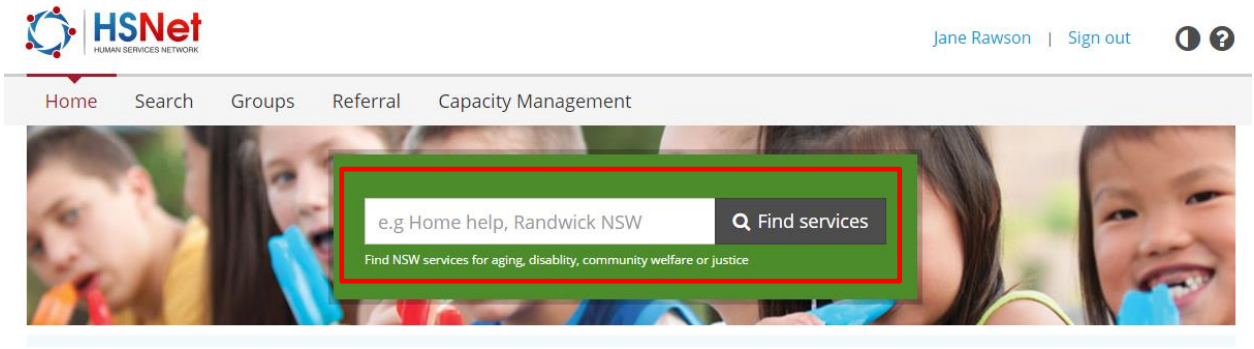
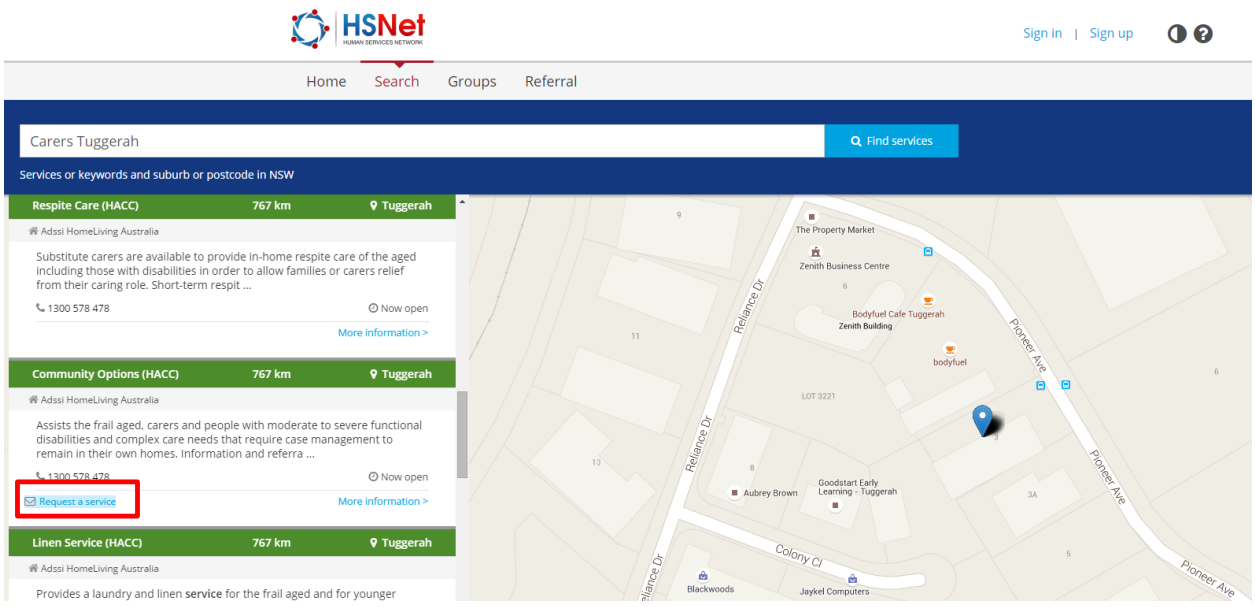
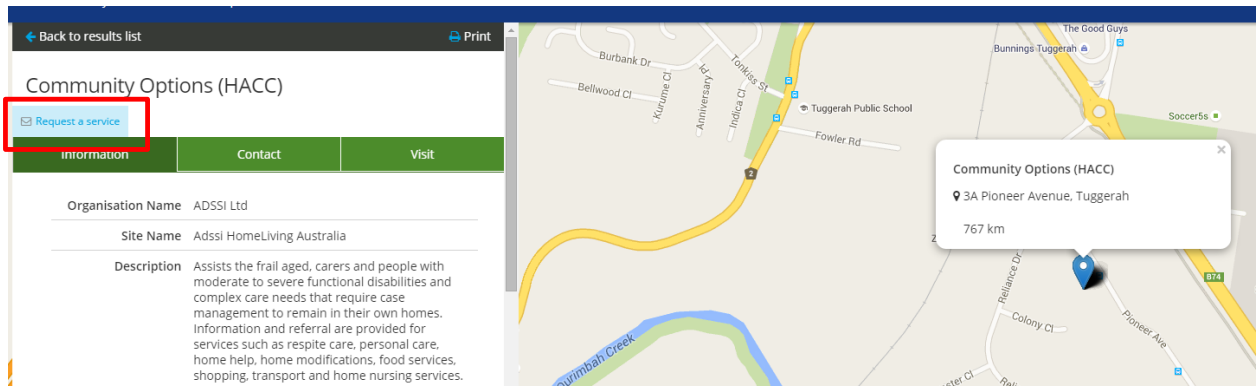
As a member of the public, request a referral - quick reference guide

