SHIP E-LEARNING

How to identify and report on specific agency programs

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SHIP E-Learning module:

How to identify and report on specific agency programs

This module is divided into sections and we recommend that you work your way through them all.

However, once completed, you can review a topic by clicking on the tabs at right to return directly to that section.

Use arrow keys or click your mouse to navigate through this presentation.

Adding list of Programs

Adding Programs to client records

Recording Programs on Notes tab

Running reports on Programs

Exporting Program Lists

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After you complete this module you will know how to:

- add specific programs or client groups to your SHIP workgroup
- record specific programs for each client
- run reports on specific programs
- output lists about specific programs.

Adding list of Programs

Adding Programs to client records

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Why did the AIHW implement this enhancement?

- The need to identify and report on particular client groups and agency programs was often raised by participants at SHIP training.

- This function was also requested by respondents to the SHIP User Satisfaction Survey.

- We noticed that agencies were using SHIP in innovative ways to identify and report on programs and we saw the need to provide more capacity to enable you to do this.
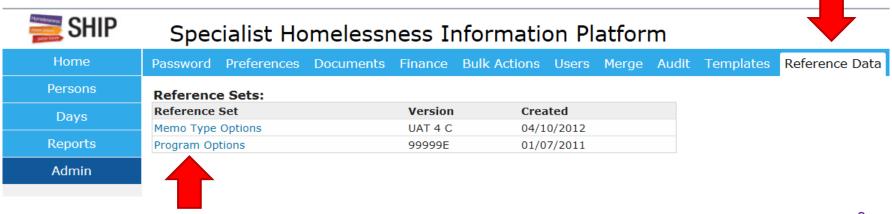
Adding list of Programs to SHIP

Adding list of Programs

Where to add new programs

- New programs are added on the **Reference Data** tab of the **Admin** page – click on **Program Options** link
- Only users with coordinator level access will be able to add programs
- Think carefully about your reporting needs before adding your programs or client groups – what do you need to collect?

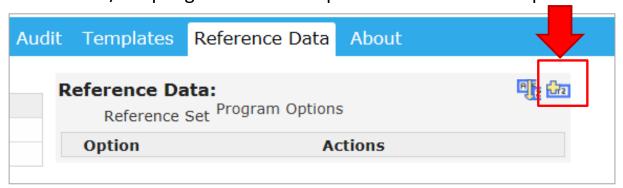# Adding list of Programs

Adding programs on the Admin> Data Reference tab

- Click on the **+** sign icon to begin adding your programs
- In this example we will add 3 types of client groups plus an option for clients who have not been allocated to a program:
  - Court support
  - Private rental brokerage
  - Counselling
  - Refuge
  - Don't know/no program – it is important to add this option

Adding programs on the Admin> Data Reference tab

1. Enter **Grouping** (this can be optional)

2. Enter **Option** (Face to face support in this example)

3. Click on **Save**

4. Note that Option 1 now appears in blue font (this can be edited)

5. Click on + sign icon to add your next program

Note: Description, Start and End Date are optional fields.

Adding programs on the Admin> Data Reference tab

- See completed list of programs in example below
- If all clients cannot be assigned to a program, be sure to include a 'Don't know/no program' option.

Use arrows to move options up or down the list

Click on hyperlink to edit an option

Use + sign to add another option

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Adding Programs to client records

