



Copy a referral - quick reference guide

HSNet Referral tool allows users to copy an accepted, rejected, expired or withdrawn referral to save time completing client information for a re-referral.

You may want to use this process to:

- copy a draft referral to send the same base client details to different services
- copy a received referral to request additional services or assessments

To copy a referral, log on to the HSNet website www.hsnet.nsw.gov.au and access the Referral area.

Follow these steps to copy a referral:

1. Find the referral to be copied and click on the **Referral ID** number link to view referral details.
*Tip: You can also use the **Referrals queue** pane to find an accepted, rejected, expired or withdrawn referral to copy.*

HSNet HUMAN SERVICES NETWORK

HSNet004 User004 | Sign out

Home Search Groups **Referral**

Create a new referral

Inbound 16

Pending 7

Actioned 0

Other 9

Outbound 1

Sent 0

Accepted 1

Rejected 0

Expired 0

Withdrawn 0

Draft 7

Pending My Referrals

Search for referral IDs, clients or services ...

Referral ID	Client	Sender	Recipient	Status	Expiry/Removal	Actions
201503040006 Urgent	Penny Smith (1 Jan 1960, 55 y.o.)	HSNet009 User009 Home Care Service of NSW, Far West Area Branch: Social Support Program - Friendly Visiting (HACC)	The Lyndon Community, Head Office: Murdi Paaki Drug & Alcohol Network	New 4 Mar 2015	Expires 18 Mar 2015	Copy Reject Accept
201502250006	All (Preferred Name) FieldsC (5 Aug 1936, 77 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 5 Mar 2015	Copy Reject Accept
201503020001	Sarah (Sarah-Jane) Jane (1 Feb 1960, 55 y.o.)	Gail Ryan Bathurst Vacation Care Centre: Vacation Care	The Lyndon Community, Head Office: Murdi Paaki Drug & Alcohol Network	New 2 Mar 2015	Expires 7 Mar 2015	Copy Reject Accept

2. The referral will be displayed. Click on the **Copy** icon.
Tip: You can click on the [Copy](#) actions button of the referral to be copied. The Copy action button is not available from the Draft queue.

Draft referral **Urgent**

Client's name: Penny Smith

Date of birth: 1 January 1960

Save and close [Copy](#) [Cancel](#) [Refresh](#)

Referral ID: 201503050008

Back to referral list

Coversheet

Client details

Cultural identity

Sender Information

Sending service: [Lithgow Community Housing: Community Housing](#)

Creator: [HSNet004 User004](#)
(02) 8866 1234

3. Users, who represent a single service, skip to the next step. Users, who represent multiple services the **Select your sending service** screen will be displayed, select the appropriate **sending service** from the list for the new copied referral.



4. **Client details** screen is displayed with all client information pre-filled with data from the original copied referral, except the **Client's consent and send** section.
5. Start typing the name of the new service receiving the referral in the **Recipient Information** field. A list of services containing the entered name is displayed in a list, select the appropriate service.

Draft referral Urgent

Client's name: Penny Smith Date of birth: 1 January 1960

Referral ID: 20150305000

Back to referral list

- Coversheet
- Client details
- Cultural identity
- Referral information
- Attachments 3
- Client's consent and send

Sender Information

Sending service: Lithgow Community Housing: Community Housing
Creator: HSN004 User004 (02) 8866 1234

Recipient Information *

Disability

Status: Chelseas Disability & Family Care Agency
Disability Care
Provides disability support services for people with intellectual or physical disabilities. MOIL, NT

Save and close

6. Click on the **Go to next step** button.
7. Review the referral data and update information as required.
Note: Mandatory fields are highlighted in red.
Tip: Use the referral panel to navigate to different areas of the referral form.
8. Click on the **Client's consent and send** section.

I have obtained the client's consent to send this referral *

Date of consent * 13/03/2015

Consent authority * Consent by client

Consent description Client has consented to being referred.

Consent name Penny Smith

Witness name Dr John Cobble

Go to previous step Send this referral

9. Select the **I have obtained the client's consent to send this referral** checkbox and complete the following fields:

Field	Description
Date of consent	Date the client granted permission to send this referral.
Consent authority	The method of the client's consent.
Consent description	This field is used to capture information for non standard consent. For example if the client is being referred under section 16A of the child protection act



	<table border="1"><tr><td>Consent name</td><td>Name of the person providing the consent</td></tr><tr><td>Whiteness name</td><td>Name of the witness for the consent. Only used where an organisation requires witnessing of consent by a third party.</td></tr></table>	Consent name	Name of the person providing the consent	Whiteness name	Name of the witness for the consent. Only used where an organisation requires witnessing of consent by a third party.
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10.	Click the Send this referral button to transmit it to the recipient service agency <i>Note: If this button is disabled, it indicates that one or more sections of the referral have not been completed.</i>				
11.	The referral is sent to the recipient service agency to action and is now listed in your Outbound > Sent subfolder. Actioned referrals will be listed in the corresponding Outbound > Accepted or Rejected subfolder. Referrals that have reached their expiry date will be listed in the Expired folder and withdrawn referrals are listed in the Withdrawn folder.				