Making Space (MS) - Referral Process

**Initial (Referral) Enquiry**
- Phone calls about potential referral:
  - Explain process (i.e. client consent needed, eligibility)
  - Direct referrer to website info, further resources, training offered, etc.

**Referral submission** (via email or hardcopy):
- Referral checklist
- MS client referral consent form
- CIRS

**Referral preparation**
- Referrer downloads the following referral pack from the MS webpage:
  - Referral assessment form
  - MS Referrer and Client Information Sheet
  - MS client referral consent form
  - Clutter Image Rating Scale (CIRS)

**Referral interview**
- On receipt of referral documents by Coordinator over the phone

**Assessment joint visit**
- Within 6 weeks of the referral interview
- Referrer and Volunteer Coordinator
- Complete assessment interview

**Client assessed as being eligible**
- Letter to referrer confirming assessment outcome

**Client suitable and added to waiting list**

**Volunteers starts work** (confirm support plan)

**Client withdraws or found not suitable for MS**

**Review** after 3 months evaluation measures

**Client assessed as not eligible**

**Signposting to other services**