Making Referrals

When your services do not meet the needs of your client you will need to make referrals to other services. If you have already made contact with other agencies in your area and have a good understanding of their services it will be a lot easier to make appropriate referrals.

It is part of duty of care to make appropriate referrals to ensure that your client has their needs met wherever possible.

Every organisation has a prescribed referral process and supporting documentation. When contemplating referring your client to another agency, it is important to make contact with the key contact person from the point of reference and obtain all the necessary information about that organization, so that:

- you are informed about the nature of the service, acceptance criteria, and service philosophy
- you have all the documentation required for referral should that be necessary.

Methods

Self Referral

The individual has identified their own needs and has presented to ask for assistance. This is usually an informal process. The potential client may present though a crisis service of some type or simply walk in ‘off the street’. After the initial referral stage a client will be assessed for eligibility for the service being offered by the agency.

Refer to the Policies of the Organisation - Criteria for entry.

Formal Referral

A formal referral is the process by which a young person is referred from one service to another, usually by a professional worker. Within most agencies there will be a system of protocols for interacting with other agencies. You will find a reference to these protocols within your Policy and Procedures Manual.

Completing Referral Documentation

It is important to try and have the client actively involved in the process of the referral although there are always times when this is either not appropriate or able to be done.

Make sure that all the information presented in the document is accurate and true to the best of your knowledge. For an example of a referral form go to the filing cabinet in the Youth Work Agency.