

Disability Services Reverse Referral Process

Information for Service Providers

Disability Services has updated the Reverse Referral process to support the application of consistent practice during the transition to the National Disability Insurance Scheme (NDIS).

The process will ensure data supplied by the department to the National Disability Insurance Agency (NDIA) accurately reflects all clients in receipt of funded disability supports and services in a location in advance of transition to the NDIS. This will assist in a smoother transition for clients and provide greater clarity regarding clients' eligibility when accessing Reverse Referral supports.

Service Providers - process

The Reverse Referral process requirement a service provider/organisation to:

- Be approved by the department to utilise Reverse Referral to fill capacity.
- Undertake eligibility of person seeking access to Reverse Referral approved service/support in line with the *Disability Services Act 2006 (Qld)* and meet requirements for access to approved Reverse Referral service/support.
- Seek and retain copies of documentation such as evidence of residence, age and disability and consent to share personal information and supply to the Disability Services regional service centre.
- Submit the client data to the Disability Services regional service centre within 14 business days once a client has been determined eligible and commenced receiving services. The data includes:
 - completed Reverse Referral Eligibility Checklist available at https://odc.disability.qld.gov.au/help_resources/resources_ext.aspx
 - completed DSNMDS Service User Form and Service Details Form available at https://odc.disability.qld.gov.au/help_resources/resources_ext.aspx
 - supporting eligibility evidentiary documentation
- Ensure that demographic and contact details for clients are kept up-to-date and the Disability Services regional service centre is advised of any changes by email as soon as practicable.
- Notify the Disability Services regional service centre by email within 14 business days from when a client ceases receiving services allocated through Reverse Referral.
- Refer clients to the Disability Services regional service centre to discuss disability support needs that are different to or in addition to those being met through Reverse Referral service/support. Clients receiving Reverse Referral approved service/support are not to automatically move to other disability services provided by the service provider/organisation.

- Fill capacity through Reverse Referral process in NDIS transition locations until 12 weeks from when a location is due to commence transition to the NDIS.

To assist with the determination of disability eligibility a checklist has been included and the Disability Services 2016-17 Service User Form for reporting service user data. These documents, although attached as appendices to this document, can also be accessed at time through the ODC help pages website at https://odc.disability.qld.gov.au/help_resources/resources_ext.aspx

Reverse Referral – Business Process

