Department of Child Safety, Seniors and Disability Services

Aboriginal and Torres Strait Islander Family Participation Program

Advice, Referrals and Case Management (ARC) system

User Manual

September 2019

Queensland Government

This manual provides the user with information on how to access and use the Advice, Referrals and Case Management system for Family Participation Program services.

DISCLAIMER

This User Manual reflects the functionality of the system as at September 2019. As enhancements and updates are made to the Advice, Referrals and Case Management (ARC) system, the content of screens and functionality may differ from that represented in this document.

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1 About ARC

Advice, Referrals and Case Management (ARC) is the system developed for Family Participation Program (FPP) services to manage their work in supporting Aboriginal and Torres Strait Islander families participate in child protection decisions that affect them – empowering families in decision-making processes and activating appropriate support networks for the safety and wellbeing of Aboriginal and Torres Strait Islander children within family, community and culture. ARC streamlines the capture of reliable data to generate reports for operational management and performance evaluation.

Throughout this manual, those data fields which are critical for reporting purposes are marked with *.

To access ARC you will need:

- Internet connection
- Internet browser: Infoxchange supports the three most recent versions of Internet Explorer, as well as the latest stable versions of Chrome and Firefox.

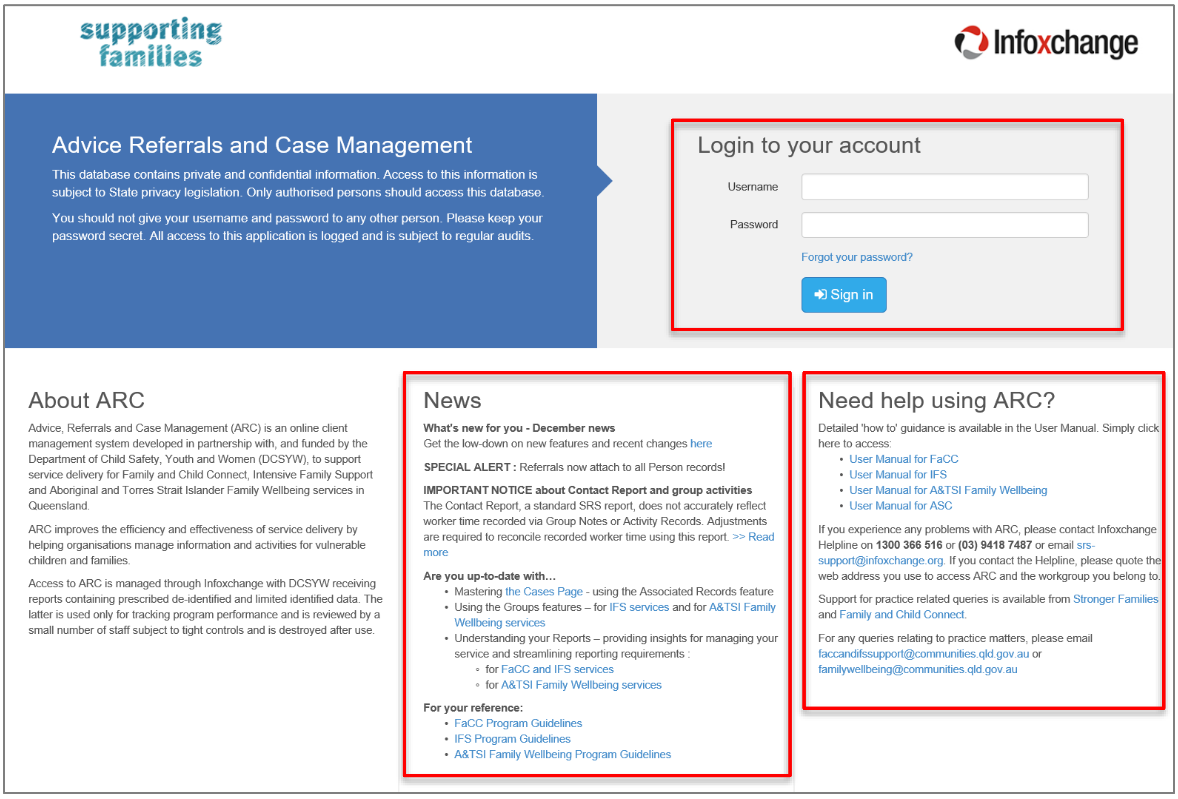
1.1 Logging into ARC

1. Type the URL https://srs-qld-families.infoxchangeapps.net.au into the browser
2. Login using your unique username and password. For first time access, refer section Logging In for the first time.

- You have 4 attempts to enter the correct username and password
- On a 5th unsuccessful attempt you will be blocked from logging in for a period of 1 hour

The **News** section will keep you informed of any software updates or system outages

Details of support options are listed in the **Need help using ARC**? Section.



1.2 Logging in for the first time

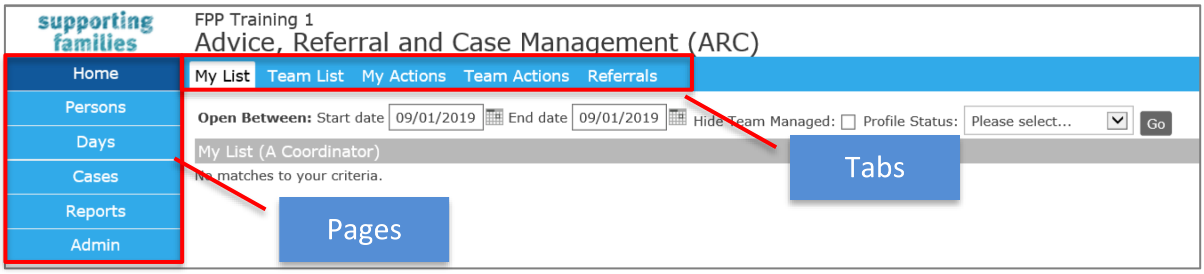
When you log in for the first time, you will be asked to change your password. We recommend that you change your password to something easy to remember.

- Username must be unique within ARC. Recommend Firstname.Surname (e.g. John.Dough)
- Passwords needs to be a minimum of 10 characters, containing 1 numeric character, 1 special character and mix of upper and lower case.

Do not write down your password.

When logging in the first time, you will also be asked to update your security questions and email address, this will help identify you within the system and allow you to reset your password if required. **You will be prompted to update these preferences each time you login until you complete these items.** Refer to User Preferences for an outline of the security preferences available.

1.3 Navigating ARC



Once you have logged into ARC, the Home page displays as the default view.

Each screen within ARC comprises 3 areas :

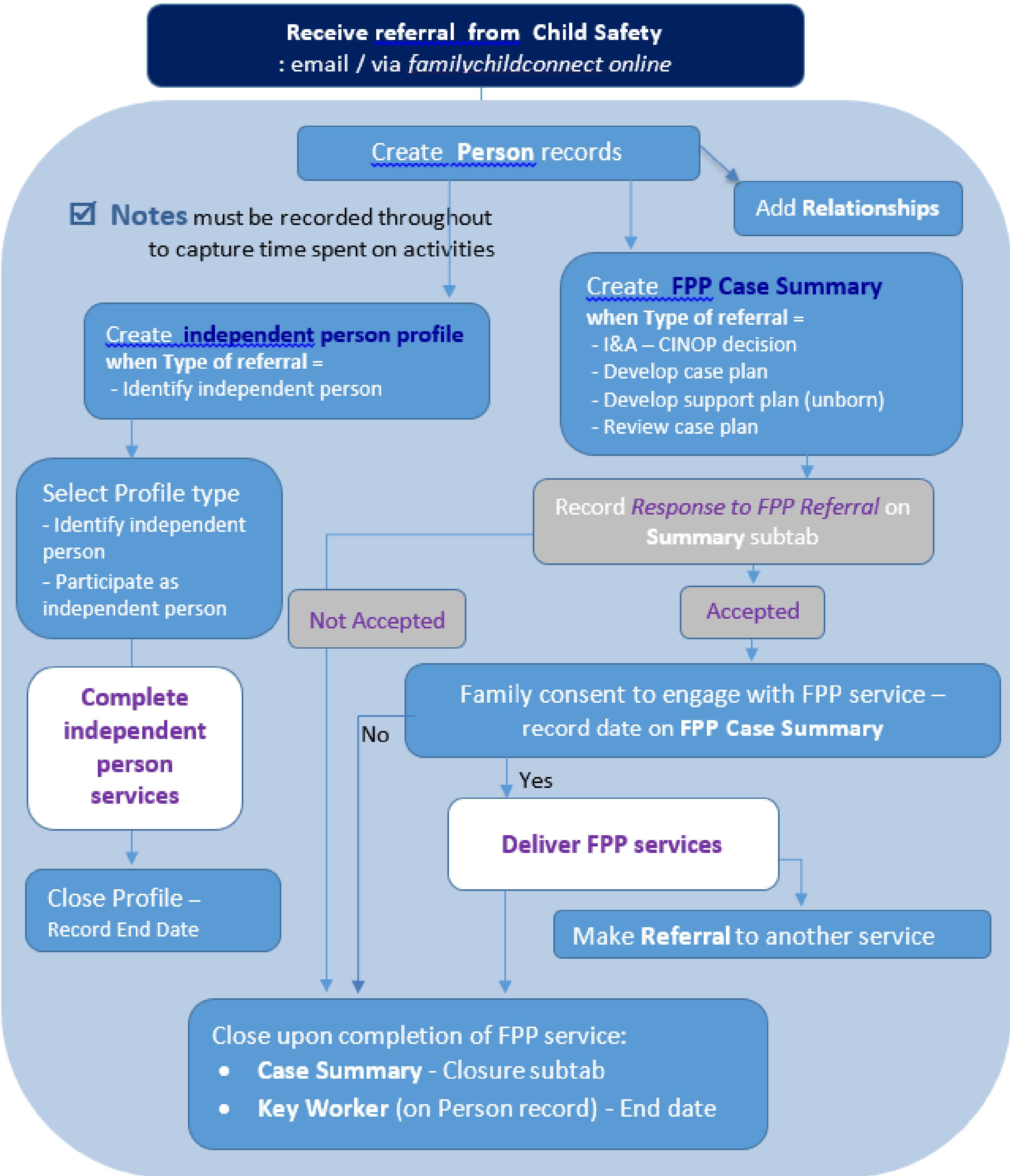
- Pages – 6 options on the left-hand side
- Tabs – appear across the top for each Page
- Workspace area – the central area.

Pages are grouped according to theme :

Home page:	Range of worker tools + **Enquiry** form
Persons page:	Search for clients and manage client records
Days page:	Enter or view data related to a particular day/date
Cases page:	View and access Case Summaries
Reports page:	Define and run various reports
Admin page:	User preferences, documents and coordinator functions

Each Page has multiple Tabs. Tabs allow the user to carry out particular functions within the selected Page.

The diagram below is a useful reference for understanding the process in ARC (start to finish) for managing your work supporting Aboriginal and Torres Strait Islander families participate in child protection decisions that affect them.



1.4 Viewing Prior Records

Data in ARC should not be deleted unless it was incorrectly entered. If information is no longer current or work has been completed, record an 'end date' / completed date. This will close the record, 'file it' as **View Prior**. Then, simply create a new record to reflect the current / new data or activity.

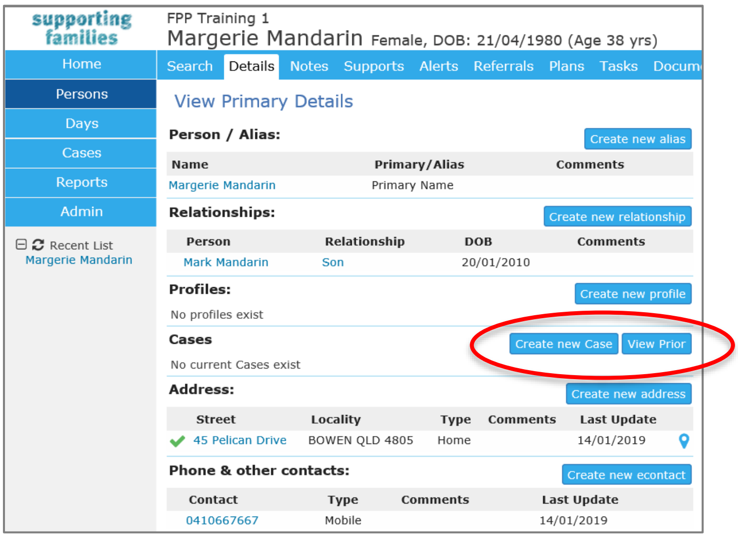
This **View Prior** feature occurs throughout ARC - the screenshots below provide an example of how it appears.

In Screenshot 1, you can see the **View Prior** button appears against *Cases / Case Summary* : this indicates that this Person does not have a current Case Summary, but does have a previous Case/s.

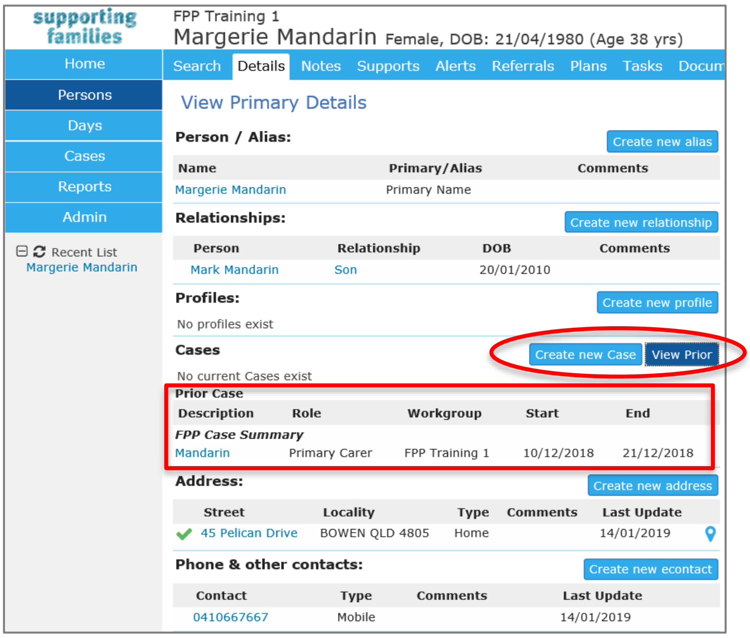
To view the previous records, simply click the **View Prior** button – the 'closed' records will display, as shown in Screenshot 2.

To hide the closed records, simply click the **View Prior** button again.

Screenshot 1



Screenshot 2



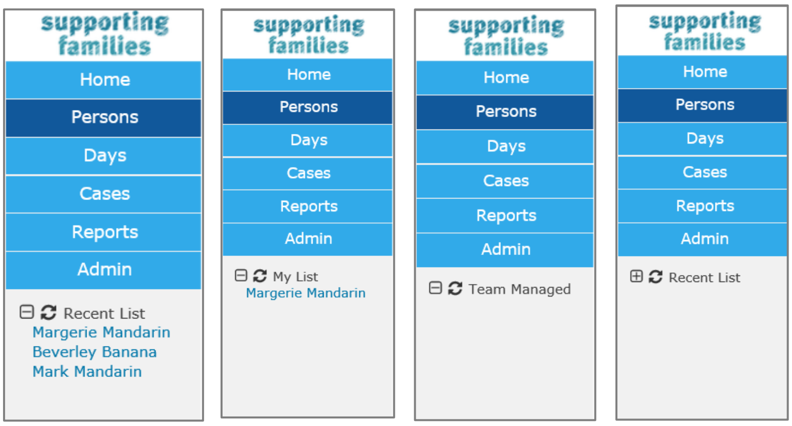
1.5 Toggle for access to Person records

On the left-hand side of your screen, underneath the Pages, there are 3 toggle options to display recent Person records :

- **Recent List** : displays the 10 most recent Person records you have accessed
- **My List** : displays the Persons for which you are listed as a Key Worker
- **Team Managed** : displays the Persons where *Team Managed* has been selected as Key Worker.

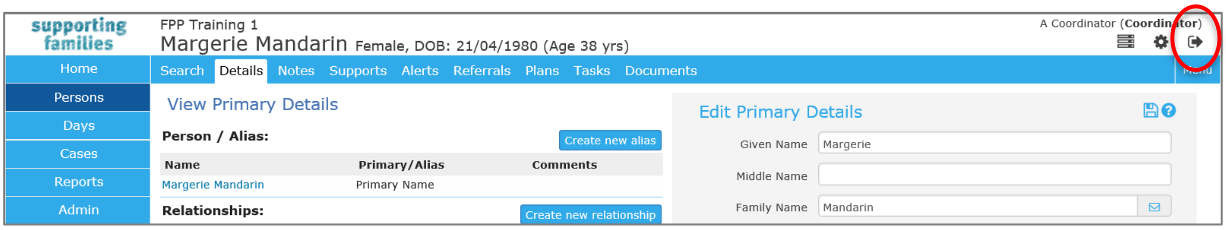
Simply …

- click the toggle icon  to select your required display
- click on the blue name to open that Person record
- click the box  to expand or  to hide records displayed.



1.6 Logging off

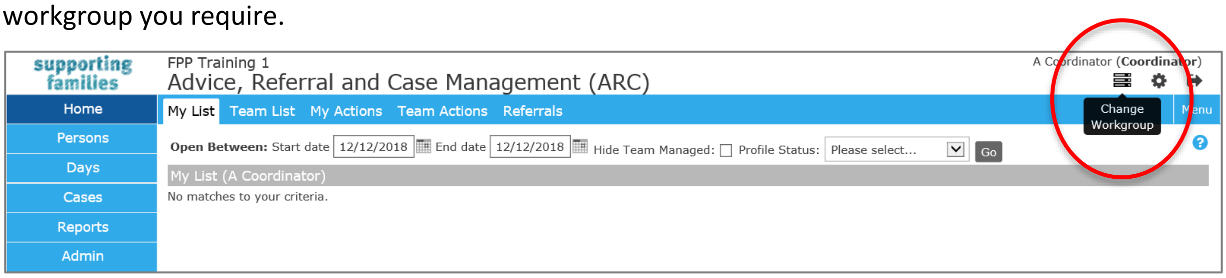
Log off via the log out icon  on the top at the far right of the screen. Simply click to log out. Users should log out as soon as they have completed their work within ARC.



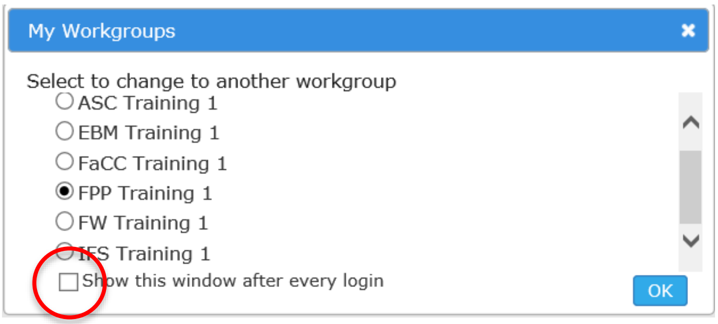
1.7 Access to more than one workgroup

In ARC, each service is set-up as a separate workgroup. In some areas, where staff work across a number of services, access is required for more than one workgroup. Each User only has one log in to ARC.

Simply click the **Change Workgroup** icon, as shown below, in the top right of your screen to select the workgroup you require.



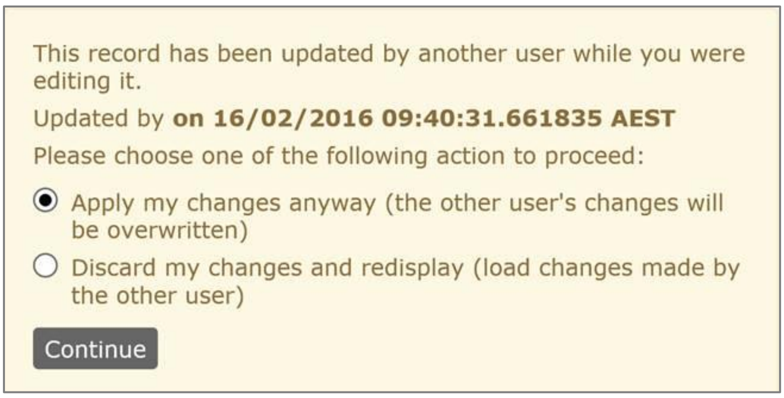
The workgroup options you have available will display. Simply select the radio button for the required workgroup and click OK.



It is recommended you tick the checkbox on this screen to display your workgroups options on each log in. If not checked, you will be logged in to the workgroup you last exited. Access to your other workgroups is available via the **Change Workgroup** icon.

1.8 Concurrent edit warning

Should two workers be concurrently editing / updating a record, the following message will appear:



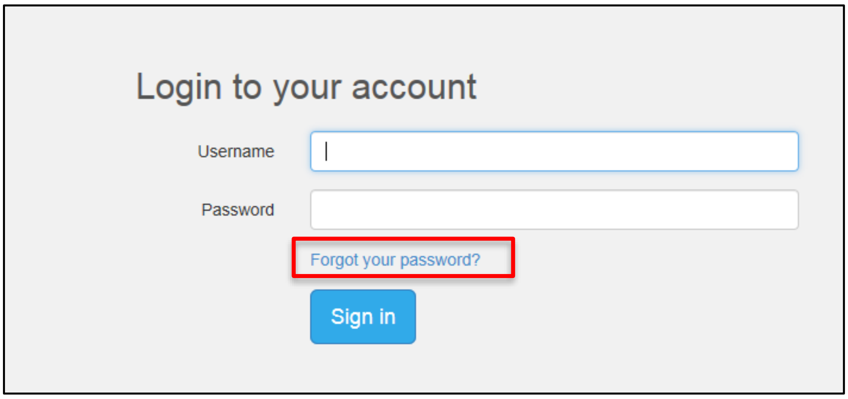
Select the required option and **Continue**.

1.9 Forgotten password

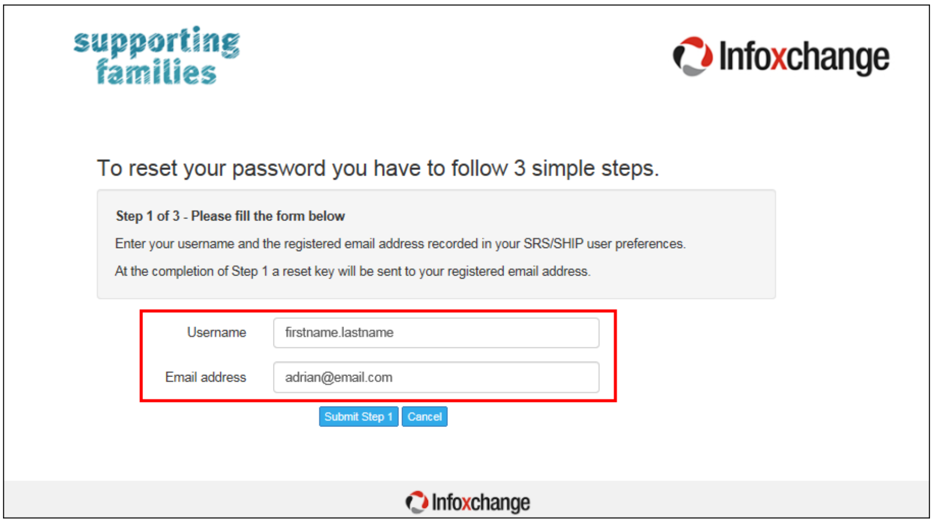
After you have logged in for the first time and have completed your Preferences (on the Admin page), the 'Forgot your password?' link on the landing page can be of great help.

If you haven't set up your User Preferences, you will need to contact an ARC Coordinator within your service or call the Infoxchange Support Team to reset your password.

1. Click **Forgot your password** in the log-in section on the ARC landing page.

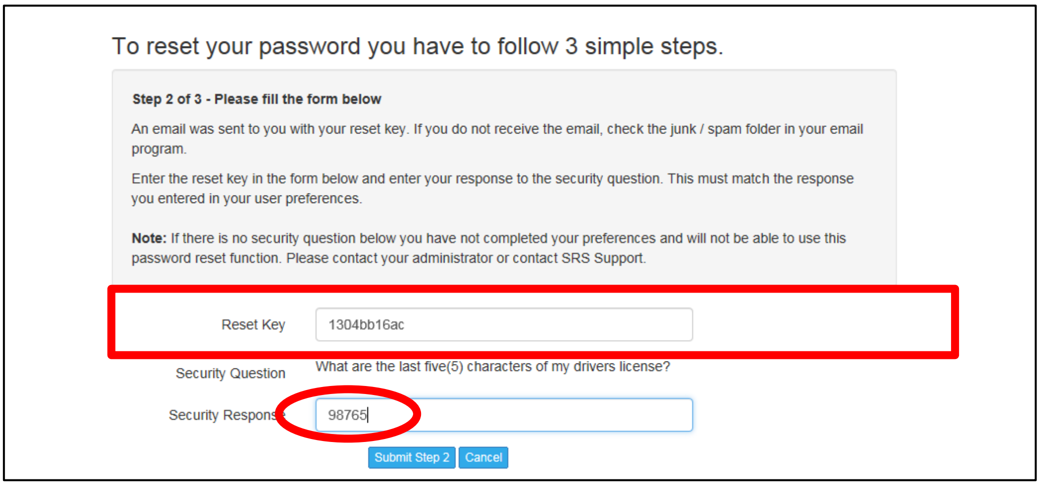


2. Enter your username and the email address registered with your user profile and select **Submit Step 1**



An email containing a reset key is sent to the registered email address.

3. Copy the reset key from your email and paste it into the **Reset Key** field, answer the security question and select **Submit Step 2,** as shown below

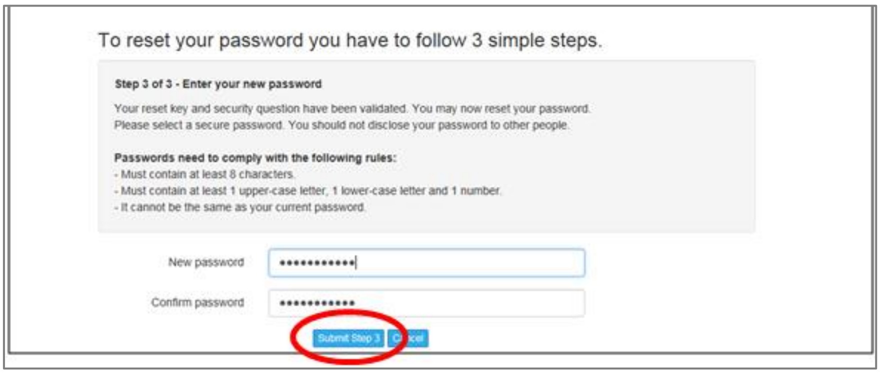


4. Enter your **new** username and password

<u>**Note**</u>: Your password must:

- be at least 8 characters long
- contain 1 upper case letter
- 1 lower case letter
- 1 number
- be different to your current password.

Select **Submit Step 3**



5. Select **Login Page** and enter your new password.

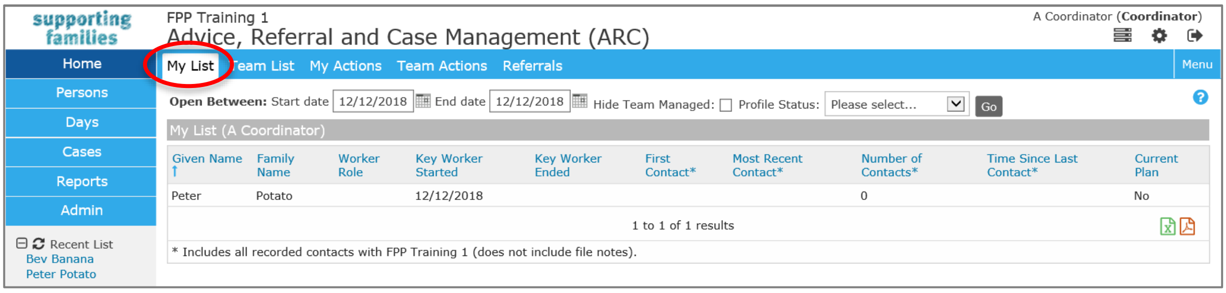
2 Home Page

2.1 My List

The **My List** tab is used to view the list of Persons you have been allocated as a **Key Worker**.

The **Cases/ Case Summary** to which you have been assigned as a *Case worker* is displayed on the **Cases** Page. (Simply use the Apply Filter button to refine the search for your Cases).

From the **Home** page, select the **My List** tab :



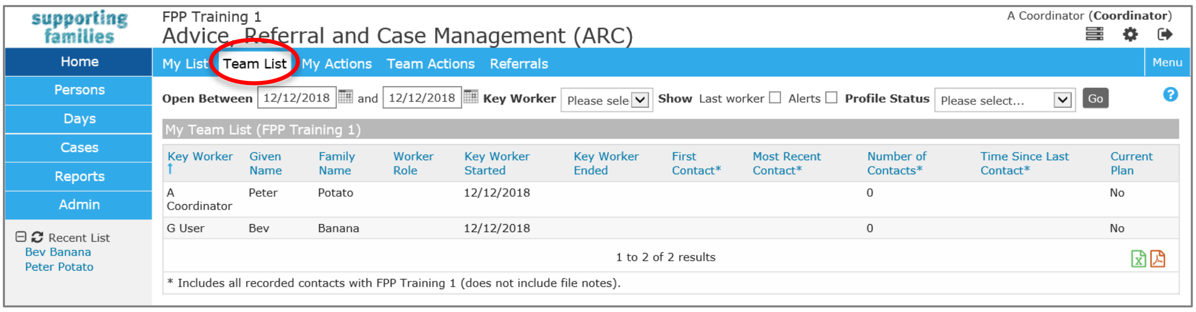
The following options can be used to customise your view:

- Click the calendar icon and alter the Start date and End date to filter data by date.
- You can exclude those clients managed by the entire Workgroup by clicking the Hide Team Managed box.
- Profile Status (if used by your service) will be displayed if selected - click **Go**.
- To sort the list of persons, click on the Given Name or Family Name blue column headings.
- Click **Export List** to export the data currently displayed to a Microsoft Excel spreadsheet.
- Clicking on the Person's name will open the Person record.

2.2 Team List

The **Team List** tab on the **Home** page is used to view the list of Persons allocated within your Workgroup –only able to be viewed by those with Coordinator access.

NOTE : The **Case workers** allocated to **Cases / Case Summary** must be viewed from the **Cases** Page.



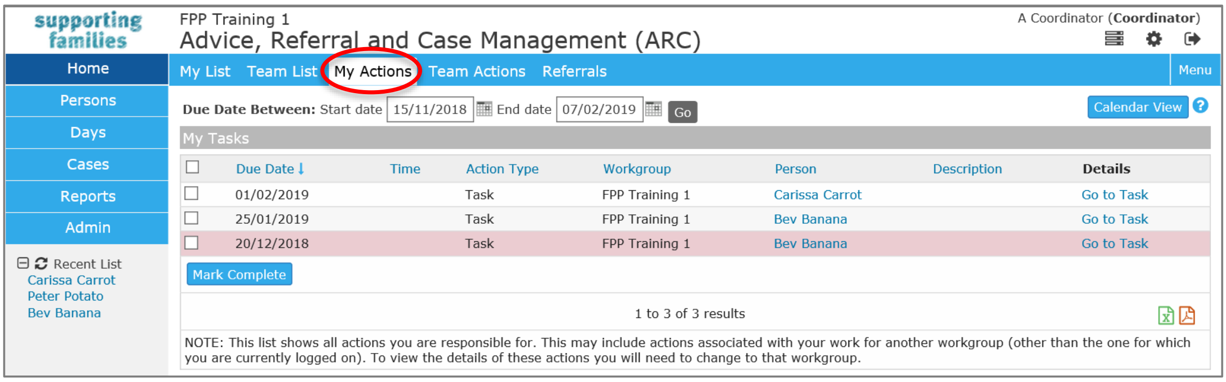
The following options can be used to customise your view:

- By clicking the calendar icon and altering the displayed date range you can filter data by date.
- You can show additional details such as **Last Worker**, existing **Alerts** and **Profile Status** by clicking the options at the top of the form.
- To sort the list of Persons, click on the **Worker Name**, **Given Name** or **Family Name** blue column headings.
- Click **Export List** to export the data currently displayed to a Microsoft Excel spreadsheet.
- Clicking on the Person's name will open the Person record.

2.3 My Actions

The **My Actions** tab provides a quick way for you to check on any tasks, alerts, plans, document reviews and any other actions that have been allocated to you.
From the **Home** page, select the **My Actions** tab.

My Actions lists all of your actions and tasks that are due shortly or those that are overdue. Overdue tasks are highlighted with a pink background.

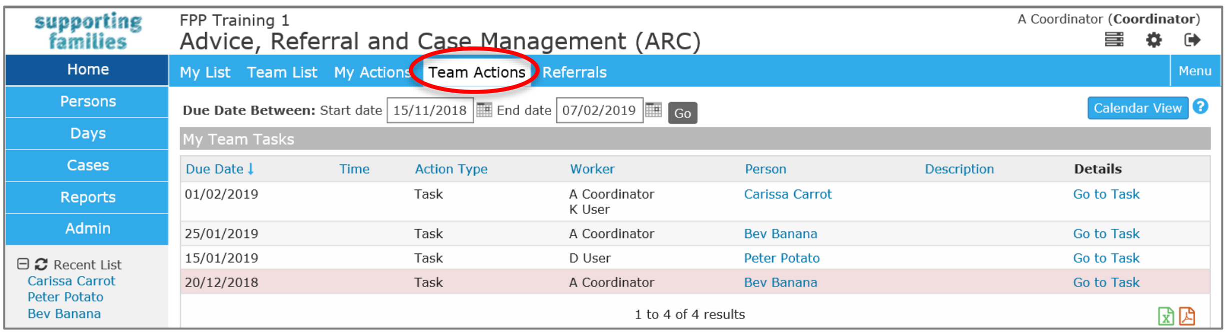


The following options can be used to customise your view:

- By default, the system displays actions that are due in the next four weeks or were due in the past six weeks that are yet to be completed or closed. To alter the period you are viewing, enter dates into the Start date and/or End date fields, or use the calendar icon to specify a period. Click **Go**.
- To sort the list of tasks, click on the Due Date or Action Type blue column headings.
- Clicking on the Person's name will open the Person record.
- **Go to Task** directs you to the individual action.

2.4 Team Actions

The **Team Actions** tab is used to view the list of actions within your Workgroup – viewed only by users with Coordinator access.
From the **Home** page, select the **Team Actions** tab.



The same features for navigating and customising **My Actions** can be applied to this tab.

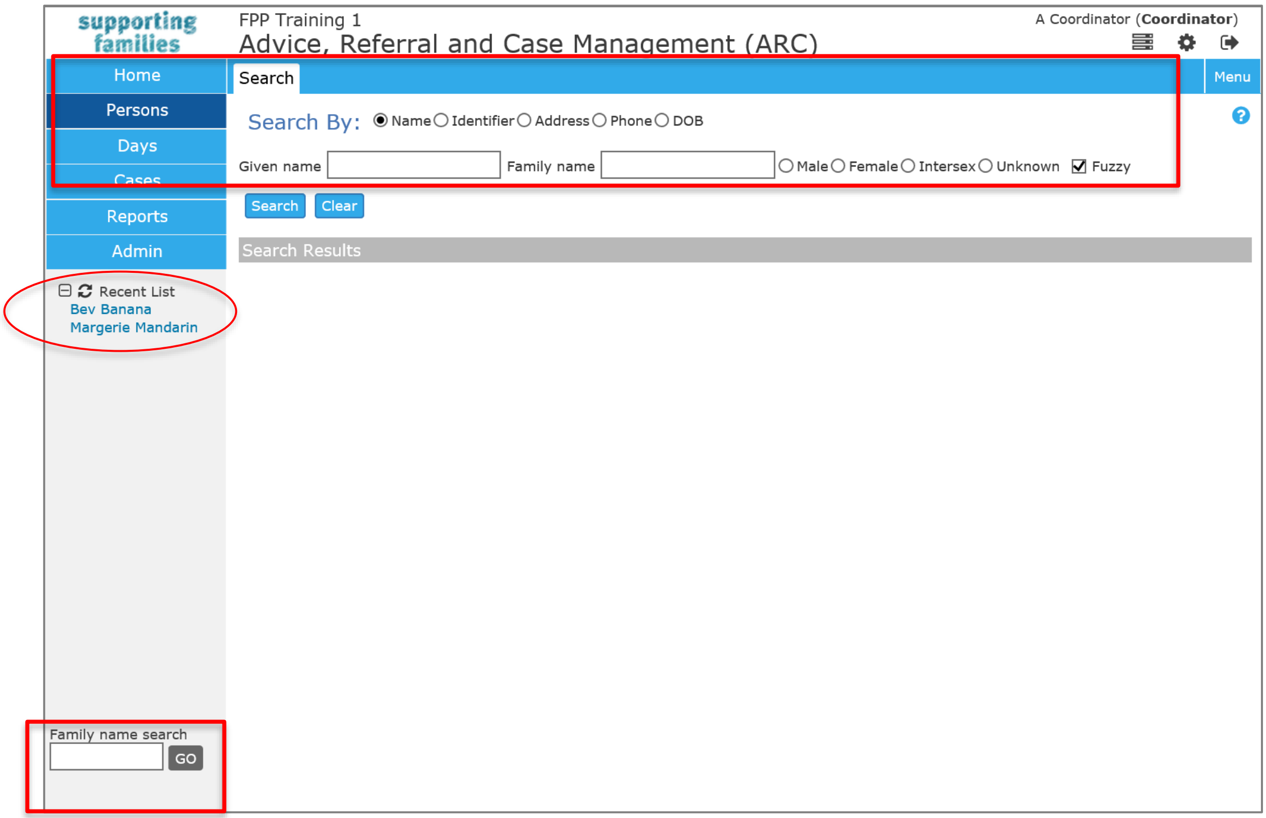
3 Person Details

3.1 Searching for a Person

To maintain the accuracy of your data by ensuring duplicate records for Persons are not created, you can only add new Person records after you have completed a search.

There are 2 ways you can search for a Person :

1. via the **Persons** page, using the **Search** tab; or
2. using the **Family name** search box on the bottom left of the screen.



A quick way to access existing Person records you have recently accessed is to select them from your **Recent List** on the lefthand side of your screen.

Fuzzy searching allows you to search for clients with names that are a close match, or sound similar, to the one you typed. It is highly recommended to always do Fuzzy searching because of the variety in the way people spell names. For example a search of ‘Doe’ will also pick up ‘Dough’.

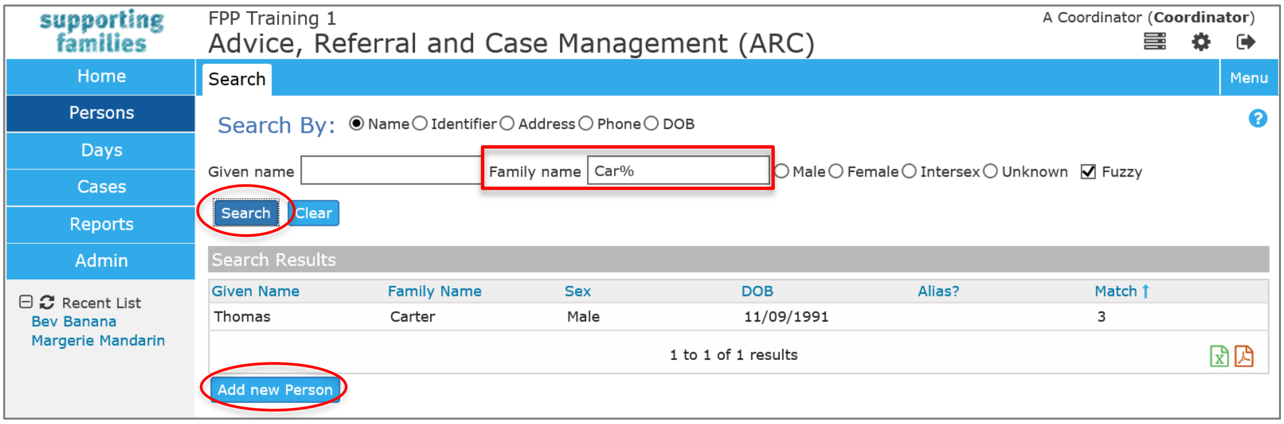
The system is capable of wildcard searching. The **%** character can be used as a substitute for characters in a search, which greatly increases efficiency and flexibility. For example, %son in the *Family name* field will return a list of all persons whose Surname ends in ‘son’.

Some example wildcard searches include:

- %son will search for names ending in “son”
- Will% will search for names starting with “Will”
- %tin% will search for names with “tin” somewhere in the name, including at the beginning or end.

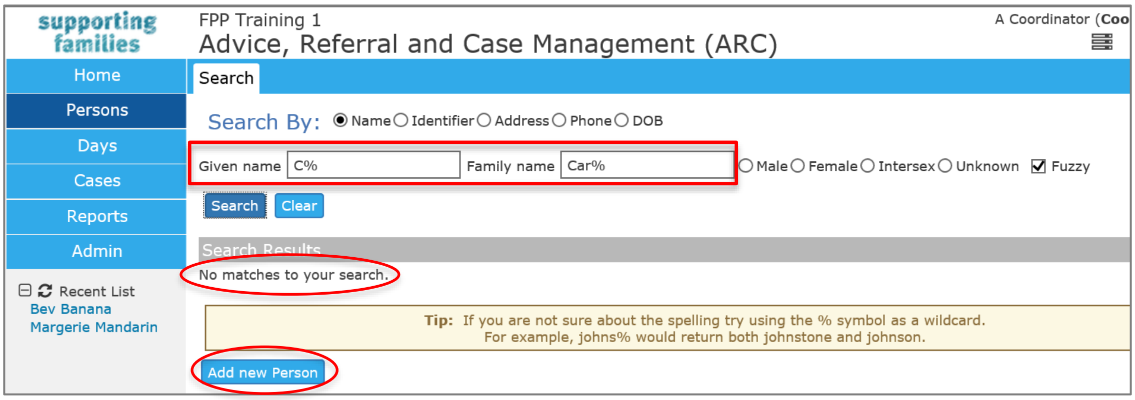
3.2 Add a Person

1. On the **Persons** page**, Search** tab**,** enter the criteria for the person you are searching for. You are strongly encouraged to shorten the name and use the wildcard (% or *) when searching. Click **Search**.



For this example, the search is for *Carissa Carrot* – simply shorten the name and add the wildcard.
The Search Results do not display an existing records for Carissa Carrot.

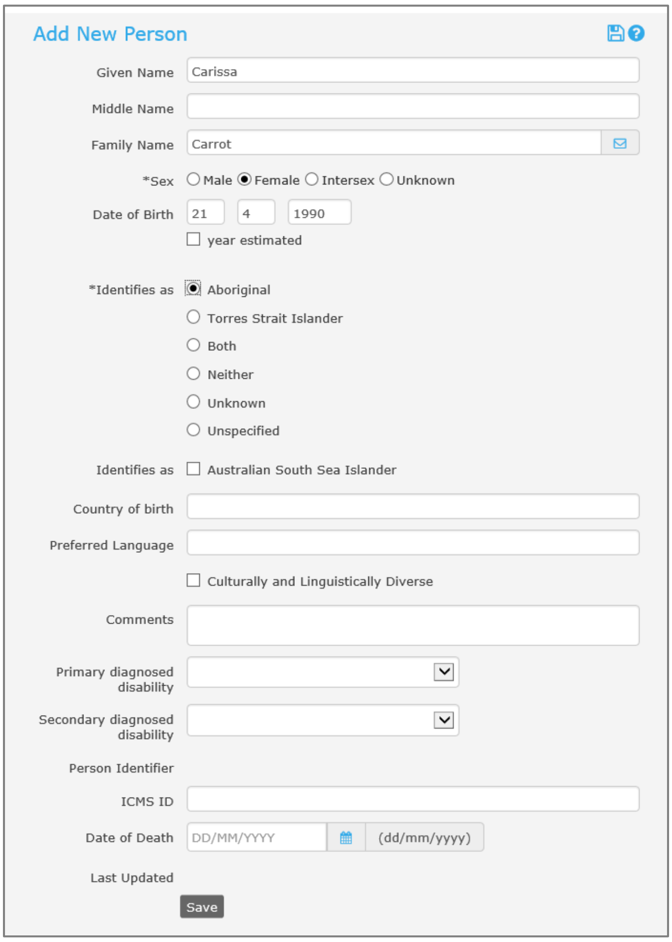
Alternatively, you could include the initial for the Given name, as below



As there were no records found, 'No matches to your search' message will be displayed.

2. Click **Add new Person** to create a record.

3. The **Add New Person** form is displayed.
Complete as much information as possible.
Sex and Indigenous status are mandatory fields (*).
If the exact date of birth is unknown, select a year only and tick the **year estimated** checkbox.



