



# Ongoing Needs Identification in Queensland

## PART 2

# Ongoing Needs Identification (ONI) in Queensland

## PART 2

*Initial contact*

*Assessment*

*Referral*

*Feedback*

*Review*

# *Part 2*

---

Statewide guidelines for implementing consumer screening using the Ongoing Needs Identification tool

# Contents

---

1	Introduction .....	2
2	Initial contact process .....	3
3	Ongoing Needs Identification process .....	6
4	Referral process.....	10
5	Assessment process.....	14
6	Feedback process.....	17
7	ONI review process.....	22
8	ONI and the Human Services Quality Framework .....	27

# 1 Introduction

---

In Queensland, the Ongoing Needs Identification (ONI) tool is the preferred tool for the initial assessment and referral of eligible clients.

This section contains guidelines to assist service providers engaged in assessment and/or referral services to implement the ONI tool. It outlines the processes service providers can incorporate into their operational policies and includes guidelines about how the optional ONI profiles may be implemented within services.

There are six (6) parts to the guidelines:

1. Initial contact process (service user enquiries, information and referral)
2. Ongoing Needs Identification process (identification of service user needs)
3. Referral process (referral for services based on ONI action plan)
4. Assessment process (service specific, specialist and comprehensive)
5. Feedback process (referral outcomes)
6. ONI review process (review of service user needs).

## Summary of key practices

There are four key practices that are integral to initial contact, initial needs identification, referral, assessment, and feedback. These are:

### **1. Client information exchanges are in writing (where possible) for:**

- referral to receiving service providers
- feedback to referral service and/or other relevant service providers.

### **2. Urgent exchanges of information are phoned through to the designated service:**

- urgent information – talk directly to the service concerned
- send written information to the service at the earliest opportunity.

### **3. Informed consent is sought from the service user for all information exchanges:**

- record that consent has been given by the service user
- obtain a signature where practicable.

### **4. Quality indicators are followed for all information exchanges:**

- information is exchanged in a timely manner
- information is tailored to the receiving service requirements
- information is succinct
- information is legible and understandable
- information is documented using a non-erasable pen.

All information exchanges should be provided on ONI tool templates as appropriate:

- use and update the ONI tool templates (mandatory and additional profiles as required) with each information exchange.

## 2 Initial contact process

<b>Process area: Initial contact process</b>	
Definition	Initial contact is the process that occurs when a service user first makes contact with the service system. The initial contact process requires service providers to have systems and practices in place to direct potential service users to the right information and the right service as quickly as possible. (It is not a referral service)
Requirements	Service providers are to ensure that service users: <ul style="list-style-type: none"> <li>• can make initial contact with the service system at any service provider site. All service providers are to provide initial contact</li> <li>• have access to initial contact options, including personal contact or written referral contact</li> <li>• are provided with the correct information to ensure that they are directed to the right service in a timely and appropriate manner.</li> </ul>
<b>Procedure</b>	<b>Process for initial contact</b>
Access to initial contact	Initial contact can be offered by a range of workers including: <ul style="list-style-type: none"> <li>• staff assigned to initial contact duties, and/or</li> <li>• staff conducting assessments using the ONI.</li> </ul>
Directing or redirecting	The service worker directs service users to the appropriate service. The service user may need to be directed to another service provider as not all service providers are funded for all service types.  Baseline information includes: <ul style="list-style-type: none"> <li>• service/program name</li> <li>• service provider address and phone number</li> <li>• who (name and title) to contact at the service/program.</li> </ul>
Facilitating access to Ongoing Needs Identification (ONI) assessment	Service workers are to ensure that service users have access to an assessment through providing support/assistance as required. The ONI can be undertaken by: <ul style="list-style-type: none"> <li>• the initial service provider contacted (first service provider)</li> <li>• the service provider that is most appropriate (first or second service provider)</li> <li>• a regional assessment service.</li> </ul>
Provision of service information	Service workers source and provide requested health and/or service information. Service providers are to ensure that their information is user-friendly, accurate, contains clear eligibility criteria, and is current.
Sharing service user information collection and exchange	Service providers are to ensure that service user information is collected, stored, exchanged and shared in accordance with the government <i>Privacy Act 1988</i>  Internal policies and procedures should be in place regarding the collection and/or disclosure of service user information.

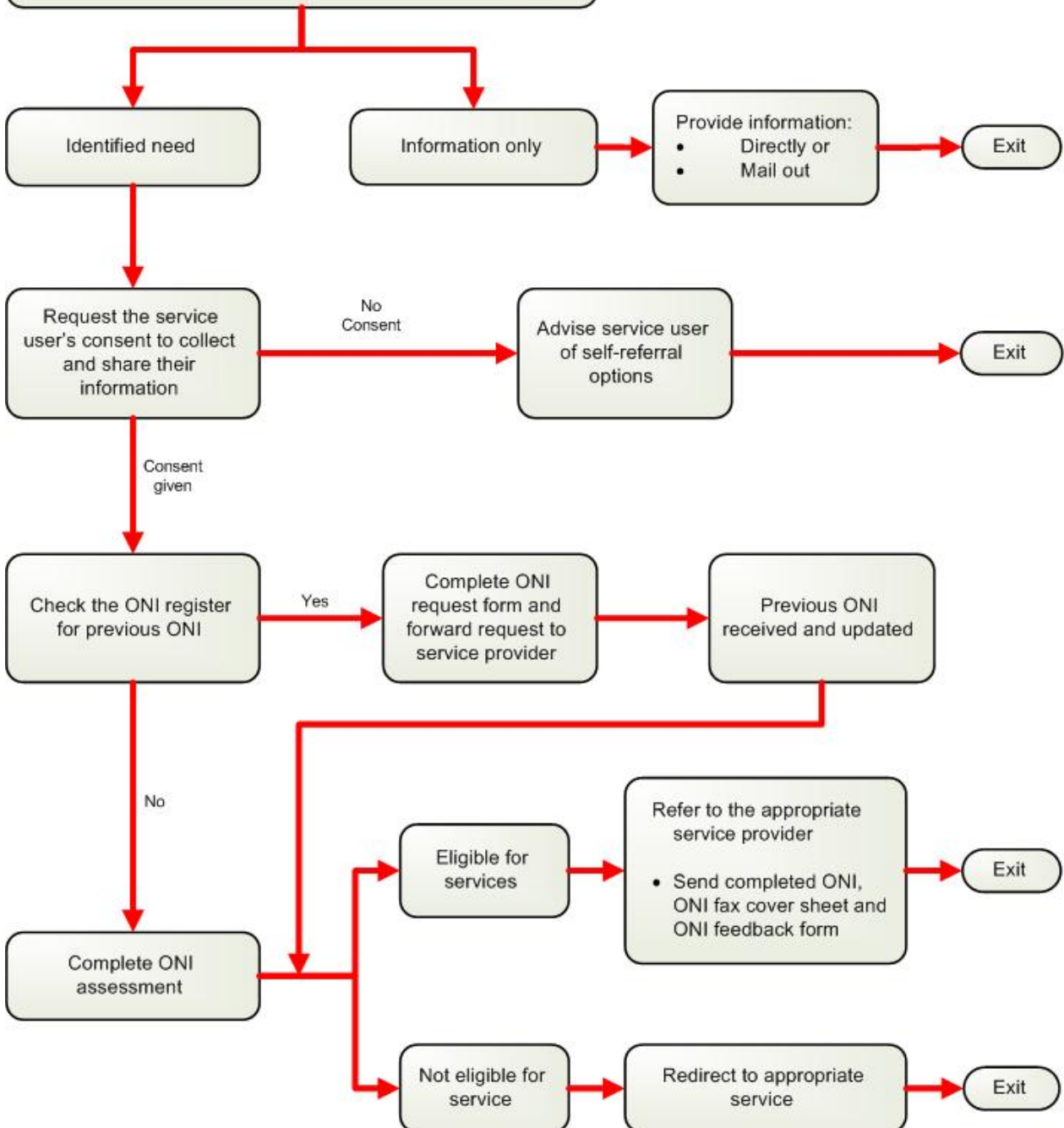
	<p>For example:</p> <ul style="list-style-type: none"> <li>• service users should be advised of the service provider's processes for collection, storage and exchange of service user information with other service providers</li> <li>• service user consent is required at all times prior to exchanging the service user's information with other service providers</li> <li>• secure storage should be provided for all written and electronic service user information in accordance with the government <i>Privacy Act 1988</i>.</li> </ul>
<b>Resources</b>	<b>Resources that support the initial contact process</b>
Tools and resources	ONI tool templates, service and program guidelines and other relevant service information.
Roles	<p>The service worker needs to facilitate access for service users through the system by:</p> <ul style="list-style-type: none"> <li>• collecting and recording basic service user registration details, for example, on Minimum Data Set (MDS) and other internal systems</li> <li>• assisting service users by providing health and/or service information.</li> </ul> <p>Service providers are responsible for ensuring that appropriate systems and training are in place for initial contact to occur at any service provider site.</p>
Skills and knowledge	<p>Service providers are to ensure that assessors have knowledge of, training in and are competent in:</p> <ul style="list-style-type: none"> <li>• customer service/telephone communication skills</li> <li>• ONI assessment process</li> <li>• state-wide and organisational protocols/procedures</li> <li>• Privacy legislation/policies related to initial contact processes</li> <li>• customer service engagement, handling enquiries, and directing or re-directing service users to services</li> <li>• the service system, protocols, and service providers-specific procedures.</li> </ul>

