

SHIP Helpful Hints



Australian Government

**Australian Institute of
Health and Welfare**

1. Tabs on the person page

- The SHS collection consists of data collected on the following tabs:
 - Details
 - Notes
 - Payments
 - Accommodation
 - Status.
- All items in bold text on these tabs should be completed.

Search	Details	Notes	Payments	Accommodation	Status
Person / Alias:					Create new alias
Charlotte Wedgewood		Primary Name			
Relationships:					Create new relationship
Person	Relationship	Comments			
Jimmy Wedgewood	Child				
Support Periods:					New support period
Commenced			Last Updated		
01/12/2011	UAT 4 B	23/01/2012			

2. How to identify SHS data fields

- AIHW only receives data from the fields that are highlighted in black/bold text. These fields should be answered.
- Fields with grey text are not exported to AIHW.

Edit Primary Details:

Given Name	Charlotte
Middle Name	
Family Name	Wedgewood 
*Sex	<input type="radio"/> Male <input checked="" type="radio"/> Female
Date of Birth	25 10 1980 <input type="checkbox"/> year estimated
Identifies as	<input checked="" type="radio"/> Aboriginal <input type="radio"/> Torres Strait Islander <input type="radio"/> Both <input type="radio"/> Neither
Country of birth	Australia
Language at Home	<input type="checkbox"/> Culturally and Linguistically Diverse
Comments	
Alpha Code	HAEDE
Date of Death	<input type="text"/> (dd/mm/yyyy)

3. Where to find Unassisted persons information

- Unassisted persons information can be found on the Home page/Reception tab.

My List Team List My Actions Team Actions Profiles Support Periods **Reception**

New Unassisted Person

Unassisted Persons

Between 10/07/2013 and 04/09/2013 Search: Given Name Family Name ALPHA Fuzzy: All: GO Clear

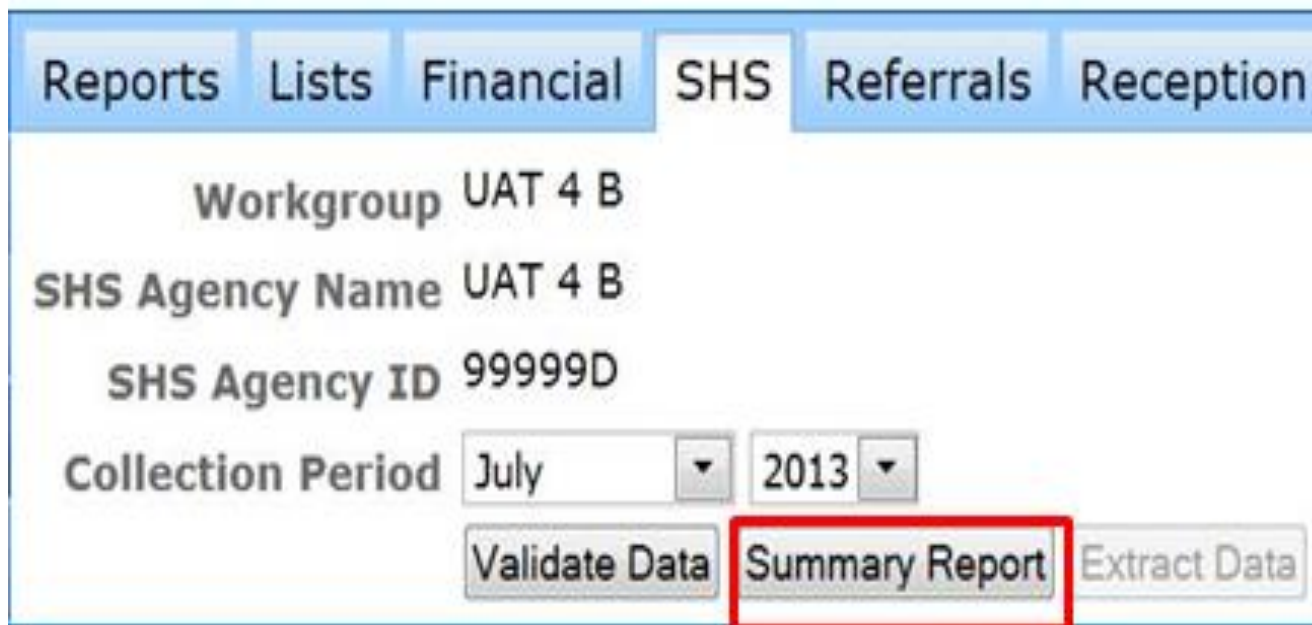
No matches to your criteria.

