



Referrals

Policies & Procedures

Shop 5, 38 Princess Street
Bundaberg East Qld 4670

07 4361 6848

www.123supports.com

www.facebook.com/123supports

ABN: 14 930 943 229

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REFERRALS

Scope

When

- Applies when clients are referred to our service
- Applies when 123 Support Services refer clients to other service providers

Who

- Applies to all employees including key management personnel, full time employees, part time employees, casual employees, contractors, and volunteers

Purpose

This policy provides guiding principles on clients that are referred to our service and when 123 Support Services refer clients to other providers to access their supports and services.

Clients may be referred to us about our services from other service providers, the NDIA, health professionals or other organisations. Similarly, 123 Support Services may refer clients to other providers in order for a client to meet specific support needs. As part of our duty of care responsibilities, 123 Support Services have an important role in identifying needs for referral services for clients 123 Support Services support.

There are many types of supports and services where a client may benefit from a referral. Here are a few examples:

- Advocacy services
- Allied health services
- Assistance with independent living
- Capacity building supports
- Community integration supports
- Early intervention supports
- Assistance with personal finance
- Therapeutic supports
- Transport services

Referrals

- Consent is sought from clients before 123 Support Services contact other service providers to discuss the clients support needs, schedules, plans and goals
- When contacting other providers about referrals, just enough personal information of clients should be disclosed

- When setting up new supports for clients, employees should be mindful of existing supports through other services providers, if so, these should be discussed with the client keeping in mind their needs, wishes and goals along with existing provider and employee relationships
- All details of any commenced referral services are recorded in the client's file

When to refer

- When a referral is identified, the level of urgency should be established, this involves looking at:
 - Any risks involved
 - The clients wishes
 - The immediate nature of the demands i.e., crisis or long-standing need
 - Our service abilities to meet all or some of the client's needs
 - Wishes of other relevant stakeholders such as family, friends, and other members of the treating team
- When considering a service provider for referral, the following should be considered:
 - Are they the best possible provider for this client?
 - Will they adequately meet the needs of this client?
 - Are there specific cultural or other protocols to follow to ensure a smooth referral?

Supporting participation

- Clients that need additional support to attend referral appointments will be provided this support
- 123 Support Services will encourage attendance of the referral service by:
 - Discussing progress
 - Listening to difficulties and assisting in managing these
 - Following up any problems which require input or for which the client needs advocacy

Measuring success

- 123 Support Services will ensure the needs of the client are met at the referral service by:
 - Asking the client for feedback about the referral
 - Checking with stakeholders for their perspective on the effectiveness of the referral
 - Consulting with the referral provider to establish the level and quality of assistance given

Further Advice or Assistance

Further advice and information can be obtained from the:

» 123 Support Services' Complaints Handling Officer:

- by phoning: 07 4361 6848;
- by emailing: admin@123supports.com

Effectiveness and Review

The Director will review this Policy and Procedures document each 12 months on the anniversary of its approval.