

REFERRAL POLICY

Referral to Our Service:

- Referrals may be made to our Service by individuals, Community Agencies, other Service Providers, or Medical Professionals.
- Referrals from individuals may present as face-to-face contact, phone or email contact or via written Referral format.
- All Referrals should be made with the informed consent of the family/legal guardian.
- The original copy of the 'Referral' will be held on file, both in hard copy and digitally.

Response to Referrals:

- All referrals will be forwarded to the Centre Manager.
- Referrals to our Service will be acknowledged by the Centre Manager within 3 working days with a record of how this response was made, to whom and the outcome. (ie noted in the child's digital running notes file). This may include, but is not limited to, sending out a Pre-Assessment form to gather more information for clinical meeting.
- Referral will be brought to Clinical Meeting (held weekly when possible) to determine whether the child/ren meet the service specifications as per our funders guidelines at first glance. If so, appropriate disciplines are allocated to complete the initial assessment.
- Ensure follow up on all initial contacts relating to our Service is documented. Should we receive no response from family/whanau after 2 attempts to contact (eg phone or email), no further follow up will be undertaken.
- If the parent/legal guardian completes and returns the Pre-Assessment Form, along with confirmation that they would like an assessment to go ahead, then refer to 'Assessment Procedure'.

Referrals to Other Service Providers:

If a referral is received by Wana Tamariki and determined that our Service would not suitably benefit the client, the family will be contacted by the Centre Manager to discuss the reasons why and consent will be sought from the family/legal guardian to refer on to another Service Provider if appropriate (refer to Assessment Policy).

If a family is moving to another geographical location outside of our region, consent will be sought from the parent/legal guardian to refer to another appropriate Service provider.



If a family for any reason decides to change Service Providers, confirmation will be required in writing and consent will be sought to refer to an alternate Service Provider.

Alternate Service Providers within the Waikato:

- Ministry of Education – Learning Support (MOE-LS)
- Child Development Centre
- McKenzie Centre

Referrals To Specialist Services

- The parent/legal guardian will be required to complete and sign a 'Service Agreement'. This gives formal consent for our professional staff to refer to other Specialist Services.
- Referrals will be made on a needs basis, in consultation and with the consent of parent/legal guardian, which will be noted in the student's 'Running Notes'.
- The appropriate Referral Form corresponding to the Service should be used to make a referral, ensuring that all details required by the Specialist Service are provided, the reason for the referral is clear and concise. Referrals are scanned to email with a copy to the parent/s. Master Copy of Referral Forms are available in the Templates/Forms/Letterheads>Referrals electronic file on Google Workspace under admin folder.
- The paper copy of the referral will be held in the student's file and noted in the 'Student's Daily Running Notes' electronic file on Google Workspace as being actioned.
- If action needs to be taken, the professional staff member making the referral will within a suitable time frame (timeframe will depend on the service being referred for) follow up on the action sought in the referral. The follow up and response will be noted in the Student's Daily Running Notes'.
- A copy of all emails relating to follow up and feedback on referrals will be placed in the student's file under running notes.
- Parents/legal Guardian will be kept informed of the progress throughout the referral process.

Specialist Services commonly referred to:

- Child Development Centre (WDHB)
 - Assessments for equipment including:
 - carseats and adjustments if current OT doesn't have the skills suitable
 - Walkers and standing frames if current/contracted PT doesn't have the skills suitable
 - housing modifications & ramps (permanent)



- Sleep Systems
 - Splinting Clinic – (hands)
 - Referral to Orthotic Centre (feet)
- Seating to Go
 - o Wheelchair seating systems (complex/positional) and repairs/adjustment
- Cornerstone Therapy
 - o Speech & Language Therapy
 - Assessment for feeding and swallowing; feeding plan
 - Communication
 - Speech
 - Communication equipment assessment and application
 - DTSL Talklink via SLT referral
- Advisor of the Deaf (AODC) – MOE
- ASD coordinator
- Psychologist (Behaviour Support) – MOE or Community (Private)
- Paediatric Homecare – Clinical Nurses (Waikids WDHB)
- Disability Support Link (DSL) – Needs Assessments / additional Respite Support hours
- Blind & Low Vision Education Network (BLENNZ)
- Homai
- Te Kohao Health Ltd – Child Nurse Coordinator for Maori Health
- R.D.A (Riding for the Disabled) or EquiPotential now
- True Colors (Bereavement)
- Rainbow House (Hospice) – High Health Complex Fragile Health Needs
- Rainbow Trust (Music Therapy)
- OTRS: Vehicle modifications – referrals for hoist installations
- Other Early Intervention Providers – MoE and Independent Providers
- Other Wana Tamariki Centres
- Wiri Workforce- Triple P Programme online
- Oral Care – Mobile Dental Service ph. 0800 TALK TEETH (0800 825 583), Appointments: Ph 07 859 9160
- Vision: Paterson Burn Optometrists, Anglesea Street, Hamilton. Kim Stedman Ph. 07 839 3072
(Glasses Subsidy flyer)
- Hearing: Free Ear Clinic Ph. 838 3565
- IY – Incredible Years, Parenting Programme: different providers in different regions, check website
- Parent to Parent – support and information for families



- Autism NZ – family support

Review:

Every three years, or when there is a significant change in the area of the policy topic.

REVIEWED: March 2025

REVIEW DATE CYCLE: March 2028

Centre Manager: _____