



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.



Jane Rawson | Sign out



Home Search Groups Referral Capacity Management



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.



Sign in | Sign up



Home Search Groups Referral

Carers Tuggerah

Find services

Services or keywords and suburb or postcode in NSW

Respite Care (HACC) 767 km Tuggerah

Adssi HomeLiving Australia

Substitute carers are available to provide in-home respite care of the aged including those with disabilities in order to allow families or carers relief from their caring role. Short-term respite ...

1300 578 478

Now open

More information >

Community Options (HACC) 767 km Tuggerah

Adssi HomeLiving Australia

Assists the frail aged, carers and people with moderate to severe functional disabilities and complex care needs that require case management to remain in their own homes. Information and referra ...

1300 578 478

Now open

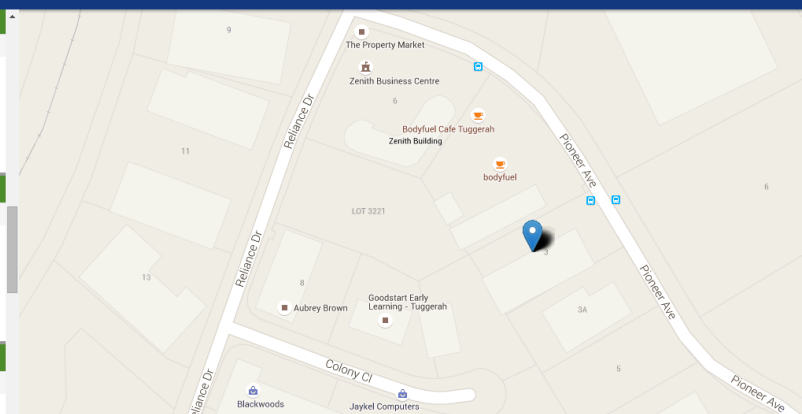
Request a service

More information >