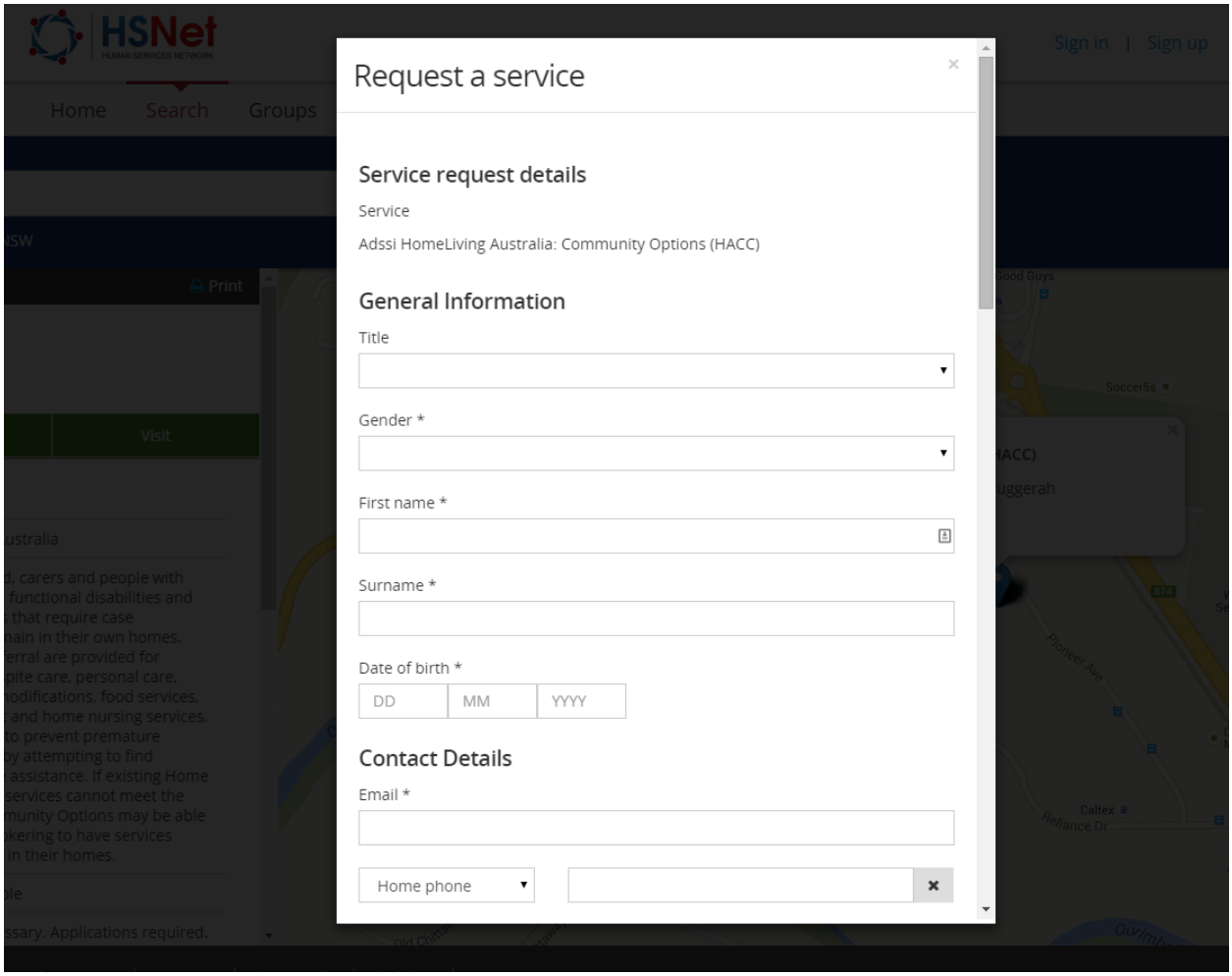
If a service has allowed it, you can use HSNet to request a service yourself, rather than waiting to be referred by another service.

