

Police Referrals: A Model Process

HOW TO LOCATE AND CLOSE OFF 'ACCEPTED' REFERRALS

To locate referral:

1. Log into the Police Referrals system.

Infoxchange **Police Referrals**

Police Referrals
Through a partnership between a network of service providers and the Queensland Police Service, community members particularly those who are vulnerable and disadvantaged are being connected with appropriate and targeted services. This system enables you to receive and manage police referrals as outlined in your Partnership Agreement.

Login to your account

Username

Password

[Forgot your password?](#)

[Sign in](#)

Privacy
This database contains private and confidential information. Access to this information is subject to State and Federal privacy legislation. Only authorised persons should access this database.
You should not give your username and password to any other person. Please keep your password secret. All access to this application is logged and is subject to regular audits.

News
Do I need to upgrade my web browser?
If you use Internet Explorer 6 (IE6) and below you will not be able to use SRS. The most current version of Internet Explorer is now Version 11. The Admin > About tab in SRS will tell you which browser you are currently using. For help to update your web browser please follow the link <http://srs-support.infoxchangeapps.net.au/updating-your-browser>

Need help using Police Referrals system?
For support regarding the Police Referrals process and the content of Police Referrals, please contact Queensland Police Referral Coordination Service: Phone **1300 068 910** (Monday to Friday 9:00am to 5:00pm) or email rmcs@redbourne.com.au
A how to guide on Police Referrals is available [here](#).

2. Click on the ACCEPTED tab in Referrals.

Infoxchange Brisbane DV Service **Police Referrals**

Home My List Team List **Referrals** Follow Up ISS Directory QPS Directory

Persons Reports Admin

Received **Accepted** Declined Sent Draft [Show Search](#)

Referrals

Id	Send Date	Status	Sent From	Sent By	Client	Vulnerability Assessment
9968	01/11/2018 15:25:46	Waiting QDDD-PCLY Email Sent	Queensland Police Service - UPPER MOUNT GRAVATT STATION	QPS 904439	Two Blue DOB: 16/09/2007 Gender: Male Postcode: 4000	Routine
9962	01/11/2018 15:02:18	Waiting D2DD-PPX3 SMS Sent	Queensland Police Service - UPPER MOUNT GRAVATT STATION	QPS 904439	One Blue DOB: 16/10/2007 Gender: Male Postcode: 4000	Routine

3. Your referral showing the above code will be displayed in the STATUS column of the list OR

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Police Referrals

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Persons Reports Admin

Received Accepted Declined Sent Draft

Show Search

Recent List
TWO BLUE
CHECK FIFTYTHREE
IXTest Test
SAMMY BLUE
SAM BEACH

Id	Send Date ↓	Status	Sent From	Sent By	Client	Vulnerability Assessment
9970	01/11/2018 15:28:24	Accepted DQD2-PC8P	Queensland Police Service - UPPER MOUNT GRAVATT STATION	QPS 904439	Two Blue DOB: 16/09/2007 Gender: Male Postcode: 4000	High
9964	01/11/2018 15:16:19	Accepted Q2QQ-CPL5	Queensland Police Service - UPPER MOUNT GRAVATT STATION	QPS 904439	One Blue DOB: 16/10/2007 Gender: Male Postcode: 4000	High
9881	08/10/2018 16:06:32	Accepted DQDD-PN2D	Queensland Police Service - UPPER MOUNT GRAVATT STATION	QPS 904439	One Orange DOB: 12/10/1995 Gender: Female Postcode: 4000	High

4. Click on the SHOW SEARCH button, enter the above Tracking ID code in the TRACKING ID field and click on SEARCH

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Police Referrals

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Persons | Reports | Admin

Received | Accepted | Declined | Sent | Draft

Show Search

Send Date: Start Date [calendar] End Date [calendar]

Tracking ID Tracking ID

Given Name: Given Name

Family Name: Family Name

Sent From: Sent From

Sent To: Sent To

Search Clear

Id	Send Date	Status	Sent From	Sent By	Client	Vulnerability Assessment
9970	01/11/2018 15:28:24	Accepted	Queensland Police Service - UPPER MOUNT GRAVATT STATION	QPS 904439	Two Blue DOB: 16/09/2007 Gender: Male Postcode: 4000	High
					One Blue DOB: -	

5. Referral should be displayed

To add a SERVICE PROVIDER ACTION to the referral:

6. Click on the View/Edit Referral icon.

Gender: Female
Postcode: 4000

View/Edit Referral 9875 03/10/2018 09:12:41 Accepted 2DD2-PNY6 Queensland Police Service - UPPER MOUNT GRAVATT STATION QPS 904439 One Orange
DOB: 12/10/1995 High
Gender: Female
Postcode: 4000

Ixtest Test
DOB:

7. Referral will display on the right side of screen.

8. Scroll down to the end of the referral, select appropriate SERVICE PROVIDER ACTION from drop down menu.

Referral History

Referral accepted by Georgina Rutley, aBrisbane DV Service 12:09pm AEST Mon 21/01/19

Comments may be viewed by the QPS Referral Coordination Service and other service providers linked to this referral

Contact Attempts 1 2 3 4 5 6 7 8

Service Provider Action [dropdown menu]

Comment [text area]

9. Click on UPDATE button.

Referral History

Referral accepted by Georgina Rutley, aBrisbane DV Service

12:09pm AEST Mon 21/01/19

Comments may be viewed by the QPS Referral Coordination Service and other service providers linked to this referral

Contact Attempts 1 2 3 4 5 6 7 8

Service Provider Action Client contacted - services accepted

Please record the outcome for the client using the Linked Notes option below

Comment

Linked Notes

 **Update**

PDF