

# SHIP E-LEARNING

How to fix Status Update errors



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## SHIP E-Learning module: How to fix Status Update errors

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.

[Why do we complete Status Updates](#)

[How to create a Status Update](#)

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[Status Update errors](#)

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# Learning objectives



## After you complete this module you will know how to:

- Identify where the errors are
- How to fix the errors
- How to re-run status updates

# Why do we complete Status Updates



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# Why do we complete Status Updates?

Homelessness:

clearer picture,

better future

## Why do we complete Status Updates?

- Status updates are used to measure client progress and outcomes.
- Status tab needs to be completed each month and it records your client's situation on/after the last day they received a service.
- **Note for housing:** Record the housing that your client will be exiting to –
  - For ongoing clients record where they will be living the night after they receive their last service for the collection month
  - For clients with closed support periods, record where they will be living after exiting your service.

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# How to create a Status Update



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# How to create a Status Update

## How to create a Status Update

- Go to Status tab
- Click on **Create new status record**.

**SHIP** Deanne Stockwell Female, DOB: 01/05/1988 (Age 25 yrs)

Home Search Details Notes Payments Accommodation **Status** Alerts Referrals Plans

Persons **Status History** **Create new status record**

Days Support Period Commenced: 01/11/2013 Worker: Toni Stepniak

Month	Notes	Last Updated
There are no status records for this Support Period.		

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# Status Update reminders



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# Status Update reminders

Homelessness:

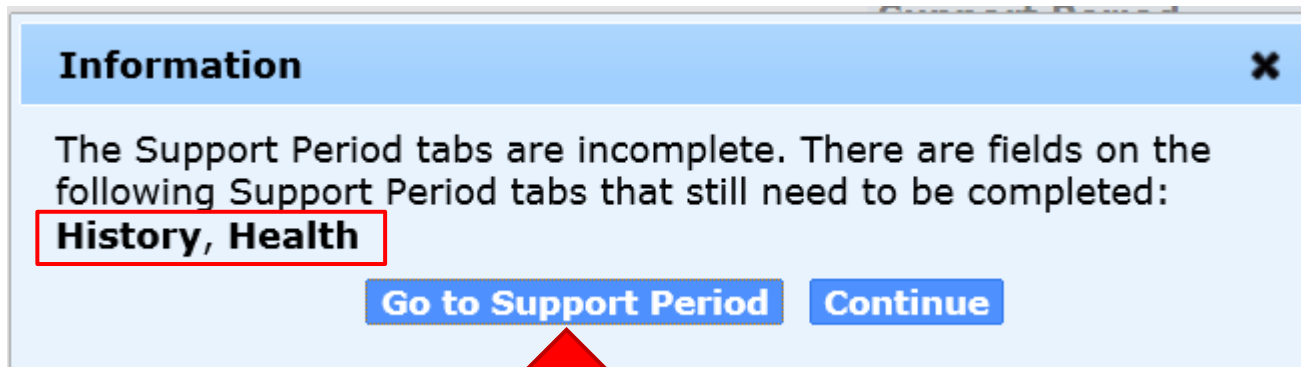
clearer picture,

better future

## Reminder to complete Support Period fields

When some Support Period tabs are incomplete, a reminder will pop up when you first attempt to create a Status Update

- In this example, History and Health tabs have not been fully completed
- Click on **Go to Support Period** to go back and complete your data.









# Status Update reminders

## Reminder to complete Support Period fields

Note that incomplete Support Period tabs are still coloured yellow


**SHS Support Period**  


**Mary Allen (female 38 yrs)**

Include in PU		*Relationship to head	Consent	
			Yes	No
<input checked="" type="checkbox"/>	Mary Allen	Self	<input checked="" type="radio"/>	<input type="radio"/>
 <input checked="" type="checkbox"/>	Jacob Allen	Child <input type="text" value="Child"/>	<input checked="" type="radio"/>	<input type="radio"/>
 <input checked="" type="checkbox"/>	Martin Allen	Child <input type="text" value="Child"/>	<input checked="" type="radio"/>	<input type="radio"/>

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

Support Period Worker

Date assistance requested  

Date support period commenced  

New Client?  Yes  No  Not sure

Referral Source



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# Status Update reminders

Homelessness:

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## Reminder to complete Support Period fields

When some Support Period tabs are incomplete, a reminder will pop up when you first attempt to create a Status Update

- In this example, History and Health tabs have not been fully completed
- Click on **Go to Support Period** to go back and complete your data.

**Information** X

The Support Period tabs are incomplete. There are fields on the following Support Period tabs that still need to be completed:

**History, Health**

[Go to Support Period](#) [Continue](#)

[Home](#)

[Home Page](#)

# Status Update errors





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
# Status Update errors

- Below is an error message (highlighted in pink)
- As soon as you click on 'create new status record' this message will appear if there are errors
- Go to **Services** tab for more information

**SHS Status Update**  

Update for September 2013

**Mary Allen (female 38 yrs)**

	Mary Allen	female	Self
	Jacob Allen	male	Child
	Martin Allen	male	Child

Admin | Plan | Housing | Work & Income | Study & Family | **Services**

**Support Period**

ongoing at end of month  
 closed (support ended this month)

Error recording support services provided this month. You will not be able to close this Support Period until this is fixed. Refer to Services tab for more information.