To find out if the service you are interested in using accepts public referrals, first go to the HSNet website www.hsnet.nsw.gov.au and perform a search.

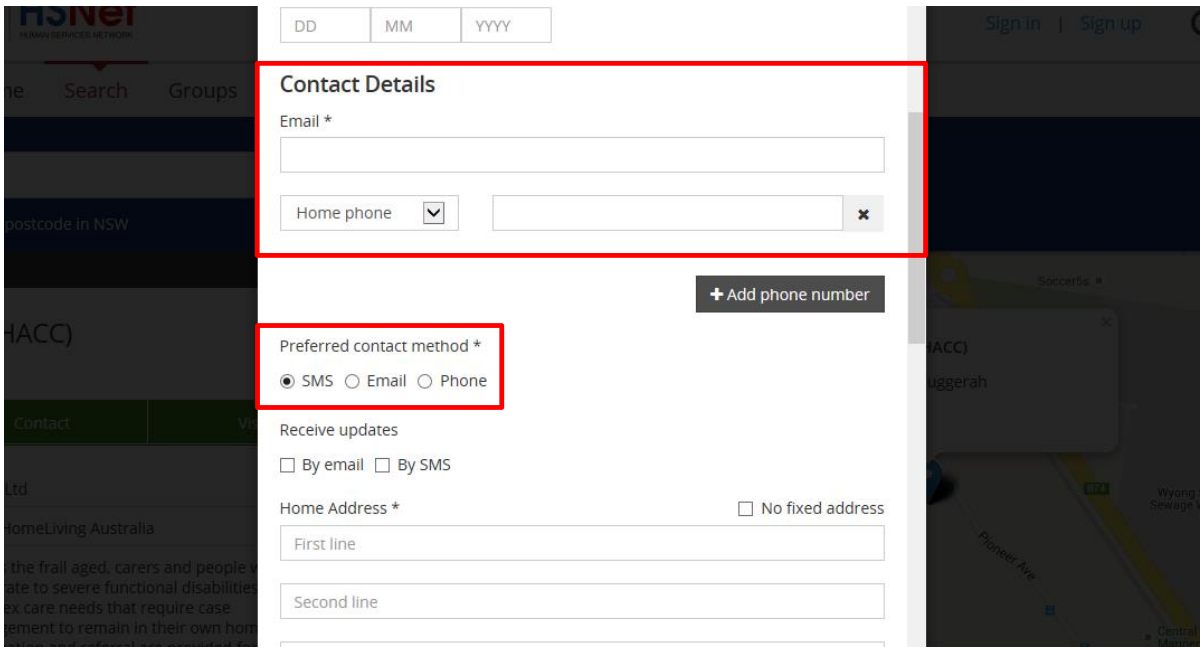
Follow these steps to request a service:	
1.	Go to the Search box and type in the desired service and the location, then click the 'Find services' button.
	
