



transforming
DVA

Triage & Connect - Escalations

Director : Julie s 47E, s 47F



transforming
DVA

Emerging Welfare and Events

Assistant Director : Elise **s 47E, s 47F**

Purpose:

- The purpose of Emerging Welfare Event is to provide a streamlined approach across DVA for staff reporting concerns regarding Veteran risk of Self-harm or Suicide.
- An Emerging Welfare Event is a brief intervention by a mental health clinician with a focus on a needs assessment of the client's safety and wellbeing.
- A referral ensures priority risk assessment and a coordinated rapid response.
- This presentation will describe how to refer and what the process is.

Emerging Welfare and Events Clinicians

Emerging Welfare and Events clinician and referral **should not replace a call to Emergency services** when required.

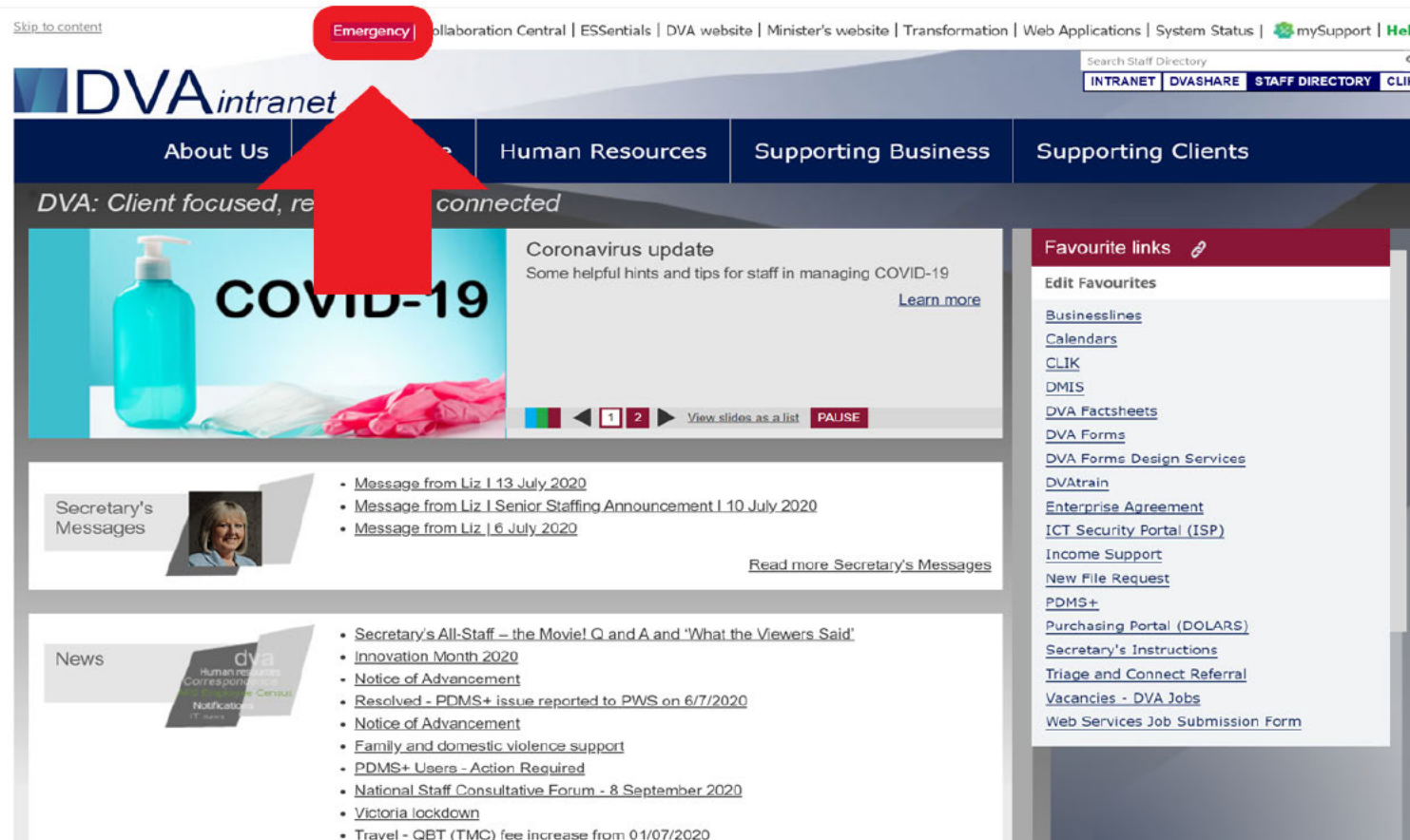
If a client is at serious and imminent risk of self-harm and/or harm to others, [DVA Security policy](#) must be followed in the first instance by calling 000.