Adding a Program to a Support Period

- Open a support period
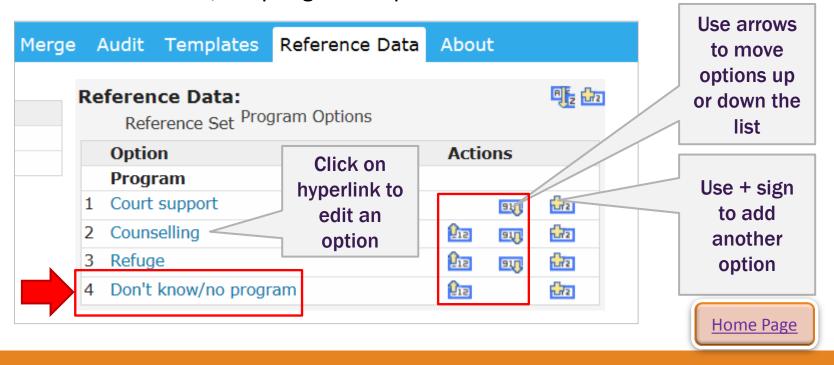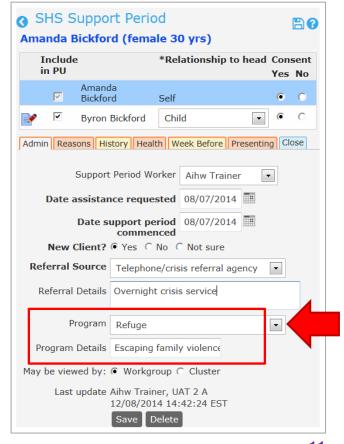- In this example, we have opened a support period for Amanda and her son Byron
- Go to **Admin** tab
- If programs have been added to your workgroup, then you will see a **Program** field with a list of programs to select from
- Select a **Program** from the list
- **Note**: If no programs have been set up, then only the **Program Details** free-text field will be visible.

SHS Support Period

Amanda Bickford (female 30 yrs)

Include in PU		*Relationship to head	Consent Yes	No
☑	Amanda Bickford	Self	●	○
☑	Byron Bickford	Child	●	○

Admin | Reasons | History | Health | Week Before | Presenting | Close

Support Period Worker: Aihw Trainer

Date assistance requested: 08/07/2014

Date support period commenced: 08/07/2014

New Client? ● Yes ○ No ○ Not sure

Referral Source: Telephone/crisis referral agency

Referral Details: Overnight crisis service

Program: Refuge

Program Details: Escaping family violence

May be viewed by: ● Workgroup ○ Cluster

Last update Aihw Trainer, UAT 2 A 12/08/2014 14:42:24 EST

Save | Delete

Adding a Program to the PU member's Support Period

- Complete the support period tabs for the PUH (Amanda in this example)

- Click on the Edit pencil next to PU member's name to begin to enter data for his support period (Byron).

Adding a Program to the PU member's Support Period

- Click on the copy-over icon to copy over data from the PUH record (from Amanda to Byron)

- **Note:** Much of the child's housing situation has been copied over based on the PUH's situation

- **Note:** Employment and income fields have been auto-filled as 'Not applicable' because the child is so young (under 15).

Adding Programs to client records

Adding a Program to the PU member's Support Period

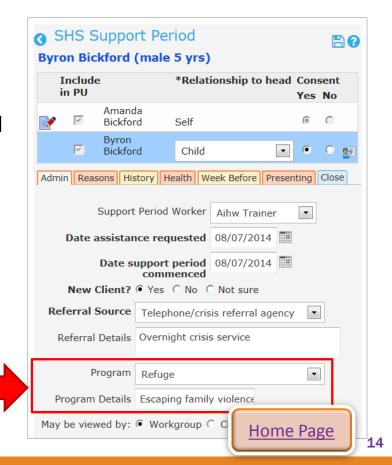- Go to the **Admin** tab to complete the child's support period

- **Note**: Both of the Program fields have been copied over from the PUH

- **Note**: If the child/PU member is not part of this Program, then select the correct Program

- Move from left to right to complete the rest of the fields – all of the coloured Support Period tabs should go back to blue.

SHS Support Period

Byron Bickford (male 5 yrs)

Include in PU		*Relationship to head	Consent Yes No
☑	Amanda Bickford	Self	⦿ ○
☑	Byron Bickford	Child	⦿ ○

Admin | Reasons | History | Health | Week Before | Presenting | Close

Support Period Worker: Aihw Trainer

Date assistance requested: 08/07/2014

Date support period commenced: 08/07/2014

New Client? ⦿ Yes ○ No ○ Not sure

Referral Source: Telephone/crisis referral agency

Referral Details: Overnight crisis service

Program: Refuge

Program Details: Escaping family violence

May be viewed by: ⦿ Workgroup ○ C

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Recording Programs on Notes tab

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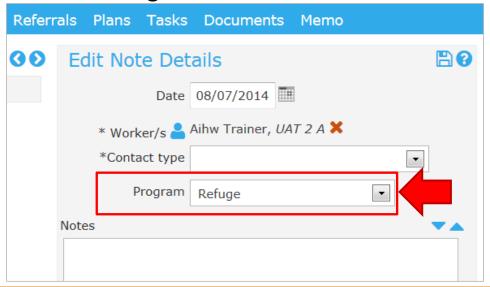
Why do we record Programs on the Notes tab?

