

YOUR QUICK GUIDE TO POLICE REFERRALS

NOTE: This document is for quick reference. For detailed instructions please refer to the How To Guide available via the Police Referrals system.

LOG ON

- To launch the Infoxchange Police Referrals system, click on the secure link emailed to you.
- You must enter your username and the password you will be sent in a separate email. The system will ask you to change your password the first time you log in to the system.
- You can add the secure link as a short cut or an icon on your desktop for easy access.



Service Record System

This database contains private and confidential information. Access to this information is subject to State and Federal privacy legislation. Only authorised persons should access this database.

You should not give your username and password to any other person. Please keep your password secret. All access to this application is logged and is subject to regular audits.

Login to your account

Username

Password

[Forgot your password?](#)

[Sign in](#)

About SRS

Service Record System (SRS) is an online client management system developed in partnership with the community services sector.

SRS improves the efficiency and effectiveness of service delivery by helping organisations manage information and activities regarding individuals and families.

News

Do I need to upgrade my web browser?

If you use Internet Explorer 8 (IE8) and below you will not be able to make use of a number of functions currently available in SRS. The most current version of Internet Explorer is now Version 11. The Admin > About tab in SRS will tell you which browser you are currently using. For help to update your web browser please follow the link <http://srs-support.infoxchangeapps.net.au/updating-your-browser>

Need help using SRS?

The Infoxchange Helpline can be contacted on **1300 366 516** or **(03) 9418 7487** or email srs-support@infoxchange.net.au

If you contact support please quote the web address you use to access the application and the workgroup that you belong to.

SRS Support is also available via the SRS Online Help website. The SRS online help also has a [Frequently Asked Questions](#) page and a [feedback](#) page where you can post a question to SRS support.

VIEW PENDING REFERRALS

- You will be automatically taken to the **Home – Referrals** tab.
- The **Referrals** tab shows subtabs underneath:
 - Received** – Displays all of the referrals that your service will need to action. This includes new / pending referrals AND referrals that have commenced actions (eg attempted contacts with the client) but have not been completed.
 - Accepted** – Display all of your completed referrals.

Disability Services - Cairns
Police Referrals

Karen Wolanski (Coordinator)

Home My List Team List **Referrals** ISS Directory Menu

Persons Received Accepted Declined Sent Draft

Reports

Admin

Recent List

Search results

Id	Send Date	Status	Sent From	Sent By	Client
779	20/11/2015	Waiting	Queensland Police Service - CAIRNS POLICE INTERVENTION INITIATIVE QPS Referral	QPS 900964	dean hays DOB: 1956-03-01 Gender: male
579	19/11/2015	Waiting	Queensland Police Service - COOKTOWN STATION QPS Referral	QPS 4031720	Renee biscuit DOB: 1990-08-18 Gender: female
333	17/11/2015	Waiting	Queensland Police Service - BRISBANE CITY BIKE SQUAD QPS Referral	QPS 4019187	Amy GILSON DOB: 1973-06-22 Gender: female

1 to 3 of 3

- Click on the **View/Edit Referral** icon to view the details of an individual referral.
- You can scroll down and click on the +/- icons to view further details of the client.

Disability Services - Cairns
Service Provider Referral Management System

Karen Wolanski (Coordinator)

Home My List Team List **Referrals** ISS Directory Menu

Persons Received Accepted Declined Sent Draft

Reports

Admin

Recent List dean hays

Search results

Id	Send Date	Status	Sent From	Sent By	Client	Vulnerability Assessment
579	19/11/2015	Waiting	Queensland Police Service - COOKTOWN STATION	QPS 4031720	Renee biscuit DOB: 1990-08-18 Postcode: 4895	Routine
333	17/11/2015	Waiting	Queensland Police Service - BRISBANE CITY BIKE SQUAD	QPS 4019187	Amy GILSON DOB: 1973-06-22 Postcode: 4854	High

1 to 2 of 2

Referral

Link referral to database

This external referral is not yet associated with a Client on your database. If you plan to accept this referral you must first create a Client record, or associate the referral with an existing Client.

First: Renee Last: biscuit

Fuzzy

This person does not appear to be in the database. You might want to make sure by modifying the search criteria. If you are not sure about the spelling try using the % symbol as a wildcard.

