

# ERA Initial Contact Information CONTACT DETAILS

If question is irrelevant or information not known, write Not Applicable or NA

## CONSUMER DETAILS

Title (please circle) Mr Mrs Ms Other \_\_\_\_\_

Family Name: \_\_\_\_\_

Given Names: \_\_\_\_\_

Preferred Name/s: \_\_\_\_\_

Date of birth dd/mm/yyyy \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Sex (please circle) 1. Male 2. Female

## CONTACT DETAILS

Usual Address

\_\_\_\_\_ (number) \_\_\_\_\_ (street)

\_\_\_\_\_ (suburb/locality) \_\_\_\_\_ (postcode)

Postal Address (if different from usual address)

\_\_\_\_\_ (number) \_\_\_\_\_ (street)

\_\_\_\_\_ (suburb/locality) \_\_\_\_\_ (postcode)

Contact phone number/s (tick preferred number)	Can leave message? Y or N
Home	
Work	
Mobile	
Fax	
Email address	

**Comments** (including contact address for home visits if different from usual address, directions etc or any other contact issues)

Record Agency Assigned Consumer Identifier (initial contact agency)

\_\_\_\_\_

or affix label here

## WHO THE AGENCY CAN CONTACT IF NECESSARY

(eg, case manager, next of kin, carer, guardian, friend, emergency contact)

Person 1 Name

Contact details

\_\_\_\_\_ (number) \_\_\_\_\_ (street)

\_\_\_\_\_ (suburb/locality) \_\_\_\_\_ (postcode)

Phone: \_\_\_\_\_

Relationship to client

Person 2 Name

Contact details

\_\_\_\_\_ (number) \_\_\_\_\_ (street)

\_\_\_\_\_ (suburb/locality) \_\_\_\_\_ (postcode)

Phone: \_\_\_\_\_

Relationship to client

## GENERAL PRACTITIONER (IF NO GP, WRITE NA)

Name

Address

\_\_\_\_\_ (number) \_\_\_\_\_ (street)

\_\_\_\_\_ (suburb/locality) \_\_\_\_\_ (postcode)

Phone: \_\_\_\_\_

Fax: \_\_\_\_\_

Email: \_\_\_\_\_

## Office Use Only

Screener's Name \_\_\_\_\_ Designation/Agency \_\_\_\_\_

Sign \_\_\_\_\_ Date \_\_\_\_\_ Contact number \_\_\_\_\_

If information needs updating, indicate below and record updated information on a new ICI

This information has been updated  Date: \_\_\_\_\_

Name: \_\_\_\_\_ Sign: \_\_\_\_\_

# ERA Initial Contact Information

## SERVICE ENTRY DATA SET

If information not applicable or not known, record 99

### SERVICE ENTRY DATA SET

#### Source of Referral

- Record: (1) Self.
- (2) Family, significant other, friend.
  - (3) GP/medical practitioner – community based.
  - (4) Specialist aged or disability assess team/service (eg. ACAT).
  - (5) Comprehensive HACC assessment authority
  - (6) Community nursing service.
  - (7) Hospital (public).
  - (8) Psychiatric/mental health service or facility.
  - (9) Extended care/rehabilitation facility.
  - (10) Palliative care facility/hospice.
  - (11) Government residential aged care facility.
  - (12) Aboriginal health service.
  - (13) Carelink centre.
  - (14) Other community-based government medical/health service.
  - (15) Other government medical/health service.
  - (16) Other government community-based services agency.
  - (17) Hospital (private).
  - (18) Non government residential aged care facility.
  - (19) Other non government medical/health service.
  - (20) Other non government community-based service.
  - (21) Law enforcement agency.
  - (22) Other.

If not self-referred, has client given consent for referral? Y N

Source of Referral Contact Details (if relevant)

#### Country of Birth

Record: (1) Australia. (2) Other.