## Initial contact pathways

A service user makes an initial contact enquiry in person or over the phone

Assessor determines if the caller:

- needs an interpreter
- has identified needs
- requires information
- has/is receiving community care services





### 3 Ongoing Needs Identification process

<b>Process area: Ongoing Needs Identification (ONI)</b>	
<b>Definition</b>	<p>Ongoing Needs Identification (ONI) is a broad general assessment to identify the need/s of a service user; at a minimum, it will determine the service user's eligibility, functional ability, and presenting issues. Other information related to living arrangements, carer status/issues and/or health and psychosocial issues can be determined using the relevant ONI profiles (additional to the basic ONI tool).</p> <p>The information gathered in the ONI can also determine a service user's priority for a service based on the levels of need and risk.</p>
<b>Requirements</b>	<p>Service providers are to ensure that service users have:</p> <ul style="list-style-type: none"> <li>• access to a copy of the ONI when they first enter the service system</li> <li>• access to a variety of ONI tool options to determine their needs, depending on the issues identified during assessment</li> <li>• access and/or a referral to a range of services appropriate to their needs</li> <li>• access to a coordinated service system.</li> </ul> <p>Service providers are required to build on the ONI process over time as new information becomes available. They are also expected to reduce duplication of information collection through the sharing of common service user information across their organisation or with other service providers. The information sharing requires written consent by the service user.</p>
<b>Procedure</b>	<b>Process for ONI</b>
<b>Access to ONI</b>	<p>Service providers are to ensure that systems and infrastructures are in place at all service provider sites in order to enable service users to access an ONI assessment. If unable to undertake an ONI assessment, service providers are required to facilitate access for an ONI assessment with another service provider or through a referral to a community access point or other nominated service.</p> <p>Service providers offer a range of ONI contact options:</p> <ul style="list-style-type: none"> <li>• telephone (where appropriate)</li> <li>• face-to-face</li> <li>• a mix of telephone and face-to-face</li> <li>• assistance of an accredited interpreter and/or advocacy service if the service user has special needs or is from a culturally and linguistically diverse background and where English is not their primary language.</li> </ul>

<p>Assessment</p>	<p>The ONI offers a broad and general assessment of service users needs (an ONI assessment is not a comprehensive assessment):</p> <ul style="list-style-type: none"> <li>• the assessment process can be expanded on over time from a broad range of sources that will provide relevant and up-to-date information and is to be reviewed and updated as required</li> <li>• assessment is based on a self-reporting process, i.e. a needs indicator, it is not a diagnostic process or a prognostic indicator of outcome(s)</li> <li>• not all questions/items will be relevant to all service users. The ONI assessor needs to use their discretion in determining the relevance of questions as they work through completing the ONI assessment with the service user</li> <li>• the ONI forms the basis of the service user’s referral record</li> <li>• the functional profile and (i) the living arrangements and carer profile or (ii) the HACC MDS Supplementary form are <b>mandatory</b> for service user to have access to Commonwealth HACC and Queensland Community Care services</li> <li>• other optional assessment tool templates are to be used as required. Determining which tools to use is based on the service user identified needs, and/or the service provider’s procedures.</li> </ul> <p>In all cases, the ONI assessment must precede the development of an action plan and/or referral.</p> <ul style="list-style-type: none"> <li>• The ONI incorporates a range of triggers for referral.</li> <li>• Consent by the service user to share their information is required prior to making a referral to another service provider.</li> </ul> <p>Emergency situations may need to be managed prior to the completion of a full ONI:</p> <ul style="list-style-type: none"> <li>• internal service provider’s policy and procedures apply to crisis management practice.</li> <li>• in an emergency, basic information will still need to be collected and recorded on the ONI tool. This will include the service user’s name, address, other contact details, date of birth and their living arrangements, and/or carer details.</li> </ul>
<p>Facilitate referral/s or access to assessment processes</p>	<p>Service providers are to facilitate access to assessment processes that meet the service users identified need/s by:</p> <ul style="list-style-type: none"> <li>• providing timely referrals to identified service/s based on the service user’s needs/risks</li> <li>• providing the service user with options and support and in contacting other service providers to which the service user has been referred for a service/s.</li> </ul>
<p>Provision of service information</p>	<p>Service providers are to provide information that informs service users about:</p> <ul style="list-style-type: none"> <li>• the benefits of having an assessment based on the ONI</li> <li>• the ONI assessment process</li> <li>• how the ONI will be used for the ongoing review of the service user’s needs.</li> </ul> <p>Service workers and assessment officers are to source and provide service/program information to the service user (i.e. brochures).</p>

