

1. Login
2. Ensure you are on the incoming tab

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ID	Client	Date Received	From	Last Updated	Status
26088	CARRICK, Collette, 16/12/1936	28/05/2015 12:28:35	Carer Support, Cyclops Program - HOLT, Cyclops ACT	24/06/2015 11:52:17	Acknowledged
27006	BANNISTER, Marianne, 24/11/1936	04/06/2015 12:41:19	Accommodation Support Services - WATSON, YWCA of Canberra, Child, Youth & Family Counselling Service	04/06/2015 12:41:19	New

3. Click on a new referral which will be listed in bold
4. Read the referral
5. Click on **Process Referral**
6. If you would like to accept the referral click **Save** to the default **Acknowledged** selection OR if you need to add notes select **Acknowledge with notes**
7. Click **Save**
8. If your service is not appropriate for the incoming referral or there is insufficient information, select **Refer Back** button and provide a reason for referring back.

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Referral Coversheet

- Client Details
- Summary & Referral Information
- Screener - Health & Social Needs
- Accommodation & Safety
- ASSIST
- Care Relationship, Family & Social
- Indicators of Need

Referral Coversheet

Current Status Details

Current Status:
NEW

Latest change:
27/05/2015 13:03:04 - The referral was sent successfully.

[View complete status history >>](#)

5

Process Referral Print

6

Process Referral

New Status:
Acknowledged

7

Save Cancel

Service Coordination

Once you have begun to action the referral (ie. booked the client in for an assessment) you should return to the eReferral system, bring up the relevant referral and provide updates for the sending service.

1. If the referral has been listed in bold, you will need to read the notes from the sender and click on **I've seen this** before you can process the referral.
2. Select **Process Referral** and select from the drop down list the appropriate status.
3. Include relevant notes and dates if applicable.
4. Click on **Save**

1

Referral Coversheet

Current Status Details

Current Status:
UNDER INVESTIGATION

Latest change:
28/05/2015 17:32:22 - Alex Thomas, from the receiving service changed the status.

Notes:
An assessment has been undertaken

1 [I have seen this](#) | [View complete status history >>](#)

I've seen the receiver's latest changes

2

Process Referral

New Status:
Assigned For Action

Dates:
Start: 24/06/2015 End: [calendar icon]

3

Notes:

June 2015

Su	Mo	Tu	We	Th	Fr	Sa
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	1	2	3	4
5	6	7	8	9	10	11

4

Save Cancel