4. Sensitive items requiring consent

Item	Location in SHIP
Indigenous Status	Person page/Details/Primary Details
Country of birth	Person page/Details/Primary details
Care arrangements for child under care and protection order	Support period/Week before/Presenting tabs Status Update/Study and family tab
Type of institution recently left	Support period/History tab
Formally diagnosed mental health condition	Support period/Health tab
Timeframe mental health services received	Support period/Health tab
Source of information on a mental health condition	Support period/Health tab

5. Identifying blank fields

- When SHIP runs an extract, it fills fields left blank with 'Don't Know'
- A useful place to check for the 'Don't knows' before running the extract is in the 'Summary Report'.
- If the information for a specific field is known, go back and complete these fields.



Reports Lists Financial **SHS** Referrals Reception

Workgroup UAT 4 B

SHS Agency Name UAT 4 B

SHS Agency ID 99999D

Collection Period July 2013

Validate Data **Summary Report** Extract Data

6. How to view hover text

- To see a question in full, hover the mouse over the question and the full wording will appear.

The following questions refer to the client's most recent residential address, where they had a permanent place to live

Time since last permanent address

1 week to 1 month ago

How long has it been since the client last had a permanent place to live?

Locality

Postcode

7. Presenting Unit Head (PUH)

- When entering client data for a group, the first person entered in SHIP becomes the Presenting Unit Head (PUH).

8. Presenting Unit Head (PUH)

- SHIP defaults to showing only the Presenting Unit Head (PUH).
- Un-tick the box '**Only show PUH**' to see all of the individual **clients** in the Presenting Unit.

Home	My List	Team List	My Actions	Team Actions	Profiles	Support Periods	Reception
Persons	Select Support Periods:		Current ▼	in July ▼	2013 ▼	Only show PUH <input checked="" type="checkbox"/>	GO

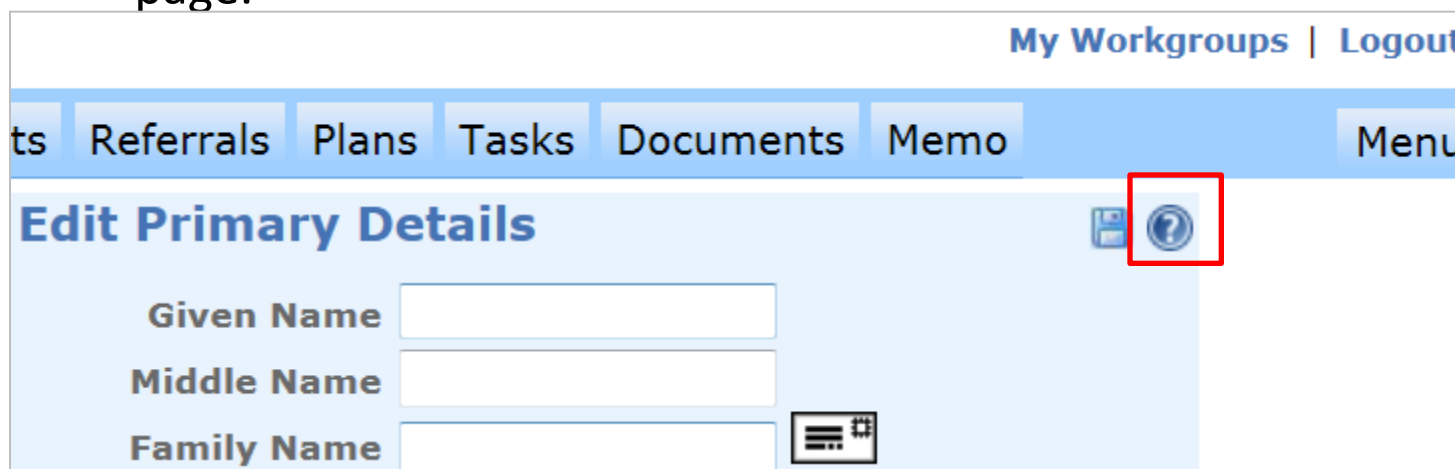
- For **Unassisted persons**, tick '**All**' to see all of the persons in the Presenting Unit.

