

01 March 2006

Infoxchange Australia  
375 - 377 Johnston Street  
Abbotsford VIC 3067 Australia  
ph: 03 9418 7400  
fax: 03 9486 9344

I work in intake with Banyule City Council in Aged & Disability services. I have been using S2S eReferral since its inception and now it's my regular work tool.

I find it much more convenient to receive electronic referrals from participating agencies and much easier to send referrals to various service providers.

Prior to S2S eReferral I used to deal with handwritten and faxed referrals, this involved numerous inconveniences; faxes were often sent to wrong departments, data provided about a client was insufficient or outdated and handwriting was illegible. All these issues have been alleviated by S2S eReferral. I can be confident that referrals do not go astray and that work will be done efficiently.

Being a technophile I was initially very apprehensive about using S2S eReferral. But after repeated use it became easier & easier for me, and I now feel completely comfortable working with the system.

I can see that S2S eReferral has been designed with the needs of human service agencies in mind, as it blends well into my daily work practice. Electronic forms are easy to follow and the web interface is convenient. If I have any queries I know I can contact the S2S Support Team or request further S2S Training.

S2S eReferral saves me a lot of paper work and time spent on follow-ups. It enables more efficient coordination with other agencies. My clients are happier as they get the service they require sooner. Using S2S eReferral I no longer need to worry about so many small things and I have more confidence in providing service to my clients.

I truly appreciate the benefits S2S eReferral provides.

Janet Trupp  
Assessment/Intake  
Banyule City Council