<p>Sharing service user information:</p> <p>Collection, storage and exchange of service user information</p>	<p>Service providers are to collect, store and exchange service user information in accordance with relevant government legislation:</p> <ul style="list-style-type: none"> <li>• service users need to be advised of the service provider’s processes for collection, storage and exchange of their personal information</li> <li>• service user consent is required at all times prior to exchanging the service user’s information with other service providers</li> <li>• secure storage is to be provided for all written and electronic service user information.</li> </ul> <p>Internal policies and procedures need to be in place regarding the collection and/or disclosure of service user information. Service users are entitled to a copy of their ONI, including all updates.</p>
<p>Tools and resources to support the ONI process</p>	<p>Tools to support the identification of a service users needs and the processes for information flow are:</p> <p><i>The ONI tool and other associated ONI assessment tools which includes:</i> service user registration information, general minimum data, summary of issues identified by both the service user and the assessor, list of current services, and the action plan.</p> <p>Partly or fully complete ONI profiles that support the process of determining service user needs, risk and priority as required (mandatory) or needed:</p> <ul style="list-style-type: none"> <li>• Functional profile (activities of daily living) (FP)</li> <li>• Living arrangements profile (LAP)</li> <li>• Carer profile (CP)</li> <li>• Health conditions profile (HCP)</li> <li>• Psychosocial profile (PP)</li> <li>• Health behaviours profile (HBP)</li> <li>• HACC MDS Supplementary Items form (may be used in lieu of LAP and/ or CP by Commonwealth HACC and Queensland Community Care services)</li> <li>• ONI priority rating tool.</li> </ul> <p>Ancillary templates that support service and care coordination:</p> <ul style="list-style-type: none"> <li>• CSTDA NMDS form (contains disability MDS items not included in ONI)</li> <li>• ONI fax cover sheet</li> <li>• ONI request form</li> <li>• service providers’ feedback form.</li> </ul> <p>Other specialised tools as relevant:</p> <ul style="list-style-type: none"> <li>• service/discipline-specific information</li> <li>• special client groups, for example: service users from Aboriginal and Torres Strait Islander backgrounds, culturally and linguistically diverse backgrounds and children.</li> </ul> <p>Resource materials to support the ONI process:</p> <ul style="list-style-type: none"> <li>• ONI Training Resources, i.e. DVDs</li> <li>• service provider’s specific information about the ONI process.</li> </ul>

<p>Roles and responsibilities</p>	<p>The role of the assessor is to:</p> <ul style="list-style-type: none"> <li>• provide a broad holistic assessment that collects information on the service user's needs</li> <li>• assess for service eligibility, relevant issues/social circumstances that impact on the service user's functional abilities, risk and priority of needs</li> <li>• identify and provide referrals for comprehensive assessments and/or health information for those service users with complex social, psychological and biophysical needs</li> <li>• collect and share service user information (with their consent) in order to reduce documentation duplication.</li> </ul> <p>Service providers are responsible for ensuring systems are in place in those sites that undertake the ONI including:</p> <ul style="list-style-type: none"> <li>• information on how the ONI is provided and what profiles are undertaken by the service provider</li> <li>• systems and infrastructures that promote confidentiality/security.</li> </ul>
<p>Skills and knowledge</p>	<p>Service providers are responsible for ensuring relevant staff members have the knowledge and skills to perform the ONI assessment. Service workers and assessors require knowledge and skills in:</p> <ul style="list-style-type: none"> <li>• customer service, engagement, and a broad range of communication techniques and skills</li> <li>• the ONI assessment process and the use of the ONI tool templates</li> <li>• accurately identifying the range of services required as part of the assessment process</li> <li>• systematic approaches to assessment</li> <li>• Aboriginal and Torres Strait Islander appropriate assessment techniques</li> <li>• CALD appropriate assessment techniques</li> <li>• prioritising needs</li> <li>• the application of locally developed guidelines and service provider's specific procedures</li> <li>• local services including the broader primary health and community care systems</li> <li>• privacy legislation/policies relating to the collection, storage and exchange of service user information in the ONI process</li> <li>• information management processes.</li> </ul>

## 4 Referral process

<b>Process area: Referral</b>	
<b>Definition</b>	<p>The referral process occurs when:</p> <ul style="list-style-type: none"> <li>the ONI is completed by a regional assessment service (for example: access point), or</li> <li>the service user requests and/or agrees to a referral to a service provider.</li> </ul> <p>A referral is used to transfer information for the purposes of a service being delivered by the receiving party.</p>
<b>Requirements</b>	<p>Service providers are to ensure that service users have an opportunity to access appropriate services in a timely manner:</p> <ul style="list-style-type: none"> <li>service providers should link service users with appropriate services as quickly as possible.</li> </ul> <p>Service providers are to ensure that service users have access to a coordinated, and seamless service system:</p> <ul style="list-style-type: none"> <li>service user consent is required at all times prior to exchanging the service user's information with other service providers. The information sharing will reduce duplication of documentation</li> <li>ensure that all the relevant service user information is shared with the receiving service. At a minimum this needs to include the ONI assessment and any additional ONI profiles.</li> </ul> <p>Service providers ensure service users have access to a secure information management system by ensuring that systems in place adhere to privacy legislation.</p>
<b>Procedure</b>	<b>Process for referral</b>
<b>Access to the referral process</b>	<p>Service providers are to ensure that service users have access to timely referrals, for example:</p> <ul style="list-style-type: none"> <li>systems and infrastructure are in place at all service providers' sites</li> <li>needs are to be identified in a timely manner through the initial and ongoing assessment process or the review/monitoring (ONI) processes that identify if there are any unmet service user need/s.</li> </ul> <p>(Referrals can be made by assessors at various points along the service provision/care continuum). Assessment officers are to be aware of the points at which referrals can be made.</p> <p>Service providers are to ensure that service users with special needs have access to assessment and appropriate services, for example: through using an accredited interpreter and/or advocacy services.</p>

Referrals	<p>All referrals are to be documented and support the practices of determining service eligibility and intake prioritisation.</p> <p>It is important to note that referrals can be internal (between different service provision sections of the same service provider) or external.</p> <p>Written documentation is sent by the referrer to the receiving service:</p> <ul style="list-style-type: none"> <li>• this includes all mandatory and relevant optional ONI profiles that have been used in the assessment process and which form the basis for identifying the needs and priorities of the service users</li> <li>• a copy of the signed consent authorising the sharing of the service user's information.</li> </ul> <p>The ONI profiles can be supplemented with other relevant information, for example:</p> <ul style="list-style-type: none"> <li>• service specific or specialist assessment tools, such as disability services, families/carers, multicultural service user and children</li> <li>• assessment of specific outcomes that are relevant to the referral.</li> </ul> <p>A copy of the referral documentation is to be kept in the service user's record; referral documentation may be given to the service user.</p> <p>A range of systems/options can be used for sending referrals, depending on the urgency of need and systems availability:</p> <ul style="list-style-type: none"> <li>• service user takes a copy of the details with them to the designated assessor</li> <li>• baseline/essential service user details are telephoned through by the assessor to the service accepting the referral</li> <li>• if urgent, phone through the referral details and forward the written copy as soon as possible (suggest by the next working day).</li> </ul> <p>It is mandatory that written referrals are forwarded to the receiving service provider at the earliest opportunity.</p> <p>Forms are reviewed, updated or added as required with each successive referral/s, i.e. as needs/issues arise.</p>
Facilitate referral/s or access to assessments	<p>Service providers are to ensure that service users can access the service/s that most appropriately match with their identified need/s by providing:</p> <ul style="list-style-type: none"> <li>• the service user with information on how to make an appointment with the service/s to which they are being referred</li> <li>• support/assistance to service users as required.</li> </ul> <p>Referral/intake or assessment feedback can be requested by the referring service provider.</p>
Provision of service information	<p>Service providers need to ensure that information about the referral process, and how the sharing of their information is managed, is made available to the service user.</p> <p>Service providers need to have systems in place to enable assessors to access and provide service information to the service user.</p>
Sharing service user Information:	<ul style="list-style-type: none"> <li>• Service providers are to collect, store and exchange service user information in accordance with the government <i>Privacy Act 1988</i>.</li> <li>• Service users are to be made aware of the service provider's processes for exchange of service user information and 'what' and</li> </ul>