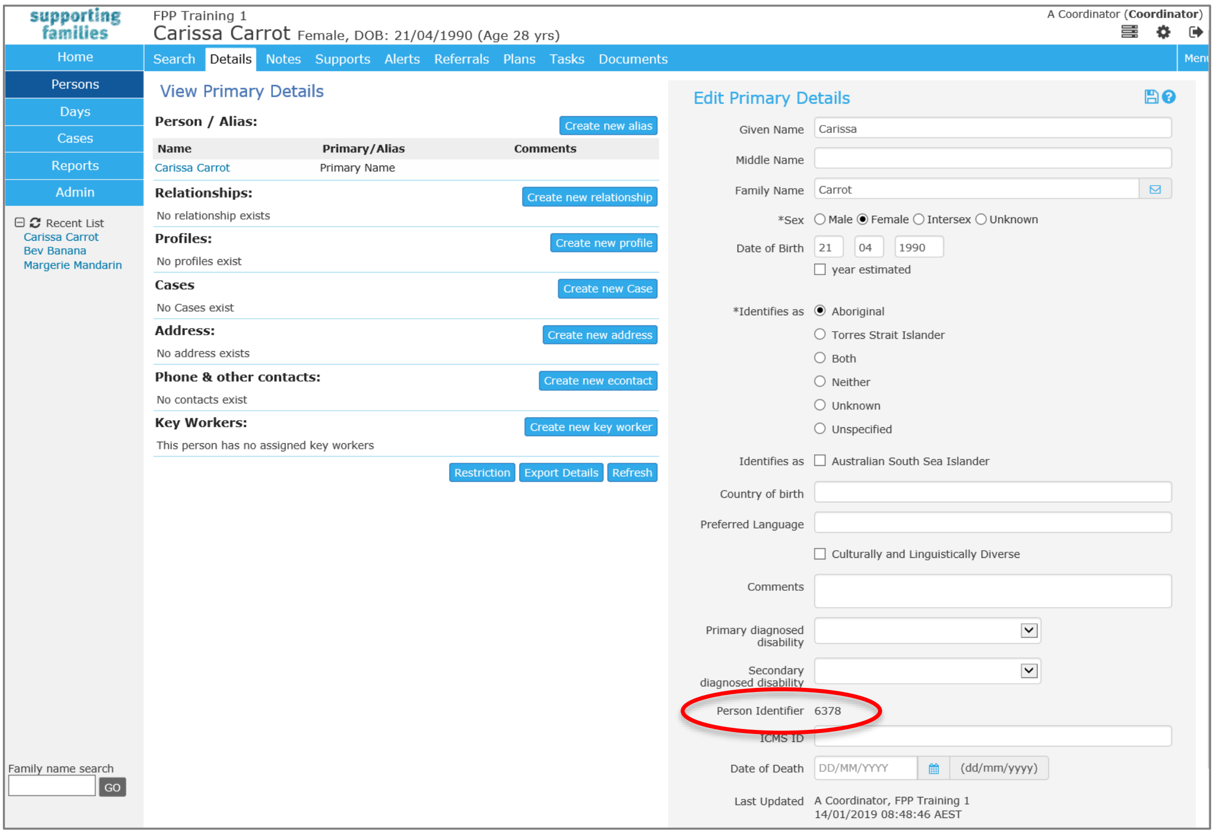
For recording *Identifies as*,

Unknown – the person does not know their status

Unspecified – the person does not wish to specify their status.

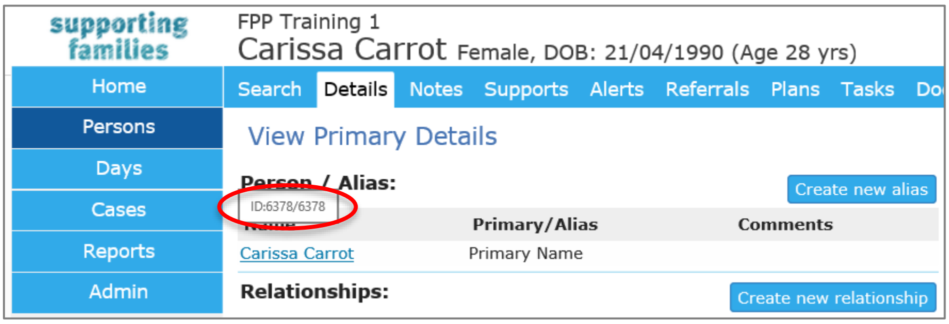
4. Select the **Save** button or select the icon in the top right of the form.

5. The **Person** record is created – the **Details** tab is the default view.



Person Identifier / Person ID :

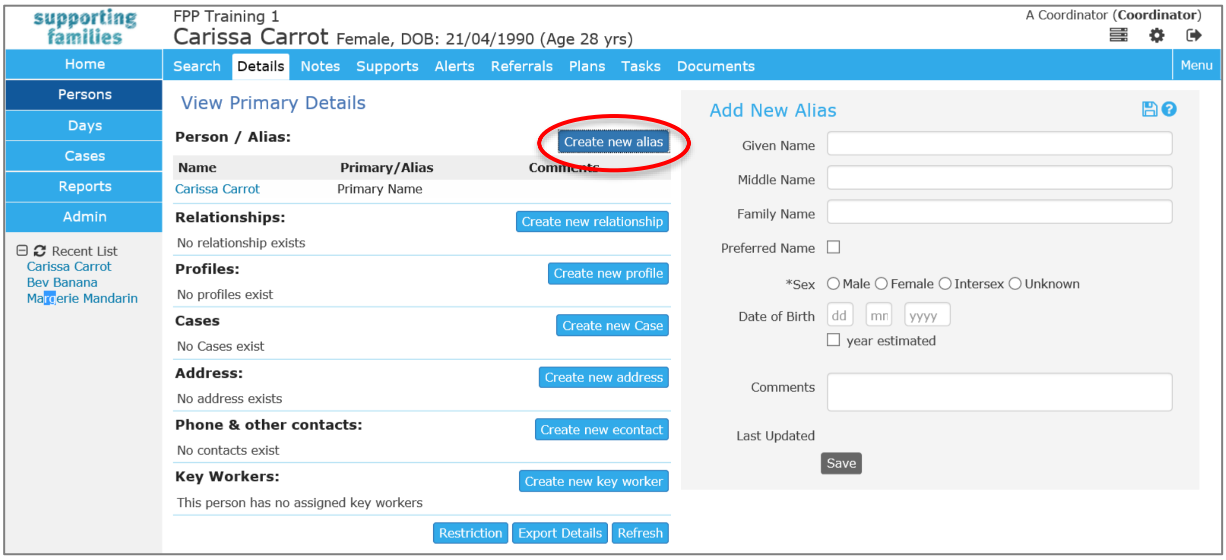
The system-generated **Person Identifier** can be found on the Edit Primary Details form, as shown above, or by hovering over the Person name on the **Details** tab, as shown below.



The following sections step though completing the segments on the **Details** tab.

3.3 Create Alias

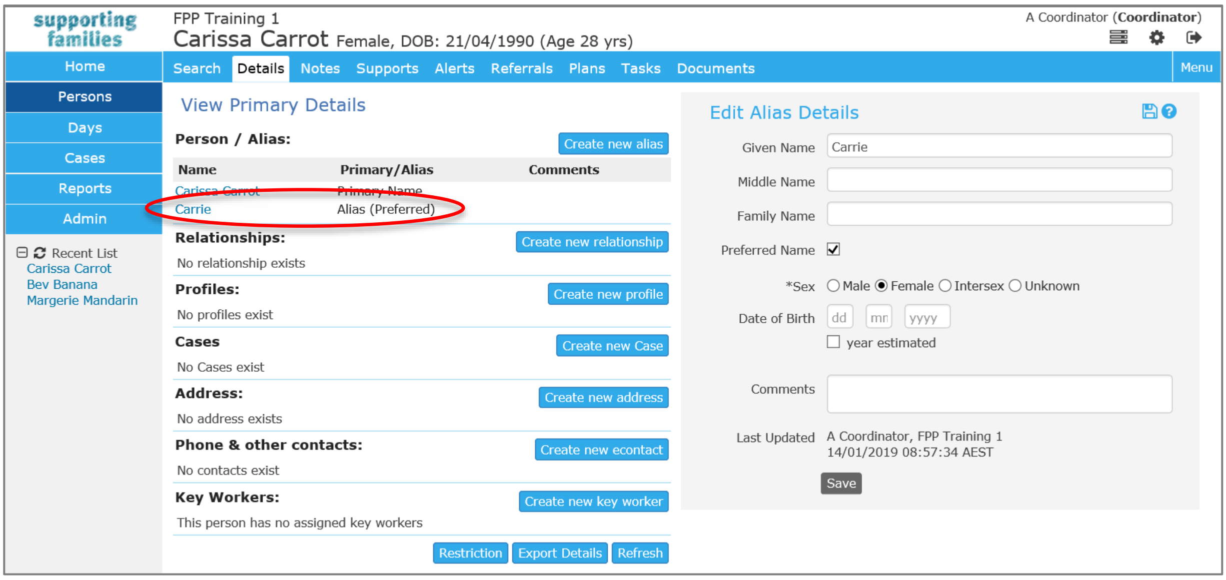
1. From the **Person** page, **Details** tab, select **Create new alias**.



2. Record relevant details in the **Add New Alias** form. Select **Save**.

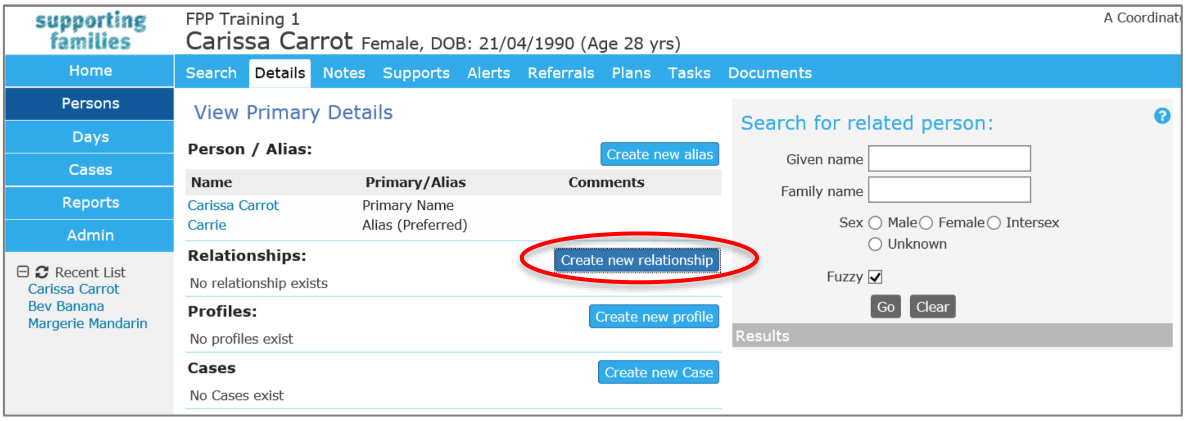
3. To modify the Alias, click on the Alias name and the **Edit Alias Details** form will display on the right hand side.

4. Update the details and select **Save.**

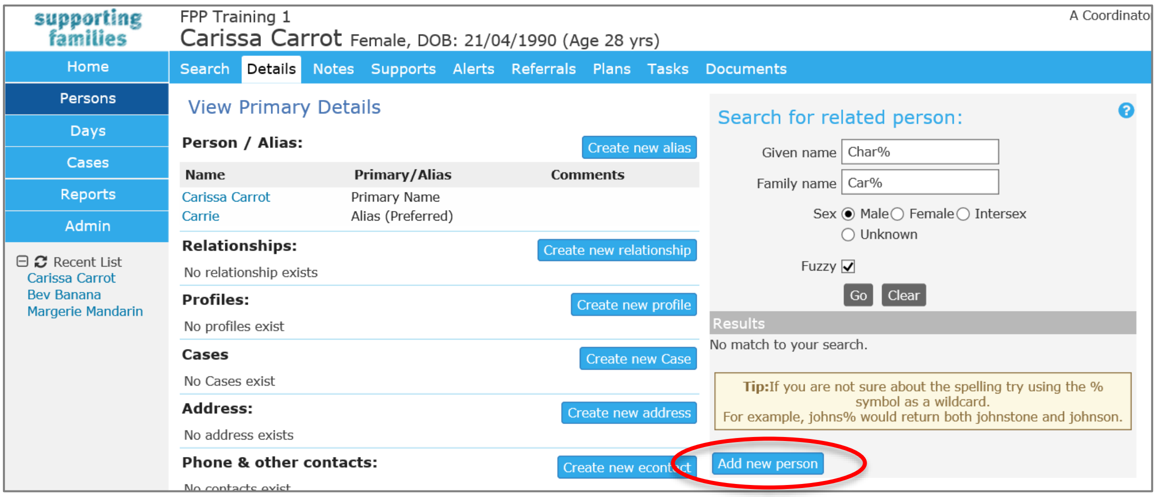


3.4 Create Relationships

1. From the **Person** page, **Details** tab, select **Create new relationship**.

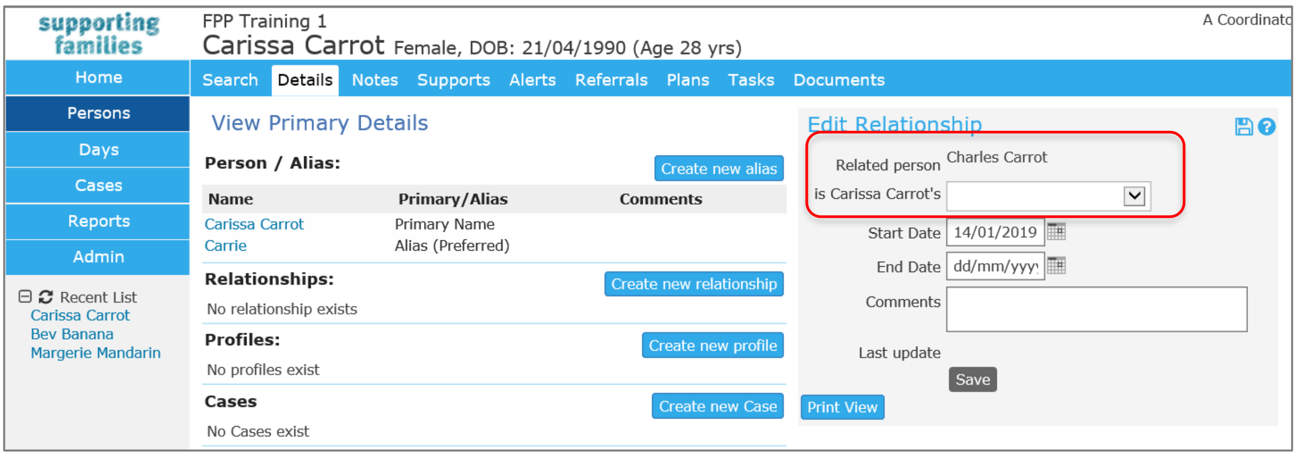


2. Search for the related person – enter details (use of wildcard is recommended). Click **Go**. If no records are found, select **Add new person.**



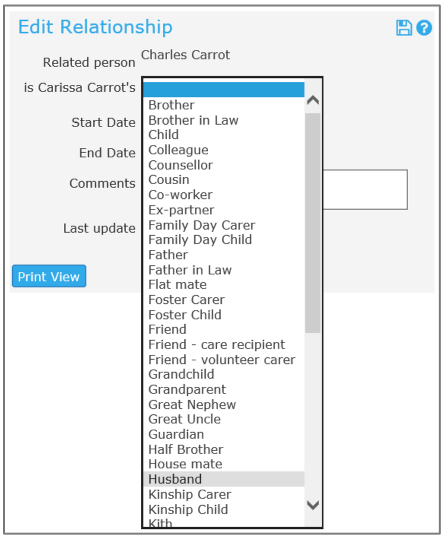
3. Complete record as outlined in the preceding section [Add a Person](#). Click **Save**.

4. The **Edit Relationship** form will display.

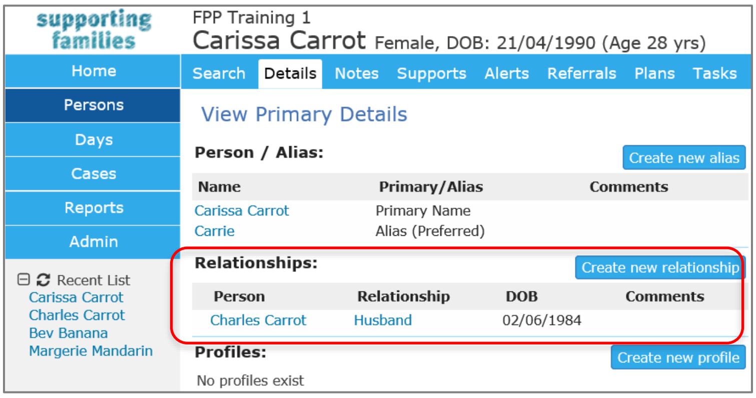


5. From the drop-down list, select the required relationship type.
In this example, Charles Carrot is Carissa Carrot's *Husband*.
Select **Save**.

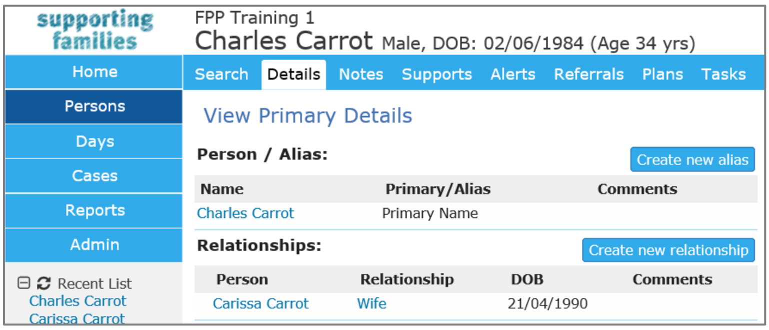
<u>**Note**</u>: the start date for a relationship defaults to today's date – this can be left as is or modified to reflect Date of Birth or it could be the start date of care (e.g. foster care).



6. The relationship is now shown on the Person's **Details** tab.

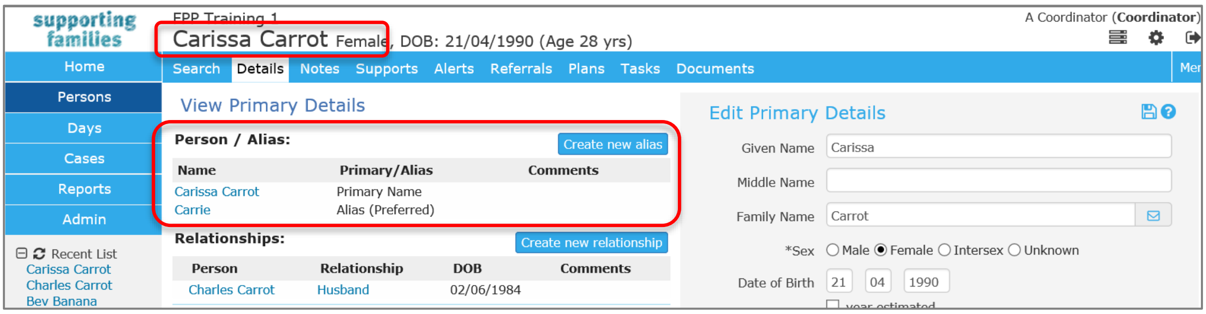


You can access Charles Carrot's **Person** record by clicking on his name.
Carissa is displayed in the **Relationships** on his record. .



If you click the relationship value displayed, the **Edit Relationship** screen opens if you need to edit / update.

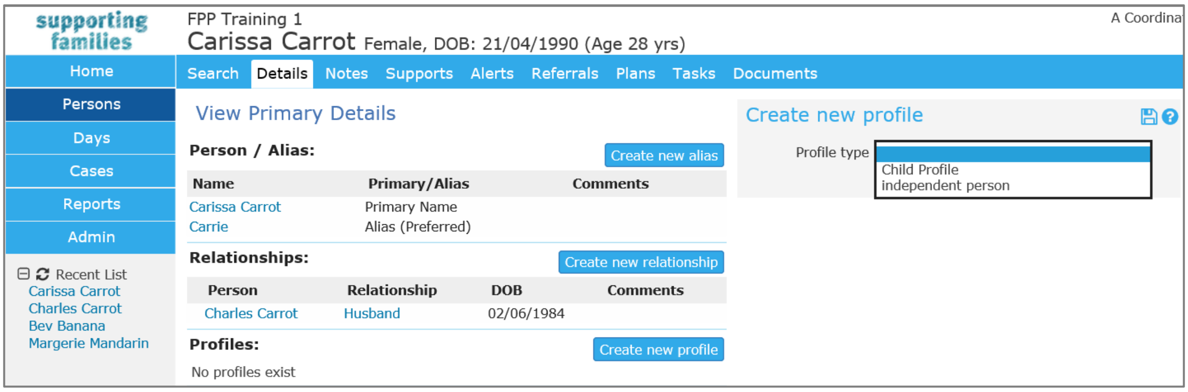
Note : The **Person** record you have open is the name shown in the top section of your screen, above the tabs. The Primary Details for that Person displays on the right of your screen.



3.5 Create Profile

There are two Profiles available – click the drop-down arrow:

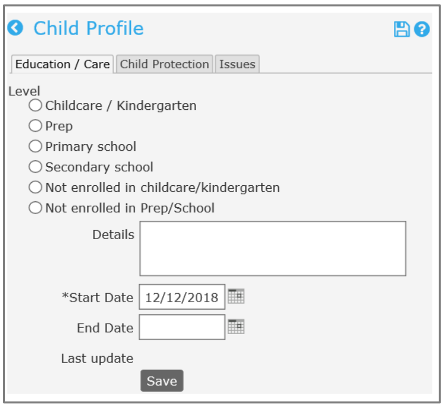
- **Child Profile** and
- **independent person**.



3.5.1 Child Profile

The use of **Child Profile** is entirely at the discretion of service providers – please refer to procedures required by your service.

These records are <u>not</u> included in any departmental reporting.



3.5.2 independent person

The **independent person** Profile is used when:

a) your service receives a request/referral from Child Safety *to identify an independent person* (in relation to a family matter) and

b) when your service/staff member *is engaged as the independent person*.

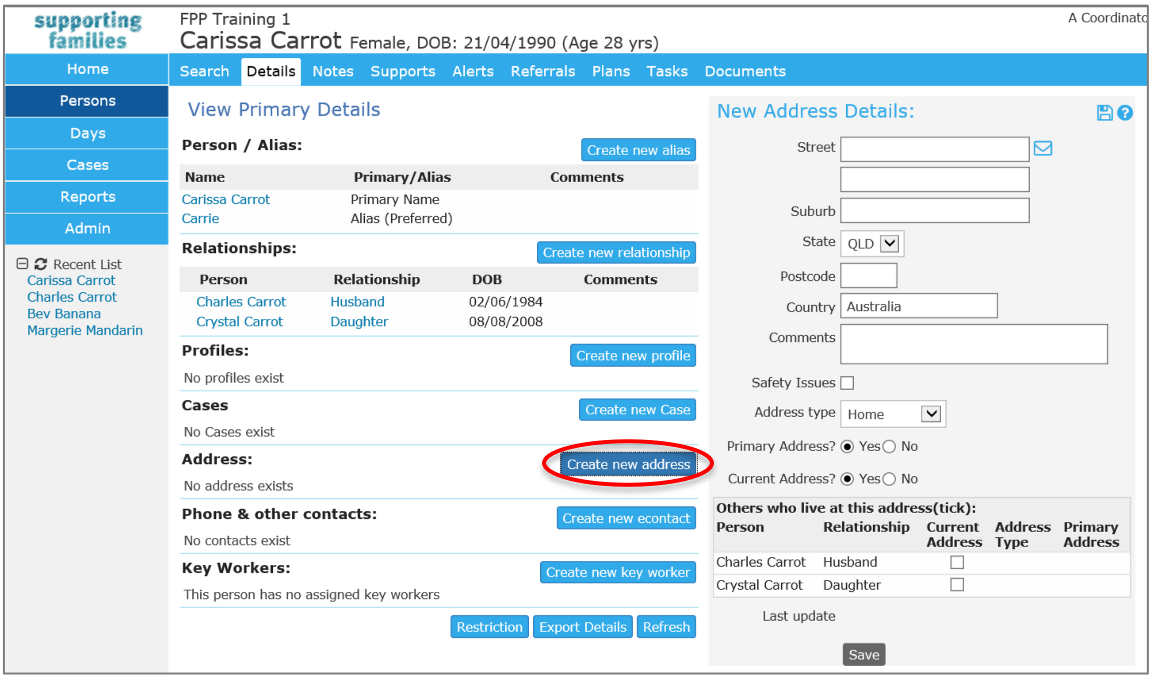
For details about using this Profile, refer to **Section 4** of this Manual.

3.6 Record Address

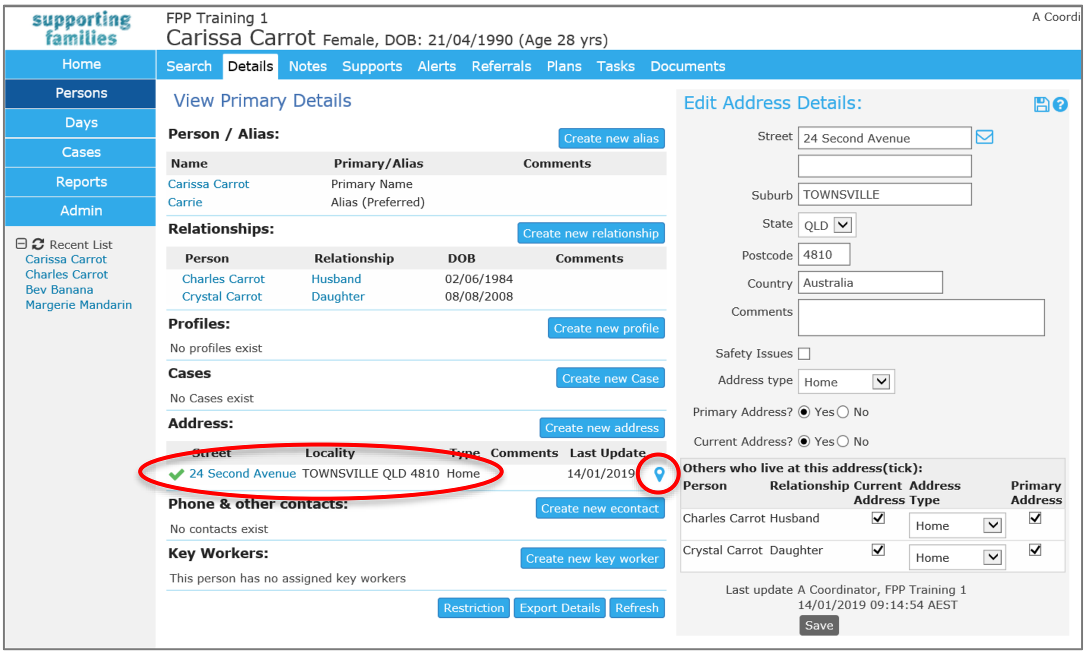
Multiple current addresses (such as home, postal or respite) can be recorded for a Person. However, at any one time, a Person can only have one Primary address.

A single address can be associated with multiple related persons.

1. Select **Create New Address.** The **New Address Details** form will appear to the right of screen.



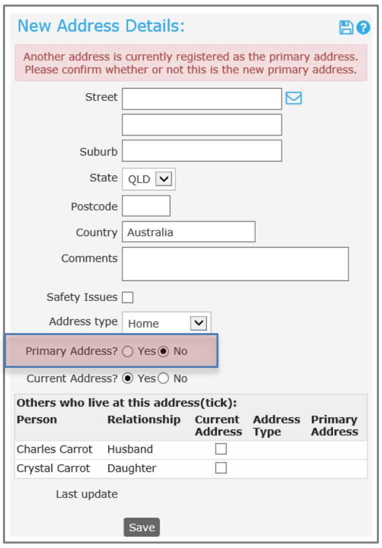
2. Record the address, including **Street**, **Suburb** and **Postcode**.
3. Select the **Address type**.
4. Update the **Primary** and **Current** address status (Yes/No) as relevant for that Address type.
5. The address can be recorded, where relevant, to related persons by ticking the checkbox, in the **Others who live at this address** box.
6. Select **Save.** The **Primary** address is indicated by the green tick.



7. To edit the address, select the address blue text - the Edit Address Details page will open. To view address in Google maps, select the  icon.

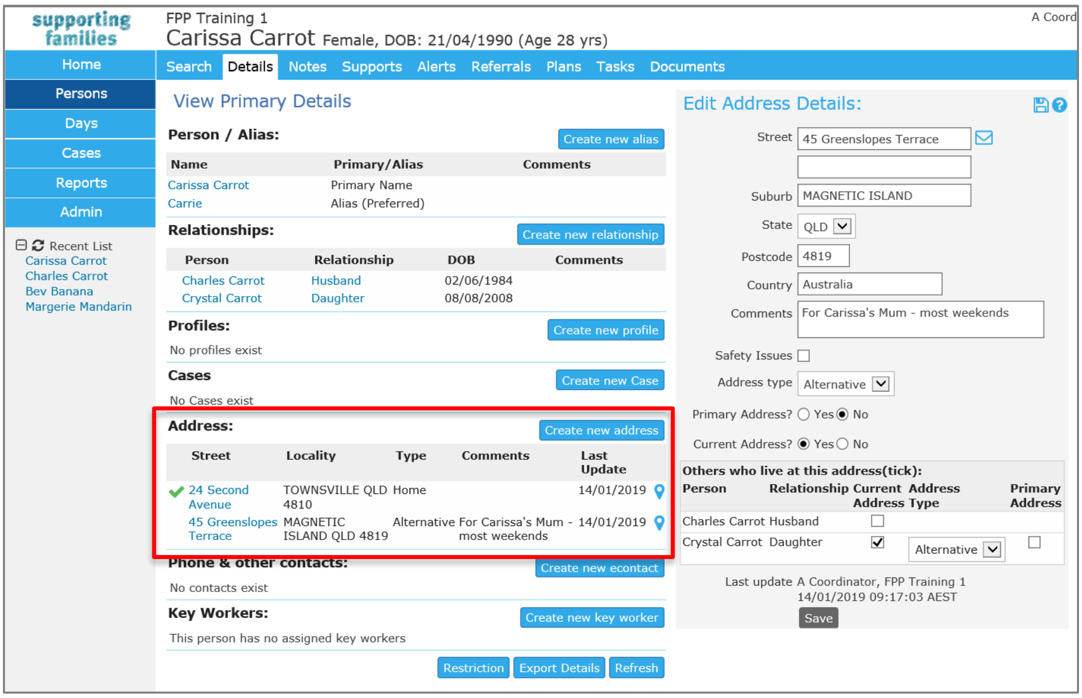
Additional Notes:

- When you start typing the Suburb, a list of possible options will appear.
- When you select the **State**, the **Postcode** will be populated automatically, assuming the **Suburb** is recognised. In the case where a suburb has multiple postcodes, the post code will need to be manually entered.
- When a **Primary Address** has been recorded (it displays with a green tick beside it) and you click on **Create new address** to record additional address types, a warning will show on the New Address Details form, as below.

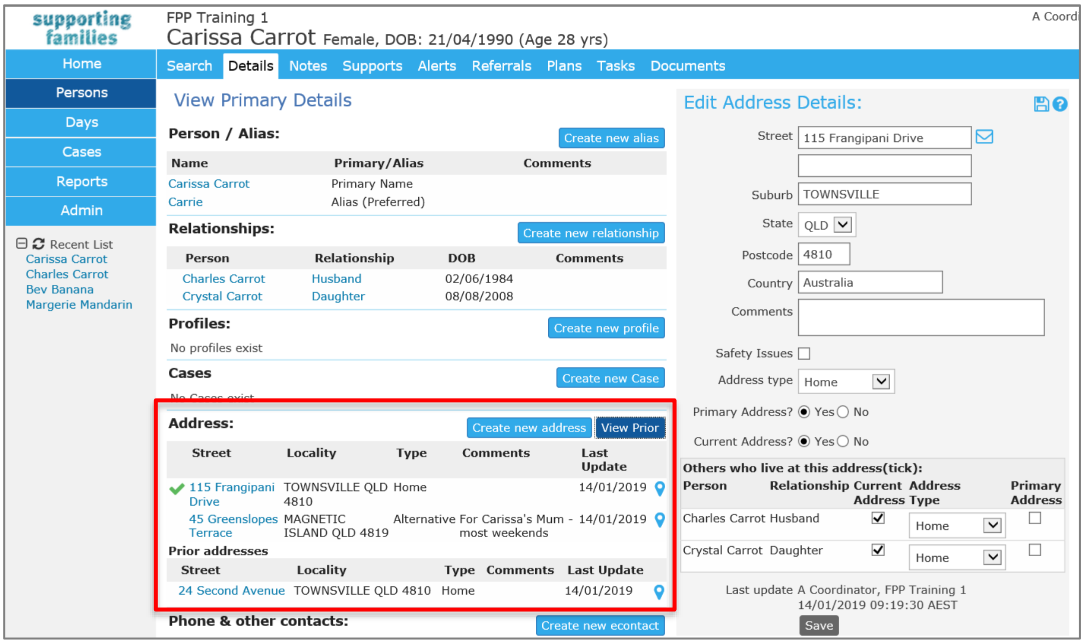


Simply record the required information, noting that this will not be the Primary Address for that Person. Click **Save**.

The **Details** tab will display as follows :



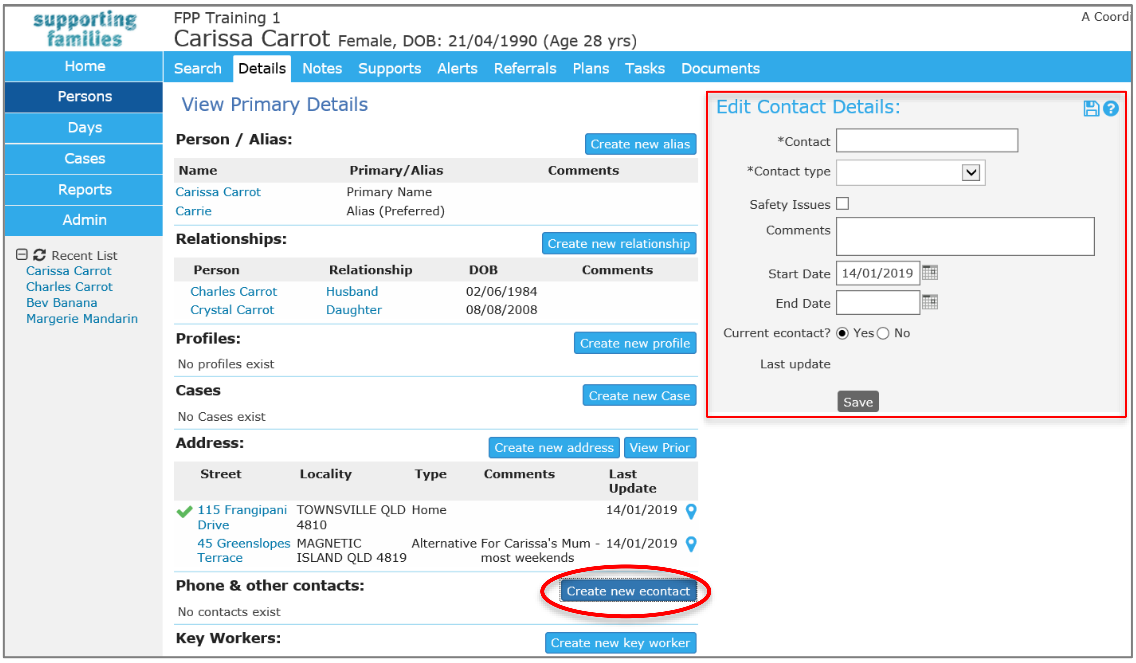
When a family moves, simply mark that address as **Current Address? – No** and click **Save**. It will be retained and display via the View Prior button, under the heading **Prior addresses**.



3.7 Create Phone & other contacts

A Person can have multiple electronic contact records such as phone, email, fax and mobile. Other contacts such as an emergency contact or workers at external agencies can also be associated with the person record.

1. Click **Create new econtact**. The **Edit Contact Details** form will appear on the right of screen.



2. In the **Contact** field, record the telephone number, email address etc.
3. Select a **Contact type** from the drop down menu.
   Selecting *Emergency Contact* will display a yellow alert icon against that contact.
4. If there are safety issues regarding use of a contact, by ticking the *Safety Issues* box, an orange alert icon will show against that contact.
5. Add **Comments** as relevant and useful.
6. Enter the **Start Date** by using the calendar icon.
7. If this is the current contact for the client set **Current econtact?** to Yes.
8. Select **Save**.
   To modify the Contact details, click on the Contact and the edit screen will display on the right hand side. Update the details and select **Save**.
   To cease a contact, enter an end date and **Save**. This will display in the View Prior view.

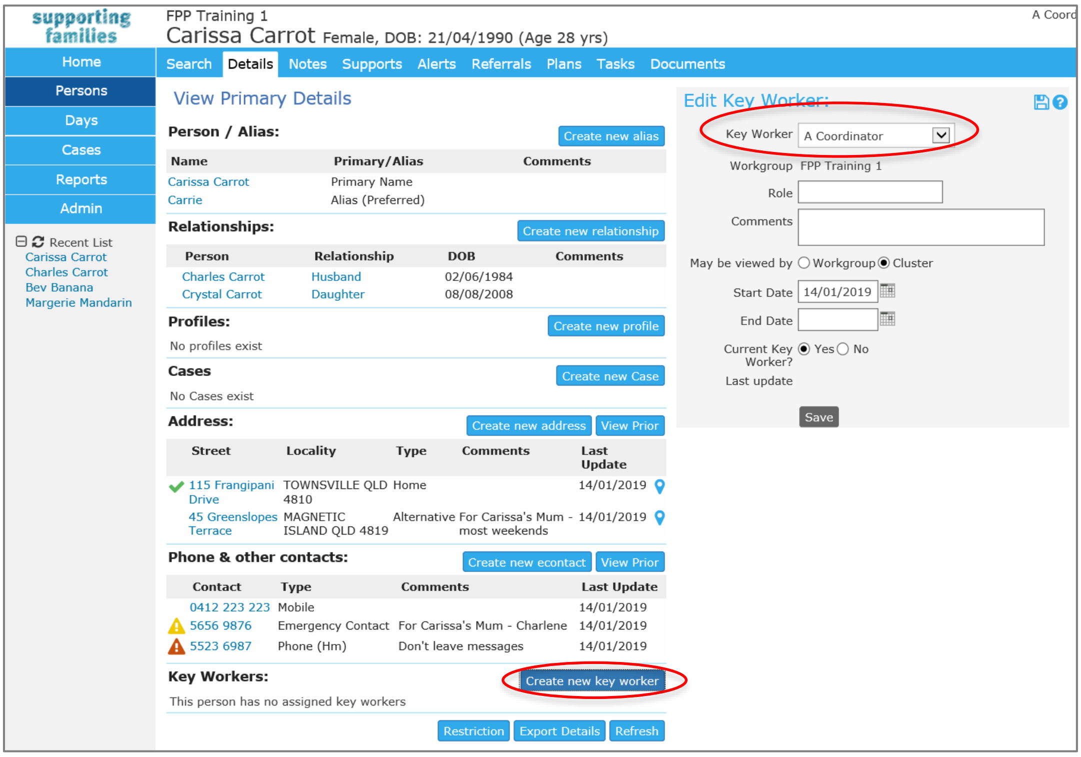
Additional Notes:

- A user with Coordinator access level is able to delete a Contact record.

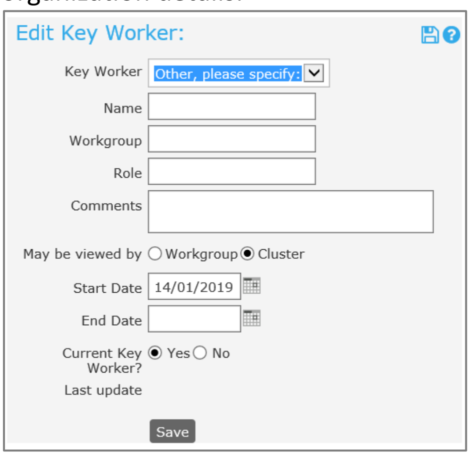
3.8 Assign Key Workers

A Person can have one or more Key Workers associated with them. Key workers can be members of your service (workgroup) and/or people from external organisations assisting the family e.g. a doctor, a counsellor. **Note**: Persons external to your workgroup, recorded as Key Workers, do not have access to ARC - their name is simply entered for information purposes only. When you create a new Key Worker, you have the option to record useful comments about the role of the key worker and his or her responsibilities.

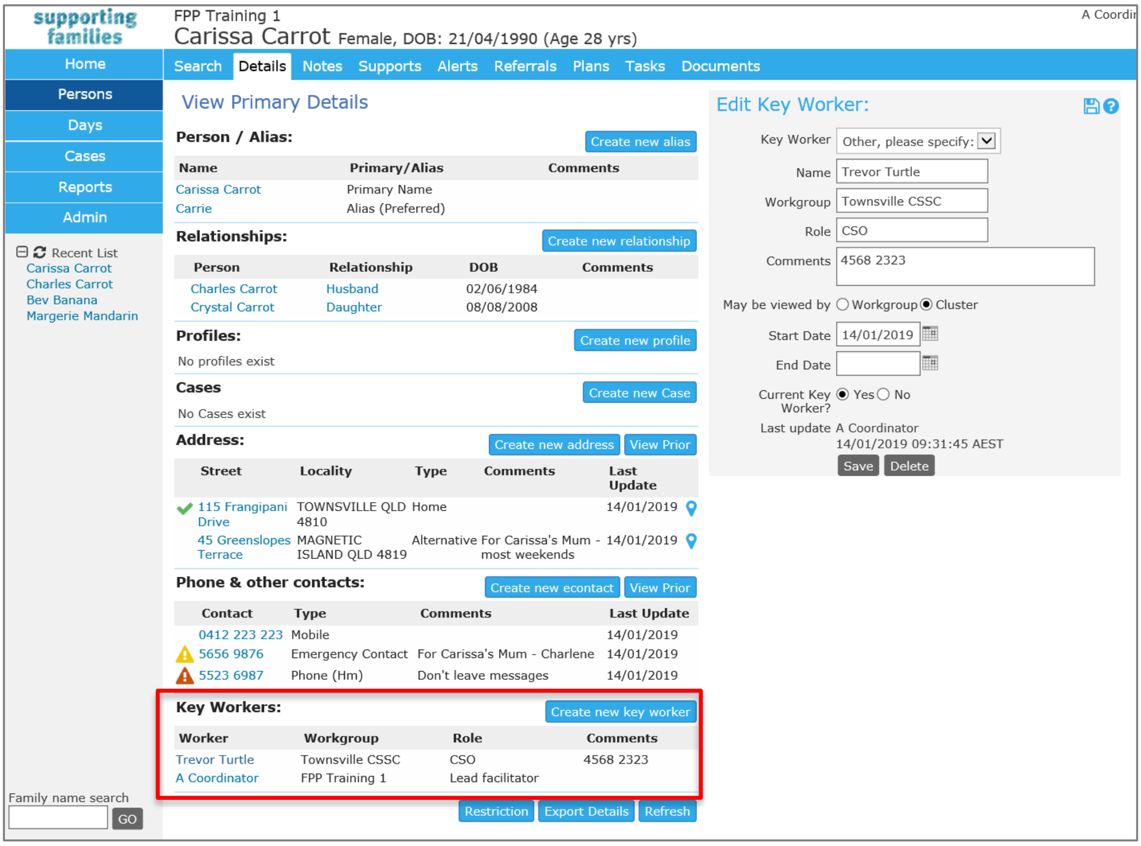
1. Select **Create new key worker.** The **Edit Key Worker** form will appear on the right of screen.
2. Select the **Key Worker** from the drop down list.



To record a key worker external to your service, select 'Other, please specify:' from the **Key Worker** list. Then enter their *Name*, for *Workgroup* – record the name of their organization and *Role*. It can be helpful to record their phone number in the *Comments* section, role and organization details.



3. Add **Role** and **Comments** as required.
4. In **May be viewed by,** select Workgroup.
   (In the current configuration of ARC, Workgroup and Cluster are one and the same.)
5. Enter the **Start Date** by using the calendar icon.
6. Set **Current Key Worker?** to Yes.
7. Select **Save**. To modify the details, click on the Key Worker name (in the Details tab) - the edit screen will display on the right hand side. Update the details and select **Save**.



To close a Key Worker, click on the record to open the Edit Key Worker form, then :

(a) Select **No** for **Current Key Worker?**

(b) Click **Save.** The **End Date** auto-populates to today's date upon Save.

TIP

Key worker (allocated on Persons > Details tab) will display on the **My List** and **Team List** tabs on the **Home** Page.

Case worker (allocated on a Case Summary) displays on the **Cases** Page.
Simply click on the **Show Filters** button to choose the worker you wish to display Cases for. You can use the other filter options to refine the displayed results.

Please refer to Section 5 for more information.

4 Using independent person profile

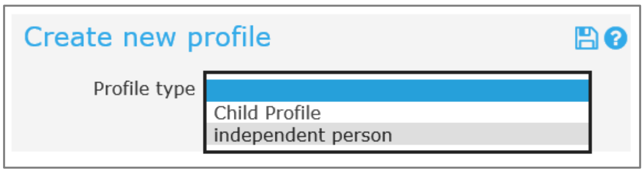
The **independent person profile** is used when:

a) your service receives a request/referral from Child Safety to identify an independent person (in relation to a family matter) and

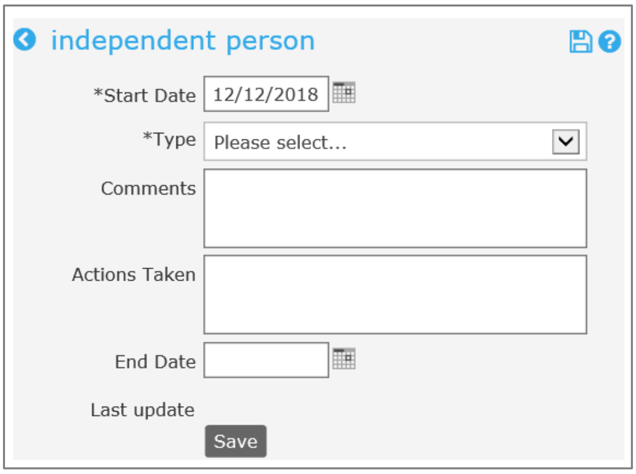
b) when your service/staff member is engaged as the independent person.

To create and manage an **independent person profile** :

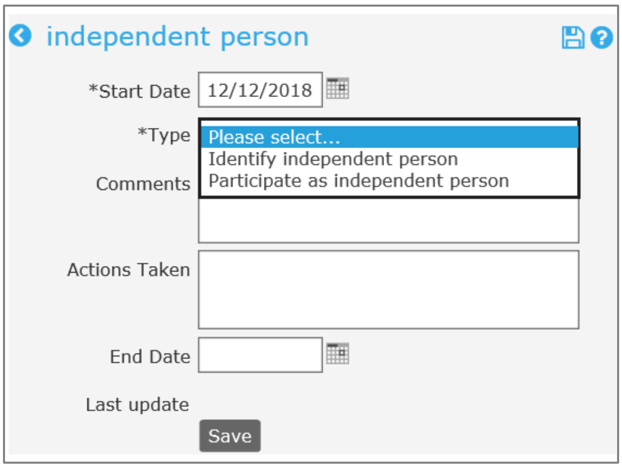
1. On **Person** records, **Details** tab, click Create new profile.
   Select the **Profile type** of *independent person* and click **Create**.



