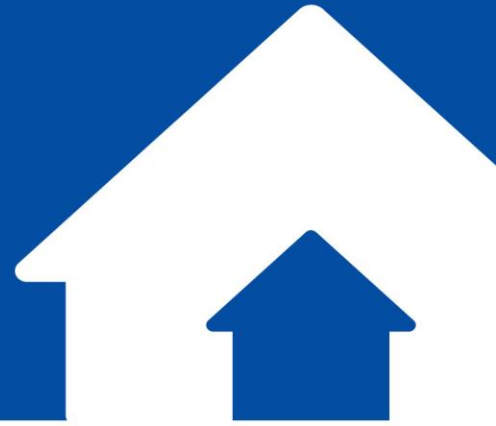


ARC Update

April 2018



IMPORTANT NOTICE about Contact Report and group activities

For *Intensive Family Support* and *A&TSI Family Wellbeing* services

As many service workers use the **Contact Report** - *Persons with contact recorded with a specific worker* option to monitor service time recorded, please ensure this notice is received by all members of your team.

It has been brought to our attention that worker time for group activities is not being correctly reflected in the **Contact Report**.

Infoxchange have advised that the **Contact Report**, a standard SRS report, derives its results from individual Notes on Person records. As such, it does not recognise unique Group Notes (ie. only count the Group Note once regardless of how many Persons are associated with it); the report does not recognise Group Notes where there are no Persons associated with it (eg. typically the case for *Planning and preparation* and *Follow-up activity* Group Notes) and the report does not recognise Activity Records for A&TSI Family Wellbeing services.

Service Hours are correctly included in both your **ARC Performance Report** and **OASIS Report** (with the details of each record reflected in the corresponding **ARC Performance List** and **OASIS List**) for all Group activities and Activity Records. It is acknowledged, however, that these reports are not an effective mechanism for individual workers to monitor their recorded service hours. To address this gap, we have submitted a request to Infoxchange for a **Service Hours Report** to be available *by Worker* and also *by Case/Case Summary*.

Until this report is available, managers, team leaders and those workers involved in Groups and Activities need to be mindful of making the necessary adjustments to the hours reflected in the Contact Report.

We apologise for this inconvenience and are working closely with Infoxchange to deliver the **Service Hours Report** as soon as possible.

Should you have any queries regarding this,

For *Intensive Family Support* services, please contact faccandifssupport@communities.qld.gov.au

For *A&TSI Family Wellbeing* services, please contact familywellbeing@communities.qld.gov.au

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