



## 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.

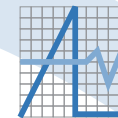
### WHAT DOES IT COST?

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.