My List	Team List	My Actions	Team Actions	Profiles	Support Periods	Reception					
Unassisted Persons											
Between	01/01/2013	and	11/07/2013	Search:	Given Name	Family Name	ALPHA	Fuzzy:	All: <input checked="" type="checkbox"/>	GO	Clear
Date	Given Name	Family Name	Count in PU	Worker	Notes						
10/04/2013	daffy	duck	2	Lynda Carney							
25/03/2013	Elizabeth	Hall	2	Lynda Carney							
20/03/2013	Sporty	Spice	1	Toni Stepniak							
27/02/2013	Joseph	Blow	2	Lynda Carney	wait list						
21/01/2013			1	Lynda Carney	police referral						

9. Where to find the help icon

Link to online support:

- During data entry, if you are not sure about the next step, refer to the question mark (online help) link.
- This is available on every page and tab in SHIP (top right hand corner). This will take you step by step on how to enter data on that tab or page.



My Workgroups | Logout


ts Referrals Plans Tasks Documents Memo Menu


Edit Primary Details

Given Name

Middle Name


Family Name

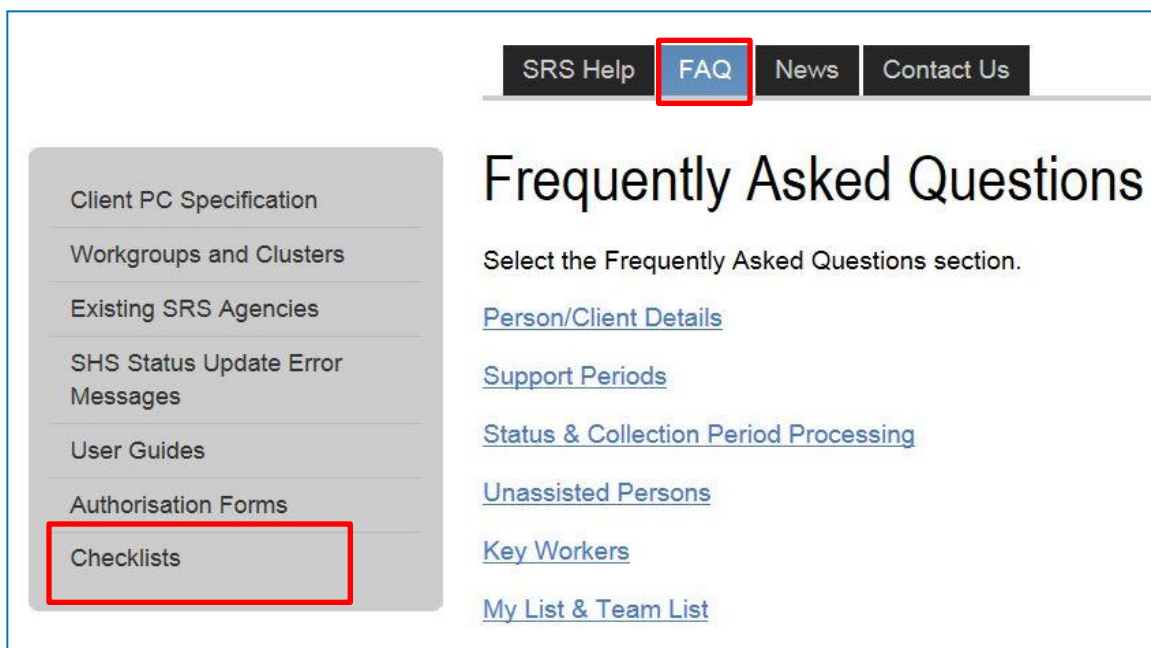




10. Where to find client intake forms

To find client intake forms in SHIP do the following:

