

## What's Next?

- Implementing evidence based service design - building on the insights provided through a Power BI
- Person Centred Journey Mapping - applying Human Centred design principles into continuous improvement
- Innovation through new and emerging digital technology

"Wonderful service and really went the extra yards for me. I really appreciate it. Thank you so much"

Community Feedback

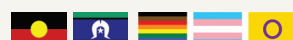


### ECLC would like to thank:

Victoria Law Foundation  
Victoria Legal Aid  
Victorian Legal Services Board + Commissioner  
Victorian Government  
Australian Government

ECLC acknowledges the Wurundjeri people of the Kulin Nation, the traditional custodians of the land across ECLC's region. We pay our deep respects to the elders, both past and present.

ECLC is an inclusive multidisciplinary legal service.



[eclc.org.au](https://eclc.org.au)

1300 32 52 00  
[eclc@eclc.org.au](mailto:eclc@eclc.org.au)



# ENHANCED INTAKE & TRIAGE

Multidisciplinary teams supporting access to tailored legal help.



**HUMAN RIGHTS**  
**FAIRNESS**  
**JUSTICE**

## Enhanced Intake & Triage

**Enhanced Intake & Triage is an emerging model for assisting community members experiencing complex life challenges to access the help they need from legal assistance services.**

Since 2015, ECLC has designed and implemented an intake and triage approach that better supports community members experiencing complex life challenges to access legal help.

**“ I wish to thank you all for everything you’ve helped me with, life changing quite literally”**

Community Feedback

The enhanced intake and triage approach aims to remove rigid organisational barriers and ensure each person receives the most appropriate support based on their personal circumstances and capability to navigate legal assistance services and support.

Enhanced intake and triage utilises person-centred, trauma-informed approaches, as part of a holistic capability assessment that seeks to identify a help-seeker’s inter-related legal, social and financial problems at the time they are ready to engage.

The law can feel inaccessible. There are many systemic and intersectional factors that may affect someone’s ability to successfully access legal help. This is referred to as ‘legal capability’.

### Key Projects/ Developments

2015

Enhanced Entry

2020-1

Contact Centre Implementation

2022

Strengthening Intake In Legal Assistance



### Enhanced Entry Project (EEP)

#### Aim:

Increase access to legal assistance for people experiencing marginalisation and or complex life challenges



#### Key outcomes:

- Developed & Implemented Enhanced Entry & Triage Framework
- Established AIRR Team – new approach to intake and triage
- Enhanced Intake – Client Advocate role to assist clients with complex issues
- Embed Evaluation at entry point to service provision



### Contact Centre Implementation

#### Aim:

Improve accessibility and data capability at the service entry point through implementing Contact Centre software (specifically Genesys Purecloud)

#### Key outcomes:

- Implemented dedicated call flows, including designated intake pathways for First Nations & CaLD community members.
- Multi-channel access points including email, phone intake & online enquiry form
- Implemented post-call service feedback – including the ability to do so in language.



### Strengthening Intake In Legal Assistance

#### Aim:

Build on EEP Intake approach & data collection capability, share with sector.

#### Key actions:

- Implemented Power BI to support data analysis
- Increased data analysis provided multi-layered metrics and templates across service entry and delivery
- Developed & Implemented Quality & Capability Framework



## Legal Capability Assessment

A Capability Assessment aims to identify and support the capacity of help-seekers with less complex needs to self-manage their legal issues, so that more resources can be directed to providing intensive support to people experiencing complex life challenges.

Depending on the outcome of the capability assessment, the team will then direct the help-seeker to the most appropriate service pathway – internally or externally.



## ECLC’s Quality & Capability Framework

ECLC’s Quality & Capability Framework is designed to guide the Assessment, Intake, Referral and Response (AIRR) team to provide best-practice enhanced intake & triage services.

The Framework builds on ECLC’s multidisciplinary trauma-informed person-centred approach – applying this to Intake & Triage.

This Framework is underpinned by ECLC’s Strategic Plan commitments to making service pathways easier for community members, together with the practice of continuous improvement.

**AIRR team** – Assessment, Intake, Response & Referral team is a diverse professional team, whose role is to respond to people contacting the Centre, utilising a trauma informed and person-centred approach to intake & triage.