

COMMUNITY REFERRAL DIRECTORY

“THE ESSENTIAL COMMUNITY SERVICES RESOURCE”

- Includes information about many health, welfare and community support agencies providing thousands of services in the Melbourne metropolitan area – plus regional offices of various statewide organisations
- 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
- Search on the basis of Subject, Agency Name, Locality, Area Served, Languages Spoken or various other criteria
- Used by many community and government agencies

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
- A wide range of other services

DIRECTORY PURCHASE OPTIONS

The directory is available in the following forms:

SELF-CONTAINED SEARCHABLE READ-ONLY DATABASE

For either a single PC or a multi-user network, with the option of quarterly data updates – use the attached Order Form to purchase.

ELECTRONIC DATA SUBSCRIPTION (Quarterly Updates)

For use with Datascape’s full-featured **INFOCOM Community Information Database** software – contact Datascape to find out more and/or arrange an on-site demonstration of INFOCOM.

MINIMUM HARDWARE/SOFTWARE REQUIREMENTS

- IBM Compatible Pentium II PC
- 256 MB RAM
- Minimum 40 MB free hard-disk space
- SVGA Colour Monitor (800 x 600)
- CD ROM (for installation)
- Mouse and Keyboard
- Windows 2000 (XP with SP3 or later preferred)

INFOCOM COMMUNITY INFORMATION DATABASE

“THE COMPLETE COMMUNITY REFERRAL SOLUTION”

CONTACT US TO ARRANGE AN ON-SITE DEMONSTRATION



INFOCOM Community Information Database is a component of the INFOCOM Office Information System, providing access to all data from the Community Referral Directory database.

ALL REFERRAL NEEDS CATERED FOR

- Access the complete Community Referral Directory (CRD) database
- Add your own local referral information to the database
- Extend CRD entries to cater for specific local needs (local contacts, extra service notes, etc)
- Use a single search to find relevant CRD and local information
- Provide quick access to the most frequently used information
- Provide links to relevant documents (guidelines, etc)
- Use the internet efficiently by first searching the database then following direct links to relevant websites
- Use the intelligent “area served” capability to find relevant services
- Easily print and/or email search results to clients
- Build your own electronic or hardcopy service directories using INFOCOM’s powerful Directory Builder component
- Use search results for mail-merge and label-printing
- Tag database entries to enable easy retrieval for activities such as newsletter distribution, invitation to functions, local networking, etc
- Use INFOCOM’s comprehensive data management capabilities to ensure that data is consistent and properly maintained
- Take advantage of Datascape’s many years of experience in providing information to the community
- Comprehensive training and consultation provided at affordable community rates
- Contribute to the ongoing development of the software by identifying new requirements as your needs evolve

COMMUNITY INFORMATION ON YOUR WEB SITE

Use the INFOCOM web search engine to extend services to your clients by providing a searchable directory of services on your web site.

WHAT DOES IT COST?

Users of INFOCOM can purchase an annual subscription to the full CRD database (with quarterly data updates) for \$275 (inc GST). For full details of software and licensing costs contact Datascape and arrange a no obligation demonstration of INFOCOM in your office.

INFOCOM ACTIVITY LOG

“COMPREHENSIVE ACTIVITY-BASED STATISTICS”

CONTACT US TO ARRANGE AN ON-SITE DEMONSTRATION



INFOCOM Activity Log is also a component of the INFOCOM Office Information System, providing the ability to closely monitor all office activity and readily produce statistics for funding submissions and any other purpose.

NOW WITH INTEGRATED “CLIENT MANAGEMENT”

STATISTICS FOR ANY PURPOSE

- Record any level of detail about any activity for any purpose (such as funding submissions, monitoring service trends, etc)
- Take advantage of Datascape’s expertise during initial specification and setup of your Activity Log(s)
- Use the built-in “Activity Log Builder” to easily adapt Activity Logs to evolving organisational needs
- Easy data entry (mainly using tick boxes) means that all staff can record their own activities (if preferred)
- Provision for comprehensive comments (if relevant)
- User-based security to control access to sensitive information
- Full time-stamped log of all activities
- Powerful “filter” function (down to the lowest level of data collection) enables easy examination of Activity Log details
- Easily extract statistics in tabular form (authorized users only)
- Integrated use of Microsoft Excel for producing graphs

CLIENT MANAGEMENT

- Integrated Client database for comprehensive client management
- Facilitates comprehensive time-stamped history of all interaction with clients (including initial contact, all subsequent contacts to/from, outgoing referrals, case notes, and much more)
- Client-focused statistical reporting

MUCH MORE THAN STATISTICS

- Provides an at-a-glance appreciation of office activities
- Using worker-based filters provides staff with an invaluable tool for personal development and feedback
- Facilitates temporary variations in data collection (eg for holidays)
- Well-suited to processing the results of surveys or recording administrative activities

WHAT DOES IT COST?

For full details of software and licensing costs contact Datascape and arrange a no obligation demonstration of Activity Log in your office.