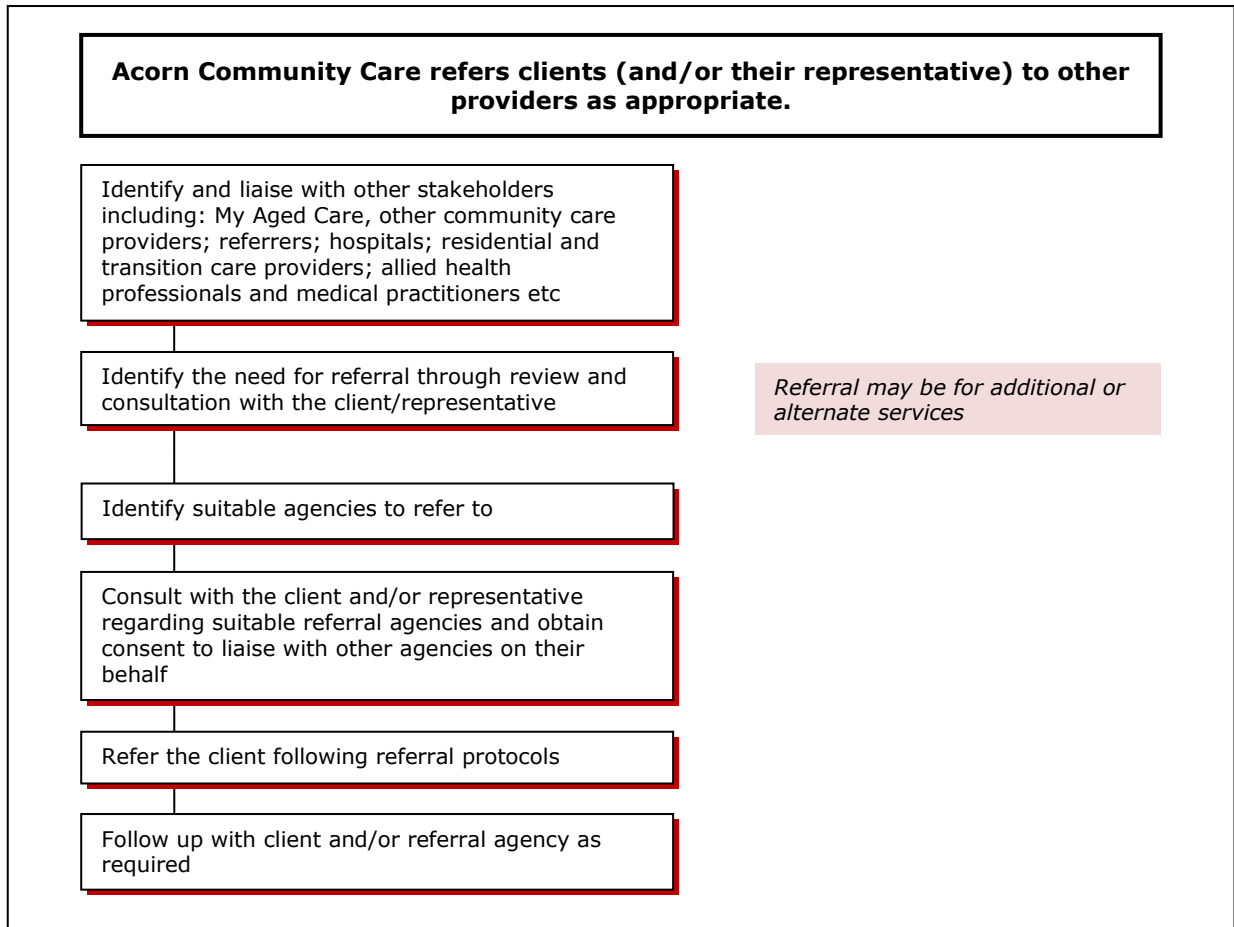


CLIENT REFERRAL



FORMS AND RECORDS

Community Resources Brochures	Office
Referral to Another Agency form	Client records

13.1 Networking and Liaison with Other Providers

13.1.1 NETWORKING AND COORDINATION WITH OTHER AGENCIES

Acorn Community Care is aware of services provided by other local organisations; this ensures open communication with them on an ongoing basis to support referrals for our clients. The Manager, Coordinator, Team Leaders, Client Care Coordinator and other personnel network and liaise with other stakeholders including My Aged Care, other community care providers, referrers, hospitals, residential and transition care providers, allied health professionals, medical practitioners and others as relevant.

Networking and coordination of other services is promoted through CHSP forums, network meetings and telephone discussions; this is further described in 4.4 Programme Planning and Community Involvement.

We also maintains a range of brochures that outline other relevant community services and supports to assist in referrals (see 4.6 Community Resources Information).

13.2 Referral

13.2.1 CHSP CLIENTS

People coming directly to Acorn Community Care for CHSP support or HCPs are referred to, and assisted to contact, My Aged Care for screening and assessment.

CHSP clients of Acorn Community Care who may be in need of additional CHSP support services are referred to My Aged Care for possible re-assessment and referral by My Aged Care.

Clients who require referrals in relation to their assessed needs and current support plan are referred to appropriate agencies as per 13.2.2: Referral Process for Existing Clients.

Clients requesting information and/or assistance to contact other community services such as social groups, information providers or government agencies are provided with assistance as needed and the referral is noted in their client record.

13.2.2 REFERRAL PROCESS FOR EXISTING CLIENTS

The referral process generally includes the following steps. The Client Care Coordinator, a programme Coordinator or a Support Worker:

- Liaises with the client and/or their representative and clarifies the need for services from another agency
- Explains the need for a referral to another agency including the reasons for being unable to provide the required or requested services
- Identifies referral options and discusses these with the client
- Obtains consent to liaise with other agencies on behalf of the client
- Contacts other appropriate agencies to discuss the needs of the client
- Refers the client to agency using a [Referral to Another Agency](#) form
- Follows up with the client and/or provider referred to, to check on the outcome of the referral
- Provides any further information to the other provider as required
- Documents the referral in the client records
- Advises the Coordinator of any new agencies that should be included in our community resources information or of changes to current information on agencies.

13.3 Monitoring Client Referral Processes

Client referral processes and systems are regularly audited as part of our audit programme and staff, clients and other stakeholders are encouraged to provide ongoing feedback on issues and areas where improvements can be made (see [Corporate Calendar](#) and Section 5: Continuous Improvement).