Visit our online help page for an explanation of the SHS Status Update error messages

Click here to go to online help page for an explanation of Status Update error messages



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# Status Update errors

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- Short term or emergency accommodation ticked as a service provided but **not recorded in Accommodation tab**
- Go to the **Accommodation** tab and create a new stay

Admin Plan **Housing** Work & Income Study & Family **Services**

Following is a summary of services provided this month based upon information recorded in the Notes, Payments and Accommodation tabs

**First day of service in month** 16/09/2013

**Last day of service in month** 16/09/2013

	Needs Identified	Service Provided	Referral Arranged
<b>Housing / Accommodation</b>			
Short term or emergency accommodation	✓	✓	
<b>General assistance and support</b>			
Meals	✓	✓	
Laundry/shower facilities	✓	✓	

Short term or emergency accommodation ticked as a service provided but not recorded in Accommodation tab.

[Visit our online help page for an explanation of the SHS Status Update error messages](#)



# Status Update errors

- When accommodation is provided you must go to the Accommodation tab and record the dates of the accommodation and what type of accommodation was provided.

**Susie Green** Female, DOB: 01/07/1985 (Age 29 yrs)

Search Details Notes Payments **Accommodation** Status Alerts Referrals

Stays:

Filter

Create New Stay



No Stays to display



# Status Update errors



- The error message below shows that a mistake was made recording the **type** of accommodation.
- The **type** of accommodation must match on both Notes tab and the Accommodation tab.

Admin   Plan   Housing   Work & Income   Study & Family   Services			
Following is a summary of services provided this month based upon information recorded in the Notes, Payments and Accommodation tabs			
First day of service in month	16/09/2013		
Last day of service in month	24/09/2013		
	Needs Identified	Service Provided	Referral Arranged
<b>Housing / Accommodation</b>			
Short term or emergency accommodation	✓	✓	
<b>General assistance and support</b>			
Meals	✓	✓	
Laundry/shower facilities	✓	✓	
Recreation	✓	✓	
Transport	✓	✓	
	Accommodation	Start Date	End Date
Medium term/transitional accommodation		16/09/2013	23/09/2013
Short term or emergency accommodation ticked as a service provided but not recorded in Accommodation tab.			
Medium term/transitional housing recorded in Accommodation tab but not ticked as a service provided.			
Visit our online help page for an explanation of the SHS Status Update error messages			



**Note: Services tab is a summary of all services and assistance for the month and is 'read' only.**





# Status Update errors

- Go to the Accommodation tab and click on the date.

**Susie Green** Female, DOB: 01/07/1985 (Age 29 yrs)

Search Details Notes Payments **Accommodation** Status Alerts Referrals PL

## Stays:

Filter

Create New Stay



Date	Type / Exit Date	Notes
16/09/2013 	Medium term/transitional accommodation Exit Date:24/09/2013	

Export Stays

1 to 1 of 1



# Status Update errors

- Select Short term or emergency as the accommodation **Type** and Save
- The accommodation **Type** will now match the accommodation selected as needed and provided on the Notes tab.

The screenshot shows the 'Edit Stay Details' form with the following fields:

- \* Accommodation Start Date:** 16/09/2013
- Accommodation Exit Date:** 24/09/2013
- \* Worker/s:** Toni Stepniak, UAT 4 B
- \*Type:** A dropdown menu is open, showing three options: 'Short term or emergency accommodation' (highlighted in blue), 'Medium term/transitional accommodation', and 'Long term accommodation'. A red arrow points to this dropdown.

Below the form is a 'Notes' section with a text area. At the bottom, there is a section titled 'This note is also associated with (tick):' with a table containing one entry:

This note is also associated with (tick):		
Samuel Green	Son	<input type="checkbox"/>



# Status Update error

- In this error accommodation has been selected and dates recorded, but Short term or emergency accommodation has not been selected as being provided.

**SHS Status Update**

Update for September 2013  
**Susie Green (female 28 yrs)**

Susie Green      female      Self

Admin | Plan | **Housing** | Work & Income | Study & Family | Services

Following is a summary of services provided this month based upon information recorded in the Notes, Payments and Accommodation tabs

**First day of service in month** 16/09/2013  
**Last day of service in month** 24/09/2013

	Needs Identified	Service Provided	Referral Arranged
<b>Housing / Accommodation</b>			
Short term or emergency accommodation	✓	<input type="checkbox"/>	✓
<b>General assistance and support</b>			
Meals	✓	✓	
Laundry/shower facilities	✓	✓	
Recreation	✓	✓	
Transport	✓	✓	

Accommodation	Start Date	End Date
Short term or emergency accommodation	16/09/2013	23/09/2013

Short term or emergency accommodation recorded in Accommodation tab but not ticked as a service provided.

