

Referral for Targeted Care Package

CRIS for Child Protection


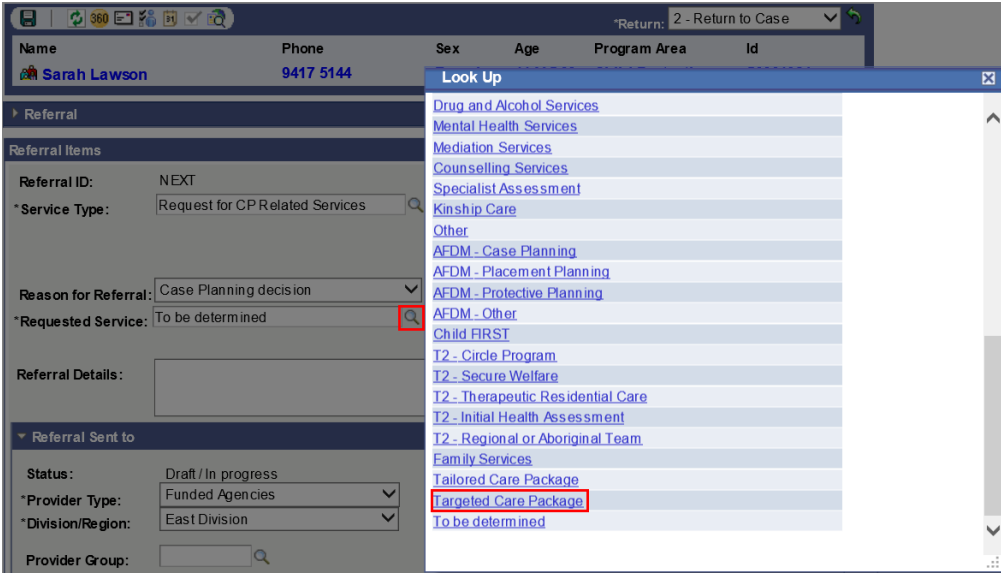
Purpose

To provide child protection practitioners and placement coordination staff with a guide to referring Targeted Care Packages (TCP) to either a community service organisations or internal to DHHS within CRIS following the **approval and allocation** of a TCP.


Please refer to the **Targeted Care Packages Guidelines** for further information and procedures.

