

# Guidance for Referees

References are a source of information used by the NDIS Worker Screening Unit (Screening Unit) to help determine a person's suitability to obtain or hold an NDIS Check clearance, permitting them to undertake NDIS work. References can be provided in either a personal, professional or treatment provider context. The weight and consideration given to a reference will be in relation to all other relevant information held by the Screening Unit.

If you are asked to provide a reference, it means the Screening Unit is requesting information that may be relevant to determining a person's suitability to undertake NDIS work and identifying the potential level of risk they may present to vulnerable people. This information will be considered before a final decision is made.

The following information is designed to assist a person who has been asked to provide a reference for an NDIS Check applicant. There is no obligation to provide a reference. The Screening Unit will consider all other available and relevant information.

## Important things to consider when providing a reference

- A reference is voluntary.
- The applicant is entitled to know the content of your reference.
- The Screening Unit may contact you about your reference.

## What should be included in a reference

The following must be included in all references:

- Your contact details (name, phone number, email)
- Date of your reference
- Your signature (or email signature).

**Where possible, the following should be included:**

- Your relationship with/to the applicant
- How long you have known the applicant
- Your understanding of the relevant adverse information about the applicant, as they have explained it to you (it is beneficial for you to provide detail, where you can, of your understanding of the relevant adverse information).

**Without limiting what information you wish to provide for the applicant, the Screening Unit deems the following matters relevant to consider:**

- Your understanding of why the applicant has asked you to provide a reference
- The level of contact/frequency of contact you have with the applicant
- What, if anything, you think the applicant has done to address the conduct/alleged conduct of concern, including what steps they may have taken
- Details of the context or circumstances around what was going on in the applicant's life at the time of the conduct/alleged conduct, if you are aware of it
- Any other information you believe is relevant, particularly in terms of working with people with disability.

The Screening Unit cannot consider the following information:

- whether any alleged conduct has not been proved beyond reasonable doubt or on the balance of probabilities
- the adverse impact on the person if a decision to prevent them from holding, or continuing to hold, an NDIS Check clearance certificate
- any potential benefit that will result from the person holding, or continuing to hold, an NDIS Check clearance certificate.

**Where your reference is professional, it should be written on a professional letterhead and, in addition to the listed provisions, should also include:**

- Your title/position/qualifications
- The nature of your work relationship with the applicant (e.g. line manager)
- Your level of contact with the applicant within the workplace
- Any other relevant matters in the workplace.

**Where your reference is as a treatment provider, it should be written on a professional letterhead and, in addition to the listed provisions, should also include:**

- Your title/qualifications/treatment relationship to the applicant
- Nature of treatment
- Length/duration of treatment (e.g. to and from date, frequency of treatment)
- Goals of the treatment
- Treatment outcomes
- Level of engagement (i.e. was their engagement meaningful).

Visit [www.ndiswsu.wa.gov.au](http://www.ndiswsu.wa.gov.au) for further information.