Emerging Welfare and Events can support you in this process in two ways:

- a) EWE will contact the referrer to discuss and provide support if needed;
- b) support and advice in assessing the need for intervention by emergency services;

EWE will provide a wellbeing check and follow-up support to the client after the immediate threat has been managed.

How to make a referral for an Emerging Welfare Event



DVA Intranet page



Emergency Tab



Emerging Welfare
and Event Referral
form

Referral form

Contact –

- You may be contacted about referrals submitted with minimal information before they can be progressed by Emerging Welfare and Events.
- Please advise if the EWE is for reporting purposes only. List the Senior Clinician's name for our records.

Timeframe –

- Aim to make initial contact with all new referrals within 24-48 hours

An Emerging Welfare Event is defined as any event where the immediate concern includes:

- *threats of self-harm by a client and/or*
- *threat of suicide*
- *serious, immediate concerns regarding a client's safety or welfare*

Please complete as many details as possible within the form below. Once completed member of Triage and Connect will respond as soon as possible.

When submitting an Emerging Welfare Event please follow these steps:

- Notify your Team Leader or Manager
- If you require immediate assistance or information call Triage and Connect on 02 9213 7002 during business hours
- Complete and submit an online Emerging Welfare Event Referral Form
- You are encouraged to access the [Employee Assistance Program \(EAP\)](#) services as soon as possible after an Emerging Welfare Event has occurred

In an emergency situation, contact emergency services on 0-000 in the first instance – an Emerging Welfare Referral can be completed following this.

Event type

Emerging welfare event - type *

- ☐ Threat of self-harm and/or suicide
- ☐ Serious, immediate concerns regarding a client's welfare or wellbeing

Client's details

Name of client

Phone number

DVA file number

Details of incident

Date and time of incident or contact *

Location of incident or contact *

Description of contact with client *

Referral form – Questions that you will be asked.

DVA staff are encouraged to refer any Emerging Welfare Event.

- Specify the particular issues or indicators – include any external providers contact details.
- The referral form includes a list of indicators to guide you, so select all that apply and provide comments where relevant.
- Has 000 been contacted?
- Has the client been hospitalised?
- The more information you provide in your referral, the more seamless the process is for you as the referrer, and for the client.

An Emerging Welfare Event is defined as any event where the immediate concern includes:

- threats of self-harm by a client and/or
- threat of suicide
- serious, immediate concerns regarding a client's safety or welfare

Please complete as many details as possible within the form below. Once completed member of Triage and Connect will respond as soon as possible.

When submitting an Emerging Welfare Event please follow these steps:

- Notify your Team Leader or Manager
- If you require immediate assistance or information call Triage and Connect on 02 9213 7002 during business hours
- Complete and submit an online Emerging Welfare Event Referral Form
- You are encouraged to access the Employee Assistance Program (EAP) services as soon as possible after an Emerging Welfare Event has occurred

In an emergency situation, contact emergency services on 0 000 in the first instance – an Emerging Welfare Referral can be completed following this.

Event type

Emerging welfare event - type *

☐ Threat of self-harm and/or suicide
☐ Serious, immediate concerns regarding a client's welfare or wellbeing

Client's details

Name of client

Phone number

DVA file number

Details of incident

Date and time of incident or contact *

Location of incident or contact *

Description of contact with client *

Please provide as much detail regarding exact language used by client as possible, including any references to self-harm or suicide.

Did the client communicate any specific plan to self-harm or suicide?

Please provide detailed information of any plan if mentioned including exact wording used if possible.

Did the client advise of any access to lethal means?

Did the client advise if they had already taken steps to harm themselves?

Please provide details.

Do you know if something specific has happened for the client today?