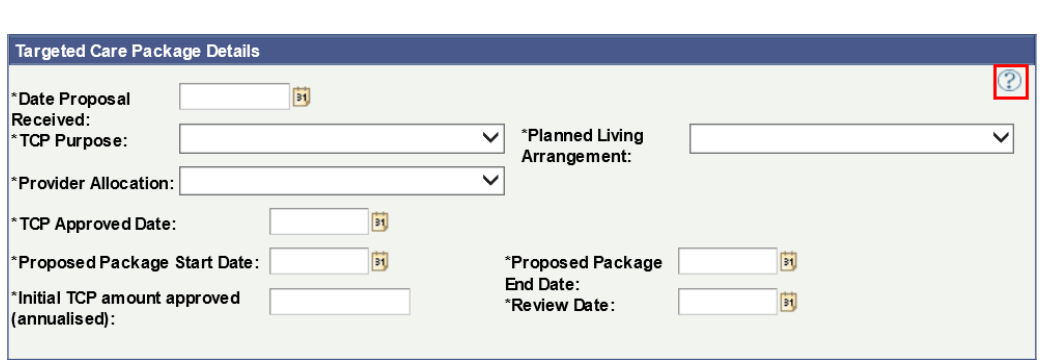
Tips and functionality

Referral to a Community Service Organisation


<p>Within the Referral Component select</p> <p>Referral for Service</p>	 <p>Relationships Referral Placement Client Expenditure Case Allocation</p> <table border="1"><thead><tr><th>Name</th><th>Phone</th><th>Sex</th><th>Age</th><th>P</th></tr></thead><tbody><tr><td> Sarah Lawson</td><td>9417 5144</td><td>Female</td><td>11 Y 5 M</td><td>C</td></tr></tbody></table> <p>There are currently no referrals for this case.</p> <p>Referral for Placement Referral for Service</p>	Name	Phone	Sex	Age	P	Sarah Lawson	9417 5144	Female	11 Y 5 M	C
Name	Phone	Sex	Age	P							
Sarah Lawson	9417 5144	Female	11 Y 5 M	C							
<p>Via the magnify glasses select:</p> <p>Service Type: Request for CP related services.</p> <p>Reason for referral: Case planning decision</p> <p>Requested Service: Targeted Care Package.</p>	 <p>Name Sarah Lawson Phone 9417 5144 Sex Age Program Area Id</p> <p>Referral</p> <p>Referral Items</p> <p>Referral ID: NEXT</p> <p>*Service Type: Request for CP Related Services</p> <p>Reason for Referral: Case Planning decision</p> <p>*Requested Service: To be determined</p> <p>Referral Details:</p> <p>Referral Sent to</p> <p>Status: Draft / In progress</p> <p>*Provider Type: Funded Agencies</p> <p>*Division/Region: East Division</p> <p>Provider Group:</p> <p>Look Up</p> <ul style="list-style-type: none">Drug and Alcohol ServicesMental Health ServicesMediation ServicesCounselling ServicesSpecialist AssessmentKinship CareOtherAFDM - Case PlanningAFDM - Placement PlanningAFDM - Protective PlanningAFDM - OtherChild FIRSTT2 - Circle ProgramT2 - Secure WelfareT2 - Therapeutic Residential CareT2 - Initial Health AssessmentT2 - Regional or Aboriginal TeamFamily ServicesTailored Care PackageTargeted Care PackageTo be determined										

Additional fields will populate when Targeted Care Package is selected as the requested service.

Click on  for details of the information to be entered within each field.





Targeted Care Package Details

*Date Proposal Received: 

*TCP Purpose:


*Provider Allocation:


*TCP Approved Date: 

*Proposed Package Start Date: 

*Initial TCP amount approved (annualised):

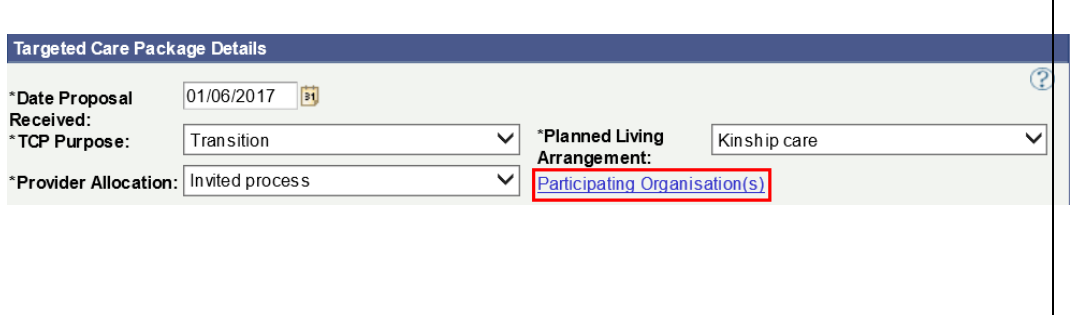
*Planned Living Arrangement:

*Proposed Package End Date: 


*Review Date: 

Upon selecting invited process as the provider allocation a hyperlink will appear.

List the organisations that submitted a proposal by selecting the [hyperlink](#).



Targeted Care Package Details

*Date Proposal Received: 01/06/2017 


*TCP Purpose: Transition


*Provider Allocation: Invited process

*Planned Living Arrangement: Kinship care


[Participating Organisation\(s\)](#)

List all of the unsuccessful agencies here, the date their proposal was received, one Outcome which is the most relevant, and any additional comments relating to the proposal.


Click on  for details of the information to be entered within each field.

Additional rows can be added by selecting 


Click OK.