- SHIP refers to the Program selected in the **Notes** tab to output reports about Programs

- When generating reports SHIP does **NOT** generally refer to the Program that was selected on the **Admin** tab of the Support Period

- Therefore, it is important to create a **Note** and select a **Program** in order to have these details included in a SHIP report or list

- It is possible to select different Programs for different Notes if a client is involved in more than one program. Reports will then include the client in more than one program.

Adding a Program to the PUH Notes tab

- Go to the **Notes** tab to create a note for your PUH client and record any services needed, provided and/or referred

- For the PUH record SHIP automatically populates the Program field with the Program you selected at the beginning of the support period – it also fills Program fields on associated Notes.

Adding a Program to the PU member Notes tab

- If your PU member received separate services, go to their Notes tab to create a separate note (in this example, for Byron)

- For PU members, select a Program from the drop-down list

- A Program **MUST** be selected when you create a Note

- Therefore, if you have clients who are **NOT** part of a Program, then you must provide the option 'Don't know/no program' when setting up Programs on **Data>Reference** tab.

Clients who are serviced by more than one Program

- If your client is associated with more than one Program, then create another Note for them and select the relevant Program that the services and assistance are associated with.

- This way, the client can be reported as having services provided by more than one Program.

Program Facts

✓A Program **MUST** be selected when you create a Note

✓Therefore, if you have clients who are not part of a Program, then you must provide the option to select 'Don't know/no program'

✓A **Note** must be completed before a client can be included in a Program report or list

✓SHIP automatically populates the Program field with the Program you selected at the beginning of the support period
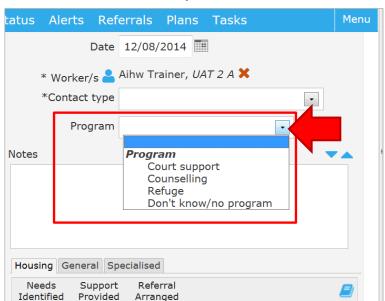
✓If the client is associated with more than one Program, then create another Note and select the relevant Program that the services and assistance are associated with

✓SHIP mostly uses the data collected in the Notes tab to output reports about Programs (not from the Admin tab of the Support Period)

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Running reports on Programs

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Running SHIP Reports by Program

- Go to **Reports** tab on the **Reports** page
- View the list of Report types available and select the report which best meets the reporting needs of your Program
- In this example we have selected 'Demographic Report'

Running SHIP Reports by Program

- Drop down list for 'Include in report'
- Select ' Persons with contact recorded against a specific program'

Running SHIP Reports by Program

- Drop down list for 'Select Program'
- Select program of interest – in this example 'Refuge'

Running SHIP Reports by Program

- See example below of completed report parameters
- Select your 'Period of Interest' or enter your own dates
- Click on **Generate Report** and go to **Results** tab.

Running reports on Programs

Running SHIP Reports by Program

- Go to **Results** tab and view the report (generally at bottom of list)
- Note that reports can be exported to Excel using Excel icon

| Reports | Lists | Financial | SHS | Referrals | Reception | Custom | **Results** |

Back to Report Results List   Delete this Report

Click here to export to Excel

Summary: Demographic report for Refuge (UAT 2 A) period 01/01/2014 to 14/08/2014

Report for persons where there was a recorded contact with Refuge

Summary: Demographic report for UAT 2 A	
Total distinct persons having recorded contact with Refuge (UAT 2 A)	6
Total recorded contacts made by Refuge (UAT 2 A) *	6
Number of these persons with an open plan during report period **	0
Total payments made by Refuge (UAT 2 A) to these persons	$420.00
Total recorded Contact time working with these persons for Refuge (UAT 2 A) #	2 hr
Total recorded Case Work time working with these persons for Refuge (UAT 2 A) #	1 hr 20 min
Total recorded Travel time working with these persons for Refuge (UAT 2 A) #	0
Total recorded time working with these persons for Refuge (UAT 2 A) #	3 hr 20 min

Sex by Distinct Persons and Contact Details									
Sex	Distinct Persons	Person Contacts*	Open Plans**	Contact	Case Work	Travel	Total Time #	Payments # #	Stays
Male	1	1	0	0	0	0	0	$0.00	1

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Which Program report should I run?

