
Procedures - Requests for Information, Education and Consultancy Services

Background

Therapy ACT provides information, education (including targeted in-service programs) and consultancy services to a range of agencies and community groups. These services are one of the strategies used by Therapy ACT to enhance community understanding and responsiveness to the needs of our client groups.

Procedures

Requests for information, education and consultancy services can be made to Intake or any staff member by an external agency.

The staff member completes the "[Request for Service](#)" form or sends this to the agency for completion.

Completed forms are returned to the staff member to whom the request was made or to Intake.

Where the form is returned to a staff member, a copy of the form is sent to Intake to be entered on the data base.

The staff member or Intake forwards the form to the most appropriate Senior Professional or Team/Clinical Leader, who will make the decision whether to accept the request or not.

The decision is to be made in accordance with the following 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
- Request can be reasonably met within organisational resources.

On occasion it may be appropriate for Therapy ACT to charge for these services. See Cost Recovery Policy.

The Senior Professional, Team/Clinical Leader informs the person making the request of their decision as to whether or not Therapy ACT will provide this service.

The Senior Professional, Team/Clinical Leader makes arrangements for the service to be provided. If the request is for after hours consideration should be given to overtime payment for staff providing the service. Overtime must be approved prior to the date of the presentation.

Presentations should generally include an evaluation process to enable Therapy ACT to improve its services in response to these requests. A summary of feedback received should be filed with the presentation notes.

Review

These procedures will be reviewed in 2 years

History

Date	Version	Comments	Officer
8-Mar-2007	Version 1.0	Request for Service	Clinical Services Manager
14 Sept 2010	Version 2	Revised Procedures	Policy Committee