

Supporting information for case
coordination referrals





Key characteristics of referrals within the case coordination model:

1. Under 1 Roof accepts referrals from other agencies into case coordination on the basis that:
 - a. A client is assessed as having multiple and complex needs
 - b. A client would benefit from a multi-agency response
 - c. The referring agency is committed to providing ongoing input and resources.
2. If a referring agency only requires a referral to one participating agency and the client does not require a multi-agency response, then complete a direct referral to that agency.
3. The assessment process assesses other support services currently involved with the client and seeks consent from the client for those agencies to be engaged in case coordination.
4. Under 1 Roof agencies work together to develop a housing and support plan which includes referrals to other agencies based on client needs and client consent. A key worker/lead agency then ensures those referrals are made.
5. Case coordination is wider than what happens at the case coordination meetings. The meetings are used to present and discuss a referral with the benefit of input from multiple agencies including a range of specialist agencies and generalist agencies. Key actions and responsibilities are documented that form part of a support plan. Case coordination activities and follow-up occur outside of the meetings and encompass a wider range of activities across and between a range of agencies. The meetings provide a very focussed set of opportunities to integrate a response to clients that have given their consent. Coordinating actions take place between meetings and are encouraged. Direct contact between agencies for the benefit of a client shouldn't wait for the next case coordination meeting.
6. The capacity to provide intensive, ongoing support is limited within the service system and this is reflected within the Under 1 Roof consortium. Under 1 Roof continuously assesses capacity for the provision of ongoing sustaining support and therefore referrals should consider what the referring agency can offer as part of the continued support plan.

