

Policy 13	CLIENT REFERRAL
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Record of policy development		
Version	Date approved	Date for review
1.3	December 2020	December 2022
1.2	May 2019	January 2021
1.1	December 2017	December 2020

Policy purpose: Coastlink refers clients (and/or their representative) to other providers as appropriate.

Policy: COASTLINK is committed to ensuring that everyone who approaches the organisation for service is assisted either with access to the service or with an alternative service/strategy that addresses their needs. Intake or eligibility criteria will be inclusive of the widest possible group of people who may need to access the service and will comply with State and Commonwealth Anti-Discrimination legislation requirements.

The organisation will:

- operate with clear criteria for eligibility and priority for service access
- apply this criteria in a fair, equitable, ethical and transparent manner
- provide information and referrals for clients who are ineligible for the service, unable to access the service for other reasons or who require the service of other agencies

Intake and referral will operate within the service guidelines for all funded services.

Relevant Standards

NSW Disability Service Standards:

- | | |
|------------------------------|--------------------------|
| 1. Rights | 4. Feedback & Complaints |
| 2. Participation & inclusion | 5. Service Access |
| 3. Individual outcomes | 6. Service Management |

NDIS Practice Standards:

1. Rights and Responsibilities
2. Provider Governance and Operational Management
3. Provision of Supports
4. Support Provision Environment
5. High Intensity Daily Personal Activities
6. Specialist Behaviour Support
7. Implementing Behaviour Support Plans
8. Early Childhood Supports
9. Specialised Support Coordination

10. Specialist Disability Accommodation

Aged Care Quality Standards

- | | |
|---------------------------------------------------|---------------------------------------|
| 1. Consumer dignity and choice | 5. Organisation's service environment |
| 2. Ongoing assessment and planning with consumers | 6. Feedback and complaints |
| 3. Personal care and clinical care | 7. Human resources |
| 4. Services and supports for daily living | 8. Organisational governance |

Related Legislation & References

[Aged Care Act 1997 \(Cth\), Schedule 2 User Rights Principles 2014. Charter of Rights and Responsibilities – Home Care](#)

[Anti Discrimination Act 1977](#)

[Aged Care Quality & Safety Commission](#)

[Better Practice Guide to Complaints Handling in Aged Care Services \(2013\)](#)

[Children and Young Persons \(Care and Protection\) Act 1998](#)

[Commonwealth Home Support Programme Guidelines](#)

[Commonwealth Privacy Act 1988](#)

[National Disability Insurance Scheme \(Provider Registration and Practice Standards\) Rules 2018](#)

[National Disability Insurance Scheme Act 2013](#)

[National Disability Insurance Scheme Code of Conduct](#)

[NDIS Quality and Safeguards Commission](#)

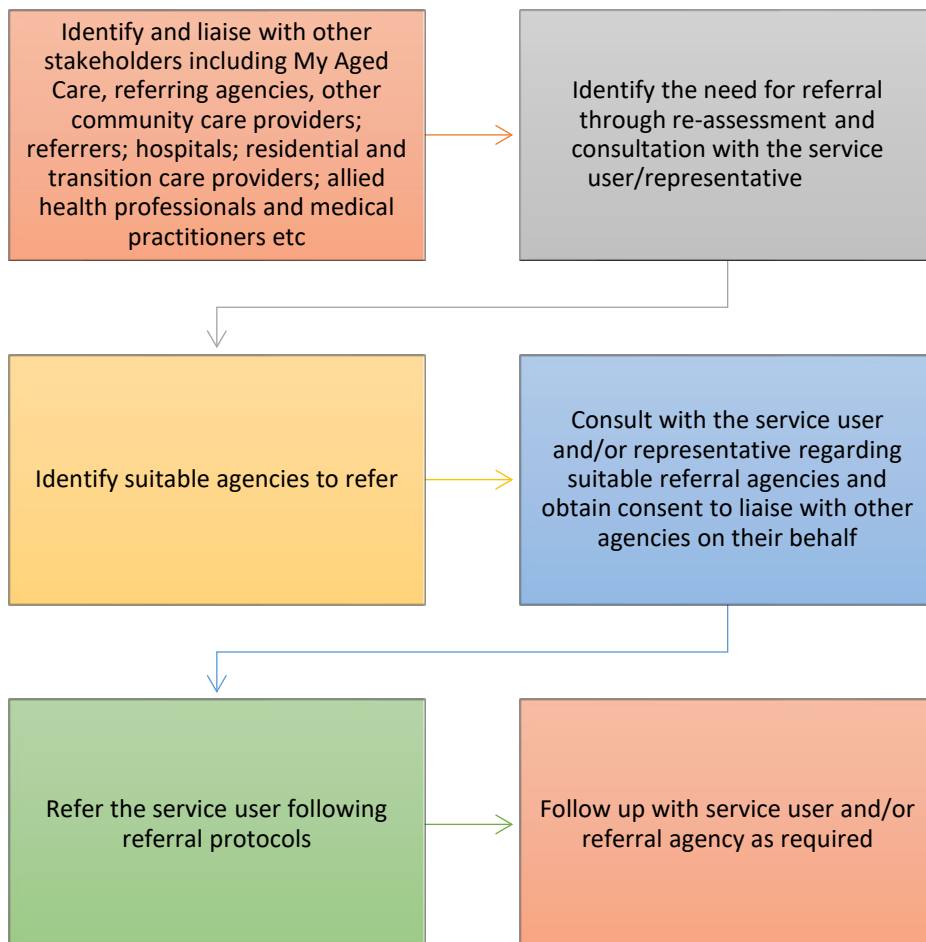
[United Nations Convention on the Rights of Persons with Disabilities](#)

