

# SHIP E-LEARNING

How to add extra family members  
to an open support period



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# Home Page

Homelessness:

clearer picture

better future

## SHIP E-Learning module:

### How to add extra family members to an open support period

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.

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# Learning objectives



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

- add extra family members to an open support period
- use various copy-over functions in SHIP
- enter data quickly and efficiently.

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# Adding an extra child



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# Adding an extra child



## Adding children/extra clients who join the presenting unit/family after the support period has been opened:

We will use the following scenario to show how to add a baby born after the support period for the mother has been open for some time.

- Mary Allen is fleeing family violence. Your agency provides accommodation to Mary and her sons, Jacob and Martin. Mary was pregnant and had a baby after you began accommodating her family.
- We can add the baby to the presenting unit and open a support period for new baby, John, starting on the date that he was born or was first accommodated.



# Adding an extra child



To add children/extra clients who join the presenting unit/family after the support period has been opened:

- Search for Mary Allen's record (PUH record)
- Click on **Create new relationship**.

**Mary Allen** Female, Age 59 yrs (Approx) My Workgroups

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

**Person / Alias:** Create new alias  
Mary Allen Primary Name

**Relationships:** Create new relationship

Person	Relationship	Comments
Jacob Allen	Child	
Martin Allen	Child	

**Support Periods:** New support period

Commenced		Last Updated
24/10/2013	UAT 4 B	25/10/2013

**Edit Primary Details:**

Given Name   
Middle Name   
Family Name

\*Sex  Male  Female

Date of Birth     
 year estimated

Identifies as  Aboriginal  
 Torres Strait Islander  
 Both



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# Adding an extra child



To add baby John after the support period has been opened:

- Search to see if baby John's record exists
- Click on **Add new person**.

**Search for related person:** 

Given name

Family name

Sex  Male  Female

Fuzzy

---

**Results**

No matches to your search.

**Tip:** If you are not sure about the spelling try using the % symbol as a wildcard.  
For example, johns% would return both johnstone and johnson.





# Adding an extra child

## Adding baby John after the support period has been opened:

- Add John's details and **Save**.

### Edit Primary Details

Given Name

Middle Name

Family Name

\*Sex  Male  Female

Date of Birth     
 year estimated

Identifies as  Aboriginal  
 Torres Strait Islander  
 Both  
 Neither

Country of birth

Language at home   
 Culturally and Linguistically Diverse

Comments

Alpha Code

Date of Death  (dd/mm/yyyy)

Last Updated





# Adding an extra child

To add baby John after the support period has been opened:

- Edit relationship and **Save**.
- John is Mary Allen's child.

### Edit Relationship

Related person John Allen

is Mary Allen's

Start Date

End Date

Comments

Last update Lynda Carney  
24/01/2014 11:39:37 EST

[Print View](#)



# Adding an extra child

To add baby John after the support period has been opened:

- Note that John is now listed under **Relationships**.
- Click on date that **Commenced** to access Mary's family's open support period.

**Mary Allen** Female, DOB: 01/01/1975 (Age 39 yrs)

Search Details Notes Payments Accommodation Status

**Person / Alias:** [Create new alias](#)

Mary Allen Primary Name

**Relationships:** [Create new relationship](#) [View Prior](#)

Person	Relationship	Comments
<a href="#">John Allen</a>	Child	
<a href="#">Jacob Allen</a>	Child	
<a href="#">Martin Allen</a>	Child	

**Support Periods:** [New support period](#)

Commenced	Last Updated
<a href="#">15/09/2013</a>	AT 4 C 24/01/2014

**Profiles** [Create new profile](#)  
No profiles exist

**Address:** [Create new address](#)  
No address exists

**Phone & other contacts:** [Create new econtact](#)  
No contacts exist

**Key Workers:** [Create new key worker](#)  
This person has no assigned key workers



[New Unassisted Record](#) [Export Details](#) [Refresh](#)






# Adding an extra child

To add baby John after the support period has been opened:

- Note that the box next to John's name is not ticked
- Tick box and **Save** to open support period for John.

SHS Support Period  

Mary Allen (female 39 yrs)

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

[Admin](#) [Reasons](#) [History](#) [Health](#) [Week Before](#) [Presenting](#) [Close](#)

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# Entering support period data



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# Entering support period data



## Entering baby John's support period information

- Note that John's name appears at the top of the record
- Do **not** copy over field values from the mother's record – baby John's situation will be different to his mother's situation when her support period began.

◀ SHS Support Period [Save] [Help]

**John Allen (male 0 mths)**

Include in PU	*Relationship to head	Consent	
		Yes	No
<input checked="" type="checkbox"/> Mary Allen	Self	<input type="radio"/>	<input type="radio"/>
<input checked="" type="checkbox"/> Martin Allen	Child	<input type="radio"/>	<input type="radio"/>
<input checked="" type="checkbox"/> Jacob Allen	Child	<input type="radio"/>	<input type="radio"/>
<input checked="" type="checkbox"/> John Allen	Child <span style="float: right;">▼</span>	<input checked="" type="radio"/>	<input type="radio"/>



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






# Entering support period data


## Entering baby John's support period information

- Manually enter data into tabs from left to right until all of the tabs are completed.

