KindCare Referrals Policy and Procedure

Policy and Procedure for Accessing Resources for making referrals

Policy Statement:

Our organisation recognises the importance of referring people with disabilities to professional services when additional support is needed. We acknowledge that such referrals can provide people with disabilities with access to specialised expertise, resources and services that can enhance their quality of life and promote their independence and well-being. We are committed to providing disability support workers with the knowledge, skills and resources needed to make appropriate referrals to professional services that meet the needs of the people we support.

Procedure:

Identifying the Need for Referral:

Disability support workers can identify the need for a referral by conducting regular assessments and reviews of the support needs of the people they support.

Disability support workers should consult with the people they support and their families or carers to identify their needs and preferences regarding referrals.

Identifying Appropriate Professional Services:

Disability support workers should consult with relevant professionals, such as doctors, psychologists, social workers, or therapists, to identify appropriate professional services.

Disability support workers can also research online databases, professional networks and community resources to identify relevant professional services.

Making the Referral:

Disability support workers should discuss the need for a referral with the people they support and their families or carers and obtain their consent.

Disability support workers should provide the people they support and their families or carers with information about the professional service, including its purpose, benefits and any costs involved.

Disability support workers should make the referral by contacting the professional service provider and providing them with relevant information, such as the person's medical history, support needs and preferences.

Documenting, Recording and Storing the Referral:

Disability support workers should document the referral made, including the reason for the referral, the process for making the referral and any costs involved.

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Disability support workers should maintain a record of the referral in the person's file or electronic record.

Disability support workers should obtain and store the consent of the person with disabilities and their families or carers regarding the referral and any related costs.

Following the Required Referral Process:

Disability support workers should follow the required referral process set out by individual support professionals and organisations.

Disability support workers should obtain any necessary approvals or authorisations before making the referral.

Disability support workers should comply with any relevant policies or guidelines regarding referrals.

Following up on the Referral:

Disability support workers should follow up on the referral by monitoring the progress of the person with disabilities and communicating with the professional service provider.

Disability support workers should provide ongoing support and guidance to the people they support and their families or carers throughout the referral process.

Evaluating the Effectiveness of Referral:

Disability support workers should evaluate the effectiveness of the referral in meeting the needs of the people they support.

Disability support workers should provide feedback on the referral process to their organisation and the professional service provider to improve the process in the future.

Reviewing and Updating the Referral Policy and Procedure:

This policy and procedure should be reviewed regularly to ensure that it is up-to-date and relevant.

Disability support workers should provide feedback on the policy and procedure to ensure that it meets their needs.

Conclusion:

Our organisation recognises that accessing resources for disability workers is essential to providing high-quality support services to people with disabilities. This policy and procedure outlines the steps to identify, acquire and provide resources to disability workers to support the independence and well-being of the people we support.

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