

The logo for TúsLA, featuring the word 'TúsLA' in a stylized font where 'Tús' is green and 'LA' is blue.

An Ghníomhaireacht um
Leanaí agus an Teaghlach
Child and Family Agency

A large, stylized graphic of a ship's wheel in shades of green and blue, centered on the page. The text 'Drop in SERVICES CLINIC' is written in white inside the dark blue center of the wheel.

Drop in SERVICES CLINIC

THIS IS A SUPPORTING GUIDANCE DOCUMENT FOR AFTERCARE, WHICH SHOULD BE READ
IN CONJUNCTION WITH THE 'NATIONAL AFTERCARE POLICY FOR ALTERNATIVE CARE'

Document Reference Number	PPPG 11/2017
Revision Number	1
Approval Date	13 September 2017
Next Revision Date	13 September 2019
Document Developed By	National Policy Review Group. Chaired by: National Policy Manager, Alternative Care.
Document Approved By	National Policy Oversight Committee.
Responsibility for Implementation	National Implementation Lead for Aftercare, Tusla. Area Managers, Aftercare Managers, Aftercare Workers, Social Workers - Children in Care, Child Protection and Welfare, Residential Care.

1.0 Introduction

Tusla – Child and Family Agency’s aftercare services will offer an aftercare drop-in service to all young people/young adults who are eligible for an aftercare service in each area.

Any person with a care history may avail of the aftercare drop-in service for advice or guidance. The aftercare drop-in service will be provided by the aftercare service in each area. There is no age limit on the service.

Aftercare drop-in services will be provided nationally. The times and venues of these services may vary slightly nationally, with some providing a service in the evenings others during day time hours. Specific information on times and venues will be available on the Tusla website www.tusla.ie.

2.0 Purpose

The purpose of the aftercare drop-in services includes:

- A point of contact for young people and young adults who have been in the care of Tusla.
 - A service that will allow those who have disengaged in aftercare services re-engage.
 - Provide an opportunity for a young person between 18-21 years to review their aftercare plan.
 - Provision of supporting documentation for applications for training allowances, grants, housing, social welfare.
 - Advocacy - support for young people who require a referral to other services.
 - A signposting service.
 - A guidance and support service.
 - Provision of advice on entitlements such as housing, social welfare benefits.
 - Support to complete forms such as grant applications, job applications.
 - Provide advice or guidance to carers and other support services engaging with young adults/adults who have experience of care.
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3.0 Key features of the service

- It will be a regular and consistent block of time available where anyone with a history of care can meet a representative from the aftercare team.
- It is available to foster carers, residential care staff and any other professionals or key stakeholders engaged with a person with experience of care.
- The aftercare drop-in service will provide a forum where specific queries related to aftercare provision in the local area can be clarified or answered.
- This service has no age limitations and those with a care history can avail of this service at any age.
- It facilitates regular engagement of those young adults who may have a chaotic lifestyle and who have not engaged with a full aftercare package.
- It provides support and guidance to those not eligible for an allocated aftercare worker.
- It provides a point of contact for young people.

4.0 Register

Each aftercare drop-in service will maintain a register of those who use the service, including details of the person's initials, date of birth, date of contact with service, gender and brief reason for using service, e.g. signposting, assistance with forms etc.

These records will be maintained for the sole purpose of reflecting the activity of the service and also to keep a record of those who attended the service and at what date.

If the young person/young adult does not wish to share those details that is their choice, however an entry should be made to say a person attended the aftercare drop-in service.

5.0 Record keeping

For those young adults aged between 18-21 years, or 23 years if in accredited training/education, assessed as requiring a drop-in service as part of their aftercare plan, a record of the contact through the aftercare drop-in service should be recorded on their aftercare service file.

If a young adult 18-21 years not in education or accredited training is accessing the aftercare drop-in service on a regular basis and requires significant input from the drop-in service the aftercare worker may decide to maintain a file in order to track their work and ensure agreed actions are followed up. This should be agreed with the young adult.

There is no requirement to maintain a file for adults who use the aftercare drop-in service irregularly for the purposes of sign-posting, general queries, assistance with forms, etc.

Please refer to: 'Policy for Lone Working, Tusla/HSE, 2011'.