◀ SHS Support Period  

**John Allen (male 0 mths)**

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

 Admin Reasons History Health Week Before Presenting Close

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# Entering support period data



## Admin tab – baby John’s support period information

- Update **Date assistance requested** and **Date support period commenced** – they will be different to dates for John’s mother.
- Select ‘No formal referral’ for **Referral Source**.

John Allen Child

Admin Reasons History Health Week Before Presenting Close

Support Period Worker Normal Worker

**Date assistance requested** 24/01/2014

**Date support period commenced** 24/01/2014

New Client?  Yes  No  Not sure

**Referral Source** No formal referral



# Entering support period data



## Reasons tab – baby John's support period information

- Select 'Other' and enter 'With parent'.

John Allen Child

Admin Reasons History Health Week Before Presenting Close

**\*What reason does the client report for seeking assistance?**

Other  
 Don't know

If 'other' please specify

\*Main presenting reason

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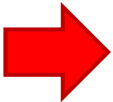


# Entering support period data

## History tab – baby John’s support period information

- Select ‘Not homeless’ in last month/last 12 months
- Select ‘Not applicable’ for **Time since last permanent address**
- Select ‘Don’t know’ for **State** of most recent permanent residential address and address where living last week
- Select ‘Hospital’ if baby John was born in a hospital.

Has the client been in any of the following facilities / institutions in the last 12 months?

- 
- Hospital (excluding psychiatric)
  - Psychiatric hospital/unit
  - Disability support

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# Entering support period data



## Health tab – baby John’s support period information

- Select ‘Have no difficulty’ if the baby does not have a disability or long-term health condition.

Does the client need help/supervision in the following areas due to a long-term health condition or disability?

	Always / sometimes need help and/or supervision	Have difficulty, but don't need help / supervision	Don't have difficulty, but use aids / equipment	Have no difficulty	Don't know
*Self Care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
*Mobility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
*Communication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

The following three questions relate to the client's mental health history

**Prior mental health diagnosis**

**How long have services been received**

**Other mental health indicators**

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# Entering support period data

## Week before – baby John’s support period information

- Select ‘Don’t know’ for his living situation the week before.

Admin Reasons History Health Week Before Presenting Close

Living arrangements Don't know

Dwelling Don't know

Tenure Don't know

Conditions of occupancy Don't know

- Select ‘No’ for **Student or trainee**, and ‘Not applicable for **Enrolled in** and **Child protection order** questions.

Student or trainee  Yes  No  Don't know

Enrolled in Not applicable

Child protection order Not applicable

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# Entering support period data

## Presenting – baby John’s support period information

- Record the living situation of the family when the baby’s support period began
- It is not recommended that the hospital where the baby was born be selected for ‘Dwelling’.

The screenshot shows a web application interface for entering support period data. At the top, there is a header bar with a checkmark, the name "John Allen", and a dropdown menu set to "Child". Below the header, there are several tabs: "Admin", "Reasons", "History", "Health", "Week Before", "Presenting" (which is highlighted), and "Close". The main content area contains four rows of data, each with a label, a dropdown menu, and a copy icon:

Living arrangements	One parent with child(ren)	▼	📄
*Dwelling	Emergency accommodation	▼	📄
*Tenure	Rent free - emergency accommod:	▼	📄
*Conditions of occupancy	Don't know	▼	📄

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# Recording accommodation



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# Recording accommodation

## Entering baby John's accommodation

Because John's accommodation started after the rest of the family, the **Note** for his emergency accommodation will need to be dated on the day that his support period began.

- Go to the **Notes** tab on Mary's record (PUH) and check that the date of the note for accommodation is the same as the start date of John's support period.
- If the date is correct, you can tick the box to associate the existing note with John. If not, go to John's record and create a separate note for his emergency accommodation.

This note is also associated with (tick):		
John Allen	Child	<input type="checkbox"/>
Martin Allen	Child	<input checked="" type="checkbox"/>
Jacob Allen	Child	<input checked="" type="checkbox"/>



# Recording accommodation



## Entering baby John's accommodation:

Because John's accommodation started after the rest of the family you will not be able to include John in the rest of the family's accommodation record.

- Go to John's record and create an accommodation period for him on his own.

**John Allen Male, DOB: 25/06/2014 (Age 0 mths)**

Search Details Notes Payments Accommodation Status Alerts

**Stays:** Filter Create New Stay

No Stays to display

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# Entering Status Update data



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# Entering Status Update data






## Entering baby John's Status Update:

- Go to Mary's record (PUH) and complete her **Status Update** first
- Then click on the edit pencil next to John's name to edit his **Status Update** details.

◀ **SHS Status Update**  

**Update for June 2014**

**Mary Allen (female 39 yrs)**

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

Admin Plan Housing Work & Income Study & Family Services





# Entering Status Update data



## To enter baby John's Status Update:

- Go to Mary's record (PUH) and complete her **Status Update** first
- Then click on the edit pencil next to John's name to edit his **Status Update** details.
- Complete all of the tabs, working from left to right.

SHS Status Update			
Update for June 2014			
Mary Allen (female 39 yrs)			
	Mary Allen	female	Self
	Jacob Allen	male	Child
	Martin Allen	male	Child
	John Allen	male	Child

Admin Plan Housing Work & Income Study & Family Services



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# 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](mailto:homelessness@aihw.gov.au)

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