Tracking Nro. f5e88ee7-0267-43aa-844e-32dd56ba077a

Referral sent 19/11/2015

Status Waiting

Restriction Workgroup Limited Cluster

Consent to send Yes

From Queensland Police Service - COOKTOWN STATION

To Disability Services - Cairns

Service Disability Services - Cairns

Organisation DCCSDS

Email rahat.saleem@communities.qld.gov.au

For Renee biscuit

Referred Issue/s

Significant issues category: Disability Support
subcategory: Support for person with physical disability

ADD CLIENT TO THE DATABASE AND VIEW CLIENT RECORD

- To action a referral you must first add the client to your service database. To do this, click on the **Add <client> as a new Client** button.

Disability Services - Cairns
Service Provider Referral Management System
Karen Wolanski (Coordinator)

Home My List Team List Referrals ISS Directory Menu

Persons Reports Admin

Received Accepted Declined Sent Draft

Search results

Id	Send Date	Status	Sent From	Sent By	Client	Vulnerability Assessment
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1 to 2 of 2

Referral

Link referral to database

This external referral is not yet associated with a Client on your database. If you plan to accept this referral you must first create a Client record, or associate the referral with an existing Client.

First: Renee Last: biscuit

Fuzzy Search

This person does not appear to be in the database. You might want to make sure by modifying the search criteria. If you are not sure about the spelling try using the % symbol as a wildcard.

Add Renee biscuit as new Client

Tracking Nro. f5e88ee7-0267-43aa-844e-32dd56ba077a

Referral sent 19/11/2015

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Consent to send Yes

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For Renee biscuit

Referred Issue/s

Significant issues category: Disability Support
subcategory: Support for person with physical disability

- The system will confirm by message that the client has been added and a  icon will be displayed next to the client.

Disability Services - Cairns
Service Provider Referral Management System
Karen Wolanski (Coordinator)

Home My List Team List Referrals ISS Directory Menu

Persons Reports Admin

Received Accepted Declined Sent Draft

Search results

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1 to 2 of 2

Referral

Client added to database

Tracking Nro. f5e88ee7-0267-43aa-844e-32dd56ba077a

Referral sent 19/11/2015

Status Waiting

Restriction Workgroup Limited Cluster

Consent to send Yes

From Queensland Police Service - COOKTOWN STATION

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Service Disability Services - Cairns

Organisation DCCSDS

Email rahat.saleem@communities.qld.gov.au

For Renee biscuit

Referred Issue/s

Significant issues category: Disability Support
subcategory: Support for person with physical disability

Issues question: Other details
Assessment answer:

question: 4. Has there been an escalation in the seriousness and/or frequency of the issue?

VIEW CLIENT REFERRAL DETAILS AND ACTION REFERRAL

- Scroll down the referral information to view client details and referral issues. Click on +/- icon to view details.
- You would then use this information to contact the client.

The screenshot shows the Infoxchange Service Provider Referral Management System interface. The user is logged in as Karen Wolanski (Coordinator). The main menu includes Home, Persons, Reports, and Admin. The current view is 'Referrals' with a list of 2 items. The details for the first item, 'Renee biscuit', are displayed. A red circle highlights the client information section, which includes:

- Given name:** Renee
- Family name:** biscuit
- Sex:** female
- Indigenous status:** Aboriginal
- Address:** 31 chapman road, COOKTOWN QLD 4895
- Phone (Hm):** 40954281
- Preferred contact:** (checkbox)

Below this, the 'Referred Issues' section is visible, showing 'Significant issues' and 'Assessment' details.

- Contacts and attempted contacts may be recorded in the system by selecting the **Contact Attempts** tickbox and clicking **Update**.

