# Appendix 4: CHILDREN’S TEAM REFERRAL PROCESS

## How to make a referral directly to a Children's Team

* **STEP 1:** **Discuss the referral with the ākonga and whānau/family**

You must have the family’s consent to make a referral directly to a Children’s Team.

When talking to the family or whānau, outline your concerns and tell them why the health and development of the ākonga is at risk, and why you think a Children’s Team could help.

* **STEP 2: Understand what information is required**

Providing the right information helps us make the right decisions, and ultimately helps the ākonga and their whānau get the right help.

To collect the information required you'll need to:

* Review the service records you have for the ākonga
* Discuss your concerns with other professionals and practitioners involved with the ākonga, and ask them to use their records to provide information that informs your referral.
* **STEP 3: Make a referral to the Vulnerable Children’s Hub**
* Call 0800 FOR OURKIDS (0800 367 687)

Monday to Friday 8am – 5pm.

* Make an online referral: [Link to Online Referral](https://viki.govt.nz/)

## After you’ve made the referral

The hub's social workers will let you know the outcome of your referral. They may also call you if they need to clarify anything.

Oranga Tamariki. (2016). *Children’s Teams.* Retrieved from:

[Link to Oranga Tamaraki - Childrens Team Contacts and Referrals](https://www.mvcot.govt.nz/working-with-children/childrens-teams/contacts-and-referrals/)