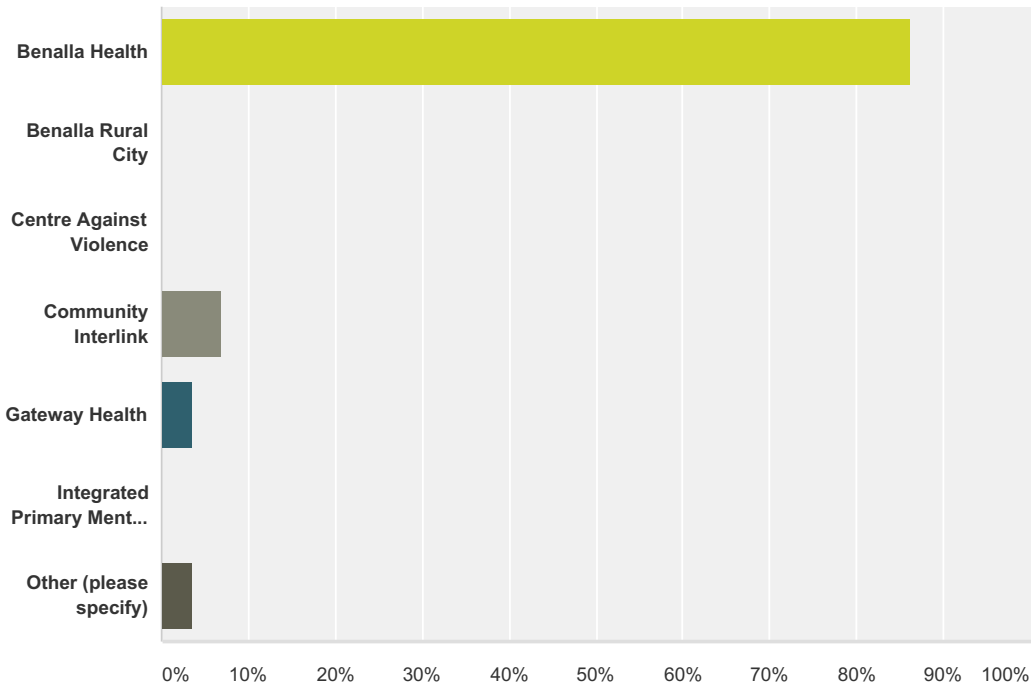


Q1 Which agency do you work for?

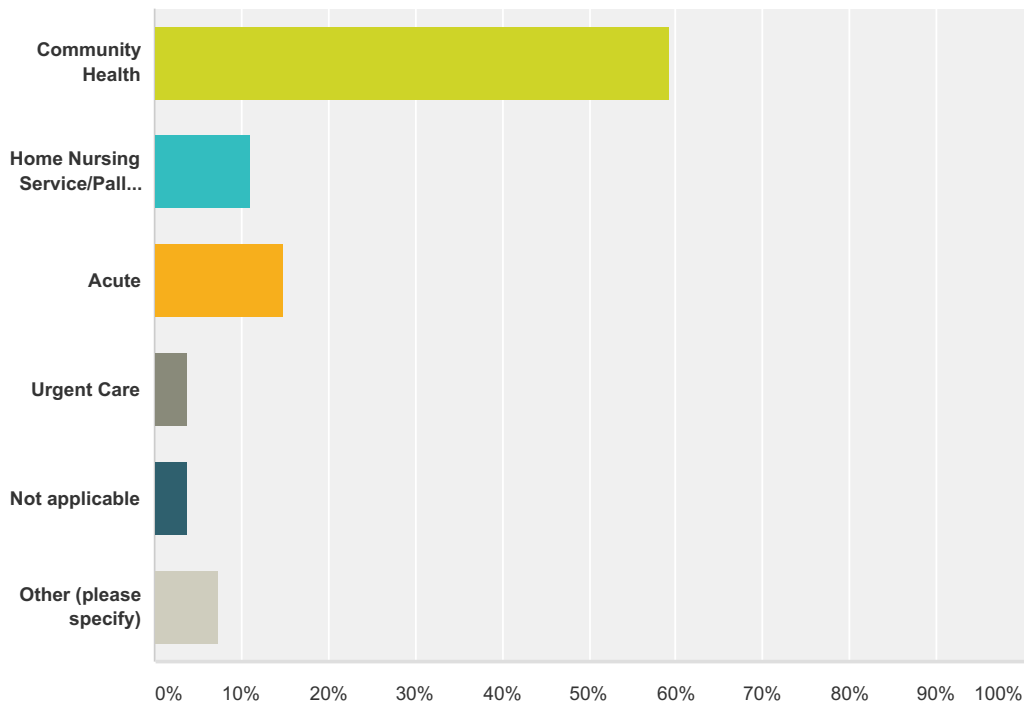
Answered: 29 Skipped: 0



Answer Choices	Responses	
Benalla Health	86.21%	25
Benalla Rural City	0.00%	0
Centre Against Violence	0.00%	0
Community Interlink	6.90%	2
Gateway Health	3.45%	1
Integrated Primary Mental Health	0.00%	0
Other (please specify)	3.45%	1
Total		29

Q2 If you work for Benalla Health, which department do you predominantly work in?

