

13.1	<b>OFFICE RECEPTION AND MESSAGING</b>
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<b>Applies to:</b> Staff
<b>Specific responsibility:</b> Staff, Office Manager

<b>Version:</b> 1
<b>Date approved:</b> 5.8.14
<b>Next review date:</b> Jan 2026

<b>Policy context:</b> This policy relates to	
Standards or other external requirements	
Legislation or other requirements	
Contractual obligations	

## POLICY STATEMENT

HECIS maintains a reception area at HECIS staffed by the Office Manager 2 days a week (usually **Tuesday and Thursday**). On other days, the HECIS Staff who are rostered to work on the day, monitor the Reception door, main room area and telephone, Voice messaging service for contact or messages.

The HECIS Reception (located in Office #4) is the main point of contact for:

- office services for people contacting HECIS and its staff
- administrative services for staff, including message handling

HECIS recognises that accessible and efficient reception and messaging processes are critical to effective service and to staff performing their role.

## PROCEDURES

### Reception

Reception is usually staffed by the Office Manager on **Tuesday and Thursday**. At other times or in emergencies, the office may be unstaffed due to the itinerant nature of the other HECIS workers.

If the Reception area is 'unmanned' due to the Office manager not being available (or rostered to work) signage will be posted on the reception door. This sign will include options for contact e.g. telephone/voice message etc.

If Reception is 'unmanned' HECIS maintains a voice message bank on the Office #1n telephone handset to enable messages to be left. Staff returning to the office during the day will collect the messages and record a message in the 'telephone message book' located near the phone.

The office is closed when:

1. The Office Manager is not rostered to work
2. When HECIS staff are working offsite e.g. child care centres, home visits etc.
3. During the annual shutdown period.

Phone messages will be taken by the Office Manager or other HECIS staff present in building at time of call, or by the voice message facility.

Staff will indicate on the 'staff in/out whiteboard' if they are not in the office. Staff will also record details of visits undertaken away from the office (on a rostered workday) in the HECIS staff diary held in Office #4. Details recorded will include location (centre), approximate arrival/departure time and related child/family details.

### Phone messaging

Staff (rostered on the workday) are responsible for collecting and recording in the telephone message

*HECIS: Office Reception and Messaging*

book any phone messages received on the HECIS voice message facility. First Staff member to arrive each morning to check and record any VM messages left overnight etc.

The original copy of the message is to be placed in the appropriate staff member's office/desk area.

Staff are to clear any voice messages when received to ensure the facility does not become overloaded.

**DOCUMENTATION**

<b>Documents related to this policy</b>	
Related policies	
Forms, record keeping or other organisational documents	Telephone Messages Book Staff in/out Whiteboard HECIS Staff Diary

<b>Reviewing and approving this policy</b>		
<b>Frequency</b>	<b>Person responsible</b>	<b>Approval</b>
Annually	The HECIS Co-Ordinator	Management Committee

<b>Policy review and version tracking</b>			
<b>Review</b>	<b>Date Approved</b>	<b>Signed</b>	<b>Next Review Due</b>
1	24.1.2023	HECIS Co-Ordinator	Jan 2024
2	30.1.24	HECIS CoOrdinator	Jan 2025
3	28.1.25	HECIS CoOrdinator	Jan 2026
4		HECIS CoOrdinator	
5		HECIS CoOrdinator	
6		HECIS CoOrdinator	