

The logo for SupportLink NT features the word "support" in a dark blue, sans-serif font, followed by "Link" in a light blue, sans-serif font, and "NT" in a dark blue, sans-serif font. The text is centered within a white, curved shape that resembles a stylized 'S' or a wave, set against a dark blue background.

supportLink NT

Integrated Services Framework

SERVICE PROVIDER NETWORK REFERRALS

Overview

- ✓ Who is SupportLink
- ✓ What are Network Referrals
- ✓ How to make a referral
- ✓ The referral process
- ✓ Setup requirements
- ✓ FAQ's

WHO IS SUPPORTLINK

SupportLink is a not-for-profit organisation that has been operating a Referral Management Service since 1997 and have been delivering this service in the Northern Territory since 2013.

SupportLink provides a referral gateway between Government and Non-Government services for issues such as *domestic and family violence, drug and alcohol dependence, supporting families, homelessness* and more.

SupportLink Project Coordinator based in Darwin.

WHAT ARE NETWORK REFERRALS

Network Referrals enables service providers who partner with SupportLink to make client referrals within the existing network.

Features & benefits

- ✓ Network of 150+ service providers Territory-wide
- ✓ Secure and reliable platform for sending sensitive client information
- ✓ Receive real-time feedback on referral status
- ✓ Upload documents to the referral form
- ✓ Generate reports on referrals made and received

HOW TO MAKE A REFERRAL

You will need:

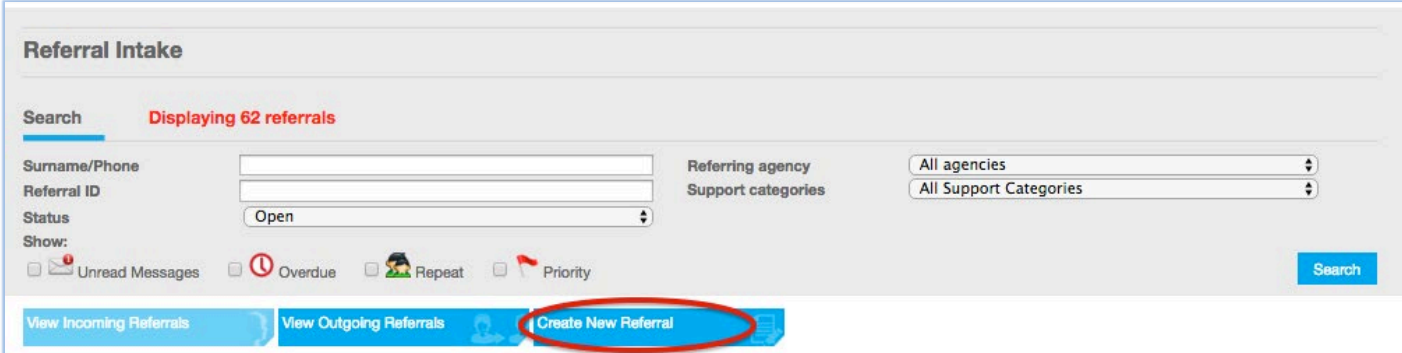
- ✓ To obtain client consent
- ✓ Follow your services internal processes around referral making
- ✓ Know the location where the client wishes to access support

* Network Referrals are for non-crisis responses only.

CREATE A NEW REFERRAL

Navigate to the Referral Intake screen

Once in 'Referral Intake' select the 'Create New Referral' button.



The screenshot displays the 'Referral Intake' interface. At the top, it says 'Referral Intake'. Below this, there's a 'Search' section with the text 'Displaying 62 referrals'. The search filters include: Surname/Phone, Referral ID, Status (set to 'Open'), Referring agency (set to 'All agencies'), and Support categories (set to 'All Support Categories'). There are also checkboxes for 'Unread Messages', 'Overdue', 'Repeat', and 'Priority'. A 'Search' button is located on the right. At the bottom, there are three navigation buttons: 'View Incoming Referrals', 'View Outgoing Referrals', and 'Create New Referral'. The 'Create New Referral' button is highlighted with a red oval.