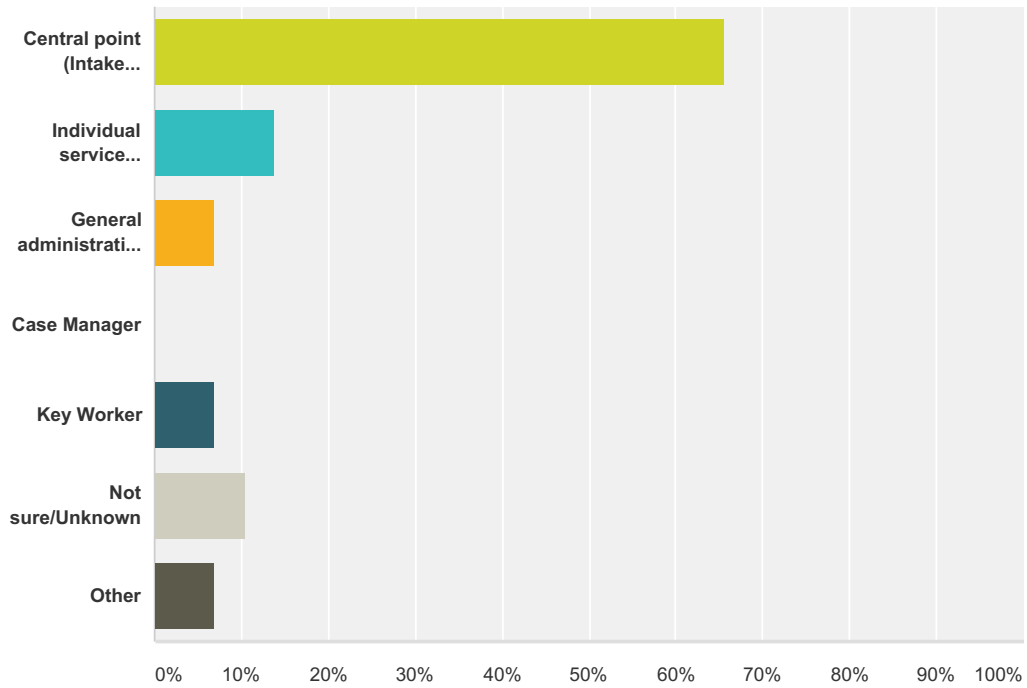
Answered: 27 Skipped: 2



Answer Choices	Responses
Community Health	59.26% 16
Home Nursing Service/Palliative Care	11.11% 3
Acute	14.81% 4
Urgent Care	3.70% 1
Not applicable	3.70% 1
Other (please specify)	7.41% 2
Total	27

Q3 What is your agency's intake method?

