



## Accept or reject a referral - quick reference guide

To action a received referral you must be a registered HSNet user and referral option has been enabled for your user access. To use the HSNet online referral tool you must ensure:

- You are a registered user of HSNet
- Your service has been referral enabled
- Your registered user access has been authorised to create/receive referrals for that service

To action a received referral, log on to the HSNet website [www.hsnet.nsw.gov.au](http://www.hsnet.nsw.gov.au) and access the Referral area.

### Follow these steps to accept or reject a referral:

1. By default the list of all your pending referrals is displayed. To display pending referrals for a specific service, click on the **My Referral** drop down list.

The screenshot shows the HSNet Referral dashboard. The user is logged in as 'HSNet008 User008'. The 'Referral' tab is selected. On the left, there is a sidebar with 'Create a new referral' and a list of referral statuses: Inbound (24), Pending (9), Actioned (1), Other (14), Outbound (8), Sent (2), and Accepted (0). The 'Pending' status is highlighted. The main area shows a table of pending referrals. A dropdown menu is open over the 'My Referrals' link, showing options: All Referrals, Bathurst Community Child Care Centre, Sc..., Bathurst Vacation Care Centre: Vacation Ca..., The Lyndon Community, Head Office: Lyn..., The Lyndon Community, Head Office: Mur..., and The Lyndon Community, Head Office: The... The table below shows two referrals with their details, including Referral ID, Client, Sender, Recipient, Status, Validity, and Actions.

Referral ID	Client	Sender	Recipient	Status	Validity	Actions
201502250004	Bathurst Community Child Care Centre, Sc...	al & Assessment nt Centre (RAC)	Bathurst Vacation Care Centre: Vacation Care	New 25 Feb 2015	Expires 2 Mar 2015	Copy Reject Accept
201502250008	Joe (Jim-Bob) Bloggs (1 Feb 1960, 55 y.o.)	Home Care Service of NSW, Referral & Assessment Centre (RAC): Referral & Assessment Centre (RAC)	The Lyndon Community, Head Office: Murdi Paaki Drug & Alcohol Network	New 25 Feb 2015	Expires 2 Mar 2015	Copy Reject Accept

2. Find the referral to be actioned and click on the **Referral ID** link to view details of the referral.

The screenshot shows the details of a specific referral. The 'Pending' status is highlighted in the sidebar. The main area shows a table of pending referrals. The 'Referral ID' link for the first referral is highlighted with a red box. The table below shows two referrals with their details, including Referral ID, Client, Sender, Recipient, Status, Validity, and Actions.

Referral ID	Client	Sender	Recipient	Status	Validity	Actions
201502250012	John Covey (24 Dec 1960, 54 y.o.)	HSNet004 User004 Lithgow Community Housing: Community Housing	The Lyndon Community, Head Office: Murdi Paaki Drug & Alcohol Network	New 26 Feb 2015	Expires 26 Mar 2015	Copy Reject Accept
201502250011	DADHC Test002 (5 Aug 1936, 77 y.o.)	Gail Ryan Bathurst Vacation Care Centre: Vacation Care	The Lyndon Community, Head Office: Murdi Paaki Drug & Alcohol Network	New 25 Feb 2015	Expires 12 Mar 2015	Copy Reject Accept



3. The **Incoming referral** Coversheet information is displayed. Use the referral panel to navigate and review the client information.

### Incoming referral

**From:**  
Lithgow Community Housing: Communi...

**To:**  
The Lyndon Community, Head Office: M...

**Expiry date:** 26 Mar 2015 (Sent on: 26 Feb 2015, 2:12PM)

**Client's name:**  
John Covey

**Date of birth:**  
24 December 1960

**Referral ID:** 201502250012

← Back to referral list

✔ Accept
✘ Reject

- Coversheet
- Client details
- Cultural identity
- Referral information
- Attachments 1
- Client's consent
- Comments/Notes 0

#### Sender Information

**Sending service** Lithgow Community Housing: Community Housing

**Sender** HSNet004 User004  
(02) 8866 1234

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#### Recipient Information

✉ The Lyndon Community, Head Office: Murdi Paaki Drug & Alcohol Network

4. To accept the referral, click on the **Accept** button and complete the following fields:

#### Accept referral

**Reason**

Placed on waiting list

Services available

**Additional feedback**

Cancel
Accept referral

Field	Description
<b>Reason</b>	Select the acceptance reason for the referral from the available options.
<b>Additional feedback</b>	Enter comments or feedback supporting your decision and action to the service agency that sent the referral.



5. To reject the referral, click on the **Reject** button and complete the following fields:

**Reject referral**

**Reason**

Agency does not cover the geographical area of the client

Person does not meet target group

Service is not provided by the agency

Service provider is at capacity / waiting list is at capacity

Other rejection reason

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**Additional feedback**

Cancel
Reject referral

Field	Description
<b>Reason</b>	Select the rejection reason for the referral from the available options.
<b>Additional feedback</b>	Enter comments or feedback supporting your decision and action to the service agency that sent the referral.

6. The rejected/accepted referral is now listed in the **Actioned** folder.

HSNet008 User008 | [SIGN OUT](#)

Home Search Groups **Referral** Reports

Create a new referral

**Inbound** 15

Pending 6

**Actioned** 2

Other 7

**Outbound** 3

Sent 2

**Actioned** The Lyndon Community, Head Office:...

Referral ID	Client	Sender	Recipient	Status	Validity	Actions
201502130008 <span style="border: 1px solid red; padding: 2px;">Urgent</span>	test004 (Preferred) Tester (22 Nov 1966, 48 y.o.)	HSNet009 User009 Home Care Service of NSW, Referral & Assessment Centre (RAC): Referral & Assessment Centre (RAC)	The Lyndon Community, Head Office: Murdi Paaki Drug & Alcohol Network	<b>Rejected</b> 23 Feb 2015	Destruction 2 Mar 2015	<a href="#">Copy</a>
201502250012	John Covey (24 Dec 1960, 54 y.o.)	HSNet004 User004 Lithgow Community Housing: Community Housing	The Lyndon Community, Head Office: Murdi Paaki Drug & Alcohol Network	<b>Accepted</b> 27 Feb 2015	Destruction 6 Mar 2015	<a href="#">Copy</a>