



## Referral Process

### ***Facilitators of Samaritans Support Groups please: -***

- Email or telephone the client's contact details to the Kinship Case Manager. The Kinship Case manager will let you know the outcome.

### ***Other organisations: -***

- A referral can be received by Kinship Carers, Government and Non-Government Organisations, GPs, Family and Community Services, Schools and Health Practitioners.
- It is important to give as much detail as possible in the referral, so priority can be allocated.
- Once the referral is received by the Kinship Care Case Manager, contact will be made with the referrer to confirm receipt and indicate the priority of service allocated to the client.
- Some referrals will only require a phone call to the client to pass on information. These can be managed quickly.
- Other referrals may require more intense support or short-term case management.
- Depending on the current case load they may be placed on a waiting list.
- Waiting lists are avoided at all costs and kept to the shortest possible time.
- In the event that someone is placed on a waiting list, they will be contacted and advised of this.

**Sue Walker**

**Kinship Care Case Manager**

**Child and Parent Support**

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