

Memorandum

To: All OAC Staff
Re: Cancelled Shift Notification
Date: 1 March 2024

We're writing to remind everyone of the essential process of handling client service cancellations. It is mandatory that all client service cancellations be communicated to the assigned workers in an immediate and timely manner. The expected channels for conveying these messages are listed below. The purpose of this notification procedure is to prevent any misunderstandings and ensure that workers do not show up for a shift that has already been cancelled.

Process Details:

- 1. Job Cancellation Notifications via SMS on Servicem8 for Paper and Digital Timesheet Users:**
 - Go to the relevant Job Order #
 - Click on SMS and select SMS Template "JOB CANCELLATION NOTICE"
 - Ensure to fill out the necessary details accurately before sending
- 2. Job Cancellation Notifications via Visual Care In-App Chat Feature for VWorker App Users:**
 - Go to Visual Care Inbox
 - Click on New Message
 - Start New Conversation and follow the Cancellation Notification Template below
 - Ensure to fill out the necessary details accurately before sending

Cancellation Notification Template:

JOB CANCELLATION

Roster ID:

Client Name:

Client ID:

Job Address:

Contact:

CANCELLED Date(s):

CANCELLED Time(s):

Type of Cancellation: Once-Off / Public Holiday / Until further Notice

Assigned worker:

Worker ID:

Reply YES to confirm

or ACKNOWLEDGE here: <https://ssfservices.click/xdy>

Note: To ensure that our workers are notified of this step, utilize all company-approved communication channels such as Aircall, Business WhatsApp, ServiceM8, and/or Visual Care.

If you have any questions or concerns in relation to this matter, please contact the OAC Governance on OAC-GOVERNANCE@ssfservices.com.au.

SCAN TO REGISTER YOUR ACKNOWLEDGEMENT AND UNDERSTANDING