Please provide details regarding any changes to the client's immediate circumstances that you may be aware of.

Action taken

Please detail any action taken. If emergency services have been contacted please provide date and time of contact, and any job or reference number.

Other action taken

Please detail any other actions have been taken – have you contacted anyone else in relation to this matter, have any friends or family of the client or treating providers been contacted?

Emergency contact for client

Please provide contact details for any emergency contact of the client eg: spouse, next of kin, treating doctor.

Person completing this report

Report completed by - name *

Report completed by - team name *

Your contact phone number

Your location

Alternative contact name and phone number in your team

Attachments - these can be added using the 'Attach file' option in the menu above this form.

How to complete a referral through SVOP

Step 1.

Work Dashboard

Single View of Person

Info

Open Arms (Veterans & Families Counselling)
1800 011 046

ADF Mental Health All Hours Support Line
1800 628 036

Lifeline
13 11 14

1800RESPECT
1800 737 732

MensLine Australia
1300 78 99 78

Veterans Home Care
1300 550 450

VAPAC
1800 552 580

Health Approvals
1800 550 057

Transport & Rehab and Appliances Program (RAP)
1300/1800 550 457

Quick Links

- Client Notes
- Launch CFMS
- Staff Assisted Claims
- Triage and Connect Referral**
- CCS Sharepoint
- Emergency Procedures
- Security Incident Form
- VANQISH

Electorate: None

Technical Healthcheck
01/01/2010 | 11 years | Male

UIN: 3000 036	Phone: s 47E, s 47F	Treatment Ca.. No Current Card	Case Num... 3000 5176 96
File Number: SSM 2320 9	Email:	Recognition ... Not Issued	Case Co-o... Aimee s 47E, s 47F
PMKeyS/Service... Not Provided	Res. ...	Level of Inca... None	Case Priori.. High
Proof of Identity: Not Verified	Cor. ...	Overall Impai.. None	Case Strea.. Challen behavior
Client Type: Not Known		Commemorat... Not Provided	

Profile
Service history not available
Child: Technical Healthcheck

Health
No upcoming transport bookings

Payments
No Payments

Eligibility
No accepted conditions

Transactions
8 Claims with DVA
No Pending claims with Client

Correspondence
Veterans' Children Education Scheme (VCES) and Military Rehabilitation and
Veterans' Children Education Scheme (VCES) and Military Rehabilitation and

Step 2.

Create Referral

1 Referral Details

2 Critical Response

3 Presenting Concerns

4

Name

Technical Healthcheck

Date of Birth

01/01/2010

State or Territory Location

SA 5000

* Contact Number

s 47F, s 47E

* Referral Source

Third Party

Third party details

* Name

Aimee s 47E, s 47F

* Relationship

AD T & C EWE

* Phone Number

s 47E, s 47F

* Email

s 47E@dva.gov.au

Is this referral for

* The client - referring the client for individual assessment and support

☒ Yes ☐ No

☐ Unasked

* Staff support - seeking support/advice for DVA staff in managing a complex client matter

☐ Yes ☒ No

☐ Unasked

* Is the client aware that you are making this referral?

☐ Yes ☒ No

☐ Unasked

?

Exit

Step 3.

Create Referral

1 Referral Details

2 Critical Response

3 Presenting Concerns

4 Entitlements Complexity

5

2. Critical Response

* Escalations

☐ Yes ☒ No ☐ Unasked

* Welfare and Incident Management

☐ Yes ☒ No ☐ Unasked

* Emerging Welfare Event

☒ Yes ☐ No ☐ Unasked

* Date and time of incident or contact:

21.09.2021, 09:16:37

* Location of incident or contact:

Call through from Van

* Description of contact with client:

Client called and advised that it was hopeless and he had no reason left to go on.

* Did the client communicate any specific plan to self-harm or suicide?

No, however he stated that he thinks about it alot.

* Did the client advise of any access to lethal means?

Client advised that he has access to a weapon.

* Did the client advise if they had already taken steps to harm themselves?

No.

Exit

Step 4.

Create Referral

1 Referral Details

2 Critical Response

3 Presenting Concerns

4 Entitlements Complexity

5

* Do you know if something specific has happened for the client today?

Client advised that he hasn't been able to see his children since lock down.

