

IWC Indigenous Stepped Care Program

ISCP Quick Referral Guide

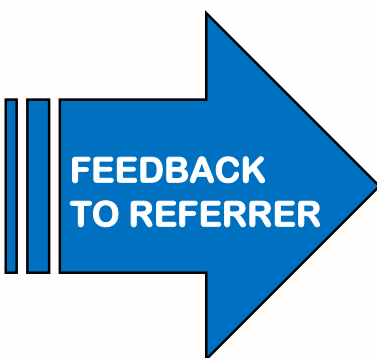
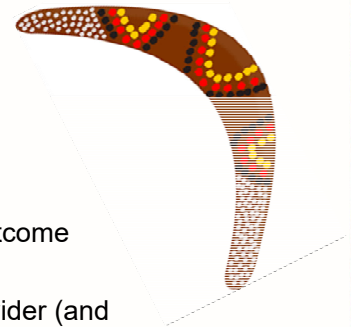
Self-referrals, referrals from family / friends / other health / community organisations:



- The individual / referrer completes the Indigenous Stepped Care Program (ISCP) Referral Form and returns to the program team:
 - Medical Objects (SI46700007L); or
 - Fax: 07 3811 6459; or
 - Email to indigenoustepppedcare@iwc.org.au (password encrypted referrals only); or
 - In person: Level 1, Corporate Reception. 184 Barolin St, Walkervale.
 - The referrer will receive a letter acknowledging the receipt of the referral within 5 business days
- If the client is eligible, he or she will be contacted for an appointment with the IWC ISCP Coordinator for assessment and enrolment. *Note: The client will be offered the next available appointment for the assessment. For clients assessed as severe or high-risk of suicide, contact will be made in within two (2) business days of receipt of referral.*
 - If the client is ineligible, he or she will be contacted and advised of this.
 - The referrer will receive a letter from the IWC ISCP advising the outcome of the intake and assessment process (where the client has provided consent to share information).
 - *Please note that client consent is required for all referrals.*

Service Provision

- Once the client is enrolled in the program, services are arranged as per the outcome of the initial assessment.
- IWC ISCP provides written confirmation of funding approval to the service provider (and referrer if the client has provided consent to share information)
- IWC's ISCP staff inform the client when the services have been arranged.
- In certain circumstances, the client's GP may need to be engaged to coordinate the client's care and service provision (where the client has consented to this).



Feedback to Referrer

- ISCP can only provide feedback to referrers where the client has provided informed consent to do so.



To contact IWC ISCP

: E: indigenoustepppedcare@iwc.org.au; P: 1300 492 492. F: 07 3811 6459