



Guidelines – Requests for Service

General

This policy covers Therapy ACT's criteria for acceptance of "Requests for Service".

Background

Therapy ACT regularly provides education and targeted in service programs to a range of agencies and community groups. These services are provided in response to "Requests for Service" which are received via Intake.

Services may also be provided as part of a broader client / group program or health promotion topic.

In response to increased service demands, Therapy ACT has had to develop criteria to assist in determining which requests for service can be accepted, and which do not constitute "core business" and therefore cannot be responded to.

Criteria

- Request relates to eligible client group
- Topic is relevant to Therapy ACT core business
- Therapy ACT is the most appropriate agency to provide the service
- Therapy ACT has suitably qualified and experienced personnel to respond to the request

NOTE: request is subject to organisational requirements / normal business

Examples:

Therapy ACT is usually **able** to respond to requests, such as:

- Development – new mum's groups
- Information about Therapy ACT services
- Induction sessions for Disability Group Home staff (Communication, Mealtime Assistance, Behaviour Management)

Therapy ACT is usually **unable** to respond to requests such as:

- Generic information, where there are other more appropriate avenues to access this information

History

<u>Date</u>	<u>Version</u>	<u>Comments</u>	<u>Officer</u>
8-Mar-2007	Version 1.0	Request for Service	Clinical Services Manager