

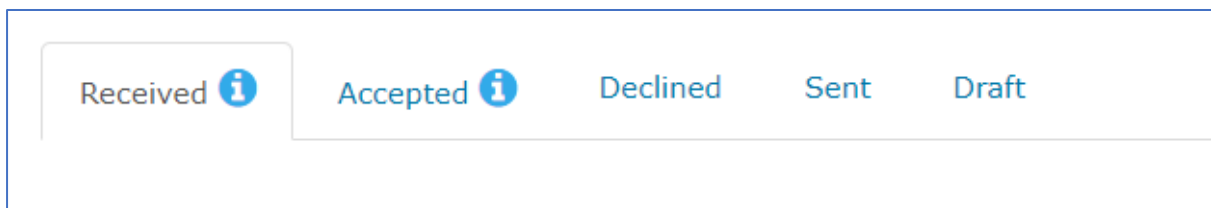
REFERRAL UPDATES/ACKNOWLEDGE BUTTON

Recent release for Police Referrals saw the following features also released into SRS

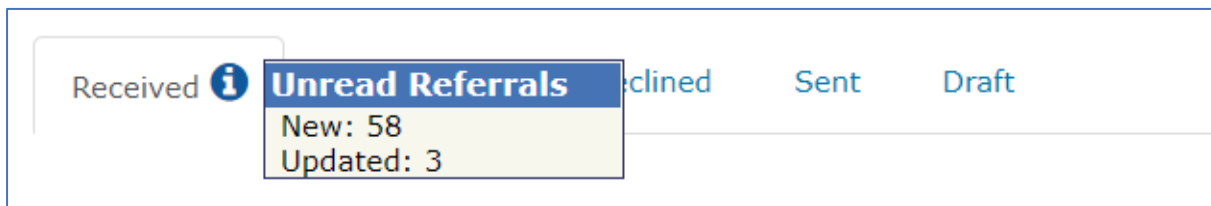
- Update Icon
- Update/New Badges
- Unread only Checkbox
- Acknowledge Button

UPDATE ICON

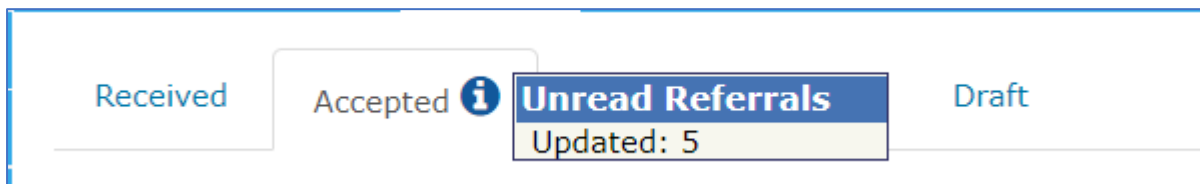
When an update has been received from either QPS or a service provider when the matter is on referred an indicator will display advising you of an update.



Hover over indicator to view the volume of referrals, this will include New and Update referrals when in the Received tab;



Updated referral numbers will display within the Accepted tab.



UPDATE/NEW BADGE

In conjunction with the Update Icon feature, we have added 'New' and 'Update' badges within the sent column of the referral grid to assist with identifying and reviewing referrals.

NEW BADGE

Send Date ↓

16/07/2021
13:33:12

New

UPDATE BADGE

Send Date ↓

20/07/2021
10:09:05

Update

An Update badge will display when an update has been received from either QPS or a service provider.

UNREAD ONLY CHECKBOX

To assist with identifying those either New or previously actioned referrals where an update has been received, we have provided an 'Unread only' check box to assist with searching for referrals.

[Show Search](#)

Send Date	<input type="text" value="Start Date"/> <input type="text" value="End Date"/>	Sent From	<input type="text" value="Sent From"/>
Tracking ID	<input type="text" value="Tracking ID"/>	Sent To	<input type="text" value="Sent To"/>
Given Name	<input type="text" value="Given Name"/>	Unread only	<input checked="" type="checkbox"/>
Family Name	<input type="text" value="Family Name"/>		

ACKNOWLEDGE BUTTON

When an update has been received from QPS or another service provider acknowledgement of the update is required.

Referral accepted by Shannon Cotter, Referral Coordination Service	9:55am AEST Mon 08/11/21
Service Provider Action: On referred; Referred reason: Other;	
Referral updated by Shannon Cotter, Referral Coordination Service	9:56am AEST Mon 08/11/21
[Wesley Mission Youth Support Services] Service Provider Action: Other/Not applicable; Received text from . advising that she will contact CM tomorrow as she is unwell. Replied acknowledging text.	
Referral update by 4036377, QPS	2021-11-09 10:25:29
Acknowledge Update	
Comments may be viewed by the QPS Referral Coordination Service and other service providers linked to this referral	
Contact Attempts	1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> 7 <input type="checkbox"/> 8 <input type="checkbox"/>
Service Provider Action	On referred
Reason	Other
Service Provider Action Date	08/11/2021 09:56:07 Australia/Queensland

This will become extremely important to the DFV providers when QPS commence sending PAF indicators to the provider.

Ideally, the PAF indicators would be available at the time of the referral. However, we need to ensure if a referral is completed before the PAF indicators are nominated by QPS the PAF indicators can be sent at a later time to the DFV provider.