If other, specify \_\_\_\_\_

#### Indigenous Status

- Record: (1) Aboriginal but not Torres Strait Islander Origin.
- (2) Torres Strait Islander but not Aboriginal Origin.
  - (3) Both Aboriginal and Torres Strait islander Origin.
  - (4) Neither Aboriginal nor Torres Strait Islander Origin. (9) Not stated.

#### Main Language Spoken at Home

Record: (1) English. (2) Other.

If other, specify \_\_\_\_\_

#### Interpreter Required

Record: (1) Interpreter not needed. (2) Interpreter needed

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\_\_\_\_\_ or affix label here

Preferred language, (if not spoken English) including sign language, & any required communication devices or special interpreter needs

#### Government Pensioner/Benefit Status

- Record: (1) Aged Pension
- (2) Veterans' Affairs Pension (complete details below)
  - (3) Disability Support Pension
  - (4) Carer Payment (pension)
  - (5) Unemployment related benefits
  - (6) Other gov pension or benefit
  - (7) No gov pension or benefit

Pension/Benefit Card Number

Medicare Number

Health Care Card Number

#### DVA Card Status

- Record: (1) No DVA Card
- (2) Yes – Gold Card
  - (3) Yes – White Card
  - (4) Yes - Other DVA Card

DVA Card Number

#### Insurance Status

Tick all that apply:

(1) None	
(2) Private health insurance - basic cover only	
(3) Private health insurance - including extras cover	
(4) Private health insurance - extras cover only	
(5) Motor vehicle accident insurance	
(6) Workers compensation	
(7) Other 3 <sup>rd</sup> party	
(8) Ambulance fund	

Health Insurer Name and Card Number

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Name: \_\_\_\_\_

Sign: \_\_\_\_\_

**ERA Initial Needs Identification  
INI SUMMARY & ACTION PLAN**

*If question is irrelevant or information not known, write Not Applicable or NA*

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or affix label here

**WHY THE CONSUMER IS SEEKING SERVICES**

Description of problem or issue as identified by the consumer or referring agency	Action required
1	
2	
3	
4	

Description of other issues as identified by the consumer or in the ongoing needs identification process	
1	
3	
4	

**ACTION REQUIRED: Code**

- |   |   |   |
|---|---|---|
| (1) Service provision – see Initial Action Plan | (4) Nil: Consumer ineligible for service.                         | (8) Nil: Consumer issue resolved. No further action required.                                     |
| (2) Specialist assessment                       | (5) Nil: Referred elsewhere.                                      | (9) Nil: Requested service not available.   |
| (3) Comprehensive assessment                    | (6) Nil: Advise/information provided. No further action required. | (10) Nil: Requested service not accessible (eg, due to long waiting time, inaccessible location). |
|   | (7) Nil: Consumer declines further referral or service.           |   |

**CONSUMER PERMISSION TO PROCEED**

Yes No

*If yes, proceed to next section. If no, finalise initial action plan on next page.*

**CURRENT SERVICES**

*Record services used in the last three months*

Service	Record contact details or other information as appropriate

Consider all health and community services, including (but not limited to) Alternate Therapists, Aged Care, Alcohol and drug, Community health, Counselling, Dental care, Disability, Emergency accommodation, Family planning, Home care, Hospital inpatient, Hospital outpatient, Hospital emergency, Maternal and child health, Medical (GP), Medical (specialist), Men's health, Mental health, Palliative care, Rehabilitation, Residential Aged Care, Respite care, Self help groups, Sexual health, Women's health, Youth services.

