



an Enovation company

Information for parents and carers

WHAT IS THE REFERRAL INDEX?



Young people interact with various professionals in their lives, such as teachers, GPs, or youth support workers. However, these professionals do not always know each other. The referral index ensures that these professionals can find and connect with each other. This allows them to collaborate effectively without causing confusion or redundancy, ensuring that your child receives the best support possible.



More information

At www.multisignaal.nl you can watch a video that explains everything (in Dutch).

How does it work?

Professionals enter their name and profession in the referral index to indicate their involvement with your child. This process is referred to as “issuing a signal.” If another professional does the same, a “match” is created. They can also match with professionals involved with their siblings. Once matched, the professionals receive each other’s contact details and can discuss the best way to support your child. However, this can only happen after obtaining permission from you and/or your child.

Who can use the referral index?

The referral index is used by professionals working with young people aged 0 to 23. These professionals come from fields such as Youth Support, (Youth) Healthcare, Education, Police & Judiciary, Social Support, and Work & Income. Examples include internal counsellors, neighborhood teams, youth services, and maternity services.

When is the referral index used?

A professional will only issue a signal if they are concerned about your child and wish to collaborate with other professionals. This doesn’t necessarily mean that your child is not doing well. It could simply indicate that the professional believes your child could benefit from some extra support.

What details are visible in the referral index?

In the referral index, only your child’s name, address, sex and date of birth are visible. Only the professionals involved with your child have access to this information. It does not contain information about your child’s specific situation or the concerns involved.

How are you informed?

If your child is under 16, the professional will inform you about issuing a signal and the reasons behind it. From the age of 12, they will also inform your child. If your child is 16 years or older, they will only inform your child.

How long does a signal last?

When issuing a signal, the professional determines how long the signal should last, the maximum duration is two years. A signal can be terminated earlier if the professional is no longer involved with your child and there are no ongoing concerns. If concerns persist, the professional can extend the signal before it expires. When they do, they will inform you and/or your child first. When a signal is terminated, it is archived for an additional 5 years, accessible only to professionals who are still involved and have an active signal.

National referral index

A local referral index is connected to the national referral index, allowing matches between professionals from different regions. This is particularly useful if your child attends school in another town or village, for example.

Privacy and rights

Your child’s privacy is important. The referral index complies with legal regulations protecting your child’s privacy. This is also mentioned in the Dutch law (Jeugdwet). The referral index can only be accessed by professionals with permission from your municipality. And a professional can only issue a signal if they are involved with your child.

You have the right to view the information about your child in the referral index. You can request this information from the municipality where your child is registered. Additionally, you have the right to know why the professional issued a signal. If you disagree, the professional will provide further explanation. If you and the professional still disagree, you can file an objection with the municipality where your child is registered.