision-making process, providing a **Welcome Kit** containing a range of easy read information on areas such as complaints and feedback.

**Step 6** – The Operations Manager will undertake the intake by completing the items set out within the **Participant Orientation Checklist C10** will be completed during this process and stored on the participants file once the process is complete.

**Step 6** – The Operations Manager will work with the participant to develop the initial **Support Plan** on entry to the service. This initial support plan will clearly outline the following information:

- participant goals
- outline of the participants support needs derived from the initial intake & or referral form
- the types of services that GROW will provide and associate risk management plan
- relevant information on service providers who are engaged with the participant
- any further relevant information that may impact on participant support services including the negotiated Service Agreement