



FACT SHEET 2 – INTAKE & REFERRAL

What can I expect to happen at intake?

FSG Australia provides non-discriminatory equitable access to services in accordance with funding body requirements. Access criteria and each individual's relative need will be taken into account to establish priority for service delivery where required.

Portions of this fact sheet will not be relevant to some programs, for example those programs where the client's relative need is established by the funding body prior to referral to FSG Australia.

What if there is not a vacancy available in the FSG Australia service I want?

There may be an FSG Australia wait list for service and you may be placed on this list. Your relative need, and service availability will determine your position on the wait list. Program coordinators will review the wait list to reprioritise your access to a service, within a timeframe discussed with you.

What information will FSG Australia give me?

FSG Australia client fact sheets and other relevant funding body literature will be offered to you after service provision has been organised.

Can I refuse a service?

At any time you can refuse a service and there will not be any negative retributions e.g. your decision will not affect your right to receive a service in the future.

Will FSGA assist me to access another organisation?

FSG Australia may provide you with information about other services or (depending on your situation) may refer you to another organisation. If FSG Australia is required to give your details to another organisation, we will ask you to give us consent to release your information. You may withdraw this consent at any time.

What if I change my mind about releasing information?

You may withdraw this consent at any time.

What if I am unhappy about FSG Australia's decision?

If you disagree with any decision relating to access to programs, or to service delivery, an appeal against the decision or services provided may be undertaken. Refer to the [Complaints Fact Sheet](#). If you are refused a service, staff will check that you understand the reason why; if you do understand please ask for clarification.