



Memorandum of Understanding

Pathways to Safety Project

“No Wrong Door”

**BENALLA COMMUNITY CARE
RAY SWEENEY CENTRE
45 Coster St, Benalla, Vic, 3672**

February 2017

Prepared by

Bree Broomfield

Senior Dietitian

Benalla
HEALTH

DEFINITIONS

Customer service:

The act of taking care of consumer needs by providing and delivering professional, helpful, high quality **service** and assistance before, during, and after the **consumer's** requirements are met.

Client/s:

this refers to any service user. Some organisations may refer to those accessing their services as consumers, customers, care recipients, patients, residents, service users. Whilst these terms are not necessarily interchangeable, with regard to this document, the term client will be used in most instances.

No Wrong Door:

this refers to an approach where all staff (regardless of discipline or agency) will help clients navigate the local system to access the care they need, delivering the right care at the right time and in the right place.

Resident:

a person residing within the Benalla Rural City

Service provider:

clinician, administrative and support staff, managerial staff, employees.

Terms such as agency/ies, organisation/s and service/s are used interchangeably within this document.

BACKGROUND

Benalla Community Health Service is committed to client centred care. A “No Wrong Door” (NWD) policy is recommended to achieve this outcome.

NWD has been applied to different services across the country. Mainly it has seen success in the youth and mental health care sector but it is a concept that can be applied across many settings. The NWD approach is about ensuring clinicians and service providers, including those on the front line, such as administrative staff at reception and in intake positions, help the client (whose needs are likely to be many and varied) navigate the local system to access the care they need.

Benalla Community Health proposes that a NWD policy apply to all those working with our team, using shared facilities and/or delivering their service from the Benalla Hospital, Ray Sweeney Centre or AL Berry Day Care building. For the NWD approach to have greatest effect and remain sustainable we anticipate a collaboration between all agencies providing services to residents in our community.

Application of the NWD policy fits well with the Central Hume Primary Care Partnership (CHPCP) partnership Program Logic 2013-2017 which includes, as part of community empowerment, delivering the right care at the right time and in the right place. To help achieve this, our partner agencies are asked to agree to and sign the “No Wrong Door” Memorandum of Understanding (MOU) which will form the basis of our NWD policy.

PURPOSE of the MOU

The *No Wrong Door Memorandum of Understanding* is to provide a common understanding of, commitment to, and enacting of, the NWD principles. It is a formal

agreement between relevant and participating organisations ensuring shared responsibility for application of the NWD policy.

PRINCIPLES

- All individuals accessing a service from within the stated location will receive equitable and appropriate care to best meet their identified need/s.
- All individuals accessing service/s will receive the right care, delivered by the right person, at the right time.
- Those approaching staff within any of the services on the Benalla Health site, will be supported to navigate the system in a culturally appropriate, caring and accepting manner.
- Staff will endeavour to support individuals with any issue they present with, even when it is not their core skill.

NO WRONG DOOR IN PRACTICE

The following forms the practical application of the NWD policy. The following points are key examples, but by no means meant to limit service providers in their delivery of NWD. It is expected that all signatories will:

- *Offer supported or assisted referral/s*
Where by all No Wrong Door organisations take an active responsibility to navigate the service system on behalf of the client through initiating contact to ensure eligibility and capacity of new organisations and by providing follow up with the client to ensure that they were able to make contact with the organisation and access what they needed.
- *Work by the philosophy of No Wrong Door*
Wherever a client presents in need of support across Benalla, they are considered to have entered the service system and they will receive a response that will help them find the support they need for their identified concern. This may be as simple as redirection to the appropriate location or more involved, such as supporting them to complete intake paperwork or attending to phone calls on their behalf.
- *Work towards early identification of vulnerable and at risk people*
This is all about seizing opportunities. Many organisations will already utilise every opportunity to engage with the more vulnerable or disadvantaged and through the implementation of the No Wrong Door framework there will be opportunities for this kind of work to increase.
- *Navigate the service system on behalf of a vulnerable/disadvantaged client*
This may involve making a phone call on their behalf, reading documents with them or locating a service for them. There are resources available to assist with this (see Appendix) and it is expected that where a service provider cannot aid the client directly, that they will, whenever possible, indicate who can and/or assist the client to find the right person to help them.

