

QF135	9-5PM CHECKLIST – RIVERLAND and BROKERAGE
--------------	--

Name:

9AM	Check unassigned shifts – attend to immediately	
	Check Riverland Email and action appropriately	
	Check Brokerage Email and action appropriately	
	Check Services Email and action appropriately	
	Contact Lisa	

9:30AM	Check flags	
	Check templates for any permanent reassignments required for Riverland/Brokerage members	
	Check unassigned shifts for Riverland/Brokerage members and source suitable LA's	

10:30AM	General Service Delivery Support – any urgent cover shifts	
	Every Wednesday - Run declined shift report for Riverland/Brokerage - Call LA's	
	Every Thursday – Run declined shift report for Riverland/Brokerage - Call LA's	
	Every Friday - Check security regions for any new LA's onto Riverland/Brokerage rosters	

11AM	10 MINUTE BREAK (Notify Office Chat)	
-------------	---	--

11:10AM	Undertake well-being calls for 1 customer per day	
	Ensure LA appraisals for client	
	Every Friday Week 2 - Send out following fortnight roster to all Riverland and Brokerage customers/agencies	

12:30PM	Service Delivery Meeting (approx. 15 minutes)	
----------------	---	--

QF135	9-5PM CHECKLIST – RIVERLAND and BROKERAGE
--------------	--

12:45PM	Contact potential Riverland clients	
	Check/create incident cards as appropriate	
	Escalated complaints to be dealt with/phoned and resolution process to begin – follow up each week until complete resolution for all Riverland, Brokerage customers	

1:15PM	LUNCH BREAK (Notify Office Chat)	
---------------	---	--

1:45PM	General Service Delivery Support – any urgent cover shifts	
	<ul style="list-style-type: none"> - Ensure all progress notes are entered into CIMS - Ensure all phone calls regarding any shift changes are made (To LA's and customer) 	
2PM	Week 8 Transition phone calls – amend any shifts – remove unsuitable LA's from teams source new LA/arrange M&G for W8 customers	

4:45PM	Write handover email if anything needs to be followed up (utilise office chat if it is an expected phone call or similar)	
	Ensure any phone calls you have promised are made	
	Contact Lisa	
	Ensure message is sent to office chat to notify that you are leaving	