2.	You will get a list of results. If any of those services include an icon of an envelope and the words 'Request a service', you can initiate the process.
	
3.	You can also see the 'Request a service' icon by clicking 'More information' and getting the full listing for the service.



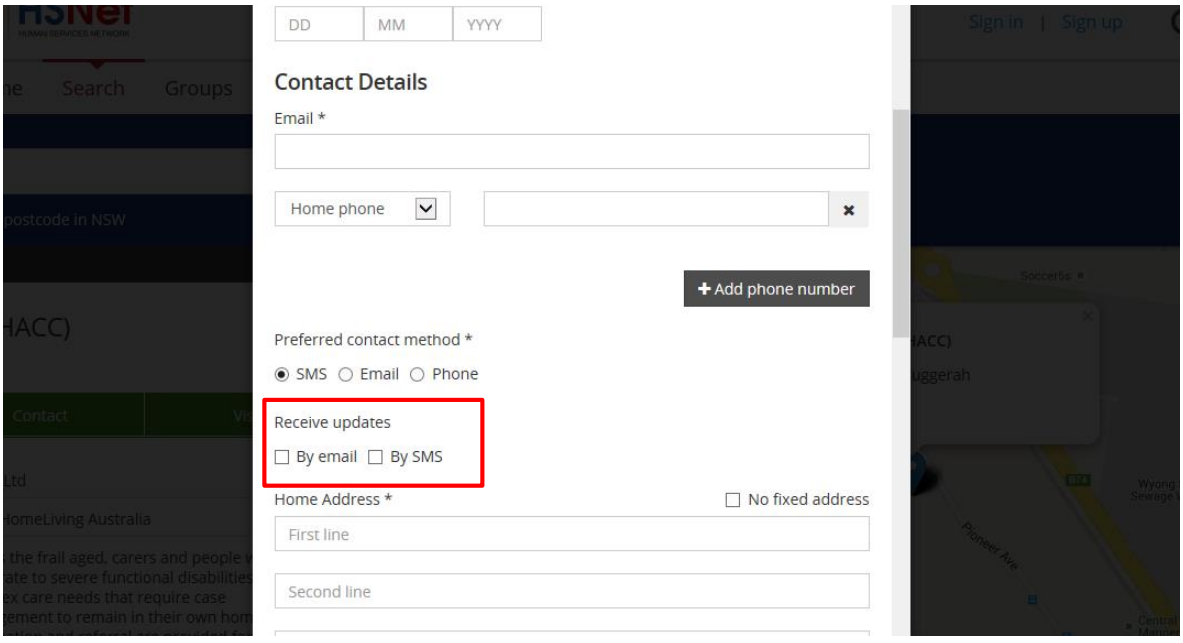
4.	Click the 'Request a service' icon. A form will pop up. You will need to fill in every item with an asterisk. Please provide as much information as you can.



