

111.11050 - Quality On Line (QOL) checking in the Smart Centre Call Channel network

OVERVIEW


WORKFLOW

DETAIL

POLICY

LEGISLATION

EXTRA

 Print this page


 Feedback

111.11050 Quality On Line (QOL) checking in the Smart Centre Call Channel network - Overview


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This procedure contains detailed information on how the process for Quality On Line (QOL) checking operates in the Smart Centre Call Channel. It covers the QOL process, including Urgent QOL requests, from a Customer Service Officer (CSO), Technical Peer Support (TPS), and Team Leader (TL) perspective.

The QOL workload in Smart Centre Call is to be managed locally in the Centre it was generated in. There will still be some valid occasions where activities may be QOL checked by a QOL checker in another Centre.

 [Extra](#) contains a link to the Quality On Line (QOL) Operational Management home page.

Other related links

 [Quality On Line \(QOL\)](#)

 [Technical Peer Support \(TPS\)](#)

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Procedure last issued 2015/01/01, see [Procedural Updates](#) and [Current Daily Updates](#) for details of major e-Reference updates.

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top


111.11050 - Quality On Line (QOL) checking in the Smart Centre Call Channel network

[OVERVIEW](#)[WORKFLOW](#)[DETAIL](#)[POLICY](#)[LEGISLATION](#)[EXTRA](#) [Print this page](#) [Feedback](#)

111.11051 Quality On Line (QOL) checking in the Smart Centre Call Channel network - Detail

For Smart Centre Call staff only

Quality On Line (QOL) for Customer Service Officers (CSOs)

 [Guidelines for CSO](#)

[CSO information for review of QOL decisions](#)


QOL for Technical Peer Support (TPS)/QOL checkers

 [Guidelines for TPS staff](#)

 [Allocation of work and prioritising](#)


 [Activities left in QOL Tool from previous day](#)


 [Feedback standards](#)

 [Contingency mode for QOL](#)

[TPS information for review of QOL decisions](#)

QOL for Team Leaders

 [Feedback reports](#)


 [Activity management](#)


[Feedback for QOL checker at another site](#)


QOL for Senior Practitioners

 [QOL monitoring and workload](#)

[Senior Practitioner information for review of QOL decisions](#)

 Urgent QOL criteria

 Urgent QOL for TPS

 Returned activity on Activity List (AL) screen, preventing CSO completing their activity

Category	Description
<p>Guidelines for CSO</p>	<p>If CSOs require assistance to action feedback received through the QOL Tool, they must not attempt to contact the TPS/QOL checker who QOL checked the activity.</p> <ul style="list-style-type: none"> • Instead, they should seek assistance from their local Senior Practitioner or TPS. <p>It is expected that CSOs will:</p> <ul style="list-style-type: none"> • keep their National Activity Search (AYSN) screen clear by searching for outstanding activities throughout the day • run a 'Step Feedback' and 'Results Feedback' report in QOLStat daily, and replay these activities in the QOL tool to ensure that all feedback for both released and returned activities has been actioned.
<p>CSO information for review of QOL decisions</p>	<p>There is no functionality in the QOL Tool to allow any alteration to the outcome of a QOL check.</p> <ul style="list-style-type: none"> • If a CSO believes that an activity or activities were returned incorrectly, they should collate the data and liaise with their Senior Practitioner to try to resolve the matter. • If it is found that the QOL checker was incorrect to return the work in question, the Senior Practitioner is to advise the CSO's Team Leader so it can be taken into account when assessing the CSO's proficiency and also provide feedback to the TPS and their Team Leader for coaching purposes.
<p>Guidelines for TPS staff</p>	<ul style="list-style-type: none"> • When scheduled for TPS duties, staff need to stay logged into the phone and select the auxiliary code of 'TPS' for the duration of the scheduled time, ensuring that appropriate auxiliary codes are used for breaks and other scheduled activities. • Before returning an activity, QOL checkers must: <ul style="list-style-type: none"> ▪ access Customer First and ▪ ensure they have a lock on the record.

