

Edit Service Details Quick Reference Guide

The CIMS Service Directory/Vacancy Management System provides information about all SHS in NSW. It contains information about services offered, as well as their location, contact and referral information

Note: The functionality for editing service information is only available to CIMS users with Coordinator or Administrator permissions. Editing service details and the types of accommodation and support vacancies a service provides is required for the new VMS upgrade in March 2015 to enable service information to be displayed for other services. Should information change about the service, Administrators and Coordinators can update the information at any time.

This quick reference guide covers editing service information in the CIMS Service Directory and includes:

1. Editing Service Details
2. Editing Vacancy Types
3. Service field descriptions

1. Editing Service Details

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Client Information Management System

Service	Organisation
Harbour Counselling Services	Harbour Family Support Inc
Harbour Housing	Harbour Family Support Inc

1 to 2 of 2

1. Update Service Location information

- Click the **Admin** page button and then the **Services** tab.
- Click on the service name
- Update the form field Service Description

Note: If there is an error in your **service name / organisation name** please email cims@facns.gov.au identifying the item in error

- Click the **Location** tab
- Update the following fields
 - **Address 1, Address 2, Suburb, Postcode, Suppress Address, District selections, LGA.**
- Click the **Save** button to complete the update process

Note: This functionality is only available to users with Administrator / Coordinator permissions

Edit Service Details

Service Name: Harbour Counselling Services

Organisation Name: Harbour Family Support Inc

Service Description: Youth Specific SHS services specialising in Crisis, Transitional

Location | Access | Service Provision | Vacancy | Admin

Address 1: Brooks Avenue

Address 2:

Suburb: Bar Beach

State: NSW

Postcode: 2300

Suppress Address: Do not suppress address

Districts:
 Sydney
 Northern Sydney
 South Eastern Sydney
 South Western Sydney
 Western Sydney
 Central Coast
 Far West NSW
 Hunter New England
 Illawarra Shoalhaven
 Mid North Coast
 Murrumbidgee
 Nepean Blue Mountains
 Northern NSW
 Southern NSW
 Western NSW
 Statewide

LGA: Newcastle (C) x Wyong (A) x

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Save

2. Update Service Access information

- Click the **Access** tab
- Update the following fields
 - **Referral Contact, Contact Phone, Secondary Contact, Secondary Phone, Opening Hours, After Hours, After Hours Description, After Hours Phone, Fax, Email, Web Address, Referral, Eligibility / Ineligibility, Accessibility, , Transport Details, Intake**
- Click the **Save** button to complete the update

Note: This functionality is only available to users with Administrator / Coordinator permissions

Location | Access | Service Provision | Vacancy | Admin

Referral Contact: Duty Officer

Contact Phone: 0298000000

Secondary Contact: Reception

Secondary Phone: 02 88885555

Opening Hours: 24/7 - supported accommodation.

After Hours: Yes No

After Hours Description: Please contact for assessment between 5PM and 6AM

After Hours Phone: 0411111111

Fax: 0298111111

Email: reception@pm.net.au

Web Address: www.pm.service.au

Additional Information

Referral: Working hours referral directly to service 98000000

Eligibility / Ineligibility: Crisis accommodation is only available to vp aged 14 to 18 years

Accessibility: Wheelchair access available. VP can access Outreach Case Worker via Neighbourhood Centre on

Transport Details: Limited transport options. Bus line 344 from City- stop at Granite St