<p>Collection, storage and exchange of service user information</p>	<p>'how' this information is being exchanged.</p> <ul style="list-style-type: none"> <li>• Service user consent is required at all times prior to exchanging the service user's information with other service providers.</li> <li>• Secure storage is to be provided for all written and electronic service user information.</li> <li>• Internal policies and procedures need to be in place regarding the collection and/or disclosure of service user information. Service users are entitled to a copy of their ONI, including all updates.</li> <li>• Service user's ONIs are to be updated as their needs or priority ratings are reviewed. If the service user is accessing multiple services from different service providers, then this updated information needs to be shared with all other service providers involved in the provision of services to the service user.</li> </ul>
<p><b>Resources that support the referral process</b></p>	
<p>Tools and resource to support the referral process</p>	<ul style="list-style-type: none"> <li>• Service providers are to utilise tools that support the referral process and information sharing.</li> <li>• Ongoing Needs Identification (ONI) is a broad general assessment to identify the need/s of a service user; at a minimum, it will determine the service user's eligibility, functional ability, and presenting issues. Other information related to living arrangements, carer status/issues and /or health and psychosocial issues can be determined using the relevant ONI profiles (additional to the basic ONI tool). These can include: <ul style="list-style-type: none"> <li>○ Functional profile (Activities of daily living)</li> <li>○ Living arrangements profile (LAP)</li> <li>○ Carer profile (CP)</li> <li>○ Health conditions profile (HCP)</li> <li>○ Psychosocial profile (PP)</li> <li>○ Health behaviours profile (HBP)</li> <li>○ HACC MDS supplementary items form (may be used in lieu of LAP and/or CP by Commonwealth HACC and Queensland Community Care services)</li> <li>○ ONI priority rating tool</li> </ul> </li> </ul> <p>Other templates that support coordination of care:</p> <ul style="list-style-type: none"> <li>• ONI fax cover sheet</li> <li>• ONI request form</li> <li>• service providers feedback form.</li> </ul> <p>Other specialised tools as relevant:</p> <ul style="list-style-type: none"> <li>• service/discipline specific information</li> <li>• special client groups, for example: culturally and linguistically diverse service users, and children</li> <li>• CTSDA NMDS form (additional disability MDS items).</li> </ul> <p>Resource materials to support the ONI process:</p> <ul style="list-style-type: none"> <li>• training resources</li> <li>• service provider specific information about the ONI process.</li> </ul>

<p>Roles and responsibilities</p>	<p>The role of the assessor making referrals is to ensure the shortest service response times and promote quality service user outcomes.</p> <p>The assessor is to :</p> <ul style="list-style-type: none"> <li>• adhere to privacy legislation/policies</li> <li>• collect (initial and ongoing) and share information only with the informed consent of the service user</li> <li>• ensure the referral information: <ul style="list-style-type: none"> <li>○ is provided in a format that meets the requirements of the receiving service</li> <li>○ has sufficient detail in the documentation that identifies the service user's needs and a subsequent priority rating</li> <li>○ is in writing. If hand written the writing needs to be legible and written in a non-erasable ink</li> <li>○ jargon free and only approved acronyms are included</li> <li>○ is on the ONI assessment tool templates to standardise the assessment and referral process</li> </ul> </li> <li>• identify needs and make timely referrals (refer to ONI process)</li> <li>• ensure referrals are directed to a service provider who has the capacity to provide the service/s identified during the assessment process</li> <li>• if the referral is urgent the process of referral needs to comply with the service provider's crisis management policies and processes.</li> <li>• Written referral guidelines need to be in place at both a service provider and local inter-agency level. In addition, service providers are to be responsible for having systems and infrastructures in place that promote the timely transfer of referrals</li> <li>• provide for the secure storage for all written and electronic service user information.</li> </ul>
<p>Skills and knowledge</p>	<p>Service providers are responsible for ensuring that ONI assessors are competent in:</p> <ul style="list-style-type: none"> <li>• the ONI process and the appropriate use of the ONI tool templates</li> <li>• collecting assessment information and its documentation</li> <li>• what the quality indicators are for referrals</li> <li>• working with other service providers to provide seamless, multidisciplinary care for the service user</li> <li>• other local services that may contribute to meeting the identified needs of the service user, for example: the broader primary health and community care systems</li> <li>• all relevant policies and procedures for the completion of an initial assessment and subsequent additional assessments</li> <li>• privacy legislation/policies relating to the collection, storage and exchange of service user information appropriate assessment techniques</li> <li>• information management processes (manual and electronic).</li> </ul>



## 5 Assessment process

Individual service provision consists of two service coordination elements (assessments and referrals) including service provider developed care or service plans.

This section does not include operational guidelines for individual service provision; it does include a definition and general outline of the assessment process as it relates to the ONI.

<b>Process area: Comprehensive assessment</b>	
<b>Definition</b>	<p>Comprehensive assessment builds on the initial ONI assessment process but is more in-depth.</p> <p>The aim of a comprehensive assessment is to:</p> <ul style="list-style-type: none"> <li>• identify the service user's needs in greater depth</li> <li>• address any identified needs through an appropriate referral either within their organisation or another service provider who has the capacity to meet the identified need.</li> </ul> <p>The outcome of a comprehensive assessment is the development of a care plan.</p>
<b>Procedure</b>	<b>Process for comprehensive assessment</b>
<b>Access to assessment</b>	<p>The requirement for a comprehensive assessment is identified through the completion of a quality ONI assessment using the ONI tool or where new needs identified during the continual and ongoing process of review of the service users needs. (Refer to <i>ONI and referral processes</i>).</p> <p>Specifics are determined during the intake, assessment, referral and allocation processes at a local or inter-agency level.</p>
<b>Assessments</b>	<p>Service providers may provide assessment at:</p> <ul style="list-style-type: none"> <li>• <b>ONI assessment</b> - broad general assessment to identify the service need/s of a service user: at a minimum, determine service/program eligibility, functional ability, and presenting issues and/or</li> <li>• <b>comprehensive assessment</b> - assessment and/or case management services are funded to gather assessment and diagnostic information from several sources, and compile a comprehensive picture of service users with multiple and/or complex issues and/or</li> <li>• <b>service specific assessment</b> – service providers undertake this type of assessment to identify in more detail the service user's need/s in relation to each specific service type and/or</li> <li>• <b>specialist assessment</b> – specialist services undertake assessments that use specialist tools and plans related to that specialist area, for example: addressing specific health and/or social issues, or tools used for specific client groups (such as assessment for mental health, continence, children, multicultural</li> </ul>

	<p>service users).</p> <ul style="list-style-type: none"> <li>• New needs may be identified as a consequence of the ongoing assessment process. If the assessing service provider is unable to meet any or all of the identified needs they need to refer the service user to a service that has capacity to meet this need.</li> </ul> <p>(refer to <i>referral process</i>).</p>
<p>Access to services</p> <p>Service user information</p>	<p>Action/management/service/care plans are developed from all assessments. All plans are to be documented using either a specific ONI template or in the service users record.</p> <p>Service providers are to provide service users with relevant health and/or service information.</p>
<p>Information sharing</p>	<p>Service user consent is required at all times prior to exchanging the service user's information with other service providers. The information sharing will reduce duplication of documentation</p> <p>(Refer to <i>referral process</i>)</p>
<p><b>Resources that support the assessment process</b></p>	
<p>Tools</p>	<p>Service providers may expand on the ONI assessment to build a more detailed picture of service user needs.</p>
<p>Roles and responsibilities</p>	<p>Determined at individual service providers level and/or at local inter-agency level.</p>
<p>Skills</p>	<p>Service providers are to ensure that workers understand the differences between:</p> <ul style="list-style-type: none"> <li>• ONI assessment, comprehensive assessment, service specific and specialist assessments, and the various other types of assessment.</li> <li>• That a comprehensive assessment is not intended to duplicate the work already completed in the ONI assessment.</li> </ul> <p>Comprehensive assessments, service specific and specialist assessments should build on the ONI assessment process.</p> <p>Comprehensive assessments are undertaken by health professionals who are competent to provide a holistic assessment of a service user's needs.</p> <p>Service specific assessments are to be undertaken only by assessment officers that are competent in the specifics of the relevant comprehensive assessment.</p> <p>Specialist assessments are undertaken by workers/health professionals who are competent in their specific discipline.</p>