List the organisations that participated in the proposal process and submitted a proposal 

Organisation(s) that submitted a proposal

Organisation	Agency not found in lookup	Date proposal received	Outcome	Comment
1	<input type="checkbox"/>	<input type="text"/> 	<input type="text"/>	<input type="text"/>

OK Cancel

Once you have entered all Targeted Care Package details click  Save.

The option to save to a selected group will be presented if the client is in a group. To group save the referral details must be identical except:

- Initial TCP amount approved

Client Group Summary

Group Name	Group Type	Group Status
<input checked="" type="radio"/> Lawson 2	Family	Active

Cancel Save to Individual Save to Selected Group

- Proposed package end date
- Review date

Once group saved the **View/Update Group Details**

button will appear which allows for select information to be updated for individuals within the group.

Referral Items

Referral ID: 516
 *Service Type: Request for CP Related Services
 Referred Date: 14/06/2017
 Status: Draft / In progress
 Referral Source: Jessie Hines
 Status Date: 14/06/2017

Reason for Referral: Case Planning decision
 *Requested Service: Targeted Care Package

Targeted Care Package Details

*Date Proposal Received: 05/06/2017
 *TCP Purpose: Prevention
 *Planned Living Arrangement: At home
 *Provider Allocation: Invited process
 *TCP Approved Date: 06/06/2017
 *Proposed Package Start Date: 08/06/2017
 *Initial TCP amount approved (annualised): \$1.00
 *Proposed Package End Date: 07/06/2018
 *Review Date: 06/12/2017

View/Update Group Details

Fields can be updated for each client within the group.

Once completed for each client click **OK** and save the referral page.

Clients


Ben Lawson
 Jessie Lawson

Client: Ben Lawson

*TCP Approved Date: 09/06/2017
 *Proposed Package Start Date: 12/06/2017
 *Initial TCP amount approved (annualised): \$1.00
 *Proposed Package End Date: 08/06/2018
 *Review Date: 07/12/2017

Once group members are updated, click 'OK' and 'Save' the Referral page

OK Cancel


Select the successful provider within the referral sent to box by selecting .

Referral Sent to

Status: Draft / In progress

*Provider Type: Funded Agencies

*Division/Region: South Division

Provider Group: 

Select [Submit Referral](#) once the referral is ready to be submitted to the agency.

Provider Response

Capacity to Accept
 More Information
 Cannot Accept

Provider Comments (Max 254 Chars):

[Submit Referral](#)

Once the referral has been accepted in CRISSP a new [Service Provision](#) component will become visible within the CRIS client file.

Case Phases Notes & Documents Note Summary Case Practice Meeting Court Summary Relationships **Service Provision**

*Return: 1 - 360-Degree View

Name	Phone	Sex	Age	Program Area	Id
Sarah Lawson	9412 5300	Female	11 Y 5 M	Child Protection	50001984

**Filter: Active Service Provisions

Service Provision summary displays all targeted care package services for this client

Service Provision Summary

Case ID	Service Provision ID	Provider Group	Service Type	Service	Start Date	End Date	Service Status
22665	368	S - Berry Street SMR Targeted Care Packages	Request for CP Related Services	Targeted Care Package	14/06/2017		Allocated service commenced

By selecting for the relevant TCP the [Service Provision](#) component allows for information related to the TCP to be **viewed only** including:

- Service provision summary
- Service provision details
- Allocation details
- Living arrangements
- Notes and documents entered within CRISSP by TCP provider.

NB: A Child Protection case may be closed with an active service provision (TCP).

Service Provision Service Allocation Living Arrangement Notes & Documents

*Return: 2 - Return to Case

Name	Phone	Sex	Age	Program Area	Id
Sarah Lawson	9417 5144	Female	11 Y 5 M	Placement & Support for CRISSP	905100211

Warning
Please be aware that this information will be able to be modified by an authorised DHS Worker.

