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I assess the provision of home facilities for people with a disability in a rural community. Receiving referrals and requesting services are a day to day part of my work, requiring constant interaction with other agencies.

I started using S2S eReferral in January 2005 and it helped me to significantly streamline the whole referral process. Previously I used to fax referrals to other agencies which created a lot of issues with security and efficiency. I was often uncertain as to whether the appropriate person had received the fax and therefore unsure whether actions had been taken to provide the required service to a client.

I have found S2S eReferral efficient and I am confident the referral will be received securely. I now use S2S eReferral most of the time when I work and it saves me a lot of time in the referral process and makes my workload easier to cope with.

I am able to better coordinate with other agencies thanks to the option of feedback on my referrals. The feedback loop helps me to better manage my clients' cases by providing them with timely services and care.

I still fax INI forms to agencies and programs not using S2S eReferral. I now experience frustration with the slowness of writing out client information and the process of faxing.

I think it will be entirely beneficial for all service providers to use S2S eReferral as it significantly streamlines referral coordination. It will be good to see more agencies using S2S eReferral.

I also find the S2S Training and Support teams very helpful and responsive and would like to thank the S2S Team for developing affordable technological solutions that support community services.

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