2. The independent person form will display :

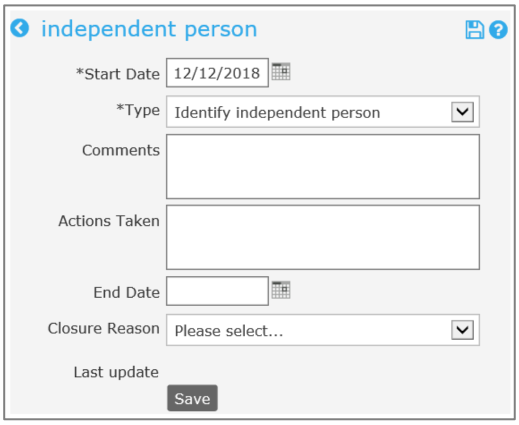


3. Select the Type of *independent person activity* :

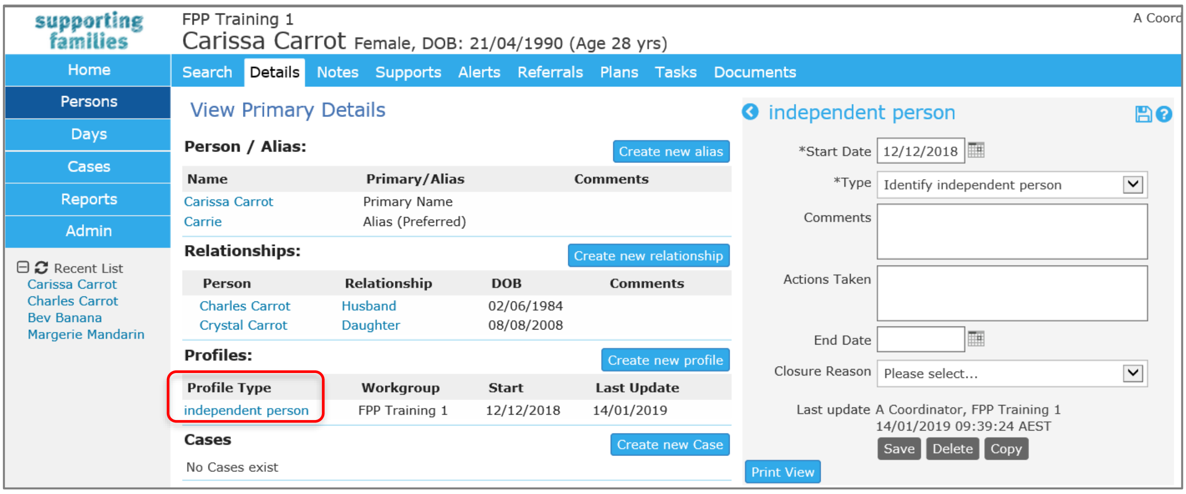


4.1 Identify independent person

1. When ***Identify independent person*** is selected, the following form will display :

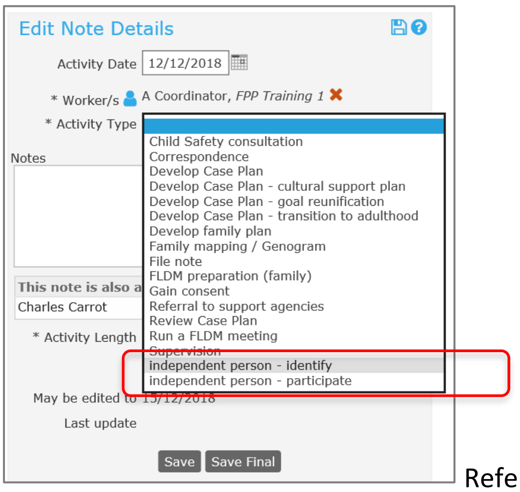


Complete Comments, click **Save**.



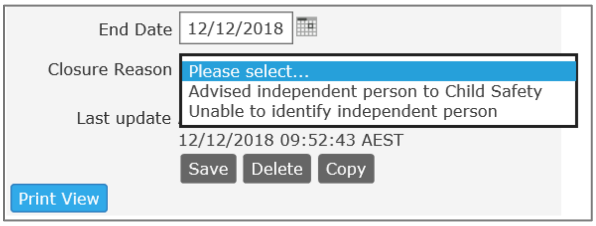
The Profile record is displayed in the **Details** tab of the Person record.

2. This form is used to recognise the key components associated with this activity.
Notes for the Person, using the **Activity Type** of *independent person – identify*, must be used to capture details and time of worker activity.

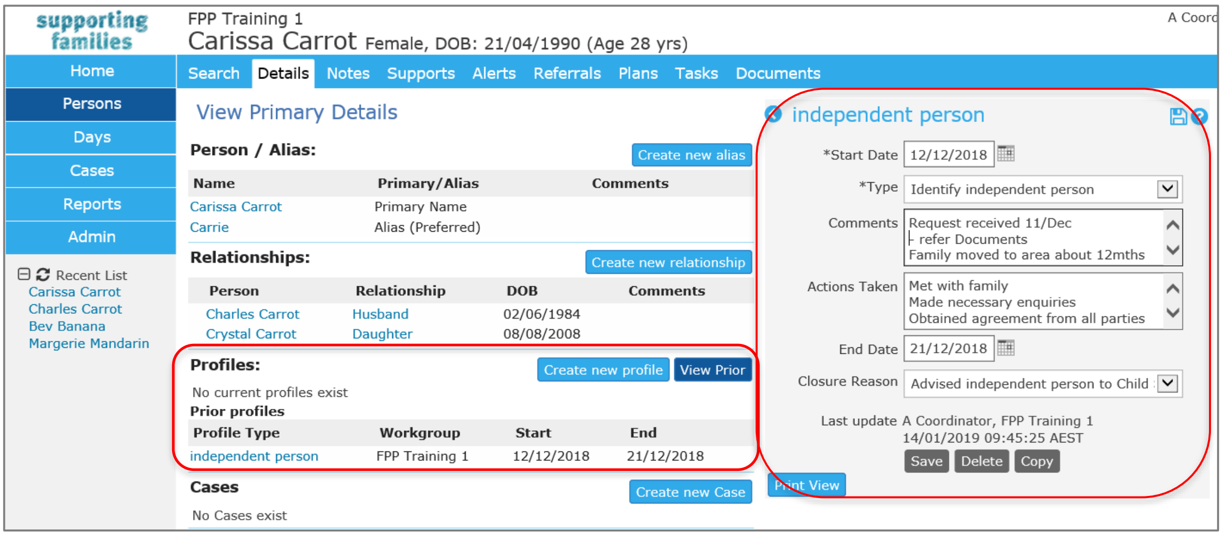


Refer Section 6 for guidance on **Notes**.

3. When the independent person activity has been completed, complete the **End Date** and select the appropriate **Closure Reason**.

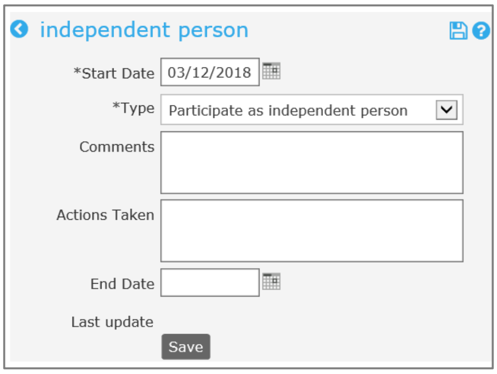


The closed Profile record is available by clicking on the View Prior button, on the **Details** tab.

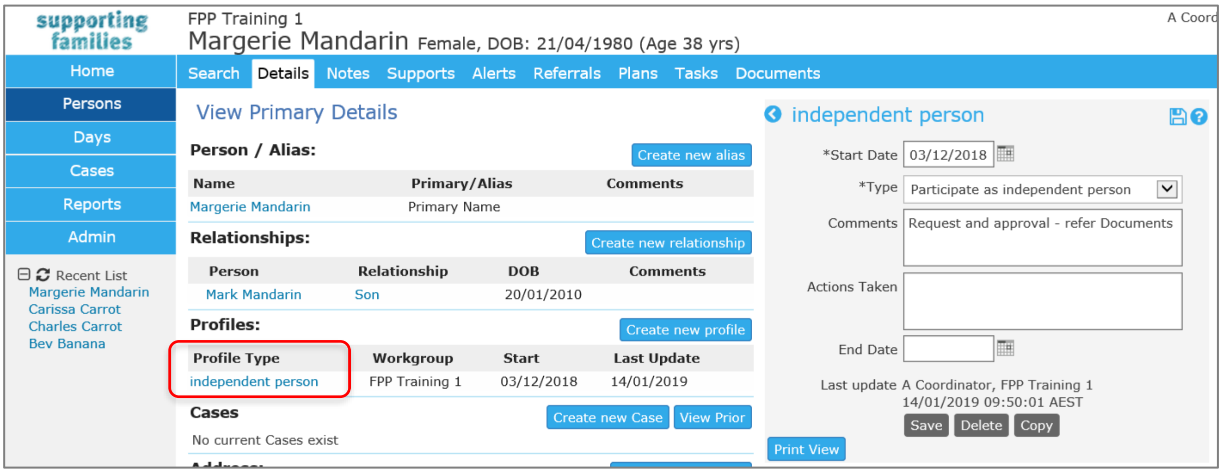


4.2 Participate as independent person

1. When ***Participate as independent person*** is selected, the following form will display :

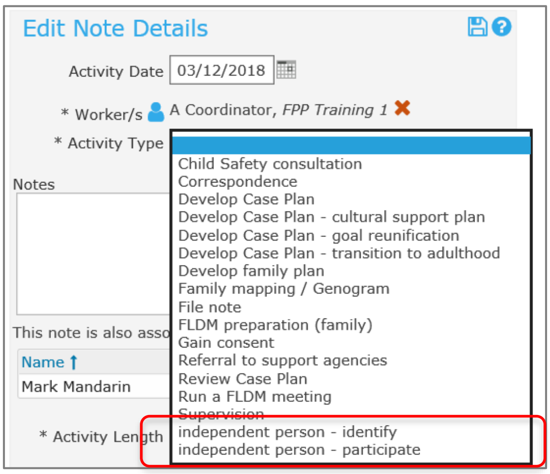


Complete Comments, click **Save**.



The Profile record is displayed in the **Details** tab of the Person record.

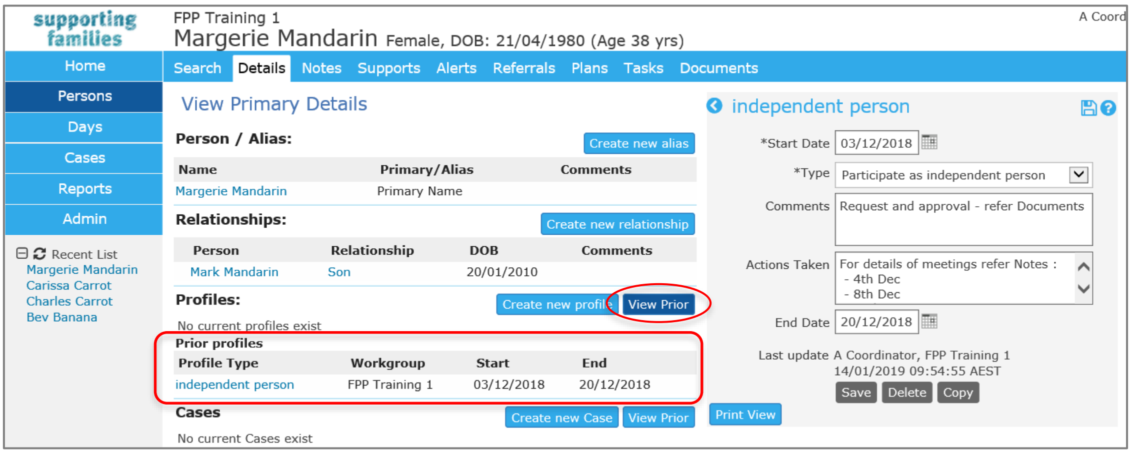
2. This form is used to recognise the key components associated with this activity.
Notes for the Person, using the **Activity Type** of *independent person – particpate*, must be used to capture details and time of worker activity.



Refer Section 6 for guidance on **Notes**.

3. When the independent person activity has been completed, record the **End Date.** Click **Save**.

The closed Profile record is available by clicking on the View Prior button, on the **Details** tab.



5 Cases / Case Summary

The **FPP Case Summary** represents the co-response referral from Child Safety.

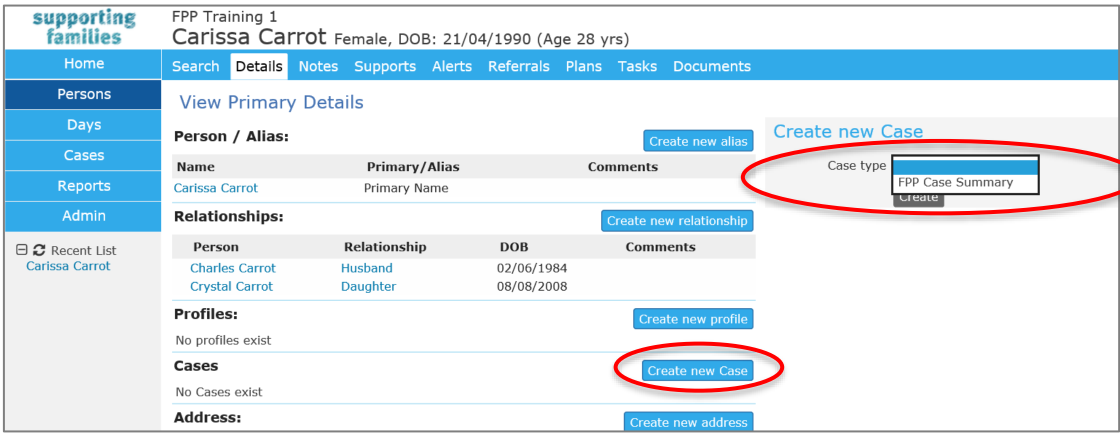
A Person can only be associated with one active Case Summary at any one time.

Case Summaries can be created in two ways:

- from the **Persons** page RECOMMENDED - outlined in Section 5.1 below
- from the **Cases** page – outlined in Section 5.2 below.

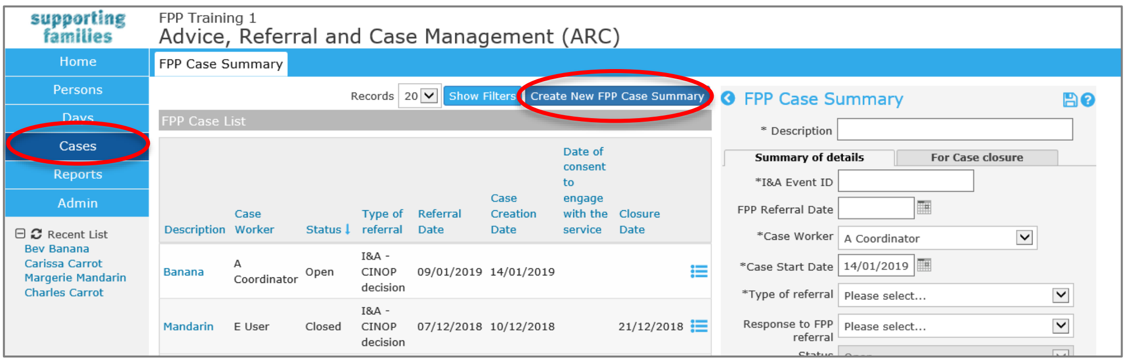
5.1 Create a Case / Case Summary from Persons page

1. From the **Persons** page, **Details** tab, select the **Create new Case** button.
2. Select **FPP Case Summary** from the ***Case type*** list. Click **Create**.
   The form will open in the right-hand side of your screen.
   Complete as outlined in Section 5.3 below



5.2 Create Case / Case Summary from the Cases page

1. From the **Cases** page, select the **Create New FPP Case Summary** button.
   The **FPP Case Summary** form will open in the right-hand side of your screen.
   Complete as outlined in Section 5.3 below – particularly Step 3, add Persons.



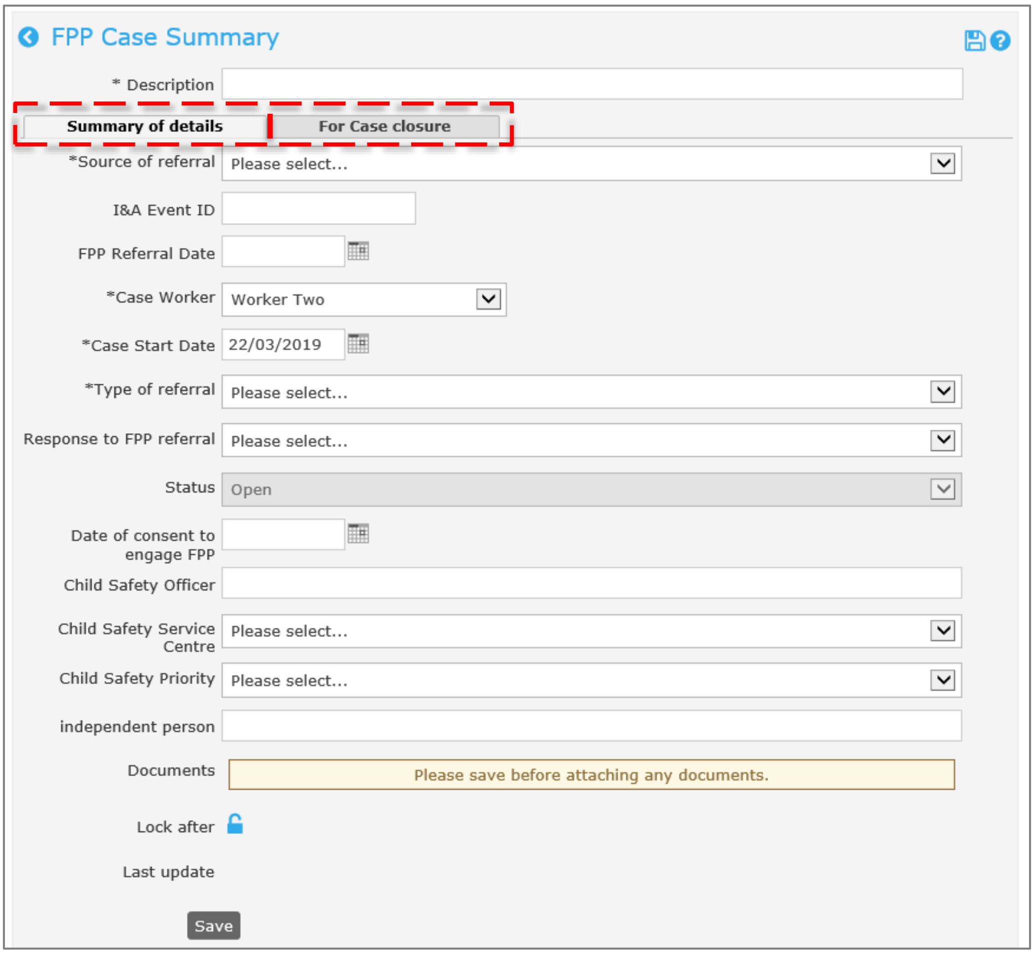
5.3 Complete FPP Case Summary details

The **FPP Case Summary** comprises **2** sub-tabs :

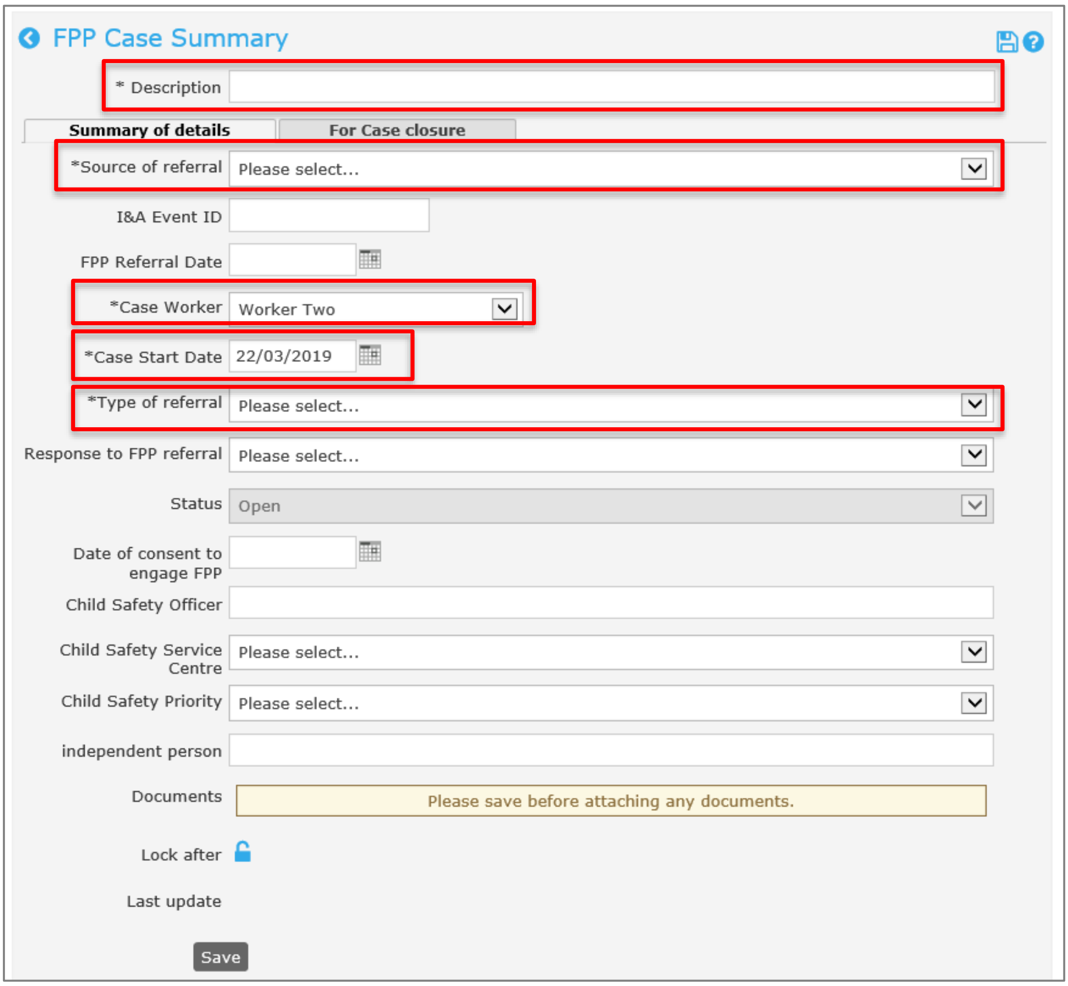
- ***Summary of details***: captures mandatory data about the referral

- ***For Case Closure*** : captures mandatory data upon completion of your work with the family.

The mandatory fields on each sub-tab are marked with an asterisk * .

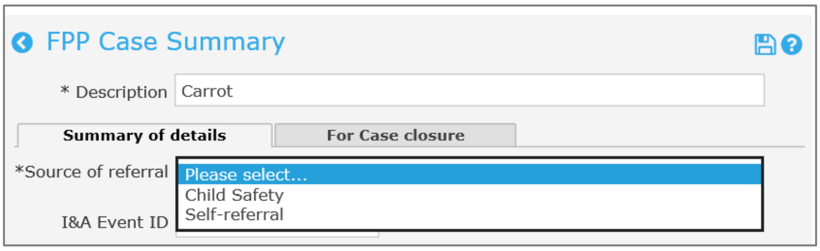


On the ***Summary of details*** sub-tab, there are mandatory* fields to be completed in order to save / create the **FPP Case Summary**.



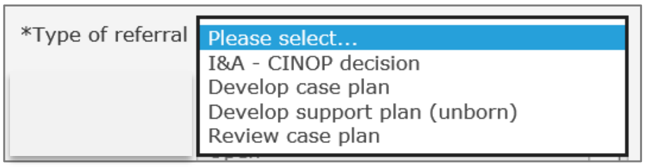
1. Complete the following fields :

- ***Description** : title for the Case Summary – this protocol is determined by your service
- ***Source of referral** : select *Child Safety* or *Self-referral*



- **FPP Referral Date** : the date the referral was received by your service
- ***Case Worker** : the worker assigned to leading the work for this referral. This auto-populates to the worker creating the record. Simply use the drop-down arrow to select another worker within your service
- ***Case Start Date** : is the date the **FPP Case Summary** is created – this field auto-populates to todays' date (can be backdated)

- ***Type of referral** : select the type of referral from the drop-down list

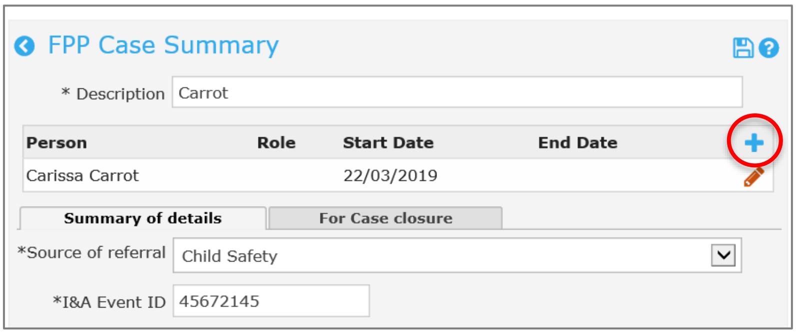


When the **Source of referral** is Child Safety, the following mandatory fields will appear:

- ***I&A Event ID** : the reference number on the referral received from Child Safety
  For *Self referrals*, this field is to be left blank.
- ***Child Safety Service Centre** : select the value from the drop-down list.

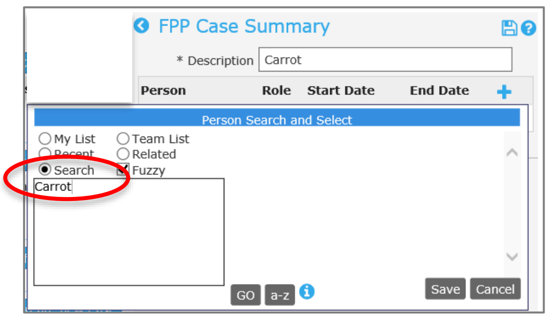
2. Select **Save**.

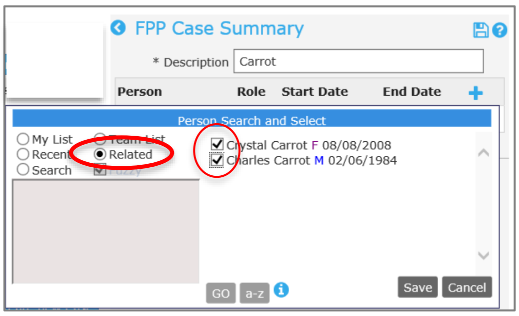
3. Attach the relevant **Persons** to the **Case Summary** by clicking the icon at the top of the form.



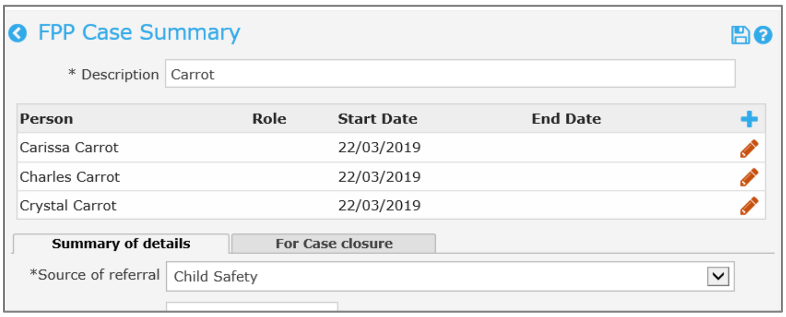
4. This will open the **Person Search and Select** pop up box.
   Select the **Search** radio button, enter the client name in the white box, click **Go**.
   Note: If you *Create new Case Summary* from the **Person** page, **Details** tab, you can use the **Related** button to identify relevant family members participating in the Case.

   Select Persons to attach to the FPP Case Summary by ticking their checkbox and click **Save**.

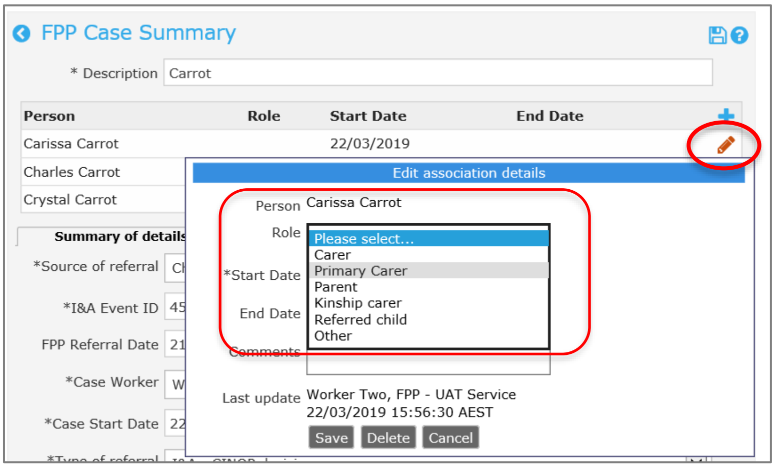




All relevant Persons are now attached to the **FPP Case Summary**.

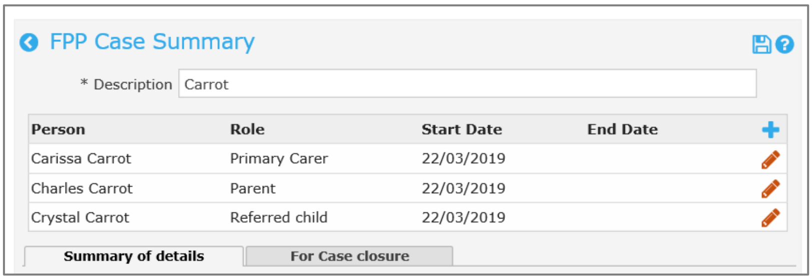


5. Click on the red crayon to assign a **Role** for each Person. Click **Save**. Complete for all Persons in the Case.

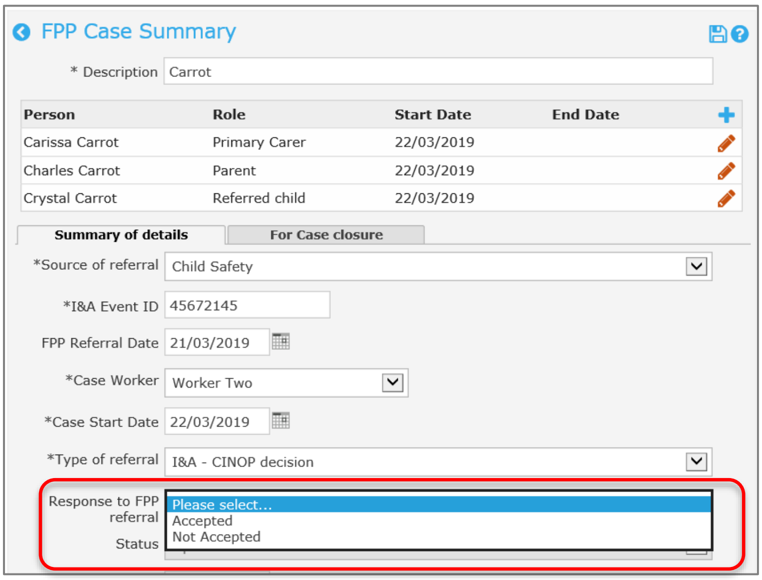


The **Start Date** reflected in the *Person* section defaults to today's date.
It can be manually changed to align with the **Case Creation Date** (if this is set to a date other than today's date) by using the red crayon icon for each Person.

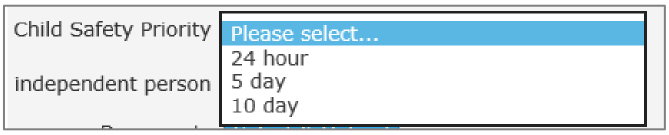
The **Person** section will display as follows :



6. Complete the **Response to FPP Referral** field, in accordance with the procedures for your service.



7. Complete the **Child Safety Priority** field of details as advised on the received referral.



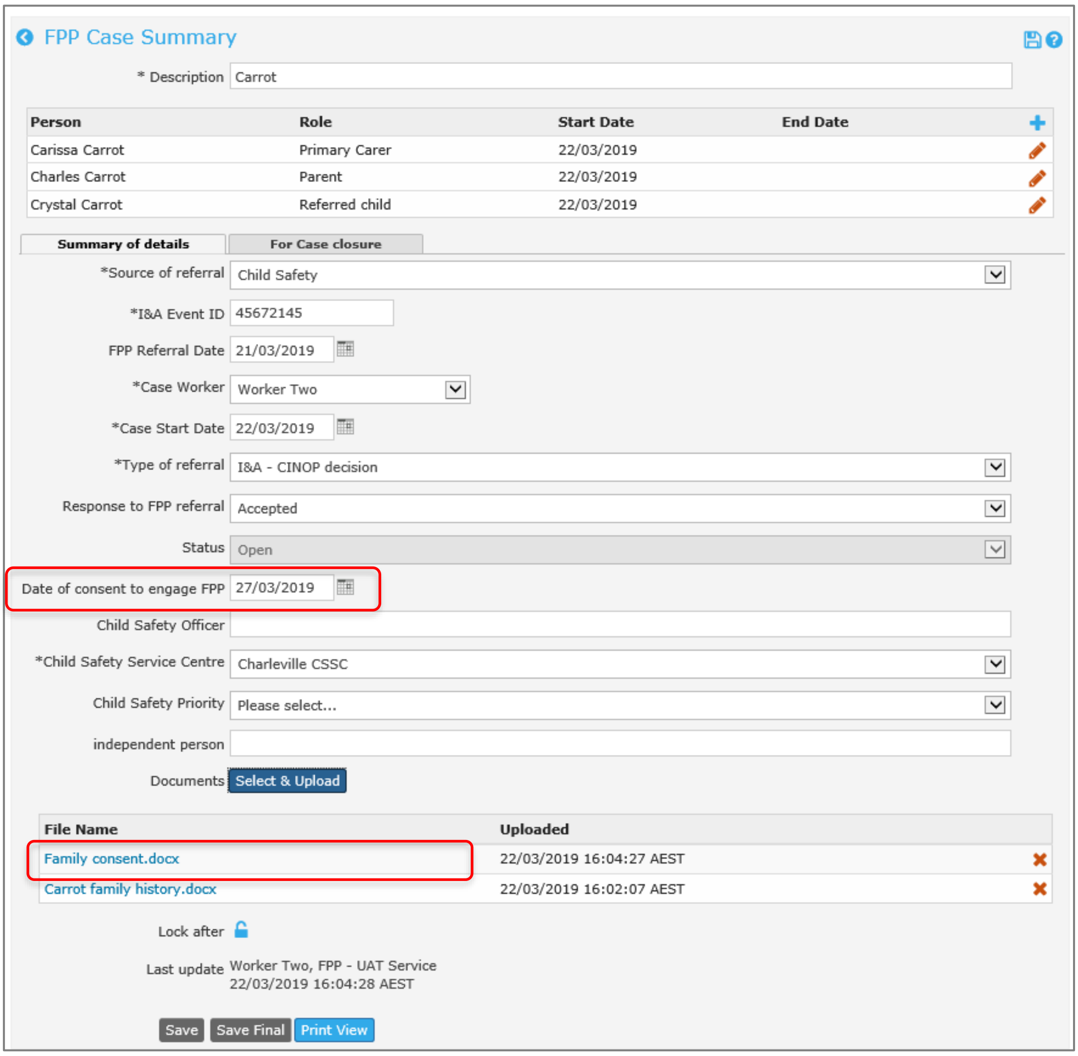
8. In accordance with the procedures of your service, relevant documents can be uploaded to by clicking  .

..as an example

The ***Summary of details*** sub-tab of the ***FPP Case Summary*** is now completed with the available information.

9. When the family has been contacted and consent to engage with your service, complete the **Date of consent to engage FPP** field.
   This is reflected in the reporting for your service.

   A copy of the consent form can also be attached to the Case Summary.


FPP Case Summary
* Description Carrot
Person Role Start Date End Date
Carissa Carrot Primary Carer 22/03/2019
Charles Carrot Parent 22/03/2019
Crystal Carrot Referred child 22/03/2019
Summary of details
For Case closure
*Source of referral Child Safety
*I&A Event ID 45672145
FPP Referral Date 21/03/2019
*Case Worker Worker Two
*Case Start Date 22/03/2019
*Type of referral I&A - CINOP decision
Response to FPP referral Accepted
Status Open
Date of consent to engage FPP 27/03/2019
Child Safety Officer
*Child Safety Service Centre Charleville CSSC
Child Safety Priority Please select...
independent person
Documents Select & Upload
File Name Uploaded
Family consent.docx 22/03/2019 16:04:27 AEST
Carrot family history.docx 22/03/2019 16:02:07 AEST
Lock after
Last update Worker Two, FPP - UAT Service
22/03/2019 16:04:28 AEST
Save
Save Final
Print View

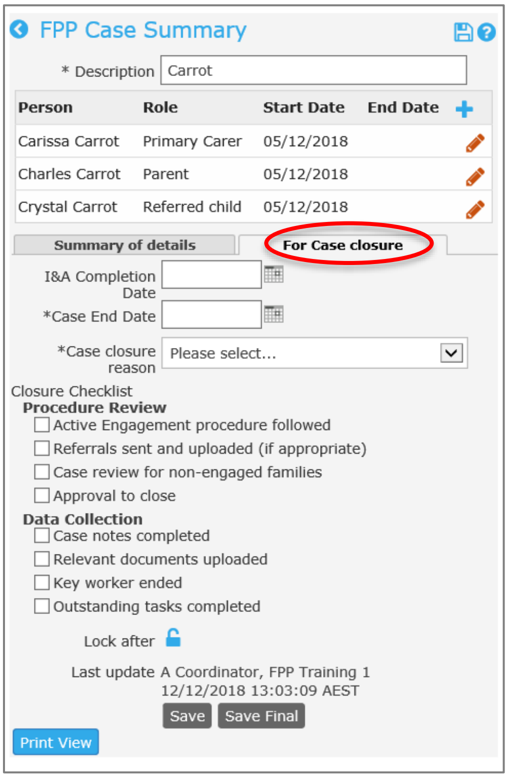
5.4 Close an FPP Case Summary

The accurate closure of the **FPP Case Summary** is very important for reporting for your service.
Closing a Case Summary means you have finished working with the family.

Complete the following steps to close an **FPP Case Summary** :

1. Open the **FPP Case Summary** by :
   a) selecting it from the **Details** tab (on the **Persons** page) or
   b) from the list displayed on the **Cases** page.

2. Open the **For Case closure** sub-tab.

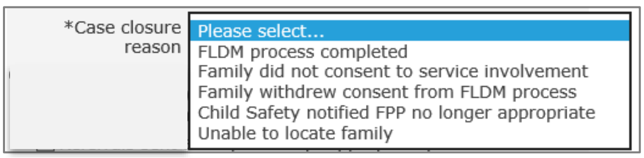


The options available here depend on the **Response to FPP referral** recorded on the ***Summary*** sub-tab.

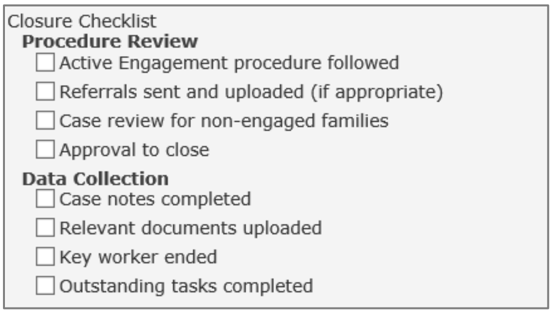
3. If the Response is **Accepted**,
   - record the **I&A Completion Date,** if it is known
   - record the **Case End Date**

   This updates the **End Date** for each Person in the Case Summary.
   This **End Date** displays against the **Case Summary** on their **Persons** page, **Details** tab.
   NOTE : If the End Date is changed after the initial Save, you will need to manually change the End Date (in the Person display at the top of the form) by clicking the red crayon.

4. Select the appropriate ***Case closure reason** :

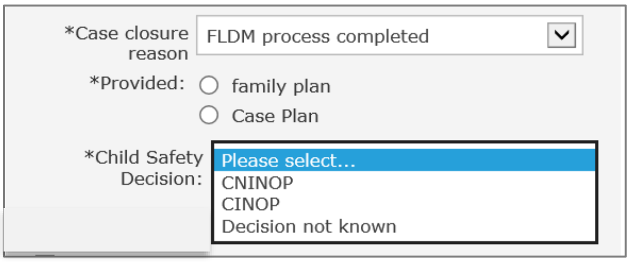


5. Complete the **Closure checklist** - it is anticipated this will be integrated with practices established within your service.

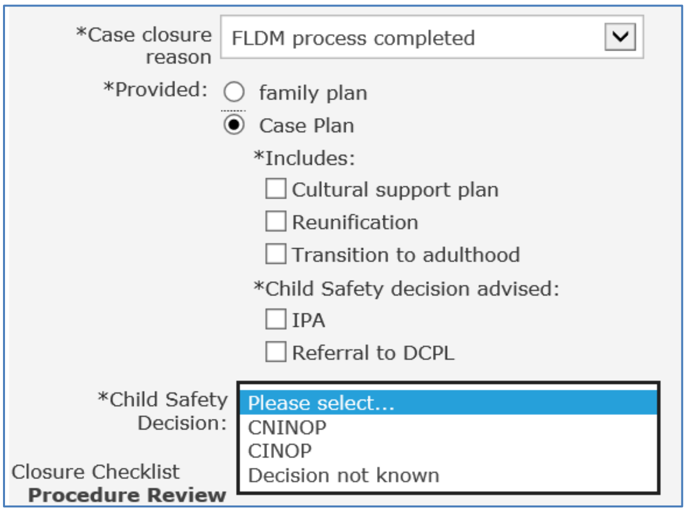

Closure Checklist
Procedure Review
☐ Active Engagement procedure followed
☐ Referrals sent and uploaded (if appropriate)
☐ Case review for non-engaged families
☐ Approval to close
Data Collection
☐ Case notes completed
☐ Relevant documents uploaded
☐ Key worker ended
☐ Outstanding tasks completed

6. Select **Save.**

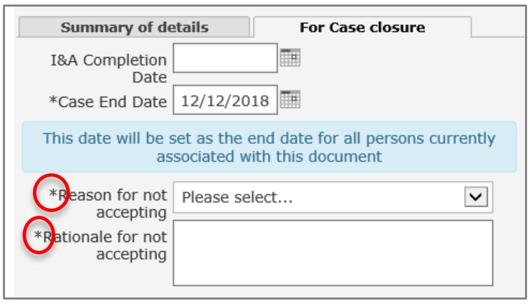
Where the **Type of referral** = *I&A – CINOP decision* and the **Case closure reason** = *FLDM process completed*, additional mandatory fields are displayed to provide for the capture of relevant data.


*Case closure reason: FLDM process completed
*Provided: ○ family plan ○ Case Plan
*Child Safety Decision: Please select... / CNINOP / CINOP / Decision not known

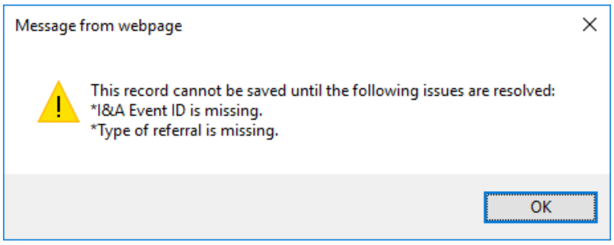
Where a *Case Plan* has been provided, the following fields will display:

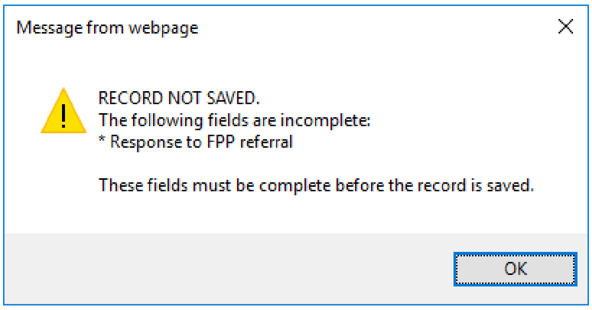

*Case closure reason: FLDM process completed
*Provided: ○ family plan ◉ Case Plan
*Includes:
☐ Cultural support plan
☐ Reunification
☐ Transition to adulthood
*Child Safety decision advised:
☐ IPA
☐ Referral to DCPL
*Child Safety Decision: Please select... / CNINOP / CINOP / Decision not known
Closure Checklist
Procedure Review

7. If the ***Response to FPP referral*** (on the **Summary of details** sub-tab) is **Not Accepted**,
   - record the **Case End Date**
   - complete the ***** mandatory fields displayed.



