

Information, Advocacy and Referral

Policy

Lions Emergency Accommodation Centre Inc. actively supports clients to express their needs and make decisions in a supportive and non-judgmental environment.

Procedure

Clients will be provided with information that is relevant, accurate, up-to-date and easy to understand.

Workers will assist clients to identify their rights and advocate for their own and/or their children's needs as required. Informed, written consent will be obtained from a client where the worker is advocating on behalf of a client.

The Organisation will maintain effective relationships with key stakeholders and agencies to gain specialist knowledge about service systems to assist clients to negotiate systems effectively.

Workers will assess each client's referral needs and make appropriate referrals with the informed consent of the client.

Where clients have a need for specialised support services the Organisation will enter into joint case management with the support agency to enhance the service provision to the client.

Information shared with other agencies will be confined to that agreed to by the client and will be relevant to the support plan.