

Responding to enquiries

Can you help the person here?

- ✓ Always acknowledge a person when they enter your service, even if you're busy.
- ✓ For example, "Hello, I'll be with you in just a moment."
- ✓ If you're on the phone, it helps to make eye contact and nod or smile. The person then knows you've seen them and you've acknowledged them. Nobody likes to feel invisible!
- ✓ "How may I help you?" is always a good start. Sometimes, people don't know exactly what they need. Some gentle, non-intrusive questions may help to work out what sort of service the person may be seeking.
- ✓ Be aware that the way you respond can make an enormous difference to a person who is experiencing difficulty in their life.
- ✓ If your organisation provides an appropriate service, that's great! The person is already in The Right Place.

Use your resources

- ✓ You may already know the right service to assist someone. If not, you have a range of resources available to you to use.

Quick Reference Guide

Your Quick Reference Guide contains:

- ✓ Flowchart - an easy-to-follow plan to handle enquiries
- ✓ Web-based service directories - Find services in your local area and throughout Tasmania
- ✓ List of local services - A short list of local services which may be useful if you don't have access to a computer

Top tips

The two key actions to help people connect with the next service:

 Making the phone call

 Filling out a postcard



Call your key contacts

If you are unable to decide on The Right Place to direct the person, call one of your key contacts using your own list.

Each The Right Place community will have a local 'home' which is usually the next point of enquiry if you need assistance.

Offer to contact the service

The Right Place is about actively connecting people with health and community services.

The best and quickest way is to suggest you make a phone call for them.

Offer to make an appointment for the person, if they wish. Alternatively, it may just be letting the next service know that this person is on their way.

Select a sharing tool

- ✓ For every enquiry, where possible, write out a postcard for the person so they know where they're going and when. It can also be a visual reminder to help them remember.
- ✓ Offer a copy of the 'Passport to better health' if it seems appropriate.

You might also consider other ways to help:

- ✓ Putting an electronic calendar entry in the person's mobile phone
- ✓ Calling a taxi for the person
- ✓ Walking with the person to another service

Make a note of the enquiry:

- ✓ Record the entry on the Enquiry Tracking Form

“ Each time, you'll need to make a judgement call about the best way to assist the person.

That's OK. The important thing is to help the person connect with the right service for them.

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