

Policy: Intake and Allocation

Intake is a process by which a request for a service or a report about a child who may be in need of care and protection is made to the Department, an assessment is conducted and a determination is made as to whether a service is to be provided.

The intake process may lead to a person receiving a service from the Department; being referred elsewhere as appropriate; or being provided with information about a more appropriate service. The intake process must be accessible and be responsive to the range of needs of vulnerable children, young people and families.

The Central Intake Team adopts a collaborative approach when communicating with reporters, consulting and undertaking enquires related to reports.

Intake assessments and decisions are then made in a way that is consistent with the child's cultural, ethnic and religious values and traditions. Cultural advice will be sought from culturally appropriate individuals or organizations where required.

Refer to the following procedures to understand the intake and allocation process:

[Central Intake Roles and Responsibilities](#)

[Information Gathering](#)

[Reporters – rights protections and obligations](#)

[Receiving an Intake](#)

[Intake Outcomes](#)

[Child Protection Report Screening and Response Priority](#)

Allocation

Legislative Basis

[Care and Protection of Children Act 2007](#) [s15, 16, 26, 27, 29, 308](#)

Standards

[Standards of Professional Practice](#)

Authorised by:

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