Figure 1: Referral flow chart for Under 1 Roof Case Coordination - Stage 1

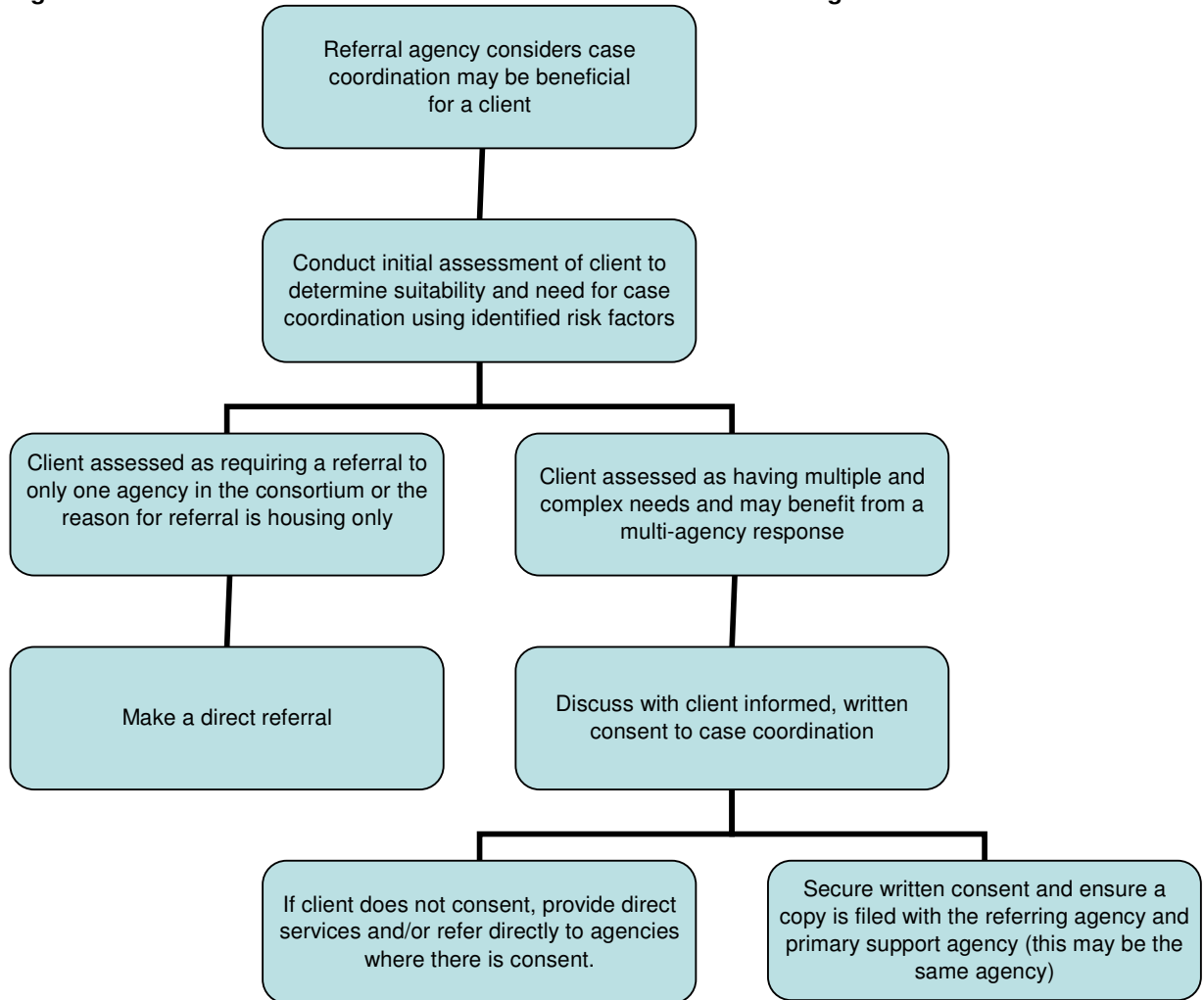


Figure 2: Referral flow chart for Under 1 Roof Case Coordination - Stage 2

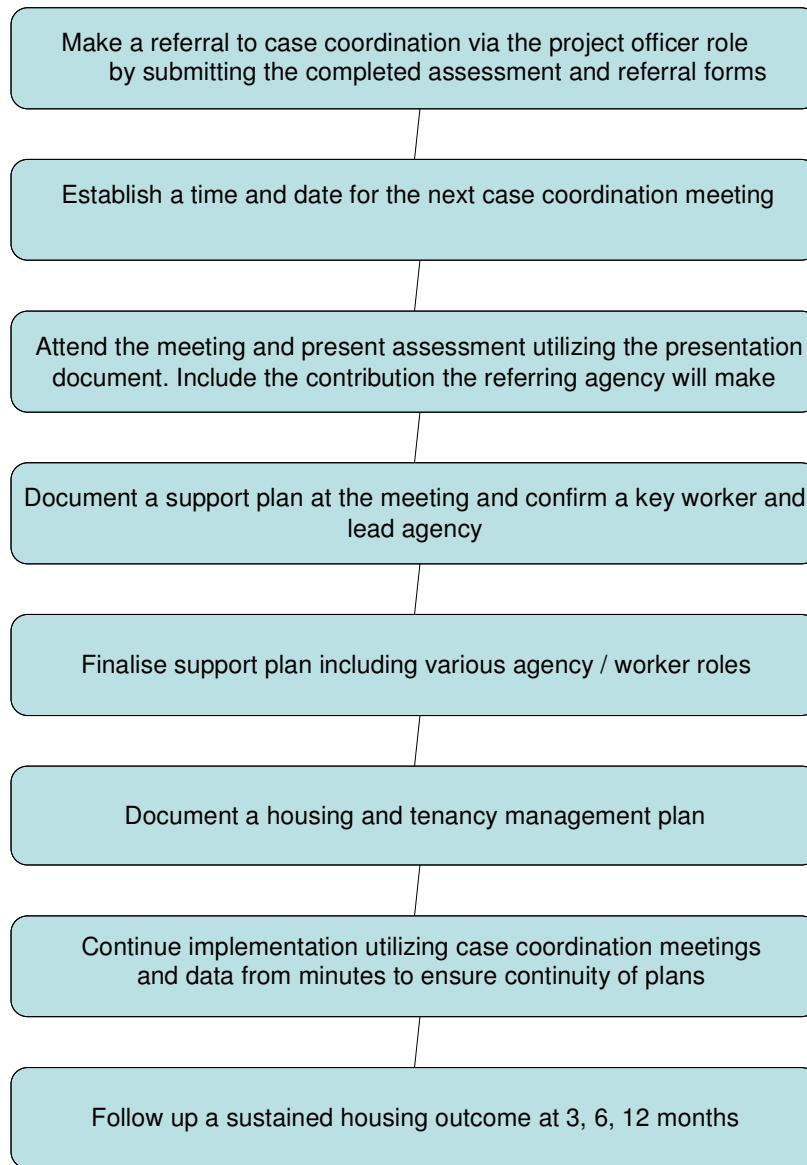


Figure 3: Overview of case coordination and U1R referral pathways overview

