



## Intake Process

Escapades Group is a small service and can only provide support to a limited number of participants. Because of this we require to be mindful of our intake process - particularly if an influx of referrals surpasses the programs capacity.

### Step 1

Escapades Group can be contacted by:

**Phone:** [0451 136 786](tel:0451136786)

**E-mail:** [admin@escapadesgroup.com.au](mailto:admin@escapadesgroup.com.au)

Anybody can call Escapades Group to find out information about our programs including participants, their families, and other service providers.

### Step 2

The person taking the referral has a brief discussion on the phone establishing a participant's eligibility, and whether their needs could be supported by Escapades Group.

### Eligibility criteria includes:

Be considered to have a disability under the Disability Act 2006  
Be aged between 6-25 years of age  
Live within the Adelaide region.

- Telephone Intake Form

### Step 3

Escapades staff will visit the family at a place of their choosing – either their home, our facility, at a café, etc. to give a more detailed overview of our services. This visit is to gain a more detailed understanding of the participant, their support needs, their goals, and the appropriateness of Escapades Group supports. This is also an opportunity for us to meet the participant and begin to gain a positive rapport with them. We will complete the following: -

- Participant intake and consent form



## Step 4

After gaining a detailed understanding of the support the participant requires, Escapades determine whether we have the capacity to provide support. Escapades have a commitment to provide a quality service, rather than over-commit beyond capacity.

## Step 5

If Escapades are unable to provide service at the current time, we speak to the participant and their family and complete the 'Service Request' form. This form is aimed to capture the support families are requesting, and what would be preferred when it becomes available. Families are e-mailed an update monthly for when they can expect to receive service.

- Service Request Form

## Step 6

If we can provide support at the current time then our staff will complete a service agreement, service plan and service quote for the participant/ guardian to sign. Then goals are developed with the participant, their family, and any other individual a participant wishes to be involved.

- Service agreement
- Service Plan
- Service Quote
- Support Goals

## Step 7

Escapades staff will allocate the new participant to the appropriate group depending on their age, abilities and interests. Support will then commence if there are no other actions to be taken. We are happy to offer a no obligation visit with the allocated group beforehand or several transitional visits if needed by the participant.

## Service Requests

Service Request forms are considered monthly to determine whether Escapades Group has the capacity to provide support to a greater number of participants. We send families an email/letter each month to inform them of this process - if we have managed to gain some availability to provide them support. Priority of access is solely based on the

whether the participant is requesting support at a time where there is any service availability.

Escapades will assist a participant and their family to access a similar service if we have no service availability.