Related Procedures	
Documents/Forms	
Community Resources Brochures	Office
Referral to Another Agency form	Client records

Responsibilities and delegations	
This policy applies to: Clients Employees/volunteers	It will be distributed through: Client handbook, Coastlink website, Coastlink brochures Employee/volunteer handbook, shared drive
Policy approval	Board

Definitions
Refer to Definitions list at front of Coastlink Policy and Procedure Manual

CLIENT REFERRAL PROCEDURE OVERVIEW



CLIENT REFERRAL PROCEDURE

13.1 Networking and Liaison with Other Providers

13.1.1 Networking and Coordination with Other Agencies

COASTLINK is aware of services provided by other local organisations. This ensures open communication with them on an ongoing basis. The CEO, Operations Manager, Senior Coordinators, Coordinators and other COASTLINK 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 regular attendance at Central Coast disability and aged care forums, network meetings and telephone discussions. This is further described in 4.4 Program Planning and Community Involvement.

The CEO is a Board member of three local NFP organisations which facilitates working more closely with others for the benefit of clients.

COASTLINK 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

The need for referral may be identified when the client first contacts COASTLINK for services or after services are provided such as when support needs change.

13.2.1 CHSP Clients

People coming directly to COASTLINK 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 Identifying the Need for Referral

A referral to another service provider may be needed in the following circumstances:

- A new contact is ineligible for service;
- COASTLINK does not have the capacity to provide the required services due to a lack of funding to provide the required services;
- The needs of the client change; or
- The client requires specific assistance from another health provider.

13.2.3 Referral Process for Ineligible Service Contact

Ineligible service contacts are provided with contact details of agencies that may be able to meet their stated needs.

If appropriate, COASTLINK staff may contact the agency to confirm eligibility and to make an appointment for the person.

13.2.4 Referral Process for Existing Clients

The referral process generally includes the following steps. The Coordinator:

- Liaises with the client and/or their representative and together clarify 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.
- Continues to provide services currently in place (if staff are not in danger of being harmed).
- Obtains consent to liaise with other providers on behalf of the client.
- Contacts other service providers that may be able to provide services to discuss the service needs of the client.
- Refers the client to another provider (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 any relevant information in the client records.
- Advises management of any new agencies that should be included in the community resources information held by COASTLINK or of changes to current information on agencies.

Client records are provided to the new provider where the client has signed a release stating which documents may be provided.

13.2.5 CONFLICT OF INTEREST

- COASTLINK provides Coordination of Support services as well as refers NDIS participants to other services. COASTLINK does not offer supports to clients on a preferred basis through the COS supports. The client is always provided with choice and control over whom they use.

The following principles are followed by COASTLINK at all times to ensure there are no conflicts of interest:

- COASTLINK acts in the best interests of participants, ensuring that participants are informed, empowered and able to maximise choice and control. COASTLINK does not (by act or omission) constrain, influence or direct decision making by a person with a disability and/or their family so as to limit that person's access to information, opportunities and choice and control.

13.2.6 ACTIONS to manage actual or perceived conflicts

- COASTLINK ensures that perceived and actual conflicts of interest are proactively managed including:
- Ensuring our organisational or ethical values do not impede a participant's right to choice and control
- COASTLINK manages, documents and reports on individual conflicts as they arise, and ensures that advice to a participant about support options (including those not delivered directly by COASTLINK) are transparent and promote the client's choice and control
- All participants are treated equally, and that no participant is given preferential treatment above another in the receipt or provision of supports.