

Policy Title	Client Referral Policy
Policy Category	Operational
Number & Version	SVC-MSO-PO-097-01
Policy Owner	Community Services
Approval by	CEO
Effective date	
Date for review	September 2021

1. STRATEGIC PURPOSE

Snowy Valleys Council (Council) values partnership with community organisations and encourages participation in our LGA.

2. POLICY STATEMENT

Council's Multi Service Outlet (MSO) aims to ensure that all client referrals are processed in a way which supports and contributes to clients' wellbeing across all stages of life.

3. DEFINITIONS

Multi Service Outlet (MSO) A council run initiative providing services to the elderly, their carers and people with disabilities in the local government area.

Commonwealth Home Support Program (CHSP): A joint initiative of the State and Commonwealth Governments aimed at preventing premature or inappropriate admission to residential care facilities.

My Aged Care (MAC): My Aged Care is a government-funded aged care service aimed at assisting older Australians, their families and carers to get the help and support they need.

4. CONTENT

Council will accept referrals from doctors, hospitals, community nurses, family, friends, and other Commonwealth Home Support Program (CHSP) agencies. Self-referrals are also welcome.

In the case of the referral being inappropriate, the service will endeavour to offer a referral to a more appropriate service in line with My Aged Care (MAC) protocol.

The MSO Coordinator will ensure that once a referral is made to the office, an assessment is then conducted to ascertain eligibility.

If the referral is from a doctor, nurse, health professional or other CHSP service, the *Client Assessment Form* will be completed and signed by the client to show that they have consented to services. Any *Client Assessment Forms* received without the client's signature will be returned until consent has been given.

Once the assessment has been made, the Coordinator will ensure all documentation is kept in a secure manner as detailed in the *Client Information Handbook* and in accordance with Council's *Records Management Policy*.

Before sending out a referral to another agency or service the Coordinator will ensure that the client has given consent for this to happen.

5. ASSOCIATED LEGISLATION

Privacy and Personal Information Protection Act (1998)

Government Information (Public Access) Act (1998)

Charter of Aged Care Rights (2019)

6. ASSOCIATED COUNCIL DOCUMENTS

Records Management Policy - SVC-GOV-PO-062-01

Client Information Handbook

MSO Client Assessment Form - SVC-MSO-F-148-01

7. HISTORY

Date	Action	Name	Policy Number	Resolution Date	Resolution Number
	Superseded	Client Referral Policy	TSC-MSO-PO-015-0 (Former Tumbarumba Shire Policy)		