**Office Use Only**

Screener's Name \_\_\_\_\_ Designation/Agency \_\_\_\_\_

Sign \_\_\_\_\_ Date \_\_\_\_\_ Contact number \_\_\_\_\_

If information needs updating, indicate below and record updated information on a new INI

This information has been updated

Date: \_\_\_\_\_

Name: \_\_\_\_\_ Sign: \_\_\_\_\_

# ERA Initial Needs Identification INI SUMMARY & ACTION PLAN

If question is irrelevant or information not known, write Not Applicable or NA

Record Agency Assigned Consumer Identifier (initial contact agency)

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or affix label here

## OTHER CONSUMER ISSUES

### Issue/s

If consumer requires HACC or HACC-like services

Living Arrangements and Functional Profiles (mandatory)

Health – consider overall health, age-related problems, disabilities, use of medicines

Profile of Health Conditions

Psychosocial – consider mental health and emotional well-being, personal and social supports, family and personal relationships

Psychosocial Profile

Functional status and activities of daily living– consider overall health, age-related problems, disabilities

Functional Profile

Health behaviours – consider lifestyle issues and opportunities for prevention and health promotion

Health Behaviours

Determinants of health – consider living arrangements, housing, carer issues, work, financial, legal

Living Arrangements Profile

After completing the relevant supplementary profiles, finalise the Initial Action Plan below.

## INITIAL ACTION PLAN

Taking into account the reason/s that the consumer is seeking services and any other issues you and the consumer have subsequently identified, summarise the initial action required.

### TO BE REFERRED TO:

Agency/health professional	For	Consumer Consent	Referral Method	Transport Method	Feedback required	Date

**Agency/health professional:** Complete in legible text. If you will be continuing to see the client, include yourself in the list of agencies/professionals for referral

**For:** Record purpose of referral in legible text

**Consumer Consent:** Record (1) Yes, consumer consents to referral and to sharing of information as specified on consumer consent form (2) Yes, consumer consents to referral but not to sharing of information (3) No, consumer has not consented to this referral

**Referral method:** Record (1) this form faxed to agency (2) letter (copy on file) (3) electronic (4) verbal request – face to face or phone call (5) other (incl. refer to self)

**Transport Method:** Record (1) Staff travel – service is delivered in home (2) Staff travel - client too unwell to travel (3) Staff travel – client has no transport (4) Client travel – own car (5) Client travel – family/friends (6) Client travel – public transport or taxi (7) Client travel – walk (8) Community transport (9) Ambulance (10) Hitchhike (11) None

**Feedback required:** Record (1) to initial referral agency (2) to GP (3) to agency completing INI (4) to carer/guardian (4) other

**Date:** Record date referral actually made. If no referral actually made, leave blank

### Alerts (including any relevant comments on risk or urgency).

### Office Use Only

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Name: \_\_\_\_\_

Sign: \_\_\_\_\_

# ERA Initial Needs Identification LIVING ARRANGEMENTS

If information not applicable or not known, record 99

## Living arrangements

Record: (1) Lives alone (2) Lives with family (3) Lives with others

Comments on living arrangements, including family arrangements

## Accommodation

Record: (1) Private residence – owned/purchasing (2) Private residence – private rental (3) Private residence – public rental (4) Private residence – mobile home (5) Independent living unit within a retirement village (6) Boarding house/private hotel (7) Short term crisis, emergency or transitional accommodation facility (8) Domestic-scale supported living facility (9) Supported accommodation facility (10) Residential aged care facility (11) Psychiatric / mental health community care facility (12) Public place/temporary shelter (13) Private residence rented from Aboriginal Community (14) Temporary shelter within an Aboriginal Community (19) Other (99) Not stated / inadequately described

Comments on accommodation

## Employment Status

Record: (1) Employed/self employed (2) Sheltered (3) Child/Student (4) Home duties (5) Unemployed (6) Retired for age (7) Retired for disability (8) Other

Comments on employment

## FINANCIAL AND LEGAL PROFILE

### Mental Health Act status

Record (1) Voluntary (2) Involuntary (3) CTO (4) N/A

### Other legal order (circle one)

Yes No

If yes, specify: \_\_\_\_\_

### Decision-making responsibility

Record: (1) Self (2) Enduring POA (3) Guardian

Is the person capable of making their own decisions? (circle one)

Yes No Not sure

If 'not sure' or 'no', consider the need for assistance, need for cognitive assessment and the implications for consent.