Service Provision

Service Provision ID: 368 Referral ID: 514 Referral Item ID: 1

*Start Date: 14/06/2017 End Date:

[Return to Referral](#)

Targeted Care Package Details

*TCP Approved Date: 07/06/2017

*Proposed Package Start Date: 16/06/2017 *Proposed Package End Date: 15/06/2018

*Initial TCP amount approved (annualised): \$1.00 *Review Date: 15/09/2017

Business Unit: PLACE & SUPPORT

*Service Type: Request for CP Related Services Status: Allocated service commenced

*Service: Targeted Care Package Status Date: 14/06/2017

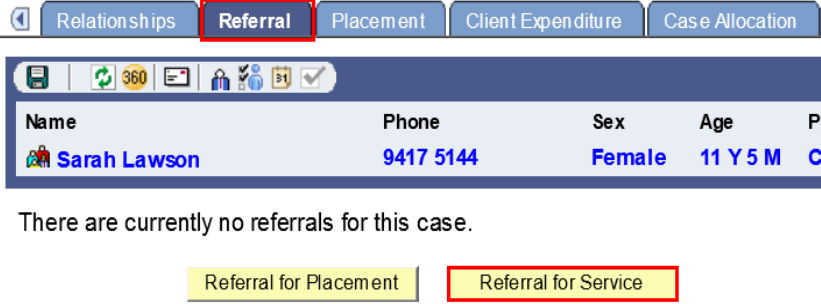
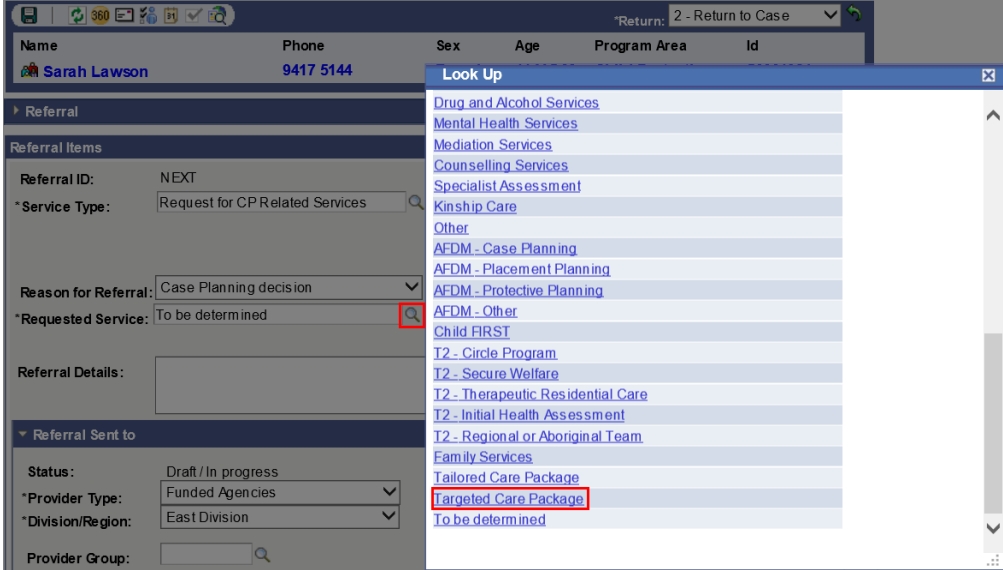

