

[insert organisation name/logo]

Service Entry Information

[insert organisation name] provides support to [insert broad target population].

Each [insert organisation name] program has different entry guidelines.

If you want to ask questions about any of our programs, contact *[insert phone number or other contact point]*.

Have a look at the entry criteria to see if we are able to provide the support you need.

Approaching us for program entry

If you want to access any of our programs, we can start the entry process, with your consent. You can use the **[program entry form]**.

Finding out if we are able to provide the support you need

We will read the **[program entry form]**, and may need to ask you further questions, to find out if we are able to provide the support you need. Personal information about you is kept private and confidential unless we are required by law to disclose it.

If the program entry criteria are met and we:

- 1) *have enough resources to support you*, we will offer you entry to the program.
- 2) *have to choose between you and another person who has also approached us for support*, we will use “prioritisation criteria” to find out who most needs our support.
- 3) *do not have enough resources to support you*, we will offer:
 - i) **[if waiting list exists]** waiting list placement
 - ii) help with referral to another service

If the program entry criteria are not met, we will:

- i) not offer you entry to the program
- ii) help with referral to another service

Letting you know if we are able to provide the support you need

We will let you know, in writing, if we are able to provide you with the support you need in writing within [xx] business days of receiving your **[program entry form]**. If we are not able to provide you with the support you need, we will include the reasons for this in our answer to you.

Program Information

[Insert program 1] [eg Accommodation support, outreach]

- *Type of support provided*
 - **[insert description]**
- *Entry criteria*
 - **[insert criteria]**
- *Prioritisation criteria*
 - **[insert criteria]**
- *Funded by*
 - **[insert funding source]**
- *Entry point*
 - **[insert phone number or other contact point]**

[Insert program 2] [eg Employment, education]

- *Type of support provided*
 - **[insert description]**
- *Entry criteria*
 - **[insert criteria]**
- *Prioritisation criteria*
 - **[insert criteria]**
- *Funded by*
 - **[insert funding source]**
- *Entry point*
 - **[insert phone number or other contact point]**

[Insert program 3] [eg Leisure, recreation]

- *Type of support provided*
 - **[insert description]**
- *Entry criteria*
 - **[insert criteria]**
- *Prioritisation criteria*

- ***[insert criteria]***
- *Funded by*
 - ***[insert funding source]***
- *Entry point*
 - ***[insert phone number or other contact point]***

[Insert program 4] *[eg Family and carer support]*

- *Type of support provided*
 - ***[insert description]***
- *Entry criteria*
 - ***[insert criteria]***
- *Prioritisation criteria*
 - ***[insert criteria]***
- *Funded by*
 - ***[insert funding source]***
- *Entry point*
 - ***[insert phone number or other contact point]***

[Insert program 5] *[eg Self-help and peer support]*

- *Type of support provided*
 - ***[insert description]***
- *Entry criteria*
 - ***[insert criteria]***
- *Prioritisation criteria*
 - ***[insert criteria]***
- *Funded by*
 - ***[insert funding source]***
- *Entry point*
 - ***[insert phone number or other contact point]***

[Insert program 6] [eg Helpline and counselling services]

- *Type of support provided*
 - **[insert description]**
- *Entry criteria*
 - **[insert criteria]**
- *Prioritisation criteria*
 - **[insert criteria]**
- *Funded by*
 - **[insert funding source]**
- *Entry point*
 - **[insert phone number or other contact point]**

[Insert program 7] [eg Promotion, information and advocacy]

- *Type of support provided*
 - **[insert description]**
- *Entry criteria*
 - **[insert criteria]**
- *Prioritisation criteria*
 - **[insert criteria]**
- *Funded by*
 - **[insert funding source]**
- *Entry point*
 - **[insert phone number or other contact point]**