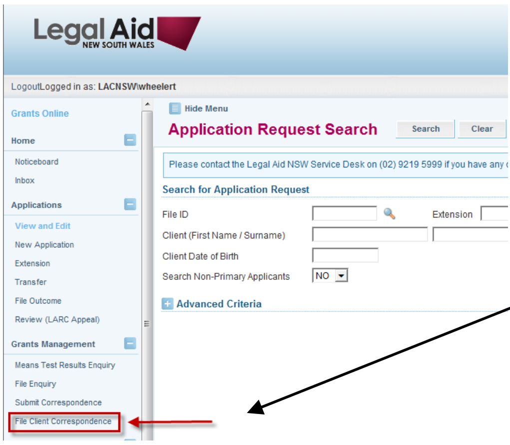
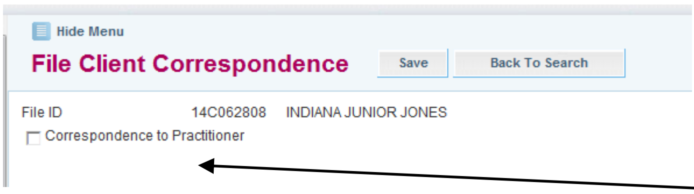
CLIENT CORRESPONDENCE

1. Ensure that correspondence is directed to the client



It is important to ensure that correspondence reaches your client.

To check that this is set up correctly in Grants Online, click on **File Client Correspondence** and search for the client's file using their File ID number.



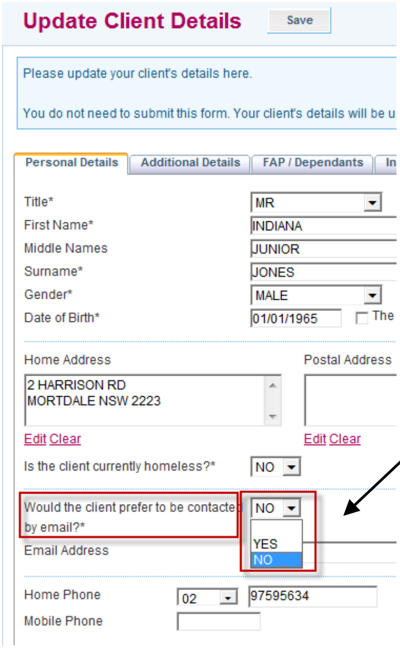
The **Correspondence to Practitioner** box should be **unticked**.

Please do not tick this box unless there is an important reason for doing so; for instance where there is a serious risk to your client's safety.

The indicator can be changed at any time by ticking or un-ticking the check box, then clicking the save button.

CLIENT CORRESPONDENCE (cont)

2. Use email for the client where possible


Update Client Details Save

Please update your client's details here.

You do not need to submit this form. Your client's details will be u

Personal Details | Additional Details | FAP / Dependants | In

Title* MR
First Name* INDIANA
Middle Names JUNIOR
Surname* JONES
Gender* MALE
Date of Birth* 01/01/1965 The

Home Address 2 HARRISON RD MORTDALE NSW 2223 Edit Clear
Postal Address Edit Clear

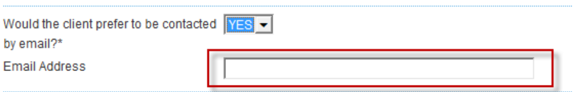
Is the client currently homeless?* NO

Would the client prefer to be contacted by email?* NO YES NO
Email Address

Home Phone 02 97595634
Mobile Phone

Email is the quickest and most efficient way for your client to receive correspondence.

To set this up in Grants Online, select the option shown when creating or updating a client or when completing an application for the client.


Would the client prefer to be contacted by email?* YES
Email Address

The email address provided in this field must be that of the **client**.

Do not enter the email address of a practitioner or a firm. Using a practitioner's email address will delay processing the application as it will match details already recorded in our system.

Author: Business Development Unit
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