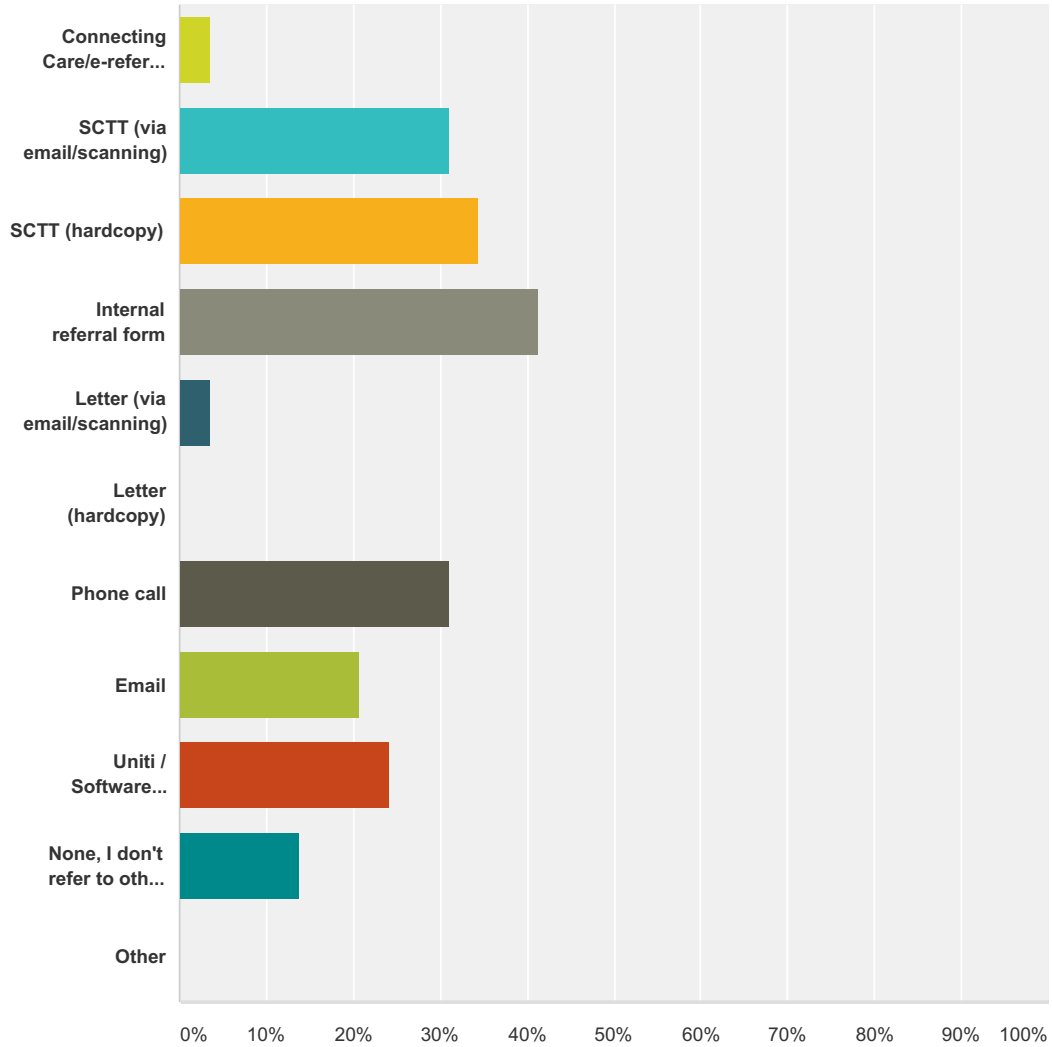
Answered: 29 Skipped: 0



Answer Choices	Responses
Central point (Intake worker/Client Liaison)	65.52% 19
Individual service provider (the person you want to the client to see)	13.79% 4
General administration staff	6.90% 2
Case Manager	0.00% 0
Key Worker	6.90% 2
Not sure/Unknown	10.34% 3
Other	6.90% 2
Total Respondents: 29	

Q4 Please tick the method/s you use for INTERNAL referrals (within your own agency)

Answered: 29 Skipped: 0



Answer Choices	Responses
Connecting Care/e-referral system	3.45% 1
SCTT (via email/scanning)	31.03% 9
SCTT (hardcopy)	34.48% 10
Internal referral form	41.38% 12
Letter (via email/scanning)	3.45% 1
Letter (hardcopy)	0.00% 0
Phone call	31.03% 9
Email	20.69% 6

Pathways to Safety (Pre)

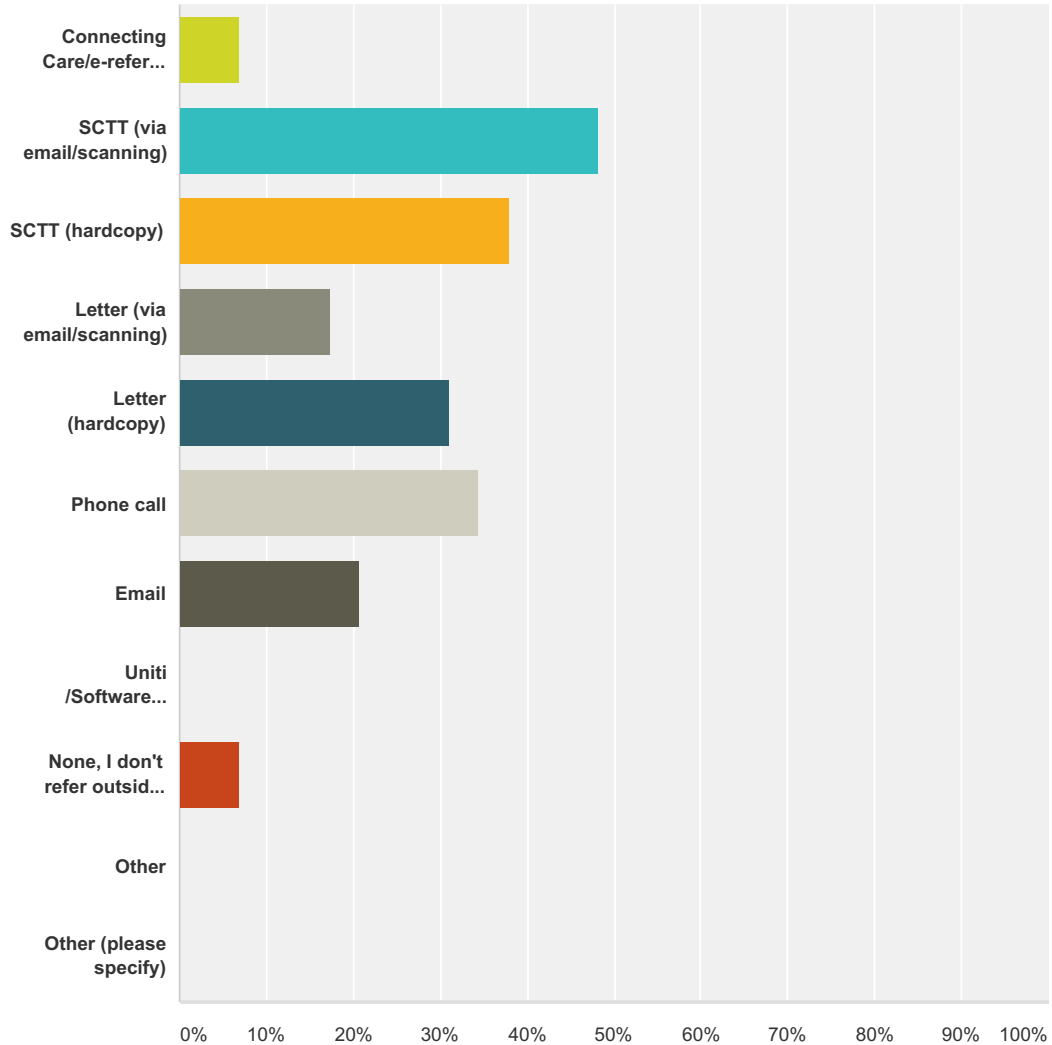
Unit / Software Message system	24.14%	7
None, I don't refer to others within my agency	13.79%	4
Other	0.00%	0
Total Respondents: 29		

