

BUSINESS PROCESS

Disability Support for Older Australians Program

Name	DSOA Commonwealth inbox email management
Revision Number	2.0
Owner	DSOA Program, Department of Health and Aged Care
Implementation date	28 October 2022
Last review date	04 August 2023
Approver	Director, DSOA

OVERVIEW

Goal	Efficient actioning of emails received in the DSOA inbox and timely, accurate responses.
Procedure overview	<p>Managing DSOA emails includes the following steps:</p> <ul style="list-style-type: none"> • Emails arriving in the DSOA inbox are allocated to the responsible officer or work area by the DSOA inbox manager. • Emails are saved in TRIM [REDACTED]. • A response is to be provided in up to five business days. • The DSOA inbox is copied in on all replies to queries that are sent to the inbox. <p>The Email and correspondence tracker maintained as the query progresses.</p> <p>Note: All change of needs emails, including new applications, are sent to the change of needs inbox: [REDACTED] @health.gov.au</p>
Responsibilities	<p>Responsible staff include:</p> <ul style="list-style-type: none"> • DSOA inbox manager – DSOA staff member tasked with managing the inbox. • DSOA staff allocated emails to action.
Tools and Supports	<p>Refer to the following records to complete this procedure:</p> <ul style="list-style-type: none"> • Email and correspondence tracker: TRIM [REDACTED] • DSOA Inbox Enquiries Placeholder: [REDACTED]

PROCESS

1. Allocate for action	<p>The DSOA inbox manager allocates the email to the appropriate action officer using Outlook category colour coding.</p> <p>The DSOA inbox manager should alert people they have emails to action to ensure any urgent emails are actioned promptly.</p> <p>Emails about the following topics should be directed to:</p> <ul style="list-style-type: none"> • Ministerial Correspondence – Assistant Director, Program Management. Note: Ministerial Correspondence is assigned in PDMS by the Director, DSOA. When input is required from other Section's across the branch/division, it is requested via the DSOA inbox. • Invoices – Home Support Operations Branch Finance team.
------------------------	---

	<ul style="list-style-type: none"> • Translation and interpreting service - Home Support Operations Branch Finance team • Individual Support Packages (ISPs) – DSOA Compliance team. • Consent forms – Program Management team • I-CAN assessments (standard referrals) - Director DSOA • I-CAN assessment reports (standard referrals) - Director DSOA • Policy – Assistant Director, DSOA Program/Policy • Transfers – DSOA Data Team • Media - Director, DSOA. • Emergency client involvement - Director, DSOA. Note: process is that the query comes in from the Community Grants Hub via an Escalation template, it is addressed to the Branch Manager and Director who delegates to EL1 for action. • Client Exit forms – DSOA Data team. • Requests for Exemption from NDIS registration requirements – Assistant Director, Program Management
Email and correspondence tracker	<p>The DSOA inbox manager updates the Email and correspondence tracker fields A-L when they allocate an email (TRIM s47E(d)).</p> <p>The DSOA inbox manager then updates the relevant fields of the tracker as the enquiry progresses.</p>
Close	<p>When an enquiry is closed, the actioning officer is to:</p> <ol style="list-style-type: none"> 1. File the email history in TRIM, as per the Department's Recordkeeping policy. <ul style="list-style-type: none"> • TRIM s47E(d) - navigate to ministerial or state/territory folder and then store in the relevant service coordinator folder. 2. Update the email and correspondence tracker by changing the status to closed and including the date closed and email TRIM reference. <p>The DSOA inbox manager then moves the email into the relevant Outlook inbox sub-folder for example, the state that the service coordinator is in.</p>