Linen Service (HACC) 767 km Tuggerah

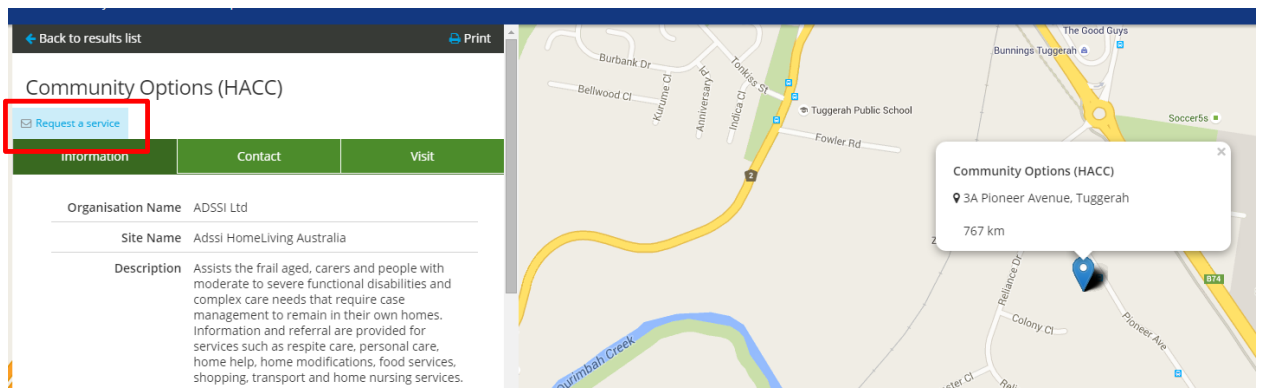
Adssi HomeLiving Australia

Provides a laundry and linen service for the frail aged and for younger

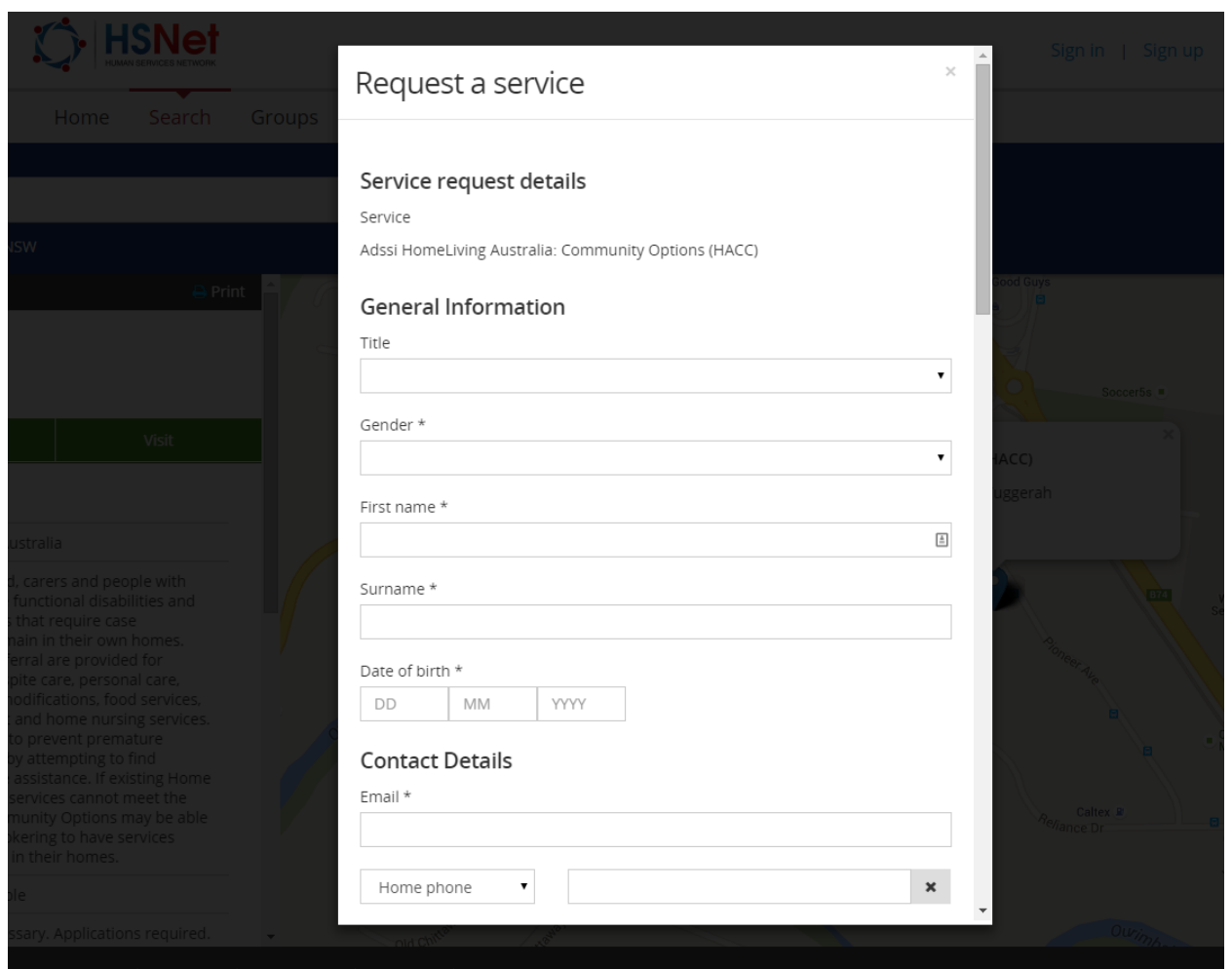


3.

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.

DD MM YYYY

Contact Details

Email *

Home phone

Preferred contact method *

SMS Email Phone

Receive updates

By email By SMS

Home Address * No fixed address

First line

Second line

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.

DD MM YYYY

Contact Details

Email *

Home phone

Preferred contact method *

SMS Email Phone

Receive updates

By email By SMS


Home Address * No fixed address

First line

Second line

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.

ch Groups

Reason for referral and service required *

Accept the [terms and conditions](#)

Enter this code *

9627 

9627 [Privacy & Terms](#)

* = required 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.



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