To promote data integrity, there are a number of validation messages which may appear :



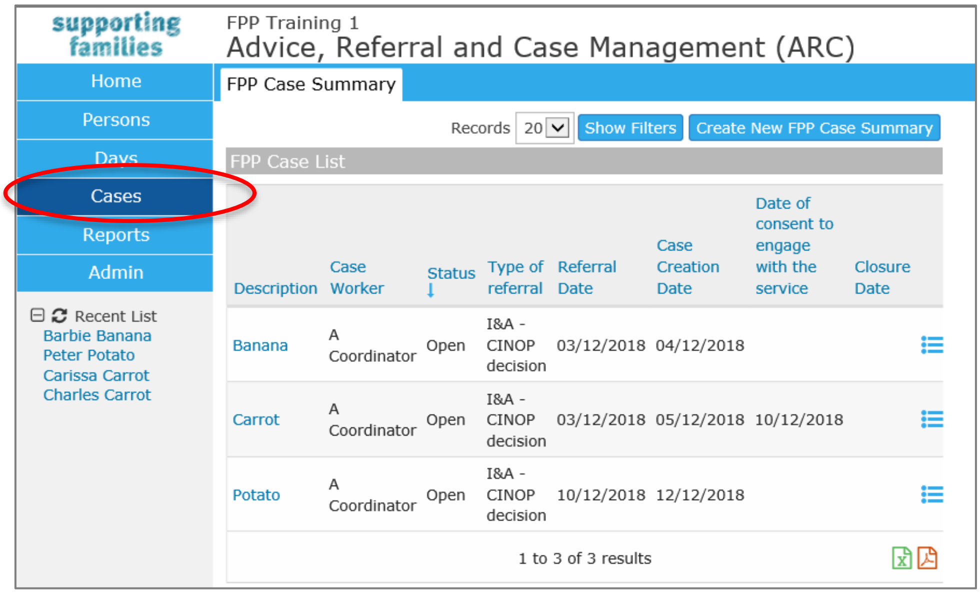


The following tasks are <u>also required to be completed upon Closure</u> :

- Close Key Worker – refer to the section Close Key Worker

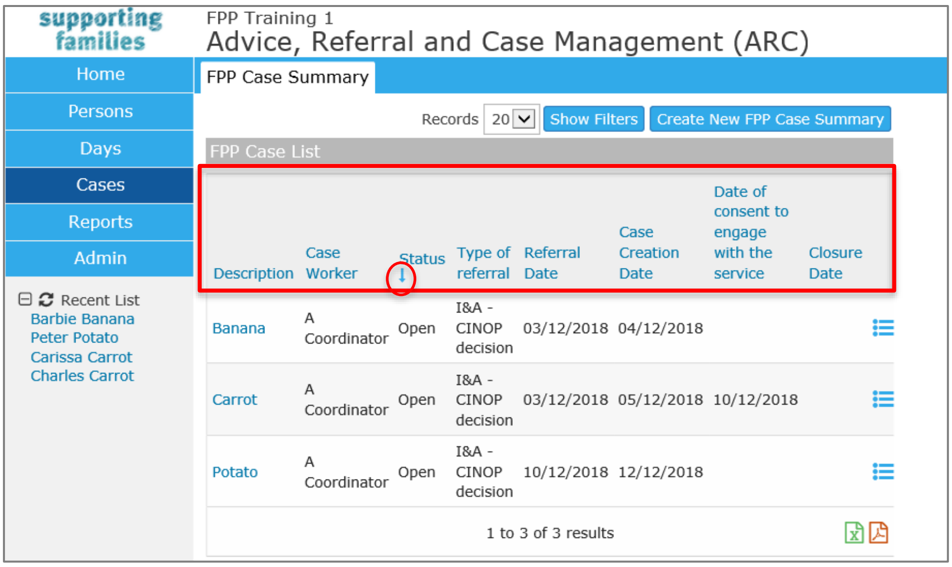
5.5 Managing Cases from the Cases Page

The **Cases** Page displays key information for managing and monitoring Cases within your service. There are a number of features which may enhance operational efficiencies.



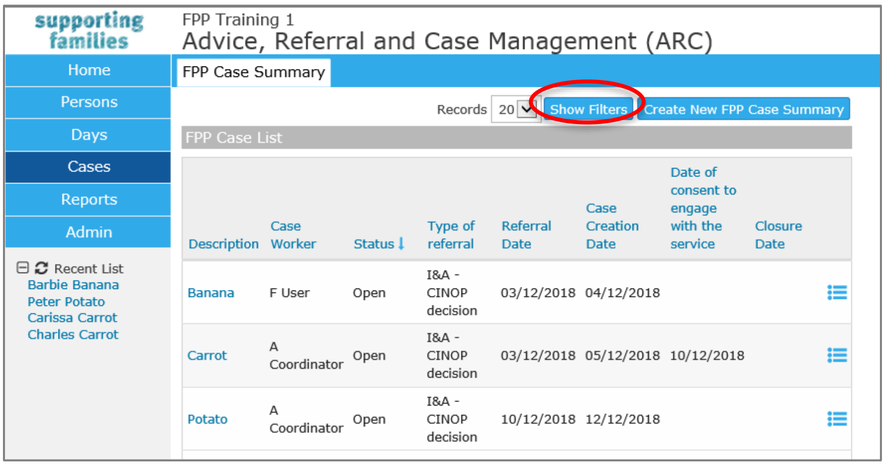
a) Order by column

The display of Cases can be actioned from each column – simply click the column to activate (will show the little blue arrow) , and click again to change the direction of the display.

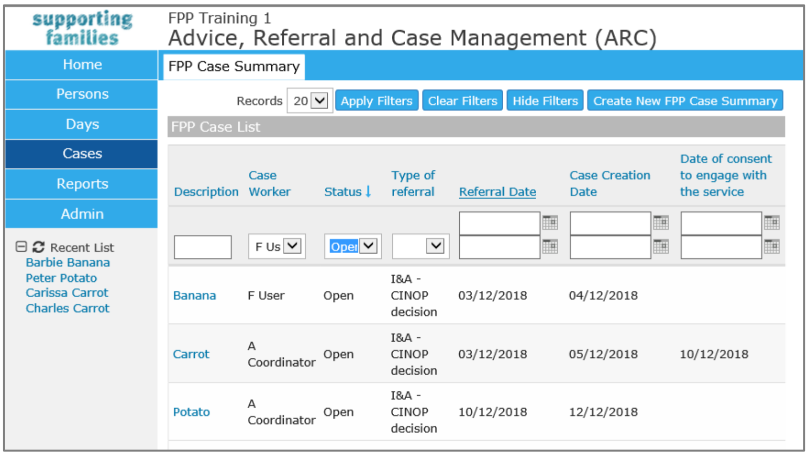


b) Apply filters

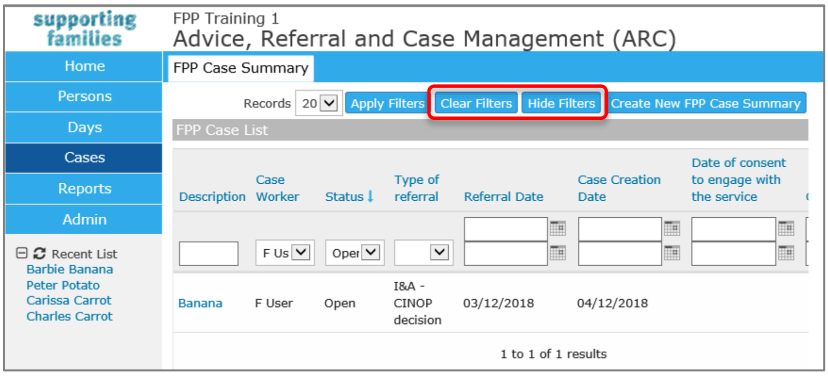
Specific tailoring of displayed information can be achieved through the use of the **Show Filters** feature.



Select your desired parameters for one or a number of columns, click **Apply Filters**.



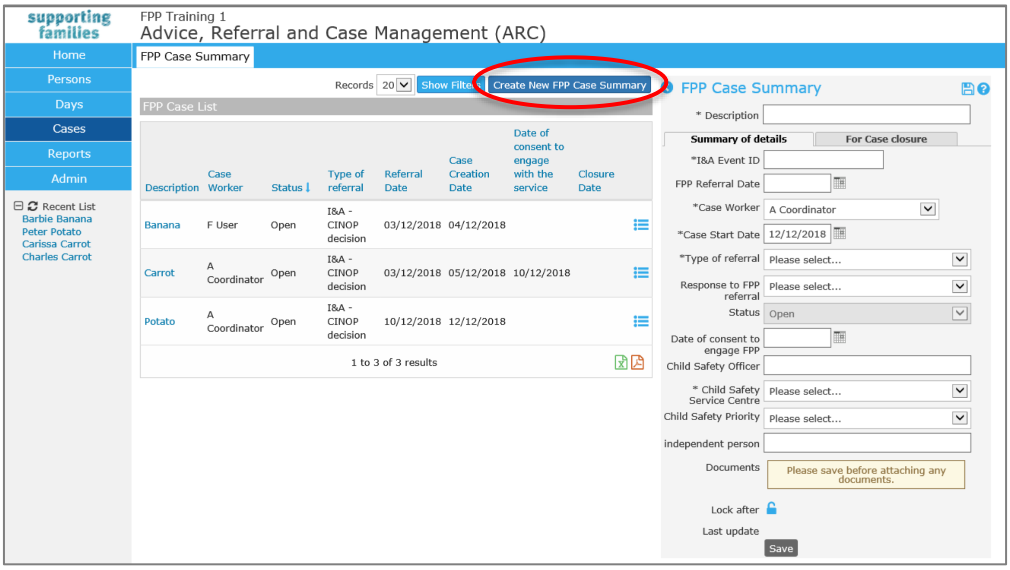
Clear Filters – will clear the previous values and enable you to tailor a new search.
Hide Filters – returns you to the List view.



c) Create new FPP Case Summary

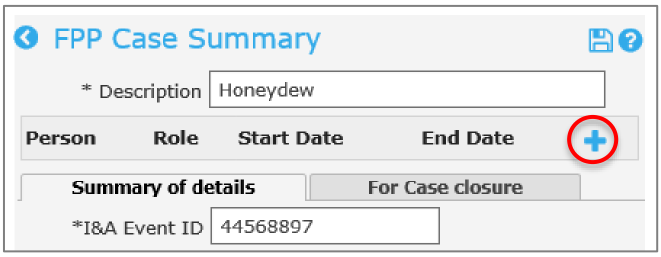
You can create a new **FPP Case Summary** directly from the Cases page.

Click **Create New FPP Case Summary** and the form will open on the right of the screen.



Complete the 6 mandatory (*) data fields and click **Save**.

It is CRITICAL to attach Person records to the FPP Case Summary.



Click the  icon to attach the relevant Person records for this Case.

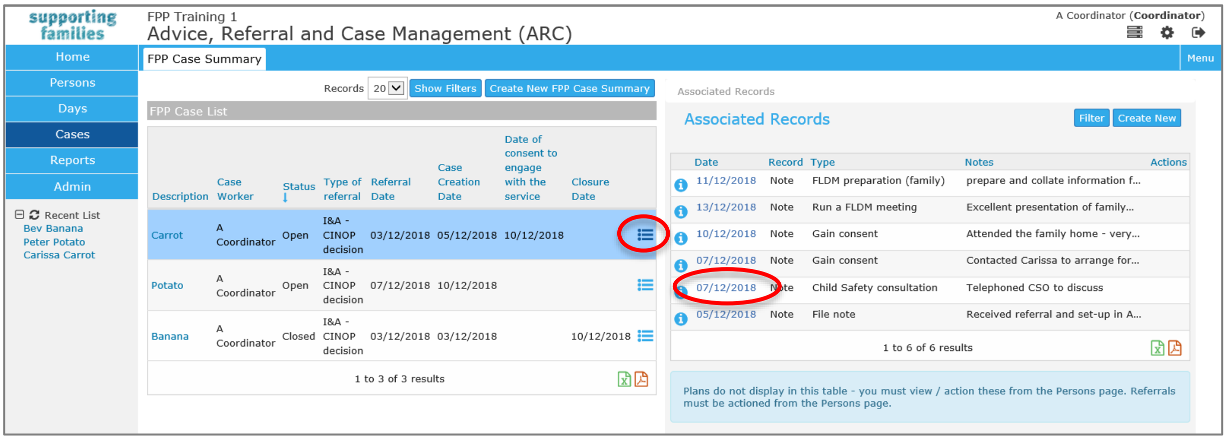
Refer to Section 5.3 of this Manual for additional guidance in completing the FPP Case Summary.

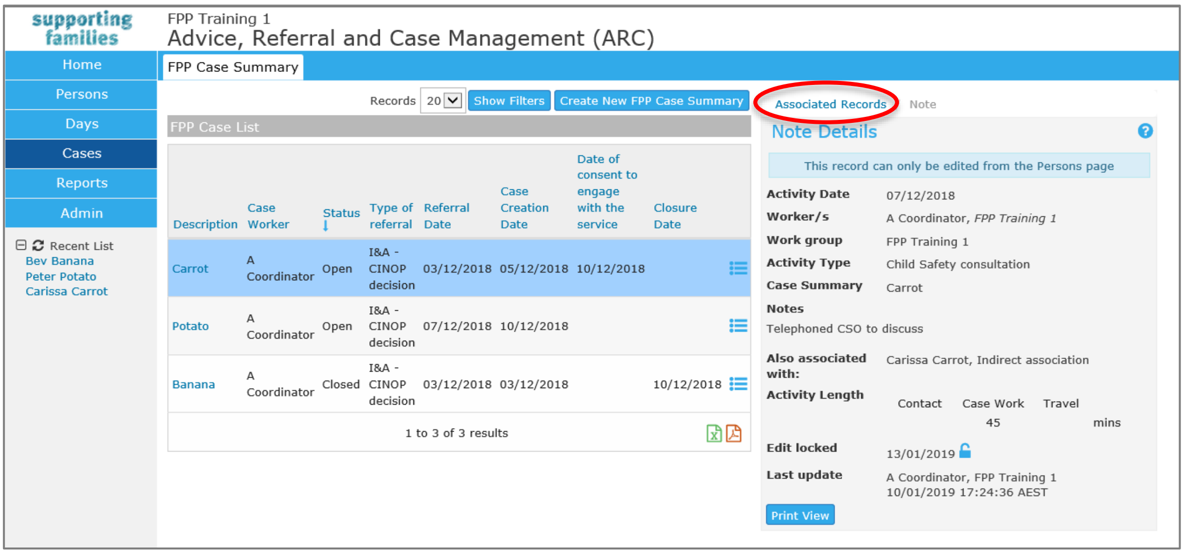
d) View Associated Records

The icon on the right-hand side of the **Cases** Page opens a short-cut to display documents associated with the **FPP Case Summary**.

NOTE : **Plans** must still be accessed from the **Persons** page.

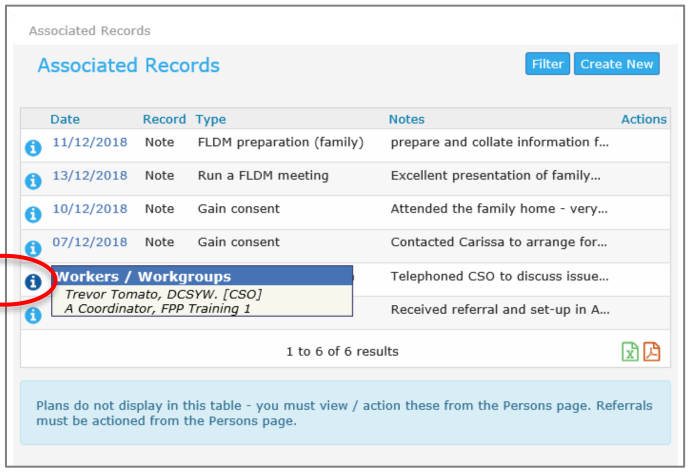
The individual records can be opened by clicking on the date link.



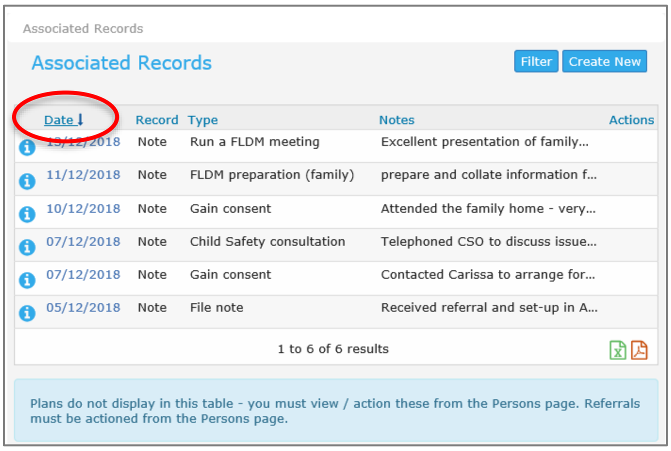


Click on the Associated Records at the top of the screen to return to the list of Associated Records.

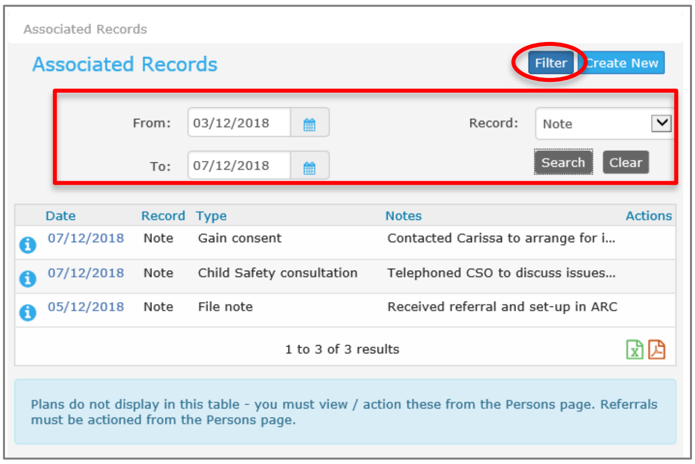
The button (on the list of Associated Records) shows the worker/s and any external people associated with the record.



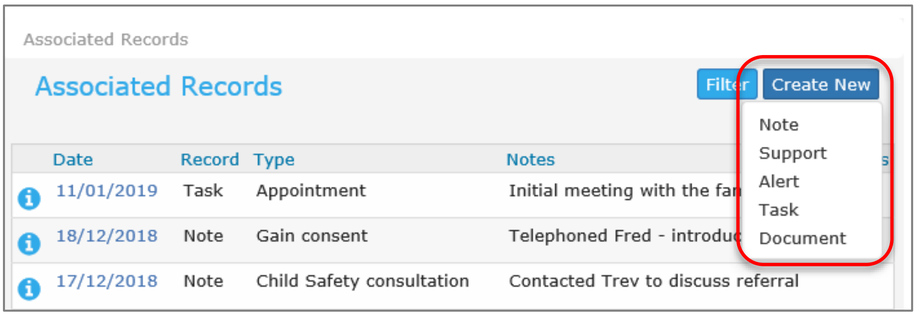
The display of records can be ordered by clicking each column – with the blue arrow indicator appearing. Simply click again to reverse the order.



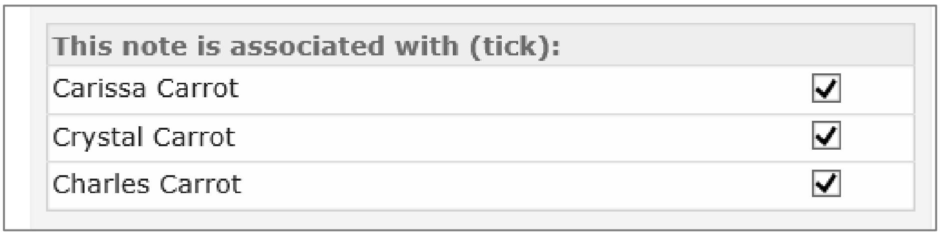
The **Filter** button enables you to define the parameters of your search.



The **Create New** button enables you to select a record type to create a new record.



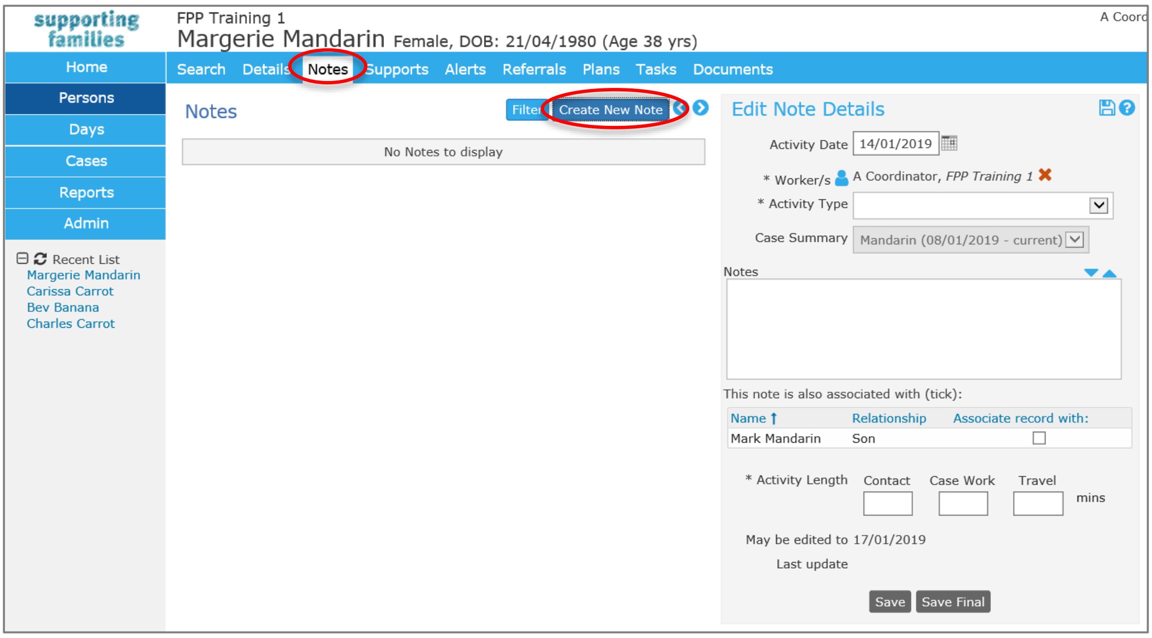
The Persons attached to the **FPP Case Summary** are automatically included in each record.
If the particular record only pertains to one Person, simply uncheck the box for the other Person/s listed.



6 Record Notes

Notes (located in the **Persons** page, **Notes** tab) are important for recording the activities undertaken with your families and capturing the associated time spent by the worker/s.

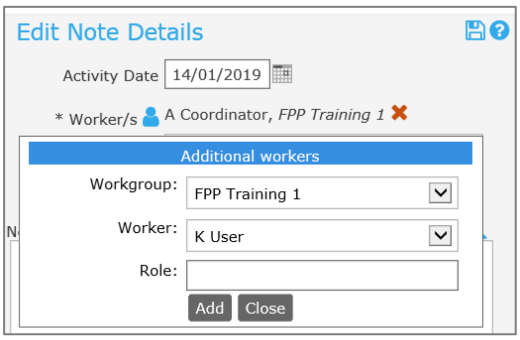
1. From the **Person** page, select the **Notes** tab.
2. Click **Create New Note**.

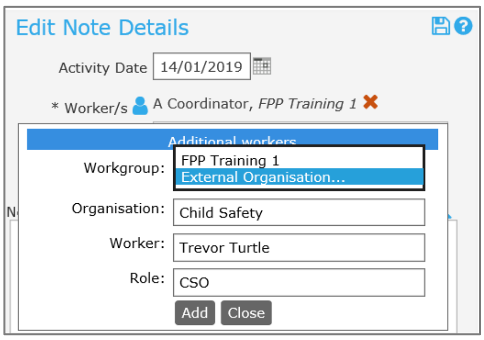


There are 3 (*) mandatory fields required to save a Note.

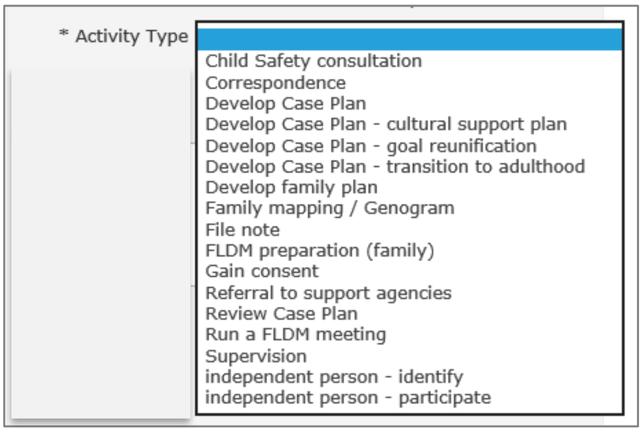
3. **Activity Date** default's to today's date - can be backdated to reflect actual date of the activity being recorded.
4. Add *** Worker/s**. The Worker will default to the user entering the data. Additional workers can be added by selecting the icon. External workers can also be added to the note to record their attendance. (Persons external to your service do not have access to ARC.)

   Use the drop-down arrows to select, click **Add**, then **Close.**





5. Select the * **Activity Type** for the Note being recorded :



6. The **Case Summary** field will display the open **FPP Case Summary** for this Person. This is auto-populated.

7. Record your relevant comments in the **Notes** box.

   If the note is associated with other persons that are associated/related to the client, select the person (tick the box) from the **This note is also associated with** section.

Refer section Create Relationships for more information on creating relationships.

8. Enter the time spent on this activity in the **Activity Length*** field/s.

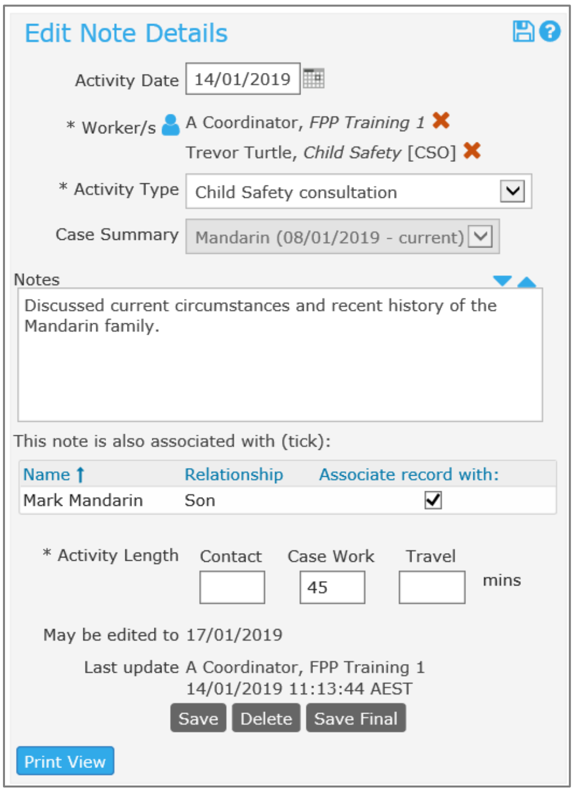
   The definitions for each category of **Activity length** * are:

   - *Contact*: direct time spent with the client
   - *Case Work*: time spent on behalf of the client
   - *Travel* : other travel undertaken with or on behalf of a client (including travel to meetings with clients, without them in the car)

   Enter time **in minutes**.

9. Select **Save** to save a draft of the note - all notes will automatically become locked/un-editable after 3 days of saving, as shown by *May be edited to dd/mm/yyyy*

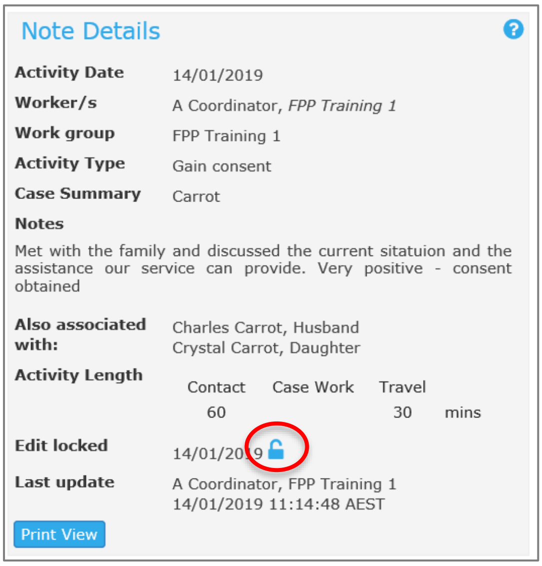
10. Select **Save Final** if you want to lock the note now.



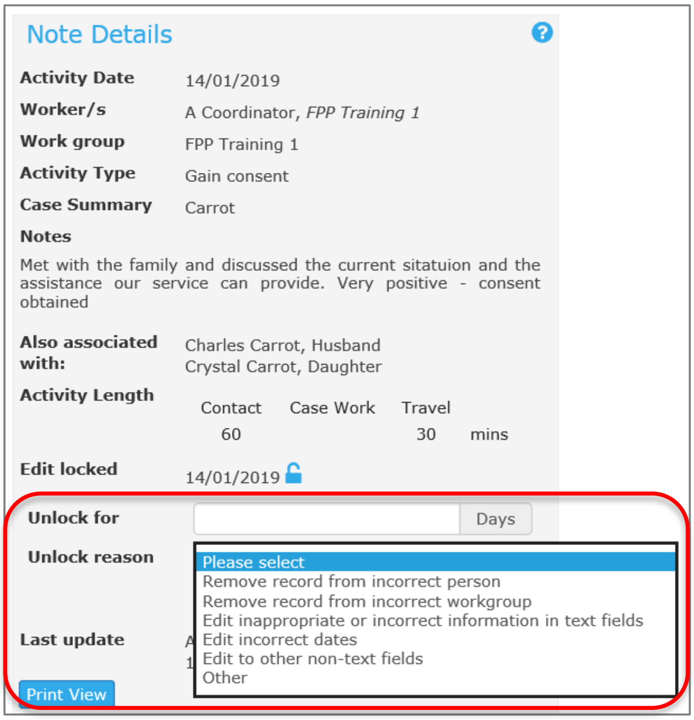
Additional Notes:

- Only users with Coordinator access are able to delete a Note that is not locked.
- Only users with Coordinator access are able to unlock a locked Note.

A locked Note will look like this :



A user with Coordinator access within your service can **unlock** the Note (and enable edits to be made) by simply clicking the **blue** unlock icon, then..



1. In the **Unlock for** field, enter the number of days you wish the record to be open for (it will autmatically re-lock after this time).

2. Select an **Unlock reason**

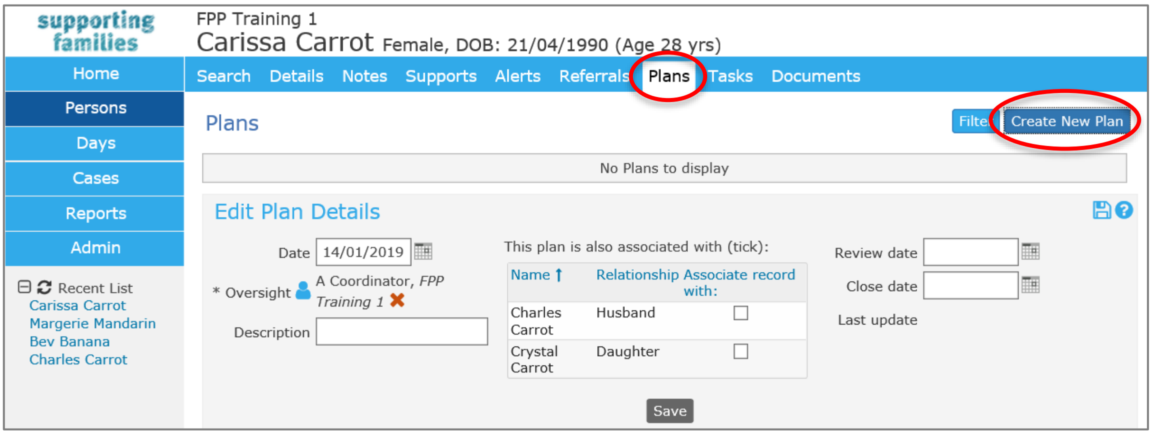
3. Click **Save.** The note is now able to be edited.

7 Plans

A Plan is a structured program of activities you are able to create and maintain for a family you are working with from the **Plans** tab.

7.1 Create Plan

1. On the **Persons** Page, select the **Plans** tab.
2. Click **Create New Plan.** The **Edit Plan Details** form will appear.

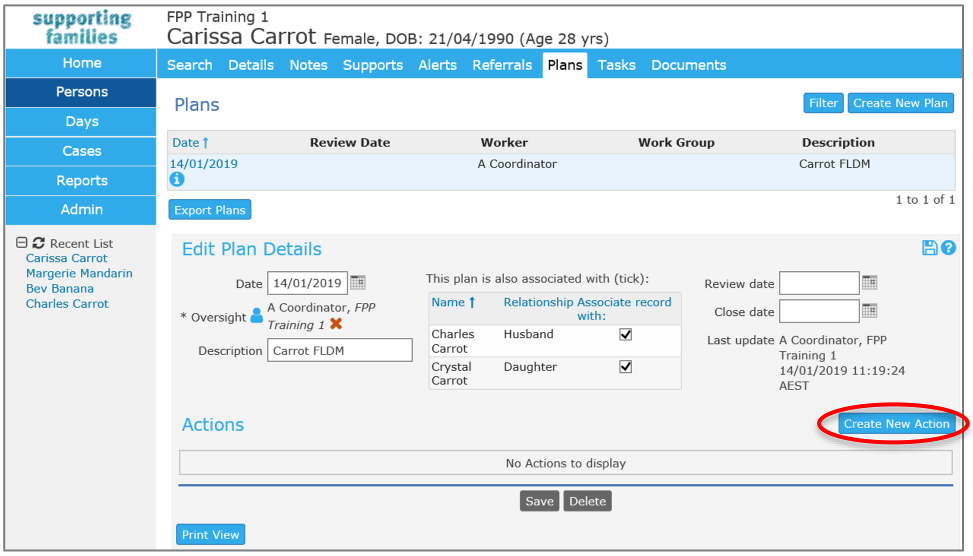


3. Complete the details as below:
 - the **Date** (auto-populates to today's date) and **Review date** (if required) by using the calendar icon
 - in the **Description** field, record the name of your plan in line with the procedures of your service
 - the **Oversight** field will default to the user entering the Plan. If additional workers are involved in the Plan, select the icon to add the relevant worker/s from the drop down list. To delete workers, select the icon
 - in the **This plan is also associated with** section, select the family members involved in this Plan (as for the **FPP Case Summary**).

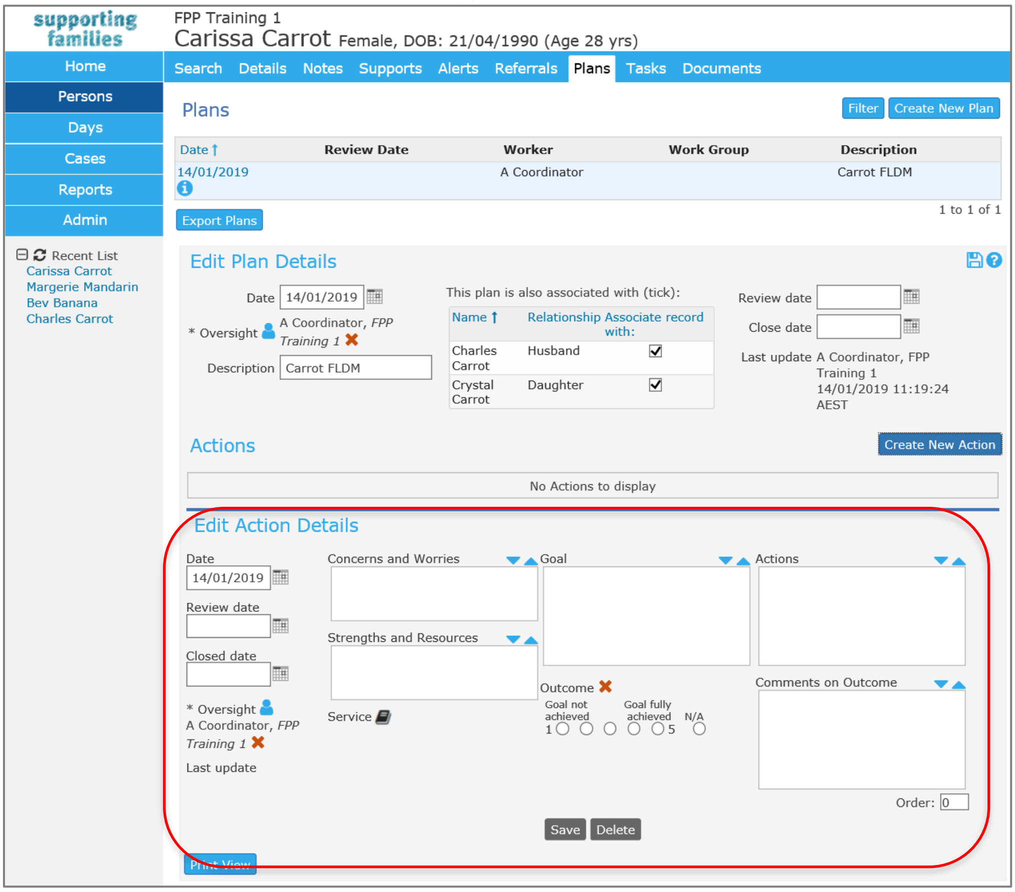
4. Click **Save**. Once the plan is saved, you are able to add **Actions**.

7.2 Create new Action within a Plan

1. On the **Edit Plan Details** form, select **Create New Action**.



2. The Edit Action Details template will appear.

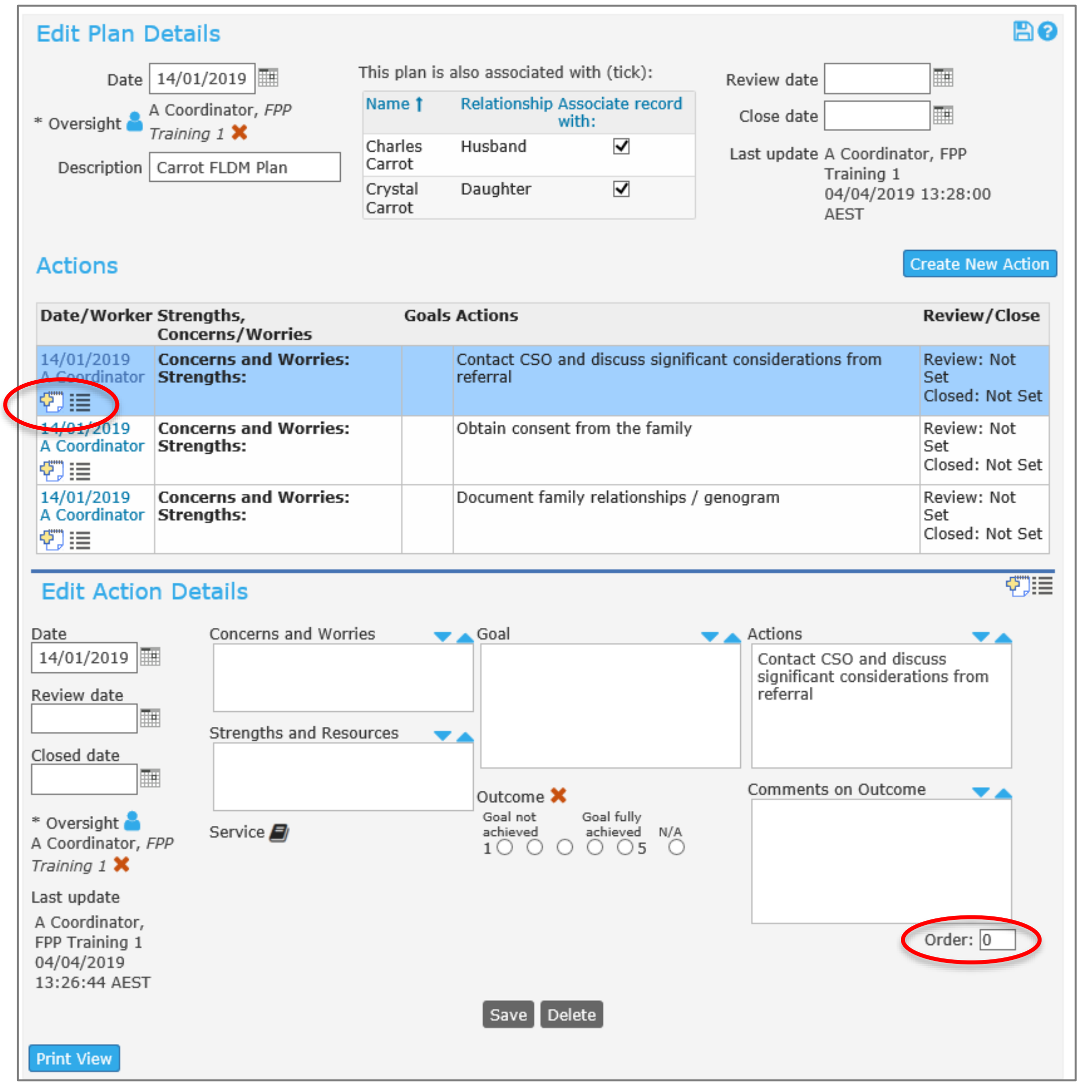


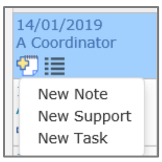
3. Complete the details – refer guidance below:
 - enter the **Date** (auto-populates to today's date) and **Review date** (if applicable) – this will create a task in ***My Actions*** (on the Home page) for those workers
 - for **Oversight,** select the icon to add the relevant worker/s from the drop down list. This auto-populates with the worker recording the Action. To delete workers, select the icon

- record details for the **Concerns and Worries**, **Strengths and Resources**, **Goal** and **Actions,** as appropriate / required.

4. Select **Save**.
5. To record another Action, click **Create New Action** – the details screen will display. Complete as above and **Save**.
6. To print the plan, select **Print View** and print. The template includes signature blocks for your family and your service for use in accordance with the procedures of your service.

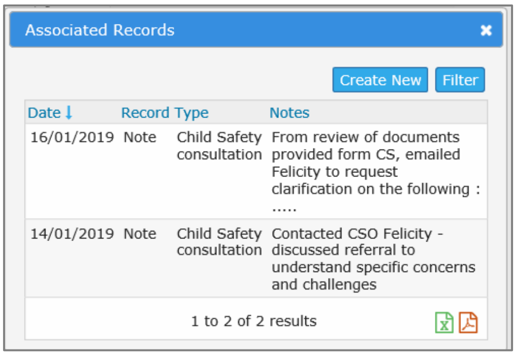
An example of a Plan with Actions is shown below :
The highlighted Action is the one which displays in the bottom of the screen, enabling you to edit as required.

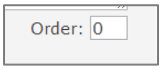




Within an Action, the icon with the yellow cross provides a short-cut to record a **Note, Support** and/or **Task** directly from the Plan.
The 'dots and dashes stack' icon then provides a collated view of all records associated with this Action.

This is a particuarly useful, time-efficient feature.





When each Action within a Plan is created, it is numbered “0” – displayed in the bottom right of your screen. You can change the order in which your Actions are arranged in your Plan (to incorporate new Actions or reflect changed priorities) by using this box to assign the order you want for each Action.

Additional Notes:

- When using plans for the first time, it is recommended to keep the plan relatively simple - create a new action for each different issue.
- You can record an external worker against an Action - this is for information purposes only as they do not have access to ARC.

7.3 Close an Action within a Plan

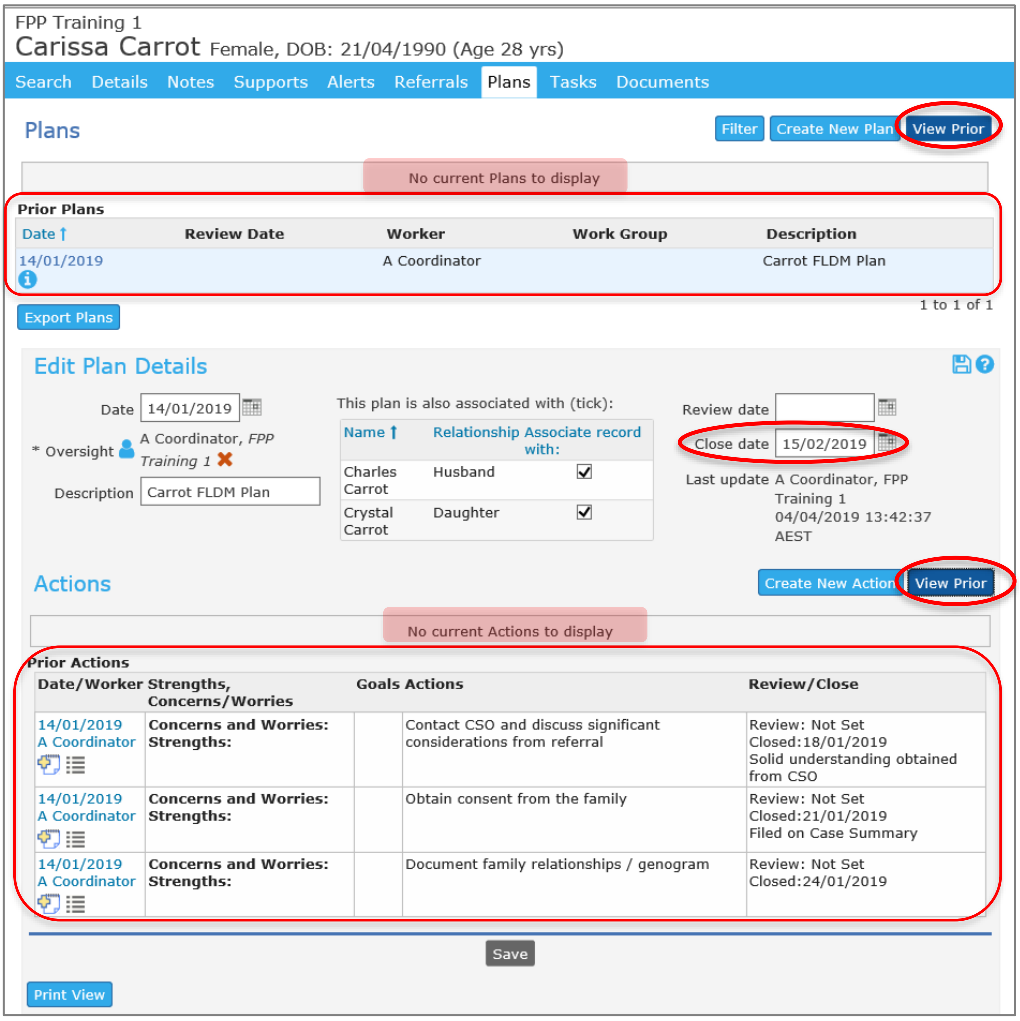
1. From the **Persons** Page, select the **Plans** tab.
2. Select relevant Plan from the Plans list to open the **Edit Plan Details** form.
3. Select relevant Action against the plan to open the **Edit Action Details** form.
4. Indicate the **Outcome** achieved based on the scale of 1 to 5 and record any notes in the **Comments on Outcome** box provided.
5. Enter a **Closed date** and select **Save** (update any comments as applicable).

Note : A closed action can be viewed by clicking **View Prior Action**. This is required if you wish to print all actions associated with a plan.

7.4 Close Plan

1. From the **Persons** page, select the **Plans** tab.
2. Select relevant Plan from the Plans list to open the **Edit Plan Details** page.
3. Enter a **Close Date** and select **Save**.

As shown below, a Closed Plan and Closed Actions will show under the respective **View Prior** buttons.



7.5 Delete an Action within a Plan

Deleting an Action within a Plan should only occur in the circumstance where the action is a duplicate or was incorrectly entered.

<u>**Note**</u>: This action is irreversible therefore should be completed with caution.

