



Central Referral Service (CRS) & WACHS Goldfields

GO LIVE: Tuesday 8 September 2026

Public outpatient specialist medical services delivered by WACHS Goldfields are coming into scope for the Central Referral Service (CRS)

What is changing?

From **8 September 2026**, GPs must send non-immediate referrals to the following WACHS Goldfields public outpatient specialist medical services via CRS:

- General Medicine (K,E)
- General Surgery (K)
- Geriatric Medicine (K,E)
- Gynaecology (K,E)
- Haematology (K)
- Medical Oncology (K,E)
- Neurology (K)
- Orthopaedics (K)
- Paediatric Endocrinology (K)
- Paediatric Medicine (K,E)
- Paediatric Surgery (K)
- Renal Medicine (K)
- Rheumatology (K,E)
- Urology (K)
- Vascular Surgery (K)

K: Kalgoorlie E: Esperance

Referrals to private specialist services **are not processed by CRS**: Continue existing referral pathways.

PLEASE NOTE: Non-immediate referrals sent directly to WACHS Goldfields sites (via fax, email, post, or hand-delivery) **will be returned to the GP unprocessed**, for resubmission via CRS.

What can GPs & Practice Managers do to prepare?



Upload the CRS referral templates to your practice software

If your practice software is not included as one of the compatible referral form templates, you can download the form to complete electronically.



Familiarise yourself with referral information requirements

If the referral does not meet the minimum requirements or does not include an explanation for the missing information, your referral may not be accepted.



Know how to send a referral to CRS

CRS prefer referrals to be sent by secure messaging (**Healthlink: crefserv**), but also accepts referrals sent by **Fax (1300 365 056)**.



For detailed information about how to refer to CRS & minimum referral requirements, **visit:** https://www.health.wa.gov.au/Articles/A_E/Central-Referral-Service-guide-for-referrers

The WACHS Outpatient Reform team are here to help you in the transition to CRS.
Please reach out if you have any queries or concerns.

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