

A13. CLIENT REFERRAL

Content:	Illawarra Aboriginal Corporation Policies and Procedures
Version:	1.0
Section:	Home Care
Applies To:	Board, Management and Staff of all IAC Home Care Services
Date:	May 2014 (Review May 2017)

Background and Purpose

The IAC's Home Care policies articulate our aims, goals and philosophies in caring for our Elders. They explain how the Illawarra Aboriginal Corporation works with its staff, carers and other agencies to ensure that our Elders are afforded the best and most appropriate care and that we meet all of the requirements of the Department of Social Services.

Principle

The IAC recognises and understands that it does not have the resources and capacity to meet all of the needs of its current and prospective clients and that it will on occasion have to refer clients to more appropriate services.

The IAC also recognises the necessity to establish and maintain strong relationships with other service providers to ensure that clients receive appropriate services on a timely basis.

The IAC is committed to working with Department of Social Services in an open and positive manner to ensure that Elders that cannot be accommodated by the IAC receive the services of another service provider in a timely and appropriate manner.

Our Commitment

The IAC will ensure that:

- clients that cannot be provided services by the IAC are referred on a timely basis to other service providers that can best meet their needs
- we establish and maintain relationships with other service providers to ensure the stability of service to clients that move to other providers or that cannot be accommodated by the IAC
- staff are trained in the referral process
- feedback is sought from other service providers about the referral and transfer process
- referrals from other service providers are processed in a fair and transparent matter while maintaining the confidentiality of the referred client
- clients that are referred to other services and referred clients that initially refuse IAC service delivery will not be discriminated against should they wish to utilise IAC services at a later date

COMPLIANCE

This policy complies with:

- The Aged Care Act 1997
- Community Care Common Standards
- Home Care Package Program Guidelines

REFERENCES

This policy should be read with:

- Community Care Common Standards - Standard 2 - Appropriate Access and Service Delivery - 2.5 Service User Referral