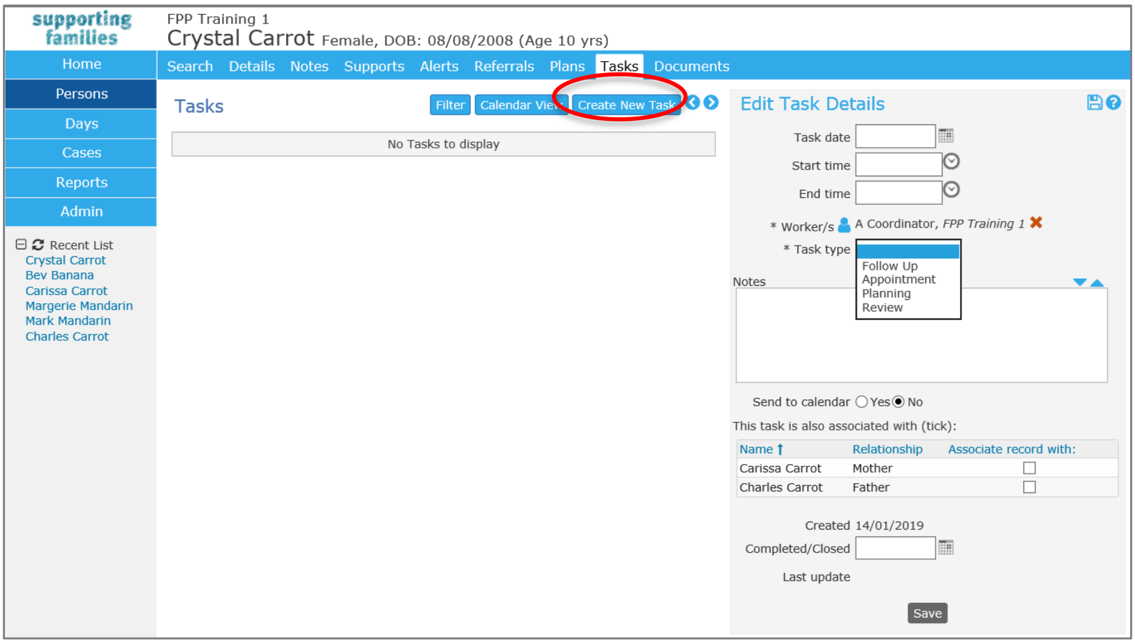
1. From the **Persons** page, select the **Plans** tab.
2. Select appropriate Plan from the Plans list to open the **Edit Plan Details** form.
3. Select appropriate Action against the plan to open the **Edit Action Details** form.
4. Select **Delete**. The Action will now be deleted.

8 Tasks & Alerts

8.1 Create a Task

Tasks and Alerts display on the **My Actions** and **Team Actions** tab on the Home Page.

1. On the **Persons** page, select the **Tasks** tab .
2. Click **Create New Task**.



3. Enter **Task date** and **times**.
4. The **Worker/s** field will default to the user entering the Task details.
   To add more workers, select the icon. To delete workers, select the icon.
5. Select **Task type** and add any **Notes.**
6. Select 'Yes' to **Send to calendar** if the task is to be sent as a Microsoft Outloook calendar invitation. All workers associated with the task will receive a Microsoft Outlook calendar invitation if their email address has been supplied via their User Preferences details.
7. Include related family members as relevant by checking the tickbox in the **This task is also associated with (tick) :** section.
8. Select **Save**

NOTE :

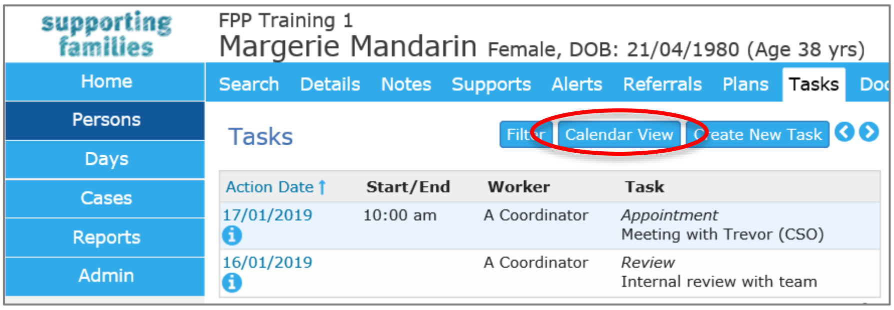
> If *Send to calendar* has been selected, a message will be displayed at the top of the Edit Task Details form: either a confirmation that the invitation was sent or an error message that the calendar invitation was not able to be sent.

> When the Task has been completed, the **Completed/Closed** date field must be recorded – if not, the Task will continue to display on the **My Actions** and **Team Actions** tabs on the Home page.

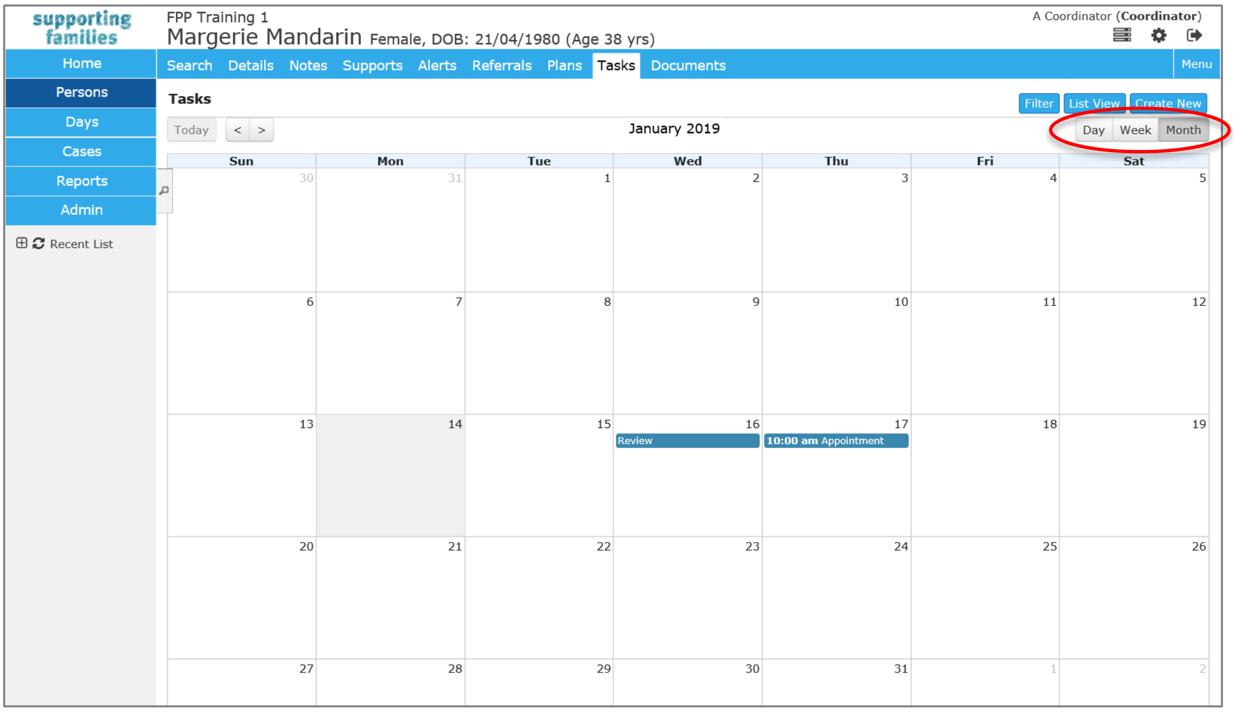
To modify the Task, click on the Task and the edit screen will display on the right hand side. Update the details and select **Save.**

Tasks can also be created and viewed in a Calendar View which gives users a visual representation of scheduled tasks by Day, Week or Monthly views.

9. From the **Tasks** tab, select the **Calendar View** button.

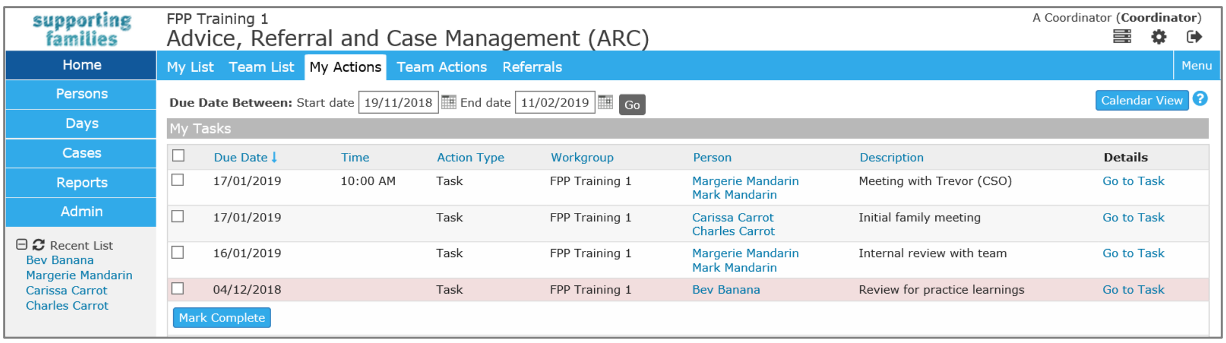


10. A schedule of tasks can be viewed by selecting the Day, Week or Month buttons (highlighted below).



Tasks display on the **My Actions** and **Team Actions** tabs on the **Home** page.

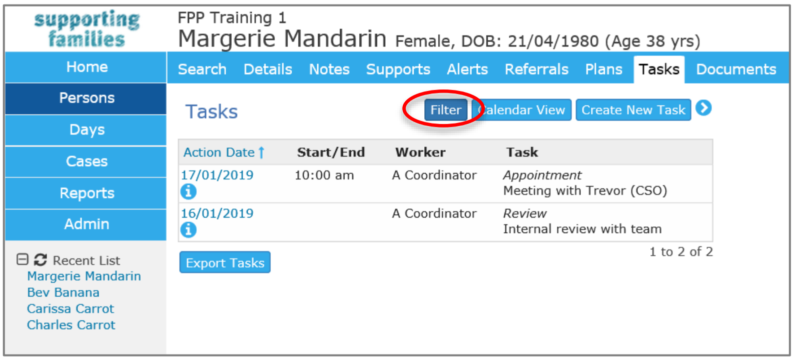
Overdue Tasks are highlighted in pink – as below.

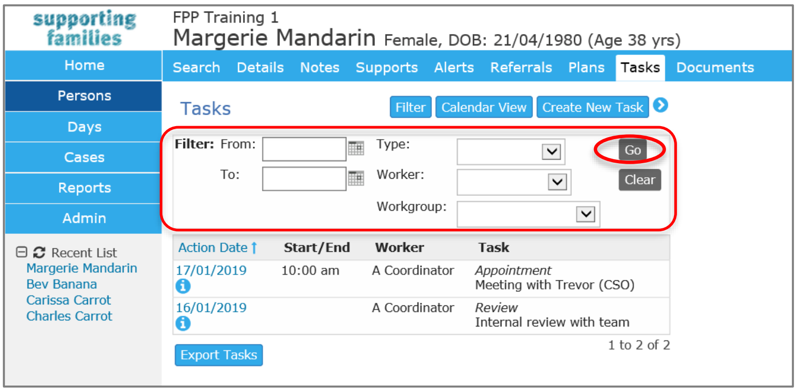


Where an 'overdue' task has been completed, the **Completed/Closed date** needs to be recorded to stop them from displaying.

Additional Notes:

- Once a Task has been completed, enter the date in the **Completed/Closed** field using the calendar icon.
- To export tasks to a PDF file, click Export Tasks and the Export Task to PDF form will appear to the right of screen.
- From the Person record, **Tasks** tab, you can filter the tasks listed by clicking **Filter** and selecting the desired date range, type or worker, then click **Go**.



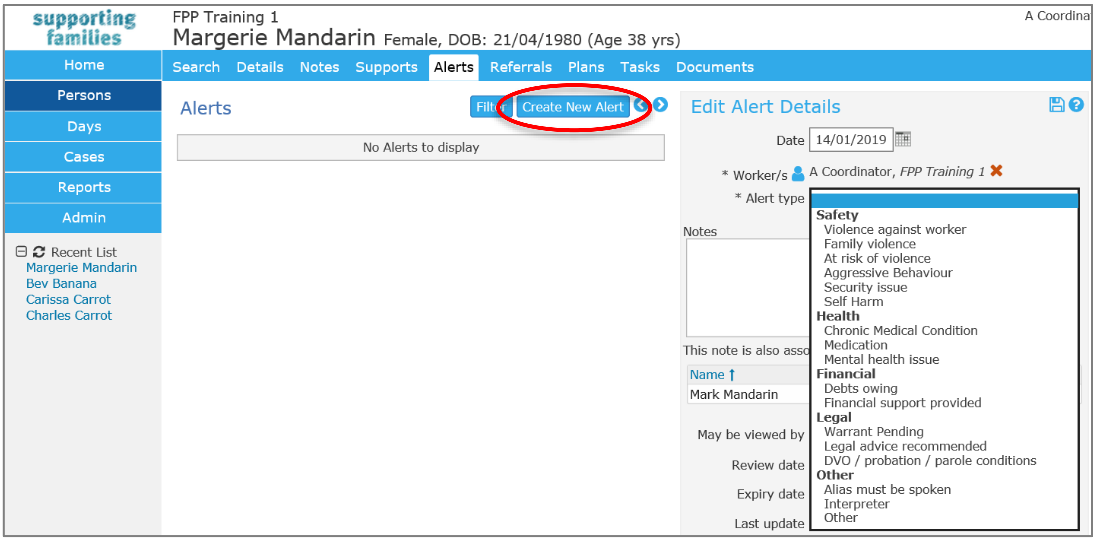


- A user with a Coordinator access level is able to delete a task record.

8.2 Create an Alert

The **Alerts** tab is used to create and manage alerts to record safety risks, health risks or other issues of concern in relation to a particular Person.

1. From the **Persons** Page, select the **Alerts** tab.
2. Click **Create New Alert** – the Edit Alert Details form will open on the right-hand side.

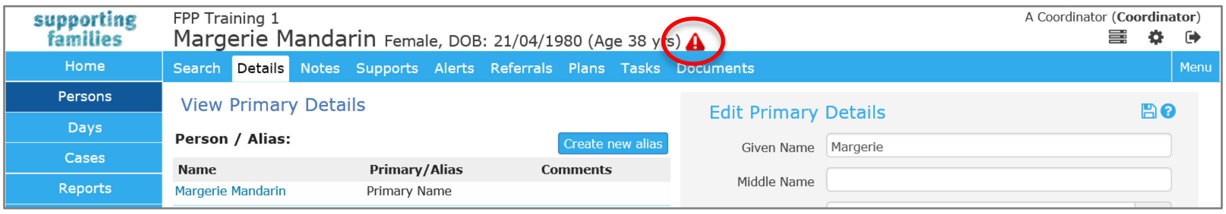


3. Complete details, as guidance below:
   - the **Date** auto-populates to todays' date. This can be backdated.
   - **Worker/s** will default to the user entering the Alert record.

   To add more workers, select the icon. To delete workers, select the icon.
   - select the **Alert type** from the drop-down list
   - record details about the alert issue in the **Notes** box.
   - tick the checkbox against related Persons, as relevant, for the Alert to display on their record.
4. Select **Save**.

   A warning icon will appear next to the person's name, as highlighted below. (For the icon to display, click away from the **Alerts** tab (eg. click on the **Details** tab)).

   A red icon relates to a safety risk and a blue icon for all other alerts. Once the Alert expires, the warning icon will no longer be visible in the banner.



5. Enter a **Review date** (the task will appear in the **My Actions** / **Team Actions** tabs on the **Home** page). The *Review Date* and *Expiry Date* auto-populate – these can be manually adjusted, as required. When an Alert is no longer relevant / required, open the Alert and record an **Expiry date**.
6. Click **Save**.

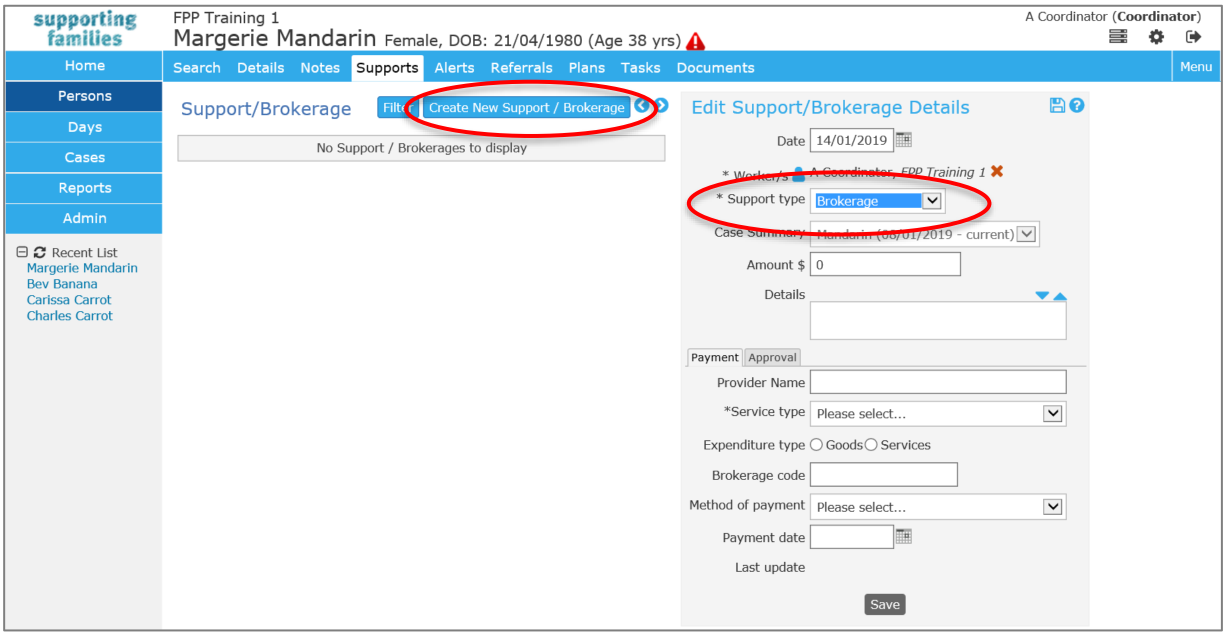
Additional Notes:

- To modify the Alert, open the Alert record, update as required, then select **Save**
- A user with a Coordinator access level is able to delete an alert record.

9 Supports and Brokerage payments

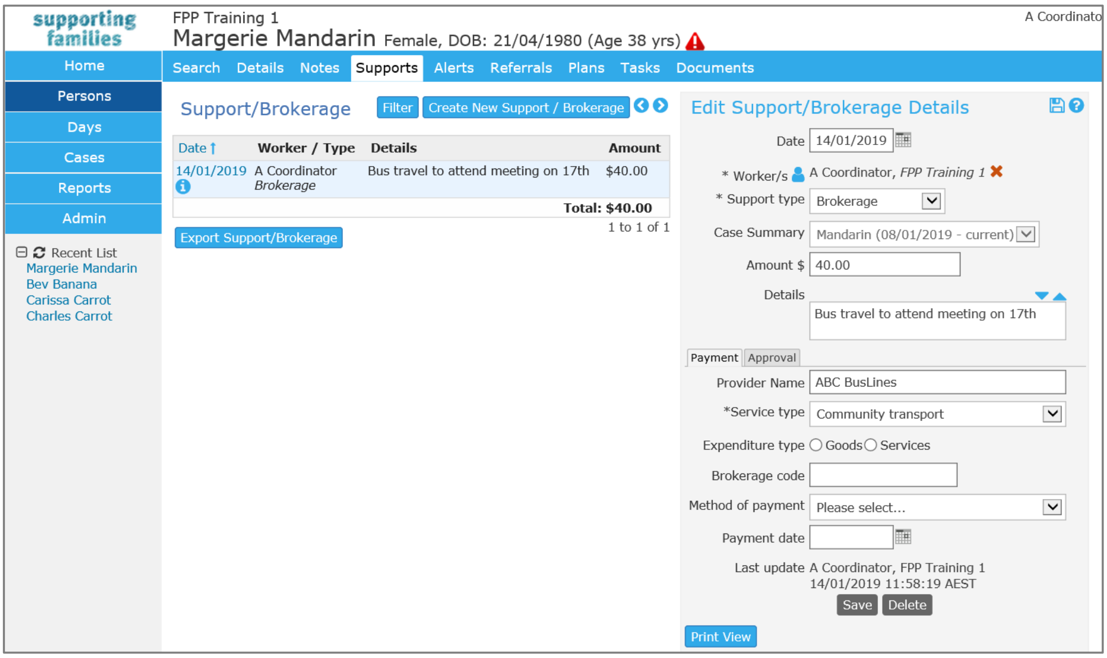
9.1 Create Support / Brokerage Payment

1. From the **Persons** page, select **Supports** tab.
2. Click **Create New Support / Brokerage**.



3. Enter **Date*** for recording Support request. This can be backdated.
4. The **Worker/s** field will default to the user entering the Support details.
   To add more workers, select the icon. To delete workers select the icon.
5. Select **Support type*** : *Brokerage* - for specialist goods and/or services that contribute to the overall needs and wellbeing of the child and family as part of their Support Plan.
   (Emergency Relief is not provided for within the Family Participation Program Guidelines).

6. Enter the financial/dollar **Amount*** for the support provided.
7. Record description in the **Details** box. eg. nature of and reason for support.
8. In the **Payments sub-tab,** complete the **Provider Name**, **Service Type***, **Expenditure** type (goods or services), **Brokerage code**, **Method of payment and Payment date***.
   The use of these fields is as prescribed by the procedures of your service.
9. Select **Save**. The Support record will appear in a list on the left-hand side of the screen.



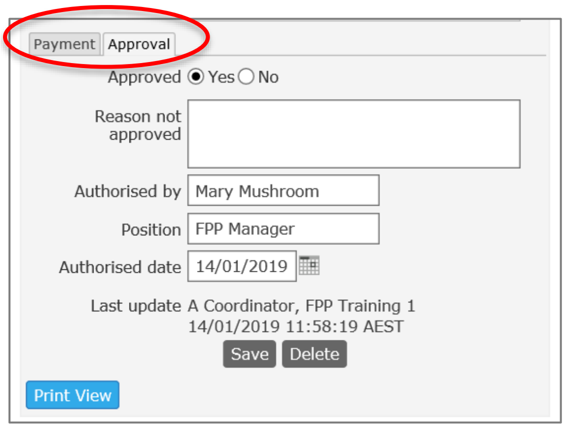
Additional Notes:

- A user with Coordinator access level is able to delete a Payment record.
- Support records can be printed by selecting Print View (available in the bottom left of the Edit Support/Brokerage Details form once the record has been saved)

9.2 Approve Support / Brokerage Payment

The use of these fields is as prescribed by the procedures of your service.

1. On the **Persons** page, select **Supports** tab.
2. Select the appropriate record from the Support/Brokerage list to open the **Edit Support/Brokerage Details** form.
3. Navigate to the **Approval** sub-tab.



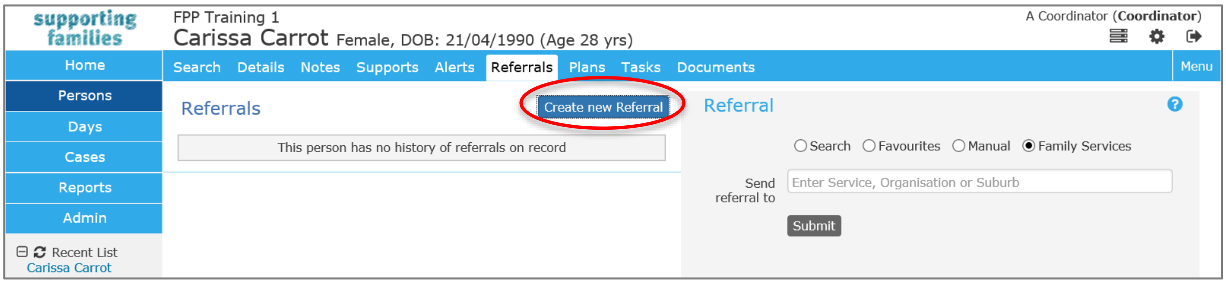
4. Enter **Approval** (Yes or No), if No is selected enter a **Reason not approved.**
5. Enter the **Authorised by**, **Position** and **Authorised Date**
6. Select **Save**.

10 Managing Referrals

This section outlines the important functionality for making referrals **to** another service.

All Referrals are made / recorded from the **Referrals** tab on the **Persons** page.

Click the **Create new Referral** button to open the Referral form.



There are **two** options for making a referral to another service - these are:

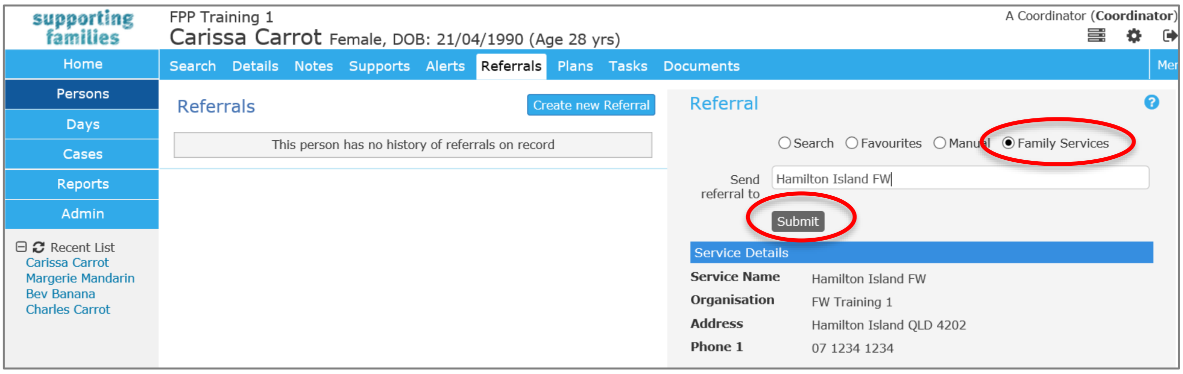
- **Send a Referral to another service within ARC - Family Services**: This sends a referral to another service provider using ARC. The referral form is set to this option as the default.
- **Record a Referral - Manual**: This records referrals to external providers - services not using ARC.
    - ➢ **IMPORTANT NOTE**: The actual notification and documentation for the referral must be sent via channels external to ARC.

The following sections step through making a referral using both of the above methods.

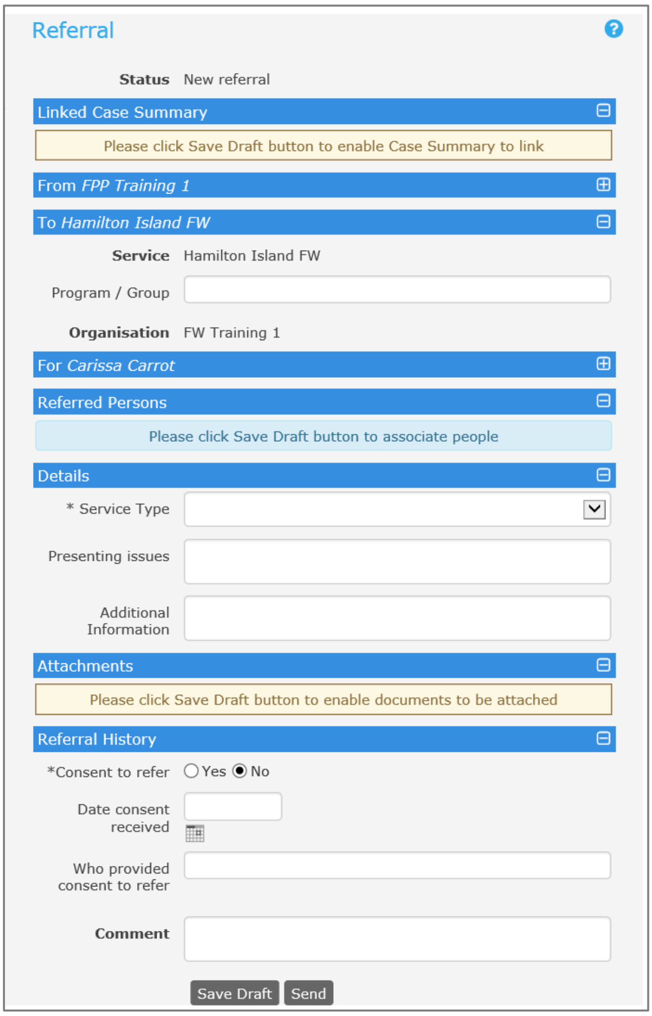
The *Search* and *Favourites* radio buttons relate to the Service Seeker database (maintained by Infoxchange), the use of which is not recommended for FPP services. For assistance in identifying appropriate local service providers, please refer to oneplace

10.1 Send a Referral to another service within ARC – Family Services

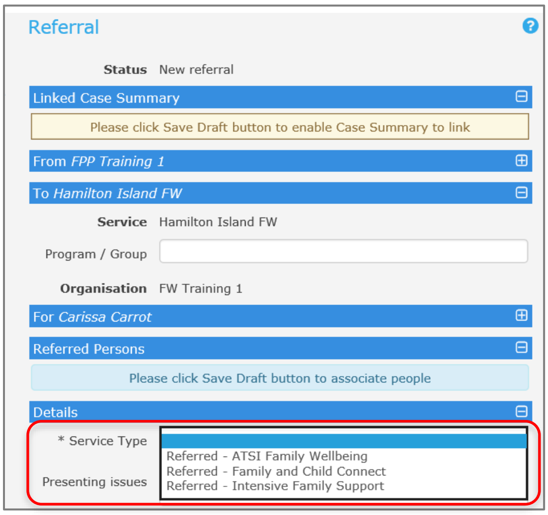
1. On the **Persons** page, **Referrals** tab, click **Create new Referral**.
2. You will notice the Referral type of **Family Services** is already selected**.**
3. Enter *FW*, to bring up the list of A&TSI Family Wellbeing services within ARC.
4. Select the required service from the dropdown list which appears.
5. Select **Submit**.



The Referral form appears.

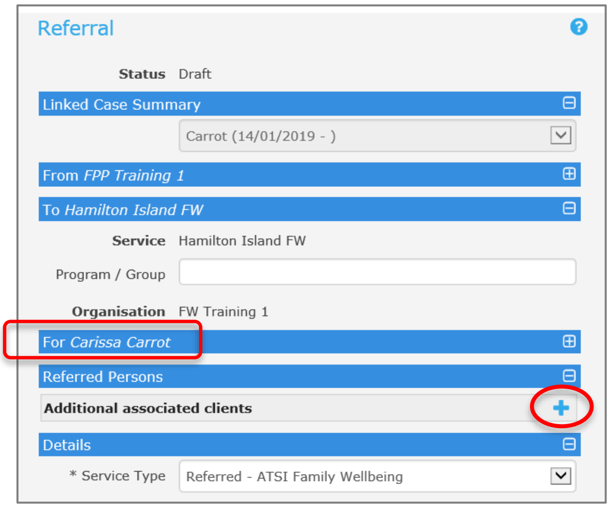


6. Select **Service Type** *, then click **Save Draft** at the bottom of the form.
Service Type is required for your service reporting.
The Referral will not save if this field has not been completed.



7. The referral has automatically included the details of the Person record you are in.

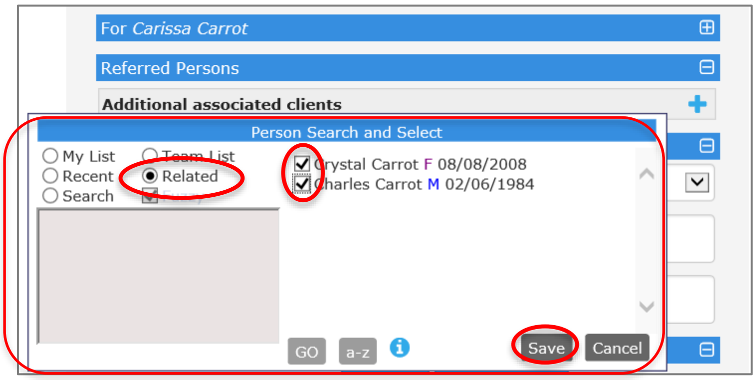
Click on the  icon in the Referred Persons section to attach the other Persons in the Case also being referred.



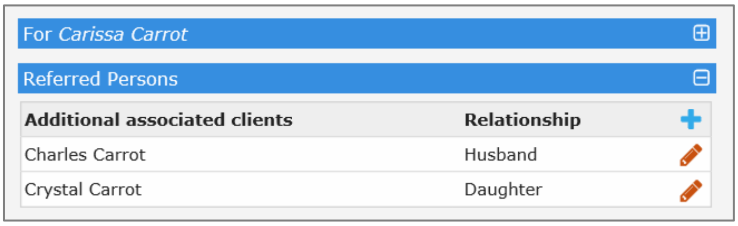
8. The Person Search and Select box will pop-up.

Click the **Related** search button to easily display related persons to add to the referral.

Note : It may be that only some of the Persons with whom relationships are held are included in the Case and/or relevant to the referral being recorded.



Simply, tick the checkbox as appropriate, then click **Save**.
The selected Persons are now linked to the Case Summary.

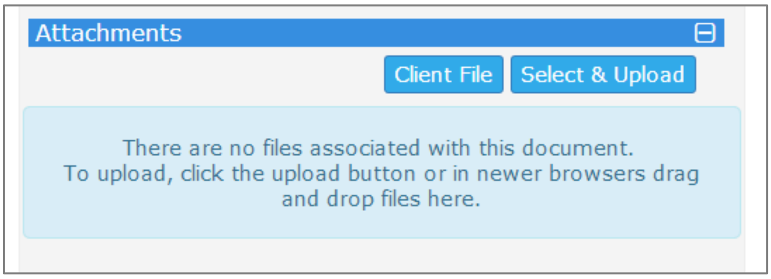


9. Enter relevant details for **Presenting Issues** and **Additional Information** to advise the receiving service about the needs of your family.

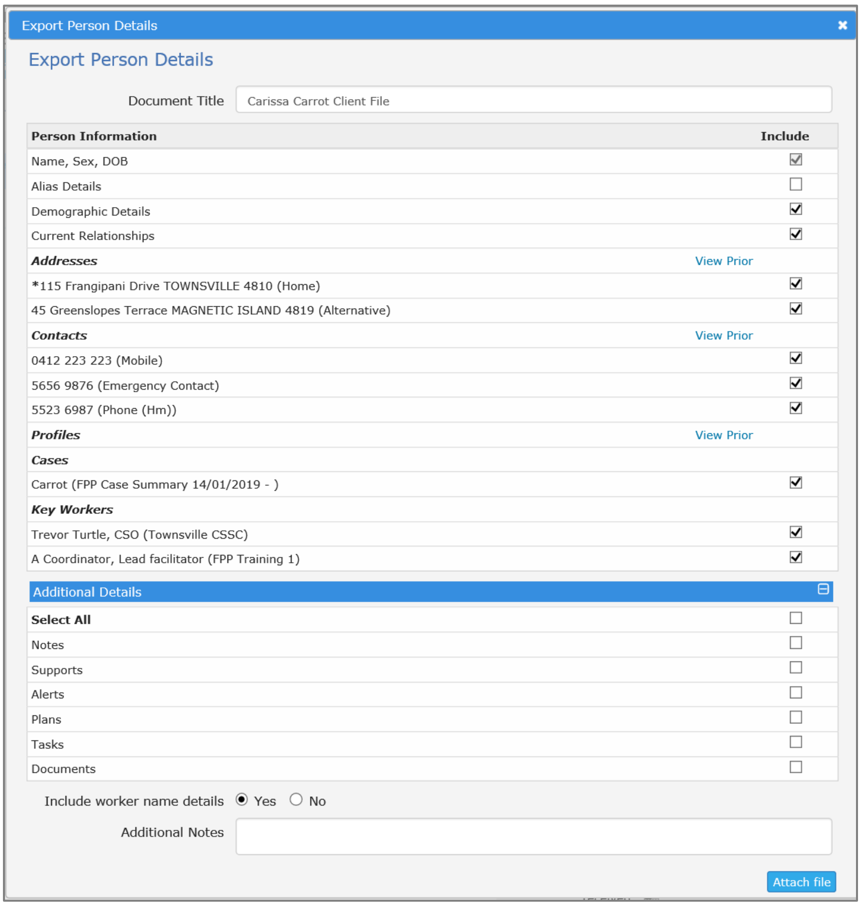
10. Click **Save Draft.**

At any point you can expand or collapse segments within the form by selecting the ⊞ icon. Note that once the Referral has been saved, *Comments* are stored in the Referral History segment, which needs to be expanded in order for them to be viewed.

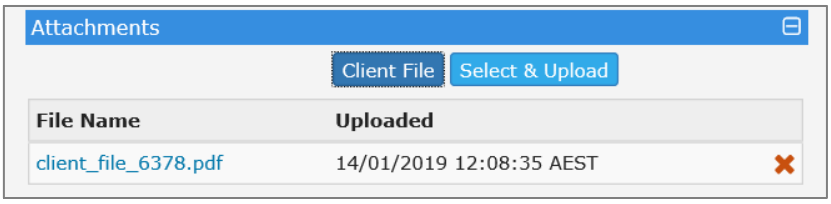
11. The **Client File** is available to attach to the referral, to promote efficient sharing of information. Other documents can also be attached as a record of information provided to the referrer.



12. If you choose to attach the **Client File**, click the button then select the information you wish to attach to the referral. Select the **Page control**, **Order**, **Export Period** (to define how the information will be displayed on the pdf) and include any **Additional notes** and select **Attach file.**

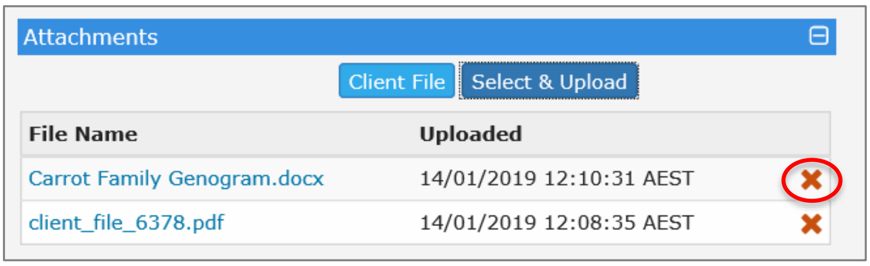


This file is now shown on the Referral form in the Attachments segment, as a pdf document.

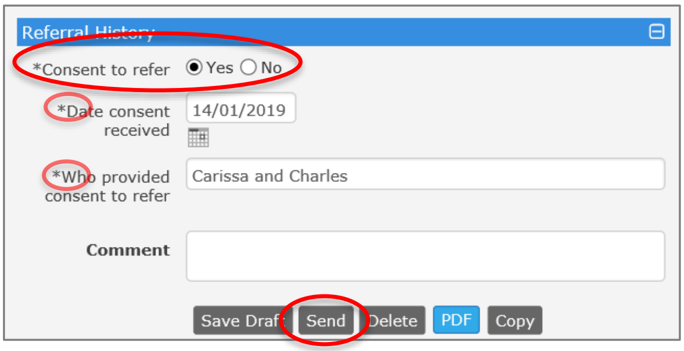


You can attach other documents as relevant from your network drive by clicking **Select & Upload**.

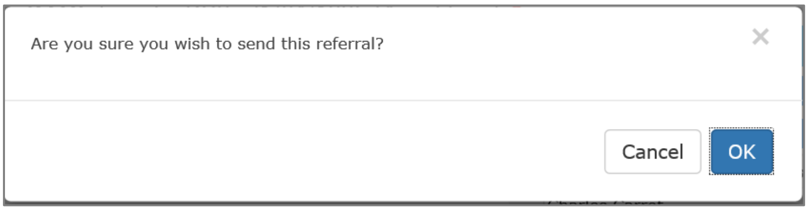
To remove any documents from the Referral, simply click the red cross.

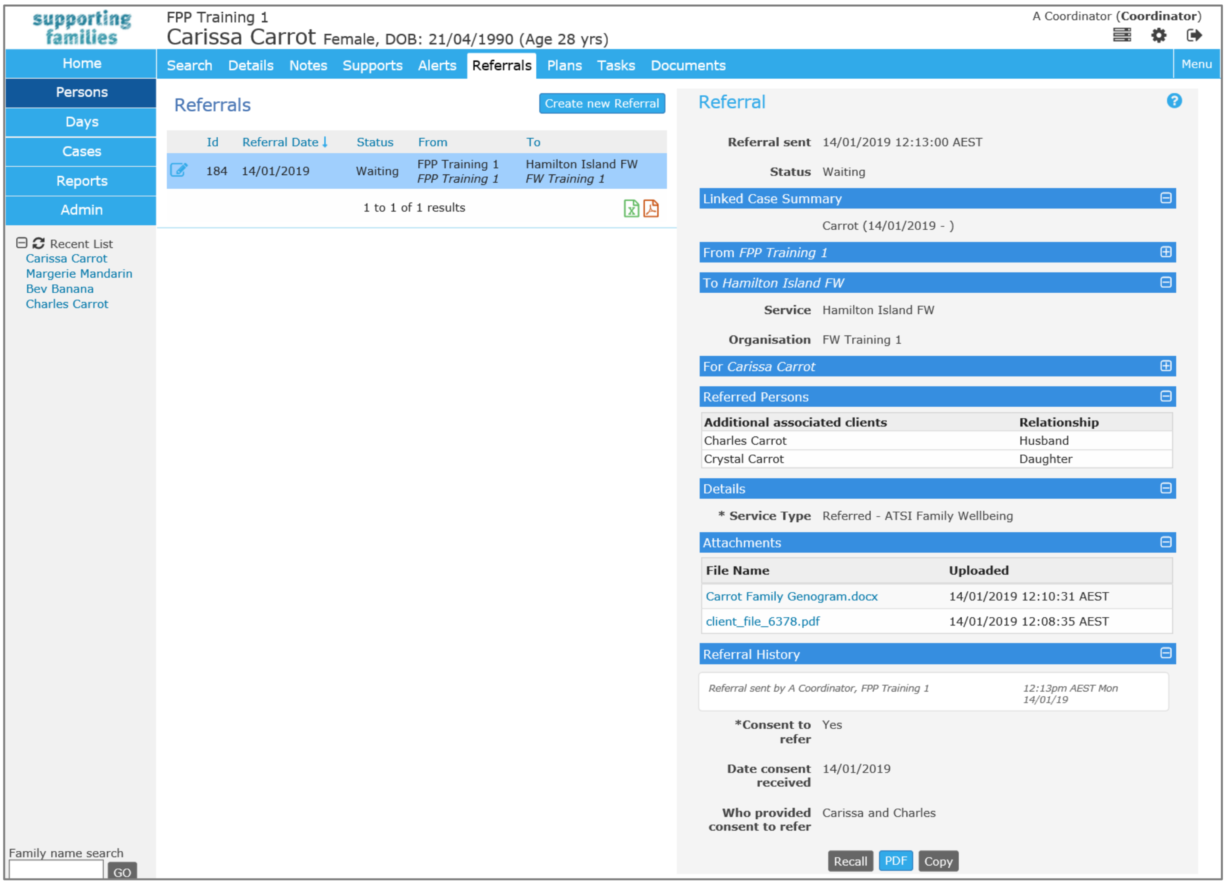


13. **Consent to refer*** must be provided - complete the 2 mandatory fields to capture when the consent was received and from whom.

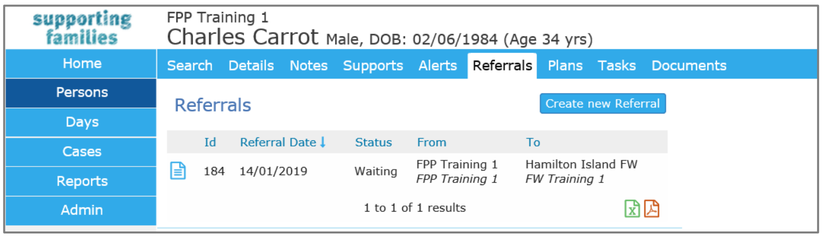


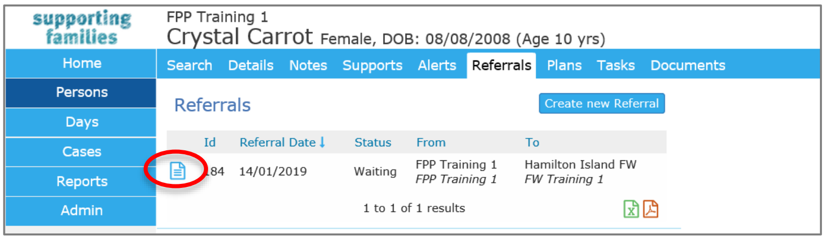
14. Click **Send** when you are ready to send the referral.
A pop-up box will appear asking if you are sure you wish to send the referral. Click **OK**.





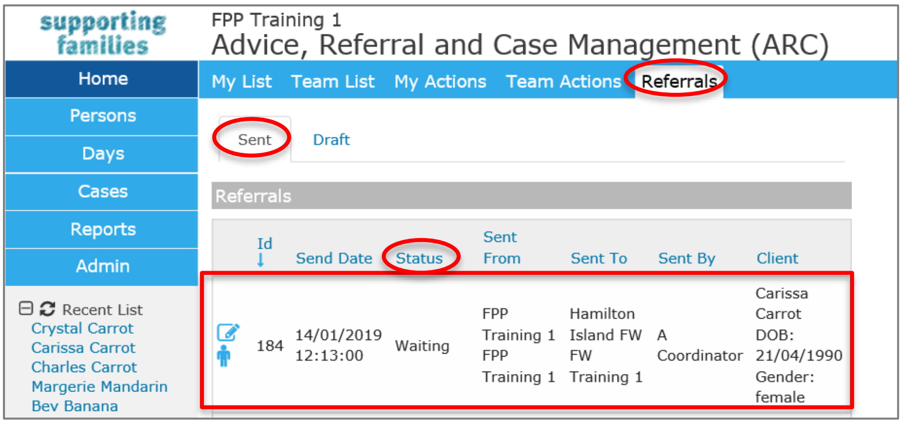
The Referral record will show on the **Person** page, **Referral** tab for all Persons included in the referral
- as above for Carissa ....**AND**
- as below for each of Charles and Crystal'S records.





Simply click on the blue document icon to open the record.

