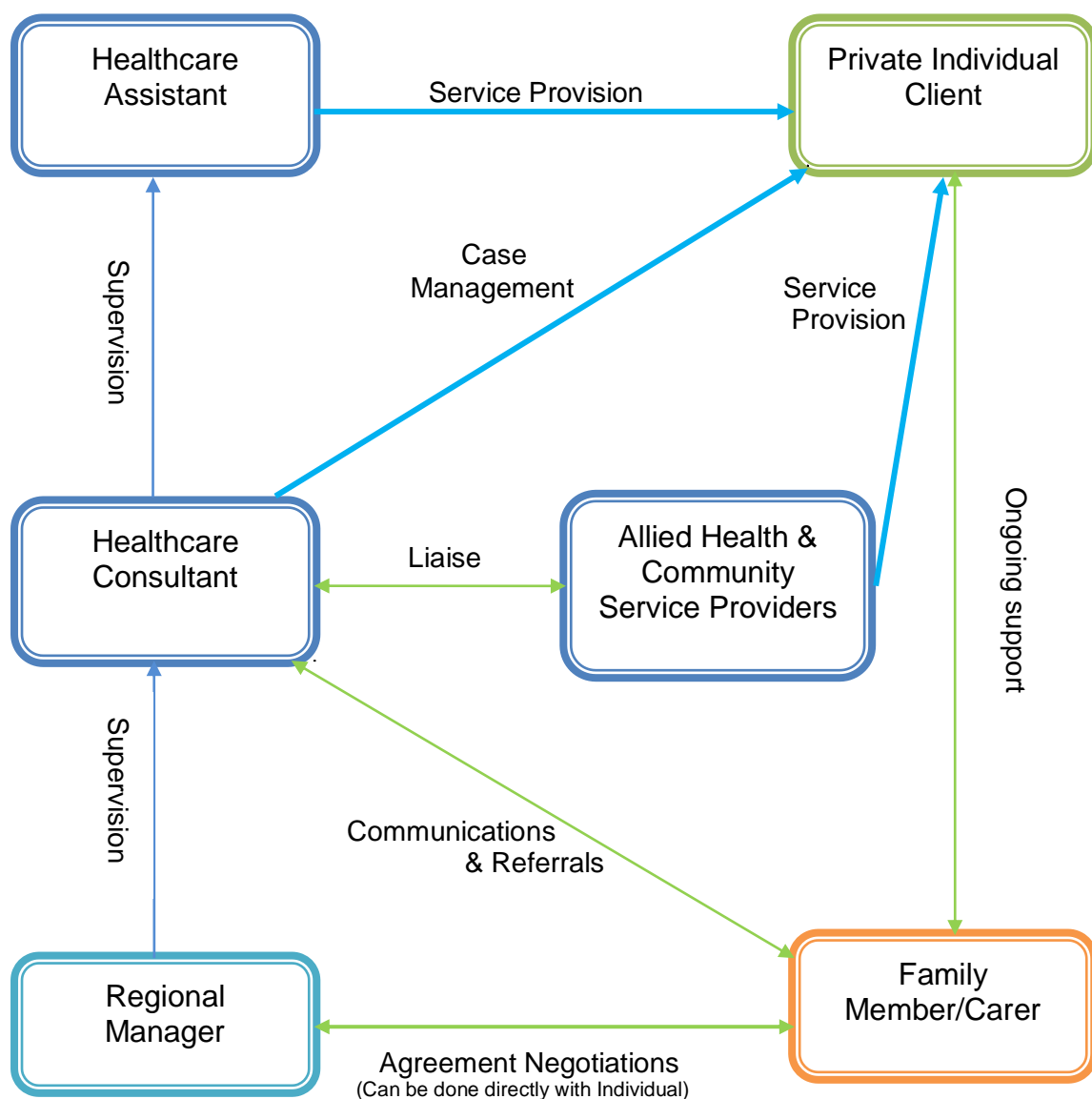




Archangel Gabriel Consultancy Service Structure

For the Private Individual Client

How we work with all relevant stakeholders
in the best interest of the Private Individual Client



Your Health is Our Concern



Explanation of Diagram

Private Individual Client – The Private Individual Client is the most significant person in this structure and can be the person engaging the services of Archangel Gabriel Consultancy. In this case the structure would not have the Family Member/Carer component.

Family Member/Carer - The Family Member/Carer can be the key contact between the Private Individual Client and the Healthcare Consultant enabling a smooth delivery of services including appropriate direction, communication and referrals. The Family Member/Carer also liaises with the Regional Manager, who monitors the contractual obligations of Archangel overall.

Regional Manager – The Regional Manager negotiates agreements, finances, staff supervision and management, complaints and feedback. Once the agreement starts the Regional Manager will have regular contact with the Family Member/Carer to monitor service delivery and discuss any changing needs of the Private Individual Client.

Healthcare Consultant – The Healthcare Consultant reports to the Regional Manager and Family Member/Carer. Manages, coordinates and supervises direct service provision for the Private Individual Client and ensuring an open line of communication between all key personnel.

Healthcare Assistant – The Healthcare Assistant provides direct services to the Private Individual Client under supervision and support of the Healthcare Consultant.

Other Service Providers - Includes everyone else involved with an interest in the well being of the Private Individual Client such as:

- Medical (General Practitioner, Specialist, Nurses in community and hospitals)
- Allied Health Professionals (Physiotherapist, Podiatrist, Occupational Therapist, Social Worker)
- Community Services (Aged Care Assessment Team, Home and Community Care Program, Local Community Support)
- Others (Appropriate Diocese/Congregational Members, Carers, Family Members)

Colours used in diagram

Green box: The most significant person in the structure is the Private Individual Client. The structure is designed to ensure the client is receiving the services and support they need to maintain their independence and dignity.

Orange box: The Family Member/Carer notifies the Healthcare Consultant of any issues and concerns that arise and need attention.

Blue boxes: The people providing the support and services.

Light blue arrows: Provides service to the Private Individual Client.

Green arrows: Represent communication. Note: While the Healthcare Consultant also provides services for the Family Member/Carer, communication is highlighted as it is an essential part of the process for referrals, service updates and decision making to identify the most suitable course of action for the Private Individual Client.



Dark blue arrows: Represent the supervision of staff to ensure the service provided adheres to best practice at all times.