

	ONE2ONE POLICY			
	Title	Referrals	Policy No	46
	Indicator	CM3 – Provisions of Support	Review Date	

1. PURPOSE AND SCOPE

This policy provides guiding principles on consumers that are referred to our service and when we refer consumers to other providers to access their supports and services.

This policy has been framed around the NDIS Practice Standards and applies to all of One2One's supports and services.

2. POLICY STATEMENT

Consumers may be referred to us about our services from other service providers, the NDIA, health professionals or other organisations. Similarly, we may refer consumers to other providers for a consumer 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 consumers we support.

3. POLICY CONTENT

When referring a consumer to another support or service provider One2One will ensure:

3.1 consent is sought from consumers before we contact other service providers to discuss the consumer's support needs, schedules, plans and goals

3.2 when contacting other providers about referrals, just enough personal information of consumers should be disclosed

3.3 when setting up new supports for consumers, staff should be mindful of existing supports through other service providers, if so, these should be discussed with the consumer keeping in mind their needs, wishes and goals along with existing provider and staff relationships

3.4 all details of any commenced referral services are recorded in the consumer's file

3.5 when the need for a referral is identified, One2One will establish the level of urgency required by looking at:

- any risks involved to the consumer
- the consumer'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 consumer's needs
- wishes of other relevant stakeholders such as family, friends, and other members of the treating team.

3.6 when considering another service provider for referral, One2One will review:

- are they the best possible provider for this consumer?
- will they adequately meet the needs of this consumer?
- are there specific cultural or other protocols to follow to ensure a smooth referral?

3.7 consumers that need additional support to attend referral appointments are provided support

the needs of the consumer are met at the referral service by asking the consumer for feedback about the referral and checking with stakeholders for their perspective on the effectiveness of the referral.

4. POLICY REVIEW

This policy will be reviewed on a two-yearly basis. However, if at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy will be reviewed immediately and amended accordingly.

Authorised: Director – One2One