



## Standard 11.2: Entry

*The process of entry to the MHS meets the needs of the defined community and facilitates timely and ongoing assessment*

**Created by Members and Staff of Kaiyu Clubhouse, Lake Macquarie**

To present service entry on our square we used a door that opened. This represented the inclusion and entry aspects of the section. We decided to utilise a series of pictures that shows our interpretation of the way in which mental health services can and should be accessed. These pictures were placed inside the door to illustrate that once services are accessed consumers have the right to a number of different entry options.

The first picture, a telephone, represents that entry can be undertaken in a variety of ways, ensuring that it is sensitive to the needs of the consumer. The interlocked hands focus on the availability of appropriately qualified professionals to assist in the entry process. Furthermore, the information sign represents the importance of knowledge of the service entry process by both consumers and service providers. The car and the bus highlight that entry can be undertaken in a variety of places, ensuring cultural and consumer sensitivity. The envelope again demonstrates the importance of community awareness through advertisement about the service entry process. The Kaiyu community-based activities program members and staff thoroughly enjoyed making the quilt as a team.