## 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

| Infoxchange     | Redbourne<br>Service Rec | ord System                |                         |                      | Karen Wolanski ( <b>Coordinator</b> )<br>🗮 🏟 🕩 |
|-----------------|--------------------------|---------------------------|-------------------------|----------------------|--|
| Home            | My List Team Lis         | t Referrals ISS Directory | Dashboard QPS Directory |                      | Menu   |
| 1 0100113       | Service Search           |                           |                         |                      | 🖂 ★ 😧  |
| Reports         | Postcode                 |                           |                         | Statewide provider   |  |
| Admin           | Categories               | Select Some Options       |                         | Triage capable 📃     |  |
| 🖯 😂 Recent List | Service name             |                           |                         | 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.

| 🗘 Infoxchange   | Redbourne<br>Service Rec | ord Syster       | m                 |          |          |            |              |              |         |            |   | Karen  | Wolanski | i (Coord   | inator)<br>F 🕞 |
|-----------------|--------------------------|------------------|-------------------|----------|----------|------------|--------------|--------------|---------|------------|---|--------|----------|------------|----------------|
| Home            | My List Team Lis         | st Referrals IS  | SS Directory D    | ashboard | QPS D    | irectory   |              |              |         |            |   |        |          |            | Menu           |
| Persons         | Service Search           |                  |                   |          |          |            |              |              |         |            |   |        |          |            | *0             |
| Reports         | Postcode                 | 4122             |                   |          |          |            | Statewide pr | ovider       |         |            |   |        |          |            |                |
| Admin           | Categories               | Support for per  | rson with alcohol | ×        |          |            | Triage ca    | apable       |         |            |   |        |          |            |                |
| 🗆 🛛 Recent List |                          | dependency       |                   |          |          |            | High vulner  | ability      |         |            |   |        |          |            |                |
|                 | Service name             |                  |                   |          |          |            |              |              |         |            |   | iearch | Clear A  | Additiona  | Filters        |
|                 | Search results           |                  |                   |          |          |            |              |              |         |            |   |        |          |            |                |
|                 | Service name †           |                  | Locality          |          |          | Phone      |              | $\searrow$   | Min Age | Max Age  🗭 | 6 | *      | Ť        | <b>6</b>   |                |
|                 | Drug Arm - Creating      | Options Annerley | Annerley          |          | •        | 736208880  |              | $\checkmark$ | 0       | 99         |   |        |          | <b>6</b> 9 |                |
|                 | Headspace - Inala        |                  | Inala             |          | <b>Q</b> |            |              |              | 12      | 25         |   |        |          | <b>6</b> 0 |                |
|                 | IUIH Connect- SEQ        | Region           | Caboolture        |          | •        | 0754285800 |              | $\sim$       | 0       | 150        |   |        |          | <b>6</b>   |                |
|                 |                          |                  |                   |          | 1 to     | 3 of 3     |              |              |         |            |   |        |          | 2          |                |

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:

| @ <b>"</b> | Will display if only accepts males or females            |
|------------|--|
| -          | Will display if service only accepts ATSI clients        |
| <u> </u>   | Will show if service is a statewide provider             |
| *          | Will show if high vulnerability capable (not applicable) |
| *          | Will show if service is a FACC provider                  |
| <b>#</b>   | 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



|                 |              |                        |                      |   |                    | 3   |                             |  |
|-----------------|--------------|------------------------|----------------------|---|--------------------|---|-----------------------------|--|
| 6. Go to th     | e clien      | it's indi              | vidual ı             | record. Cli   | ck on <sup>-</sup> | the Per   | son Butt                    | on 🛉   |
| Home            | My Lint T    | eam List Rel           | ferrals ISS          | Directory Dashbo  | and QPS            | Directory   | Confirmati                  | on of step   |
| Persons         | Received     | Accessed               | Derlined             | Sent Durk   |                    |   |                             | Referral   |
| Reports         | P. B. B. THU | Acceptant .            | Concernes.           | John Drait  |                    |   | and the second second       | These extent to descent  |
| Admin           |              |                        |                      |   |                    |   | SPON SHIELD                 | CIERC MORE TO CARDINE  |
| E O Recent List | Referrais    |                        |                      |   |                    |   |                             | Meta Data III  |
|                 | 1H           | Send Date 1            | Status               | Sent From   | Sent by            | Ciert   | Vulnerability<br>Assessment |  |
| 6→              | 1094         | 15/03/2016<br>11:11:49 | Waiting<br>DQ2Q-38P5 | Queensland Police<br>Service - BRISBANE<br>CITY STATION | QPS 99999          | John Doe<br>DOB:<br>02/03/1984<br>Gender: Hale<br>Postcode:<br>4305 | Routine                     | To Referral Coordination Service Service Referral Coordination Service Organisation Referral Coordination Service Email Inco@refbourns.com.au Enail Inco@refbourns.com.au Enail Referral Proceeding 19 |
|                 |              |                        |                      | 1 to 1 of 1   |                    |   |                             | Referred Issue/s   |

