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.

Infoxchange

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://srssupport.infoxchangeapps.net.au/updating-yourbrowser

Need help using SRS?

The Infoxchange Helpline can be contacted on 1300 366 516 or (03) 9418 7487 or email srssupport@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.



- 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.

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	Tourse another while details			

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.



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

🗘 Infoxchange	Disability Services - Caims Service Provider Referral Management System	Karen Wolan	ski (Coo	ordinat Ö	or) (
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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.

	Disability Services - Cairns	Karen Wolanski (Coordinator)
IntoAchange	Service Provider Referral Management System	
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• Contacts and attempted contacts may be recorded in the system by selecting the **Contact Attempts** tickbox and clicking **Update**.

Admin		
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name search	Comment	
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ACCEPT THE CLIENT AND RECORD ACTIONS

Family name search

GO

• 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.



- 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.

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• 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.



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

SUMMARY OF POLICE REFERRALS DATA ENTRY

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