* Was any action taken?

I called the police/ambulance. The ambulance will be attending shortly.

* Emergency contact for client:

Client's emergency contact is his mother. Her contact number is 0400 000 000.

* Suicidal ideation or attempt to take own life

☒ Yes ☐ No ☐ Unasked

* Please refer above.

* Evidence or risk of self-harm

☐ Yes ☒ No ☐ Unasked

* Evidence or risk of harm to others

☐ Yes ☒ No ☐ Unasked

* Terminal illness

☐ Yes ☒ No ☐ Unasked

3. Presenting Concerns

Not Relevant

Exit

Step 5.

Create Referral

1

2 Critical Response

3 Presenting Concerns

4 Entitlements Complexity

5 Additional Details

* Besides this referral, what actions have been taken to try and address the issues

Emergency services have been contacted.

Upload Documents

Drag and drop files to upload

No files added

Uploaded Documents

No data

Referrer's details

Name

Aimee s 47E, s 47F

* Business Area


Triage and Connect

* Phone Number

s 47E, s 47F

Review

Exit

 Australian Government
Department of Veterans' Affairs

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DVA

10

Review and Submit.

Create Referral

4. Entitlements Complexity

Not Relevant

5. Additional Details

Challenging Behaviours

Other relevant factors

Support Requirements

What support or actions are needed for the client

Follow up required with client, please assist me with

Besides this referral, what actions have been taken to try and address the issues

Emergency services have been contacted.

Confirmation

Do you want to submit the form?

Yes No

Success

Referral 3000517696 successfully updated

Close

Yes

No

Unasked

Yes

No

Unasked

Uploaded Documents

No data

Referrer's details

Name

Aimee

Business Area

Triage and Connect

Phone Number

Submit

Exit

In Summary:

When to make a referral ?

- When client presents with imminent risk to self and/or others and is requiring a rapid DVA clinical response
- The referrer is required to contact 000 or emergency services prior to making the referral if needed



Contact details

You can contact Emerging Welfare and Events at:

s 47E [\[REDACTED\]@dva.gov.au](mailto:[REDACTED]@dva.gov.au) or ext.

s 47E or softphone call queue DVA CCS

Emerging Welfare Events (internal calls only).

Monday to Friday 9am – 5pm (AEST or AEDT).



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Department of Veterans' Affairs

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DVA

Questions ?

- Thank you for taking the time to attend this presentation. Please let us know if you have any queries.

Emergency Information

Emergency Services call 0-000

Report all incidents to your team leader or manager. In the case of a threat of serious, imminent harm, report to emergency services on 0-000.

Only one form needs to be submitted. Both Triage and Connect and DVA Security work together to achieve client outcomes.