Q5 How do you think the current INTERNAL referral pathways could be improved?

Answered: 29 Skipped: 0

Q6 Please tick the method/s you use for EXTERNAL referrals (to refer outside your agency)

Answered: 29 Skipped: 0



Answer Choices	Responses
Connecting Care/e-referral system	6.90% 2
SCTT (via email/scanning)	48.28% 14
SCTT (hardcopy)	37.93% 11
Letter (via email/scanning)	17.24% 5
Letter (hardcopy)	31.03% 9
Phone call	34.48% 10
Email	20.69% 6
Uniti /Software Message system	0.00% 0

Pathways to Safety (Pre)

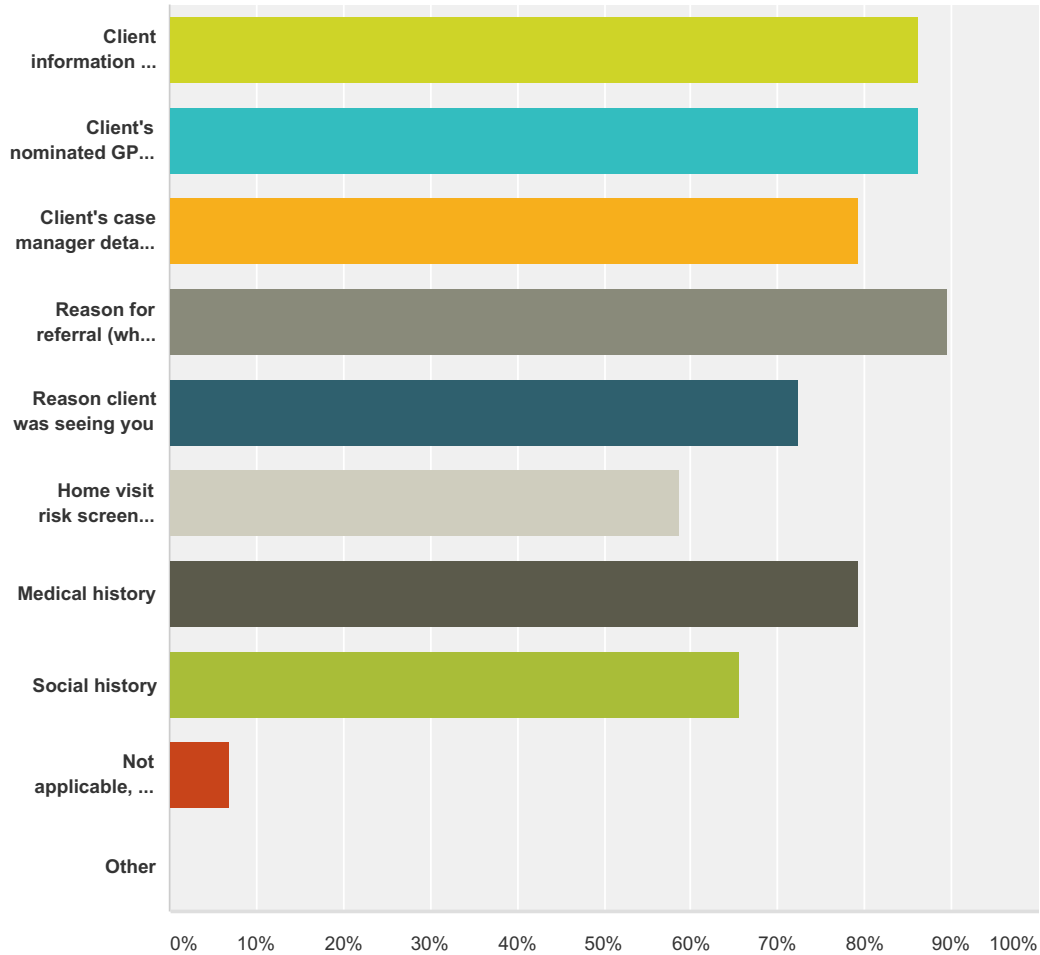
None, I don't refer outside of my primary agency	6.90%	2
Other	0.00%	0
Other (please specify)	0.00%	0
Total Respondents: 29		

