



Home Assist Referral Policy

Document No:
A4601989

1.1 Objectives:

This Policy aims to ensure Ipswich City Council Home Assist services are delivered in compliance with funding guidelines and program specifications outlined in Council's Service Agreements and Schedules with the relevant funding organisations.

1.2 Regulatory Authorities:

- Service Funding Agreement between The State of Queensland through the Department of Communities, Child Safety and Disability Services and Ipswich City Council – Queensland Community Care (QCC) program
- Service Funding Agreement between The State of Queensland through the Department of Housing & Public Works and Ipswich City Council – Home Assist Secure (HAS) program
- Service Funding Agreement between The Commonwealth of Australia through the Department of Health and Ipswich City Council – Commonwealth Home Support Program (CHSP)
- Home Assist Secure Program Specifications
- Commonwealth Home Support Program Manual
- Queensland Community Care Program Manual
- Common Care Standards
- *Local Government Act 2009*
- Local Government Finance Standard 2005
- Ipswich City Council Social Justice Policy
- Advance Ipswich
- Ipswich City Council Corporate Plan 2017-2022

1.3 Policy Statement:

The Ipswich City Council's Home Assist Program accepts appropriate and relevant referrals from external entities and makes relevant referrals to external entities with a view to ensuring clients and eligible persons have access to the most appropriate services.

1.4 Scope:

This Policy applies to Home Assist services.

1.5 Roles and responsibilities:

All Home Assist employees are responsible for understanding, implementing, maintaining and continuously improving the Referral Policy.

1.6 Policy Author:

The Manager, Community Engagement and Home Assist Coordinator are responsible for reviewing this policy.

Date of Review: 19 January 2018

Date of Council Resolution: 24 May 2010

Committee Reference and Date: Policy and Administration Board No. 2010(04) of 11 May 2010 – City Management and Finance Committee No. 2010(05) of 18 May 2010

No. of Resolution: 8

Date to be Reviewed: 19 January 2020