- The report type you select will depend upon your needs
- Reports about specific Programs are available when there is the option to include in report 'Persons with contact recorded against a specific program'
- Outcomes for closed support periods are available in 'Status at end of Support Period Report (SHS)'
- 'Support Period Report (SHS)' will include all data entered at the start of the support period.

Report type | Please select...

Please select...
Demographic Report
Profile Report
Contact Report
Family Report (using relationships)
Plan Report
Accommodation Report
Contact History Report (SHS)

Status at end of Support Period (SHS)
Support Period Report (SHS)

Include in report

Please select...

Period of Interest

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Example of SHS Status at end of Support Period Report

- Go to Results tab and view the report
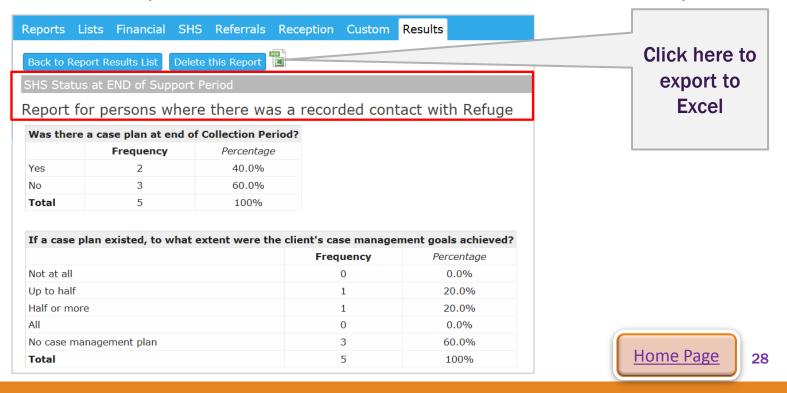- Read title of report to confirm that it has been run correctly.

| Reports | Lists | Financial | SHS | Referrals | Reception | Custom | Results |

Back to Report Results List | Delete this Report

SHS Status at END of Support Period

Report for persons where there was a recorded contact with Refuge

Click here to export to Excel

Was there a case plan at end of Collection Period?	Frequency	Percentage
Yes	2	40.0%
No	3	60.0%
Total	**5**	100%

If a case plan existed, to what extent were the client's case management goals achieved?	Frequency	Percentage
Not at all	0	0.0%
Up to half	1	20.0%
Half or more	1	20.0%
All	0	0.0%
No case management plan	3	60.0%
Total	**5**	100%

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Exporting Program Lists

What is a List?

- For almost every report on the Reports tab there is a corresponding list of the individual records that were used to generate the report.

- Lists can be exported to Excel and sorted and filtered to enable further analysis of various client groups.

- Lists allow you to include client names.

- Lists contain more information than tables and also allow notes from free text fields to be included in the output.

- Demographic information about each client is generally included in lists.
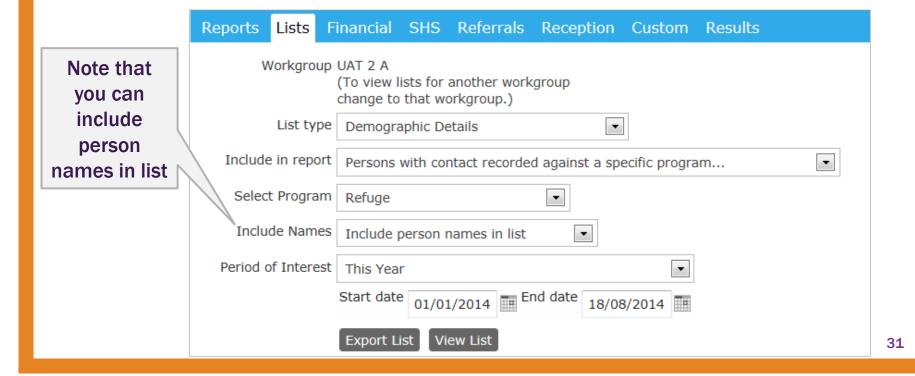
How to run a Demographic Details List:

• Run a Demographic Details list using the parameters below
• Click on **Export List**

Note that you can include person names in list

| Reports | Lists | Financial | SHS | Referrals | Reception | Custom | Results |

Workgroup UAT 2 A
(To view lists for another workgroup change to that workgroup.)