- *Act as key worker/s*
Where the need exists and other specific funding and key worker/case managers are not available to fulfil this role, some clinicians may have the capacity to act as a key worker, particularly for vulnerable individuals.
- *Refer (out) to other organisations using the correct/agreed tool*
There is a preference for agencies to use Connecting Care secure referral service whenever possible. As an adjunct to using this system it is imperative that all organisations maintain their program and preferred referral details within the website and ensure staff have access to training in the effective and efficient use of the program. <https://www.connectingcare.com>.
- *Facilitate referrals in using the agreed tool*
Where a service is not engaged with the Connecting Care secure referral system it is expected that they will provide details of their preferred referral pathway to the other MOU signatories.
- *Protect client privacy*
Where specific agreements exist, use an agreed client consent form with nominated and relevant agencies listed. All agencies will adhere to privacy and confidentiality laws.
- *Minimise barriers faced by clients accessing care at participating agencies.*
In practice this may mean, but is not limited to, eliminating process duplication, auto filling forms on behalf of the client, minimising costs involved, scheduling joint or shared appointments, conducting 'warm' handover where one clinician introduces client to another, in person.
- *Maintain program contact details and relevancy*
For example, if the service changes in any way, days of service alter, fees change, or a program ceases, it is imperative that the specific organisation notify the lead organisation so that reference tools and information can be kept up to date in a timely manner. Where services are listed on other sites or resources such as, but not limited to *Benalla Who? What? Where?* (<http://www.benallaservices.com.au/>) or the *Department of Health and Humans Services Directory* (<http://humanservicesdirectory.vic.gov.au/Home.aspx>) these listings should also be maintained as current.
- *Undertake to train current and all new staff in the concept of NWD and suitable cultural awareness training.*
This is seen as essential if the NWD concept is to be sustainable and become an integrated part of our workplace culture. Staff need to be made aware of changes to referral pathways, introduced new employees so that they can continue to create effective and efficient working relationships. They should also seek to be informed about culturally appropriate behaviour and be supported to receive suitable training in this regard.
- *Employee familiarity with NWD principles and practices*
Have employees read and become familiar with this document and the practices it aims to encourage.

- *Respect to clients and colleagues*

Signatories will expect, from employees, a reasonable and consistent level of respect for all clients, colleagues and the others around them. Additionally all staff are expected to behave in a culturally sensitive and appropriate manner when dealing with individuals from culturally diverse backgrounds including but not limited to, indigenous Australians.

- *Where applicable and as confidentiality requirements allow, provide a schedule of clients the clinician or employee is expecting to see during their time with Benalla Community Care. This may be names (first or full), client number or simply a timetable of expected arrivals.*

This is to enable reception staff to efficiently direct any clients to the appropriate waiting area without having to question the client about who they're here to see or which service they are accessing. This in turn means a higher level of confidentiality and customer service can be maintained. It is common that a client has forgotten who they are booked to see and/or they prefer not to state the name of the service in a public forum.

GOVERNANCE

Benalla Health, as the lead organisation will be responsible for

- Maintaining the MOU
- Updating and notifying of change to the details of any participating organisations,
- Ensuring accurate program information is available to employees and clients in relevant formats.
- Circulating up to date supporting resources such as referral pathway documents, service frameworks and references.

All other signatories will be responsible for maintaining their contact details and notifying the lead agency of any relevant changes to these or to their programs.

The MOU will be reviewed every 2 years to ensure it remains relevant and continues to enhance client care.

SIGNATORIES

Benalla Rural City

Name:

Position:

Signature:

Date:

Benalla Health

Name:

Position:

Signature:

Date:

Northeast Health Wangaratta (Dental Services)

Name:

Position:

Signature:

Date:

Community Interlink

Name:

Position:

Signature:

Date:

Centre Against Violence (CAV)

Name:

Position:

Signature:

Date:

The Foot Centre

Name:

Position:

Signature:

Date:

Frontline Images Pty. Ltd

Name: Bruce Griffett

Position:

Signature:

Date:

Gateway Health

Name:

Position:

Signature:

Date:

GV Community Legal Service

Name:

Position:

Signature:

Date:

Hume Riverina Community Legal Service

Name:

Position:

Signature:

Date:

Upper Murray Family Care (Financial Counselling & Child FIRST)

Name:

Position:

Signature:

Date:

Chris Kelly (Psychologist)

Name:

Position:

Signature:

Date:

Bendigo Hearing

Name:

Position:

Signature:

Date:

FURTHER INFORMATION

Useful website links

Benalla Health: <http://www.benallahealth.org.au/benalla>

Benalla Who? What? Where? : <http://www.benallaservices.com.au/home>

Connecting Care: <https://www.connectingcare.com/>

Department of Health and Human Services Directory:
<http://humanservicesdirectory.vic.gov.au/Home.aspx>

No Wrong Door resources and complementary documents

No Wrong Door Manual, Benalla Health, 2017

'Do you need help?' Poster for consumers and associated post card

Service and referral framework for services poster