



Provider of  
community information  
software and data  
to hundreds of organisations



More than 20 years  
experience in  
community information  
provision

**\* Provide referral details direct to clients**  
Easily search database for relevant referral information then give printed details to client or send by email (as attachment), fax or mail.



(Data Subscription)

**\* Why maintain multiple local databases?**  
All your existing contact and agency databases can be converted and loaded into a single INFOCOM database together with CRD data.

## **THE IDEAL CLIENT REFERRAL SOLUTION**

### **USE THE SAME REFERRAL DATA (AND SOFTWARE) AS MANY RECOGNIZED REFERRAL AGENCIES**

Use the same data and software as used by call centres and/or help lines at agencies such as:  
**Victoria Legal Aid, Office of the Public Advocate, Victim Support Agency, Dispute Settlement Centre, Seniors Information Victoria, Men's Referral Service** and many other agencies including local councils, community information centres, community legal centres, health services, counselling services, etc

### **ACCESS ALL YOUR INFORMATION REQUIREMENTS FROM A SINGLE SOURCE**

INFOCOM and the CRD database have been designed to satisfy the information requirements of a broad range of agencies (based on more than 20 years direct involvement in community information provision) by combining data obtained from external sources (such as the CRD database) with locally maintained data.

### **EXTEND CRD DATA TO FULLY SATISFY LOCAL INFORMATION NEEDS**

Add local contacts and/or local service information to CRD entries

### **USE DIRECT LINKS TO AGENCY WEB SITES**

Connect directly to agency web sites using INFOCOM's integrated web browser.

### **QUICKLY IDENTIFY AGENCIES OF INTEREST TO LOCAL CLIENTS**

INFOCOM's intelligent "area served" capability makes it easy to focus on data relevant to a local client's needs.

### **USE DATA FOR MAIL-MERGE AND LABEL PRINTING**

Full support for mail-merge and label printing activities

### **REDUCE LOCAL DATA MAINTENANCE COSTS AND EFFORT**

INFOCOM users are encouraged to identify additional agencies that they would like to have included in the CRD database, potentially reducing the effort associated with local data maintenance.

### **HAVE CONFIDENCE THAT DATA WILL BE CONSISTENT WITH LOCALLY MAINTAINED ENTRIES**

CRSS maintains data according to the common standards used by most INFOCOM users, meaning that data obtained from the CRD will be consistent in format with locally maintained data.

### **USE INFOCOM SOFTWARE AND THE DATA IN YOUR DATABASE TO ITS FULL POTENTIAL**

Datascape offers consultation and formal training to help ensure that organisations using INFOCOM and the Community Referral Directory database take full advantage of the many features provided.

### **USE A SINGLE "HELP LINE" FOR BOTH DATA AND SOFTWARE SUPPORT**

Users are able to access both data and software support using the one support line. Full telephone support (including data support) is available to all INFOCOM users with an Annual Support Agreement.

### **HELP ENSURE THAT INFOCOM FULLY SATISFIES YOUR INFORMATION NEEDS**

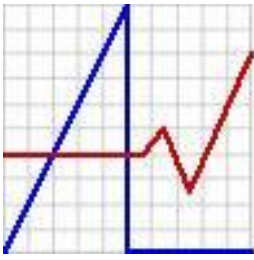
Datascape is constantly enhancing its software in response to user feedback to ensure that the evolving needs of users are properly satisfied.

**Contact Datascape to find out more about combining CRD data with INFOCOM software**

**Discuss your specific requirements and/or arrange a free on-site demonstration of INFOCOM software**

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# ACTIVITY LOG

**E** NOW WITH OPTIONAL  
**CLIENT/CASE  
MANAGEMENT  
CAPABILITIES**

“Easily collect and report statistics about any aspect of organisational activity”

**AN AFFORDABLE SOLUTION FOR COMMUNITY ORGANISATIONS**

**\* Also suitable for recording and reporting the results of surveys**

## **STATISTICS FOR ANY PURPOSE AT AN AFFORDABLE PRICE**

### **STATISTICS TO SUPPORT FUNDING SUBMISSIONS OR MONITOR TRENDS IN SERVICE PROVISION**

*Datascape will meet with you to customize the software to satisfy your organisation's requirements at no extra cost  
(each installation uniquely caters for local information needs)*

### **EASILY CATER FOR CHANGING INFORMATION AND REPORTING NEEDS**

*Once installed, local staff can easily adapt the software to cater for changing information needs*

### **SIMPLE DATA ENTRY BY ANY STAFF**

*Simple data entry involving selecting options from lists or checking boxes  
(comments can be added if relevant)*

### **RULES FOR DATA COLLECTION CAN BE USED TO ENSURE INFORMATION IS RELIABLE**

*Rules identifying mandatory or minimum/maximum selections can be specified*

### **COLLECT A BROAD RANGE OF STATISTICS WITH LITTLE EXTRA EFFORT**

*The simple nature of data entry makes it possible to extend the scope of statistics collection with very little extra effort*

### **QUICKLY EXTRACT STATISTICS ABOUT ANY ASPECT OF SERVICE PROVISION**

*Statistical information can quickly be extracted to satisfy ad hoc requests for information about service provision*

### **PRODUCE DETAILED TABULAR REPORTS AND USE MS EXCEL TO GRAPH RESULTS**

*Detailed table-based reporting of collected statistics is provided, plus the ability to transfer data directly to a  
Microsoft Excel spreadsheet for producing graphs and other extended analysis*

### **USE THE SOFTWARE TO ITS FULL POTENTIAL**

*Datascape offers consultation and/or formal training to help ensure that organisations use the software to its full potential*

### **USE THE “HELP LINE” FOR SOFTWARE SUPPORT**

*Full telephone support (during business hours) is available to users with an Annual Support Agreement*

### **HELP ENSURE THAT THE SOFTWARE FULLY SATISFIES YOUR INFORMATION NEEDS**

*Datascape enhances the software in response to user feedback to ensure that evolving needs are properly satisfied*

### **USED BY A RANGE OF ORGANISATIONS WITH DIVERSE INFORMATION NEEDS**

*The Activity Log software is used by a diverse range of organisations*

## **Contact Datascape to find out more about the ACTIVITY LOG**

**Discuss your specific requirements and/or arrange a free on-site demonstration of the software**

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