Community Connections

POLICY & PROCEDURE

SERVICE ACCESS

POLICY

Community Connections seek to ensure that its services are accessible to young people and families in Community Connections' geographic area and where there are issues that could result in young person's early school leaving or early home leaving.

Young people and their families who meet the above criteria will be eligible for Community Connections service provided Community Connections has the resources to respond.

Community Connections regards all people irrespective of age, gender, race, religion, sexuality or disability as being of equal value and will offer services to all persons consistent with the purpose of its service.

PROCEDURE

Young people or family can access Community Connections through telephone contact or personally presenting at the office, directly approaching workers at schools or in other community venues, or through referral from other services, family or community agencies. Workers will accept young people or families as eligible for service if they meet eligibility criteria and worker has the capacity to respond. Capacity to respond will be determined through consultation between Community Connections' workers and Community Connections' Team Leader.

Where a young person or family request service from Community Connections and do not meet eligibility criteria or the worker does not have the capacity to respond then the worker will seek to make an appropriate referral.

Workers will complete an enquiry form to record enquiries (Appendix 1) and bring to supervision with the Team Leader.

Where agreement exists between Community Connections and another organisation requiring the other organisation to use a referral form when making an enquiry to Community Connections re service then the attached Referral Form must be used in making the referral (see Appendix 2).