



External Referrals

Purpose

The purpose of the External Referral Policy and Procedure at Coastal Care is to establish a structured framework where our staff are empowered recognise and respond to situations where clients require services beyond the scope of our organisation. This policy ensures that eligible clients receive appropriate and timely care and support, fostering a client-centered approach that prioritises their well-being and access to comprehensive care in Australia.

Scope

This policy applies to all staff members and contractors related to Coastal Care.

Policy Statement

Coastal Care (CC) is committed to providing high-quality home care services in Australia. This policy outlines our approach to managing external referrals and empowers our staff to refer clients to outside services when our organisation cannot provide the required assistance.

Procedure

External Referrals by Staff

- Staff members are encouraged to identify situations where the services provided by CC may not fully meet a client's needs.
- Staff members should consult with their immediate supervisor or care coordinator when they believe a client requires services beyond the scope of our organisation's offerings.
- If, after consultation, it is determined that CC cannot provide the required assistance, staff members may refer the client to appropriate external service providers or agencies.
- This referral must take place according to the referral process as outlined by the service, organisation or healthcare professional that CC is seeking assistance from.
- Client privacy and consent will be respected throughout the referral process. Consent forms will be obtained as required by law.

Service Coordination

- CC will coordinate services with the referring agency, the client's healthcare providers, therapists, and other support agencies to ensure holistic care.
- Clients and their families will be informed of the services offered, their rights, responsibilities, and the expected start date of services.

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Person Responsible:	Service Manager	Next Revision Date:	12/04/2025



Data Privacy and Security

- Comprehensive records of assessments, care plans, progress notes, and communication with external agencies will be maintained in accordance with privacy and confidentiality regulations.
- CC will strictly adhere to data privacy regulations, safeguarding client information from unauthorised access or disclosure.
- Records will be retained for the period required by law and then securely destroyed or archived.

Continuous Monitoring and Evaluation

- The client's progress and care plan will be closely monitored and evaluated according to the frequency outlined in the care plan, with regular assessments to ensure alignment with changing needs.

Feedback Mechanism

- Referring agencies will have a mechanism to provide feedback on the referral process, service delivery, and outcomes.

Continuous Improvement

- Feedback from referring agencies, clients, staff, and stakeholders will be used to improve the efficiency and quality of the referral process and services.

This External Referral Policy and Procedure empowers staff to identify situations where external referrals are necessary to ensure clients receive the most appropriate and comprehensive care, even when the organisation cannot provide all required services. It demonstrates Coastal Care's commitment to client well-being and promoting access to the best possible care in Australia.

VARIATIONS

Coastal Care reserves the right to vary, replace or terminate this policy from time to time.

RELATED DOCUMENTS

- Workplace Health and Safety
- Managing Challenging Behaviours
- Critical Incidence Management
- Record Keeping

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