



Referral Information Policy



“I feel welcomed and have the information I need to make an informed choice about engaging.”

Intent

When people are referred to or contact our service we give them information about their rights and our services to help them decide on an informed basis whether they want to engage with our organisation.

We encourage them to share information about themselves to help us provide a responsive experience.

Provide information

People who contact and are referred to us will be given information about:

- what we offer and our relevance to their circumstances
- their rights including to give informed consent
- participation of family, whānau and other chosen supports (eg cultural support)
- our feedback and complaints process
- confidentiality and information sharing
- our abuse and protection policy including our obligations to respond to and report concerns of child abuse and neglect



- financial contributions and charges (where relevant)
- our philosophy and approach
- other services or programmes that may be available and suitable for them and and the associated referral processes
- if relevant, the implications of not-attending sessions/appointments without reasonable excuse
- health and safety matters, including our response to COVID-19 and pandemic response.

The information will be provided in an accessible and understandable way (ie appropriate to age, disability, language, and other characteristics of the person(s) to whom it is given).

Obtain information

During or before initial contact, the rangatahi/whānau will be given the opportunity to share information about:

- the reasons for their referral, their communication and support needs (eg particular cultural, spiritual, language or other needs)
- who's important to them (their family, supports, whānau, iwi)
- how they identify and want to be known and addressed
- their cultural affiliations and connection to whenua, people or groups they consider important
- supports or resources they need in order to participate
- their commitments (eg childcare, paid work) and any preferences for how, where and when services are provided
- issues relevant to the programme/activity and/or the young person's circumstances.

The information will be entered in the rangatahi or programme record and used to help assessment, planning and delivery of a responsive service/programme.



Preventing spread of pandemic or other infectious illness

Information about health risks

During a pandemic, new referrals for our direct services will be asked about:

- health risks to themselves or others (eg symptoms indicating a COVID-19 infection or other illness like a cough, fever, shortness of breath, sneezing or a runny nose)
- recent exposure to infection
- other known risk factors.

Agree to safety measures

New referrals will be asked to agree that while engaged with our service, they will:

- not enter or attend our facilities/activities if they are ill or are required to self isolate
- maintain safe distance from kaimahi and others to the extent possible given their particular support/care needs
- adhere to our health and safety measures (eg hygiene & cleaning practices, rules around use of space)
- inform staff if they start to experience symptoms of COVID-19 or another illness and take all due care to prevent transmission of infection to others.

Remote service delivery

If social distancing is required, people will be asked about their ability to access technology, phone and place to participate in online and phone appointments. If they are unable or don't want to access this equipment, they will be offered in-person service or other options (if available).



Symptoms present

If a person describes symptoms of COVID-19 or other illness, kaimahi will advise and support them to contact their regular doctor or Healthline (for free) on **0800 358 5453**.

Helpful links

[Back to Welcome and entry](#)

[Client recordkeeping](#) or [Whānau recordkeeping](#)