

## What is a service referral?

*A service referral is not only handing out a phone number, email address, brochure or pamphlet. It is not only an initial conversation. It is actively working to support a person to seek support with a program, agency or service outside of the hub.*

*A service referral is the act of connecting someone to a different place or person (external to the hub) for information, help, or action, often to a person or organisation with more knowledge or capacity to help.*

**It is recommended to record these weekly in the Referrals section of the Hub Portal.**

Examples of service referrals include:

- Phone calls, emails, or form submissions to:
  - o Uniting Settlement Support,
  - o Salvos Financial Counselling,
  - o MCH nurses,
  - o Primary Care Connect,
  - o Orange Door,
  - o Brotherhood of St Laurence,
  - o Vinnies,
  - o Caroline Chisholm Society,
  - o or others.
- Attending an initial meeting to introduce a service to a hub member.
- Hosting an initial meeting, with an external service provider, in the hub to help the member feel safe.
- Helping a Hub member apply for a grant, subsidy, Centrelink payment etc.

Also please count any referrals that happen after you invite a new service into the Hub if the participant connects with that service outside of the hub thereafter.

## How to record referrals in Hub Portal?

### Referral categories in Hub Central:

Note, the suggestions below are examples only and are not limited to the options listed.

- **Accommodation** – connecting a family with a local real estate agent, housing, or short-term accommodation.
- **AMEP English** – Referrals to AMEP English providers.
- **Community Health Services** – connecting a family with allied health care e.g., dentist, occupational or speech therapist.
- **Domestic and Family Violence** – connecting a family with a support service, counselling or referral to a refuge.
- **Early Intervention** – service or organisation that can assist a family to access services at the very early stages of an identified concern. For example, developmental delay, disability, depression, behavioural issues, etc.
- **Education and Training** – supporting an individual to access an education and training provider for further study, placement or employment.
- **Emergency Aid** – food donations, medical support, clothing or furniture etc. Often made in times of crisis.
- **External Volunteering** – Supporting an individual to access external volunteering opportunities such as a volunteering role in an aged care facility or an opportunity store.
- **Family Support** – counselling, therapy, grievance support.
- **Financial Counselling** – Centrelink, Parents Next etc.
- **GP/Doctors** – medical support and assistance.
- **Maternal and Child Health** – early years referrals for advice, assessments, immunisations etc.
- **Migrant Resource Settlement** – migration support, referring to settlement and case workers.
- **Other** – anything that cannot be captured using the other referral categories can be reported here.
- **Preschool** – supporting families with their preschool-aged children to gain access to preschool, kindergarten, Montessori etc

### Service Referrals Term 1

Accommodation
AMEP English
Community Health Services
Family Violence
Early Intervention
Education & Training
Emergency Aid
External Volunteering
Family Support
Financial Counselling
GP/Doctors
Maternal and Child Health
Migrant Resource Settlement
Preschool
Other

### Week 1 Week 2 Week 3 Week 4 Week 5 Week 6 Week 7 Week 8 Week 9 Week 10 Week 11 Week 12 Total


### Demographic Data

New families
New volunteers
Jobs gained


### One Off Events

Community Events
Meetings
Network Meetings
School Events


### Service Referrals Term 2

Accommodation
AMEP English
Community Health Services
Family Violence
Early Intervention
Education & Training
Emergency Aid
External Volunteering
Family Support
Financial Counselling
GP/Doctors
Maternal and Child Health
Migrant Resource Settlement
Preschool
Other

### Week 1 Week 2 Week 3 Week 4 Week 5 Week 6 Week 7 Week 8 Week 9 Week 10 Week 11 Week 12 Total


### Demographic Data

New families
New volunteers
Jobs gained


### One Off Events

Community Events
Meetings
Network Meetings
School Events


### Service Referrals Term 3

Accommodation
AMEP English
Community Health Services
Family Violence
Early Intervention
Education & Training
Emergency Aid
External Volunteering
Family Support
Financial Counselling
GP/Doctors
Maternal and Child Health
Migrant Resource Settlement
Preschool
Other

Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8	Week 9	Week 10	Week 11	Week 12	Total
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### Demographic Data

New families
New volunteers
Jobs gained


### One Off Events

Community Events
Meetings
Network Meetings
School Events


#### Service Referrals Term 4

Accommodation
AMEP English
Community Health Services
Family Violence
Early Intervention
Education & Training
Emergency Aid
External Volunteering
Family Support
Financial Counselling
GP/Doctors
Maternal and Child Health
Migrant Resource Settlement
Preschool
Other

Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8	Week 9	Week 10	Week 11	Week 12	Total
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#### Demographic Data

New families
New volunteers
Jobs gained


#### One Off Events

Community Events
Meetings
Network Meetings
School Events
