

## ON REFERRALS – HOW TO GUIDE

An on-referral may be appropriate after contact and triage with client has been completed to ensure the most appropriate service is offered. The general expectation is that the original receiving service provider would be actioning the referral and making the initial contact with the client, even if only to advise them of the on-referral.

### FINDING AN APPROPRIATE SERVICE PROVIDER

You can utilise the QPS Directory in the Police Referrals system to find an appropriate supporting Service Provider to handle an on-referral. The QPS Directory also provides a handy reference of contact numbers and capability profiles of Service Providers in the Police Referral network.

There are over 400 service providers throughout Queensland providing support for clients via Police Referrals. To assist you as a service provider in finding appropriate service providers, you can access the QPS Directory function that filters and displays all service providers. You can utilise this search function when searching for an appropriate service provider to on-refer, or when seeking further support for a client.

The search function will display all services and their capabilities based on search criteria you enter (eg client's postcode, and/or significant issue).

1. In SRS go to **HOME** – select **QPS Directory** and the **Service Search** screen will be displayed

Redbourne Service Record System

Karen Wolanski (Coordinator)

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

Service Search

Postcode

Categories

Service name

Statewide provider

Triage capable

High vulnerability

Search Clear Additional Filters

2. Enter the **client's postcode** from their supplied address OR if they have specified the postcode where they would like to access the service.
3. Select the client's relevant Significant Issue relevant in the referral in the **Categories** field and click **Search**.

This will display ALL services that have a catchment servicing that postcode for the selected Issue.

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Search results

Service name ↑	Locality	Phone	Min Age	Max Age				
Drug Arm - Creating Options Annerley	Annerley	736208880	0	99				
Headspace - Inala	Inala		12	25				
IUIH Connect- SEQ Region	Caboolture	0754285800	0	150				

1 to 3 of 3

Click on the Service Provider name to display specific capability and contact information for a service. Each service will display the postcode catchment, age / gender of clients and the types of subcategories they accept Police Referrals for.


You can hover over the icons in the report to display their meaning:

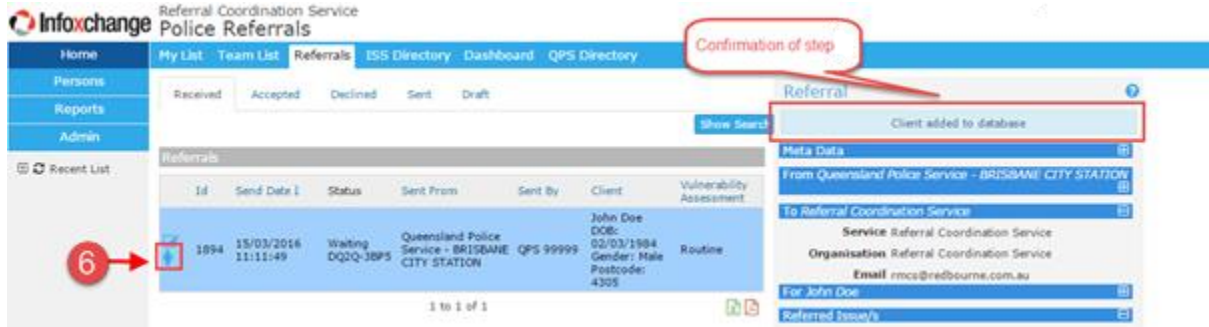
	Will display if only accepts males or females
	Will display if service only accepts ATSI clients
	Will show if service is a statewide provider
	Will show if high vulnerability capable (not applicable)
	Will show if service is a FACC provider
	Will show if service is triage capable

## ON REFERRING TO SELECTED SERVICE PROVIDER

You can now on refer to the appropriate Service Provider selected above. To on refer:


4. Open the Referral using the View/open referral button
5. To on-refer, you must first add the client to your database. Click on Add "name" as new Client