List type: Demographic Details

Include in report: Persons with contact recorded against a specific program...

Select Program: Refuge

Include Names: Include person names in list

Period of Interest: This Year

Start date: 01/01/2014   End date: 18/08/2014

Export List   View List

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How to run a Demographic Details List:

- Example of output from Demographic Details List
- List can then be filtered and sorted in Excel.

> **Note that name of Program is in heading**

	A	B	C	D	E	F	G	H		K
1	Demographic details* for UAT 2 A period 01/01/2014 to 18/08/2014									
2	List for persons where there was a recorded contact with Refuge									
3										
4	Code	Person ID	Given Nar	Family Na	Sex	Date of Birth	Age	Age Range	Identifies	Country o	Year Of Ar
5	MAICF	1168	Amanda	Bickford	Female	28/10/1983	30	26 - 35 yea	Neither A	Australia	
6	YRICF	1169	Byron	Bickford	Male	14/12/2008	5	3 - 5 years	Aboriginal		
7	ARAMA	1079	Garry	Ramsay	Male	2/05/1960	54	46 - 55 yea	Aborigina	Australia	
8	ERAMA	1080	Gerry	Ramsay	Male	12/12/1990	23	21 - 25 yea	Aborigina	Australia	
9	OBAMA	1145	Robert	Ramsay	Male	12/12/1998	15	15 - 17 yea	Neither A	Australia	
10	ANAMA	1146	Sandy	Ramsay	Female	15/12/2004	9	9 - 11 year	Neither A	Australia	
11	APOS2	1147	Daphne	Rose	Female	1/01/2014	0	0 - 2 years	Neither A	Australia	
12	ILOS2	1148	Lily	Rose	Female				Neither A	Australia	
13	ETOS2	1082	Petal	Rose	Female	20/10/1960	53	46 - 55 yea	Neither A	Australia	

How to run a Support Period (SHS) List:

- This list contains client demographics and all of the SHS data that is entered on the Support Period form at the beginning of the support period.

This list can be run in 2 different way by selecting different parameters:

1. **Include in report** 'Persons with Support Period current in report period – useful for outputting all of the Program types at once.

Note: This list only reports the Program recorded in Admin tab of the Support Period form – if multiple different Programs are associated with the same client in Notes tab then this will not be reported in this list.

2. **Include in report** 'Persons with contact recorded against a specific program' – this operates the same as other lists and outputs lists per Program.

How to run a Support Period (SHS) List #1:

1. **Include in report** 'Persons with Support Period current in report period'

- Enter the parameters below and click on **Export List**

| Reports | Lists | Financial | SHS | Referrals | Reception | Custom | Results |

Workgroup UAT 2 A
(To view lists for another workgroup change to that workgroup.)

List type: Support Period List (SHS)

Include in report: Persons with Support Period current in report period

Include Names: Include person names in list

Show in list: Show both structured and unstructured data in list

Period of Interest: This Year

Start date: 01/01/2014   End date: 18/08/2014

Export List   View List

Unstructured data includes small memo fields from the Support Period tabs

SHS Support Period List for all Programs (#1)

- Program is in 'Column W' and 'Program Details' are in Column X
- This list only outputs the Program fields recorded on the Admin tab of the Support Period form.
- If clients are associated with multiple programs on Notes tab then this will not be reported in this list.

	R	S	T	U	V	W	X	Y	Z	AA
									Presenting Reasons	
	Age Range	Sex	Indigenous Stat	New Client	Referral S	Program	Program Detai	Referral D	Financial (	Housing a l
	46 - 55 years	Male	Aboriginal	Not sure	No formal	Court support	Avoid eviction		1	0
	21 - 25 years	Male	Aboriginal	Not sure	No formal	Don't know/n	With parent	Self	1	0
	9 - 11 years	Female	Neither Aborigi	Not sure	No formal	Don't know/n	Avoid eviction		1	0
	15 - 17 years	Male	Neither Aborigi	Not sure	No formal	Court support	Avoid eviction		1	0
	66 - 85 years	Female	Neither Aborigi	Not sure	Telephon	Refuge	Domestic violence		0	0
	46 - 55 years	Female	Neither Aborigi	Not sure	Telephon	Refuge	Domestic violence		0	0
	3 - 5 years	Female	Neither Aborigi	Not sure	Telephon	Refuge	Domestic violence		0	0
	26 - 35 years	Female	Neither Aborigi	Yes	Telephon	Refuge	Escaping famil	Overnight	1	0
	3 - 5 years	Male	Aboriginal	Yes	Telephon	Refuge	Escaping famil	Overnight	1	0

