

Intensive Family Support services

ARC Update

March 2018



Reporting efficiencies for Groups

With some excitement, the functionality to incorporate time spent in delivering targeted group sessions supporting your families is now available in ARC! Worker time captured in Group Notes will be included in *Service Hours* in both your **ARC Performance Report** and **OASIS Report** – streamlining how you manage and report your work in supporting families.

This fact sheet sets out a quick guide to get you started. Detailed guidance is available from Chapter 13 in your [User Manual](#) – available from the ARC landing page.

Recording targeted group activities

1. Create your group

On the **Groups** page, **Management** tab, select **New Group**, complete details on the **Edit Group** form and **Save**.

The screenshot shows the ARC system interface for creating a new group. The 'Management' tab is selected, and the 'New Group' button is circled in red. The form fields include:

- Group / List Name:** Routines for Household Harmony
- Sub Group:** (empty)
- Description:** Explores life skills for routines, responsibilities and family needs in the household
- Nominal Length:** (empty) min
- Set Individual Nominal Length:** Yes No
- Maximum Number:** (empty) The maximum number of persons permitted in the group.
- Track Attendance:** Yes No
- Count Others:** Yes No
- * Start Date:** 28/02/2018
- End Date:** (empty)
- Attachments:** Select & Upload
- * Current group?:** Yes No
- Last update:** A Coordinator 28/02/2018 09:00:35

The 'Save' button at the bottom is circled in red.

2. Add **Persons** to your group – where attendance at this group is part of their Support Plan. On the **Groups** page, **Groups** tab, select your group from the drop-down list. On the *Manage Membership* subtab, click **Add Person to Group**, search for their record and click **ADD**, then **Save**.

3. Record activities undertaken for the group. On the **Groups** page, **Groups** tab, select your group from the drop-down list. On the *Group notes* subtab, click **New Group Note**. Complete the yellow **Edit Group Note Details** form, and **Save**.

What's new in my reports?

Time recorded through [Group Notes](#) is included in your **ARC Performance Report** and in your **OASIS Report**. The details of the records included for the reporting period are displayed in your **ARC Performance List** and **OASIS List**.

IFS OUTPUT MEASURES				
15. Case Management (A01.1.02)				
	Contact	Case Work	Travel	Total
	hours	hours	hours	hours
Accommodation support	0	0	0	0
Appointment	0	0	0	0
Case coordination	0	0	0	0
Client meeting	0	0	0	0
Correspondence	0	0	0	0
Drop In	0	0	0	0
File Note	0	0	0	0
Group Work	0	0	0	0
Home visit	0	0	0	0
Informal interaction	0	0	0	0
In-home Support	0	0	0	0
Meeting	0	0	0	0
Phone	0	0	0	0
Transport	0	0	0	0
Total time for Enquiries created within the specified period	0	0	0	0
Total time for Group Notes created within the specified period	1	2.6	0	3.6
Total	1	2.6	0	3.6

Extract from **ARC Performance Report**

OUTPUTS		
Measure No.	Measure Name	Response
A01.2.02	Number of hours provided during the reporting period	4
A01.2.02	Number of Service Users who received a service during the reporting period	0

Extract from **OASIS Report**

Targeted Group sessions provided (Group Notes created within the specified period)								
Group Name	Note date	Person(s)	Worker(s)	Activity Type	# Participants	Contact time	Casework time	Travel time
Fabulous Fathers	28/02/2018	Paul Pumpkin, Peter Potato, Xavier Zucchini	A Coordinator	Planning and preparation	0	0	45	0
Routines for Household Harmony	28/02/2018		A Coordinator	Planning and preparation	0	0	75	0
Routines for Household Harmony	28/02/2018		A Coordinator	Group work delivery	3	60	0	0
Routines for Household Harmony	28/02/2018		A Coordinator	Follow-up activity	0	0	30	0

Extract from **ARC Performance List**

Should you have any queries, please do not hesitate to contact faccandifssupport@communities.qld.gov.au

--ooOoo--