Intake: CIMS Assessment is required. Intake appointments made for

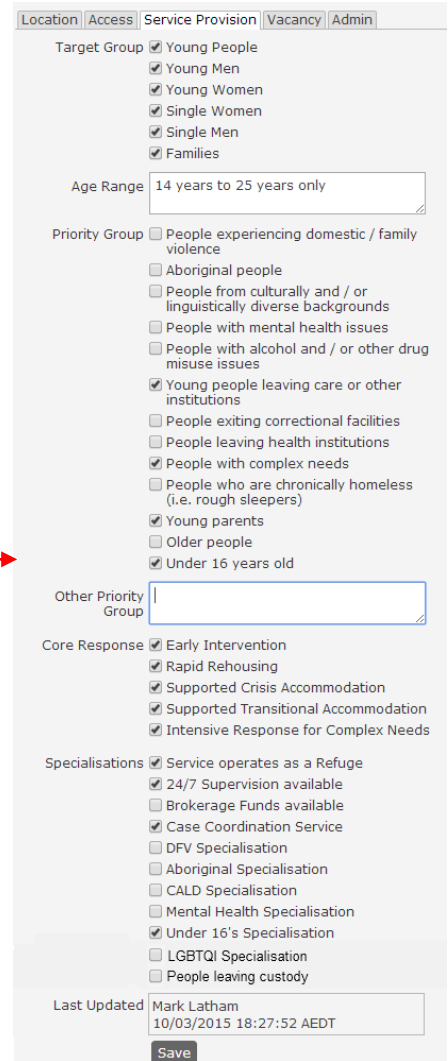
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Save

3. Update Service Provision information

- Click the **Service Provision** tab
- Update the following fields
 - **Target Group, Age range, Priority Group, Other Priority Group, Core Response, Specialisations**
- Click the **Save** button to complete the update process

Note: This functionality is only available to users with Administrator / Coordinator permissions



4. View Service Admin information

- Click the **Admin** tab
- View the following fields
 - **Start Date, End Date**



2. Editing Vacancy Types



Client Information Management System

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Services

Service	Organisation
Harbour Counselling Services	Harbour Family Support Inc
Harbour Housing	Harbour Family Support Inc

1 to 2 of 2

Edit Service Details






Service Name: Harbour Housing

Organisation Name: Harbour Family Support Inc

Service Description: Youth Specific SHS services specialising in Crisis, Transitional

Location | Access | Service Provision | **Vacancy** | Admin

Vacancy Type:

Vacancy Type	Measure	Unit of Measure	
Supported Crisis Accommodation	Quantity	Bed	
Supported Transitional Accommodation	Quantity	Bed	
Supported Transitional Accommodation	Quantity	2 bedroom	
Support	Tick Box		
Brokerage	Tick Box		






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Save

1. Edit Vacancy Types

The VMS has the ability to record a number of accommodation and support options consistent with the services provided by the service/workgroup, for example, Crisis Accommodation, Support Accommodation, Support, Brokerage and Case Coordination. Each of these options has to be configured as a vacancy type in order to record vacancy availability.

- For each vacancy type to be provided:

- Click the  icon in the **'Add vacancy Type'** field to select a vacancy type from the dropdown
- Now Click the  icon to add the vacancy type
- Click the  icon in the **'Measure'** column for the vacancy type you are editing. Now select an option from the dropdown.
 - Choose either a Quantity or Tick Box.
- If the measure is a quantity you also need to enter a unit of measure. Click the  icon in the **'Unit of Measure'** column for the vacancy type you are editing. Now select an option from the dropdown.
- Continue to **'Add vacancy Type' for each type of service offered**
- Clicking  deletes a vacancy type and removes it from the Update My Vacancies and Search Service and Vacancies functions

- Click the **Save** button to complete the editing process. Clicking the **Save** button enables vacancy information to be updated for all vacancy types included.

Note: This functionality is only available to users with Coordinator permissions

3. Service field descriptions

Below are the descriptions for the data fields found in the CIMS Service Directory.