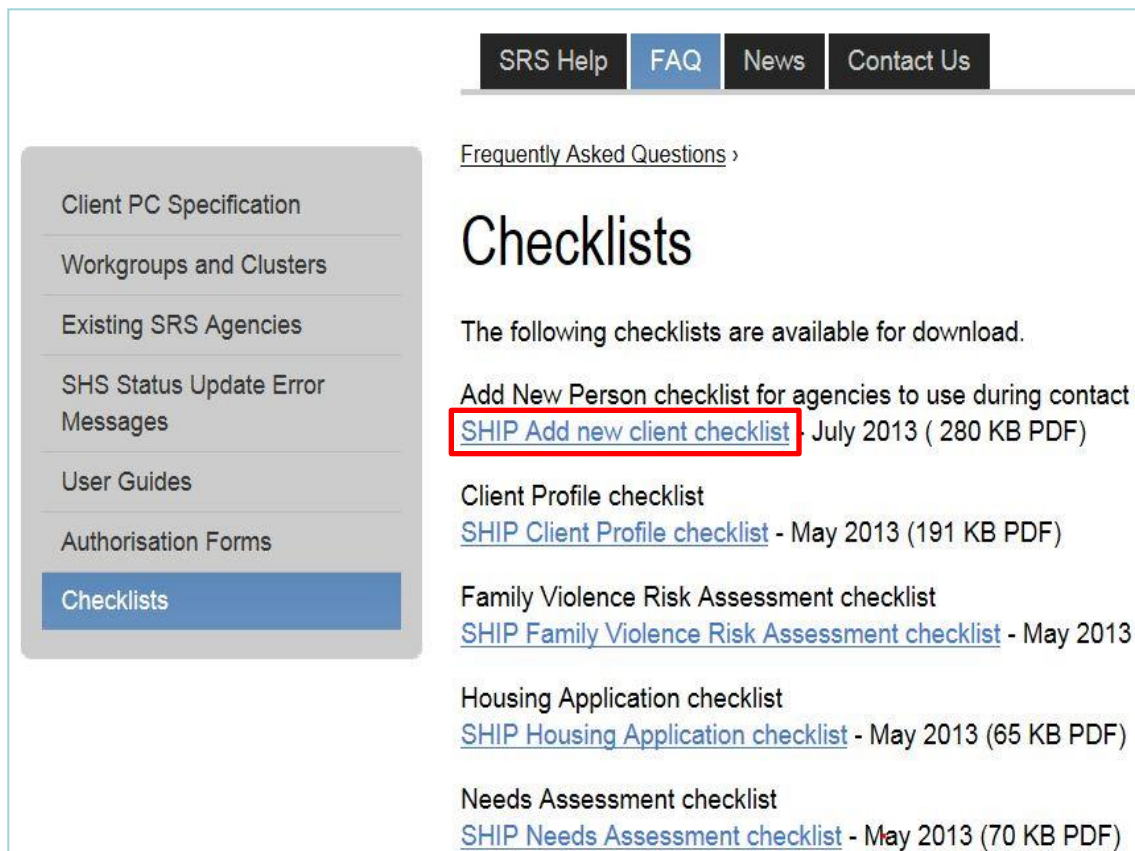
- Click on  icon at on the top right hand corner of your SHIP screen
- Select FAQ tab
- Select Checklists.



The screenshot shows the SHIP user interface. At the top, there is a navigation bar with four tabs: "SRS Help", "FAQ", "News", and "Contact Us". The "FAQ" tab is highlighted with a red box. Below the navigation bar, the main heading is "Frequently Asked Questions". Underneath this heading, there is a sub-heading "Select the Frequently Asked Questions section." followed by a list of links: "Person/Client Details", "Support Periods", "Status & Collection Period Processing", "Unassisted Persons", "Key Workers", and "My List & Team List". On the left side of the page, there is a sidebar menu with several items: "Client PC Specification", "Workgroups and Clusters", "Existing SRS Agencies", "SHS Status Update Error Messages", "User Guides", "Authorisation Forms", and "Checklists". The "Checklists" item is highlighted with a red box.

11. Client Checklists

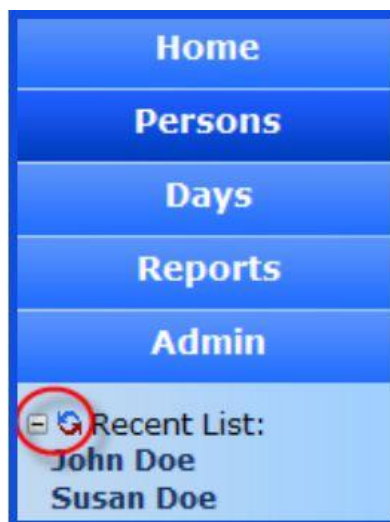
- Client '**Checklists**' can be very useful for collecting information on outreach clients. Note: These forms follow the flow of SHIP




The screenshot shows a web page with a navigation menu at the top containing 'SRS Help', 'FAQ', 'News', and 'Contact Us'. A sidebar on the left lists various categories, with 'Checklists' highlighted in blue. The main content area features a 'Frequently Asked Questions' link and a large heading 'Checklists'. Below the heading, it states that checklists are available for download and lists several options, each with a link and file size: 'SHIP Add new client checklist' (July 2013, 280 KB PDF), 'Client Profile checklist' (SHIP Client Profile checklist - May 2013, 191 KB PDF), 'Family Violence Risk Assessment checklist' (SHIP Family Violence Risk Assessment checklist - May 2013), 'Housing Application checklist' (SHIP Housing Application checklist - May 2013, 65 KB PDF), and 'Needs Assessment checklist' (SHIP Needs Assessment checklist - May 2013, 70 KB PDF). The link for 'SHIP Add new client checklist' is highlighted with a red box.