6. Go to the client's individual record. Click on the Person Button 

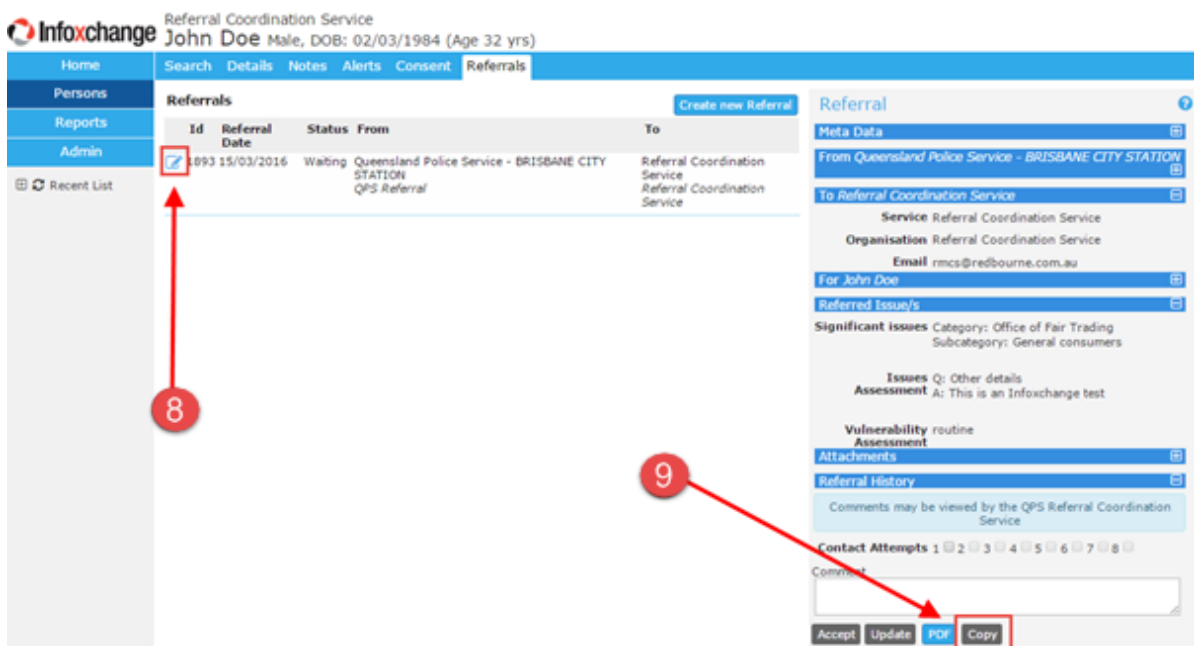


7. You will be guided to the Client details page – Here you will need to select the Referral Tab across the top.



8. Open the Referral using the View/open referral button  (see below)  
9. Click on the Copy button at the bottom of the referral – Press OK on the Prompt that pops up.

**BEWARE!** Do NOT click Create new Referral button



## 10. Make sure that QPS Referral Network is selected

**BEWARE!** Do NOT click Search/Favourites/Manual buttons

11. Type in the name of the Service Provider you have found via QPS Directory (steps 1-3) and click **Submit**.

NOTE: You can also include some notes in the **Comment** section to assist the destination service provider.

12. Click **Send** – Click OK on the prompt that pops up.

13. To mark your original referral as Accepted and actioned, locate and open the original Referral sent from QPS and click **Accept** – and a Service Provider Drop down menu will appear.

14. In the Service Provider Action Drop Down menu select 'On Referred' and click **Update**.

Referral accepted by Louis Dimech, Referral Coordination Service 3:54pm Fri 18/03/16

Comments may be viewed by the QPS Referral Coordination Service

Contact Attempts 1 2 3 4 5 6 7 8

Service Provider Action On referred

Comment

Update Print Copy

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15. Ensure that you close the original referral record by clicking on **Accept** and selecting **On-referred** and **On-referred Reason** and clicking on **Update**.