



Referral Reports - quick reference guide

You can use reporting to find out more about the kinds of referrals you are making and receiving, and to generate demographic breakdowns which you can use to report to funders or make decisions about future programs.

To set up and generate reports, first go to the HSNet website www.hsnet.nsw.gov.au and log in.

Follow these steps to set up referral reports:

1.

Go to the HSNet home page, make sure you are logged in, and select 'Referral'.



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Home Search Groups **Referral** Capacity Management



2.

At the bottom of the left-hand menu you will see an item called 'Reports'. Click that.

Create a new referral

- Inbound 5
- Pending 2**
- Actioned 2**
- Other 1
- Outbound 7
- Sent 1
- Accepted 2
- Rejected 1
- Expired 2
- Withdrawn 1
- Draft 2
- Reports**

Pending All Referrals

Referral ID	Client	Sender
201506130012 Public	public User2 (1 May 2000, 15 y.o.)	public User2
201506130015	Test User 6 Ratnayeke 6 (1 Jan 1997, 18 y.o.)	Wilma Flinst Infoxchange Software Tes Services

3. One the Reports page you can see the types of reports you can generate from your referral data. Before you begin generating reports, select which services you want to report on by going to the bottom of the page and selecting an organisation (or all organisations you're responsible for), site (or all sites at the organisation) and service (or all services offered).

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Back to referral list

Report by: Service & date
Summarise by: Referral status
From: 22 Mar 2015 To: 22 Jun 2015

Count referrals broken down by selected organisations, sites and service for each date period in the chosen date range.
Break out the results by referral status.

Services

Organisations: All organisations Sites: All sites Services: All services

4. There are multiple ways you can split the referral data relevant to your organisation in order to create reports. In the sections below we will look at the different ways of reporting your data.
5. First, select a '**Report by**' function to determine which type of information you want to report on. Choose from

- **Service and date** (count referrals broken down by selected organisations, sites and service for each date period in the chosen date range)
- **Senders & receivers** (referrals broken down by sending services and receiving service for referrals where the selected services are either a sender or a receiver, summed across the entire date range)
- **Year of birth** (referrals sent across the entire date range from all selected services, broken down by year of birth)
- **Gender** (referrals sent across the entire date range from all selected services, broken down by gender)
- **Language spoken at home & country of birth** (referrals sent across the entire date range from all selected services, broken down by language spoken at home and country of birth)
- **Suburb & postcode** (referrals sent across the entire date range from all selected services, broken down by suburb and postcode)
- **Indigenous status** (referrals sent across the entire date range from all selected services broken down by indigenous status)

The screenshot shows the HSNET Human Services Network interface. At the top, there is a navigation bar with 'Home', 'Search', 'Groups', 'Referral', and 'Capacity Management'. Below this is a 'Back to referral list' link. The main area is a report configuration form. The 'Report by' dropdown menu is open, showing the following options: 'Service & date', 'Senders & receivers', 'Year of birth', 'Gender', 'Language spoken at home & country of birth', 'Suburb & postcode', and 'Indigenous status'. The 'Report by' label is highlighted with a red box. Below the dropdown, there are sections for 'Summarise by', 'Time period', 'Services', 'Organisations' (with a dropdown set to 'All organisations'), and 'Sites' (with a dropdown set to 'All sites').

6. Second, select how you want that data **summarised**. Go to **Summarise by** and choose from:
- **Total number only** (shows the total number of sent and received referrals)
 - **Sent & received** (breaks out the results by number of referrals sent and received)
 - **Referral status** (breaks out the results by the status of the referral, eg accepted/rejected).

[← Back to referral list](#)

Report by	Service & date	Count referrals broken d
Summarise by	Total number only Total number only Sent and received Referral status	Show the total number o
Time period		From

Services

7. Then determine what **time period** you want the report to cover. Choose a start date and a finish date and all data between those dates will be collected and reported.

Report by	Senders & receivers	Count referrals broken down by sending services and receiving service for referrals where the :
Summarise by	Referral status	Break out the results by referral status.
From	22 Mar 2015	To 22 Jun 2015

8. HSNet will store your five most recent reports, and you can view them at the bottom of the Reports page.

← Back to referral list

Report by: Count referrals sent across the entire date range from all selected s

Summarise by: Show the total number of sent and received referrals.

Time period: From:

Services

Organisations

Sites

Last 5 generated reports

GENERATED ON	REPORT	FROM	TO	SERVICES
17 Jun 2015, 1:46PM	Senders & receivers	2015-01-01	2015-06-30	Infoxchange Service Seeker (ISS) Online Databases Job Seeker TestIT Software Testing Services

9. Choose the report you want to look at and click 'Ready to download'.

GENERATED ON	REPORT	FROM	TO	SERVICES	STATUS
17 Jun 2015, 1:46PM	Senders & receivers	2015-01-01	2015-06-30	Infoxchange Service Seeker (ISS) Online Databases Job Seeker TestIT Software Testing Services Test Service	Ready to download

10. The report will be downloaded in CSV format, and can be opened in Excel. See below for an example of what a report might look like (this one shows over two quarters the organisations Infoxchange sent referrals to and received referrals from, and how many referrals).

	A	B	C	D	E	F	G
1	Report by	Time period	From	To			
2	Senders & receivers	Quarterly	1/01/2015	30/06/2015			
3	Sending Organisation	Sending Site	Sending Service	Receiving Organisation	Receiving Site	Receiving Service	Total
4	Infoxchange	Infoxchange	Infoxchange Service Seeker	Ageing, Disability & Home C	Community Care Access Poi	Community Care Access Poi	1
5	Infoxchange	Infoxchange	Infoxchange Service Seeker	Infoxchange	Infoxchange	TestIT Software Testing Serv	4
6	Infoxchange	Infoxchange	Infoxchange Service Seeker	Infoxchange	Infoxchange	Test Service	1
7	Infoxchange	Infoxchange	TestIT Software Testing Serv	Gosford City Council	Gosford City Council, HACC	HACC Development Project,	1
8	Infoxchange	Infoxchange	TestIT Software Testing Serv	Infoxchange	Infoxchange	Infoxchange Service Seeker	2
9	Infoxchange	Infoxchange	TestIT Software Testing Serv	Inverell Disability Services	Brighter Access	Lifeskills Access	1
10	Infoxchange	Infoxchange	TestIT Software Testing Serv	Macarthur Disability Service	Macarthur Disability Service	HACC Development Project,	1
11							