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

| Home            | Search Details Note                        | Alerts Consent Referrals     |      |                        |                           |                           |        |    |
|-----------------|--|------------------------------|------|------------------------|---------------------------|---------------------------|--------|----|
| Persons         | Person / Alias:                            |                              | -    | Create tree also       | Edit Primary              | Details                   |        | -  |
| Reports         | John Doe                                   | Primary Name                 |      | Bachmanal (bachbana    | Contraction of the second | ( tube                    |        | BU |
| Admin           | Relationships:                             |                              |      | Create new relationshi | Middle Name               | John                      |        |    |
| E C Recent List | No relationship exists                     |                              |      |                        | Family Name               | Dia .                     |        |    |
|                 | Address:                                   |                              |      | Create new address     | -                         | W Malalli Ramala          | 1 debr |    |
|                 | Street<br>V 121 Test Street                | Locality<br>IPSW1CH QLD 4305 | Туре | Comments               | Date of Birth             | 02 03 1984                |        |    |
|                 | Phone & other contact<br>No contacts exist | ts:                          |      | Create new econter     | 1 Identifies as           |                           |        |    |
|                 | Key Workers:<br>This person has no assign  | ed key workers               |      | Create new key wurker. |                           |                           |        |    |
|                 |  | 0                            |      | Export Details Refres  | Identifies as             | I Australian South Sea Is | lander |    |
|                 |  |                              |      |                        | Country of birth          | 5                         |        |    |
|                 |  |                              |      |                        | Language at home          | e l                       |        |    |

- 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

| 🔿 Infoxchang    | e John Doe Ma  | ation Service<br>ale, DOB: 02/03/1984 (Age 32 yrs) |   |   |
|-----------------|----------------|--|---|---|
| Home            | Search Details | Notes Alerts Consent Referrals                     |   |   |
| Persons         | Referrals      |  | Create new Referral                         | Referral  |
| Reports         | Id Referral    | Status From  | То  | Meta Data 🗉   |
| Admin           | Date           | Waiting Queensland Police Service - BRISBAN        | E CITY Referral Coordination                | From Queensland Police Service - BRISBANE CITY STATION                                |
| 🕀 🕽 Recent List | •              | STATION<br>QPS Referral                            | Service<br>Referral Coordination<br>Service | To Referral Coordination Service  |
|                 |                |  |   | Organisation Referral Coordination Service  |
|                 |                |  |   | Email mcs@redbourne.com.au For John Doe   |
|                 |                |  |   | Referred Issue/s  |
|                 |                |  |   | Significant issues Category: Office of Fair Trading<br>Subcategory: General consumers |
|                 | 8              |  |   | Issues Q: Other details<br>Assessment A: This is an Infoxchange test                  |
|                 | · ·            |  |   | Vulnerability routine<br>Assessment   |
|                 |                |  | 9   | Attachments   Referral History  |
|                 |                |  |   | Comments may be viewed by the QPS Referral Coordination<br>Service                    |
|                 |                |  |   | Contact Attempts 1 2 3 4 5 6 7 8 6  |
|                 |                |  |   |   |
|                 |                |  |   | Accept Update PDI Copy  |
|                 |                |  |   |   |
|                 |                |  |   |   |
|                 |                |  |   |   |