Comments

### Office Use Only

Summarise issues & arising action on page 1 & 2 of the INI

Name \_\_\_\_\_ Designation/Agency \_\_\_\_\_

Sign \_\_\_\_\_ Date \_\_\_\_\_ Contact number \_\_\_\_\_

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This information has been updated

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Sign: \_\_\_\_\_

Record Agency Assigned Consumer Identifier (initial contact agency)

\_\_\_\_\_

or affix label here

## Financial decisions

Record: (1) Self (2) POA (3) Administrator (4) Parent or Guardian

## Cost of living decisions

Because of limited income, during the last month have you made any trade-offs among purchasing any of the following: prescribed medications, necessary medical care, adequate food, home care?

Yes No Not sure

If yes, discuss issues with consumer and consider need for counselling (eg, financial, gambling) and need for material support.

## CARER PROFILE

### Carer Availability

Record (1) Has a Carer (2) Has no Carer (3) Not Applicable – no carer required (4) Not Applicable – the consumer is the Carer

### Carer Residency Status

Record (1) Yes – Co-resident Carer (2) No – Non-resident Carer (3) Not Applicable – the Consumer has no Carer

### Relationship of Carer to Care Recipient

Record (1) Wife/female partner (2) Husband/male partner (3) Mother (4) Father (5) Daughter (6) Son (7) Daughter-in-law (8) Son-in-law (9) Other relative – female (10) Other relative – male (11) Friend/neighbour – female (12) Friend/neighbour – male

### Current threats to carer arrangements

Tick all that apply

- |  |                          |   |                          |
|--|--------------------------|---|--------------------------|
| (1) Carer – emotional stress & strain          | <input type="checkbox"/> | (4) Carer – factors unrelated to care situation | <input type="checkbox"/> |
| (2) Carer – acute physical exhaustion/illness  | <input type="checkbox"/> | (5) Consumer – increasing needs                 | <input type="checkbox"/> |
| (3) Carer – slow physical health deterioration | <input type="checkbox"/> | (6) Consumer – other factors                    | <input type="checkbox"/> |

### Are carer arrangements sustainable without additional services or support?

Record (1) No, have already broken down (2) Yes, but only weeks (3) Yes, months (4) Yes, years (5) Don't know

Comments on carer issues, including whether emergency arrangements are in place

If there are carer issues, complete a separate INI on the carer.

# ERA Initial Needs Identification HEALTH CONDITIONS

If question is irrelevant or information not known, write Not Applicable or NA

Record Agency Assigned Consumer Identifier (initial contact agency)

## Overall health

In general, would you say your health is?

Excellent

Very good

Good

Fair

Poor

*Consider Activities of Daily Living*

How much bodily pain have you had during the past 4 weeks?

None

Very Mild

Moderate

Severe

Very Severe

*Consider Activities of Daily Living*

How much did your health interfere with your normal activities (outside and/or inside the home) during the past 4 weeks?

Not at all

Slightly

Moderately

Quite a bit

*Consider Activities of Daily Living*

## Vision

Is your eyesight for reading (with your glasses)?

Excellent

Good

Fair

Poor

Is your long distance eyesight (with your glasses)?

Excellent

Good

Fair

Poor

## Hearing

Is your hearing (with your hearing aid)?

Excellent

Good

Fair

Poor

## Falls

Have you had a fall inside/outside the home in the past 6 months?

Yes  No

If yes, record number of falls \_\_\_\_\_

*Consider both Activities of Daily Living and need for referral if the consumer has any problems with vision, hearing or falls.*

**Health conditions** (include all issues eg, allergies, acute medical conditions, disabilities, continence, dental, developmental)

Condition	GP confirmed?	Condition	GP confirmed?
1		5	
2		6	
3		7	
4		8	

**Current Medications** – include prescriptions, over-the-counter and alternate products

1	5
2	6
3	7
4	8

Note: Polypharmacy may suggest a medication review is desirable

Comments

## Office Use Only

Summarise issues & arising action on page 1 & 2 of the INI

Name \_\_\_\_\_ Designation/Agency \_\_\_\_\_

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# ERA Initial Needs Identification PSYCHOSOCIAL PROFILE

If question is irrelevant or information not known, write Not Applicable or NA

## EMOTIONAL WELLBEING

In the past 4 weeks about how often did you feel...

