

Wild Rumpus Community Services is a small service and can only provide support to a limited number of participants. Because of this we require to be mindful of our intake process - particularly if an influx of referrals surpasses the programs capacity.

### Intake process

#### step

#### action

1 Wild Rumpus Community Services can be contacted by:

- Phone: (03) 5255 2467
- E-mail: intake@wildrumpus.org.au

Anybody is able to call Wild Rumpus Community Services to find out information about our programs - including participants, their families, and other service providers.

2 The person taking the referral has a brief discussion on the phone - establishing a participant's eligibility, and whether their needs could be supported by Wild Rumpus Community Services.

Eligibility criteria includes:

- Be considered to have a disability under the Disability Act 2006
- Be aged between 3-30 years of age
- Live within the Barwon region (primary region) or West Melbourne region (secondary region).

- Telephone Intake Form

3 Wild Rumpus visit the family at a place of their choosing - either their home, our facility, at a café, etc. to give a more detailed overview of our services. This visit is to gain a more detailed understanding of the participant, their support needs, their goals, and the appropriateness of Wild Rumpus supports. This is also an opportunity for us to meet the participant and begin to gain a positive rapport with them.

- Individual Profile
- Participant Risk Assessment
- Consent Form

4 After gaining a detailed understanding of the support the participant requires, Wild Rumpus determine whether we have the capacity to provide support. Wild Rumpus have a commitment to provide a quality service, rather than over-commit beyond capacity.

5 If Wild Rumpus are unable to provide service at the current time, we speak to the participant and their family and complete the 'Service Request' form. This form is aimed to capture the support families are requesting, and what would be preferred when it becomes available. Families are e-mailed an update on a monthly basis for when they can expect to receive service.

- Service Request Form

- 6 If we are able to provide support at the current time then goals are developed with the participant, their family, and any other individual a participant wishes to be involved.

- Support Goals

- 7 Support commences at this time if there are no other actions to be taken.

Service Request forms are considered on a monthly basis to determine whether Wild Rumpus Community Services has the capacity to provide support to a greater number of participants. We send families an e-mail/letter each month to inform them of this process - if we have managed to gain some availability to provide them support. Priority of access is solely based on the whether the participant is requesting support at a time where there is any service availability.

Wild Rumpus Community Services will assist a participant and their family to access a similar service if we have no service availability.