## Assessment Pathway

Service User need/s identified through ONI screening, review or monitoring process

Service user requires a support service and a Service Specific Assessment

Referral to appropriate service provider. Service provider will determine:

- service user eligibility for service
- service specific information to assist care planning

Service provider develops care plan based on identified needs

Service/s provided to meet service user needs

Service user needs and services reviewed regularly or as required

Service user has one or more specific issues that require a Specialist Assessment

Service user needs identified through specialist assessment process

Assessor develops Action Plan based on assessed service user's need/s

Assessor provides services or refers service user to a specialist service that can meet their need/s

Service user needs reviewed during/following service/intervention/s

Service user has low level of function and/or other problems and requires Comprehensive Assessment

Service user needs identified through Comprehensive Assessment process

Action Plan developed and service user referred to services that can effectively meet their more complex needs

Service provider/s provide support services that meet the service user's needs

Service provider/s review service user needs at regular intervals or as required

### Quality Feedback Practices

Phone, fax or email the referring service provider to acknowledge receipt of the referral within two days. Include the client's name with either:

- an expected date for initial service assessment, or
- a reason the referral is not proceeding

## 6 Feedback process

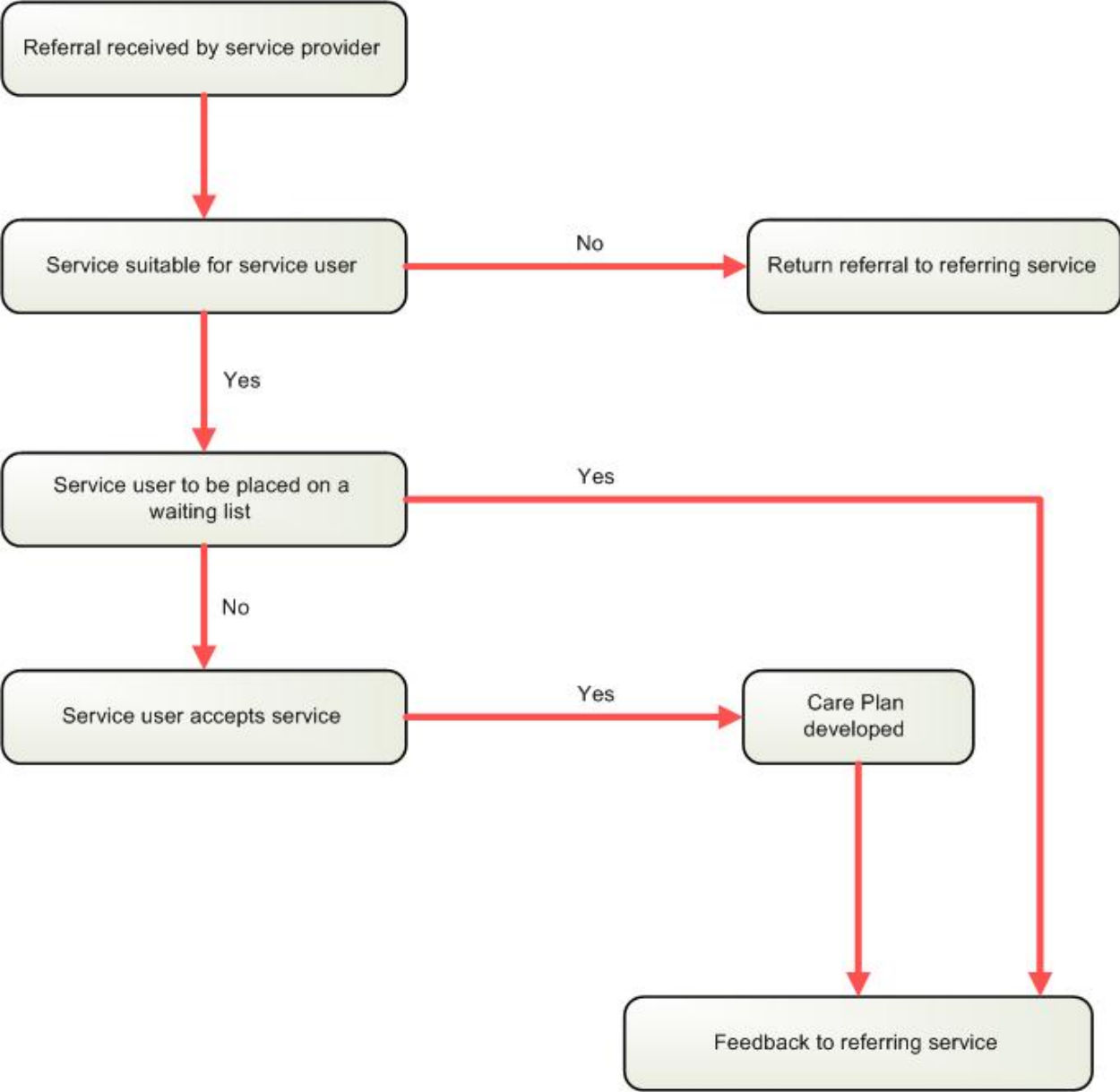
<b>Process area: Feedback</b>	
<b>Definition</b>	<p>Feedback is the process whereby service providers communicate the outcome/s of the ONI, the ONI review, referral, assessment and/or service delivery processes.</p> <p>Feedback is different to referral. It completes the quality cycle of care process.</p> <p>Ultimately, feedback improves service user outcomes.</p> <p>The timely exchange of feedback information is part of a quality information management system.</p>
<b>Requirements</b>	<p>Service providers are to ensure the provision of a quality feedback service for service users and other service providers. This is achieved by ensuring that there is:</p> <ul style="list-style-type: none"> <li>• tailored feedback that is relevant to the service user and the receiving service provider</li> <li>• timely, succinct, and legible.</li> </ul> <p>Service providers are to ensure service users have access to a coordinated, seamless service system to:</p> <ul style="list-style-type: none"> <li>• reduce duplication of documentation through the sharing of relevant service provision information (with the service users consent)</li> <li>• ensure all parties are kept informed of the relevant outcome/s of referral, assessment and/or service delivery (with consent).</li> </ul> <p>Service providers are to ensure that systems are in place that complies with appropriate privacy legislation/policies.</p>
<b>Procedure</b>	<b>Process for feedback</b>
<b>Access to the feedback process</b>	<p>Service providers are to ensure that service users have access to quality and timely feedback by having systems and infrastructure in all sites to:</p> <ul style="list-style-type: none"> <li>• reduce duplication by having well developed documentation systems in place</li> <li>• improve services' individual service/care plans and service provision.</li> </ul> <p>Feedback is able to be provided by a range of workers at various points along the service/care continuum (referral, intake, assessment, review/monitoring).</p> <p>For example feedback can be:</p> <ul style="list-style-type: none"> <li>• requested as part of the referral process or service/care coordination process</li> <li>• initiated by a service provider who has either received a new referral or completed an assessment on behalf of another service provider</li> <li>• the assistance of an accredited interpreter and/or advocacy service if the service user has special needs or is from a culturally and linguistically diverse background and where English is not</li> </ul>

