

### **Customer Service Centre (CSC)**

Officially opened in April 2008, the RDNS Customer Service Centre (CSC) was established to centralise all communication between RDNS, its clients, customers and the general public.

The Customer Service Centre is the central point of contact for all referrals and enquiries to RDNS. Via dedicated 1300 numbers, clients, referrers, business and industry partners and the general public receive a consistent and professional response from dedicated CSC staff supported by leading edge computer and telephone technology.

Managed by a combination of nursing and administrative staff, the CSC operates 7 days a week, 24 hours a day, 365 days a year to deliver constant and consistent telephone support to stakeholders.

The CSC has grown to over 60 staff in total, who receive around 800 in-bound calls a day. Each day sees the arrival of 300 faxes and in any given month, staff will process approximately 3,000 referrals.

CSC benefits include:

- Twenty-four hour operation enables clients, carers and external providers to appropriately access up-to-date information any time and referrals to be processed outside of normal business hours, thus increasing responsiveness to requests
- Clients and carers have ready access to a Registered Nurse, 24 hours a day, 7 days a week to discuss issues or concerns
- Stakeholders receive a more consistent and uniform response to their enquiries, meaning better customer service and greater efficiencies
- CSC software allows staff to better determine the first available time at which RDNS can conduct a client assessment visit based on the accessibility of suitably skilled nursing staff in a particular region
- Client-related communications are tracked and saved more efficiently, with every communication (whether phone, email or fax) linked to the client's electronic record
- Clients from culturally and linguistically diverse communities have access to a 24-hour automatic telephone interpreting service.

#### **Media Contacts:**

**Dan Woods – 0410 416 276**

**Kathryn Muratore – 0488 901 003**