**Q7 How do you think the current
EXTERNAL referral pathways could be
improved?**

Answered: 29 Skipped: 0

Q8 What information do you think you should include when you send a referral to another service/agency? Tick all that apply.

Answered: 29 Skipped: 0



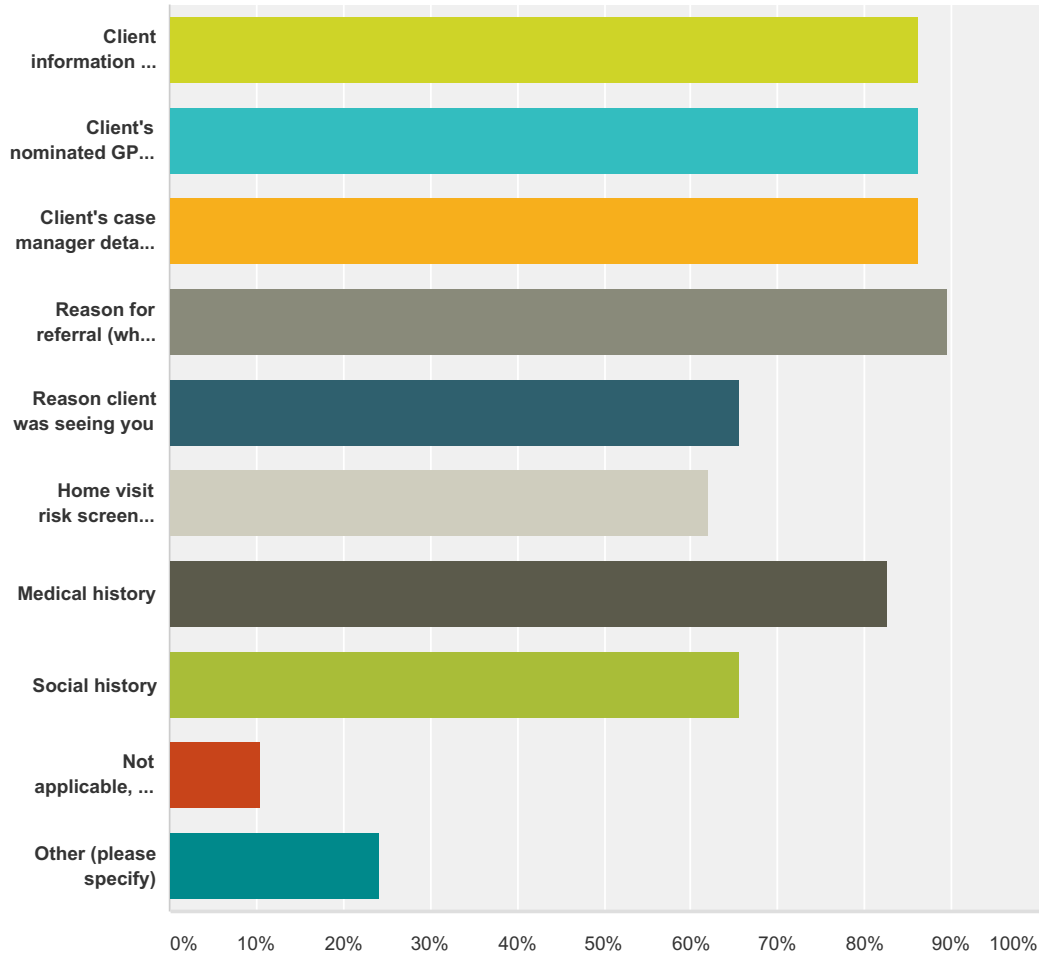
Answer Choices	Responses
Client information and contact details (including DOB, Next of Kin, Address, Phone number/s)	86.21% 25
Client's nominated GP details	86.21% 25
Client's case manager details (where applicable)	79.31% 23
Reason for referral (why you are asking the service to see the client)	89.66% 26
Reason client was seeing you	72.41% 21
Home visit risk screen (where applicable)	58.62% 17
Medical history	79.31% 23
Social history	65.52% 19
Not applicable, I don't send referrals	6.90% 2
Other	0.00% 0

Pathways to Safety (Pre)

Total Respondents: 29

Q9 Ideally, when you receive a referral what information would it contain:Tick all that apply.