All sent referrals are also listed on the **Home** Page, **Referrals** tab, **Sent** sub-tab.



The receiving service within ARC will **Acknowledge** the referral, then respond as **Accepted** or **Declined**. This will update the **Status** showing in your workgroup.

If the Referral needs to be recalled, open the Referral by clicking the blue pencil icon and click the **Recall** button in the bottom left of the form. This will only function while the Status is *Waiting*.

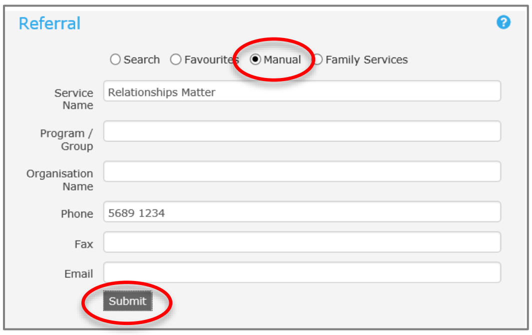
10.2 Record a Manual Referral

Manual referrals are used to **record** referrals made to services not using ARC eg. local specialists.

IMPORTANT NOTE : Notification of the referral and associated documents **must be sent separately via channels (eg. email, post, fax) external to ARC.**

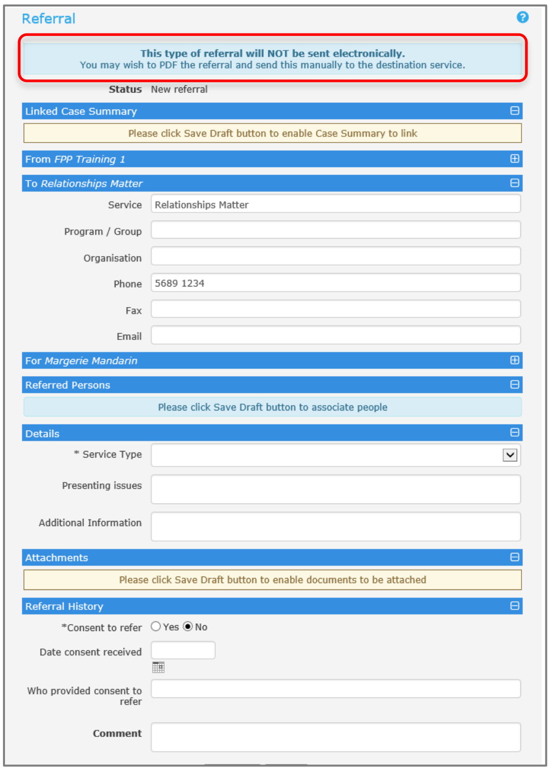
1. On the **Persons** page, **Referrals** tab, click **Create new Referral**.

Select Referral type of **Manual,**
- enter name of the service / organisation to whom you are making the referral (not all data fields need to be completed),
- select **Submit.**

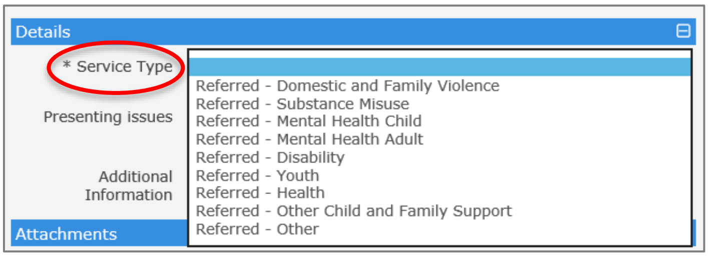


The Referral form will appear.

Note the message in the light blue box at the top of the form – the actual referral notification and documentation must be sent to the receiving service via channels external to ARC.



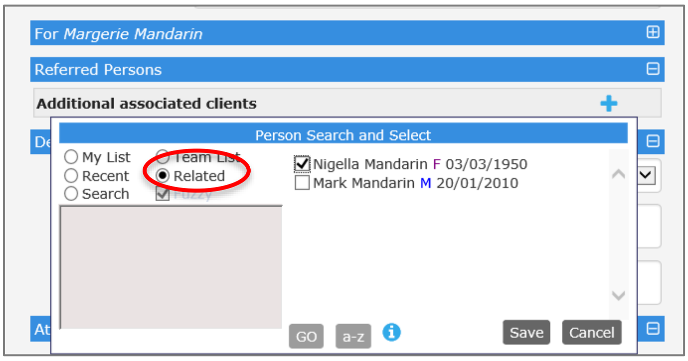
2. Select **Service Type***, then click **Save Draft**.
A validation message will appear if you attempt to save the Referral without selecting the relevant **Service Type**. **Service Type** is required for departmental reporting.



3. The Referral is automatically linked to that Person record.

To record the referral for other family members included in the referral, click on the  icon to attach the other Persons (in the Case) to the referral.

4. Using the **Related** search button, select the Persons to be included in the referral.
Note : It may be that only some of the Persons with whom relationships are held are included in the Case. Click **Save**.



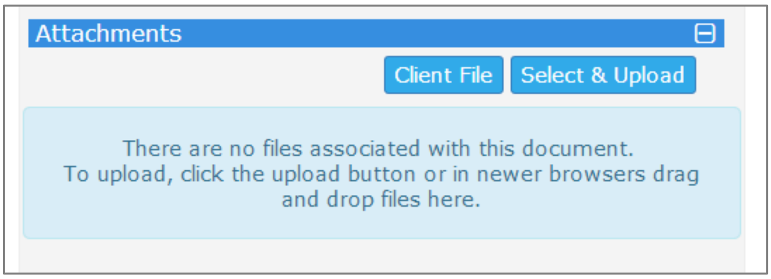
The selected Persons are now included in the Referral.

5. Record details about why you are making the referral in the **Presenting Issues** section.
Add **Additional Information** if required.

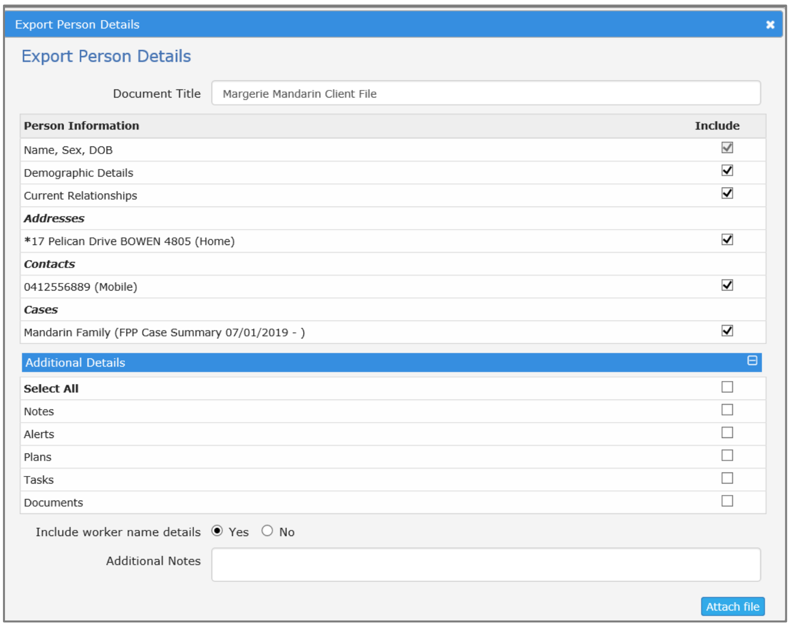
6. Select **Save Draft.**

At any point you can expand or collapse segments within the form by selecting the  icon. Note that once the Referral has been saved, *Comments* are stored in the Referral History segment which needs to be expanded in order for them to be viewed.

7. To create a record of the files provided with the referral, expand the **Attachments** segment by selecting the ⊞ icon. You can select to attach documentation from the **Client File** or **Browse** / **Select & Upload** from files located on the user's computer (external to ARC)

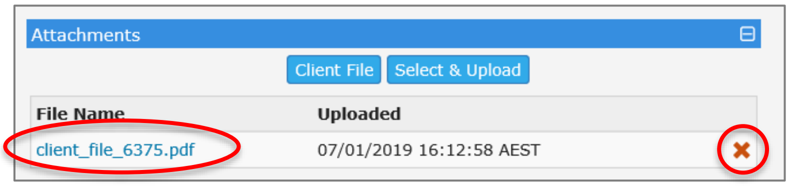


8. If you select **Client File,** simply tick the information you wish to attach to the referral. Select the **Page control**, **Order**, **Export Period** (to define how the information will be displayed on the pdf) and include any **Additional notes** and select **Attach file.**

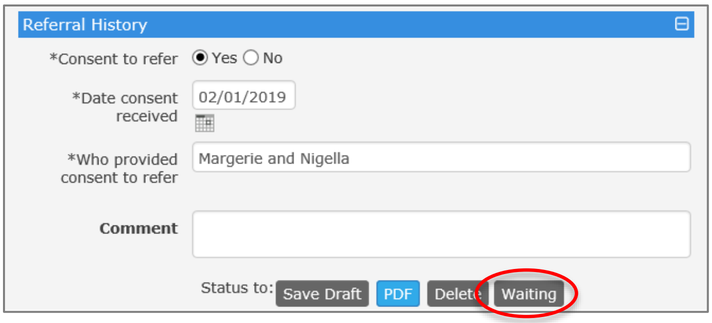


This file is now shown on the Referral form in the Attachments segment, as a pdf document.

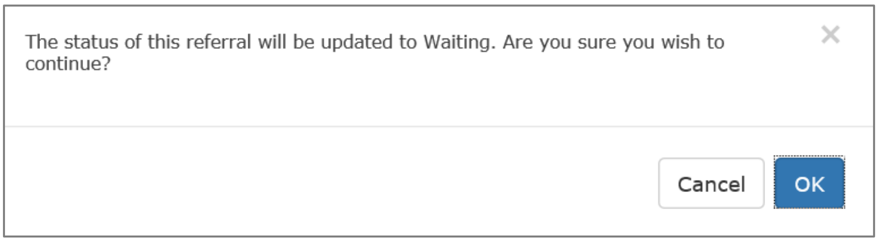
Any documents attached to the Case Summary will also be automatically included in the referral. You can attach other document from your network drive by simply clicking Select & Upload.
You can remove documents from the referral record by clicking the red cross.



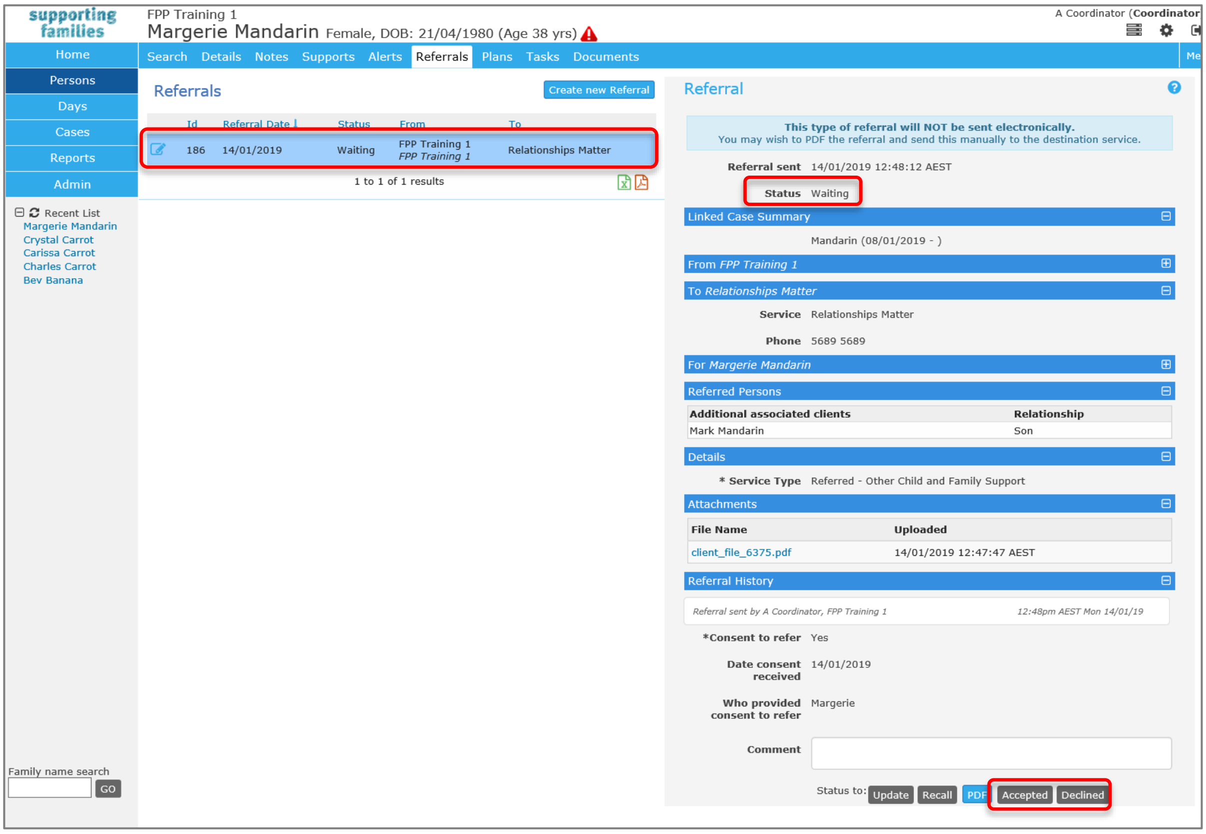
9. Record **Consent to refer*** - when checked *Yes*, the date and who provided the consent are mandatory fields.



10. Click **Waiting.** The message below will appear, click **OK**.



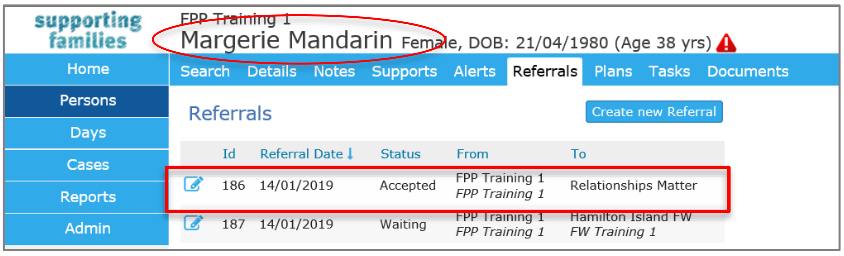
Note: A **PDF** copy of the referral **must** be generated and either emailed or printed/faxed to the receiving service – it is not sent to the other service through ARC.



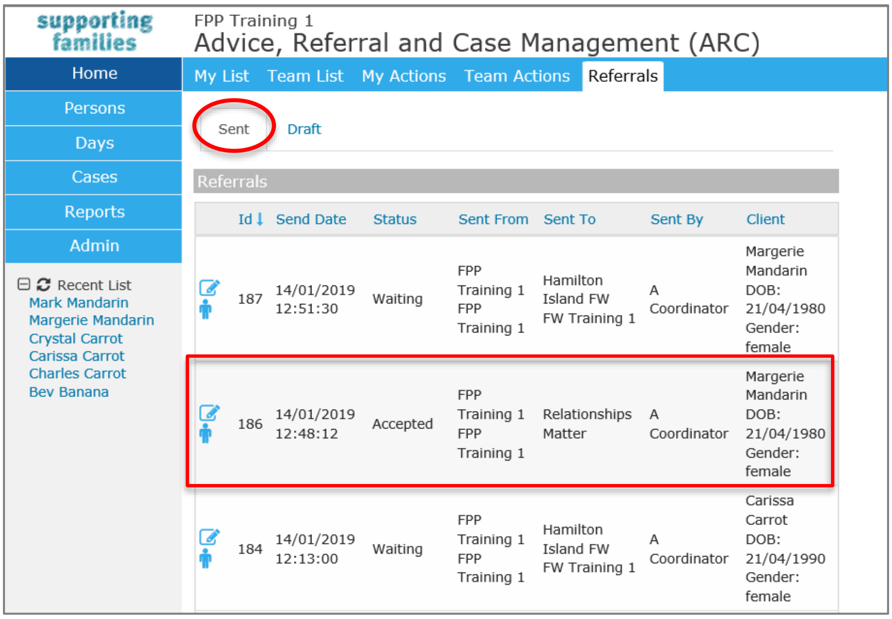
The ***Status*** is updated to *Waiting* and at the bottom of the form, the **Accepted** and **Declined** buttons are now displayed.

11. Once the referral has been accepted by the other service (by way of a communication exchange outside of ARC), you must manually update the **Status** of the referral to **Accepted** or **Declined**. Click relevant button.

The referral record will show on the **Person** page, **Referral** tab for each Person included in the referral.



.. AND on the **Home** Page, **Referrals** tab, **Sent** sub-tab:



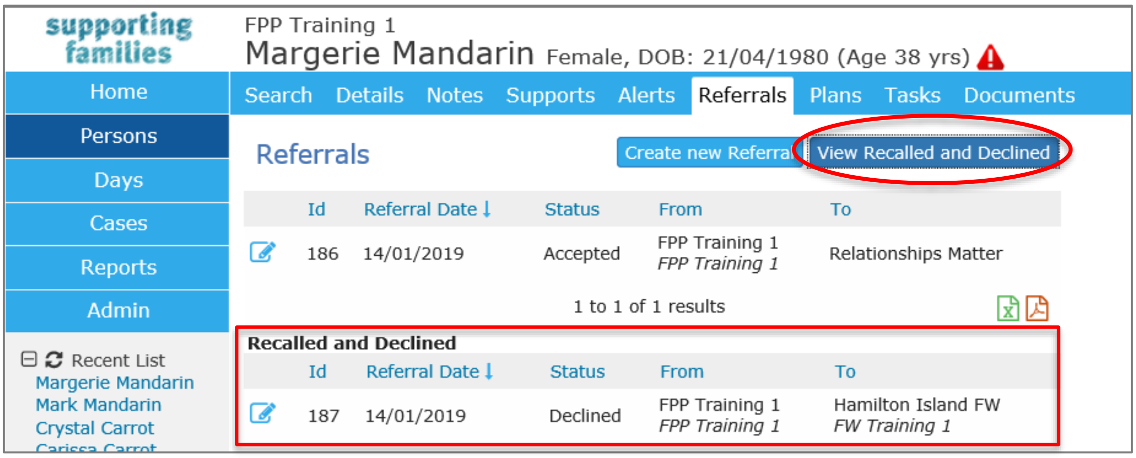
The status of **all** Referrals made to another service are shown on the **Home** Page, **Referrals** tab, on the **Sent** sub-tab.

10.3 Viewing Declined Referrals

When a referral to another service is Declined by them, it will display in the **View Recalled and Declined** segment on the **Referrals** tab, on the **Persons** page.

NOTE : As outlined in the preceding sections, the ***Status*** of *Declined* is recorded :

- for *Manual* Referrals – by the user manually updating the Status
- for *Family Services* Referrals – by the other service in ARC.

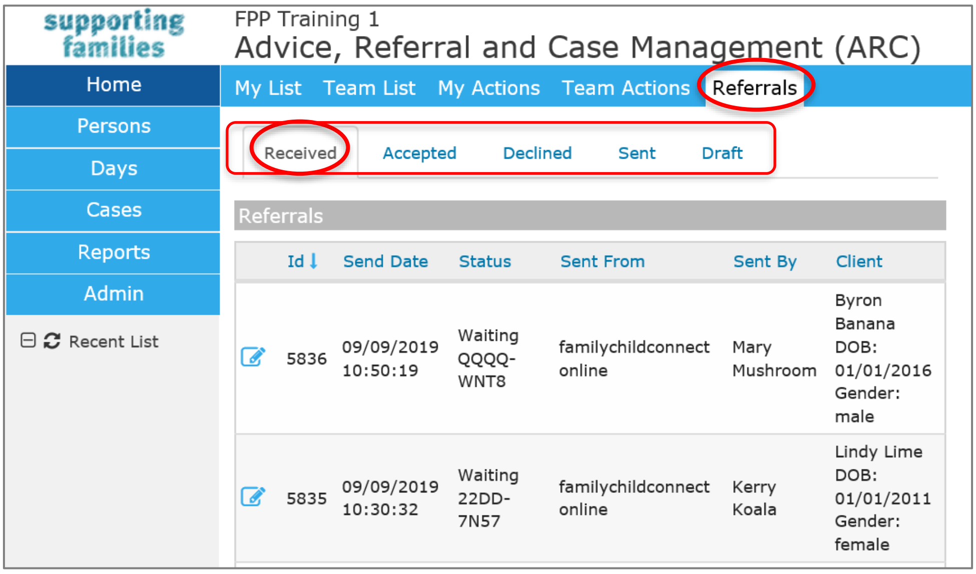


10.4 Receiving Referrals from Child Safety

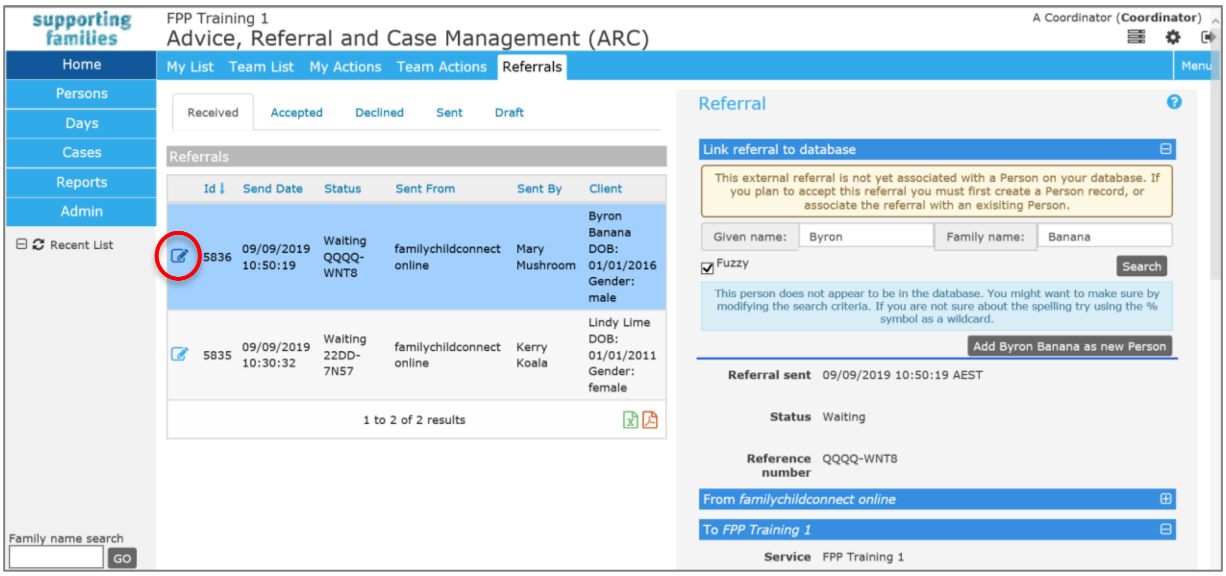
Referrals received from Child Safety (via the [Queensland family support referral]() *online* referral form), will show in the **Referrals** tab, on the **Home** page. This tab is only visible to those with a *Coordinator* user profile.

These referrals show on the **Received** sub-tab. Referrals that have been Accepted, Sent or have yet to be sent (ie. are in Draft format) can be viewed by clicking the relevant sub-tab.

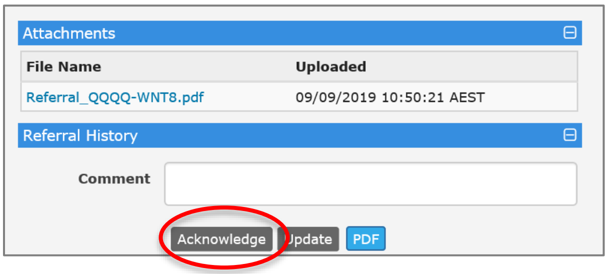
1. On the **Home** page, select **Referrals** tab.



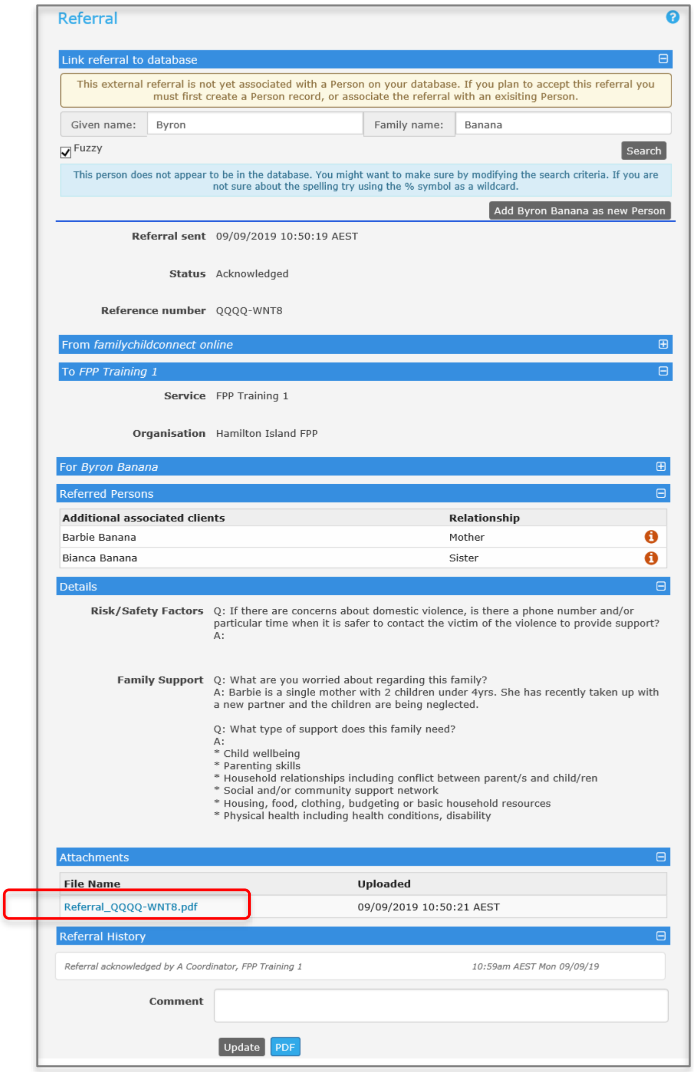
2. To receive a referral, on the **Received** sub-tab, select the icon to open the referral form. The referral opens on the right-hand side of your screen.



3. Scroll to the bottom of the form and click **Acknowledge.**
This updates the *Status* of the referral to indicate that someone in your service is in the process of receiving this referral.



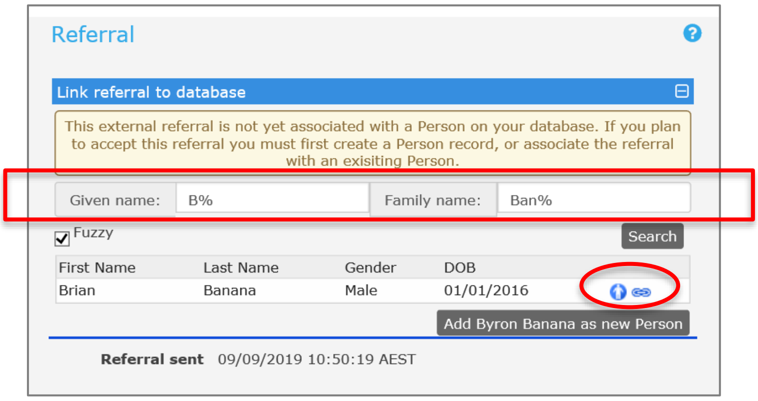
4. Review the referral.



- you can expand / collapse each of the sections using the ⊞ ⊟

- a pdf of the complete referral is available in the Attachments section. Any documents sent from Child Safety will also appear here.

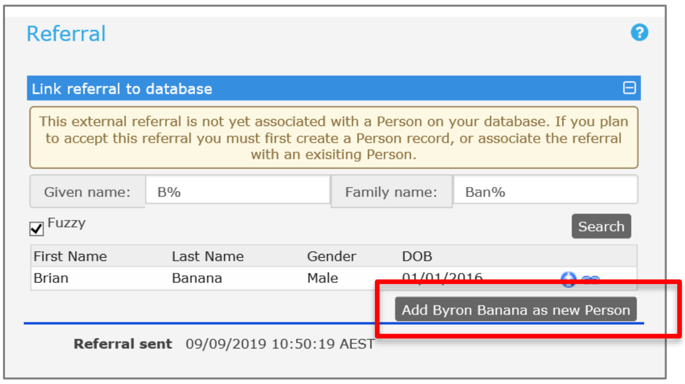
5. To receive the referral, it needs to be attached to a Person record.
It is important to perform a wide search to identify if a Person record exists for the referred person : use the **%** wildcard on a shortened version of the Given name and Family name, click **Search**.



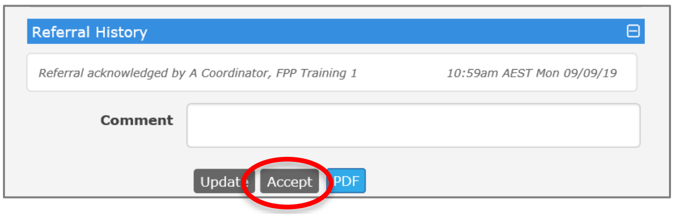
Where a potential match is identified, it displays as above.
Click the white person icon to check the current record in your workgroup with that Name – Note: you will need to navigate back to the **Home** Page, **Referrals** tab to resume processing your received referral.

Where it is for the same Person (an exact match), click the blue link icon.

6. If no existing records are returned, select **Add < Name> as a new Person**.



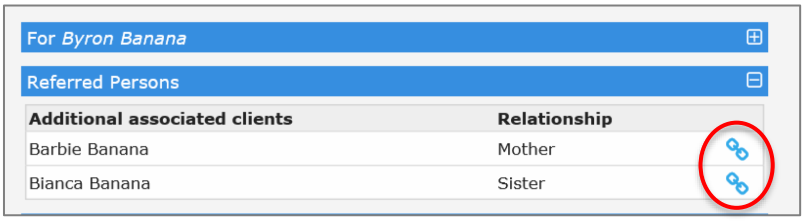
7. Scroll to the bottom of the referral, click **Accept** .



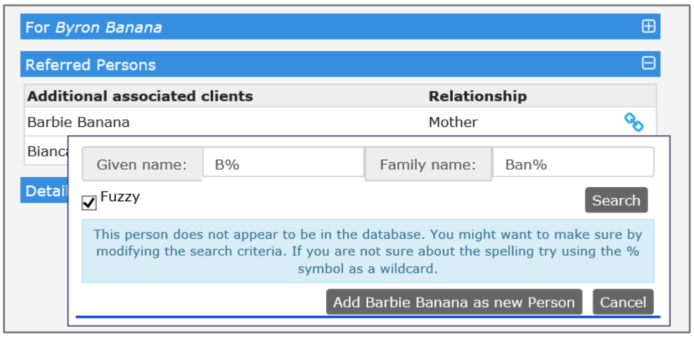
Referrals from *Queensland family support referral form* are not able to be declined, as there is no automated mechanism to advise the referrer of this decision. You need to **Accept** the referral in ARC and contact the Child Safety officer to advise them of your decision. Your time is managing this is captured in a Note.

Should the referral be outside your catchment area, please notify ATSIfamilies@cyjma.qld.gov.au immediately.

8. When you have Accepted the referral, click on the blue icon appearing beside the names of the other Person/s in the referral to create a Person record for them in your workgroup.



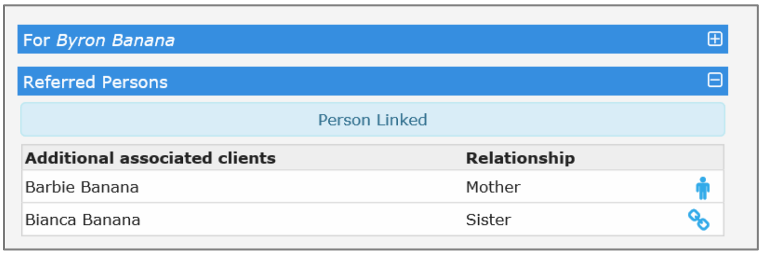
The following message will appear :



To avoid duplicate Person records, it is always recommended to Search first. When you are confident that a record does not already exist for this Person, click **Add…as new Person**.

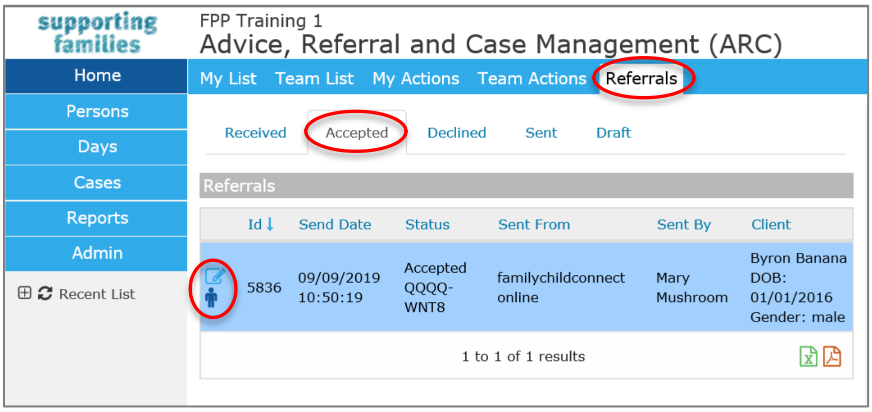
The following message will appear:

When you click **OK**, a new Person record will be created in your workgroup for that person. Once this has been done, the Referral form will display as below:

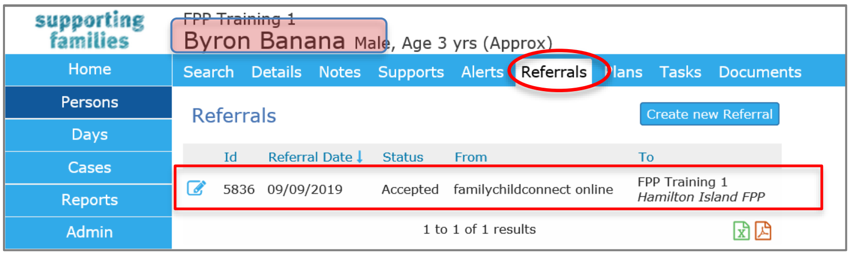


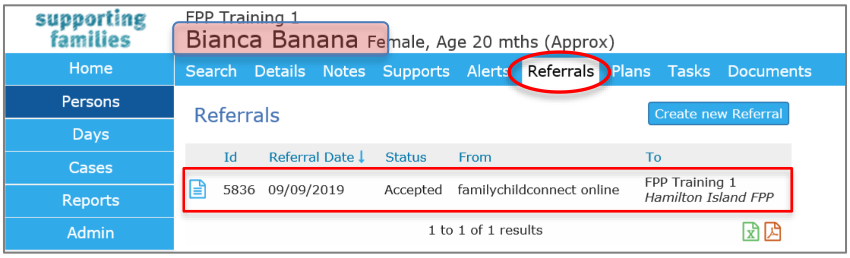
Repeat this step for all Persons associated with the referral.

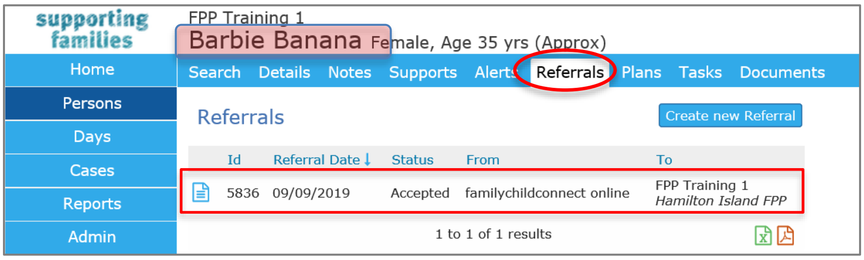
9. The referral now displays on the ***Accepted*** sub-tab on the **Referrals** tab, **Home** page.



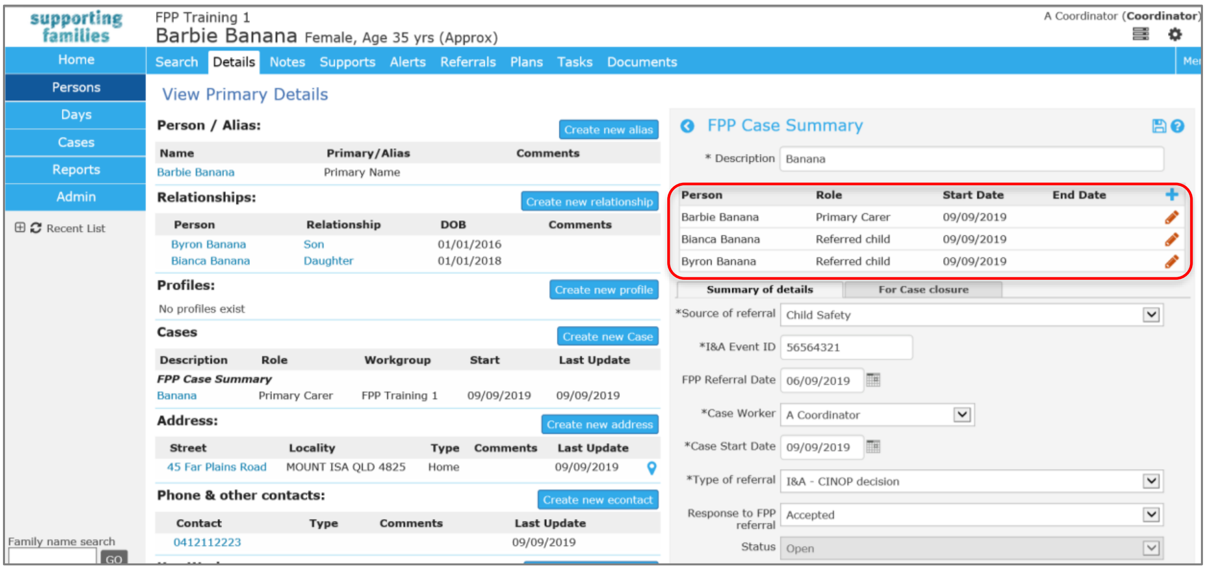
The referral is also linked to each Person associated with the referral – access to documents within the referral is easily managed electronically :





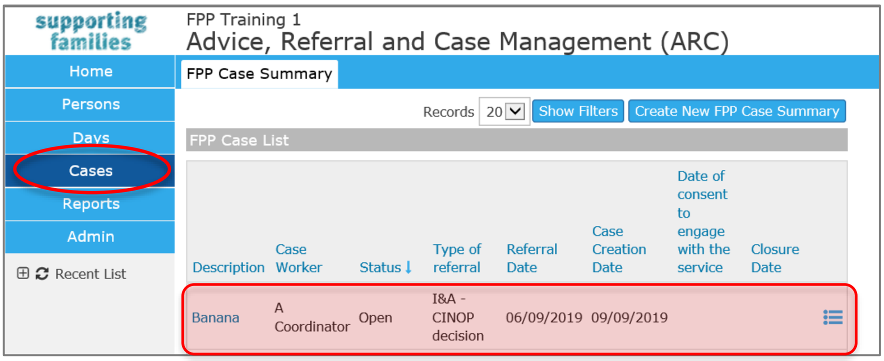


10. Complete receiving the referral in ARC in line with normal procedures :
On the **Persons** page, **Details** tab -
 > ensure all Persons are connected – reflected in *Relationships* on each Person record
 > confirm Address, Contact and other information as available
 > create the **Case Summary**, ensuring all Persons are added.



Additional Notes:

- Each Case Summary can be allocated to a Case Worker – viewed and managed from the **Cases** Page.



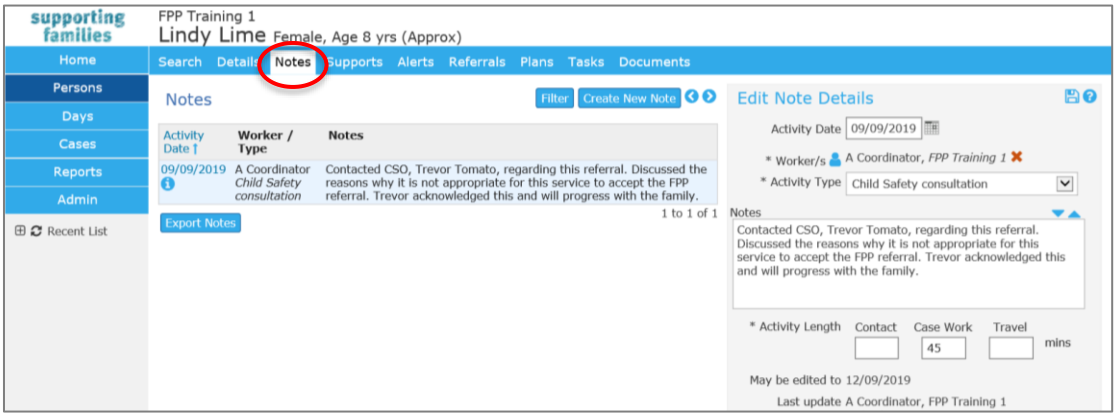
A worker's **My List** only displays **Person** records for which they have been allocated as **Key Worker**.

10.4.1 To decline a Referral

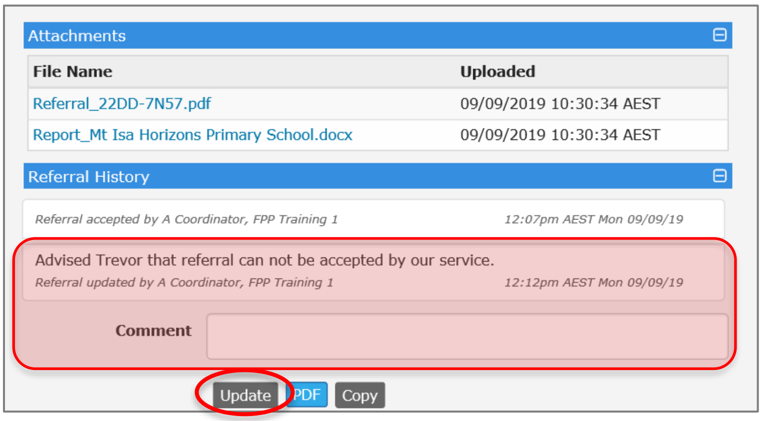
As noted above, referrals received from [Queensland family support referral](#) *form* must be 'accepted' in ARC.

Where you receive a referral from Child Safety which your service is unable to accept, simply complete the following steps:

1. Receive the referral following the steps outlined above:
   - the referral must be 'Accepted' in ARC
   - only add the Person record for the referred Person (not for all associated Persons)
   - contact the Child Safety officer to discuss why your service is not able to accept this referral and record this conversation and the associated time with a Note on that Person's record...



For completeness, it is also recommend that you include this as a **Comment** on the Referral :
> scroll to the bottom of the referral form
> enter details in the blank **Comment** box
> click **Update**



11 Managing Restricted Access

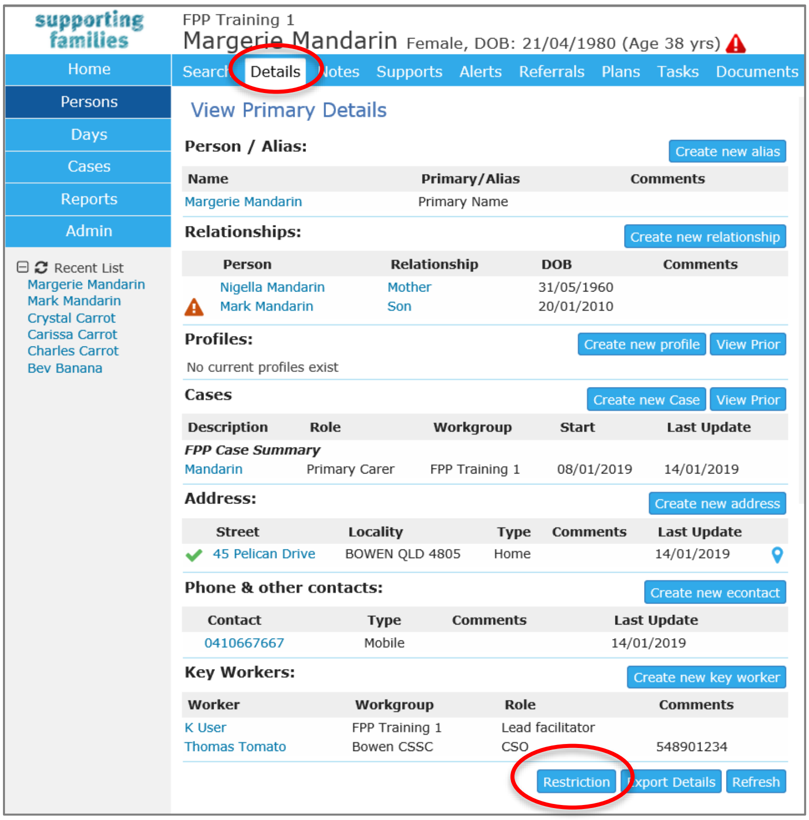
It is acknowledged that, on occasion, client sensitivities require that access to client records be restricted for certain workers within your service.
This section outlines the functionality that has been developed by Infoxchange to enable this.

11.1 Apply Restricted Access

Access to Person records can only be restricted for NORMAL users ie. Coordinators can access all records within your workgroup.

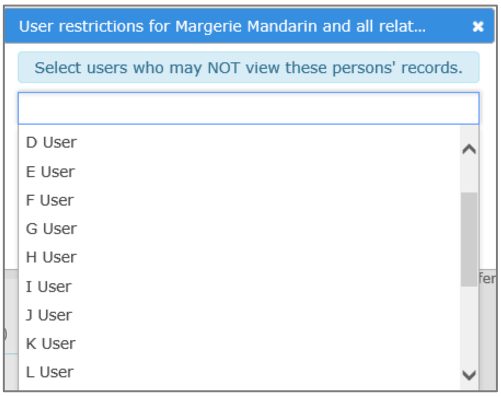
Only those with Coordinator access are able to apply and remove restrictions relevant to Normal users.

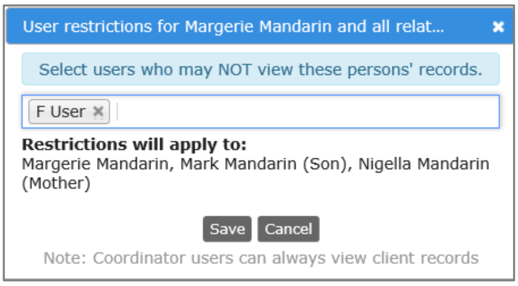
1. Open **Person** Page and display **Details** tab for the Person record requiring access to be restricted.
   Click the **Restriction** button at the bottom.