<div>Emerging Welfare Event</div> <div>Submit an Emerging Welfare Event Form</div> <div>An Emerging Welfare Event Form will be submitted to Triage and Connect where the immediate concern includes:<ul style="list-style-type: none">threats of self-harm and/orthreat of suicideserious concern regarding a client's safety or wellbeingPlease contact Triage and Connect Escalations during business hours (9-5pm AEST) on s 47E / via soft phone Queue DVA CCS Emerging Welfare Events on s 47E @dva.gov.au if you would like support, advice or assistance in an emergency client situation, for more information click here.</div>	<div>Security Incident</div> <div>Submit a Security Incident Form</div> <div>A Security Incident Form is submitted when there is an incident such as:<ul style="list-style-type: none">threats to othersconcerns for security of DVA staff or visitorsunauthorised entry to department premisespossible loss or disclosure of official informationA security incident becomes a critical security incident when there is imminent risk to the wellbeing of others. For more information click here.</div>																											
<div>Bomb Threat</div> <div>Submit a Bomb Threat Checklist</div> <div>Select this checklist to help guide you through the conversation if someone has made a bomb threat. The checklist must be submitted to Security for reporting purposes. After you have submitted the checklist, immediately notify the Security team by calling 0409 001 265.</div>	<div>Emergency Information</div> <div>Emergency Evacuation Protocol</div> <div>On hearing the ALERT tone ('beep beep') employees should (time and location permitted):<ul style="list-style-type: none">return to their area;collect personal belongings;secure sensitive material;close cabinets, drawers etc.shut down computers and other electronic devices; and await further instructions.</div>																											
<div>Work Health and Safety</div> <div>First Aid Policy - DVA's national rules for the provision of first aid. Injuries and accidents - Requirements for reporting injuries or accidents in DVA (including near misses and events that resulted in no injury). Health & Safety representatives - Health & Safety Representatives (HSRs) represent the health and safety interests of DVA workers to DVA management. Complete a Health & Safety Incident Report Form if there has been an injury or illness to a person as a result of the security incident</div>	<div>State Emergency Information</div> <table><tr><th>Emergency Plans and Other Information</th><th>Emergency Wardens</th><th>First Aid</th></tr><tr><td>ACT</td><td>ACT</td><td></td></tr><tr><td>NSW</td><td>NSW</td><td></td></tr><tr><td>NT</td><td>NT</td><td></td></tr><tr><td>QLD</td><td>QLD</td><td></td></tr><tr><td>SA</td><td>SA</td><td></td></tr><tr><td>TAS</td><td>TAS</td><td></td></tr><tr><td>VIC</td><td>VIC</td><td></td></tr><tr><td>WA</td><td>WA</td><td></td></tr></table>	Emergency Plans and Other Information	Emergency Wardens	First Aid	ACT	ACT		NSW	NSW		NT	NT		QLD	QLD		SA	SA		TAS	TAS		VIC	VIC		WA	WA	
Emergency Plans and Other Information	Emergency Wardens	First Aid																										
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QLD	QLD																											
SA	SA																											
TAS	TAS																											
VIC	VIC																											
WA	WA																											

Collaboration Site > Business Units > Support > Forms

Save

Cancel

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- *threats of self-harm by a client and/or*
- *threat of suicide*
- *serious, immediate concerns regarding a client's safety or welfare*

Please complete as many details as possible within the form below. Once completed member of Triage and Connect will respond as soon as possible.

When submitting an Emerging Welfare Event please follow these steps:

- Notify your Team Leader or Manager
- If you require immediate assistance or information call Triage and Connect on 02 9213 7002 during business hours
- Complete and submit an online Emerging Welfare Event Referral Form
- You are encouraged to access the [Employee Assistance Program \(EAP\)](#) services as soon as possible after an Emerging Welfare Event has occurred

In an emergency situation, contact emergency services on 0-000 in the first instance – an Emerging Welfare Referral can be completed following this.

Event type

Emerging welfare event - type *

- ☐ Threat of self-harm and/or suicide
- ☐ Serious, immediate concerns regarding a client's welfare or wellbeing

Client's details

Name of client

Phone number

DVA file number

Details of incident

Date and time of incident or contact *

Location of incident or contact *

Description of contact with client *

Please provide as much detail regarding exact language used by client as possible, including any references to self harm or suicide.

Did the client communicate any specific plan to self-harm or suicide?

Please provide detailed information of any plan if mentioned including exact wording used if possible.

Did the client advise of any access to lethal means?

Did the client advise if they had already taken steps to harm themselves?

Please provide details.

Do you know if something specific has happened for the client today?

Please provide details regarding any changes to the client's immediate circumstances that you may be aware of.

Action taken

Please detail any action taken. If emergency services have been contacted please provide date and time of contact, and any job or reference number.

Other action taken

Please detail any other actions have been taken – have you contacted anyone else in relation to this matter, have any friends or family of the client or treating providers been contacted?

Please provide contact details for any emergency contact of the client eg: spouse, next of kin, treating doctor.

Person completing this report

Report completed by - name *

Report completed by - team name *

Your contact phone number

Your location

Alternative contact name and phone number in your team

Attachments - these can be added using the 'Attach file' option in the menu above this form.

Save

Cancel

Triage and Connect

To refer a client to Triage and Connect use the [referral form](#).

NOTE: VAN staff are to submit referrals to Triage and Connect via Single View of Person Client Hub. This will shortly become the centralised referral portal for all Triage and Connect referrals. The web referral form remains in place for all other business areas until further notice.

In an emergency, please refer to [DVA Emergency Procedures](#).

What is Triage and Connect?

Triage and Connect was established as a centralised referral point to ensure timely and appropriate support for clients and their families who require additional support due to risk, vulnerability factors.

