



Amdalah Africa Foundation - AMDAF

CLG

Charity

Company Number 652991

Charity Number 20205848

CHY 22661

REFERRAL POLICY AND PROCEDURES

As approved and adopted by the Board

WORK HEALTH & SAFETY POLICY

Policy Name	Referral Policy and Procedures
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Administrator Responsible	CEO/Manager
Administrator Contact Information	Info.amdaf@gmail.com
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Version&Date	2.0/ January 2024	Author	AMDAF
Directorate:	Governance and Compliance	Approved by Management	Board

Amdalah Africa Foundation (AMDAF) Referral Policy and Procedures

1. Purpose

The purpose of this Referral Policy and Procedures is to ensure that individuals and cases requiring additional support or services are referred to appropriate resources in a timely and effective manner. This policy aims to provide a structured approach for making referrals, maintaining high standards of service, and ensuring continuity of care.

2. Scope

This policy applies to all staff, volunteers, and representatives of AMDAF who are involved in the referral process.

3. Definitions

- **Referral:** The process of directing an individual or case to another service provider or resource for additional assistance or support.
- **Referring Party:** The staff member, volunteer, or representative of AMDAF making the referral.
- **Receiving Party:** The external organization or service provider to which the referral is made.

4. Referral Criteria

Referrals should be made when:

- An individual requires services or support beyond what AMDAF can provide.
- There is a need for specialized assistance, such as legal aid, mental health services, or financial support.
- The referral will enhance the individual's well-being and access to necessary resources.

5. Referral Process

5.1 Initial Assessment

- **Identify Needs:** The referring party should assess the individual's needs and determine the appropriateness of making a referral.
- **Gather Information:** Collect relevant information about the individual and their situation to ensure a suitable referral.

5.2 Referral Decision

- **Consultation:** Discuss the referral with the individual to ensure they are informed and consent to the referral process.
- **Determine Resource:** Identify and select the most appropriate external organization or service provider based on the individual's needs.

5.3 Making the Referral

- **Prepare Referral:** Complete any necessary referral forms or documentation required by the receiving party.
- **Submit Referral:** Send the referral to the receiving party, ensuring all relevant information is included.

5.4 Follow-Up

- **Track Referral:** Monitor the progress of the referral to ensure it is being addressed in a timely manner.
- **Update Individual:** Keep the individual informed about the status of their referral and any actions they may need to take.
- **Evaluate Outcome:** Assess the effectiveness of the referral and gather feedback from the individual and the receiving party if applicable.

6. Confidentiality

All information related to referrals must be handled with strict confidentiality. Personal data should only be shared with the receiving party with the individual's consent and in compliance with data protection regulations.

7. Record-Keeping

- **Documentation:** Maintain accurate records of all referrals made, including the details of the individual, the referral decision, and the outcome.
- **Review:** Regularly review referral records to ensure adherence to the policy and to identify areas for improvement.

8. Training and Support

- **Training:** Provide training for staff and volunteers on the referral process, including how to assess needs and make appropriate referrals.
- **Support:** Offer ongoing support and guidance to ensure effective implementation of the referral policy.

9. Policy Review

This policy will be reviewed annually and updated as needed to reflect changes in practices, regulations, or organizational needs.

10. Contacts

For questions regarding this policy or the referral process, please contact:

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