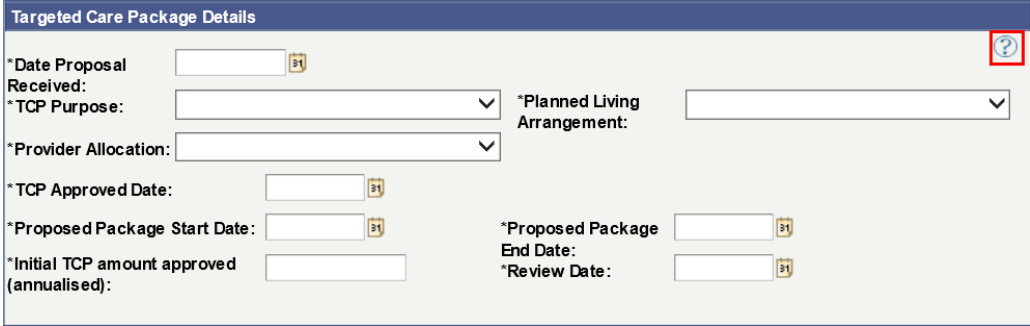
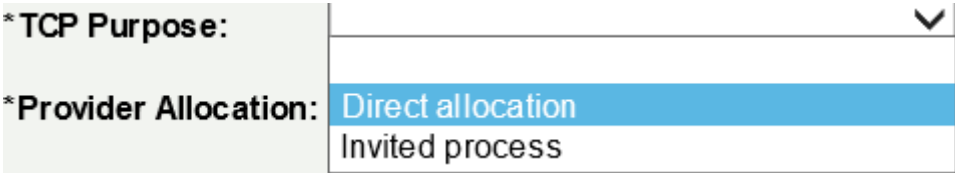
Priority:

Service Details:

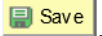
Provider Group Type: Internal

Funding Source: Child Protection

Internal referral to DHHS and creation of service provision

<p>Within the Referral Component select</p> <p>Referral for Service</p>	
<p>Via the magnify glasses select:</p> <p>Service Type: Request for CP related services.</p> <p>Reason for referral: Case planning decision</p> <p>Requested Service: Targeted Care Package.</p>	
<p>Additional fields will populate when Targeted Care Package is selected as the requested service.</p> <p>Click on  for details of the information to be entered within each field.</p>	
<p>Select direct allocation in the provider allocation field.</p>	

Once you have entered all Targeted Care Package details click



The option to save to a selected group will be presented if the client is in a group. To group save the referral details must be identical except:

- Initial TCP amount approved
- Proposed package end date
- Review date

Client Group Summary

Group Name	Group Type	Group Status
<input checked="" type="radio"/> Lawson 2	Family	Active

Once group saved the **View/Update Group Details**

button will appear which allows for select information to be updated for individuals within the group.

Referral Items

Referral ID: 516
 *Service Type: Request for CP Related Services
 Reason for Referral: Case Planning decision
 *Requested Service: Targeted Care Package

Referred Date: 14/06/2017
 Status: Draft / In progress
 Referral Source: Jessie Hines
 Status Date: 14/06/2017

Targeted Care Package Details

*Date Proposal Received: 05/06/2017
 *TCP Purpose: Prevention
 *Provider Allocation: Invited process
 *TCP Approved Date: 06/06/2017
 *Proposed Package Start Date: 08/06/2017
 *Initial TCP amount approved (annualised): \$1.00

*Planned Living Arrangement: At home
 Participating Organisation(s)
 *Proposed Package End Date: 07/06/2018
 *Review Date: 06/12/2017

Fields can be updated for each client within the group.

Once completed for each client click **OK** and save the referral page.

Clients

Ben Lawson
 Jessie Lawson

Client: Ben Lawson

*TCP Approved Date: 09/06/2017
 *Proposed Package Start Date: 12/06/2017
 *Initial TCP amount approved (annualised): \$1.00

*Proposed Package End Date: 08/06/2018
 *Review Date: 07/12/2017

Once group members are updated, click 'OK' and 'Save' the Referral page

Once you have entered all Targeted Care Package details select **internal** as the provider type within the referral sent to box.


▼ Referral Sent to

Status: Funded Agencies

*Provider Type: **Internal**

*Division/Region: East Division

Provider Group: []

Once you have entered all Targeted Care Package details select the provider group within the referral sent to box by selecting .


NB: Only provider groups that have been configured by IT Service Centre as TCP providers will be visible. Action is required prior to the referral being able to be submitted.


▼ Referral Sent to

Status: Draft / In progress

*Provider Type: Internal

*Division/Region: East Division



Provider Group: [] 

Practitioners within the provider group will have the capacity to update the provider response and select .

▼ Provider Response

Capacity to Accept More Information Cannot Accept

Provider Comments (Max 254 Chars): []

Once the provider response has been saved as Capacity to Accept the  icon will appear. Select .