Triage and Connect acts as a single 'front door' to services available to clients within DVA's [Client Support Framework](#). Any DVA, Open Arms or ADF representative can refer a client with circumstances to Triage and Connect for assessment and/or advice.

Triage and Connect is staffed by experienced Complex Case Managers who undertake holistic assessment of a client's individual circumstances and identify appropriate pathways for support assessment, review of DVA eligibility, benefits and services, and links to support services.

In assessing each referral, Triage and Connect will determine the necessary actions and will consider which support programs and services offered by DVA, as well as external services, may be the client's needs. Triage and Connect will conduct an assessment and coordinate an appropriate response and resolution, and provide you with feedback on the outcome of referral.

During business hours, Triage and Connect can provide the following services:

- Short-term case management and intake assessment for services/programs within the Client Support Framework;
- Advice regarding emergency intervention and managing situations relating to risk (e.g. threat of suicide or harm to self);
- Consultancy service to provide advice and support to business areas or individual staff in managing clients with complex needs.

When to refer to Triage and Connect?

There are many reasons you may wish to refer a client to Triage and Connect. Some examples of circumstances that indicate a referral should be made include:

- client indicators are present and the client needs assistance to access services and support (e.g. homelessness, financial distress, domestic violence);
- a client is having difficulty navigating the DVA claims process and/or getting access to the benefits and services they need within normal service channels;
- intervention is needed to overcome a complex issue and/or an issue is unable to be resolved within existing business processes and escalation practices, and further action is needed to be involved.

DVA staff are encouraged to refer any client where any Triage and Connect indicators are present and intervention is needed to ensure the client receives the right support, at the right time

How to make a referral

You can refer a client to Triage and Connect by completing the online [referral form](#). If possible, seek the client's consent prior to making the referral.

The referral form includes a list of indicators to guide you, so select all that apply and provide comments where relevant. You may be contacted about referrals submitted with minimal information and can be progressed by Triage and Connect. Staff are encouraged to contact Triage and Connect for advice if they are unsure about any referral.

Triage and Connect aim to make initial contact with all new referrals within 5 working days whilst also prioritising urgent actions according to need.

If your referral is urgent – please follow up with a phone call to the Triage and Connect team on 1800 VETERAN. Please note Triage and Connect is only available during business hours outside of business hours (AEST or AEDST) will not be reviewed until the next business day.

Emerging Welfare Events

If a client is at serious and imminent risk of self-harm or suicide, [DVA Emergency Procedures](#) must be followed by calling 0-000.

All DVA staff are responsible for managing client safety and determining if emergency services are required to be engaged. Triage and Connect can support you in this process in two ways:

1. support and advice in assessing the need for intervention by emergency services;
2. provide a wellbeing check and follow-up support to the client after the immediate threat has been managed.

For urgent advice, contact Triage and Connect on **1800 VETERAN** (during business hours only).

Escalations

Triage and Connect also manages and responds to requests by the Minister's Office, senior executive or other stakeholders and provides specialised reporting such as Hot Issue Briefs. Contact the team at s47E@dma.gov.au.

Consultancy and advice

Triage and Connect acknowledge that many business areas will have ongoing relationships with clients in conducting their DVA business. If you have any concerns around a client's behaviour, contact Triage and Connect as soon as possible, as early intervention is key.

Triage and Connect can assist you with information or advice about supporting clients who are vulnerable, complex or at-risk. Experienced Complex Case Managers can help you to develop support for individual clients and discuss ways to optimise your communication and interactions going forward.

Contact details

You can contact Triage and Connect at s47E@dma.gov.au or by calling **1800 VETERAN** (during business hours, Monday to Friday 9am – 5pm AEST or AEDST).

Quick links

- » [Emergency procedures](#)
- » [Client Support Framework](#)
- » [Triage and Connect Referral Form](#)

Triage Referral Indicators

Triage and Connect

Triage and Connect is a new process for DVA. It provides a single front door for staff to refer clients which have been identified as having concerning issues or who need additional support. The Triage and Connect team will assess the case, identify solutions and facilitate appropriate referrals to address the issues and meet the client's needs.

The majority of DVA's clients can be managed by existing business processes, however where this does not meet the needs of a client and urgent additional support is required, a referral to Triage and Connect may be necessary.