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How to run a Support Period (SHS) List #2:

2. **Include in report** 'Persons with contact recorded against a specific program'

- Enter the parameters below and click on **Export List**

This time select a specific program. In this example we have selected 'Counselling' instead of 'Refuge'

Support Period (SHS) List by Program (#2):

- Example of output for 'Counselling' program below
- Note that the 2 clients listed below were also associated with the 'Refuge' program (see slide 33)
- #2 method allows you to identify and report on clients who are associated with more than one program.

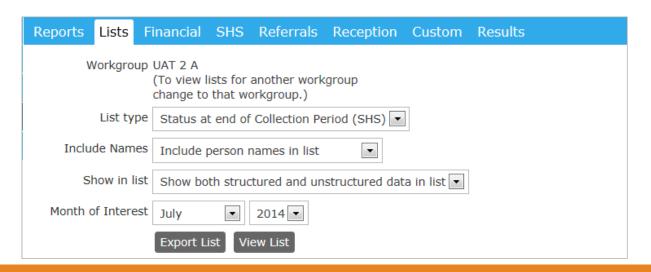|	A	B	C	D	E	F	G	H	I	J	K	L
1	Report on Support Periods for 01/01/2014 to 18/08/2014 for UAT 2 A											
2	List for persons where there was a recorded contact with Counselling											
3												
4	Date Suppor	Date Suppo	Date Assist;	Worker	Person ID	Alpha Coc	Given Nar	Family Na	Date of Birtl	Date of Bi	Age	Language
5	1/07/2014	17/07/2014	1/07/2014	Worker O	1080	ERAMA	Gerry	Ramsay	12/12/1990	AAA	23	
6	8/07/2014	24/07/2014	8/07/2014	Aihw Trair	1169	YRICF	Byron	Bickford	14/12/2008	AAA	5	

Status at end of Collection Period (SHS)

This list contains all of the data entered at the end of a particular collection period and is useful for measuring the following:

- Progress made by ongoing clients
- Outcomes achieved by clients with closed support periods
- Enter the parameters below and click on Export List

Status at end of Collection Period (SHS)

This list contains some demographics, case management plan data, housing , income education data for the end of a month

- Program type is located in Column Q
- Use Column J (Date Support Period finished) to identify whether the support period is closed – blank fields indicate that support period is ongoing.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	SHS Status Update List for UAT 2 A for July 2014																
2																	
3	SHIP clien	Alpha Cod	Given Nar	Family Na	Support P	Presentin	Relationsl	Othe	Date Suppor	Date Support	Sex	Date of Birth	Date of Bi	Case plan	If plan exi	If plan do	Program
4	964	AYERN	Raymond	Beron	1023	1023	Self		8/05/2014		Male	10/10/1980	AAA	No	No case m	Client dic	not agree
5	1079	ARAMA	Garry	Ramsay	1092	1092	Self		1/07/2014	17/07/2014	Male	2/05/1960	AAA	Yes	Up to half	Not appli	Court sup
6	1080	ERAMA	Gerry	Ramsay	2965	1092	Child		1/07/2014	17/07/2014	Male	12/12/1990	AAA	No	No case m	Part of ar	Don't kno
7	1146	ANAMA	Sandy	Ramsay	2966	1092	Foster child		1/07/2014	17/07/2014	Female	15/12/2004	AAA	No	No case m	Part of ar	Don't kno
8	1081	ETOS2	Petunia	Rose	2961	2961	Self		8/07/2014		Female	10/10/1930	AAA	Yes	Up to half	Not appli	Refuge
9	1082	ETOS2	Petal	Rose	2963	2961	Child		8/07/2014		Female	20/10/1960	AAA	Yes	Up to half	Not appli	Refuge
10	1143	OPOS2	Poppy	Rose	2962	2961	Grandchild		8/07/2014		Female	21/08/2008	AAA	No	No case m	Part of ar	Refuge
11	1168	MAICF	Amanda	Bickford	3026	3026	Self		8/07/2014	14/08/20		28/10/1983	AAA	Yes	Up to half	Not appli	Refuge
12	1169	YRICF	Byron	Bickford	3027	3026	Child						3 AAA	No	No case m	Part of ar	Refuge