10. Make sure that QPS Referral Network is selected

| O Infoxchange   | Referral Coordinal<br>John Doe Mai | tion Servi<br>e, DOB; ( | ice<br>02/03/1984 (Age 32 yrs)            |   |  |  |
|-----------------|------------------------------------|-------------------------|---|---|--|--|
| Home            | Search Details                     | Notes Al                | lerts Consent Referrals                   |   |  |  |
| Persons         | Referrals                          |                         |   | Create new Referral                                       | For cooled referral                                | 0                                      |
| Reports         | Id Referral                        | Status                  | From                                      | To  | @ Search @ Favourites @ Hanual                     | · QPS Referral Network                 |
| Admin           | 2 1893 15/03/2016                  | Waiting -               | Queensland Police Service - BRISBANE CITY | Referral Coordination<br>Service<br>Referral Coordination | Feywords   | Search Clear                           |
| E C Recent List |                                    |                         | STATION<br>GPS Referral                   |   | Search the Infoxchange Service<br>service you wish | e Seeker database for the to refer to. |

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.

| Infoxchange  | Referral Coordina<br>John Doe Ma   | tion Serv<br>le, DOB:      | rice<br>02/03/1984 (A   | Age 32 yrs)      | C   |  |
|--|--|----------------------------|-------------------------|------------------|---|--|
| Home   | Search Details   | Notes A                    | lerts Consent           | Referrals        |   | ype in the name of an<br>appropriate Service   |
| Persons  | Referrals  |                            |                         |                  | Create n  | Provider   |
| Reports  | Id Referral  | Status                     | From                    |                  | То  | ○ Search ○ Favourites ○ Manbal ④ QPS Referral Network  |
| Admin  | Date<br>1893 15/03/2016  | Waiting                    | Queensland Police       | Service ANE CITY | Referral Coordination                                       | Send referral to Enter Service, Organisation or Suburb   |
| 🗄 💭 Recent List  | _  |                            | STATION<br>QPS Referral | U                | Service<br>Referral Coordination<br>Service                 | Submit   |
| srs-qldconnect-uat.<br>Are you sure you wish tr<br>Prevent this page fr<br>Click C | infoxchangeapps.net<br>o send this referral?<br>om creating additional dia | .au says:<br>logues.<br>OK | Cancel                  |                  | Ass<br>Attachm<br>Referral<br>Comme<br>Comment<br>Save Draf | History E<br>hts may be viewed by the QPS Reference but the QPS refe |

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.

| <li>Infoxchange</li> | John          | al Coordina<br>i Doe ма | ition Se<br>ile, DOB | rvice<br>3: 02/03/1984 (Age 32 yrs)                  |  |   |
|----------------------|---------------|-------------------------|----------------------|--|--|---|
| Home                 | Search        | Details                 | Notes                | Alerts Consent Referrals                             |  |   |
| Persons              | Referr        | als                     |                      |  | Create new Referral  | Referral  |
| Reports              | Id            | Referral                | Status               | From   | То   | Meta Data 🔳   |
| Admin                | <b>2</b> 1951 | 1 18/03/2016            | Waiting              | Referral Coordination Service                        | Youth and Family Support Service                               | From Queensland Police Service - BRISBANE CITY STATION                                |
| 🗉 😋 Recent List      |               |                         |                      | Referral Coordination Service                        | Department of Justice and<br>Attorney-General                  | To Referral Coordination Service  |
|                      | 2 1093        | 3 15/03/2016            | Waiting              | Queensland Police Service - BRISBANE<br>CITY STATION | Referral Coordination Service<br>Referral Coordination Service | Service Referral Coordination Service   |
|                      |               |                         |                      |  |  | Organisation Referral Coordination Service  |
|                      |               |                         |                      | N  |  | Email rmcs@redbourne.com.au   |
|                      |               |                         | 6                    | Original Referral sent Direct                        |  | Referred Issue/s  |
|                      |               |                         |                      | from QPS   |  | Significant issues Category: Office of Fair Trading<br>Subcategory: General consumers |
|                      |               |                         |                      |  |  | Issues Q: Other details<br>Assessment A: This is an Infoxchange test                  |
|                      |               |                         |                      |  |  | Vulnerability routine<br>Assessment<br>Attachments                                    |
|                      |               |                         |                      |  |  | Referral History 🛛  |
|                      |               |                         |                      | 13   |  | Comments may be viewed by the QPS Referral Coordination<br>Service                    |
|                      |               |                         |                      |  |  | Contact Attempts 1 2 3 4 5 6 7 8  |
|                      |               |                         |                      |  |  | Comment   |
|                      |               |                         |                      |  |  |   |
|                      |               |                         |                      |  |  | Accept Update PDF Copy  |
|                      |               |                         |                      |  |  |   |

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



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**.