



Inbound Calling / Website Registration Needs Assessment Triage Coordinator Email Management Guidelines.

1. Identify emails coming into the s 7(2)(a) - Privacy inbox that are:
 - A Contact Centre CCM for a welfare needs assesment callback
 - A website registration form callback.
2. Assess relevance of requests. Requsts not relevant to a welfare needs assessment are to be referred to the Contact Centre Team as a different Council service is needed.
3. Assess priority of the request as assigned by Contact Centre team (see also below). Categorize the email if a high priority is identified – ensure these jobs are allocated to a Needs Assessor as soon as possible.
 - Priority CCM Callback
 - Priority Web registration callback

Assign callbacks to a trained welfare team member to undertake a Survey 123 Needs Assessment. Allocate team members a colour category. Use these colour categories to alert the Needs Assessor of assigned jobs. Re – assign jobs as needed.

- Needs Assessor Four
- Needs Assessor One
- Needs Assessor Three
- Needs Assessor Two

Each team member will pick up the job from the EOC welfare needs inbox and start working on the callback.

4. Track pace and progress of completed callbacks to determine if an increase in needs assesment staff is required. Inform the Needs Assessment Lead if jobs are piling up and callbacks (especially priority ones) are taking over one hour to be responded to.
5. Provide information for welfare status reporting including tracking numbers of incoming requests and callbacks undertaken. In busy times keep a tally of how many callback requests are coming in every hour. Be able to report on how many callbacks have been completed by looking at the 'Completed CCM / Web Reg callbacks folder'.
6. At the end of the shift ensure that any incomplete jobs are noted and categories are cleared as needed for the incoming shift. Provide a briefing to the Needs Assessment Lead regarding jobs that need to be followed up in the next shift.



High priority for call backs

- A caller who is more vulnerable to the effects of the event - e.g., living with a disability/elderly person with low mobility who has no/ limited available support from family/community.
- A caller with very high levels of distress/anxiety
- A caller who is isolated – no nearby available support to help.
- A caller who has immediate needs which requires a short timeline (e.g., within 12 hours) that are urgent e.g., prescription medicine, no food/water today and no access to neighbourhood help (totally empty cupboards), no supplies to care for children/whānau.
- A caller not able to respond to a callback within one-two hours due to low phone charge/no ongoing phone access.
- A caller with high and complex needs – multiple compounding issues.

Lower priority for call backs

- A caller who requires welfare support in three to four days' time e.g., accommodation needed in 3 days/supplies currently available but no access to further supplies.
- A caller who is supported by family/friends/neighbourhoods and current needs are met but has future concerns.

Key Process document:

TCC Emergency Operations Centre welfare needs assessments by phone outreach/ website registration: - Contact Centre, PIM, EOC welfare team process.