

Holyoake Policy: Entry Criteria for Services

Objective

To clearly outline the entry criteria for people who seek access to Holyoake's clinical services.

Service Eligibility

Holyoake's counselling and support services are offered to individuals of any age with alcohol/drug and/or mental health issues, as well as to family members and significant others who may be impacted by another person's use. Limitations to general eligibility include specific funder requirements and service availability.

Exclusion Criteria

Holyoake's services are designed to support people who are impacted by their own, or another's alcohol/drug and/or mental health issues. Every endeavour will be made to provide support to individuals who meet the eligibility criteria as outlined above. Exclusion from the service may apply in the following circumstances:

- A person does not meet the eligibility criteria (i.e. the presenting issue is not related to alcohol/drug and/or mental health).
- A person's behaviour poses a threat to Holyoake employees.

In these circumstances Holyoake will explore options including alternative and appropriate service providers.

Inclusivity

Holyoake is committed to ensuring that access to services is applied in a non-discriminatory manner with regard to culture, gender, age, religion, sexuality, disability and co-occurring health issues.

Single point of entry

All Holyoake locations have a single point of entry for all services provided via that office location. This provides for:

- A clear entry process that involves initial needs identification and collection of contact data, followed by a more detailed assessment that is consistent across sites.
- Consistent information that is provided to all potential clients and referrers.

The only exception to this process relates to Holyoake's Service Agreement with the Department of Justice (DoJ) which requires that referrals to DoJ funded programs are made by DoJ staff.

Holyoake staff work collaboratively to ensure a 'no wrong door' approach by linking potential clients to other Holyoake locations where necessary.

Priority access

If demand for a particular service exceeds the available supply, Holyoake may implement a waitlist to manage access to the relevant service. In addition, it may be necessary to prioritise client access to service based on identified priority groups, risk factors and funder requirements.

Screening and assessment

At the point of initial contact into the service, a needs identification and service matching process will be conducted. Information provided by clients and/or referral sources during initial needs identification, including an indication of priority, will be documented. This provides clinical staff with baseline client information to inform their assessment.

This policy document was updated on February 21, 2022.