	their primary language.
Feedback	<p>Feedback may be verbal (informal) and/or written (formal).</p> <p>However, written feedback is most appropriate format for those service users who access three or more services whether they receive these services from the same or a range of different service providers.</p> <p>A copy of the feedback form should be kept in the service user record and together with written documentation as to whether a copy of any written feedback has been transferred to another service provider.</p> <p>Written feedback is to be exchanged when:</p> <ul style="list-style-type: none"> <li>• a service provider receives a new referral and/or has provided an initial assessment</li> <li>• a review assessment is performed and goals or issues have changed.</li> </ul> <p>The following practices support quality feedback. Feedback should be:</p> <ul style="list-style-type: none"> <li>• sent to relevant service providers, for example: the referring service, GPs and other nominated key workers associated in the provision of a service to those service users who have complex needs</li> <li>• timely (within 1-5 working days). Impacts on timeliness for providing feedback may include: urgency, a service provider's planned action, capacity to reply</li> <li>• if urgent, verbal feedback is to be communicated to the designated worker at the earliest opportunity. A record of this verbal feedback is to be recorded in the service user's record</li> <li>• tailored to meet the receiving service's need</li> <li>• if hand written, the writing needs to be legible and written in a non-erasable ink</li> <li>• succinct and avoids the use of jargon or non-approved acronyms</li> <li>• concurrent and completed over time if there is a lapse between the referral assessment and the provision of a service, for example: the service user is on the waiting list.</li> <li>• when the service user's needs and service level change as identified through ongoing and period reviews (refer to <i>review process</i>)</li> <li>• an ongoing process whereby service user needs and service responses are updated and shared.</li> </ul> <p>For consistency in feedback information use the <i>feedback form</i>:</p> <ul style="list-style-type: none"> <li>• acknowledge and/or communicate intake/assessment outcomes</li> <li>• can be requested as part of the referral or service/care coordination process</li> <li>• initiated by the service provider who has either received a new referral or provided an initial assessment or re-assessment.</li> <li>• can be supplemented with other relevant information, for example: service specific information (refer to <i>referral process</i>).</li> </ul> <p>Use one of the following options for sending the <i>feedback form</i>, depending on the urgency of need and systems available:</p> <ul style="list-style-type: none"> <li>• take a copy of the feedback form to the designated worker</li> <li>• fax a copy to the designated worker (as per confidentiality principles/policies)</li> </ul>

	<ul style="list-style-type: none"> <li>• mail a copy to the designated worker</li> <li>• send a digitally signed, encrypted copy via e-mail to the designated worker (only if the receiver can decrypt)</li> <li>• if urgent, phone through the referrals details and forward the written copy as soon as possible. Summarise the feedback details and send the full written feedback at the earliest opportunity.</li> </ul>
Facilitate access to feedback	<ul style="list-style-type: none"> <li>• The continuous service improvement of all service provision is facilitated by the exchange of all relevant information from referral, intake and assessment, service/care planning and review processes.</li> <li>• Feedback is given to all the relevant service providers involved the care/support of the service user: <ul style="list-style-type: none"> <li>○ ONI assessors</li> <li>○ individual service providers</li> <li>○ key worker/ case manager.</li> </ul> </li> </ul>
Provision of service information	<p>Service providers are to ensure that service users are aware of how feedback information is used.</p> <p>Service users are entitled to a copy of their <i>feedback form</i>.</p>
Sharing service user Information:  Collection, storage and exchange of service user information	<p>Service providers need to collect, store and exchange service user information in accordance with the government <i>Privacy Act 1988</i>.</p> <p>Service providers are to ensure that internal policies and procedures are in place regarding the collection and/or disclosure of service user information. For example:</p> <ul style="list-style-type: none"> <li>• service users should be made aware of the service provider's processes for exchange of service user information and 'what' is being exchanged</li> <li>• service user consent is required at all times prior to exchanging the service user's information</li> <li>• secure storage should be provided for all written service user information.</li> </ul>
<b>Resources that support the feedback process</b>	
Tools and resources to support the feedback process	<p>Tools to support the feedback process and information flow:</p> <ul style="list-style-type: none"> <li>• feedback form</li> <li>• other relevant documentation tools, for example: assessment summary, or progress report.</li> </ul> <p>Resource materials to support the feedback process:</p> <ul style="list-style-type: none"> <li>• statewide and local guidelines</li> <li>• training resources</li> <li>• service provider specific information about the feedback process.</li> </ul>

<p>Roles and responsibilities</p>	<p>The role of the assessor in providing feedback is to:</p> <ul style="list-style-type: none"> <li>• share all information that is relevant or applicable to the receiving service's interventions/service type to: <ul style="list-style-type: none"> <li>○ reduce duplication in assessments and documentation</li> <li>○ improve response times and information that enhances intake, assessments, service/care planning and service provision</li> <li>○ improve service user outcomes (quality of life and health).</li> </ul> </li> <li>• Adhere to the government <i>Privacy Act 1988</i></li> <li>• Provide quality and timely feedback by ensuring information is: <ul style="list-style-type: none"> <li>○ sent in accordance with the level of urgency (urgent information should be phoned through immediately)</li> <li>○ sent as soon as possible</li> <li>○ succinct</li> <li>○ if hand written, the writing needs to be legible and written in a non-erasable ink</li> <li>○ tailored to meet the needs of the receiving service</li> <li>○ provided using a consistent template/format such as the feedback form.</li> </ul> </li> </ul> <p>Service providers are to be responsible for ensuring that systems and processes are in place at all sites to promote the timely collection and exchange of feedback information.</p>
<p>Skills and training</p>	<p>Service providers are responsible for ensuring that all workers who send and receive feedback have appropriate training and/or qualifications. Service providers ensure staff are competent in:</p> <ul style="list-style-type: none"> <li>• the appropriate use of the feedback form</li> <li>• providing quality feedback (relevant to the receiver, timely, succinct and legible)</li> <li>• determining what is relevant/appropriate feedback information, and to whom it needs to be sent</li> <li>• documenting and imparting of relevant feedback information to build on the receiving service's assessment and service/care planning processes</li> <li>• working with other service providers in providing seamless and multidisciplinary services</li> <li>• information management as it relates to the feedback process, and use of the ONI, feedback form and/or service providers' specific feedback documentation</li> <li>• The government <i>Privacy Act 1988</i> relating to the collection and exchange of service user information.</li> </ul>

# Feedback Process



**Quality Feedback Practices**  
Phone, fax or email the referring service provider to acknowledge receipt of the referral within two days. Include the client's name with either:

- an expected date for initial service assessment, or
- a reason the referral is not proceeding