2. The following screen will appear :

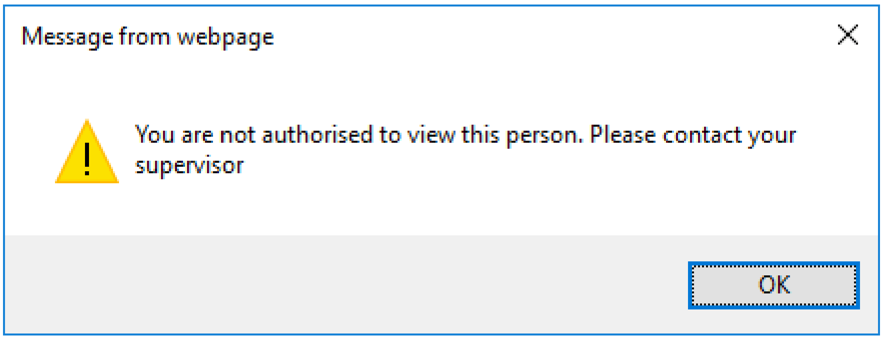
3. Click in the Select users field to display workers (with Normal User access) in your service. Select worker/s for whom access is to be restricted.





Click **Save**.

When F User attempts to access Margerie Mandarin's record (or any records for those Persons with whom a Relationship is recorded), this message is displayed :



Key points :

- Normal Users can only view lists they have generated. Identifying details and unstructured data is not included in lists run by Normal Users.

- Normal Users can not access Associated Records from the Cases Page.

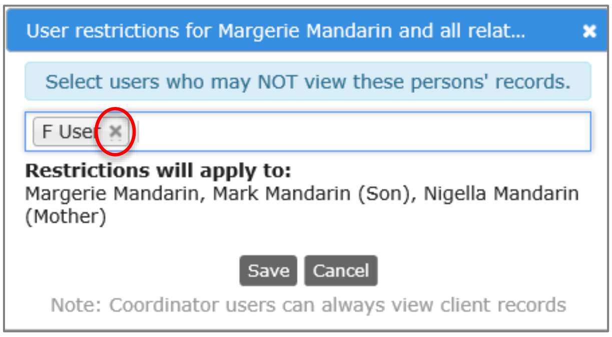
- If a worker creates a relationship with a Person for which they have access restricted, then they will activate a restriction for the Person record they are currently working on.
  You will need to contact your Coordinator to correct the relationship data for that Person.

11.2 Remove Restricted Access

To cancel Restricted Access for a worker applicable to a Person :

1. On the **Person** record, **Details** tab, simply click the Restriction button at the bottom of the page.

2. This screen will display showing the active restrictions.



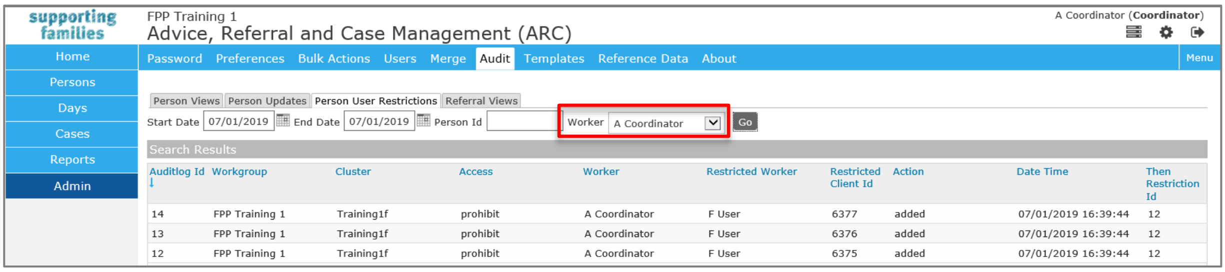
3. Click the **x** against the worker's name (as shown above) and **Save**.
   The message pop-up will no longer display.
   The worker will now have access to that Person's record, and the Persons with whom that Person has Relationships recorded.

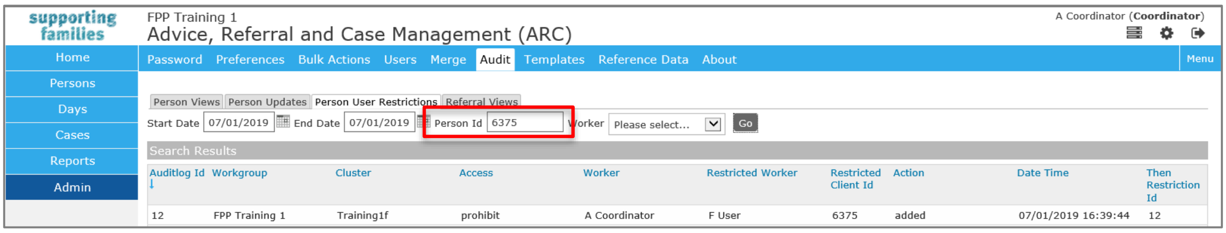
11.3 Restricted Access Audit Log

The **Admin** page, **Audit** tab displays the available audit log records.

Click on the ***Person User Restrictions*** sub-tab to display the following :

- Select the date range you wish to view restricted access activities for
- The **Worker** field refers to the User who applied or removed the restriction.
- The **Person ID** field is the numerical *Person Identifier* for the Person record for whom access has been restricted.


supporting families
FPP Training 1
Advice, Referral and Case Management (ARC)
A Coordinator (Coordinator)
Home
Persons
Days
Cases
Reports
Admin
Password Preferences Bulk Actions Users Merge Audit Templates Reference Data About
Menu
Person Views Person Updates Person User Restrictions Referral Views
Start Date 07/01/2019 End Date 07/01/2019 Person Id Worker A Coordinator Go
Search Results
Auditlog Id Workgroup Cluster Access Worker Restricted Worker Restricted Client Id Action Date Time Then Restriction Id
14 FPP Training 1 Training1f prohibit A Coordinator F User 6377 added 07/01/2019 16:39:44 12
13 FPP Training 1 Training1f prohibit A Coordinator F User 6376 added 07/01/2019 16:39:44 12
12 FPP Training 1 Training1f prohibit A Coordinator F User 6375 added 07/01/2019 16:39:44 12


supporting families
FPP Training 1
Advice, Referral and Case Management (ARC)
A Coordinator (Coordinator)
Home
Persons
Days
Cases
Reports
Admin
Password Preferences Bulk Actions Users Merge Audit Templates Reference Data About
Menu
Person Views Person Updates Person User Restrictions Referral Views
Start Date 07/01/2019 End Date 07/01/2019 Person Id 6375 Worker Please select... Go
Search Results
Auditlog Id Workgroup Cluster Access Worker Restricted Worker Restricted Client Id Action Date Time Then Restriction Id
12 FPP Training 1 Training1f prohibit A Coordinator F User 6375 added 07/01/2019 16:39:44 12

12 Days

The **Days** page provides an alternate view for Notes, Supports and Tasks for the relevant day/date.

12.1 Navigating within the Days Page

When you select a tab (**Notes, Supports** or **Tasks**), the records displayed will default to show those for the displayed date.

You can navigate through the days by clicking the left and right navigation arrows or by selecting a date via the calendar icon.

Click the  icon to open the record. Click the  icon to open the **Person** record.

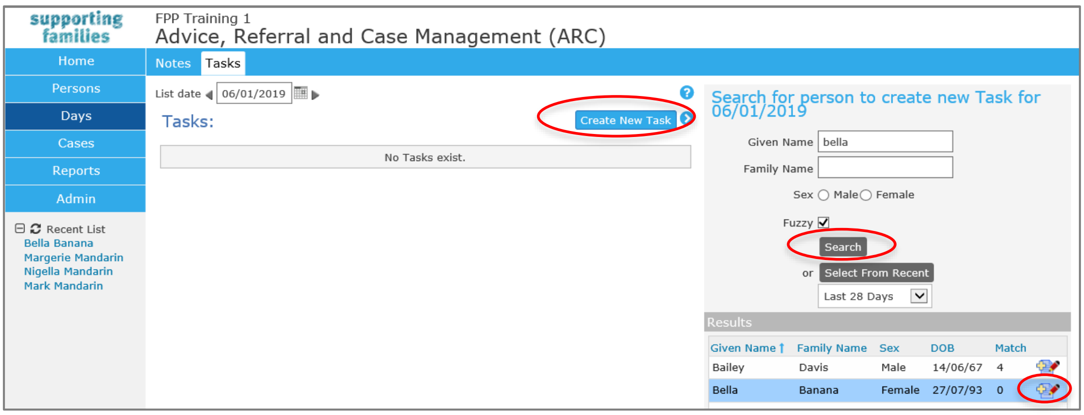
Hovering over the information icon displays a summary of the record's information. The Filter button can also be used to refine search parameters.

Note : If a Note or Task is associated with more than one Person, it will display multiple times – as shown in the screenshot above.

12.2 Creating a New record from a Tab on the Days Page

1. From each tab, you are able to create a new record – for Notes or Tasks respectively. Click **Create New <Note/Support/Task>** button. The **Search for person** form will appear to the right of screen (as below).

2. Complete Search and click on the  icon beside the appropriate Person to create a new record.



13 Documents

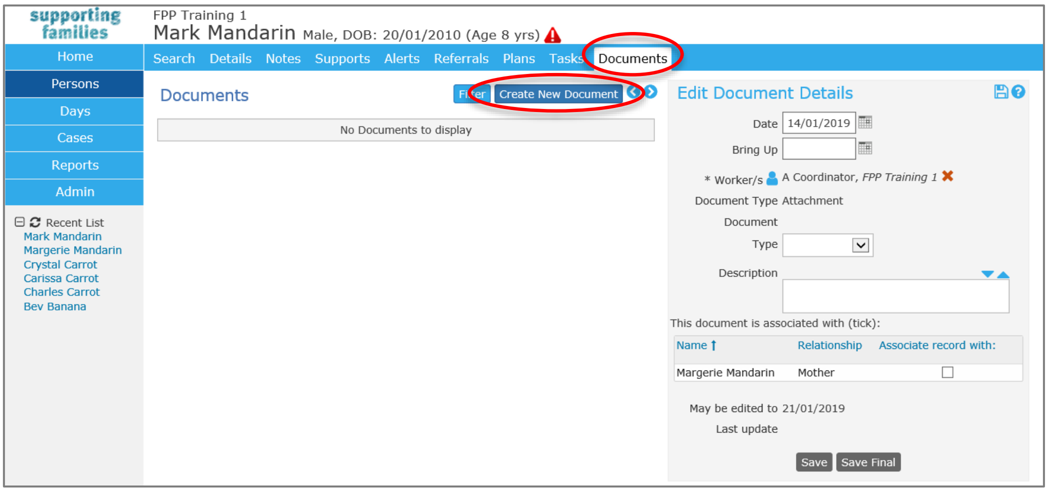
Documents may be associated with a Person record in two ways:

- As an attachment - any file, up to a maximum of 5 MB, can be attached to a person record.
- Via the Merge function - selected information from the Person record, including information about the user and some system information, can be merged into a new Rich Text Format (RTF) document that can be opened in Microsoft Word or OpenOffice. A user with Coordinator access level is able to create and edit merge document templates.

13.1 Documents on the Person record

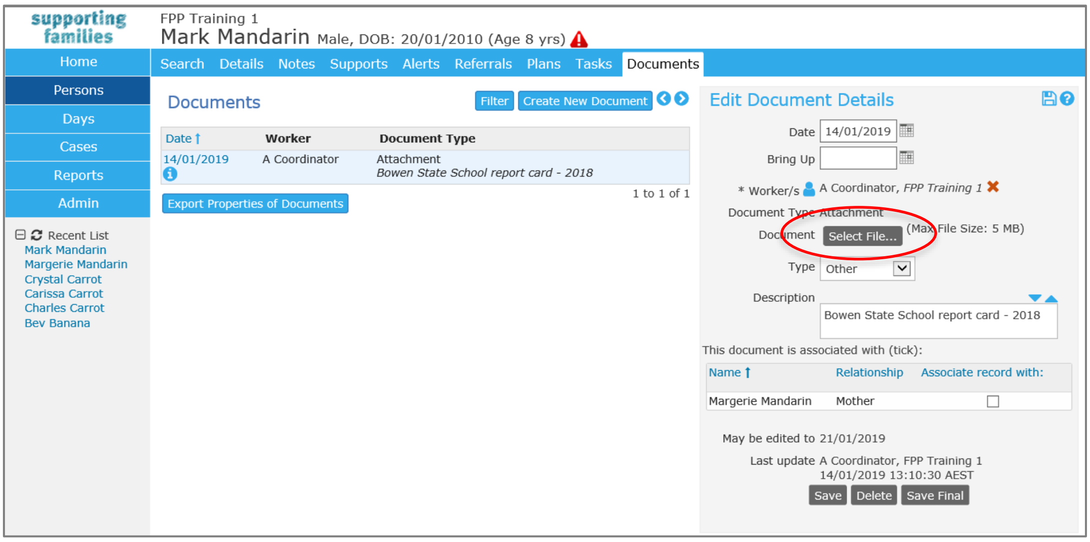
To attach and manage documents on the Person record :

1. From the **Persons** page, on the Person record, select the **Documents** tab.
Click **Create New Document** and the Edit Document Details form will appear to the right of screen.

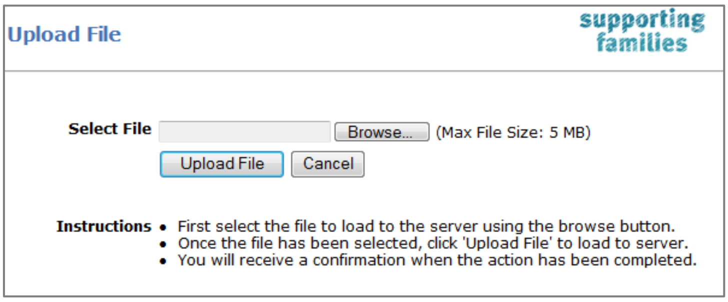


2. Select the **Date** by clicking the calendar icon – defaults to today's date.
3. Enter the **Bring Up** (review) date by clicking the calendar icon, if required.
4. Click the **Worker/s**  icon to add additional workers, if relevant.
5. Select **Type** from drop down list : Referral, Assessment, Other.
6. Add a **Description** of the document. (This description will be displayed in the Documents list).
7. Click **Save**.

The **Select File...** button (highlighted below) will now be available to select the document you wish to attach.

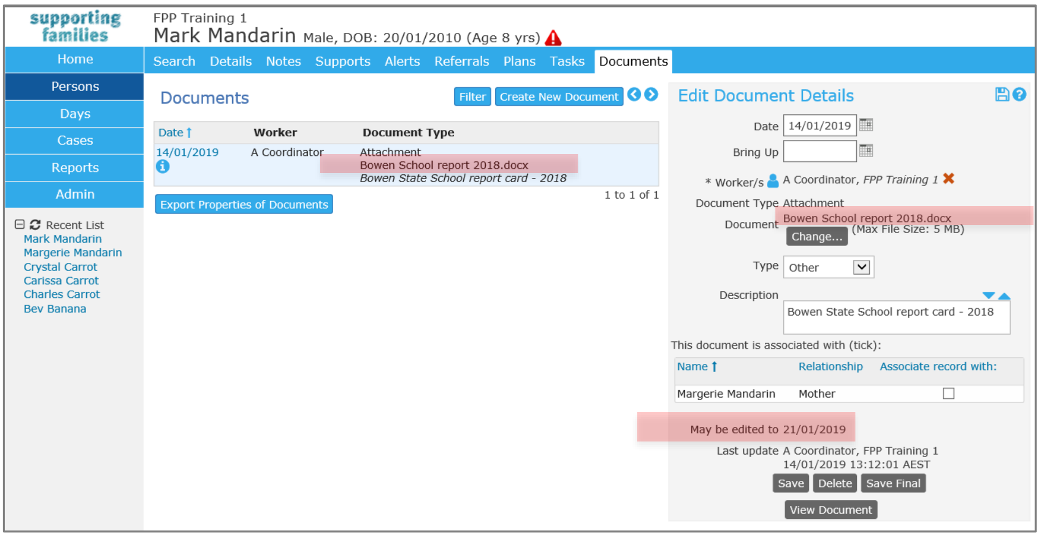


8. Click **Select File...** and the following dialog box will appear.

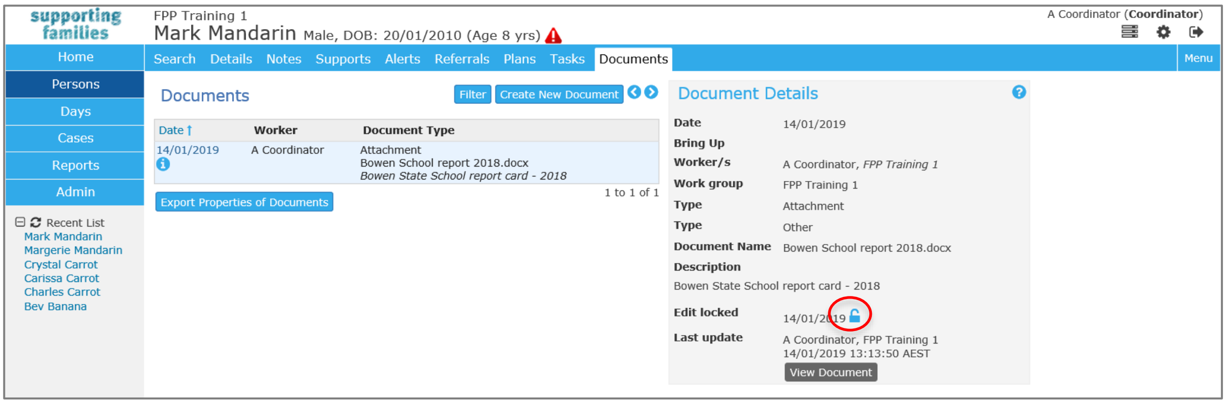


9. Click **Browse** and locate the file you would like to upload.

10. Click **Up Load File**. The document will be attached to the Person record and the filename will be displayed in the Document field. Click **Save**.



The record will automatically lock on the date displayed *May be edited to dd/mm/yy.*
If you click **Save Final**, it will lock the record immediately.



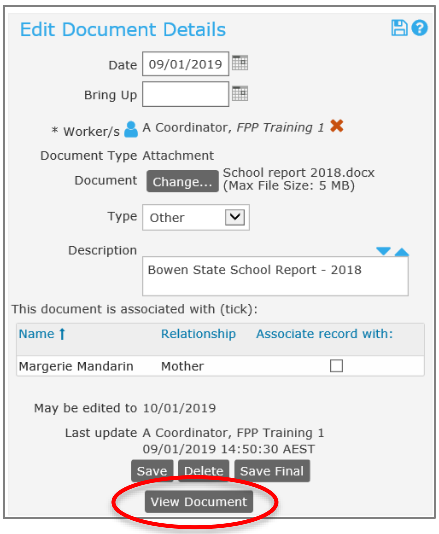
Users with Coordinator access are able to unlock locked records by clicking on the blue unlock icon.

Additional Notes:

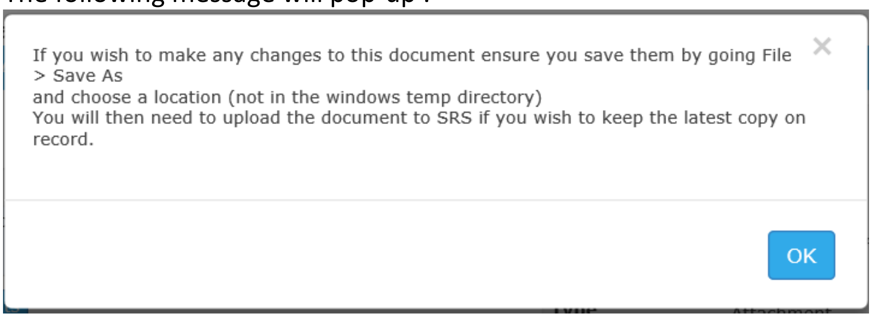
- Only one document file can be uploaded for a document record. If you want to attach multiple document files, you will need to create multiple document records.

To view the document

11. Click **View Document**.



12. The following message will pop-up :

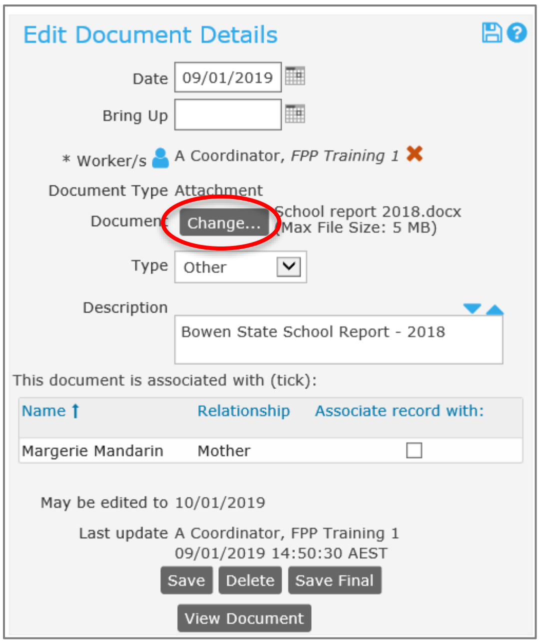


Click OK.

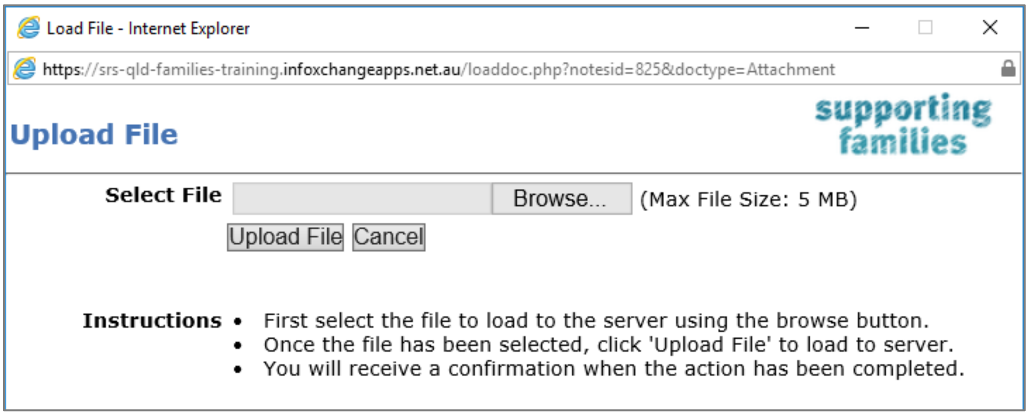
<u>Important Note</u>: If you make changes to the document when you are viewing it, the changes **will not** be saved in the attached document. You will need to save the modified document to your network or local PC and then re-attach the modified document.

To change the document:

13. Click **Change**

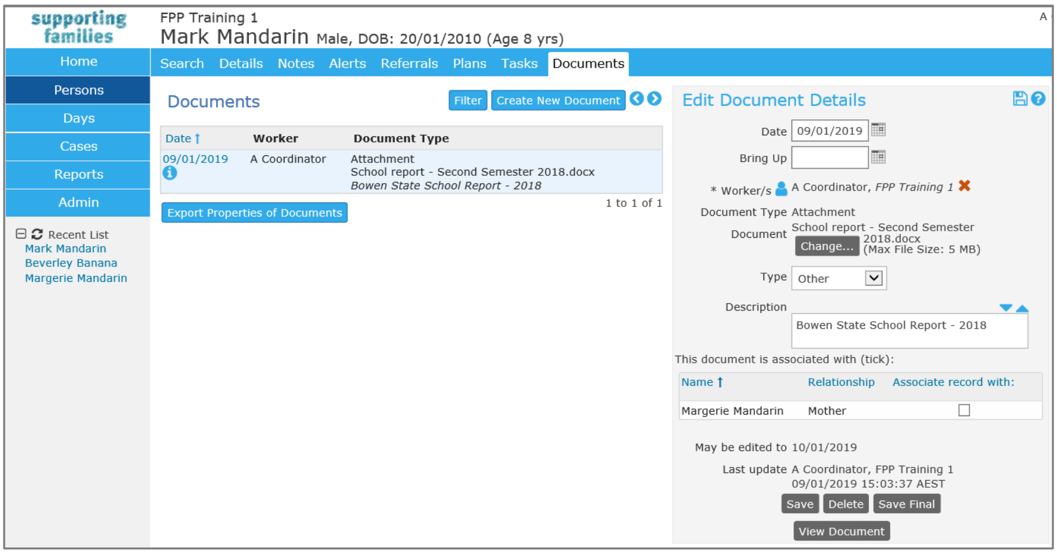


14. The document attachment pop-up box will appear



Locate the new document to attach, click Upload File.

15. Click **Save**. The new document will attach and the old document will be removed.



13.2 Merging Documents

This is standard functionality from the Infoxchange SRS product. For guidance on using this feature, click on the Help icon to access SRS Help.

Merge documents allows you to create letters and documents containing merged client information based on a standard template. Examples include referral letters and notifications.

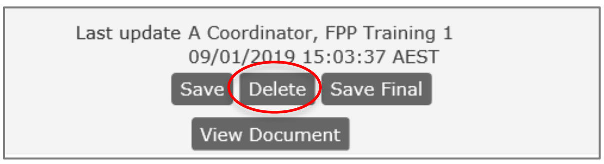
Note that the merge document option will only be shown if merge templates have already been created for your organisation.

Additional Notes:

- A user with an Administrator or Coordinator access level is able to create and edit merge document templates.

13.3 Deleting Documents

A user with a Coordinator access level is able to delete a document record.



14 Reports

ARC includes a report engine that enables you to generate a wide variety of aggregated reports and data lists to assist with organisational management and reporting to stakeholders.

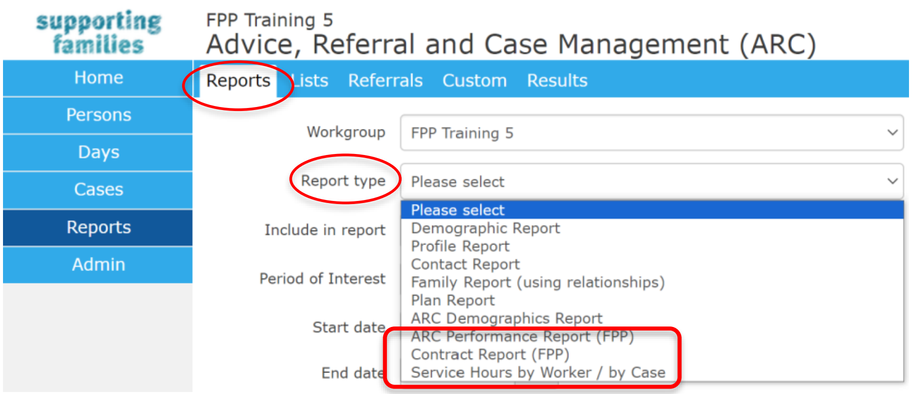
The different tabs on the **Reports** Page access different report categories: Reports, Lists, Referrals, Custom and Results.

Users with Coordinator Access profile can view all tabs. Normal Users have a subset available.

14.1 Reports

Reports are located in several of the tabs within the **Reports** page.

14.1.1 Reports tab



On the **Reports** page, **Reports** tab, you can generate a number of reports.
The *Demographic, Profile, Contact, Family* and *Plan* reports are generic to the SRS product.

The ***ARC Performance Report*** and ***Contract Report*** have been specifically developed for Family Participation Program services to assist in managing your service and streamline reporting requirements. <u>These are currently under development by Infoxchange.</u>

ARC Performance Report
The *ARC Performance Report* provides data to support the oversight and management of your work with families. It will be used by the department to consolidate performance reporting figures provided to key internal and external stakeholders.

Services can also run the corresponding ***ARC Performance List*** (*from the Lists tab*) which displays the individual records representing the totals included in the *ARC Performance Report*, for data verification and validation.

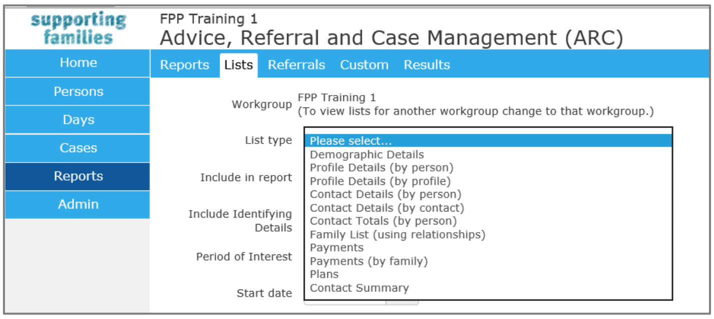
Contract Report
The *Contract Report* supports the performance-based acquittal obligations of services.
The format of the report is in a similar format as required to be entered into the Department's Contract management system by service providers. The ***Counting Rules*** defined for each of the measures in the ***Contract Report*** are available on pages 100-101.

Services can also run the corresponding ***Contract List*** (*from the Lists tab*) which displays the individual records representing the totals included in the *Contract Report*, for data verification and validation.

14.1.2 Lists tab

The **Lists** tab provides details of the individual records that have been used to generate the corresponding reports. The List can be exported to Excel, enabling you to format and analyse the data as you require. (Refer section Exporting Report Results)

Those currently available are generic to the SRS product and may not reflect components tailored for Family Participation Program services.



14.1.3 Referrals tab

The **Referrals** tab allows you to generate reports about :

- Referrals *sent* by your service

The option for *Referrals received* by your service will be NIL as this functionality is not applicable for Family Participation Program services.

14.1.4 Custom tab

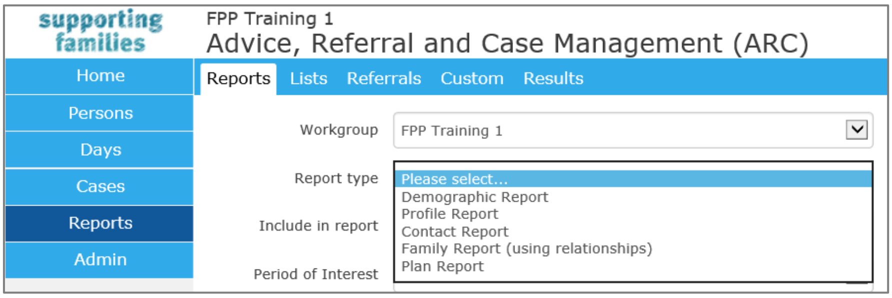
This is standard functionality from the Infoxchange SRS product. It is generic to all SRS systems and not specific to ARC.

For guidance on using this feature, click on the Help icon to access SRS Help or review the SRS product user guides at the following url: http://srs-support.infoxchangeapps.net.au/user-guides

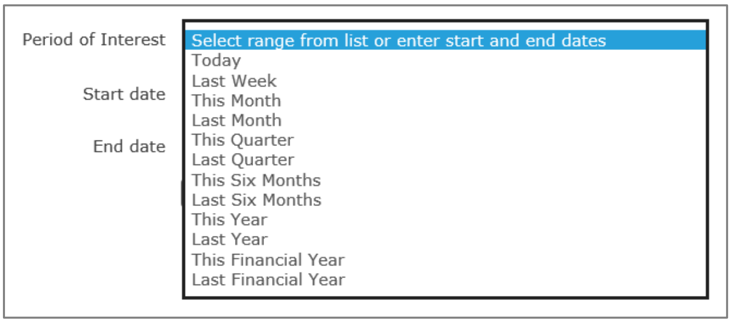
Custom Reports provide a variety of ways to aggregate data, allowing more flexibility in reporting than the standard Reports tab. Using Custom Reports may also mean that you are able to run one regular report instead of multiple standard reports.

14.2 Generating Reports and Lists

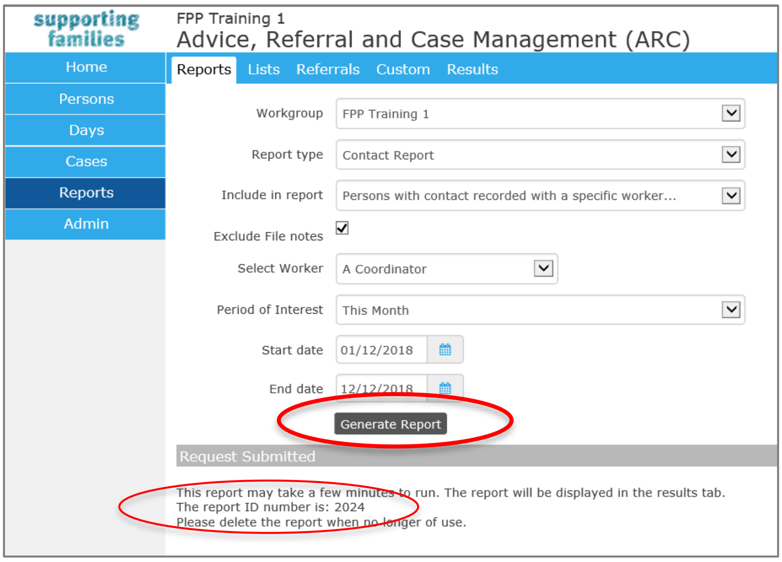
1. On the **Reports** page, **Reports** tab or **Lists** tab, select the **Report type or List type** required.



2. Select parameters as required.
Select period range from the **Period of Interest** drop down menu.
Alternatively, you can use the calendar icon to enter a date range : Start date / End date.



3. Click **Generate Report**. The following screen will be displayed.



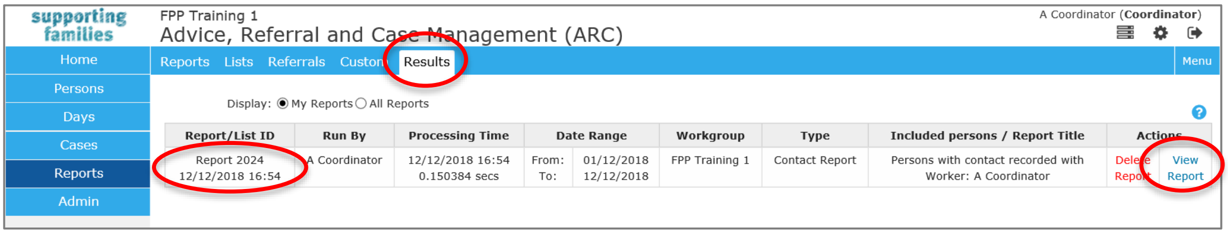
The report can be accessed from the **Results** tab using the report ID number (highlighted above).

14.3 Viewing Report Results

The **Results** tab allows you to view and delete reports generated through the Report tabs.

New reports are added at the bottom of the Results list.

Once reports are no longer needed, they should be deleted from the Results list (to keep it manageable).

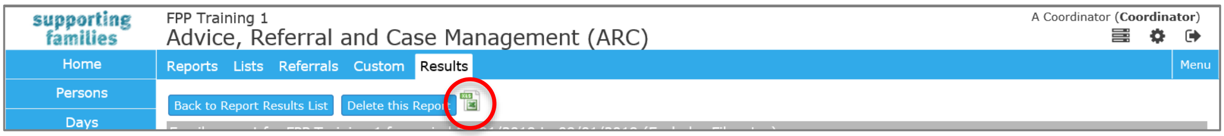


1. To delete a report from the **Results** tab, simply click Delete Report.
2. A pop-up message will appear - click **OK** to delete the report or **Cancel** to retain the report.

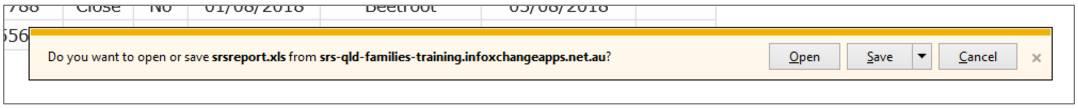
14.4 Exporting Report / List Results

Reports and Lists are able to be exported to Excel. This enables users to perform their own analysis of the data and to use it in other ways.

1 From the View Results screen, click the **Excel** icon at the top of the screen.

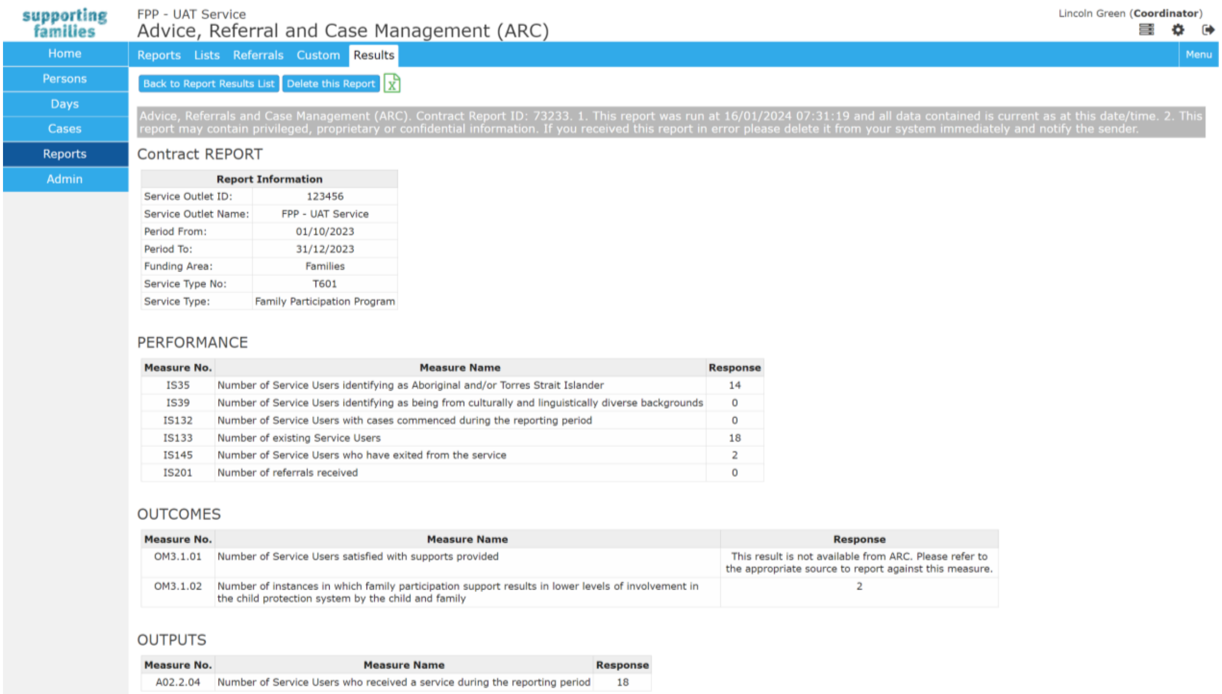


2 At the bottom of your screen, a message will appear - select Open, Save or Cancel. Select as required, answer Yes to the format message that may appear - results are displayed in Excel.



14.5 Contract Report with counting rules

The **Contract Report** reflects each of the performance measures for Family Participation Program services, as documented within the *Families Investment Specification*.



The following tables provide the counting rules defined for each of the measures for Family Participation Program services.

Important to note : An **active** Case Summary is one where the *Response to FPP referral* is ***Accepted*** and the *Date of consent to engage with FPP* is not blank.

PERFORMANCE

Measure No.	Measure Name	Counting rule
IS35	Number of Service Users identifying as Aboriginal and/or Torres Strait Islander	Each **active** Case Summary open at the end of the reporting period and closed within the reporting period where one or more person associated with the Case Summary identifies as Aboriginal, Torres Strait Islander or both.
IS39	Number of Service Users identifying as being from culturally and linguistically diverse backgrounds	Each **active** Case Summary open at the end of the reporting period and closed within the reporting period where one or more person associated with the Case Summary has the Culturally and Linguistically Diverse flag (on their Person record) ticked
IS132	Number of Service Users with cases commenced during the reporting period	Count each **active** Case Summary with a *Date of consent to engage FPP* within the reporting period.
IS133	Number of existing Service Users	Each **active** Case Summary on the day before the start date of the reporting period.
IS145	Number of Service Users who have exited from the service	Each **active** Case Summary closed within the reporting period where *Date of consent to engage FPP* is recorded.
IS201	Number of referrals received	Each Case Summary with a *Referral Date (for this service*) within the reporting period.

OUTCOMES

Measure No.	Measure Name	Counting rule
OM3.1.01	Number of Service Users satisfied with supports provided	This result is not available from ARC. Please refer to the appropriate source to report against this measure.
OM3.1.02	Number of instances in which family participation support results in lower levels of involvement in the child protection system by the child and family	Each **active** Case Summary closed within the reporting period where *Child Safety Decision* = CNINOP.

OUTPUTS

Measure No.	**Measure Name**	**Counting rule**
A02.2.04	Number of Service Users who received a service during the reporting period	Each **active** Case Summary that is open at the end of the period where the *Date of consent to engage* has been recorded **+** each **active** Case Summary closed during the reporting period where *Case closure reason = FLDM process completed, Child Safety notified FPP no longer appropriate* or *Family withdrew consent from FLDM process.*

It is strongly encouraged that services run the **Contract List** at the same time as they run the **Contract Report**, to review and verify recorded details.

15 Admin Page

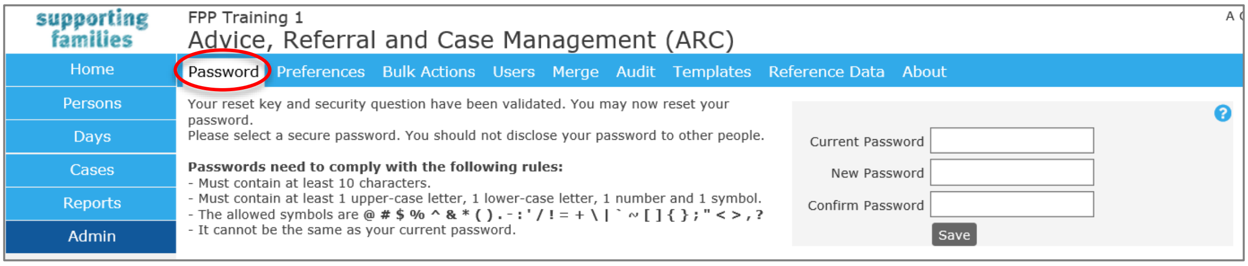
The tabs within the **Admin** page allow users to manage their logon, email address and other details used within ARC.

Users with a Coordinator access level will have additional tab access to manage user accounts and perform other administrative functions as detailed in the Coordinator Functions section of this Manual.

15.1 Change Password

On the **Admin** Page, select the **Password** tab :

To change your password:



1. Enter your **New Password** and enter again in the **Confirm Password** field.
   The password should be at least 10 characters in length, contain 1 numeric character, 1 special character and 1 capital letter.
2. Click **Save**. Your password will now be updated.

Additional Notes:

- When entering password details, an assessment of the password strength will be displayed. It is recommended that a password with a 'Strong!' strength level is entered.

15.2 User Preferences

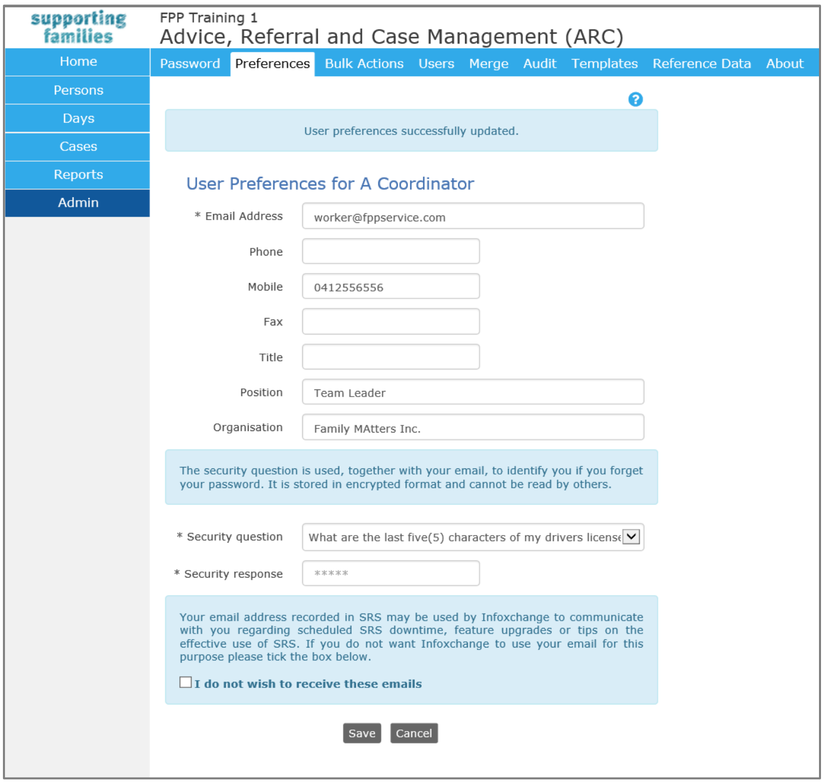
The **Preferences** tab enables users to update their user account and contact details.

When logging on to ARC for the first time, users will be directed to the **Preferences** tab to update their Email Address**,** Security question **and** Security response**.**

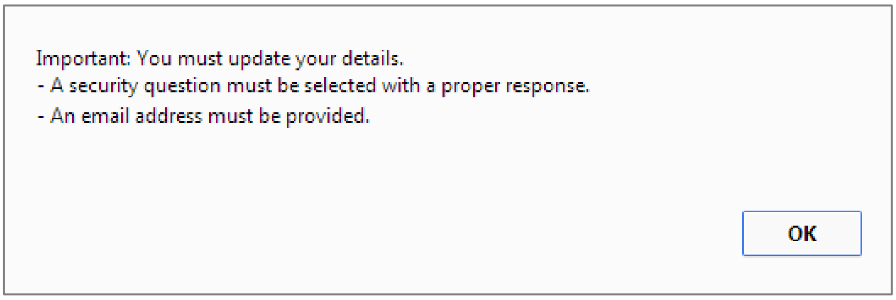
This information is used for identification should users forget their passwords and wish to make use of the Password Resetting function. Alternatively, your ARC Coordinator will be able to reset passwords.

Details such as **Title**, **Position** and **Phone** may be used in some of the mail merge functions within ARC. The **Email address** is also used to send Microsoft calendar requests when creating Tasks.