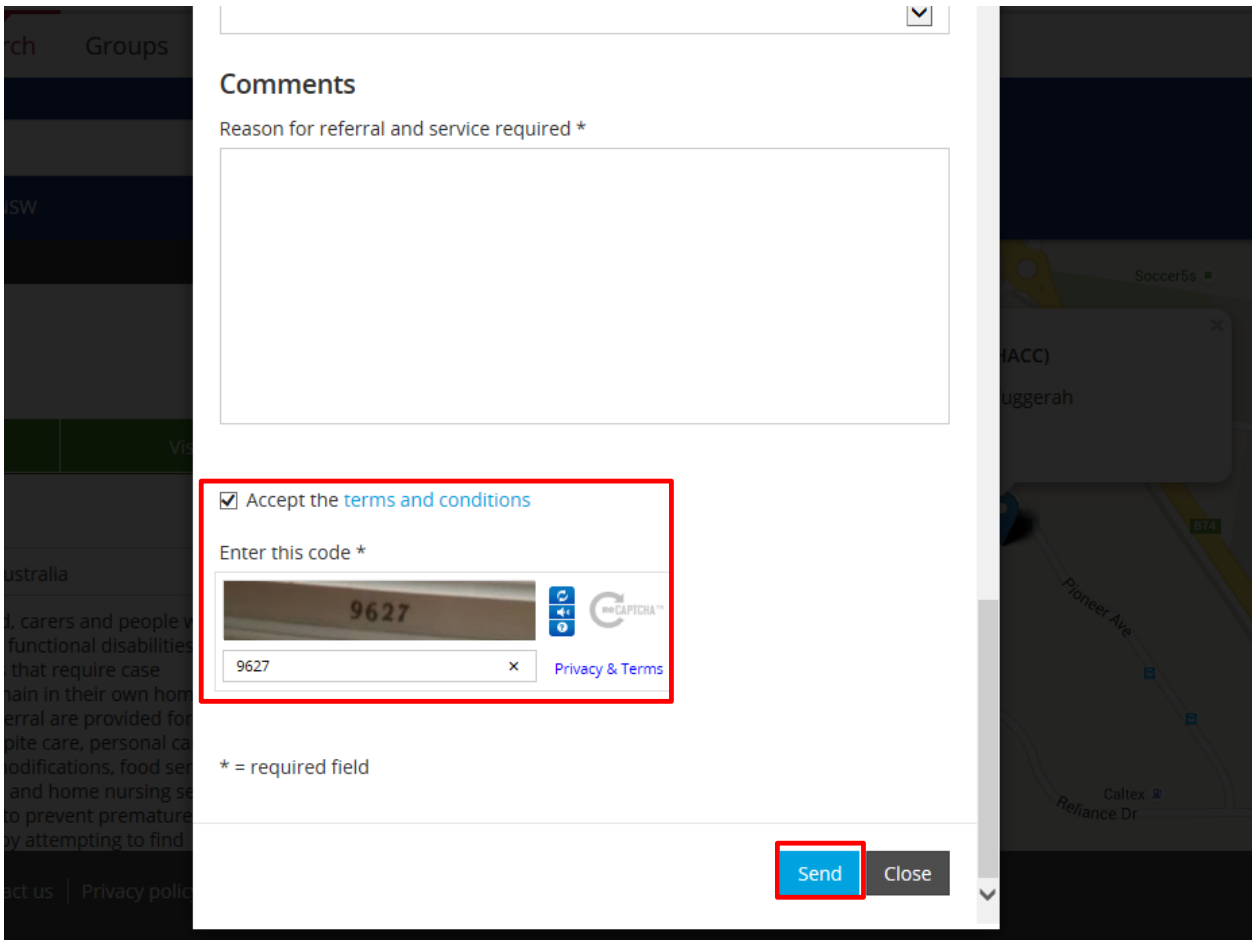
5.	Fill in your email address and phone number carefully, then select how you'd prefer to be contacted – by phone, email or SMS. This is how the service will contact you for more information if required.



6.	Select **email** or **sms** to receive updates on the progress of your request for service. ***Note:*** *If you don't select either email or sms you will not receive any updates on the status of your request until you have spoken with someone at the service.*



7.	When you get to the end of the form, tick the box to accept the terms and conditions, and type the number you see in the image. ***Note:*** *If the image is hard to read select the refresh button on the right of the image to see a new image.* ***Note:*** *If you are visually impaired select the audio button, a number will be repeated to type into the field.*



8.	You will get a confirmation email (see below). The service will then contact you via your chosen method to let you know whether you've been accepted or rejected as a new client.

HSNet
HUMAN SERVICES NETWORK

Your referral was sent

Your referral to Richmond Community Transition Care Service: Richmond Community Transition Care Service was sent.

A summary of the referral is below:

Referral ID: ***201506160023***
Submitted date: ***16/06/15***
From: ***Lucy Jones***
To: ***Richmond Community Transition Care Service: Richmond Community Transition Care Service***
Expires: ***30/06/15***

You have received this message as your email address is linked to a referral enabled service in HSNet.
If you wish to be removed, please contact the HSNet support team
Address: NGO Services, HSNet, Family and Community Services
Locked Bag 7466, LIVERPOOL BC 1871
Phone: 02 9765 5260 **Fax:** 02 9765 3141