Referral

Any staff member of DVA can refer a client to Triage and Connect via the form on the Intranet. A referral to the Triage team may be appropriate where:

- intervention is needed to overcome a complex issue, provide critical support to a client, and/or prevent an unfavourable outcome,
- one or more of the referral risk factors (see below) listed are present, and
- existing business processes or departmental policies have failed to meet the needs of the client and/or the Department.

Referrals will be quickly assessed and, where required, Triage will intervene to quickly stabilise the client's urgent issues. This can include contact from a mental health professional. Where issues can be resolved without intervention by Triage, the case will be referred back to the most appropriate business area to manage with clear guidance for the way forward.

Triage will attempt to resolve matters without the need to contact the client, however in some cases clients will be contacted to further discuss their circumstances. This means clients may not always know they are being managed through the Triage and Connect process.

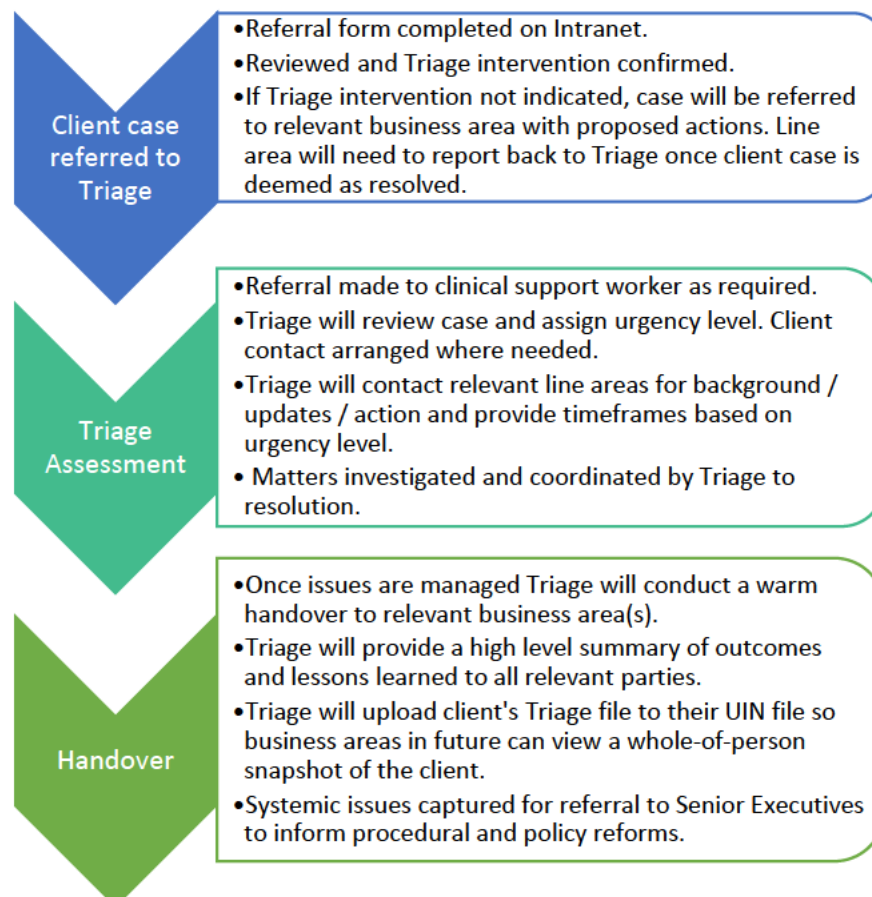
Role

Triage will work in tandem with existing DVA processes such as Security, VVCS, CCS, and the Media team. Referrals received by Triage will also be channelled to other relevant areas to streamline the assessment process and provide the client with the most appropriate level of support. This includes assessment for Coordinated Client Support.

Business groups are encouraged to attempt to resolve complex case matters directly with other areas prior to referring onto Triage, unless the circumstances are particularly high risk or critical.

The Triage Team does not provide crisis intervention. If a client is at serious and imminent risk of self-harm and/or harm to others, DVA security policy must be followed in the first instance (Refer to the [Security Page](#) for more information). A referral to the Triage team may be appropriate after the immediate threat has been managed, to provide ongoing and follow up support to the client.