<u>**Note**</u>: The Email address and Security question are mandatory.

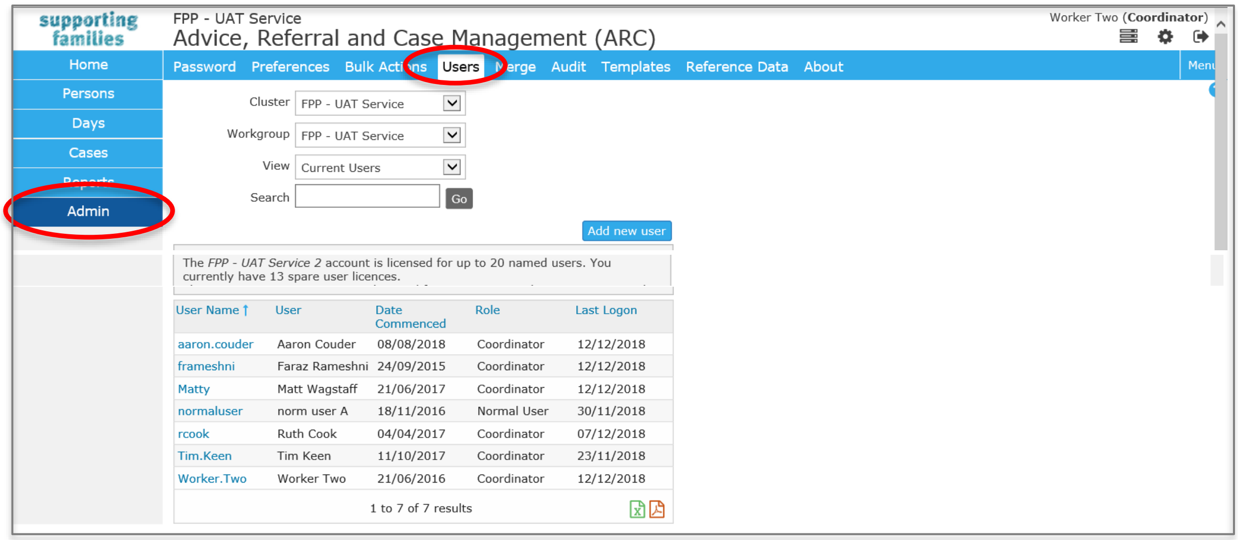


You may be prompted by the following pop-up message :



15.3 User Management

The **Users** tab within the **Admin** page provides access to the User Management functions – only available to those user with Coordinator access.



15.3.1 Creating a New User

There are **4 steps** required to create a New User in ARC. These are detailed below :

Step 1: Check for a spare licence:

ARC licences have been allocated to your service (Workgroup). Your allocation of licences is referred to in ARC as the total number of *named users*. When a user is allocated to a Workgroup, the number of spare licences for that Workgroup is reduced by one.

In the screenshot above, *FPP - UAT Service* has 20 named users and 13 spare licences. This means there are currently 7 allocated users.

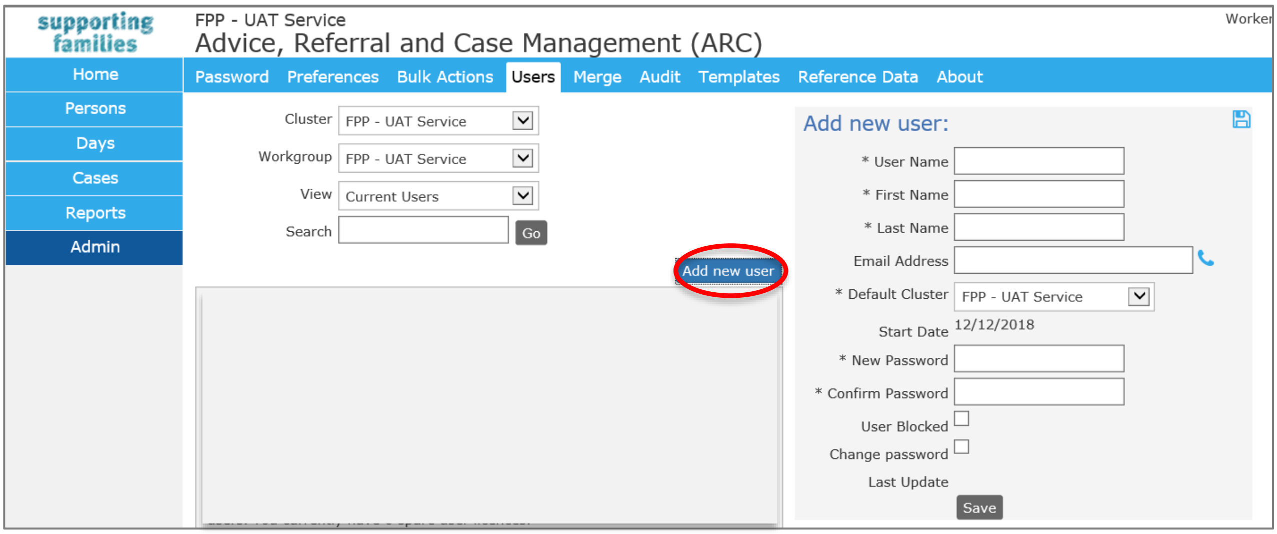
If you have no spare licences, the first step is to review the list of **Current Users** and see if there's anybody on that list who is unnecessarily allocated to your workgroup and Remove them.

If you require additional licences, please contact the Family Participation Program team via ATSIfamilies@csyw.qld.gov.au to discuss this requirement.

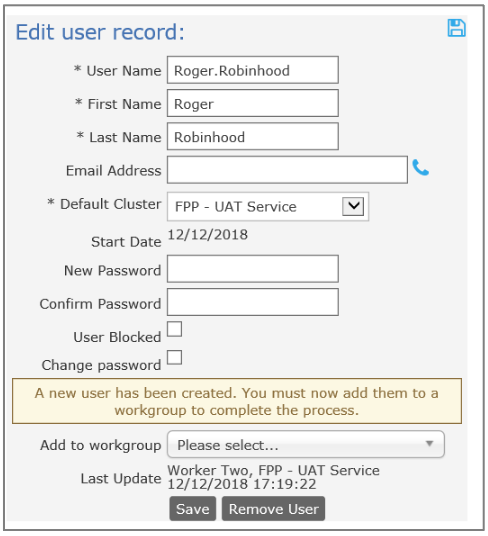
If you select ***Non Current Users***, you can view users who no longer have access to your workgroup.

Step 2: Create a new User:

1. Click **Add new user** button. The Add new user: screen will open to the right of screen.



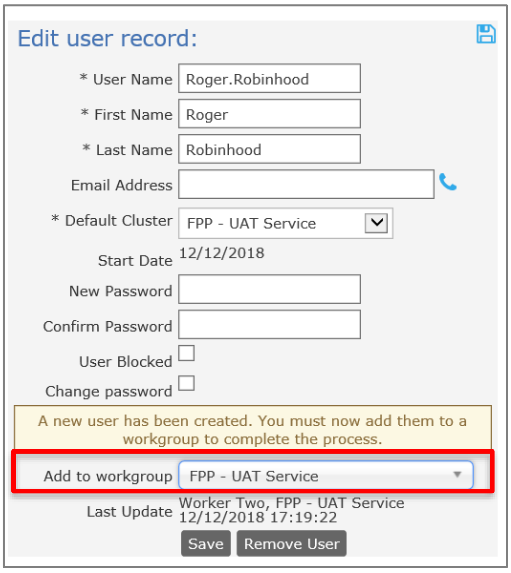
2. Enter the new **User Name** (User id). Please note that:
   - The **User Name** is case sensitive.
   - It is recommended that the naming convention of 'Firstname.Lastname' be followed. For example, if the user's name is John Smith, the new **User Name** should be 'John.Smith'.
   - The **User Name** can consist of letters, numbers, and the '-' (dash) and the '.' (dot) characters. No other characters or symbols are permitted.
3. Enter the First Name and Last Name.
4. Enter the **New Password** and re-enter the password in **Confirm Password**. The password must be at least ten characters in length and contain both letters and numbers.
5. Ensure that the **User Blocked** checkbox is <u>not</u> ticked.
6. Tick the **Change Password** checkbox - this will force the user to change their password when they first log into ARC.
7. Click **Save**. The User account has been saved but there is a warning that the user has not been allocated to any Workgroup.



The worker is not able to log into ARC until they have been allocated to a workgroup. Until they are allocated to a Workgroup, they are not using one of the licences. In this example, 7 spare licences will continue until this user has been allocated to a Workgroup.

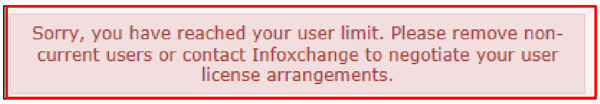
Step 3: Allocate to a workgroup:

8. Select the required service from **Add to workgroup** drop-down list (highlighted below) and click **Save**.



Additional Notes:

- If you did not have a spare licence, it is at this point, when you attempt to allocate a user to Workgroup, that you will receive the following error at the top of the form.

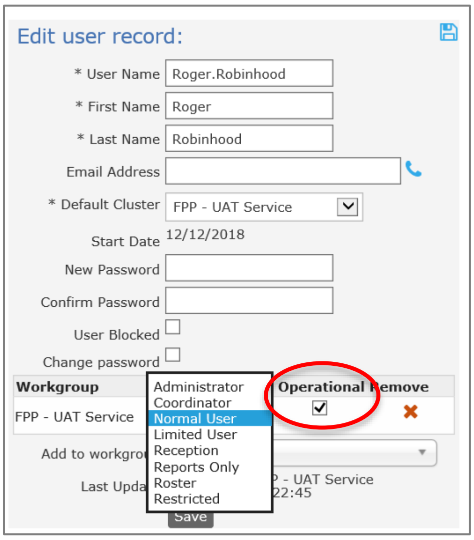


Step 4: Allocate the access level:

9. The access level for the User will default to 'Normal User'.
If 'Coordinator' access level is required, simply select this level from the list.
Typically, most case workers will require 'Normal User' access level, with managers and team leaders using 'Coordinator'.

The difference between a **Normal User** and a **Coordinator** is illustrated in the following table:

Function	Normal User	Coordinator
Create Person and Relationships	✓	✓
Delete Person record	✗	✗
Create Case Summary	✓	✓
Manage Case (notes, plans, tasks etc)	✓	✓
Unlock Note and Documents	✗	✓
Delete Case Summary	✗	✗
Delete notes, plans, etc	✗	✓
Unlock Notes	✗	✓
Create/ Manage Referrals	✓	✓
Performance reporting – basic	✓	✓
Performance reporting – advanced	✗	✓
Manage Restricted Access	✗	✓
Merge Clients/ Persons	✗	✓
Auditing	✗	✓
Manage document templates	✗	✓
Manage Users	✗	✓

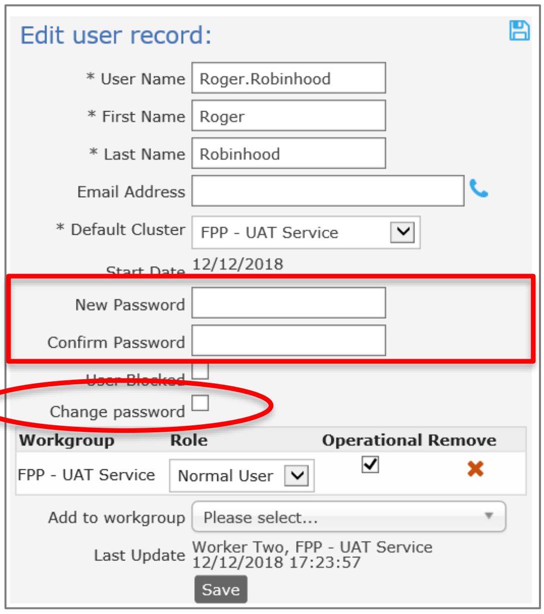


10. Where available, if the user needs access to another workgroup, make another selection from the **Add to workgroup** drop-down list and assign the required access level.
11. If the user is a manager who is not an 'operational' member of the workgroup, uncheck the **Operational** check box (highlighted below) so that their **User Name** does not appear in the 'worker' drop down lists throughout ARC. For the majority of users, this should remain checked.

15.3.2 Resetting a Password

To reset a user's password:

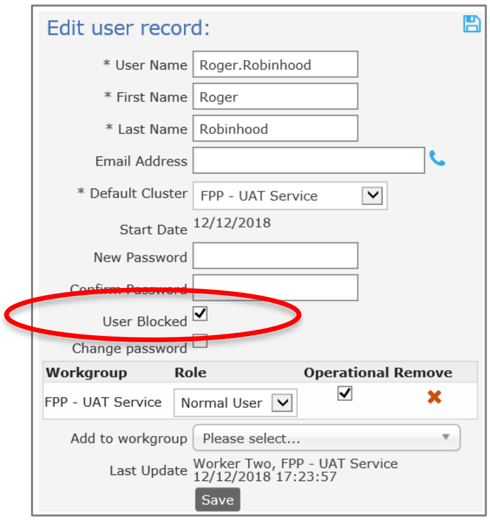
1. Open the **Edit user record** form by selecting the **User Name** from the list of Current Users.



2. Enter the **New Password** and re-enter the password in **Confirm Password**.
3. Tick the **Change Password** checkbox (highlighted above) which will force the user to change their password the next time they log into ARC.
   Ensure the User Blocked checkbox is <u>not</u> ticked.
4. Click **Save.**

15.3.3 Unblocking a User Account

A user account may become blocked due to a number of consecutive incorrect password attempts or by lengthy account inactivity.

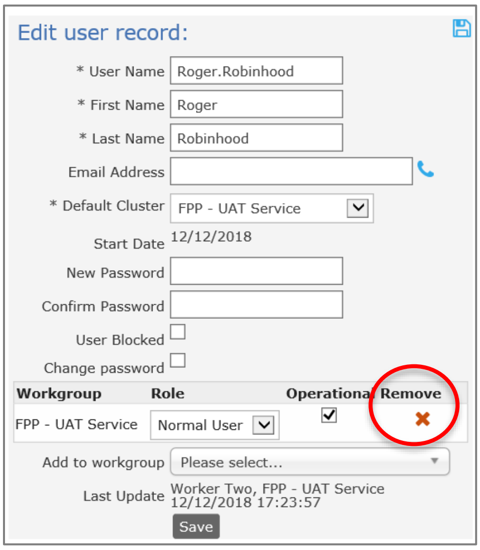


The user account can be unblocked by simply <u>unchecking</u> the **User Blocked** check box (highlighted above) and clicking **Save**.

15.3.4 Removing User Access

When a staff member leaves your service, you have a choice as to how you manage their User record within ARC. The steps outlined below address the User management functions – <u>all records made by this User within ARC are retained</u>.

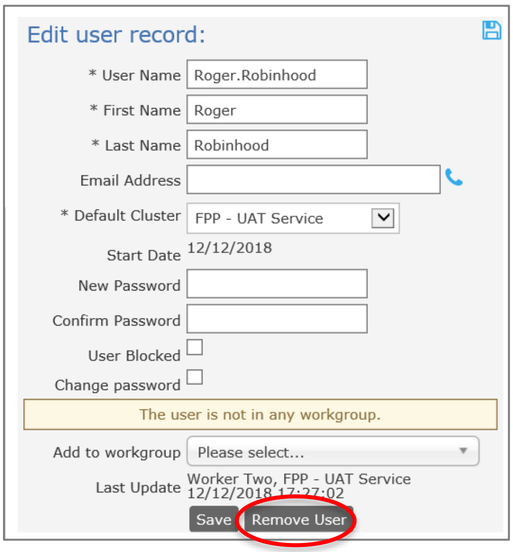
1. Open the **Edit user record** form by selecting the **User Name** from the list of Current Users.
2. Click the red cross to 'Remove'.



This cancels the licence allocated to their record – however, their name remains in the Current User list.

A subsequent step is to remove their name from the **Current User** List. If you have a high turnover of Users, then choosing to remove them from the Current User List may be beneficial in keeping the List more manageable.

3. Click **Remove User**, as highlighted below.



To simply restrict access for a period of time, tick the **User Blocked** check box. The user will not be able to log in to ARC.

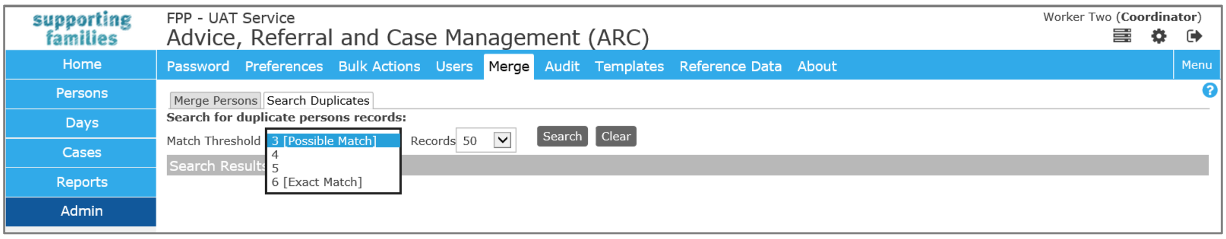
15.4 Merging Person Records

The **Merge** tab within the **Admin** page allows you to merge duplicate records for the same Person. For example, two workers may have individually created a Person record for a new client.

Prior to commencing the merge process, you should identify the 'primary' person record you want to keep and the 'secondary' person record you want to merge into the primary person record. When you merge the two person records, the demographic information will be retained for the primary person record but the demographic information contained in the secondary person record will be deleted.

15.4.1 To Search for duplicate records

On the **Admin** Page, **Merge** tab, the **Search Duplicates** sub-tab enables possible duplicate Person records (based on the Given Name, Family Name and Date of Birth fields) to be identified.

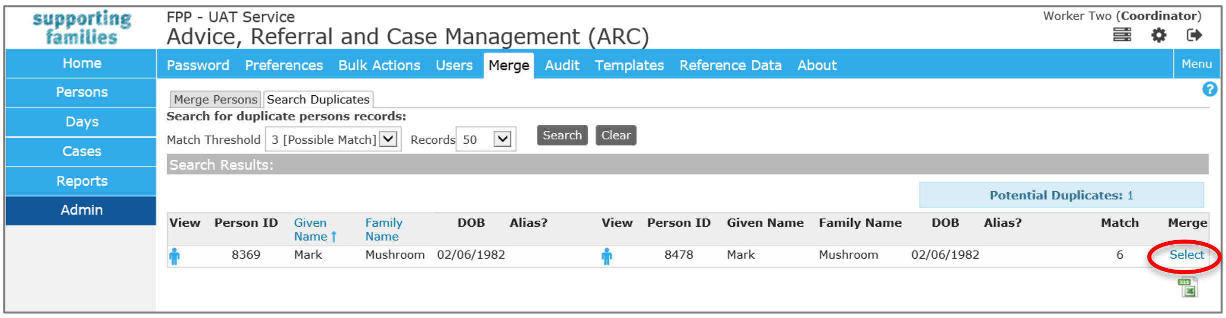


The **Match Threshold** field (displayed above) indicates the number of matching 'points' the Person records need to meet before they are selected and listed as possible duplicates. Matching occurs on the Given Name, Family Name and Date of Birth fields. Fuzzy name matching is also taken into consideration. A lower **Match Threshold** allows a less exact match.

The **Records** field indicates the maximum number of possible matches you would like returned for review.

<u>To perform the possible duplicates search:</u>

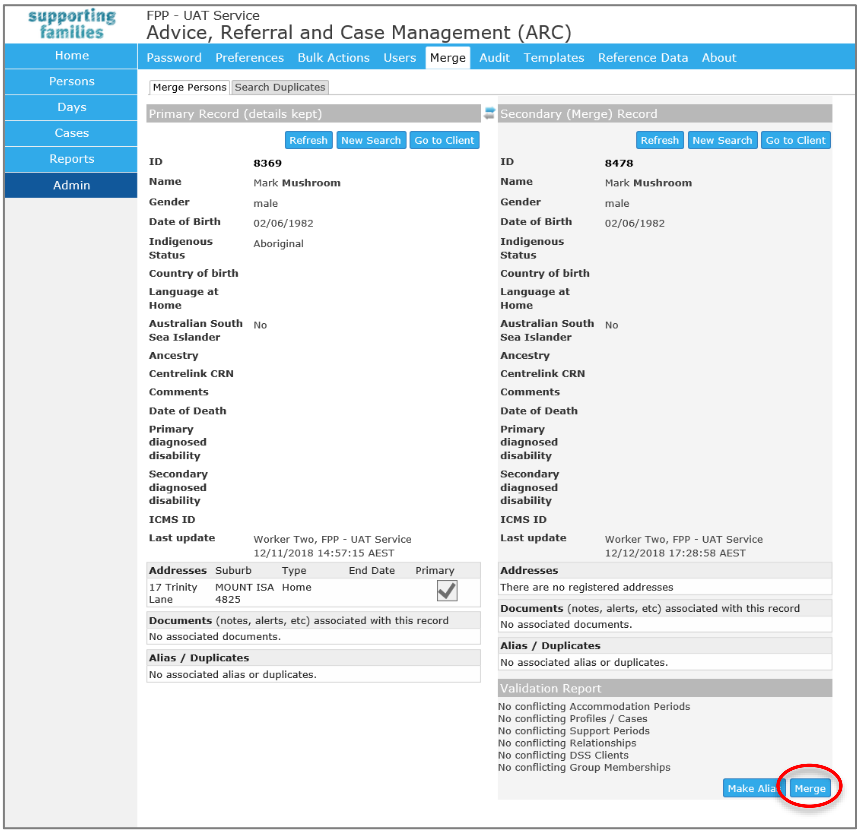
1. Select the required **Match Threshold** and **Records** values.
2. Click **Search** to perform the possible duplicates search. Any possible duplicate person records will be displayed.



The results are presented with the two possible duplicate person records listed in the same row.
The number of matched 'points' between the two records is displayed on the right in the **Match** column.
This list can be exported to Excel by clicking the green icon in the bottom right corner.

3. Click on the blue person icon to open the Person>Details tab for that person record in a new browser tab. You can then easily navigate back to the possible duplicates list.

If you would like to merge the two suggested possible duplicate person records, click the blue **Select** link (highlighted above) to automatically populate the **Merge Persons** sub-tab with the selected records.



You can then proceed to merge the records, as outlined in the following section, by clicking on the blue Merge button – refer to the following section for the subsequent steps.

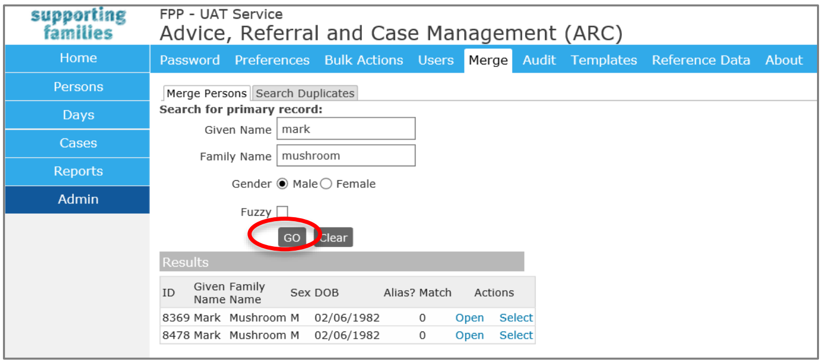
Additional Notes

- If you have a large number of possible duplicate records returned, increase the **Match Threshold** to a higher level (such as 5 or 6) to make it easier to identify the more likely duplicate records so that these can be reviewed first.

15.4.2 To Merge two Person records

1. Where you know the specific records required to be merged, on the **Admin** page, **Merge** tab, click the **Merge Persons** sub-tab.
The *Search for primary record* form will appear on screen.
Enter the **First Name** and/or **Last Name** of the primary person record. It is also recommended to click the **Fuzzy** search check box to display partial matches and to allow for incorrect spelling.

2. Click **GO** and a list of possible primary person records will be displayed.



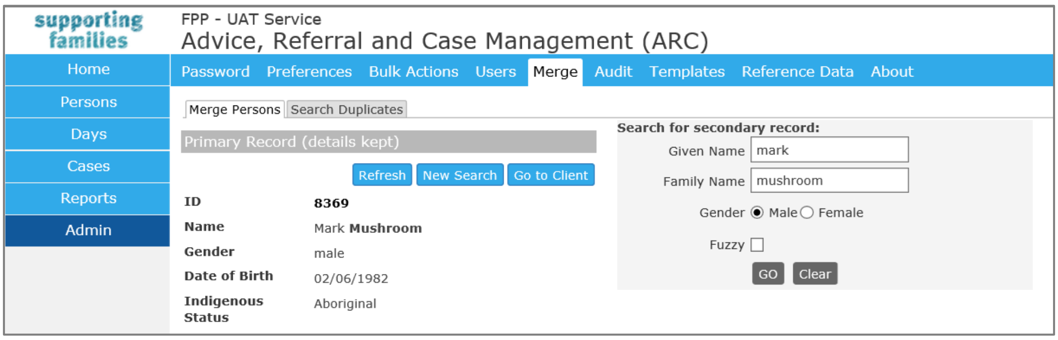
If the records have the exact same client name, you can verify the primary and secondary record according to the Person ID, the unique system number for each person record.

Note: The **Person ID** is displayed on the Edit Primary Details form on their Person record.

3. When viewing the Primary Person record search results on the Merge tab, you can view the Person Details tab for the selected person record by clicking **Open**. Note that the Person **Details** tab will open in a new browser tab.

When you have finished reviewing the record close the tab and return to the **Merge** tab.

4. Click **Select** to confirm the primary Person record for the merge process. This is the record that will be kept. Once you click **Select**, details for the selected person record will be displayed to verify these are the details that will be kept as part of the merge process



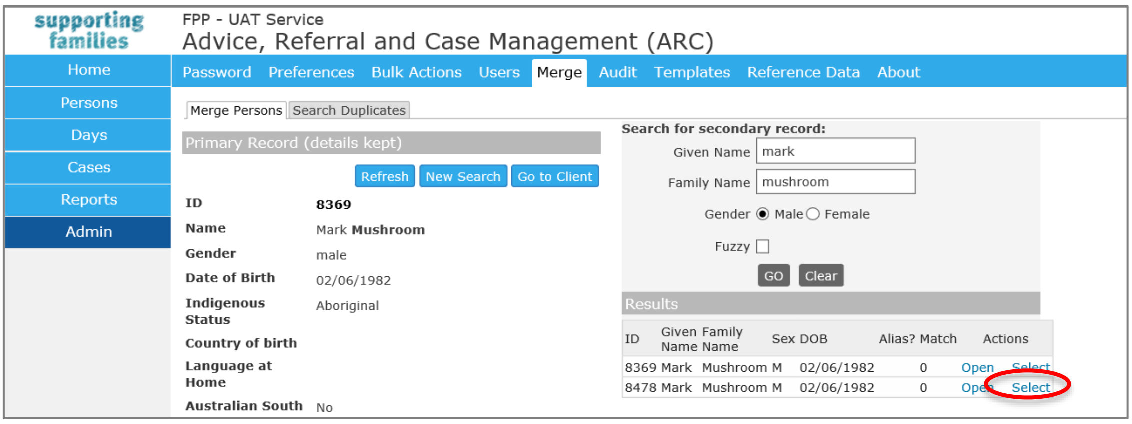
If you need to modify any details on the primary person record, you can click the **Go to Client** button (see image above) to open the client's **Person Details** tab in another browser tab. Once you have saved any changes in the **Person Details** tab, switch back to the current Merge process and click the **Refresh** button to update the primary person record information.

5. In the ***Search for secondary record*** form, enter the **Given Name** and/or **Family Name** of the secondary person record. These fields will have been defaulted from the search criteria

entered in the primary search criteria. It is also recommended to click the **Fuzzy** search check box to display partial matches and to allow for incorrect spelling.

6. Click **GO** and a list of possible secondary person records will be displayed.

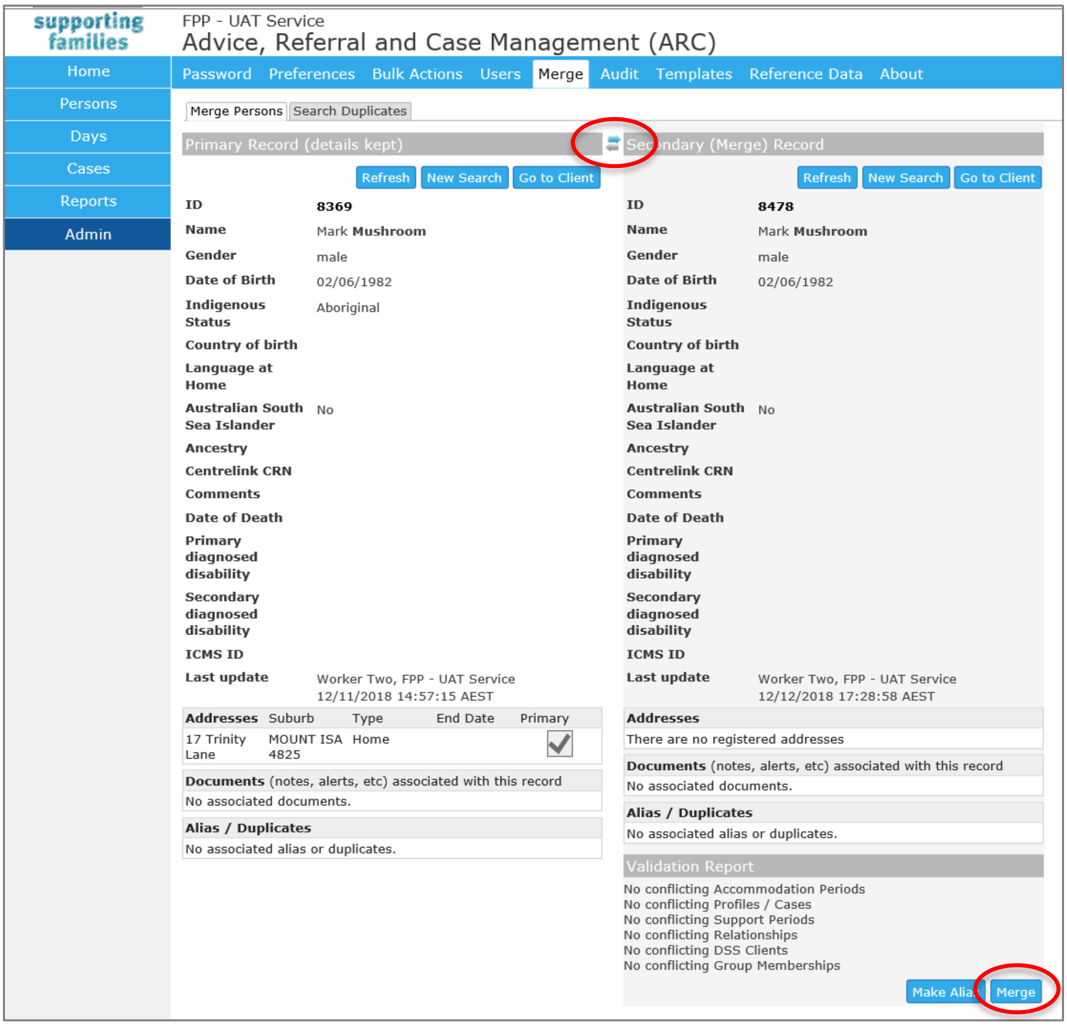
7. Click **Select** to confirm the secondary person record for the merge process. This is the record that will be merged into the primary person record.



If you need to modify any details on the secondary person record, you can click the **Go to Client** button to open the client's Person Details tab in another browser tab. Once you have saved any changes in the Person Details tab, switch back to the current Merge process and click the **Refresh** button to update the secondary person record information.

8. Carefully consider both records to ensure they relate to the same client.
   Note : in addition to merging the records, clicking **Make Alias** will also create an Alias record from the name and gender details of the secondary person record. For example, the **Make Alias** function would be used if you were merging two records where the person is known under different names (hence the accidental creation of a duplicate record for the person).

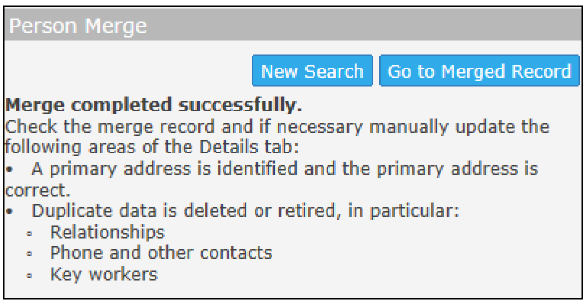
9. If you decide that you want to keep the Secondary person record and merge the Primary person record, you can swap the two records by clicking on the arrow icon between the Primary and Secondary forms.(See image below)



10. Click **Merge** to merge the secondary person record into the primary person record. (Please note that if the **Merge** button is not available, this will most likely be due to conflicting support period or profiles between the selected primary and secondary person records.)

11. An onscreen pop-up will ask "Are you sure you wish to merge these persons?"
    If you are sure you want to merge the records, click **OK** to confirm the merge.

12. Once the merge process has been completed, a confirmation message will be displayed indicating that the merge process was successful.

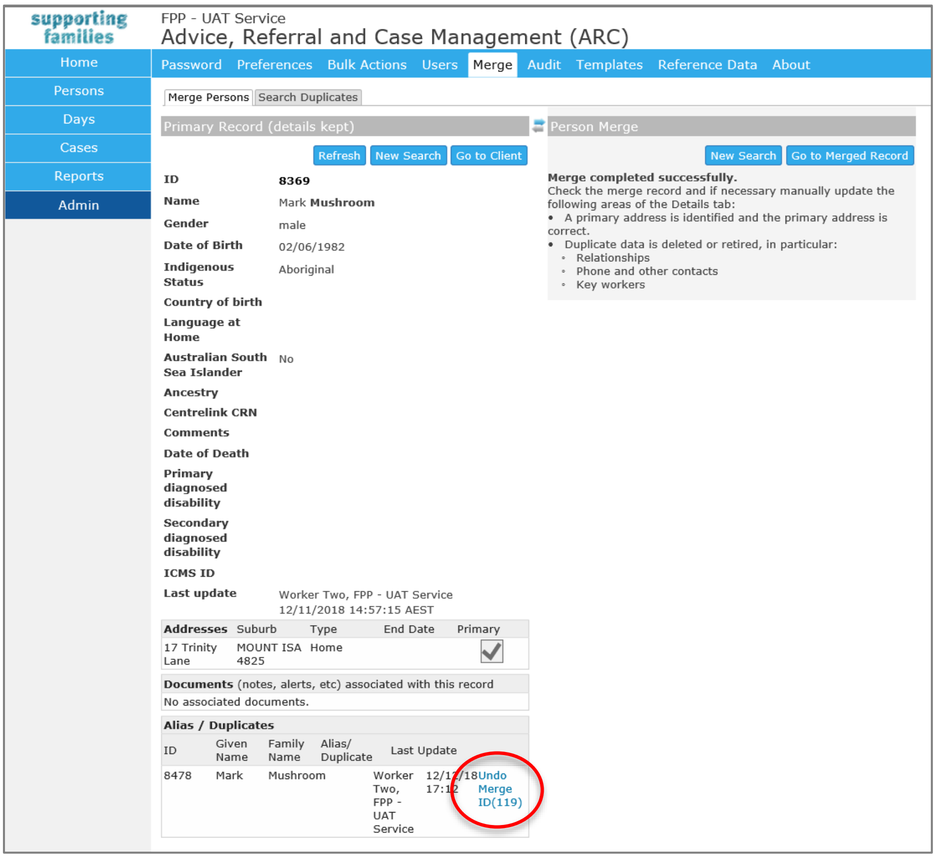


13. Be sure to go to the Merged record to ensure all the information is displaying as expected.

15.4.3 Reinstating Merged Records (Undo Merge)

After two Person records have been merged, you will be able to undo the merge process at a later date by first locating the person record via the **Search for primary record** form and then clicking the blue **Undo Merge** link (highlighted in image below).

ARC will remember what records have been merged and will separate the records back into the original two Person records. Please note that any new data/records attached to the Person record after the merge process will stay with the primary Person record if the merged records are unmerged at a later date.



15.4.4 Deleting an Alias Record

If an alias record has been entered in error, it can be deleted via the Merge tab.

Locating the required person record via the **Search for primary record** form will list the person details including any current alias information. Click the blue **Drop Alias** link to delete the alias record that has been incorrectly entered or is no longer valid.

15.5 Bulk Actions

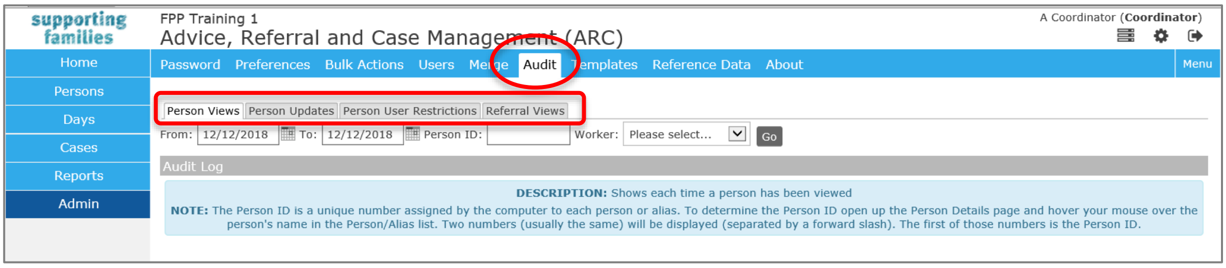
This is standard functionality from the Infoxchange SRS product. For guidance on using this feature, click on the Help icon to access SRS Help or review the SRS product user guides at the following url: http://srs-support.infoxchangeapps.net.au/user-guides

15.6 Templates

This is standard functionality from the Infoxchange SRS product. For guidance on using this feature, click on the Help icon to access SRS Help or review the SRS product user guides at the following url: http://srs-support.infoxchangeapps.net.au/user-guides

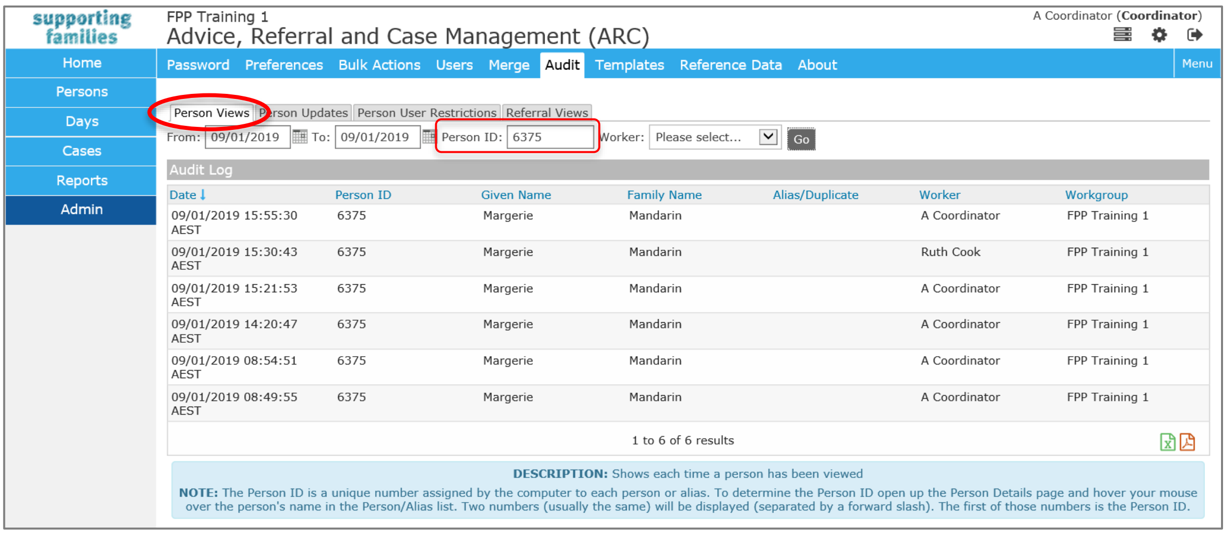
15.7 Audit

This is standard functionality from the Infoxchange SRS product.

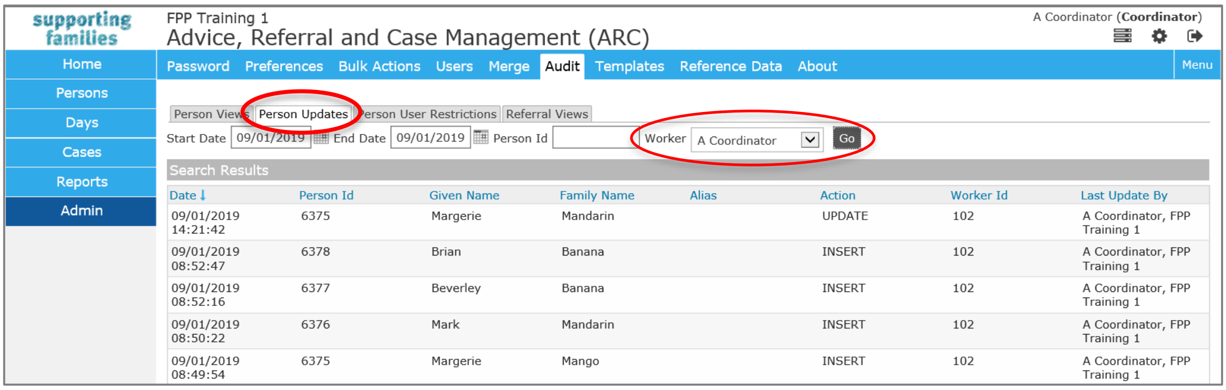


The **Audit** tab on the **Admin** page enables you to :

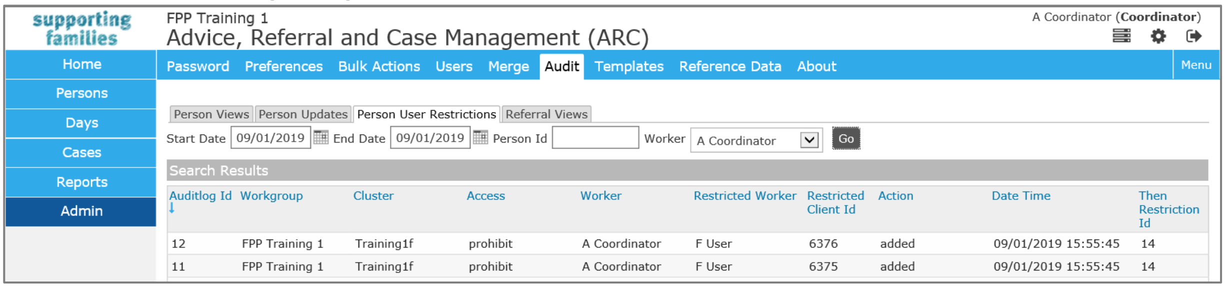
1. See users who have accessed a specific **Person** record.
   On the **Person Views** sub-tab, enter the **Person ID** with the relevant date range and click **Go**. You can select a specific worker or leave at *Please select* to see all users who have viewed that specific Person record.



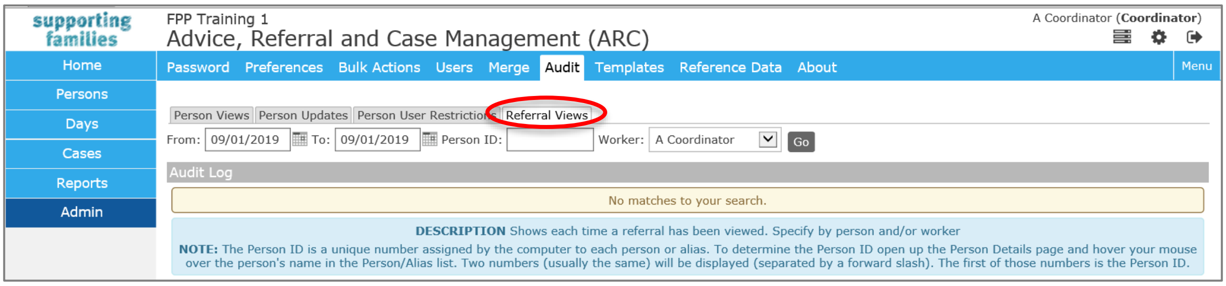
2. See which users have updated Person records.
On the **Person Updates** sub-tab, enter the **Person ID** or select a worker name and click **Go**.



3. See actions regarding Restricted Access to Person records.



4. See which users have viewed referrals.
On the **Referral Views** sub-tab, enter the **Person ID** or select a worker name and click **Go**.



The results are able to be exported to Excel for further analysis or copied to a pdf document, as required, by selecting the relevant icon in the bottom right corner.

For additional guidance on using this feature, contact the Infoxchange HelpDesk.

15.8 Reference Data

This tab details the reference sets available for user editing. This is not applicable for ARC.

15.9 About

The **About** tab contains specific information about your connection to ARC as part of the Infoxchange Service Record System (SRS) suite of products.
You may be asked to access this data to assist the Infoxchange HelpDesk address queries or issues you may be experiencing.

16 ARC Support

16.1 How do I….?

This **User Manual** and the **Training Guide** have been prepared to assist you with getting to know the functionality available within ARC.

Refer to these helpful documents as your first point of reference for assistance.

The User Manual can be accessed from the **Need Help Using ARC?** section on the ARC landing (login) page.

16.2 Technical Support

Infoxchange provide a HelpDesk service for users of their products. (ARC is based on their SRS product.)

If you experience any technical problems with ARC, please contact Infoxchange HelpDesk :

- on **1300 366 516** or **(03) 9418 7487**
- or email srs-support@infoxchange.net.au

When you contact the Infoxchange HelpDesk, please quote the web address you use to access ARC and the workgroup that you belong to.

SRS Support is also available via the SRS Online Help website.

16.3 Online Help

Online help accessed from within ARC is generic for the SRS product.

The question mark icon is found throughout ARC. It appears under the Menu tab on every page and on edit panel. Clicking this icon will open a new tab at the Online Help topic relevant to where you clicked.

The topics within this Training Guide offer assistance to the particular functionality within ARC.

16.4 Practice Support

This manual provides the user with information on how to access and use the Advice, Referrals and Case Management (ARC) system for managing work within your Family Participation Program service.

For any queries regarding matters of practice, please direct these to the Family Participation Program Team via ATSIfamilies@cyjma.qld.gov.au

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