12. Displaying recent list

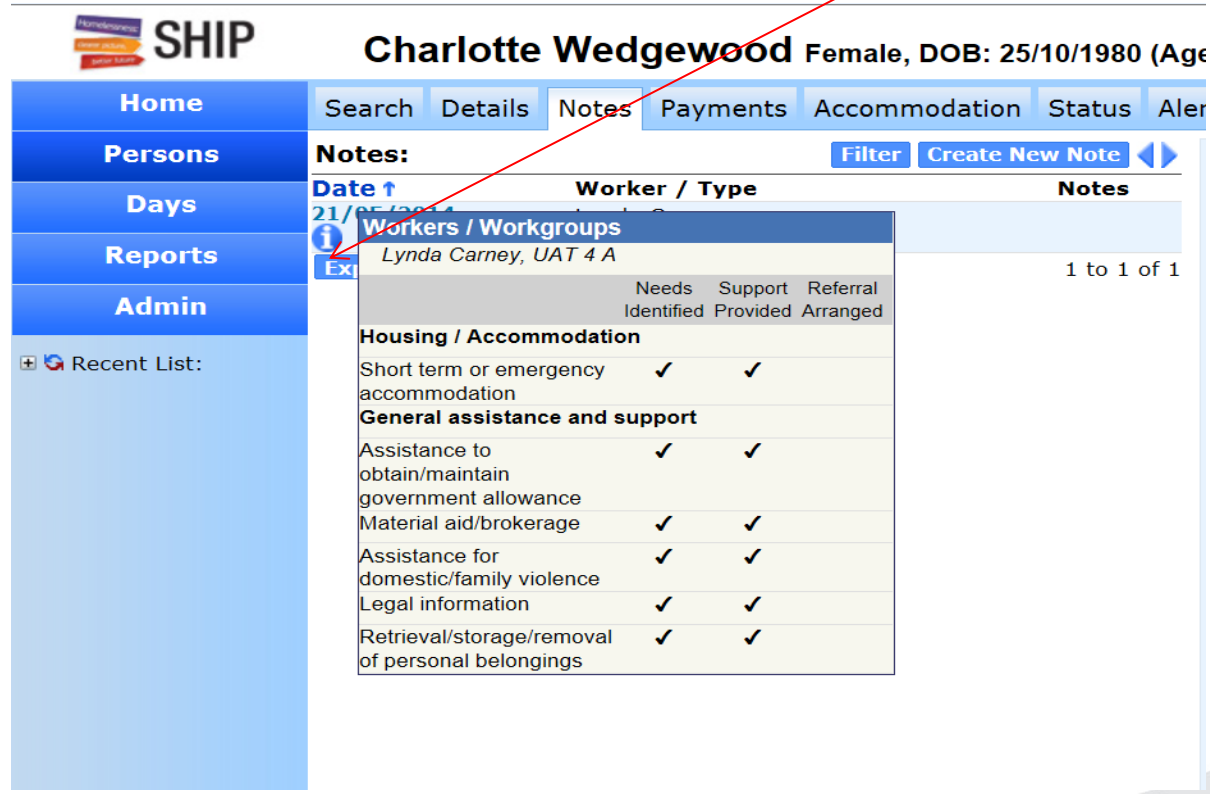
- The Recent list displays the ten most recently accessed person records.
- You can switch between **Recent List** and **Team Managed** by clicking the circulating arrows icon (highlighted below).



- The **Recent list** can be expanded and collapsed by clicking on  icon (highlighted above). The application will remember your settings and display the same settings when you next open SHIP.

13. Information icon on Notes tab

- If you hover the mouse over the information icon  on the 'Notes' tab, you can see the services and assistance that have been ticked for your client.