Answered: 29 Skipped: 0



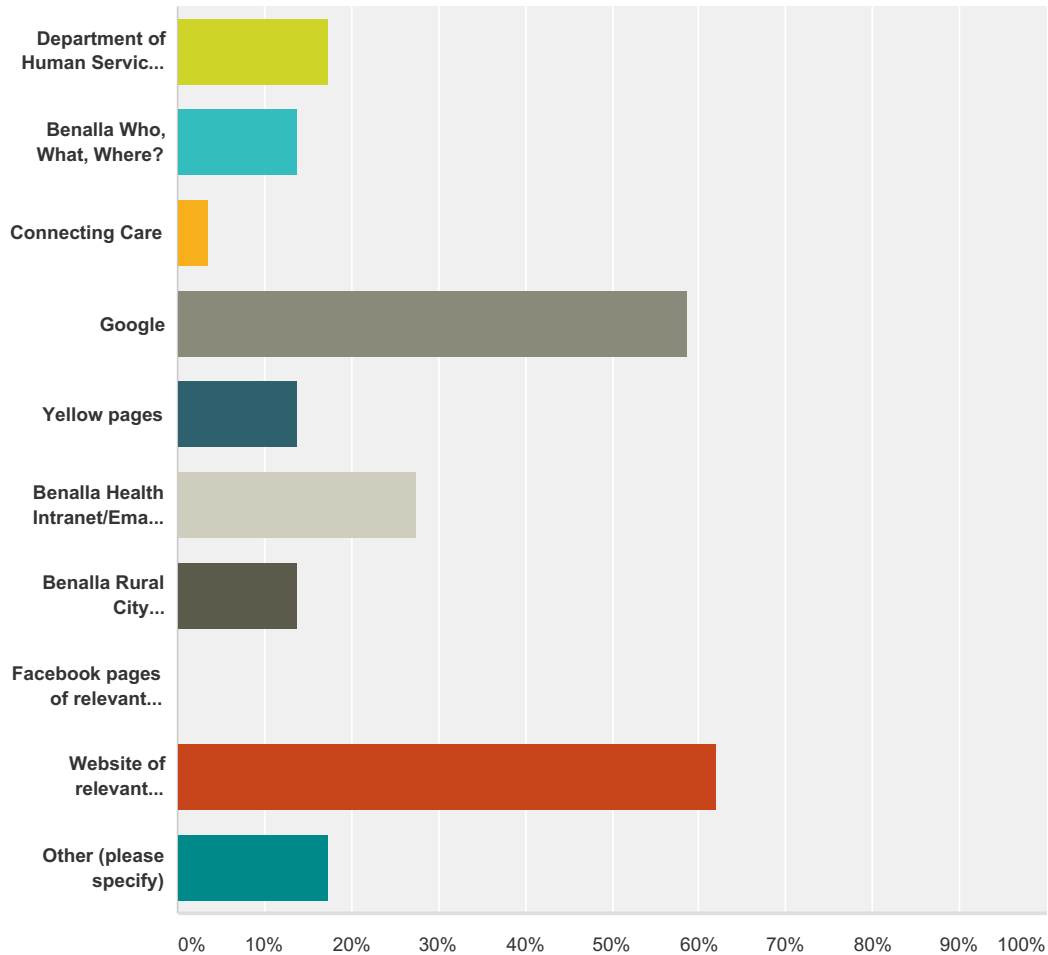
Answer Choices	Responses
Client information and contact details (including DOB, Next of Kin, Address, Phone number/s)	86.21% 25
Client's nominated GP details	86.21% 25
Client's case manager details (where applicable)	86.21% 25
Reason for referral (why you are asking the service to see the client)	89.66% 26
Reason client was seeing you	65.52% 19
Home visit risk screen (where applicable)	62.07% 18
Medical history	82.76% 24
Social history	65.52% 19
Not applicable, I don't receive referrals	10.34% 3
Other (please specify)	24.14% 7

Pathways to Safety (Pre)

Total Respondents: 29

Q10 Which systems do you use to locate health service provider details from? For example, if you wanted to refer a client to them or provide the client with contact details, how would you obtain them?

