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| QF137 | 7AM – 3PM CHECKLIST |
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Name:

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| 7AM | Check unassigned shifts – attend to immediately | |
| | Check roster template – Allocate templates evenly to people rostered on for the day | |
| | Check Services Email and action & flag appropriately | |
| | Check Rosters Email and action & flag appropriately | |
| | Check Meet and Greet Email and action & flag appropriately | |

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| 7:30AM | Print allocation sheet (include well-being calls) – Place on desks | |
| | Print available staff report from 9-5pm – Place on desks | |
| | Email to head office notifying who is in Service Delivery and break times | |
| | Check flags | |

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| 8AM | Add in potential customers into system | |
| | Add any new customer information and new roster templates | |

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| 9AM | 10 MINUTE BREAK (Notify Office Chats) | |
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| 9:10AM | Escalated complaints to be dealt with/phoned and resolution process to begin – follow up each week until complete resolution (inclusive of board members) | |
| | Every Friday - Audit all Service Delivery forms | |
| | Every Friday - Top up all paper forms on each desk | |
| | Make at least 2 well-being calls | |

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| QF137 | 7AM – 3PM CHECKLIST | |
| 12:30PM | Service Delivery Meeting (approx. 15 minutes) | |
| 12:45PM | LUNCH BREAK (Notify Office Chat) | |
| 1:15PM | TIME OFF PHONES <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) - Week 8 Transition phone calls – amend any shifts – remove unsuitable LA's from teams source new LA/arrange M&G for W8 customers | |
| 2:45PM | 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 | |
| | Ensure message is sent to office chat to notify that you are leaving | |