

## COORDINATING CLIENT SUPPORT

When you identify that there is at least one other service provider working with a client or family, you can work through the following steps to look for opportunities to maximise outcomes for that client by coordination of services.

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### QUESTIONS TO ASK

1. With the permission of the client, contact each of the identified service providers.
2. Verify any relevant consents to share information.
3. Confirm that they are working with your client or the family you are working with.
4. Ask if they know of any other service providers already working with the client/family.
5. Established a shared understanding of the client's/family's whole picture.
6. Discuss opportunities for collaboration, ensuring that you consider practical issues such as:
  - a. Are there clear lines of communication between all services providers?
  - b. Are there any unnecessary duplications that can be avoided?
  - c. Who else could or should be involved in supporting this client/family?
  - d. Are there any opportunities to coordinate our support with this client/family?
  - e. Is there an obvious lead in place to maintain coordination of support?
  - f. Who will talk to the client/family about the outcome of this conversation (if they are not already part of the conversation)?
  - g. What is the best way for us to maintain communication going forward?