Blank fields in column J indicate support period is ongoing

Status at end of Support Period (SHS)

This list is useful for measuring outcomes over any reporting period you want to specify – not just over one collection month.

- Enter the parameters below and click on **Export List**

This time select a specific program. In this example we have selected 'Refuge'

Status at end of Support Period (SHS)

- This example includes outcomes for both ongoing clients and those who have ended their support periods.

- Results for ongoing clients are drawn from the most recent Status Update within the reporting period selected

- Results for closed clients are drawn from the end of their support period

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1	Report on Support Periods for 01/01/2014 to 18/08/2014 for UAT 2 A													
2	List for persons where there was a recorded contact with Refuge													
3														
4	Date Support Period	Date Suppo	Date Assista	Worker	Person ID	Alpha Cod	Given Nar	Family Na	Date of Birth	Date of Bi	Age	Language	Interprete	Country o
5	1/07/2014	17/07/2014	1/07/2014	Aihw Trair	1079	ARAMA	Garry	Ramsay	2/05/1960	AAA	54			Australia
6	1/07/2014	17/07/2014	1/07/2014	Aihw Trair	1080	ERAMA	Gerry	Ramsay	12/12/1990	AAA	23			Australia
7	1/07/2014	17/07/2014	1/07/2014	Aihw Trair	1146	ANAMA	Sandy	Ramsay	15/12/2004	AAA	9			Australia
8	1/07/2014		1/07/2014	Aihw Trair	1145	OBAMA	Robert	Ramsay	12/12/1998	AAA	15			Australia
9	8/07/2014		8/07/2014	Aihw Trair	1081	ETOS2	Petunia	Rose	10/10/1930	AAA	83			Australia
10	8/07/2014		8/07/2	Trair	1082	ETOS2	Petal	Rose	20/10/1960	AAA	53			Australia
11	8/07/2014	14/08/2014	8/07/2014	Ainw		NCE	Amanda	Bickford	28/10/1983	AAA	30			Australia
12	8/07/2014	24/07/2014	8/0											

‘Date Support Period Finished’ is in Column B and blank cells indicate that support period is ongoing.

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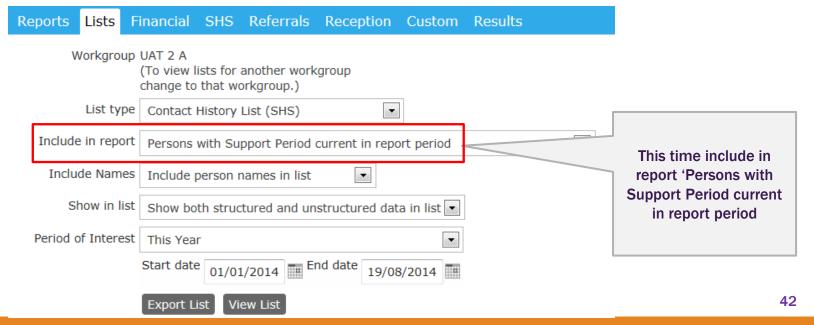
Contact History List (SHS)

- This list will output data about every time a Note was recorded for a client and which Program it was associated with.
- It is useful for analysing intensity of support and identifying multiple Programs that a particular client is associated with.

This time include in report 'Persons with Support Period current in report period

Contact History List (SHS)

- This example shows that a number of clients are associated with more than one program.

