

## Memorandum

**To: OPERATIONS OAC STAFF**

**Re: Service Log 2024**

**Date: January 30, 2024**

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As part of our efforts in maintaining operational efficiency, please make sure that all types of service requests are promptly and accurately recorded in the Service Log 2024

This is to remind everyone of the critical importance of diligently logging all service requests in our Service Log 2024 file. This practice ensures our team to be on top of any possible changes that might come prior to the rostered shifts of each worker. Below are examples but are not limited to:

- **New Service Requests:** Any new requests for services that we receive must be logged immediately.
- **Make-up Services:** Services that are rescheduled or reorganized fall under this category and should be recorded accordingly.
- **Ongoing Service Requests:** Please continually update the log for services that are currently in progress, including any significant developments or changes.
- **Ad-hoc Service Requests:** These are once off service requests. It is vital to log these to keep track of our resource allocation and service commitments.
- **Changes to Service Requests:** Any modifications, cancellations, or updates to existing service requests must be recorded as soon as they occur. This ensures that our records are current and accurate.

This is a mandatory practice and is crucial for:

- **Efficient Service Management:** Helps in tracking and managing our services effectively.
- **Client Satisfaction:** Ensures that all client requests are addressed timely and accurately.
- **Internal Coordination:** Improves communication and coordination within our team.

Compliance with this procedure is mandatory for all staff members. Failure to adhere to this practice may lead to confusion, service lapses, and potential dissatisfaction among our clients, which we must avoid at all costs.

Please acknowledge through the QR code attached below to indicate your understanding of the details confirmed in this memorandum.

If you have any questions or concerns in relation to this matter, please contact the OAC Governance Unit on [OAC-GOVERNANCE@ssfservices.com.au](mailto:OAC-GOVERNANCE@ssfservices.com.au).

**SCAN TO REGISTER YOUR ACKNOWLEDGEMENT AND UNDERSTANDING**