Triage Workflow



Contact points

Triage and Connect

Director (a/g)

Karly s 47E, s 47F

s 47E

Assistant Director

Phoebe s 47E, s 47F

s 47E

Triage Coordinator

Jason s 47E, s 47F

s 47E

Triage Coordinator

O'Hara s 47E, s 47F

s 47E

If you would like more information you can email the Triage team at s 47E@dma.gov.au.

Triage Referral and Assessment Indicators

Please note: the occurrence of the indicators does not guarantee intervention by the Triage Team.

Critical Response	Client Risk Indicators	Client Behaviours	Claims / Entitlement Complexity
<ul style="list-style-type: none"> • Risk of self-harm/harm to others • Suicidal ideation or attempt • Financial crisis • No identified protective factors • Terminal illness • ADF incident (e.g. deployment death, service accident) • Suicide notifications 	<ul style="list-style-type: none"> • Homelessness • Mental health concerns • Financial hardship • Unemployment • Relationship breakdown • Complex family circumstances • Alcohol/drug misuse • Recent discharge from hospital/treatment facility • Social isolation • Domestic violence • Chronic pain • Significant barriers to appropriate outcomes • Lack of supports (family, advocacy) • Not seeking/receiving treatment • Acute/chronic health conditions • High degree of impairment • Assault/abuse experiences • Multiple hospitalisations • Medication misuse/abuse • Traumatic injuries (amputations, TBI, etc) • Cognitive impairment • Poor health literacy • Legal issues 	<ul style="list-style-type: none"> • Unreasonable persistence • Unreasonable demands • Unreasonable lack of cooperation • Unreasonable arguments • Unreasonable behaviours, including aggressive and/or threatening behaviours towards staff <p><i>*NOTE: Managed Access has responsibility for management of referrals on the sole basis of Client Behaviours.</i></p>	<ul style="list-style-type: none"> • Policy/legislative barriers to achieving client outcomes • Multi-Act eligibility • Overpayments • Administrative/Dept errors, particularly where these have led to hardship • Inability to access critical support or services • Unique case circumstances not covered by existing policies • Involvement of multiple claims areas/teams • 'Wicked problems' • High needs unable to be met within existing limits or eligibility (e.g. review of liability to provide treatment coverage)
<p>Departmental Risk Indicators</p> <ul style="list-style-type: none"> • Media interest/high profile • Risk to departmental reputation • Errors in decision making or service leading to catastrophic client outcomes • Ministerial involvement/interest 			

Definition:	Critical Response	Departmental Risk Indicators	Client Risk Indicators	Client Behaviours	Claims / Entitlement Complexity
	Matters requiring immediate/urgent intervention to manage serious risk or respond to significant issues.	Matters impacting upon the reputation or operations of the Department requiring high-level oversight.	Factors impacting on the health, safety and wellbeing of DVA clients and families, often indicating a need for further support.	Behaviours or actions consistent with the Unreasonable Complainant Conduct (UCC) Framework.	Complex claims or eligibility imposing barriers to meeting client and/or departmental needs.
Referral Points:					
DVA Security <i>Manages security incidents where risk to safety of individual clients, staff or property exists.</i>	X <i>Where matters relate to threats of harm to self, others or property.</i>			X <i>DVA Security should be notified of any threats made by clients.</i>	
Triage <i>Undertakes assessment and referral for resolution of complex, high-level issues requiring a coordinated approach. Conducts mental health assessments as required.</i>	X	X			X
Coordinated Client Support <i>Provides a point of contact to clients with complex needs requiring additional support to access to DVA benefits and services.</i>	X		X		X
Case Management Pilot (via Triage) <i>Provides intensive and coordinated support to meet identified needs of veterans and families with complex/multiple needs.</i>	X		X		
VVCS <i>Provides access to ongoing counselling support with client consent.</i>	X <i>Where ongoing VVCS support is needed</i>		X <i>Where ongoing VVCS support is needed</i>		
Managed Access (formerly Client Liaison Unit) <i>Managed Access provides a single point of contact to clients with contact restrictions as per the Unreasonable Complainant Conduct (UCC) Framework.</i>				X <i>Where the UCC framework has been appropriately followed</i>	

