

Document date	March 2008
Program	Social Work Program.
Program code	SWLS (non-financial program).
Definition	Provision of Social Work services to RDNS clients, their carers and staff.
Responsibility	RDNS general.
Referrals	<p><i>To</i> RDNS Customer Service Centre.</p> <p><i>From</i> RDNS staff and RDNS Customer Service Centre.</p>
Type of service	<p>Counselling, advocacy and consultancy (including guardianship applications).</p> <p>Staff education.</p>
Eligibility/criteria for accepting referral	All clients.
	<i>Overseas visitors</i> As a FFS client.
Health insurance	Not applicable.
Fees	<p>As per HACC fee schedule if HACC eligible.</p> <p>FFS rate for non-HACC and Rally clients.</p>
Liaison charge	Nil
Consumables	Nil
Continuity of care/Core	Not applicable.
Access responsiveness	Prioritisation according to need.
RDNS policy reference	<p>CP-DO2 <i>Restricted Purpose Funds application form</i></p> <p>CP-E07 <i>Elder abuse</i></p> <p>CP-E08 <i>Child abuse</i></p> <p>CP-E17 <i>Using case conferences to manage complex or at risk situations</i></p> <p>CP-F03 <i>Guardianship or administration of RDNS clients</i></p>

continued

Contract/agreement	Nil
<i>Contract responsibility</i>	
<i>Contact responsibility</i>	
<i>Expiry date</i>	
Other programs permitted	All RDNS programs
Comments	Nil
Reference/source of information	Regional Social Workers.

Reviewer:	HACC Non-HACC Committee	Last review date:	March 2008
Authoriser:	GM/DON	Next review date:	July 2011