Answered: 29 Skipped: 0



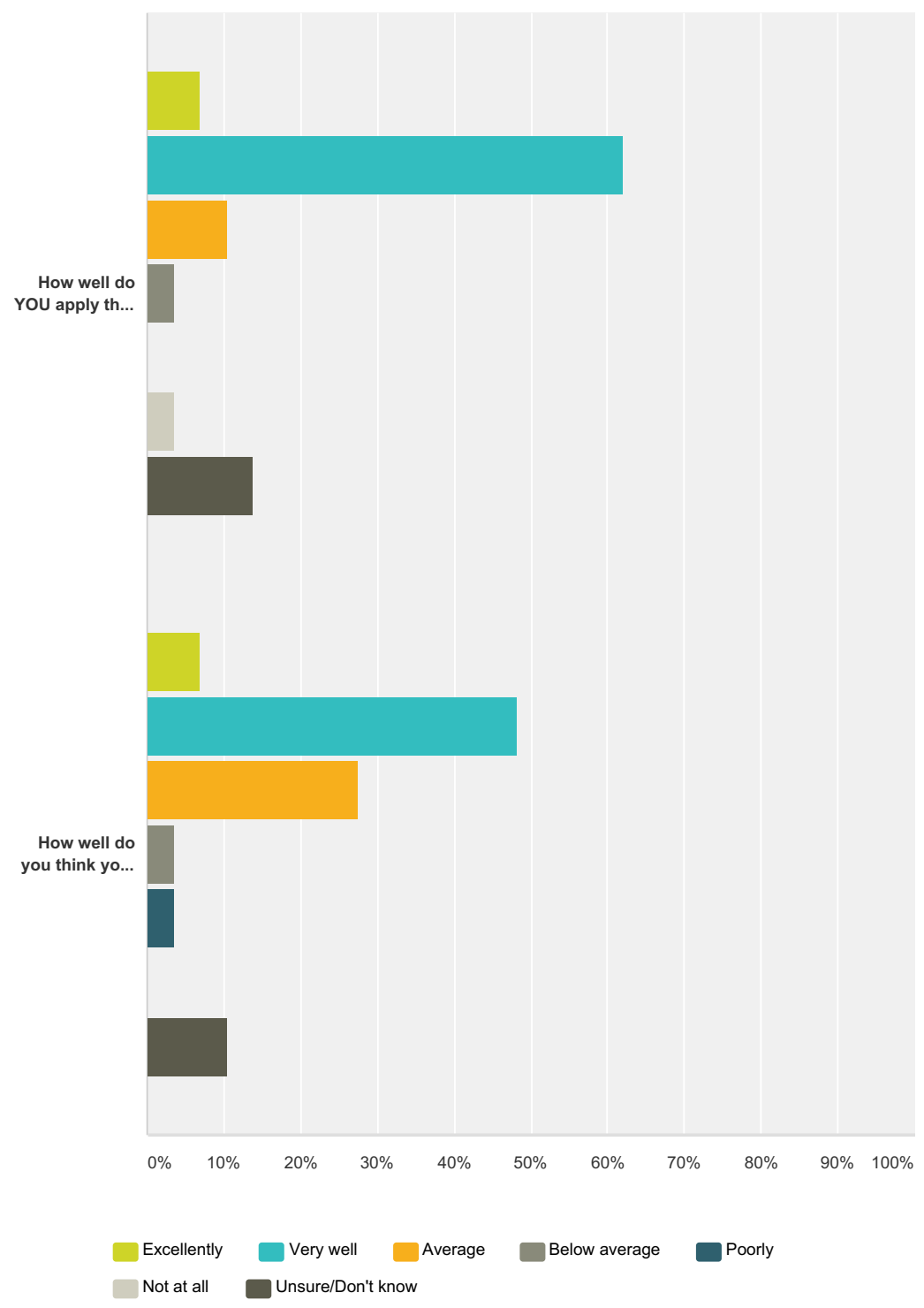
Answer Choices	Responses
Department of Human Services Directory	17.24% 5
Benalla Who, What, Where?	13.79% 4
Connecting Care	3.45% 1
Google	58.62% 17
Yellow pages	13.79% 4
Benalla Health Intranet/Email lists	27.59% 8
Benalla Rural City Intranet/Email lists	13.79% 4
Facebook pages of relevant agency/ies	0.00% 0

Pathways to Safety (Pre)

Website of relevant agency/ies	62.07%	18
Other (please specify)	17.24%	5
Total Respondents: 29		

Q11 With the above in mind, please respond to the following statements

Answered: 29 Skipped: 0



	Excellent	Very well	Average	Below average	Poorly	Not at all	Unsure/Don't know	Total
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Pathways to Safety (Pre)

