

## NDIS Referrals Policy



<b>Policy No.</b>	3.7	<b>Version No.</b>	2
<b>Approved date</b>	July 2021	<b>Approved by</b>	Management Committee
<b>Review frequency</b>	Every two years	<b>Last review</b>	July 2022
<b>Supporting Documents</b>	NDIS Practice Standards and Quality Indicators November 2021		
<b>Associated Legislation</b>	•		

### 1. PURPOSE

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

### 2. SCOPE

This policy applies to anyone involved in the delivery of Stepping Stone NDIS services and supports.

### 3. POLICY STATEMENT

4. Having information about and access to appropriate supports and services is paramount in helping a NDIS Participant to feel connected in their communities and helps them to achieve their goals. Stepping Stone is committed to working in partnership with other providers and building relationships with other services so that we can best help our NDIS Participants with their individual needs. **PROCEDURES**

Participants may self-refer, or be referred to us by service providers, the NDIA, health professionals, our Support Coordinator, 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.

Stepping Stone 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
- Ensure any personal information required for referral is obtained in a manner aligned with the philosophy of the Clubhouse International Model as well as the Practice Standards, set out by the NDIA. For example, in accordance with the Clubhouse International Model, we are not able to provide any clinical evidence or formal risks assessment.
- Ensure that when contacting other providers about referral, personal information of members is disclosed in a manner consistent with the privacy policies of the NDIA and Clubhouse International Model.
- Be mindful of existing supports given by other Service Providers when setting up new supports for NDIS Participants. **Balancing supports** should be discussed with the NDIS Participant keeping in mind their needs, wishes and goals along with existing provider and employee relationships

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- Ensure that all details of any referral services that are commenced are recorded in the NDIS Participant's file

**When to refer to other services**

1. When a need for a referral is identified, the level of urgency should be established. This involves identifying:
  - The participant’s wishes
  - The immediate nature of the demands i.e., crisis or long-standing need
  - A service’s ability, availability and geographical location to meet all or some of the participant’s needs
  - Wishes of other relevant stakeholders such as family, friends and clinical team
  - Cultural, gender and religious beliefs preferencesAny risks that are involved
  
2. 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, gender and religious beliefs or other protocols to follow for a seamless referral?

NDIS Participants that need additional support to attend referral appointments will be provided this support when possible. Stepping Stone will ask the NDIS Participant, their stakeholders and the referred provider for feedback about the effectiveness of the referral.

**5. ROLES AND RESPONSIBILITIES**

<b>Role</b>	<b>Responsibilities</b>
<b>Leadership team</b>	<ul style="list-style-type: none"><li>• Ensure all staff, members, volunteers, students are aware of the guidelines in this policy</li></ul>
<b>Staff, members, volunteers, students.</b>	<ul style="list-style-type: none"><li>• Ensure you are aware of and adhere to the guidelines in this policy.</li></ul>

