Statewide Referral Criteria

Benefits of using SRC

- Clearer referral requirements and expectations
- Less uncertainty about referral eligibility and acceptance
- More complete referrals
- Fewer follow-up requests
- More appropriate referrals
- Reduced avoidable delays
- More consistent assessment and prioritisation
- Improved referral processing to access care sooner

Myth busting: commonly asked questions

01 MYTH



Will making SRC publicly available increase demand for outpatient services?

WHAT YOU NEED TO KNOW

Analysis from previous SRC phases found no correlation between SRC and increased demand. In some specialties, the referral source shifted, indicating a change in referral pathways rather than overall demand.

02 MYTH



Does SRC mean our service must manage every condition listed?

WHAT YOU NEED TO KNOW

No. SRC only applies to presenting conditions managed by the outpatient service.

03 MYTH



How do we manage demand when recommended timeframes are difficult to meet?

WHAT YOU NEED TO KNOW

SRC reflects clinical need and NSW Health guidance. Consistent statewide application supports benchmarking and fair comparison, while reducing unnecessary waitlisting and improving referral processing and access to care.

04 MYTH



What if our local referral criteria differ from SRC?

WHAT YOU NEED TO KNOW

This is an opportunity to align. SRC clarifies eligibility and referral requirements for outpatient services across NSW.

SRC availability

NSW Health website: www.health.nsw.gov.au/outpatients/referrals

HealthPathways: Western NSW HealthPathways

Electronic referral systems (ie embedded in HealthLink eReferrals)

FAQs: www.health.nsw.gov.au/outpatients/referrals/Pages/faqs

For more information or feedback, contact: MOH-Outpatients@health.nsw.gov.au