

Referral Guide

Hume Partners in Recovery

The Hume Partners in Recovery program has been extended to ensure service continuity during transition to the National Disability Insurance Scheme (NDIS). From 1 July 2016 the program will commence preparing participants for NDIS transition as well as continue to provide a PIR service. During the transition phase PIR will operate with a maximum client target to ensure a focus on providing service continuity for existing participants and supporting NDIS rollout. Please see our website www.humepir.org.au for more information.

During the transition the aims and objectives of Partners in Recovery remain **to better support people with severe and persistent mental illness with complex needs, and their carers and families, by getting services and supports to work in a more collaborative, coordinated, and integrated way.**

The PIR program is a highly targeted initiative coordinating services and supports around participant identified needs and goals to achieve personal recovery. Support Facilitators are the main PIR workforce. They work to find sustainable solutions for PIR participants. Support Facilitators build the PIR participant's 'recovery team' - the services and supports that work together to help achieve the participant's priorities – and support its effectiveness and independence from PIR. Support Facilitators will also support participants to understand and test their eligibility for the NDIS.

Making a referral

1. Contact our **Intake Coordinator on 02 6041 0000** to discuss eligibility prior to making a referral.
2. **Individuals and/or carers** can refer via the telephone or in writing.
3. **Service providers** should complete the [PIR Referral Form](#). This form can be provided by Intake or accessed via our website on the link below.
4. **Doctors** can write a referral letter addressing the eligibility criteria listed below, for example, the person's current mental health concerns, other health/social issues factors and engagement issues.
5. **Police** can refer via telephone when consent has been given, as with all referrals.
6. All written referrals should be **faxed to 02 6041 0070**
7. **More information** on referral to Hume PIR can be found at <http://humepir.org.au/make-a-referral/>

Eligibility Criteria

The proposed referral **must address all 5 of the following criteria** with as much detail and/or evidence as possible. (Participants registered to the PIR program will be assessed as meeting all five criteria.)

- 1) The person has a diagnosed mental illness that is severe in degree and persistent in duration. **Please provide details about the diagnosis including who made it and when.** If you cannot provide these details please provide objective evidence about the problems and/or difficulties experienced by the person.

- a. Evidence of severity can include:
 - i. A reported diagnosis of psychotic illness; or
 - ii. A reported diagnosis of another mental illness with associated impairment across a range of functioning domains; or
 - iii. The person has experienced multiple hospitalisations for treatment of mental illness over the past 3 years; or
 - iv. The person is a recipient of the Disability Support Pension where mental illness is the principal condition.
 - b. Evidence of persistent mental illness can include:
 - i. the person is a recipient of the Disability Support Pension where mental illness is the principal condition; or
 - ii. the person has experienced mental illness over many years, or is likely to do so; or
 - iii. the person has recently experienced the onset of a mental illness that is expected to be of a prolonged nature (lasting years, not months).
- 2) The person has complex needs that require services from multiple agencies. **Please identify and describe the nature of the person's complex needs, including current services and supports.**
 - 3) The person requires substantial support and assistance to engage with the various services to meet their needs.
 - 4) There are no existing coordination arrangements in place to assist the person in accessing the necessary services, or where they are in place, those arrangements have failed, have contributed to the problems experienced by the client, and are likely to be addressed by acceptance into PIR.
 - 5) The person or their legal guardian has indicated their willingness to participate in PIR.

Initial Eligibility Assessment

Once a completed referral is received the **Intake Coordinator** will determine if the person appears to meet the eligibility criteria. This involves reviewing documentation and talking with the referrer and the person referred. People who appear to be eligible will be allocated to a Support Facilitator in their area who will complete an Initial Needs Assessment (INA) to confirm eligibility and commence the planning process.

Initial Needs Assessment

The INA is conducted by the **Support Facilitator** and involves having a more detailed conversation with the person about their needs and priorities. A Camberwell Assessment of Need (CANSAS) is also conducted. The Support Facilitators (with consent) will also talk to other current services and supports to assist in confirming the person's eligibility and beginning mapping who is involved to assist in service coordination if the person is deemed eligible and wishes to proceed

Registration as a PIR Participant

Once eligibility is confirmed the person can be registered as a PIR participant and will work with the Support Facilitator to develop a PIR Action Plan. The Support Facilitator will engage the person's existing services and supports, as well as new supports where required, in developing and implementing the Action Plan.

Re-referral to PIR

Where a participant has exited from PIR re-referral must now occur via the PIR Intake Coordinator. There may be a wait list for accessing the service if the maximum client number has been reached.