



Monday, 21 October 2019

New Referral Form

Dear Service Provider,

Attached is Armidale Family Support's new referral form. This has been updated to not only reflect our new approach to provision of service, but to make the process easier and more streamlined for all involved. We want to ensure that the process is accessible for service providers and clients alike.

As a service we acknowledge that the best referrals are warm referrals. Not only is it best practice, they save time and also ensure that clients are supported and cared for! As a result, if you receive a response to a referral asking for more information it is not personal, it is due to us wanting to provide the best service to our clients.

The document has fields that can be entered digitally, as well as check boxes to help highlight areas of need and support. It has also been created with sufficient space to manually fill in the forms, as we don't always have access to a computer when a need arises.

We run our allocation meetings every Tuesday morning, so make sure to get the referrals in before then. Referrals will be acknowledged on reception, and you can then expect to be notified about the outcome of the referral, after allocation to a worker, or by the Manager if they were not accepted.

Any further questions or concerns about the new form can be forwarded to manager@familysupport.org.au

Thank you for your continued work within our community and for working with us to provide support for all families in the New England.

Sincerely

The AFSS Team