

DIRECTORY PURCHASE OPTIONS

The directory is available in the following forms:

HARD COPY

Fully indexed and cross-referenced printed edition.

DIRECTORY ON DISK (SEARCHABLE DATABASE)

Single User Version

For use on a single PC.

Multi-user Network Version

For an organisation's computer network.

(licensing based on the number of concurrent users).

DATA UPDATES (FOR DISK VERSIONS ONLY)

To ensure ongoing access to updated information, purchasers of the searchable database can also purchase an annual subscription covering provision of data updates at quarterly intervals.

OTHER SOFTWARE OPTIONS

(Contact Datascape for further details)



INFOCOM Office Information System

A comprehensive solution to office information requirements providing access to all data from the Community Referral Directory database.

Many new and enhanced features including:

- **Add/extend entries in the community database.**
- Email referral information directly to clients.
- Publish community referral information on your website.
- Community contact management.
- **Comprehensive staff/volunteer/member database.**
- **Client management database.**
- **Resource database** (publications, brochures, reports, etc).
- **Roster management.**
- **Integrated statistics collection and reporting.**
- Choose only those components required in your organisation.
- Work directly with Datascape to satisfy local database needs.

NEW!



ACTIVITY LOG (Plus Statistical Reporting)

Workers in community and government agencies often have a need to maintain statistics about services provided to clients, for funding submissions and other purposes.

The Activity Log application greatly simplifies this task and can be easily adapted to satisfy any organisation's reporting needs.

COMMUNITY REFERRAL DIRECTORY 2009/2010

"The essential guide to community services"

- Includes information about many health, welfare and community support agencies providing thousands of services in the Melbourne metropolitan area. Regional offices of various state-wide organisations are also included.
- Also includes numerous information entries intended to assist the referral process.
- Each entry is fully indexed with many cross-references designed for ease of use during telephone or face-to-face counselling.
- A typical entry includes service description, contact details, web site address, eligibility criteria, hours, cost, languages spoken, referral instructions and date updated.
- Covers many services which are provided free of charge or at reduced rates to the general public.
- Used by many community and government agencies in both hard copy and electronic form.

SUBJECTS COVERED INCLUDE

- Counselling and Family Services.
- Accommodation Assistance and Advice.
- Emergency Services.
- Age Specific Services.
- Legal and Financial Services.
- Ethnic Community Services.
- Health Services.
- Municipal Council Services.

FURTHER INFORMATION

For more information about the Community Referral Directory, or to arrange an on-site demonstration of INFOCOM or the Activity Log application, contact:

Marianne Morgan
Information Co-ordinator

Phone: (03) 5968 4231

Fax: (03) 5968 4227

email: crss@datascape.com.au

web: www.datascape.com.au



DIRECTORY ON DISK

Electronic versions of the Community Referral Directory (single user or network version) provide the ability to quickly search the entire directory on the basis of one or more of the following:

- Subject (based on widely recognised service Thesaurus)
- Agency Name
- Locality (suburb, municipality, region or postcode)
- Area Served
- Languages Spoken
- Other (After Hours Services, Disabled Access, Public Transport, etc)

"Including the option of quarterly data updates to ensure ongoing access to updated information"

HARDWARE REQUIREMENTS

Minimum configuration for stand-alone PC use:

- IBM Compatible PC
- 64 MB RAM
- Minimum 30 MB free hard-disk space
- SVGA Colour Monitor (800x600)
- CD ROM (for installation)
- Mouse and Keyboard

Minimum configuration for network use:

Server

- IBM Compatible PC
- 128MB RAM
- Minimum 30 MB free hard-disk space
- SVGA Colour Monitor (800x600)
- CD ROM (for installation)
- Mouse and Keyboard

Other PC's

Shortcut only required if running Windows XP (with Service Pack 2) or later.

ORDER FORM
(ORDERS MUST BE PREPAID)

Community Referral Directory 2009/2010

(Prices cover postage and include GST)

HARD COPY

\$93.50 per copy including postage

DISK (Single User)

\$99* per copy including postage

HARD COPY + DISK (Single User)

\$172.50* per copy including postage

DISK (Network Usage)

\$99 base cost + \$33* per concurrent user

DATA UPDATES (for disk versions only)

\$198 (covers 3 quarterly updates)

COPIES

\$ _____

\$ _____

\$ _____

\$ _____

\$ _____

* The following discounts apply to marked items only:

5-9 20% discount

10+ 30% discount

TOTAL \$ _____

Payment Method: Card (see below) Cheque (attached)

Please debit my: MasterCard Visa

Card Number:

Expiry Date:

Name on Card: _____

Cardholder's Signature: _____

Postal Address (for delivery purposes):

Contact Person: _____

Organisation: _____

Street: _____

Town/Suburb: _____

Postcode: _____ Phone (BH): _____

Send orders to:

Community Referral Support Service

PO Box 70 Emerald VIC 3782

Phone (03) 5968 4231

Fax (03) 5968 4227

ABN 70 082 426 042

Please make cheques payable to:

Community Referral Support Service

invoice/receipt provided with goods

COMMUNITY REFERRAL SUPPORT SERVICE

The Community Referral Support Service extends and complements the range of community information products and services provided by Datascape.

In particular, the Community Referral Support Service aims to:

- Provide comprehensive information about a broad range of health, welfare and community support services available in the Melbourne metropolitan area and major regional areas.
- Provide this information in a variety of formats designed to satisfy the requirements of different organisations and individuals.
- Provide an additional information resource for users of the INFOCOM Office Information Management System.

The Community Referral Directory, published by Lifeline Melbourne from 1994 to 2000, provides the ideal basis for extending these services. The 15th edition is the eighth edition published by the Community Referral Support Service.

Datascape will continue to produce this important community resource as well as providing direct data updates to many community and government organisations.

Datascape is an independent community-focused organisation which for more than 15 years has specialised in the provision of community information management software and support services.

Software developed by Datascape is used in well over 100 organisations.

SERVICES PROVIDED BY DATASCAPE INCLUDE:

ANALYSIS OF INFORMATION REQUIREMENTS

Detailed analysis of information requirements and recommendations.

PROVISION OF CUSTOMISED SOFTWARE & TRAINING

Based on the INFOCOM Office Information Management System.

ONGOING MONITORING AND ASSESSMENT

To ensure evolving information requirements are fully satisfied.

PREPARATION OF SPECIALISED DIRECTORIES

For internal use and/or wider distribution on CD or hard copy.

PUBLICATION OF DATA ON THE INTERNET

Publication/distribution of locally maintained data in fully searchable form on the Internet using Datascape's web search engine.

ASSISTANCE WITH ESTABLISHING REGIONAL NETWORKS

Establishing a framework for effective sharing of information.

STATISTICAL ANALYSIS OF ANY TYPE OF ACTIVITY

Using Datascape's Activity Log software to analyse activity for funding or other purposes.

For more information contact:

Datascape Pty Ltd

Phone (03) 5968 4231

Fax (03) 5968 4227

email: info@datascape.com.au

web: www.datascape.com.au

providing support to community & government



CRD
2009/2010

15th edition

AVAILABLE IN PRINT
OR AS A SEARCHABLE
DATABASE