## 7 ONI review process

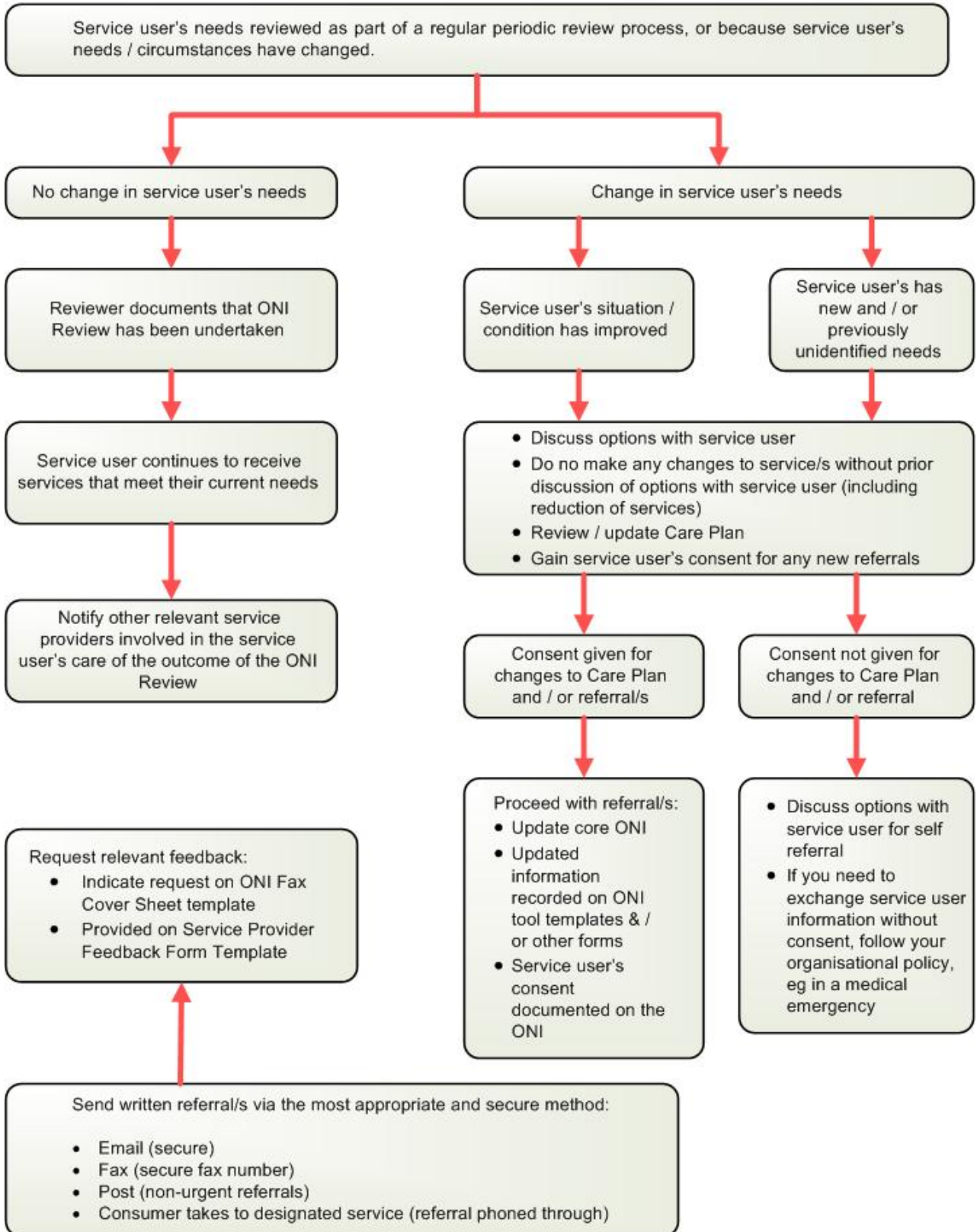
<b>Process area: Ongoing Needs Identification (ONI) review</b>	
Definition	<p>The ONI review process is the review of a service user's needs. This process is to be undertaken as part of a regular, periodic review process, or in response to observed changes in the service user's needs/situation.</p> <p>The review process will determine if:</p> <ul style="list-style-type: none"> <li>• the service user's needs and/or circumstances have changed since the previous ONI was undertaken</li> <li>• the service user has new or previously unidentified needs</li> <li>• the services that the service user is receiving remain appropriate to their need.</li> </ul> <p>The information gathered in the ONI review process is to be used to determine a service user's priority for a service based on level of need and risk.</p>
Requirements	<p>Service providers ensure service users have access to an ONI review process once they have accessed the service system:</p> <ul style="list-style-type: none"> <li>• service providers can use a variety of ONI tool options to review service user's needs and build on the ONI process both over time and as new information becomes available.</li> </ul> <p>Service users have access to a range of services appropriate to their changing needs:</p> <ul style="list-style-type: none"> <li>• service providers offer service users regular re-assessment to review their need and circumstances in relation to the service/s and level of service they are receiving, service eligibility, and determination of their risk and priority.</li> </ul> <p>Service users have the opportunity to access appropriate services in a timely manner:</p> <ul style="list-style-type: none"> <li>• service providers should link service users with appropriate services at the earliest opportunity through timely referral to service providers who have sufficient capacity to provide the required service.</li> </ul> <p>Service users have access to a coordinated service system:</p> <ul style="list-style-type: none"> <li>• service providers are required to reduce duplication of information gathering and documentation during re-assessment through the nomination of a 'lead service providers' who will undertake the ONI review process and share updated service user information with other involved services. Service user's consent is required to share information between service providers.</li> </ul>
<b>Procedure</b>	<b>Process for ONI review</b>
Access to Ongoing Needs Identification (ONI) review	<p>Service providers are to ensure that service users have access to regular review of the needs/circumstances using the ONI, for example:</p> <ul style="list-style-type: none"> <li>• systems and infrastructure in place in service provider sites</li> <li>• if the service does not have the 'lead service providers' role for a</li> </ul>

	<p>service user, refer service user to the 'lead service providers' to facilitate access to the re-assessment process</p> <ul style="list-style-type: none"> <li>• during re-assessment, only complete the relevant parts of the ONI that reflect any changes in service user needs/circumstances and archive the previous profile/version as per service provider's procedures</li> <li>• ONI reviews can be offered by a range of professional or non-professional workers with ONI training, for example: service/care coordinator and/or assessment officer</li> <li>• service providers provide a range of contact options for undertaking an ONI review, for example: face-to-face contact, telephone contact (where appropriate), and/or a mix of telephone and face-to-face contact</li> <li>• service providers ensure that service users with special needs have access to re-assessment and appropriate services, for example: through using accredited interpreter and/or advocacy services.</li> </ul>
Re-assessment	<p>ONI reviews offer a broad and general review of service user's needs (these are ONI assessments and are not to be considered a comprehensive assessment):</p> <ul style="list-style-type: none"> <li>• the re-assessment process can be undertaken at time specific intervals (for example: every six to 12 months) or as the service user's circumstances change</li> <li>• re-assessment is a self-reported process, i.e. a need/s indicator, not a diagnostic process</li> <li>• not all questions/items may be relevant to each service user.</li> </ul> <p>The ONI information is updated following a regular review of service user's needs, or in response to the service user's needs changing:</p> <ul style="list-style-type: none"> <li>• only the relevant ONI pages/tools should be recorded at the bottom of the page/s and are to replace the earlier version in the service user record</li> <li>• the service provider that updates the ONI is responsible for exchanging updated ONI information with other service providers involved in the care of the service user.</li> </ul> <p>Re-assessment precedes the review and/or development of another action plan and referral:</p> <ul style="list-style-type: none"> <li>• the ONI tool/s incorporates a range of triggers for referral</li> <li>• service user consent should be sought prior to referring or exchanging their information.</li> </ul>
Facilitate referral/s or access to assessment processes	<p>ONI workers are to ensure that service users can access assessment processes with the service/s that will meet their changing circumstances and/or need/s. They must provide:</p> <ul style="list-style-type: none"> <li>• timely referrals to identified service/s based on a review of the service user's needs/risk</li> <li>• the service user with options for the most appropriate means of making appointments with the identified service/s</li> <li>• support/assistance to service users as required</li> </ul>

