

Intake and Referral Process

Step 1

My Journey Australia receives referral from externally, referral is sent to referrals@myjourney.com.au

24hrs

Step 2

Referral is entered into the Referral & Waitlist Register, and a Participant profile is created in Foxtrot

Step 3

My Journey Australia will review the referral and match to a suitable Support Coordinator based on the participants needs, wants, and diagnosis

24hrs

Step 4

Participant and their Representative will be offer Team Member Profiles for appropriately matched Support Coordinators

Step 5

If the referral needs to be placed on the waitlist, My Journey Australia to contact the participant and inform them of the timeframe. This is to be recorded on the Waitlist Register

24hrs

Step 6

My Journey Australia will provide all information to the selected and matched Support Coordinator for consideration and acceptance

24hrs

Step 7

Support Coordination will reach out to the participant and arrange the onboarding meeting, where they will complete the Onboarding Process

24hrs

Step 8

Support Coordinator should send all documents, including Service Agreement and Schedule of Supports, to referrals@myjourney.com.au for uploading to foxtrot

Step 9

My Journey Australia to close the referral on the Referral and Waitlist Register