

PLAN GOOD ACCESS

Public information
Signage, access
Business-like, pleasant, safe
Reception, responsiveness
Feelings, privacy

What does your agency symbolize to clients and the public?

THE AGENCY FRONT DOOR



Applications from/on behalf of clients



Referrals from other agencies



RECORD THE REFERRAL

names, addresses, date of birth, consent, services, problems, risk, limits, referrer, report back



CREATE A WORKABLE WARM RELATIONSHIP

Open questions
Concerns, interests: whose?
Individuals
Networks
Relationships
Security
Sensitivity



MODEL BEHAVIOUR AND PLANNING

Collaborate, join forces
Respectful
Share responses
Clarify, confirm understanding
Positive about strengths
No sugarcoating
Observe

INTAKE DECISIONS

Take it on?
Allocate

REVIEW QUESTIONS

What have we missed out?
Anything unsatisfactory?
Attitudes and approach?
What happens next?



CASE-MAKING

Case register or database
Create case record