Referral Intake

Search

Displaying 47 referrals

Surname/Phone

Referral Issue ID

Status

Support categories

All Support Categories

Program

All program

Worker

All worker

Show:



Unread Messages



Overdue



Repeat



Priority

Search

View Incoming Referrals

View Outgoing Referrals

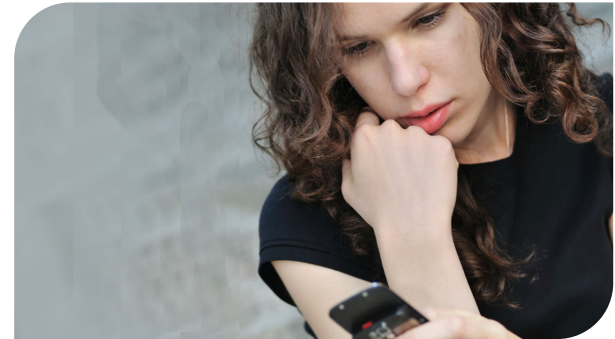
Create New Referral

Outgoing Referrals

Program	Date	Client	Message	Current Status	Presenting Issue	Last Update
Youth Program	28/10/20	Name Name (F) ID: 222911 		Issue referred to agency (Updated: 28/10/20 13:26)	Relationship counselling	
	28/10/20	Name Name (F) ID: 222910 		Issue referred to agency (Updated: 28/10/20 13:26)	Advice & referral for person with depression/anxiety	
	28/10/20	Name Name (F) ID: 222908 		Issue referred to agency (Updated: 28/10/20 12:52)	Short term accomodation	
	28/10/20	Name Name (F) ID: 222909 		Issue referred to agency (Updated: 28/10/20 12:52)	Bullying - Victim	
Aged Care	28/10/20	Sam Test-Sample (M) ID: 222907 		Issue referred to agency (Updated: 28/10/20 11:31)	Carer for someone who is displaying suicidal behaviour/has attempted suicide	

THE REFERRAL PROCESS

- You will receive an automated email confirming your Referral has been submitted with the Referral ID number.
- Service provider receives an email to alert them they have a new referral.
- No client information is included in the emails.



Service provider will then attempt to contact the client and update the status of the referral. You will receive email when referral status is updated.



You will then be notified via email when the Referral has been Closed:
Contacted, Unable to be contacted etc.



You can check the status of your referrals at any time by clicking on View Outgoing Referrals.

THE REFERRAL PROCESS

Service provider attempts to contact the client in first 48 hours (Mon – Fri).
Make 3 attempts over 3 days at different times (or at nominated time).

Referrals returned to SupportLink will be referred onto another service where appropriate.
If no alternative service is available after being returned – Referral will be Closed and the Referrer contacted.
If a client identifies a specific service or providers they don't want to engage with this should be indicated in the referral.

Outstanding referrals are followed up weekly by SupportLink.
An Outstanding referrals report emailed to service providers weekly.

FREQUENTLY ASKED QUESTIONS

What is the next step?

Notify SupportLink (details below) if you want to proceed, complete subscription and get staff trained.

How much does it cost?

There is no ongoing cost, just a one-off subscription fee of \$10

Can we use our own referral form?

You can upload documents to a referral if necessary.

Can you make a referral to a service that is not partnered with SupportLink?

No, however we can invite them to become a partner with SupportLink.

Will SupportLink monitor referrals?

SupportLink will continue to monitor referrals as we currently do to ensure the client receives a timely response.

Where is our referral data stored and who owns it?

You own your data that you enter into SupportLink and it is stored and backed up in two highly secure data centres.

For any questions contact the SupportLink Team:

Business hours User support

Contact the SupportLinkNT team during business hours by emailing nt@supportlink.com.au (if it is related to your business rules/internal process it is best to consult your manager in the first instance). Usual response time will be 30-60 minutes, but most likely less!

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