



Provider of
community information
software and data
to hundreds of organisations



More than 20 years
experience in
community information
provision

- * **Provide referral details direct to clients**
Easily search database for relevant referral information then give printed details to client or send by email (as attachment), fax or mail.

(Data Subscription)

- * **Why maintain multiple local databases?**
All your existing contact and agency databases can be converted and loaded into a single INFOCOM database together with CRD data.

THE IDEAL CLIENT REFERRAL SOLUTION

USE THE SAME REFERRAL DATA (AND SOFTWARE) AS MANY RECOGNIZED REFERRAL AGENCIES

Use the same data and software as used by call centres and/or help lines at agencies such as:
Victoria Legal Aid, Office of the Public Advocate, Victim Support Agency, Dispute Settlement Centre, Seniors Information Victoria, Men's Referral Service and many other agencies including local councils, community information centres, community legal centres, health services, counselling services, etc

ACCESS ALL YOUR INFORMATION REQUIREMENTS FROM A SINGLE SOURCE

INFOCOM and the CRD database have been designed to satisfy the information requirements of a broad range of agencies (based on more than 20 years direct involvement in community information provision) by combining data obtained from external sources (such as the CRD database) with locally maintained data.

EXTEND CRD DATA TO FULLY SATISFY LOCAL INFORMATION NEEDS

Add local contacts and/or local service information to CRD entries

USE DIRECT LINKS TO AGENCY WEB SITES

Connect directly to agency web sites using INFOCOM's integrated web browser.

QUICKLY IDENTIFY AGENCIES OF INTEREST TO LOCAL CLIENTS

INFOCOM's intelligent "area served" capability makes it easy to focus on data relevant to a local client's needs.

USE DATA FOR MAIL-MERGE AND LABEL PRINTING

Full support for mail-merge and label printing activities

REDUCE LOCAL DATA MAINTENANCE COSTS AND EFFORT

INFOCOM users are encouraged to identify additional agencies that they would like to have included in the CRD database, potentially reducing the effort associated with local data maintenance.

HAVE CONFIDENCE THAT DATA WILL BE CONSISTENT WITH LOCALLY MAINTAINED ENTRIES

CRSS maintains data according to the common standards used by most INFOCOM users, meaning that data obtained from the CRD will be consistent in format with locally maintained data.

USE INFOCOM SOFTWARE AND THE DATA IN YOUR DATABASE TO ITS FULL POTENTIAL

Datascape offers consultation and formal training to help ensure that organisations using INFOCOM and the Community Referral Directory database take full advantage of the many features provided.

USE A SINGLE "HELP LINE" FOR BOTH DATA AND SOFTWARE SUPPORT

Users are able to access both data and software support using the one support line. Full telephone support (including data support) is available to all INFOCOM users with an Annual Support Agreement.

HELP ENSURE THAT INFOCOM FULLY SATISFIES YOUR INFORMATION NEEDS

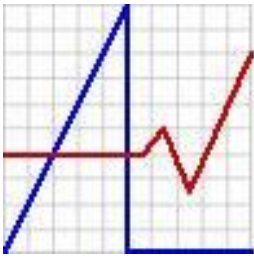
Datascape is constantly enhancing its software in response to user feedback to ensure that the evolving needs of users are properly satisfied.

Contact Datascape to find out more about combining CRD data with INFOCOM software

Discuss your specific requirements and/or arrange a free on-site demonstration of INFOCOM software

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ACTIVITY LOG

NOW WITH OPTIONAL
CLIENT/CASE MANAGEMENT
AND
**EMERGENCY RELIEF (ER)
TRACKING AND REPORTING**

“Easily collect and report statistics about any aspect of organisational activity”

AN AFFORDABLE SOLUTION FOR COMMUNITY ORGANISATIONS

*** Also suitable for recording and reporting the results of surveys**

STATISTICS FOR ANY PURPOSE AT AN AFFORDABLE PRICE

STATISTICS TO SUPPORT FUNDING SUBMISSIONS OR MONITOR TRENDS IN SERVICE PROVISION

*Datascape will meet with you to customize the software to satisfy your organisation's requirements at no extra cost
(each installation uniquely caters for local information needs)*

EASILY CATER FOR CHANGING INFORMATION AND REPORTING NEEDS

Once installed, local staff can easily adapt the software to cater for changing information needs

SIMPLE DATA ENTRY BY ANY STAFF

*Simple data entry involving selecting options from lists or checking boxes
(comments can be added if relevant)*

RULES FOR DATA COLLECTION CAN BE USED TO ENSURE INFORMATION IS RELIABLE

Rules identifying mandatory or minimum/maximum selections can be specified

COLLECT A BROAD RANGE OF STATISTICS WITH LITTLE EXTRA EFFORT

The simple nature of data entry makes it possible to extend the scope of statistics collection with very little extra effort

QUICKLY EXTRACT STATISTICS ABOUT ANY ASPECT OF SERVICE PROVISION

Statistical information can quickly be extracted to satisfy ad hoc requests for information about service provision

PRODUCE DETAILED TABULAR REPORTS AND USE MS EXCEL TO GRAPH RESULTS

*Detailed table-based reporting of collected statistics is provided, plus the ability to transfer data directly to a
Microsoft Excel spreadsheet for producing graphs and other extended analysis*

USE THE SOFTWARE TO ITS FULL POTENTIAL

Datascape offers consultation and/or formal training to help ensure that organisations use the software to its full potential

USE THE “HELP LINE” FOR SOFTWARE SUPPORT

Full telephone support (during business hours) is available to users with an Annual Support Agreement

HELP ENSURE THAT THE SOFTWARE FULLY SATISFIES YOUR INFORMATION NEEDS

Datascape enhances the software in response to user feedback to ensure that evolving needs are properly satisfied

USED BY A RANGE OF ORGANISATIONS WITH DIVERSE INFORMATION NEEDS

The Activity Log software is used by a diverse range of organisations

Contact Datascape to find out more about the ACTIVITY LOG

Discuss your specific requirements and/or arrange a free on-site demonstration of the software

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