<p>Provision of service information</p>	<p>Service providers are to ensure that information about the ONI review process is available to service users. The information (brochure/form) should inform service users about how the ONI will be used for reviewing the service user's needs in the future, and who will be undertaking the review of their needs.</p> <p>Service providers should have systems in place to enable workers to source and provide service/program information to the service user, for example: brochures/forms.</p>
<p>Sharing service user Information:</p> <p>Collection, storage and exchange of service user information</p>	<p>Service providers are to collect, review, store and exchange service user information in accordance with the government <i>Privacy Act 1988</i>:</p> <ul style="list-style-type: none"> <li>• service users should be made aware of the service provider's processes for collection, review, storage and exchange of service user information</li> <li>• service user consent is required at all times prior to exchanging the service user's information with a new service provider</li> <li>• service user consent arrangements should be reviewed at regular intervals, for example: annually.</li> <li>• secure storage should be provided for all written service user information.</li> </ul> <p>Service providers are to ensure that they have internal policies and procedures to address the collection and/or disclosure of service user information:</p> <ul style="list-style-type: none"> <li>• service users are entitled to a copy of their updated ONI.</li> </ul>
<p><b>Resources</b></p>	<p><b>Resources that support the ONI review process</b></p>
<p>Tools and resources to support the ONI review process</p>	<p>Tools to support the ONI review process and information flow are:</p> <p><i>The ONI:</i></p> <ul style="list-style-type: none"> <li>• Includes up-to-date service user registration and general minimum data, summary of issues identified by both the service user and the screener, list of current services, and the action plan.</li> </ul> <p>Partly or fully complete ONI profiles as required (mandatory) or needed:</p> <ul style="list-style-type: none"> <li>• Functional profile (Activities of Daily Living)</li> <li>• Living arrangements profile (LAP)</li> <li>• Carer profile (CP)</li> <li>• Health conditions profile (HCP)</li> <li>• Psychosocial profile (PP)</li> <li>• Health behaviours profile (HBP)</li> <li>• HACC MDS Supplementary Items form (may be used in lieu of LAP and/or CP by Commonwealth HACC and Community Care Service providers)</li> <li>• ONI priority rating tool.</li> </ul> <p>The profiles support the process of reviewing service user needs, risk and priority.</p> <p>Ancillary templates that support service and care coordination:</p> <ul style="list-style-type: none"> <li>• CSTDA NMDS form (contains disability MDS items not included in ONI)</li> </ul>

	<ul style="list-style-type: none"> <li>• ONI fax cover sheet</li> <li>• ONI request form</li> <li>• ONI feedback form.</li> </ul> <p>Other specialised tools as relevant:</p> <ul style="list-style-type: none"> <li>• service/discipline-specific information.</li> </ul>
<p>Roles and responsibilities</p>	<p>The role of the ONI reviewer is to:</p> <ul style="list-style-type: none"> <li>• undertake a review of service user needs and circumstances</li> <li>• re-assess for changes in relevant issues/social circumstances that impact on the service user's functional abilities, risk and priority of needs</li> <li>• provide timely referrals for further assessment and/or services for service users with changed needs</li> <li>• share updated service user information to reduce duplication.</li> </ul> <p>Service providers are responsible for ensuring systems are in place at the sites in which ONI can be undertaken:</p> <ul style="list-style-type: none"> <li>• information on how the ONI is used in the process of reviewing service user needs/circumstances</li> <li>• provide systems and infrastructures that promote confidentiality/security.</li> </ul>
<p>Skills and knowledge</p>	<p>Service providers are to be responsible for ensuring that ONI assessors are competent in:</p> <ul style="list-style-type: none"> <li>• the ONI review process and use of the ONI tool templates</li> <li>• customer service, engagement, and communication skills</li> <li>• assessment and review processes and the distinction between ONI, comprehensive, service specific and specialist assessment</li> <li>• collecting service user information in an engaging manner (i.e. via a guided conversation)</li> <li>• enquiry skills to accurately review service user needs/circumstances and identify any new or previously unidentified needs</li> <li>• ability to prioritise newly identified needs and to review the required service user's information in a systematic way</li> <li>• locally developed guidelines and service provider specific procedures</li> <li>• local services and systems, including the broader primary health and community care systems</li> <li>• privacy legislation/policies relating to the collection, storage and exchange of service user information in the ONI process</li> <li>• information management processes.</li> </ul>

## ONI Review Process



## 8 ONI and the Human Services Quality Framework

---

The Department of Communities' Human Services Quality Framework has been endorsed for phased implementation over a three year period from July 2012. All Queensland Community Care funded organisations will be required to comply with the HSQF from 1 July 2012.

The Department of Communities' Human Services Quality Framework contains the first consolidated set of quality standards to be applied across human services in Queensland. The quality standards are designed to provide a baseline to be achieved by a funded organisation regarding their management practices and delivery of services.

The framework provides a safeguard for people using the services provided by organisations that are funded by the Department of Communities. The framework achieves this by ensuring eligible funded organisations are assessed for conformance against the quality standards.

Implementation will occur over a three year period. As funded organisations are due to renew their quality status, they will be assessed against the Human Services Quality Framework.

The HSQF has been mapped to the Community Care Common Standards and the two frameworks are aligned. The Human Services Quality Framework contains the following six quality standards:

- governance and management
- service access
- responding to individual need
- safety, wellbeing and rights
- feedback, complaints and appeals
- human resources.

Detailed information on the HSQF is available at <http://www.communitydoor.org.au/human-services-quality-framework>. This includes the following documents:

- Human Services Quality Standards – a copy of the six standards and the associated indicators
- User Guide – explains each standard in detail and provides examples of evidence that organisations could use to demonstrate compliance with each standard
- Self Assessment tool – to assist organisations in the internal process of self assessing against the standards
- Standard comparison tools – a map of the HSQF against the existing state and national quality standards.

The table below indicates the *standard* and *indicator* that can be used as evidence.

## Human Services Quality Standards

	<b>Standard</b>	<b>Indicator</b>
1	Governance and management	1.7. The organisation has effective information management systems that maintain appropriate controls of privacy and confidentiality for stakeholders.
2	Service access	<p>2.1 Where the organisation has responsibility for eligibility, entry and exit processes these are consistently applied based on relative need, available resources and purpose of the service.</p> <p>2.2 The organisation has processes to communicate, interact effectively and respond to the individual/s' decision to access and/or exit services.</p> <p>2.3 Where an organisation is unable to provide services to a person due to ineligibility or lack of capacity, there are processes in place to refer the person to appropriate alternative service.</p>
3	Responding to individual needs	<p>3.1 The organisations uses flexible and inclusive methods to identify the individual strengths, needs, goals and aspirations of people using the service.</p> <p>3.2 The organisation formulates services delivery that respects and values the individual (for example: identity, gender, sexuality, culture, age and religious beliefs).</p> <p>3.3 The organisation has processes to ensure that services delivered to the individual/s are monitored, reviewed and reassessed in a timely manner.</p> <p>3.4 The organisation has partnerships and collaborates to enable it to effectively work with community support networks, other organisations and government agencies as relevant and appropriate.</p> <p>3.5 The organisation has a range of strategies to ensure communication decision making by the individual is respected and reflected in goals set by the person using services and in plans to achieve service delivery outcomes.</p>
4	Safety, wellbeing and rights	<p>4.1 The organisation provides services in a manner that upholds people's legal human rights.</p> <p>4.5 The organisation has processes that demonstrate the right of the individual to participate and make choices about the services received.</p>
5	Feedback, complaints and appeals	No applicable outcome area
6	Human resources	No applicable outcome area

**Note:** This is an example only. The way you conduct your business may result in you using the ONI as evidence through the auditing process in differing outcome areas.