

## SAMARITANS FIVE STAR FAMILY DAY CARE KTS – NOTIFICATION & REFERRAL FLOWCHART

### How do I know when to notify or complete this form?

Does the incident/notification fit the criteria of “Significant Harm”? To work out whether you should be notifying, complete the Online Mandatory Reporter Guide at <http://sdm.community.nsw.gov.au/mrg/app/summary.page>, refer to your Mandatory Reporting Guidelines, or call 1800 772 479 for assistance with the guide. Alternatively contact the Coordination Unit and discuss with a staff member. Make sure you save and print a copy of the *Decision Report* for your own records and send a copy with the KTS Concerns Form.

If Yes, then a notification must be made to the Hotline on 132 111

If No, then complete a KTS Notification Form and send to the Coordination Unit within 5 working days

#### **What happens then?** The Coordination Unit will:

Log the Notification

Contact the Carer to discuss the notification

Contact the Family and:

- discuss with the family the issues concerned
- discuss with the family referral to an agency that can deal with the issues concerned
- seek written permission from family for referral
- organize referral to alternative agency.
- Provide follow up support with carer and family
- Assist family and carer with implementing suggestions provided by referral agency

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How do I refer a family in care?

If the Notification process has indicated that the *child is not at risk of significant harm* and *the issues involved do not warrant statutory declaration*, then follow this process.

Contact the Coordination Unit to advise of the Notification Outcome using the **KTS Concerns Form**. Include a copy of the **Decision Report** from the Mandatory Reporter's website. If you do not have this report or unable to access the Internet, contact the Coordination Unit. These forms should be forwarded within 5 working days of the concern being noted.

The Coordination Unit, where possible, will obtain Consent from the Family for referral to the Family Referral Agency with the **Family Referral Consent Form**. Where a family does not give consent or is unable to be contacted to obtain consent, referral will be at the discretion of the Coordination Unit based on the information supplied in the KTS Concerns Form, decision report and any other supporting information provided.

The Coordination Unit will contact the **Benevolent Society**, who is the designated **Family Referral Service** for the Hunter Region.

**The contact number is 1300 006 480.**

The service is intended to determine the appropriate service for the child/family and assist with the support of the child/family and referral agency to build capacity and strength, including case management, home visiting, housing, child care, parent education, drug and alcohol programs, gambling programs, mental health support, youth support and respite care.

The call centre will provide this information by telephone to families on locating specific available local support services.

Referral to this support service can also be initiated by the family.