The screenshot shows the 'Admin' section of the system. The 'Contact Attempts' section is highlighted with a red circle. It includes a 'Vulnerability Assessment' section with several questions and answers. Below this, the 'Attachments' and 'Referral History' sections are visible. The 'Contact Attempts' section shows a list of attempts, with the first attempt selected. The 'Update' button is highlighted with a red circle.

question: 4. Has there been an escalation in the seriousness and/or frequency of the issue?
answer: No

question: 3. Are other people within the household impacted by the issue?
answer: Yes

question: 2. Does the person have a supportive environment (eg, family, friends, suitable accommodation)?
answer: Yes

question: 1. Is there likelihood of recidivism or victimisation?
answer: No

question: Current accommodation
answer:

question: Provide details of children (number, age of children)
answer:

question: Does the client have dependent children under 18?
answer: No

Vulnerability Assessment routine

Attachments

Referral History

Contact attempt: 1;
Referral updated by Karen Wolanski, Disability Services - Cairns
10:21am Tue 24/11/15

Comments may be viewed by the QPS Referral Coordination Service

Contact Attempts 1 2 3 4 5 6 7 8

Comment

Accept **Update** PDF

ACCEPT THE CLIENT AND RECORD ACTIONS

- Once action on the referral has been completed (ie the client has been contacted or 3 failed attempts to contact the client), you must record the completion of the Referral by clicking on the **Accept** button.

Family name search

household impacted by the issue?
answer: Yes

question: 2. Does the person have a supportive environment (eg, family, friends, suitable accommodation)?
answer: Yes

question: 1. Is there likelihood of recidivism or victimisation?
answer: No

question: Current accommodation
answer:

question: Provide details of children (number, age of children)
answer:

question: Does the client have dependent children under 18?
answer: No

Vulnerability routine Assessment

Attachments

Referral History

Contact attempt: 1;
Referral updated by Karen Wolanski, Disability Services - Cairns 10:21am Tue 24/11/15

Comments may be viewed by the QPS Referral Coordination Service

Contact Attempts 1 2 3 4 5 6 7 8

Comment

- After the Referral has been Accepted, the **Service Provider Action** field will be displayed. Select the appropriate Action and click on the **Update** button.
- Once the Referral has been accepted and the **Service Provider Action** has been updated, the Service Provider Action Date will be displayed and date entry activities for this referral are complete.

Admin

Recent List
dean hays

Family name search

question: 2. Does the person have a supportive environment (eg, family, friends, suitable accommodation)?
answer: Yes

question: 1. Is there likelihood of recidivism or victimisation?
answer: No

question: Current accommodation
answer:

question: Provide details of children (number, age of children)
answer:

question: Does the client have dependent children under 18?
answer: No

Vulnerability routine Assessment

Attachments

Referral History

Contact attempt: 1;
Referral updated by Karen Wolanski, Disability Services - Cairns 10:21am Tue 24/11/15

Referral accepted by Karen Wolanski, Disability Services - Cairns 10:22am Tue 24/11/15

Referral updated by Karen Wolanski, Disability Services - Cairns 10:22am Tue 24/11/15

Comments may be viewed by the QPS Referral Coordination Service

Contact Attempts 1 2 3 4 5 6 7 8

Service Provider Action Client contacted - services accepted

Service Provider Action Date 24/11/2015

Comment

- You can confirm that a Referral has been accepted by clicking on the **Accepted** tab. The referral has been shifted from the **Received** to the **Accepted** tab.

Disability Services - Cairns
Service Provider Referral Management System

Karen Wolanski (Coordinator)

Home My List Team List **Referrals** ISS Directory Menu

Persons Reports Admin

Received **Accepted** Declined Sent Draft

Search results

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1 to 2 of 2

Referral

Tracking Nro. f5e88ee7-0267-43aa-844e-32dd56ba077a

Referral sent 19/11/2015

Status Accepted

Restriction Workgroup Limited Cluster

Consent to send Yes

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To Disability Services - Cairns

Service Disability Services - Cairns

Organisation DCCSDS

Email rahat.saleem@communities.qld.gov.au

For Renee biscuit

Given name Renee

Family name biscuit

Sex female

Indigenous status Aboriginal

Address 31 chapman road
COOKTOWN QLD 4895

Phone (Hm) 40954281

- Return to the **Received** tab to action the next Referral.

SUMMARY OF POLICE REFERRALS DATA ENTRY

- Log on to the Police Referrals system
- On the Home page to view Received Referrals.
- Select the Referral to action
- Add client to the database.
- Scroll down for details of the client.
- Contact the client and enter any contact attempts if relevant
- After the referral activity (client contacted) has been completed, Accept the referral.
- Record the Service Provider Action and Update.