▼ Provider Response

Capacity to Accept More Information Cannot Accept

Provider Comments (Max 254 Chars): []

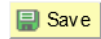
Create Service

Enter the following information:

- Actual start date
- Update status to allocated service commenced

Select 

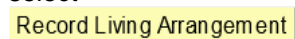
Allocate to required worker within the provider group and click



If the client is residing at home or in independent living you are required to record their living arrangements.


If the client resides in any other placement type it will display here as placement summary.

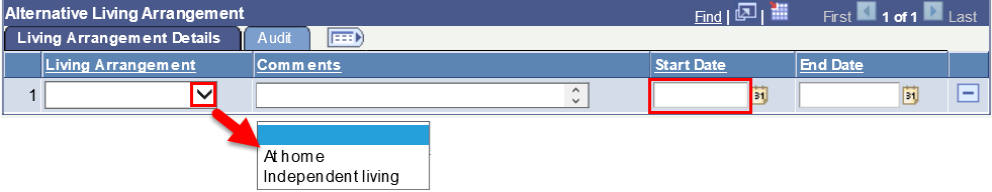
Select the Living Arrangement tab and select





NB: Only one current living arrangement can exist at any time and should not overlap with any other existing

placements.


Record living arrangement and start date and click 



Click on  to edit the top row including adding an end date.

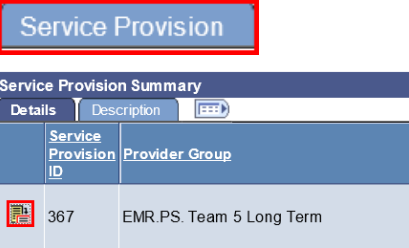



A notes and documents tab will also be available in which notes related to service provision can be viewed and created.

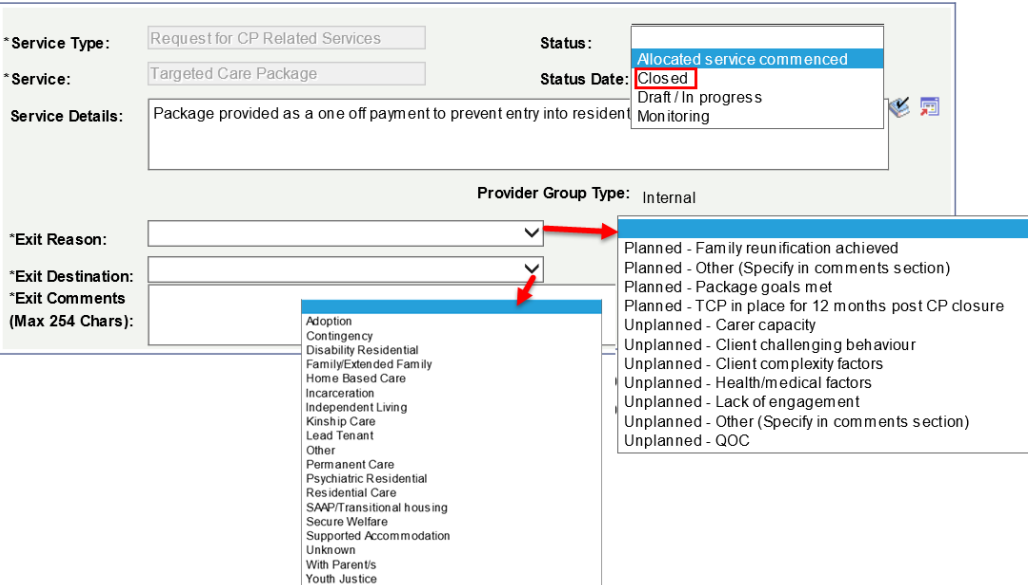


Ending Service Provision (Internally allocated)

Navigate to the service provision component within the client file



Enter details at the bottom of the page and click 



The client information contained in this guide has been produced for educational purposes any information provided about individuals is fictitious. Any resemblance to real persons is purely coincidental.