SHIP Charlotte Wedgewood Female, DOB: 25/10/1980 (Age

Home Persons Days Reports Admin

Search Details **Notes** Payments Accommodation Status Alerts

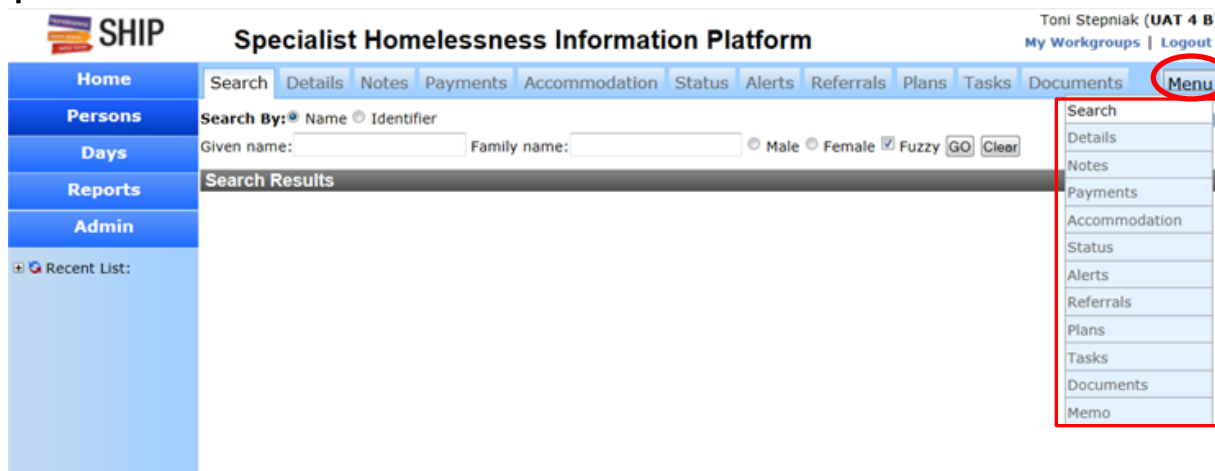
Notes: Filter Create New Note

Date ↑	Worker / Type	Notes																																				
21/05/2014	Workers / Workgroups Lynda Carney, UAT 4 A	1 to 1 of 1																																				
<table border="1"> <thead> <tr> <th></th> <th>Needs Identified</th> <th>Support Provided</th> <th>Referral Arranged</th> </tr> </thead> <tbody> <tr> <td colspan="4">Housing / Accommodation</td> </tr> <tr> <td>Short term or emergency accommodation</td> <td>✓</td> <td>✓</td> <td></td> </tr> <tr> <td colspan="4">General assistance and support</td> </tr> <tr> <td>Assistance to obtain/maintain government allowance</td> <td>✓</td> <td>✓</td> <td></td> </tr> <tr> <td>Material aid/brokerage</td> <td>✓</td> <td>✓</td> <td></td> </tr> <tr> <td>Assistance for domestic/family violence</td> <td>✓</td> <td>✓</td> <td></td> </tr> <tr> <td>Legal information</td> <td>✓</td> <td>✓</td> <td></td> </tr> <tr> <td>Retrieval/storage/removal of personal belongings</td> <td>✓</td> <td>✓</td> <td></td> </tr> </tbody> </table>				Needs Identified	Support Provided	Referral Arranged	Housing / Accommodation				Short term or emergency accommodation	✓	✓		General assistance and support				Assistance to obtain/maintain government allowance	✓	✓		Material aid/brokerage	✓	✓		Assistance for domestic/family violence	✓	✓		Legal information	✓	✓		Retrieval/storage/removal of personal belongings	✓	✓	
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Assistance for domestic/family violence	✓	✓																																				
Legal information	✓	✓																																				
Retrieval/storage/removal of personal belongings	✓	✓																																				

Recent List:

14. Can't see all your tabs?

- The **Menu** button located on the far right side of the tabs provides another method of navigating to the tabs within the Person page.
- If your screen is not wide enough to display all of the tabs within the Person page, the Menu button will provide access to tabs that are hidden.
- Clicking the **Menu** button will produce a listing of all available tabs within the current page. Clicking an option from the list will open the specific tab.