	<ul style="list-style-type: none"> • If an activity that should have stimulated the customer's payment is being released, the QOL checker must stimulate the customer's payment. • There is no requirement to enter the customer record if the QOL checker is satisfied the activity is correct via the QOL tool. <ul style="list-style-type: none"> ▪ If necessary, QOL checkers can use the Event Summary (ES) screen to view an activity in Customer First. • When returning an activity, QOL checkers must use the 'Return for correction' radio button. <ul style="list-style-type: none"> ▪ The 'Return for correction and rechecking' option must not be used for any activity. • Once a QOL checker has selected an activity, they are responsible for completing the check. <ul style="list-style-type: none"> ▪ If the activity is beyond the QOL checker's area of expertise, they should contact their local Senior Practitioner who will organise for the activity to be QOL checked by another QOL checker with the relevant skills. • Select one activity at a time and complete the QOL check before moving onto another activity. <ul style="list-style-type: none"> ▪ QOL checkers must not select multiple activities to save them for later as this can impact on customer outcomes and the management of the QOL workload.
<p>Allocation of work and prioritising</p>	<ul style="list-style-type: none"> • If an activity that should have stimulated the customer's payment (but hasn't) is being released, the QOL checker must stimulate the customer's payment. • Returned activities affecting the customer's immediate rate or delivery of payment that are returned after 4:30pm local time are to be resubmitted by the QOL checker <ul style="list-style-type: none"> ▪ If this does not occur feedback should be provided via the Senior Practitioner or Team Leader of the QOL checker. ▪ The exception to this process is where activities affecting the customer's immediate rate or delivery of payment are returned after the

	<p><u>payment strip</u> has been processed. This will predominately affect QOL checkers in Western Australia and extended hours sites.</p> <p>QOL checkers should prioritise their allocated work by searching for:</p> <ul style="list-style-type: none"> • <u>Entitlement Period End Date (EPED)</u> earnings activities for the last three working days, then • EPED activities, then <p>Other activities by environment, clearing work in the eastern states first to ensure payment affecting activities are QOL checked before the relevant payment strip is run.</p>
<p>Activities left in QOL Tool from previous day</p>	<p>QOL checker locates a payment affecting activity in the QOL Tool from the previous day.</p> <p>QOL checker contacts the customer via an outbound call to explain the delay in payment issue, apologise and offer to deliver the payment via <u>Real Time Gross Settlement (RTGS)</u>.</p> <p>All factors need to be considered when <u>making a decision to pay via RTGS</u>, e.g. RTGS operating hours, if relevant financial institution is a participant, timeframes and fees.</p> <p>Once this is done complete the QOL check and arrange for RTGS if agreed to by customer.</p>
<p>Feedback standards</p>	<p>Feedback must be provided in the QOL Tool when corrective action is required by the CSO (Action Required - AR) or to advise of a better course of action or non-critical information (Observation - OBS).</p> <p>In all cases the feedback must be clear and concise and must contain the following:</p> <ul style="list-style-type: none"> • For AR: <ul style="list-style-type: none"> ▪ Describe what action is required and the relevant resource material e.g. eReference. ▪ TPS logon, <p>Or:</p> <ul style="list-style-type: none"> • For OBS: <ul style="list-style-type: none"> ▪ Describe the better course of action or non-critical information

	TPS logon
Contingency mode for QOL	<ul style="list-style-type: none"> • Technical faults or failure of other components external to the host system will, at times cause QOL Check to be unavailable. Refer to the Quality On Line home page for further information regarding the decision to enable contingency mode. <i>Extra</i> contains a link to the Quality On Line home page. • When contingency mode is enabled all feedback for QOL checked activities will be provided via the ASC database. Appropriate enquiry categories exist within the database to indicate the feedback.
TPS information for review of QOL decisions	<p>There is no functionality in the QOL Tool to allow any alteration to the outcome of a QOL check.</p> <ul style="list-style-type: none"> • If a CSO contacts TPS directly to review a decision made by them or another QOL checker, refer them to their Team Leader.
Feedback reports	<p>In the QOLCheck tool, QOL checkers provide feedback via the 'Result Feedback' and 'Step Feedback' boxes.</p> <p>Team Leaders will require the 'Result Feedback' and 'Step Feedback' reports to be run when assessing CSO feedback.</p>
Activity management	<p>TPS staff scheduled at the end of the day must check AYSN for their site to search for returned payment affecting activities.</p> <ul style="list-style-type: none"> • Any returned activities must be corrected and resubmitted to ensure that customer's payments are not delayed. • If the activity was returned after 4:30pm in the CSO's time zone, and the original QOL checker did not resubmit the activity, feedback should be provided.
Feedback for QOL checker at another site	<p>If Team Leaders need to provide feedback regarding the work of a QOL checker at another site, it must be sent via the Staff Feedback Tool.</p>
QOL monitoring and workload	<ul style="list-style-type: none"> • All Senior Practitioners are to check for 'offline', 'qolabt' and 'notalloc' activities daily. <ul style="list-style-type: none"> ▪ Note: If a site still has TSO workgroups set up (e.g. YASTSO, FAOTSO etc), these will need to be checked through AYSN as when they exist activities are sent to Centres under these workgroups instead of 'Notalloc'.