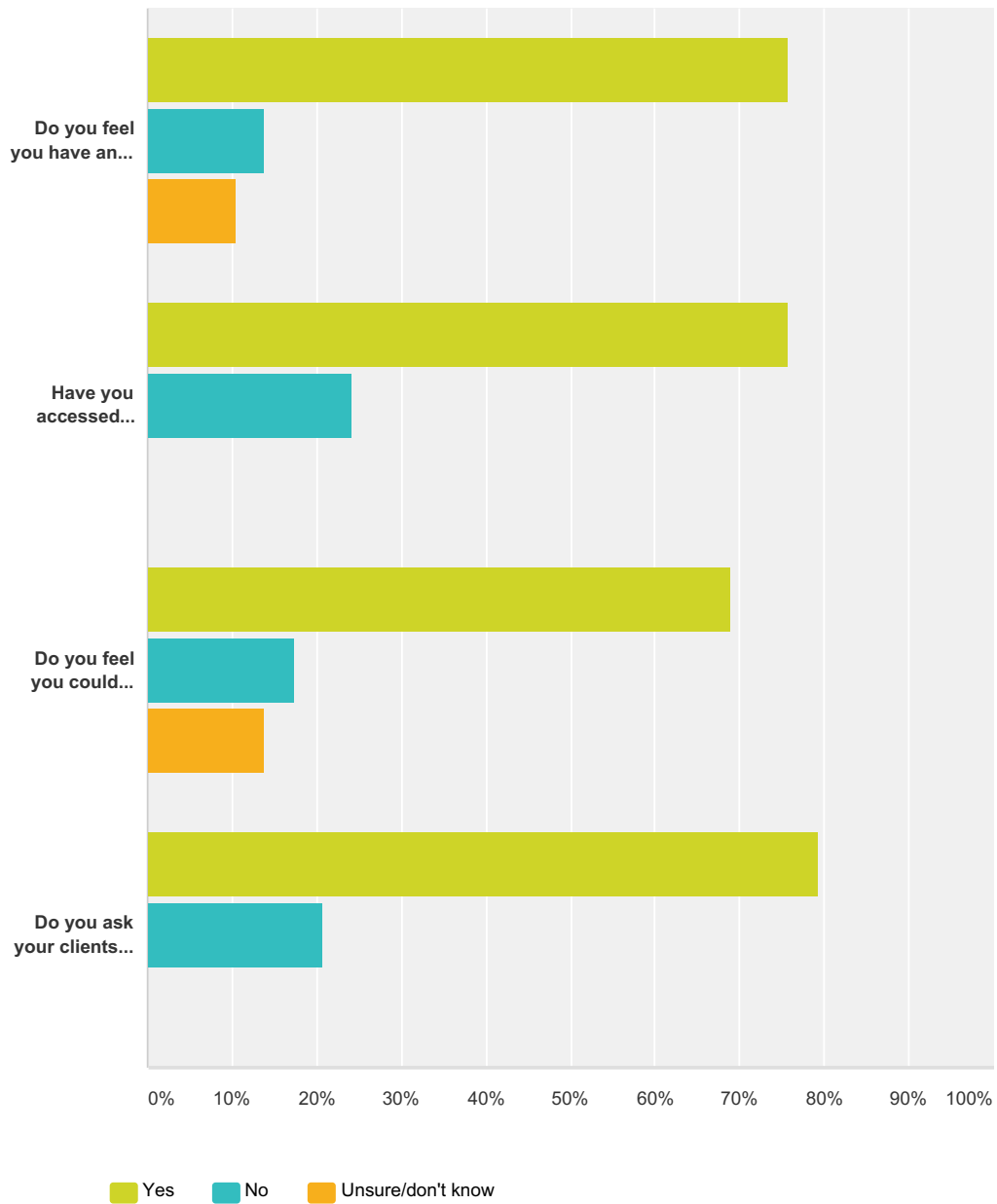
How well do YOU apply the NWD approach to your service delivery?	6.90% 2	62.07% 18	10.34% 3	3.45% 1	0.00% 0	3.45% 1	13.79% 4	29
How well do you think your AGENCY applies the NWD approach to service delivery?	6.90% 2	48.28% 14	27.59% 8	3.45% 1	3.45% 1	0.00% 0	10.34% 3	29

Q12 How do you think your agency could better apply the No Wrong Door concept?

Answered: 29 Skipped: 0

Q13 Please respond to the following statements:

Answered: 29 Skipped: 0



	Yes	No	Unsure/don't know	Total
Do you feel you have an appropriate awareness of culturally diverse needs and the barriers some groups, particularly ASTI, face with regard to accessing health care?	75.86% 22	13.79% 4	10.34% 3	29
Have you accessed training to improve your knowledge about such issues?	75.86% 22	24.14% 7	0.00% 0	29
Do you feel you could benefit from training in such issues?	68.97% 20	17.24% 5	13.79% 4	29

Pathways to Safety (Pre)

Do you ask your clients if they identify as Aboriginal or Torres Strait Islander?	79.31% 23	20.69% 6	0.00% 0	29
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