

Ellen Barron Family Centre

Pre-referral Guidelines

The service provides a Statewide specialist child health service to families requiring intensive intervention to gain practical skills and confidence in parenting young children from birth up to the child's 3rd birthday. The Ellen Barron Family Centre (EBFC) receives referrals from throughout Queensland, northern New South Wales and the Northern Territory.

REFERRAL CRITERIA

- The parent/carer is currently experiencing severe problems and the presenting parenting issues are of a complex nature involving more than one issue which is generating high level stress and imminent risk to the family system.
- Parent/carer is experiencing significant difficulties which potentially could be assisted by intervention from an intensive residential program.
- Comprehensive community-based Child Health service intervention has been attempted and deemed unsuccessful in addressing the problem.
- Other appropriate primary and secondary available interventions have been utilised without success (e.g. Triple P, Infant Mental Health Services, Early Feeding Clinics, Parent Management Clinics, Australian Breastfeeding Association, Child Health Line via 13Health, Parent Help Line, General Practitioner and Paediatrician).
- The parent/carer has agreed to attend and participate in the educational activities.
- There are no acute illnesses or infectious diseases in family members entering EBFC.
- Parent/carer agrees and acknowledges not to use any illicit substances or alcohol during the admission (except prescribed opiate replacement therapy).
- Parent/carer is not in need of acute mental health intervention and is able to participate in the program throughout admission.

REFERRAL PROCESS

- The written referral to EBFC must **contain sufficient detailed information** for the Intake Team to make an informed decision about the complexity of the family's issues. The referral form provides the referring agent with the opportunity to provide information regarding problems and or concerns impacting on the family.
- **Information provided allows the Intake Team to assess the appropriateness of the referral** and the ability of the program to meet the goals and needs of the family as detailed on the referral form. This in turn enables the Intake Team to assess the severity of the problem to allow for prioritisation of clients to the service and planning of individual client needs.



REFERRAL OUTCOMES

- Family is accepted for admission. Parents are contacted for further supporting information.
- Declined due to insufficient information.
- Declined as does not meet the referral criteria.

RESUBMISSION OF DECLINED REFERRALS IS APPROPRIATE IF

- All community supports have been exhausted.
- The referring agent has made additional information available to the Intake Team to further support the complexity of the referral.
- The Intake Team at EBFC **welcome any feedback on the intake process** and thank you for your continued cooperation and support.

****BOARDERS**

A boarder is defined as a person who is receiving food and/or accommodation but for whom the Centre does not accept responsibility for treatment and/or care. A boarder includes: parent/carer, grandparent, support person (adult) and a child between the ages of three to five years.