- Program is located in Column P

Program is located in Column P

	A	B	C	D	E	F	G	H	I	J	K	L	M	N		P
1	List of contact notes for 01/01/2014 to 19/08/2014 for UAT 2 A															
2	List for persons with Support Period current in report period															
3																
4	Contact Dat	Person ID	Alpha Cod	Given Nar	Family Na	Sex	Date of Birt	Date of Bi	Age	Age Range	Language	Interprete	Country o	Indigenou	Contact Ty	Program
5	8/07/2014	1168	MAICF	Amanda	Bickford	Female	28/10/1983	AAA	30	26 - 35 years			Australia	Neither A	Accommo	Refuge
6	14/08/2014	1168	MAICF	Amanda	Bickford	Female	28/10/1983	AAA	30	26 - 35 years			Australia	Neither A	Meeting/ɛ	Court sup
7	14/08/2014	953	ENAL2	Benjamin	Hall	Male	1/01/1996	UUE	18	18 - 20 years			Australia	Neither A	Drop In	Don't kno
8	8/07/2014	1169	YRICF	Byron	Bickford	Male	14/12/2008	AAA	5	3 - 5 years			Australia	Aborigina	Accommo	Refuge
9	10/07/2014	1169	YRICF	Byron	Bickford	Male	14/12/2008	AAA	5	3 - 5 years			Australia	Aborigina	Meeting/ɛ	Counsellir
10	14/08/2014	952	LIAL2	Elizabeth	Hall	Female	1/09/1989	UAA	24	21 - 25 years			Ireland	Neither A	External C	Court sup
11	1/07/2014	1079	ARAMA	Garry	Ramsay	Male	2/05/1960	AAA	54	46 - 55 years			Australia	Aborigina	Accommo	Refuge
12	1/07/2014	1080	ERAMA	Gerry	Ramsay	Male	12/12/1990	AAA	23	21 - 25 years			Australia	Aborigina	Accommo	Refuge
13	16/07/2014	1080	ERAMA	Gerry	Ramsay	Male	12/12/1990	AAA	23	21 - 25 years			Australia	Aborigina	Meeting/ɛ	Counsellir
14	15/08/2014	1042	AREA2	Maria	Bear	Female	28/10/1975	AAA	38	36 - 45 yea	French		Canada	Neither A	Informal i	Don't kno
15	8/07/2014	1082	ETOS2	Petal	Rose	Female	20/10/1960	AAA	53	46 - 55 years			Australia	Neither A	Accommo	Refuge
16	8/07/2014	1081	ETOS2	Petunia	Rose	Female	10/10/1930	AAA	83	66 - 85 years			Australia	Neither A	Accommo	Refuge
17	1/07/2014	1145	OBAMA	Robert	Ramsay	Male	12/12/1998	AAA	15	15 - 17 years			Australia	Neither A	Accommo	Refuge
18	15/07/2014	1145	OBAMA	Robert	Ramsay	Male	12/12/1998	AAA	15	15 - 17 years			Australia	Neither A	Email/tex	Don't kno
19	1/07/2014	1146	ANAMA	Sandy	Ramsay	Female	15/12/2004	AAA	9	9 - 11 years			Australia	Neither A	Accommo	Refuge

Where can I find more assistance?

- SHIP Support can help you to enter Programs and advise you on which reports to run

- Phone SHIP Support on 1800 627 191 Option 1

- The AIHW has several SHIP and SHOR e-Learning modules that you could find helpful on the SHSC resources website

SHIP e-Learning

- Entering a family into SHIP using SHIP copy-over functions (2.7MB PDF)
  This module steps you through how to efficiently enter a family into SHIP making use of SHIP's copy-over functions
- How to add extra family members to an open support period (666KB PDF)
  This module covers how to add new family members to a presenting unit after the support period has been open for some time.
- How to fix Status Update errors (925KB PDF)
  This module outlines where to view status update errors, how to resolve errors and re-run a status update.
- SHIP Tips for Data Entry (736KB PDF)
  This module outlines some general data entry tips that you will find useful.
- SHIP Helpful Hints (1.1MB PDF)
  This module outlines some general hints about SHIP client management functionalities.

Thank you for using this
SHIP e-Learning presentation

Click on tabs on right to review
sections of this module

Please click on links below to learn more
about the SHS collection

Specialist Homelessness Services
collection (AIHW)

http://www.aihw.gov.au/shsc-resources

For more information:
AIHW Hotline: 1800 627 191
Email: homelessness@aihw.gov.au

Adding list of Programs

Adding Programs to
client records

Recording Programs
on Notes tab

Running reports
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