



Referrals Policy

Scope

This policy applies to anyone involved in the delivery of Brook RED NDIS services and supports.

Purpose

To provide guidelines on how we receive NDIS referrals and how we refer NDIS Participants to other providers.

Principles

Having information about and access to appropriate supports and services is paramount in helping a person to feel connected in their communities and helps them to achieve their goals. Brook RED works in partnership with other providers and aims to build relationships with other services so that we can best help the NDIS Participant with their individual needs.

Policy

Participants may self-refer, or be referred to us by service providers, the NDIA, health professionals, our support coordinators, or other organisations. Similarly, we may refer NDIS Participants to other providers in order to meet specific support needs. As part of our duty of care responsibilities, we have an important role in identifying needs for referral services for NDIS Participants we support.

There are many types of supports and services where a participant may benefit from a referral. Some examples of this include:

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

Brook RED will:

- Seek consent from a NDIS Participant before we contact other service providers to discuss the NDIS Participant's support needs, schedules, plans and goals
- When contacting other providers about referrals just enough personal information of the participants should be disclosed, consistent with privacy principles
- When setting up new supports for participants, employees should be mindful of existing supports through other service providers, if so, these should be discussed with the NDIS Participant 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 NDIS Participant's file

Referrals Policy

When to refer

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

NDIS Participants that need additional support to attend referral appointments will be provided this support where possible

We will ask the NDIS Participant for feedback about the referral and follow up with stakeholders around their perspective on the effectiveness of the referral. We may work with the referral provider to discuss support as appropriate.

Definitions of Terms Used

-

References

NDIS (Quality Indicators) Guidelines 2018

Document Control and Record of Changes

Version	Effective Date	Approved by	Summary of Change	Date of Next Review
Version 01	September 2019	Eschleigh Balzamo	Introduction of new policy	January 2020
Version 02	July 2021	Eschleigh Balzamo	Review and Update	July 2023

The General Manager has overall responsibility for this policy. If there are any questions regarding this policy, please direct these to the Business Services Manager or General Manager.