

PROVISION OF CARE - SUPPORT SERVICES

POLICY

In providing a quality service to Educators, families and children in care, there may be times when referrals are needed to other professionals and agencies for more specific assistance.

Consultations with other professionals may assist in providing a better service for children in care.

Referrals will only be made in consultation with parents/guardians.

Parents' rights of confidentiality and decision making will be respected, and adhered to. Referrals will only be made in consultation with Parents/guardians.

PROCEDURE

1. Establish need/situation in consultation with Educator if necessary
2. Consult parent about issues, by phone or fact to face, to establish what action has been taken and whether parent is seeking further information/assistance.
3. Offer parent range of available support and assist to access these if desired. No referrals shall be offered to specific practitioners.
4. Any information passed to Family Day Care from Agencies will be treated in strictest confidence.