



**Tshiamiso Trust Lodgement Officer
Service Provider Requirements
(Fixed Site)**

Physical Infrastructure

Item	Detail	Requirement
IT Equipment	Hardware and Software	As per specification from Claims Management System Service Provider
Building ¹	Waiting Area	Dedicated waiting area where claimants can sit comfortably whilst they wait for their appointment to lodge. Waiting area must: <ol style="list-style-type: none"> 1. Be large enough to accommodate the number of claimants waiting to be attended to 2. Undercover 3. Protected from the elements
	Lodgement Office (office space)	Private dedicated office where claimant can sit comfortably and be taken through the lodgement process and lodge his claim. <ol style="list-style-type: none"> 1. Where the lodgment office can only be accommodated in a larger open plan space where there are other activities being conducted, privacy screens must be implemented. 2. Where the lodgement office can only be accommodated at a service counter, which faces a waiting area, privacy screens must be implemented. Adequate ventilation Adequate lighting
	Lodgement Office (infrastructure)	Desk of sufficient size for lodgement process Chairs, including for claimant and, where accompanied due to illness or frailty, additional person Heater or fan/air conditioner, as appropriate, to ensure a comfortable environment throughout the year
	Restroom	Functioning toilet facilities in the office or nearby to office

¹ All Lodgment Offices must be complaint with all applicable legal codes and regulations.

Power	Independent Power Source	Generator that will power the Lodgement Office for a to be agreed minimum amount of time and which will enable: <ol style="list-style-type: none"> 1. No downtime due to power failures 2. Uninterrupted services to claimants
Connectivity	Primary and secondary connectivity	Internet connectivity as specified in the Systems spec Primary and secondary (back up) connectivity
Branding	Trust Branding	Office must have the following branding: <ol style="list-style-type: none"> 1. External and internal Trust signage 2. Posters and other information material which may change from time to time

Lodgement Officers and Supporting Personnel

Training	Trust Deed / Processes and Procedures / Trust Values	All Lodgement Officers must receive training on the Trust Deed, Trust Processes and Procedures, and Trust Values
	Systems	All Lodgement Officers must receive training on the Claims Management System
	Soft Skills	All Lodgement Officers must receive Soft Skills Training
Communication	Languages	All Lodgement Officers must be able to communicate proficiently (spoken and written) in the language of the area
Branding	Physical	All Lodgment Officers must wear Trust branded bibs, or other branding item which may be introduced from time to time, when attending to claimants <ol style="list-style-type: none"> 1. Any support staff, such as ushers, must also wear bibs when attending to claimants.

Other Requirements

Insurance	Public Liability	All Lodgement Offices are required to have public liability insurance.
Covid-19	Covid-19 Safety Protocol & Contingency Plan	The Lodgement Office must have a Covid-19 protocol and operational contingency plan which has been approved by the Trust.