

# In conversation with...

## Karen

### Central Intake and Referral Team



#### What does your role involve?

My team delivers customer service to anyone that calls or emails the office with an enquiry, which may include the general public, stakeholders or clients.

#### What is your professional background?

I have lots of experience in client service and call centre rolls in the airline, insurance and education industries. My experience covers sales, operations, marketing project management and even talent acquisition.

#### What does your typical work day look like?

My day starts even before the phone lines open as I respond to emails and web enquiries that have come through the previous day and overnight, as well as complete other administrative tasks. Then, when the phone lines open, it's all hands on deck to answer the flood of incoming calls! My four colleagues and I handle all the incoming calls and texts that come through to OPG. These enquiries can be on a range of topics including our adult clients wanting to talk to their guardian or legal officer, to service providers and other professionals wanting information or details about decisions in relation to our clients. Our team also educate referral agencies and the general public about what OPG does and what decisions our staff can make under our legislation.

#### What challenges have you faced in your role?

We have contact with people from all walks of life, so unfortunately we hear a lot of terribly sad and confronting stories. Coming to terms with these stories is difficult but our team looks out for each other which helps with managing these emotions. However being able to help these callers through providing information or referring them to another agency makes our job worthwhile.

#### How does your role help promote and protect OPG clients' human rights?

I spend a lot of my day educating callers on the role and functions of this office, so when I provide them with information that could improve their life, or at least put them on the right path for this to happen, it's extremely rewarding.

#### How many clients and stakeholders do you help everyday?

On average, we get 450 enquires per day which is made up of calls, emails, web enquiries and Enduring Power of Attorney processing. We're a busy team!

#### What is the best part of your job?

I think the best part of being a Central Intake and Referral Officer is that I learn something new every day, whether it's through talking to another staff member or staff from other agencies. It's a great role for people with curious minds!