

Client Contacted – Services Accepted

This SPA should be selected when the service has contacted the client via phone, email or in person and they have agreed to the support options given. This may be an appointment booked in or in some instances this may be simply 'information and advice' whereby the referred person has been informed of what they can access and although are not ready at present, thankfully accept the information for future reference.

Client Contacted – Services Declined

This SPA should be selected when the client has declined services.

Unable to be contacted – Information Sent

This SPA should be selected when the client is unable to be contacted on any of the methods available to the Service Provider. All contact methods should be used in order to contact the client where safe to do so. With uncontactable clients and where safe to do so – information is to be sent via SMS, email or post with the services contact details. This SPA selection does ask for an additional reason to be selected.

Unable to be contacted – no further action taken

This SPA should be selected when the client is unable to be contacted on any of the methods available to the Service Provider and there are no safe methods indicated on the referral in order for the services to send their information. This SPA selection does ask for an additional reason to be selected.

On-referred

This SPA should be selected when the service provider is wanting to on-refer this client and referral. This may be a service referring internally for follow-up or an on-referral through the Police Referral System to another service in the Police Referral Network. (this is the preferred choice when on-referring, through to another provider in the Police Referral Network)

When a referral is on-referred internally it is hoped that the service provider can go back into the referral and update the service provider action once they are advised what the outcome of the referral was.

A comment should be put in after the SPA has been selected to advise where client was on-referred to.

Other/Not Applicable

This SPA should be selected when none of the SPA actions above are suitable to close off the referral. When service providers are selecting this SPA it is important to put in a

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comment which states the very reason why this SPA was selected. This comment must be put in after the SPA has been selected and then UPDATE.