

Client On-Board Procedure

Step	Task	Responsible Personnel
Client Referral	Initial assessment of care and services required	Lead Care Manager
Client Consent	Explain level of care and services required with client and/or representative	Clinical Nurse
Formalising Agreement	Explain terms and conditions of Care and Services Agreement to client and/or representative	Lead Care Manager
Commencement of services	Registered Nurse attends client's home	Registered Nurse
Rostering of Care staff	Planning Care staff to provide care and services	Lead Care Manager