Field	Description / Example
Service Information	
Service Name	eg. Harbour Family Support
Organisation Name	eg. North East Family Services
Service Description	Brief description of service eg. The service provides responses for young people aged 16-21 across Northern NSW. The service caters to young people who may have accompanying children, young women who are pregnant, and young people leaving out of home care or institution
Location	
Address 1	eg. West House
Address 2	eg. 21 Bent Street
Suburb	eg. LISMORE
State	NSW
Postcode	eg. 2480
Suppress Address	Selection option to prevent or allow street address to be viewed in Search Valid values - Suppress Address in search, Do Not Suppress address
Districts	Districts where service offered Valid values Central Coast Far West NSW Hunter New England Illawarra Shoalhaven Mid North Coast Murrumbidgee Nepean Blue Mountains Northern NSW Northern Sydney South Eastern Sydney South Western Sydney Southern NSW Sydney Western NSW Western Sydney
LGA	List of LGA's applicable for the service
Access	
Referral Contact	The referral contact position eg. Reception / Duty Worker / Reception / Appointments / Intake Worker / Family Referral Service, Telephone Support, free call / Counsellor, free call
Contact Phone	phone, mobile or free call referral contact number eg. 0427 312 930
Secondary Contact	Information for secondary referral contact position eg. Lismore Family Planning Service / Head Office Reception / Tweed Residents / Telephone Support, TTY / Administration
Secondary Contact Phone	secondary phone, mobile or free call contact number eg. (02) 6620 1800
Opening Hours	Information about the opening hours for the service eg. Crisis accommodation has 24/7 supervision General staff onsite operating hours are: Monday 9:00am to 5:00pm Tuesday 9:00am to 5:00pm Wednesday 9:00am to 5:00pm Thursday 9:00am to 5:00pm Friday 9:00am to 5:00pm

Field	Description / Example
After Hours	Indicates if a service supports referrals, intake or oncall services After Hours which is displayed in Search Results for a Service / Vacancy Search Valid values Yes / No
After Hours Description	Description of the nature of the After Hours service including referral, intake and/or on call services provided eg. Please contact for assessment and intake between 5PM and 6AM daily including weekends and public holidays. On call services provided between these hours.
After Hours Phone	After hours phone, mobile or free call contact number eg. (02) 6620 1800
Fax	eg. 02 6620 1899
Email	eg. adminassist@nrsrc.org.au
Web Address	eg. www.nrsrc.org.au
Referral	Details about specific referral information eg. Initial Assessment undertaken asap on intake
Eligibility / Ineligibility	Any specific criteria making an individual eligible or ineligible to receive a service eg. Crisis accommodation is only available to young people aged 14 to 18 years
Accessibility	Details about accessibility of a service. eg. Wheelchair access available. Transport options limited. YP can access Outreach Case Worker via Neighbourhood Centre on Wednesdays 9am to 12pm
Transport Details	Details about public transport access eg. Public Transport nearby.
Intake Information	Details about specific intake information, intake location eg. Assessment is required. Ph referral / After Hours for 24/7
Services Provision	
Target Group	Target groups supported by a service Valid values - Young People Young Men Young Women Single Women Single Men Families
Priority Group	Priority Groups supported by a service Valid values - People experiencing domestic / family violence Aboriginal people People from culturally and / or linguistically diverse backgrounds People with mental health issues People with alcohol and / or other drug misuse issues Young people leaving care or other institutions People exiting correctional facilities People leaving health institutions People with complex needs People who are chronically homeless (i.e. rough sleepers) Young parents Older people Under 16 years old
Other Priority Group	Details about an alternative supported priority group
Core Response	Core responses provided by a service Valid values - Early Intervention Rapid Rehousing Supported Crisis Accommodation Supported Transitional Accommodation Intensive Response for Complex Needs
Age Range	Details about age groups eg. 14 years to 25 years only

Field	Description / Example
Specialisations	Specialisations offered by a service Valid values - Service Operates as a Refuge 24/7 Supervision Available Brokerage Funds Available Case Coordination Service DFV Specialisation Aboriginal Specialisation CALD Specialisation Mental Health Specialisation Under 16's Specialisation LGBTQI Specialisation People leaving custody
Admin	
Start date	Date service commenced in service directory
End date	Date service ended in service directory