

Service User Referral Policy 2013

- Subject :** Aged and Disability Services - Service User Referrals
- Description:** This document describes the Uralla Shire Council's policy on service user referrals which ensures that consumers are referred to other providers as necessary and with the consumer's consent.
- Applies to:** Tablelands Community Support Options, Kamilaroi Ageing and Disability Services, Tablelands Community Transport, and Bundarra Neighbour Aid.
- Objectives:**
- To provide appropriate referral assistance to current consumers and community members including:
 - To identify and maintain links and protocols with other providers.
 - To appropriately identify the need for referral, and support the transition to another service.
 - To consult with the consumer and/or advocate regarding suitable referral agencies.
 - To meet regulatory and legislative requirements.
 - To follow up with consumer and/or referral agency as required.

Policy:

Overview:

Uralla Shire Council will make referrals to other services as necessary, and with the consumer's consent.

Policy Statement:

The Uralla Shire Council will make referrals to appropriate agencies which suit the person's support needs and goals.

The need for referral may be identified when the person first contacts Uralla Shire Council for services or after services are provided such as when support needs change.

Referrals will comply with State and Commonwealth Legislation, as applicable, and will only be conducted with the consumer or consumer representative's knowledge and consent.

Staff are responsible for networking and liaising with other stakeholders, other community care providers, referrers, hospitals, residential and transition care providers, allied health professionals, medical practitioners and others as relevant. The Uralla Shire Council will adhere to the referral protocols of other services as appropriate.

The Council will provide and maintain a range of brochures that outline other relevant community services and support providers to assist in referrals.

Where a consumer has been referred to another service, staff will follow-up with the consumer to ensure that the service is appropriate and no further referral needs to be undertaken.

Staff ensure that the requirements of special needs consumers are considered and will assist the consumer to participate in the consumer referral process.

Appropriate education and training is provided to ensure staff are aware of their responsibilities and follow correct procedures for referral.

Exemptions: Referrals are only processed with the consumer or advocate's consent.

Other Matters: Nil

Responsibility: **Councillors** are responsible for adopting the policy and ensuring the appropriate resources are made available.

Directors and Managers are responsible for updating the policy and supervising staff.

Employees are responsible for complying with the policy and related procedures.

Review: This Policy will be reviewed every four years from date of adoption, or as required.

Date created: August 2013

Last review:

Reviewer:

Resolution # 248/13: 27 August 2013