



## ACCESS TO SERVICES MAKING GOOD REFERRALS



The University of Melbourne Counselling Service, 2006

[http://www.services.unimelb.edu.au/csn/resources/2006/making\\_a\\_good\\_referral\\_june\\_2006.pdf](http://www.services.unimelb.edu.au/csn/resources/2006/making_a_good_referral_june_2006.pdf)

1. Identify the key issues.
2. Talk with the client/student about how they would like to proceed.
3. Track down an appropriate support service or person through talking with colleagues, phoning support services or checking the directories available.
  - Use staff members' names, and refer your client/student to a particular officer/person if possible
  - Describe the role of the staff member, and describe your previous positive contact with that person or office.
  - Write down the details for the client/student, and/or draw a map or picture
4. Talk together about how to make the referral happen:
  - Will you phone the service/department together?
  - Will they leave and set up an appointment and visit the service themselves?
  - Will you or someone else from your area go with the client/student?
  - Will you ask a staff member from the appropriate service/department to visit you and the client in your office?
5. Follow up, if you are in anyway concerned for the client/student.
  - Ask the student to return or to phone and let you know if the referral was appropriate.
  - How did it go? Do they have concerns about what happened?
  - Sometimes a couple of services need to be tried before the right office is found.
6. While staying within the boundaries of your role, maintain a friendly openness to the client/student in an informal way, when you next see them.
  - It is important that they don't feel "abandoned" by you now that their concerns are being managed by someone else.