	<ul style="list-style-type: none"> • It is expected that TPS staff will monitor the QOL workload for their site and advise the Senior Practitioners if assistance is required.
<p>Senior Practitioner information for review of QOL decisions</p>	<p>There is no functionality in the QOL Tool to allow any alteration to the outcome of a QOL check.</p> <ul style="list-style-type: none"> • If it is found that the QOL checker was incorrect to return the work in question, the CSO and Senior Practitioner should keep a record of the activity/activities and discuss this with the Team Leader so it can be taken into account when assessing the CSO's proficiency • The Senior Practitioner will provide feedback to the QOL checker.
<p>Urgent QOL criteria</p>	<p>Urgent QOL requests are limited to the following criteria:</p> <p>The activity is one of the following payments:</p> <ul style="list-style-type: none"> • <u>Bereavement payment</u>, or • <u>Urgent payment</u>, or • The activity needs to be finalised to enable immediate customer access to updated information in relation to their service/payment <ul style="list-style-type: none"> ▪ The update needs to be done so the customer can access an income statement with accurate information (that has changed as a result of the activity), prior to the end of day (e.g. require an Income Statement for medical appointment or access to emergency assistance referral) • Concession card refresh was selected for QOL checking and the customer needs to attend a provider (e.g. Doctor/pharmacy) to use their card on the same day • The submitted activity is preventing a further non urgent activity from being left started (STA) on the AL screen (and will be completed after the submitted activity has been QOL checked), or • the submitted activity is preventing a second activity being completed on the customer's record, and the second activity is rate affecting for that day's EPED. <p>CSOs are expected to complete their activities in such a method/order as to reduce the need for Urgent QOL requests.</p>

<p>Urgent QOL for TPS</p>	<p>CSOs will contact the TPS to request an activity be urgently QOL checked. TPS staff must ensure that Urgent QOL requests meet the criteria.</p> <p>When recording calls in the ASC Database, TPS staff must complete the following:</p> <ul style="list-style-type: none"> • CSO details • Benefit Type • Enquiry detail 1 and 2 fields • CRN field • The Resolution option <ul style="list-style-type: none"> ▪ Urgent QOL already completed ▪ Urgent QOL approved ▪ Urgent QOL not approved • Process the TPS request by finalising it as 'Urgent QOL'
<p>Returned activity on Activity List (AL) screen preventing CSO finalising their activity</p>	<p>When a CSO receives a customer contact and needs to action an activity, there are occasions when there is a returned activity on the AL screen.</p> <p>When the Returned activity is Smart Centre Call generated</p> <p>The CSO will:</p> <ul style="list-style-type: none"> • record details of what they need to update in a DOC (so as to meet <u>Online Document Recording (ODR) standards</u>) • leave the DOC as started so it can be searched for later using AYSN • advise the customer the update will be completed once the other update is finalised, and a letter will be sent if there is a change in their rate. • advise their Team Leader who will then contact the relevant site (the site where the returned activity was generated) to have the activity resubmitted correctly • check the AYSN screen before leaving for the day and complete any outstanding activities. <p>When the Returned activity is Service Centre or Smart Centre Processing generated</p> <p>The CSO will:</p> <ul style="list-style-type: none"> • record details of what they need to update in a DOC (so as to meet ODR standards) • leave the DOC started so it can be

	<p>searched for later using the AYSN screen</p> <ul style="list-style-type: none">• advise the customer the update will be completed once the other update is finalised, and a letter will be sent if there is a change in their rate• advise their Team Leader who will then contact the relevant Service Centre or processing team to have the activity completed• check the AYSN screen before leaving for the day and complete any outstanding activities.
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top

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[OVERVIEW](#)[WORKFLOW](#)[DETAIL](#)[POLICY](#)[LEGISLATION](#)[EXTRA](#) [Print this page](#) [Feedback](#)

111.11052 Quality On Line (QOL) checking in the Smart Centre Call Channel network - Extra

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This page contains a link to the Quality On Line (QOL) Operational Management home page. This link is not available to the public.

 [Quality On Line \(QOL\) Operational Management](#)

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top