Visit our online help page for an explanation of the SHS Status Update error messages



# Status Update errors

- Go to the notes tab to correct the error
- If the notes have been locked you can still edit the services.

**Date** 16/09/2013  
**Worker/s** Toni Stepniak, UAT 4 B  
**Work group** UAT 4 B  
**Contact type** Accommodation support  
**Notes**

	Needs Identified	Support Provided	Referral Arranged
<b>Housing / Accommodation</b>			
Short term or emergency accommodation	✓	<input type="checkbox"/>	✓
<b>General assistance and support</b>			
Meals	✓	✓	
Laundry/shower facilities	✓	✓	
Recreation	✓	✓	
Transport	✓	✓	

**May be viewed by** Workgroup  
**Contact length** Contact Case Work Travel mins  
**Edit locked** 16/07/2014  
**Last update** Toni Stepniak, UAT 4 B  
16/07/2014 11:13:40

[Print View](#) [Edit Services](#)



# Status Update errors

- On the Housing tab select support provided for Short term or emergency accommodation and save.

## Edit SHS Service Codes

Person Susie Green  
Date 16/09/2013  
Contact Type Accommodation support

Housing General Specialised

Needs Identified	Support Provided	Referral Arranged	
			Housing / Accommodation
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Short term or emergency accommodation
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Medium term/transitional housing
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Long term housing
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Assistance to sustain tenancy or prevent tenancy failure or eviction
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Assistance to prevent foreclosures or for mortgage arrears

Save Cancel



# Status Update errors

## No Support services recorded

- When you see messages highlighted in yellow this is a warning
- The message below informs you that the support commenced this month (check the month of the update) and that there were no services recorded

◀ SHS Status Update

Update for January 2014

Deanne Stockwell (female 25 yrs)

Deanne Stockwell female Self

Admin Plan Housing Work & Income Study & Family Services

**Support Period**

ongoing at end of month

closed (support ended this month)

Support commenced this month. However, there are no support services recorded. You can not close this Support Period unless some services have been recorded.

[Visit our online help page for an explanation of the SHS Status Update error messages](#)

Last update

Save



# Status Update errors

- Go to the services tab
- We can see from the message that there has been no information recorded in the Notes, Payments and Accommodation tabs for the January Update.

**SHS Status Update**

**Update for January 2014**

**Deanne Stockwell (female 25 yrs)**

Deanne Stockwell      female      Self

Admin | Plan | Housing | Work & Income | Study & Family | **Services**

There have been no services provided this month based upon information recorded in the Notes, Payments and Accommodation tabs

[Visit our online help page for an explanation of the SHS Status Update error messages](#)

Comments

Last update

Save



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# Status Update errors

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- Go to the Notes tab
- You can see in the screen below, we do not have a date for the January collection month.

**Deanne Stockwell** Female, DOB: 01/05/1988 (Age 25 yrs)

Search Details **Notes** Payments Accommodation Status Alerts Referrals Plans

Notes: [Filter](#) [Create New Note](#)

Date ↑	Worker / Type	Notes
24/12/2013 	Toni Stepniak <i>Client meeting</i>	
01/11/2013 	Toni Stepniak <i>Accommodation support</i>	





# Status Update errors

- Once you create a note for January you can now create a new status record.

Status Alerts Referrals Plans Tasks Documents Memo

**Create new status record**

**SHS Status Update**

Update for January 2014

**Deanne Stockwell (female 25 yrs)**

Deanne Stockwell female Self

Admin Plan Housing Work & Income Study & Family Services

**Support Period**

ongoing at end of month

closed (support ended this month)

Last update

Save

Last Updated  
08/01/2014

# Missing Status records



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# Missing status records

- The error highlighted in pink below happens when preparing to run an extract for a selected collection period and you have missed creating a status update for the clients listed
- You can go directly to the client record from here by clicking on their name
- After you have updated their status click on Refresh and they will no longer appear on the list.

Reports Lists Financial SHS Referrals Reception Custom Results

Workgroup SHIP Training 12

SHS Agency Name SHIP Training 12

SHS Agency ID 99999T

Collection Period December 2013

Validate Data Summary Report Extract Data

Refresh

Missing Records Included Records Unassisted Submission Log

The following persons have an open support period but no Status Update for this month. You must complete a status update before you run an extract report.

Client	Episode Start Date
Jane Stockwell	01/11/13
Rino Fazquez	23/12/13
Glenn Russell	23/12/13
Georgia Sanders	23/12/13

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Thank you for using this  
SHIP eLearning presentation

Click on tabs on right to review  
sections of this module

[http://srs-  
support.infoxchangeapps.net.au/shs-status-  
update-error-messages](http://srs-support.infoxchangeapps.net.au/shs-status-update-error-messages)

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

For more information:  
AIHW Hotline: 1800 627 191  
Email: [homelessness@aihw.gov.au](mailto:homelessness@aihw.gov.au)

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