

Casey North Community Information & Support Service

Providing phone only service

16 March 2020 until futher notice



Due to the current threat of Covid 19 and the need to ensure that Casey North CISS continues to deliver essential services for as long as possible and meeting demand as well as possible, it has been decided to move to a phone only service until further notice.

All services will now be delivered over the phone and there will be no clients on the premises.

Reception

Reception will obviously be busy and staff may need to assist by selecting the 'pick up' button if they see that reception is 'ringing' continuously.

All calls should be greeted as usual and callers advised that there are no in house appointments and workers will call them back and conduct appointments over the phone.

Where a caller is requesting a specific worker the call should be put through to that extension and if the worker is unable to answer it will go directly to their message bank, reducing the need for reception to have to record messages.

Calls for Emergency Relief should be logged on the intake slips as they are now when clients request ER. It is important to make sure that the correct phone number is recorded and that the clients location is within our boundaries. If they are not, reception may direct them to their nearest ER outlet or take the enquiry and a duty worker can call back and advise of the nearest ER outlet, just as we do now. It is also important to record the time the intake was recorded so that clients are called back in the correct order. Clients should be advised to wait for a call back and try to stay off the line as we are very busy. Distressed clients can be referred to Social Work as we do now if there is someone available.

Emergency Relief

Once the enquiry has been logged by reception the ER requests can be directed to the volunteer room or to the Social Work program as needed. The client can then be looked up on the data base as usual before we call back. The interview can then be conducted over the phone, much the same as we do now to determine the support and ER needed. Referrals can still be made and additional information provided to assist with support. All our resource guides are available on line on our web site. Information can be emailed to the client if needed and if they have an email address or included in the envelope with the vouchers.

Vouchers will be posted out in an overnight express post envelope and the client will receive them the following day. The yellow tab 'sender to keep' should be affixed to the long form where the client would normally sign. We will obviously not be able to provide food parcels and there will need to be a little leniency where clients may normally get parcels. We will need to monitor other ER outlets that may continue to provide food assistance.

Chemist vouchers. Clients can send a copy of prescriptions by email or phone image to nciss@caseynorthciss.com.au or to in office mobile phone, Julie has this. For other over the counter chemist needs we can just get pricing. Vouchers can be posted with food vouchers.

New clients. This will be a little more complex, however if the clients have an email, we could email the consent form to them and request that they reply to the email, accepting the terms etc, until they are able to come in to the office in the event they need further help. Otherwise the long form can be filled in with verbal consent and recorded as we do now. Clients could be asked to take a picture of their HCC or Pension card and email to cnciss@caseynorthciss.com.au or send by message to the internal mobile phone. Julie has this.

Homeless clients. Ask the client if there is somewhere we can post the vouchers to where they could safely collect the next day. Possible family or friends. If there is absolutely nowhere, they could come to the door and collect, they will not be able to enter, they will not be required to sign, they should be advised of this so there is no problem and they should also be advised of the assistance collected so there is no complaints. Do not use express envelopes if they are being collected. We may provide times for collection.

Students and new volunteers

Students and new volunteers will still be able to be involved in the process and the interviews. Interviews can be conducted in the interview rooms still and the client advised that there is a student/new worker learning and are they happy for them to listen in to the interview on the speaker phone. If they are not, they student/new worker will need to leave the room.

Other programs

For all other support programs, interviews will need to be conducted over the phone. Where documentation is required from the client, they can send by email or deliver to our mail box in the foyer.

Counselling

Phone counselling can be conducted where appropriate.

Complaints

Clients complaining should be advised that if we did not take this action we risked running a much reduced service with insufficient workers and maybe the need to close down for a period, if a quarantine requirement was imposed. It is also safer for clients as they do not have to wait in reception with other clients.

Please ensure to wipe phones and keyboards regularly after use.