Consultant Quick Reference Guide
Work Allocation and Referral

Accepting referrals

As a DVA Rehabilitation Consultant, your responsibilities when accepting a DVA referral are to:

- ensure you have sufficient capacity to service the client throughout the duration of their prospective Rehabilitation Plan
- determine if you have the appropriate skills, capability and experience to service the client’s circumstances before accepting the referral
- accept the referral, via email to DVA Rehabilitation Delegate (the delegate), within one day of receiving the referral
- commence the Initial Rehabilitation Assessment with client within seven calendar days of receiving referral, unless there is extenuating circumstances. Those circumstances must be communicated to the delegate
- prepare the Initial Rehabilitation Assessment and draft Rehabilitation Plan to DVA’s standard as outlined in the relevant Provider Procedural Guidelines, and
- contact the delegate immediately if you identify that the client is high risk or has urgent need.

Transfer of clients

The following are some of the instances in which a client may need to be transferred to a new consultant or provider. It is your responsibility to identify the following scenarios and notify the delegate promptly:

- rapport cannot be created, or maintained, to a satisfactory level to progress the Rehabilitation Plan and work towards the set goals and activities
- you are unable to execute the Rehabilitation Plan in line with DVA’s reporting requirements and/or approved plan costs
- it becomes apparent that you do not have the necessary experience or skills to best assist the client
- you identify a perceived, actual or potential conflict of interest
- the client moves to a location outside the area that you service, and/or
- you lose any of your required DVA, Comcare, or professional registrations.

If a client needs to be transferred you must first obtain agreement from the delegate. Then, you are required to:

- if the transfer is to a new consultant within your organisation: undertake a handover meeting with the new consultant to support a smooth transition
- if the transfer is to a new provider: complete and submit the D1335 Rehabilitation Closure Report, and
- maintain strong communication with the delegate and the client throughout the transfer process.