SHIP Specialist Homelessness Information Platform

Toni Stepniak (UAT 4 B)
My Workgroups | Logout

Home Search Details Notes Payments Accommodation Status Alerts Referrals Plans Tasks Documents **Menu**

Persons Search By: Name Identifier

Days Given name: Family name: Male Female Fuzzy

Reports Search Results

Admin

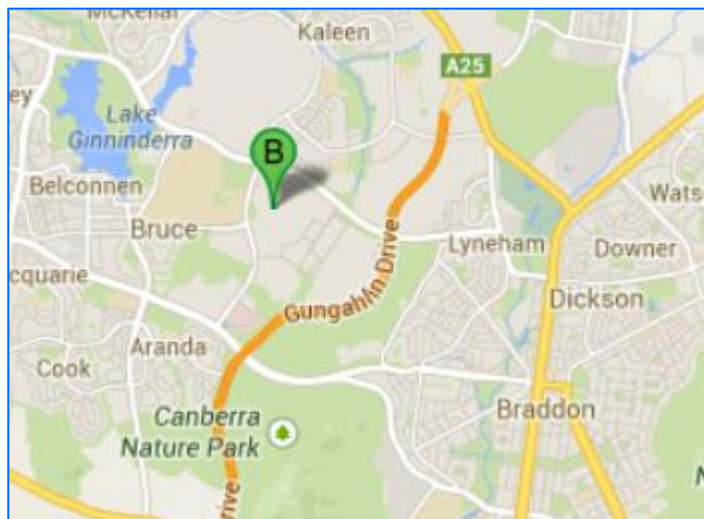
Recent List:

- Search
- Details
- Notes
- Payments
- Accommodation
- Status
- Alerts
- Referrals
- Plans
- Tasks
- Documents
- Memo

15. Locating an address map

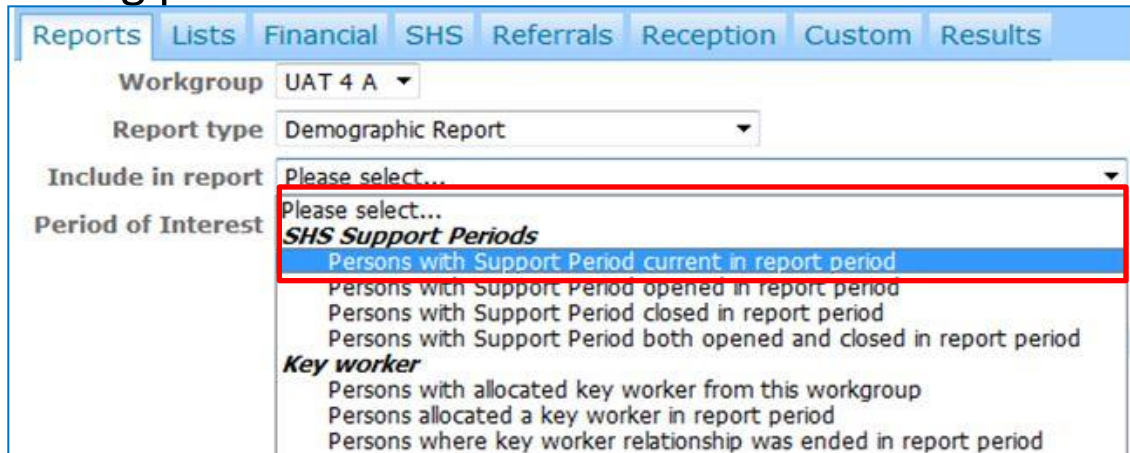
- Clicking on 'Map' at the right of the address on the Client Details screen will open Google maps (with the location).

Address:				Create new address
<input checked="" type="checkbox"/>	Street	Suburb	Type	Comments
<input checked="" type="checkbox"/>	1 thynne	Bruce 2617	Home	Map



16. How to use reports

- To include all support periods for a selected reporting period in a report select '**Persons with Support Period current in report period**'. This will ensure that all support periods are included for the selected reporting period.



The screenshot shows the 'Reports' tab selected in a software interface. The 'Workgroup' is set to 'UAT 4 A' and the 'Report type' is 'Demographic Report'. The 'Include in report' dropdown menu is open, showing several options. The option 'Persons with Support Period current in report period' is highlighted in blue and enclosed in a red rectangular box. Other options include 'Persons with Support Period opened in report period', 'Persons with Support Period closed in report period', 'Persons with Support Period both opened and closed in report period', and a 'Key worker' section with three sub-options.

- Note that other options on this tab will narrow the number of clients to be reported on. For example, selecting '**Persons with Support Period both open and closed in report period**' will result in the smallest number of clients reported on.

17. Results tab and viewing reports

- Output for almost all reports can be found on the Results tab.
- Select **All reports** to see reports generated by other users.

