

Core Module Manual

Full Care Lifetime

PROVIDING INFORMATION AND REFERRAL POLICY AND PROCEDURE

The purpose of this policy and procedure is to ensure Full Care Lifetime provide participants and other stakeholders with accurate information in order for participants to access services most appropriate to their needs.

POLICY

Full Care Lifetime will collaborate with other service providers which enhances its own service delivery and provides its participants with appropriate referrals and services that meet their needs

Full Care Lifetime's will inform the community, participants and other services providers about its services and access requirements.

Full Care Lifetime will encourage and facilitate participant and stakeholder participation in services.

PROCEDURES

- Full Care Lifetime will build relationships with local agencies, health services and advocacy services and participate in relevant local networks including conferences to increase service and referral options for its participants and other stakeholders.
- Work with local Aboriginal and Torres Strait Islander and CALD service providers to assist culturally sensitive service delivery to participants.
- Work with participants exiting the criminal justice system.
- Build relationships with local agencies and advocacy services and participate in relevant local networks including conferences to increase service and referral options for its participants existing the criminal justice system.
- Distribute marketing information about its services in appropriate formats to local community and other relevant agencies.
- Management will ensure Full Care Lifetime is listed on relevant directories including NDIS and my aged care website.
- Maintain an informational brochure in appropriate formats on its services and distributes to community when appropriate.
- Management team will review Full Care Lifetime's participation in service and referral networks annually.
- Referrals and requests for services will be handled in accordance with Full Care Lifetime's Service Access Policy and Procedure.
- Maintain a Referrals Database.
- Work with participants refused service or participants leaving Full Care Lifetime and identify alternative service providers and will provide support with referral to other service providers.
- Staff providing referrals will take into consideration participants' needs and personal circumstances.
- Staff will acknowledge and address any concerns participant may have and explain the reasons why a particular referral has been made.
- Staff will be provided with training and professional development on handling referrals.
- If there's more than one service that may assist a participant, staff will provide the participant with information about the range of services available and give them the choice over which particular service they wish to use.

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- If participant is not satisfied with referrals provided by Full Care Lifetime, they will be directed to complaints and feedback processes.
- Continuous Improvement Plan will be used to record and monitor progress of any improvements identified with the referral process.

Monitoring and Review

Full Care Lifetime Management Team will review this policy and procedure at least annually. This process will include a review and evaluation of current practices and service delivery types, contemporary policy and practice in this clinical area, the Incident Register and will incorporate staff, participant and another stakeholder feedback. Feedback from service users, suggestions from staff and best practice developments will be used to update this policy.

Full Care Lifetime Continuous Improvement Plan will be used to record and monitor progress of any improvements identified and where relevant feed into Full Care Lifetime service planning and delivery processes.