K10 scale	Score
1 tired out for no good reason?	
2 nervous?	
3 so nervous that nothing could calm you down?	
4 hopeless?	
5 restless or fidgety?	
6 so restless you could not sit still?	
7 depressed?	
8 that everything was an effort?	
9 so sad that nothing could cheer you up?	
10 worthless?	

Score:

- |   |                      |   |                  |
|---|----------------------|---|------------------|
| 1 | None of the time     | 4 | Most of the time |
| 2 | A little of the time | 5 | All of the time  |
| 3 | Some of the time     |   |                  |

Total K-10 Score: \_\_\_\_\_

Recommended action: refer for primary care mental health assessment if total score is 16-29 and for a specialist mental health assessment if score is 30 or more.

Have you had any difficulty sleeping? Y   
N

Details:

## PERSONAL AND SOCIAL SUPPORT

During the past 4 weeks...Was someone available to help you if you needed and wanted help? For example if you...

- felt very nervous, lonely or blue
- got sick and had to stay in bed
- needed someone to talk to
- needed help with daily chores
- needed help just taking care of yourself

Yes, as much as I wanted

Yes, quite a bit

Yes, some

Yes, a little

No, not at all

*Consider referral & Activities of Daily Living*

Record Agency Assigned Client Identifier (initial contact agency)

\_\_\_\_\_ or affix label here

Comment on personal and social support, including opportunities

## FAMILY AND PERSONAL RELATIONSHIPS

Comments

## DISABILITY

Is the person likely to be eligible for disability services (circle yes only if they clearly meet all of the criteria below)?

Yes No D/K

Eligibility criteria (tick)

Has a disability attributed to an intellectual disability or a sensory, physical or neurological impairment or brain injury

The disability is permanent or likely to be permanent

Substantially reduced capacity in self-care/management or mobility or communication or learning

Need for continuing support

### Office Use Only

Summarise issues & arising action on page 1 & 2 of the INI

Name \_\_\_\_\_ Designation/Agency \_\_\_\_\_

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Name: \_\_\_\_\_ Sign: \_\_\_\_\_



# ERA Initial Needs Identification FUNCTIONAL PROFILE

Record Agency Assigned Consumer Identifier (initial contact agency)

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or affix label here

## QUESTIONS FOR YOU TO COMPLETE

Complete the following based on all information available to you – your judgement based on interviewing or observing the client, information contained in a referral letter, consumer notes or information provided by a proxy respondent, such as a friend, relative, carer or referring agency.

Note that the consumer should not be directly asked to answer these questions.

Item	Question	Record score
8	Does the person have any memory problems or get confused?	
	No – score 2	
	Yes – score 0	
9	Does the person have behavioural problems for example, aggression, wandering or agitation?	
	No – score 2	
	Yes – score 0	

## RECOMMENDED FUNCTIONAL ASSESSMENTS BASED ON THIS FUNCTIONAL SCREEN

### Domestic

Look solely at items 1 to 5. Count the number of these items that scored 2 (ie, count the number of activities that the person can do without help). Refer for a domestic functional assessment if the person can do less than 3 activities without assistance – ie, the count is 2 or less (a count of 0, 1 or 2).

### Self-care

Refer for a self-care functional assessment if the consumer SCORED LESS THAN 2 on either Item 6 (mobility) or Item 7 (bathing).