Reports Lists Financial SHS Referrals Reception Custom Results Menu

Display: My Reports All Reports


Report/List ID	Run By	Processing Time	Date Range	Workgroup	Type	Included persons / Report Title	Actions
Extract 3691 12/06/2013 14:32	Lynda Carney	12/06/2013 14:32 0.16152 secs	From: 01/01/2013 To: 31/01/2013	UAT 2 A	SHS Report	SHS Collection Period Extract for January 2013	Delete Extract Export Data
Report 3746 16/07/2013 12:46	Lynda Carney	16/07/2013 12:46 1.73337 secs	From: 01/01/2013 To: 16/07/2013	UAT 2 A	SHS Statistical Profile Report (SHS)		Delete Report View Report
Report 3812 31/07/2013 10:32	Lynda Carney	31/07/2013 10:32 0.13011 secs	From: 01/01/2013 To: 31/07/2013	UAT 2 A	Demographic Report	Persons with Support Period current in report period	Delete Report View Report

Delete My Results

18. Exporting report to Excel

- Note that all reports can be exported to Excel.
- Click on the XLS icon (available at the top of every report) to export reports to Excel.

[Reports](#) [Lists](#) [Financial](#) [SHS](#) [Referrals](#) [Reception](#) [Custom](#) [Results](#)

[Back to Report Results List](#) [Delete this Report](#) 

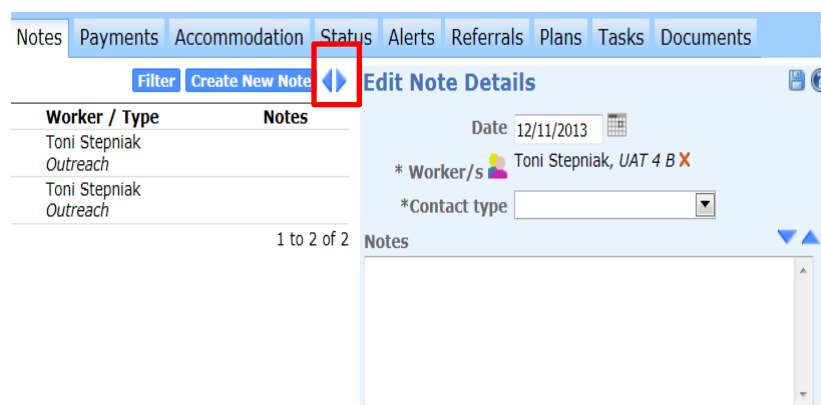
Demographic report for UAT 4 B for period 01/07/2011 to 30/06/2012

Persons with Support Period current in report period

Summary: Demographic report for UAT 4 B	
Total distinct persons having recorded contact with UAT 4 B	94
Total recorded contacts made by UAT 4 B *	142
Number of these persons with an open plan during report period **	2
Total payments made by UAT 4 B to these persons	\$6325

19. How to expand your screen

- The screen in SHIP can be expanded by clicking on the arrows below.



Notes Payments Accommodation Status Alerts Referrals Plans Tasks Documents

Filter Create New Note Edit Note Details

Worker / Type	Notes
Toni Stepniak Outreach	
Toni Stepniak Outreach	

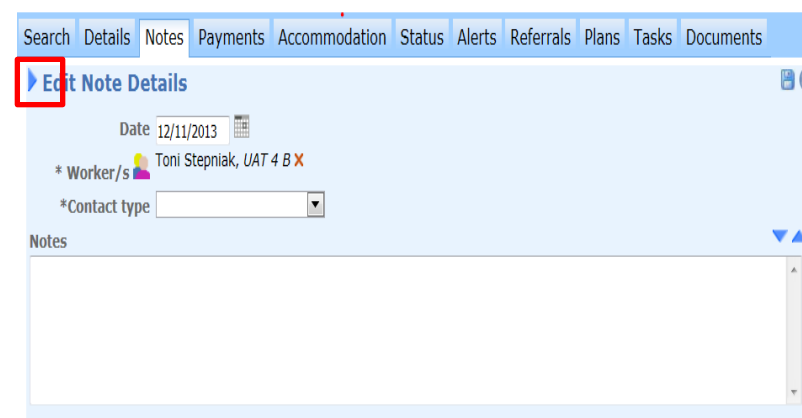
1 to 2 of 2

Date 12/11/2013

* Worker/s Toni Stepniak, UAT 4 B X

* Contact type

Notes



Search Details Notes Payments Accommodation Status Alerts Referrals Plans Tasks Documents

Edit Note Details

Date 12/11/2013

* Worker/s Toni Stepniak, UAT 4 B X

* Contact type

Notes

- This provides a wider area for typing in case notes, for example
- Click on the single arrow to return the screen to its original size..