Visibility of Targeted Care Packages

360 degree view once TCP service provision has commenced

The screenshot shows a software interface titled "Activities" for a user named Ben Lawson. At the top, there is a "Date Filter" dropdown menu set to "8-View All". Below the filter, there are navigation options for "Left" and "Right". The main area displays a hierarchical tree view of activities:

- Overview of - Ben Lawson
 - ALERTS
 - CCL Agencies (0)
 - CRIS Programs (0)
 - CURRENT CP CASE (1)
 - 11-DEC-15 - PI:Hines, Jessie
 - New Allegations (0)
 - Phases (3)
 - IntakeREP - 11-DEC-15:Complete
 - Investigat - 11-DEC-15:Complete
 - Prot Inven - 14-DEC-15:In Progress
 - Open Court Ords (0)
 - Activities
 - Services (1)
 - 12-JUN-17 - Targeted Care Packag**
 - CLOSED CP CASES (0)
 - CURRENT SOS CASE (0)
 - PERSON GROUP (1)
 - LAC DIMENSIONS--
 - Shared CRIS Clients

NB: A Child Protection case may be closed with an active service provision (TCP).

Placement Component once TCP service provision has commenced

Placement summary page

Placement Summary											
Placement ID	Placement Start Date	Placement Type	Placement Status	Agency Name/Provider Group	Placement End Date	Reason Placement Ended	Location at End of Placement	Referral ID	Worker	TCP	
2000491	05/06/2017	Home Based Care - Kinship Care	Court Ordered	EMR.PS. Team 5 Long Term					Jessie Hines	TCP	

Create DHS Placement

Placement Overview

From: 19/06/2017 To:

View Placement Overview

Targeted Care Package Details

This grid displays all Targeted Care Package(s) applicable to this placement

Targeted Care Package					
	Service Provision ID	Provider Type	Lead Agency	TCP Start Date	TCP End Date
1	368	Funded Agency	S - Berry Street SMR Targeted Care Packages	14/06/2017	

Return

By clicking on [TCP](#) in the placement summary table the agency details for any Targeted Care Packages associated will display.

Placement details page

Placement	Post Placement Hours	Audit	Notes & Documents
<div style="text-align: right;">*Return: 2 - Return to case</div>			
Name	Phone	Sex	Age
Sarah Lawson	9417 5144	Female	11 Y 5 M
Program Area	Id		
Child Protection	50001984		
Placement Id: 2000491			
*Placement Start Date:	05/06/2017		
*Review Date:	30/06/2017		
*Placement Type:	Home Based Care - Kinship Care		
*Placement Status:	Court Ordered		
*Provider Group Name:	EMR.PS. Team 5 Long Term		
*Primary Case Worker:	Jessie Hines		
Component of Placement			
*Component of Placement		*Start Date	End Date
Placement - Short Term		05/06/2017	
Targeted Care Package			
	Service Provision ID	Provider Type	Lead Agency
1	368	Funded Agency	S - Berry Street SMR Targeted Care Packages
			TCP Start Date
			14/06/2017
			TCP End Date
Placement Details			
Residency:	Osman	Primary Caregiver	Nesrin Osman
Address:	145 Smith Street, FITZROY, VIC, 3065, AUS,		
Phone:	9412 5300	DHS Contact:	
Indigenous Status On Commencement:	Neither Aboriginal nor TSI origin	DHS Contact Phone:	
Care Allowance Documents			
Generate Form B	Commence and/or Cease Care Allowance		
Generate Form C	Change of Details for Care Allowance		
Closure Information			
Placement End Date:		Reason Placement Ended:	
Location at End of Placement:			

Guide owner	Senior Systems Learning Advisor, Talent Capability & Learning
Authorised by	Client Systems Support
Location of guide	F:\People & Culture\Centre for L&OD\CP Practice\CRIS CP\CP CRIS Guides\2017 CRIS CP Guides\CRIS Components\Referral
Guide created/last reviewed	June 2017
Scheduled for review	June 2018
Version Number	V1

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