### Cognition

Refer for a cognitive assessment if:

- the consumer scored LESS THAN 2 on either Item 4 (medicine) or Item 5 (financial management) AND you have determined that the consumer has no physical disabilities or problems with English literacy that may account for the consumer not being independent on these items OR
- the consumer scored 0 on Item 8.

### Behaviour

Refer for a behavioural assessment if:

- the consumer scored LESS THAN 2 on either Item 4 (medicine) or Item 5 (financial management) AND you have determined that the consumer has no physical disabilities or problems with English literacy that may account for the consumer not being independent on these items OR
- the consumer scored 0 on Item 9.

Comments

## AIDS AND EQUIPMENT CURRENTLY USED

Self-Care Aids

Support and Mobility Aids

Communication Aids

Aids for Reading

Medical Care Aids

Car Modifications

Other Goods/Equipment List:

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Name..... Designation/Agency.....

Sign..... Date..... Contact number.....

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# ERA Initial Needs Identification HEALTH BEHAVIOURS

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## Regular health checks

Yes  No

If yes, record last date or year \_\_\_\_\_  
 If yes, record health screens in last 2 years (eg, pap smear, breast, prostate)

## Smoking

Never smoked

Has quit smoking

Currently smokes

If quit, record when \_\_\_\_\_  
 Consider referral if currently a smoker

## Alcohol

How often do you have a drink containing alcohol?

Never  *If never, proceed to next section*

Monthly

Once a week

2-4 times per week

5+ per week

How many standard drinks do you have on a typical day when you are drinking?

How often do you have more than 6 standard drinks on one occasion?

Never

Monthly

Once a week

2-4 times per week

5+ per week

Consider referral if alcohol consumption is an issue

## Nutrition

These questions may not apply to all (eg those with particular conditions or lifestyles). If a question has already been answered in a previous section, record a score based on the previous answer. Use the total score to decide whether action is required.

	yes	no	Score
Do you have an illness or condition that made you change the kind and/or amount of food you eat?	yes 2	no 0	
Do you eat at least 3 meals per day?	yes 0	no 3	
Do you eat fruit or vegetables most days?	yes 0	no 2	
Do you eat dairy products most days?	yes 0	no 2	
Do you have 3 or more glasses of beer, wine or spirits almost every day?	yes 3	no 0	
Do you have 6-8 cups of fluids most days?	yes 0	no 1	
Do you have teeth, mouth or swallowing problems that make it hard to eat?	yes 4	no 0	
Do you always have enough money to buy food?	yes 0	no 3	
Do you eat alone most of the time?	yes 2	no 0	
Do you take 3 or more prescribed or over the counter medicines every day?	yes 3	no 0	
Without wanting to, have you lost or gained 5kg in the last 6 months?	yes 2	no 0	
Are you always able to shop, cook and/or feed yourself?	yes 0	no 2	
Total score			

Total score: 0-3 'good', 4-5 'moderate', 6-29 'high risk'. Note that these totals have only been validated for older people. Use your judgement for other age groups

## Weight

### Appearance

Underweight

Average

Overweight

Consider referral to specialist / comprehensive service if significantly under or over weight

## Physical Activity

Would you accumulate 30 minutes or more of moderate intensity physical activity on most days of the week?

Yes  No

Consider referral if 'no'.

## Physical fitness

During the past 4 weeks...what was the hardest physical activity you could do for at least 2 minutes?

Very heavy (for example) run, fast pace; carry a heavy load upstairs or uphill (25 lbs, 10 kg)

Heavy (eg) jog, slow pace; climb stairs or a hill at moderate pace

Moderate (eg) walk, medium pace; carry a heavy load level ground (25 lbs, 10 kg)

Light (eg) walk, medium pace; carry a light load on level ground (10 lbs, 5 kg)

Very light (eg) walk, slow pace; wash dishes

Consider both Activities of Daily Living and need for referral if response is 'light' or 'very light'.

Comments, including other relevant issues (eg, other substance use, safe sex practices, mens health issues) and opportunities for health promotion

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