

SHIP E-LEARNING

How to complete a
Status Update



Australian Government

**Australian Institute of
Health and Welfare**



Australian Government

Australian Institute of
Health and Welfare

Home Page

Homelessness:

clearer picture,

better future

SHIP E-Learning module: How to complete a Status Update

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.

[Introduction](#)

[Commencing a
Status Update](#)

[Completing Status
Updates](#)

[Status updates for family
members](#)

[Status Update errors](#)



Learning Objectives

After you complete this module you will know how to:

- Complete Status Updates for all family members.
- Use various copy-over functions in SHIP.
- Enter data quickly and efficiently.
- Resolve Status Update errors.

[Introduction](#)

[Commencing a Status Update](#)

[Completing Status Updates](#)

[Status updates for family members](#)

[Status Update errors](#)

Introduction



Australian Government

**Australian Institute of
Health and Welfare**



Australian Government

Australian Institute of
Health and Welfare

Introduction



Why do we complete Status Updates?

- Status updates are used to measure client progress and outcomes.
- Status tab needs to be completed each month for **all clients** 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.



Australian Government

Australian Institute of
Health and Welfare

Introduction

Homelessness:

clearer picture,

better future

Status Update scenario

- The following scenario will be used to demonstrate how to complete Status Updates for a family unit.
- Mary Allen is fleeing family violence. Your agency is providing accommodation to Mary and her sons, John and Martin.
- This e-Learning module is a continuation of the Mary Allen scenario which was used to demonstrate how to enter support period information for a family in the following module:

[Entering a family into SHIP using SHIP copy-over functions](#)

[Home Page](#)

Commencing a Status Update



Australian Government

**Australian Institute of
Health and Welfare**



Australian Government

Australian Institute of
Health and Welfare

Incomplete SHSC fields



Homelessness:

clearer picture,



better future

Preparing to do your Status Updates

- Before commencing your Status Updates, ensure that all the Support Period information has been completed for all members of the family.
- Note that coloured tabs will indicate which tabs have not been fully completed.

SHS Support Period  

Mary Allen (female 39 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 type="checkbox"/>	John Allen Child 	<input checked="" type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	Martin Allen Child 	<input checked="" type="radio"/>	<input type="radio"/>

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



Incomplete SHSC fields

Incomplete Support Period fields

- Incomplete **SHS Support Period** tabs are coloured yellow and pink.
- Yellow indicates that there are incomplete SHSC fields.
- Pink indicates that there are required SHSC fields within this tab that **MUST** be completed.

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 type="checkbox"/>	John Allen	Child	<input checked="" type="radio"/>	<input type="radio"/>
<input type="checkbox"/>	Martin Allen	Child	<input checked="" type="radio"/>	<input type="radio"/>

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

Support Period Worker: Toni Stepniak

Date assistance requested: 22/09/2014

Date support period commenced: 22/09/2014

New Client? Yes No Not sure

Referral Source: No formal referral




Commencing a Status Update

How to commence a Status Update:

- Go to record of Presenting Unit Head (Mary Allen).
- Go to **Status** tab.
- Click on **Create new status record**.

Mary Allen Female, DOB: 01/01/1975 (Age 38 yrs)

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

Status History  **Create new status record**

Support Period Commenced: 24/10/2013 Worker: ship Uat

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



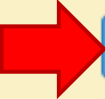
Status Update Reminder

Reminder to complete Support Period fields

- In this example, you cannot commence your Status Update until all Support Period fields have been completed.
- **History** and ***Health** tabs are incomplete and the asterisk next to ***Health** indicates that it contains required SHSC fields.
- Click on **Go to Support Period** to complete SHSC fields.

Referrals Plans Tasks Documents Memo

The Support Period tabs are incomplete.
There are required fields on the following Support Period tabs
which must be completed before creating or editing the Status
Record:
History, *Health

 [Go to Support Period](#)



Incomplete SHS fields



Identifying required fields

- In this example, the Disability Flag questions have not been completed.
- Note the asterisks (*) which show that these are required fields.
- Complete all SHSC fields and return to the Status tab to recommence your Status Update.



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

Notes:

- This question should be completed for **all** clients, including children.
- This question relates to difficulties due to a long-term health condition or disability which has lasted, is expected to last, 6 months or more.
- Examples of long-term health conditions that might restrict everyday activities include severe asthma, epilepsy, mental health condition, hearing loss, arthritis, depression, autism, kidney disease, chronic pain, speech impairment and stroke.
- Select 'Have no difficulty' for clients who **do not** have a long-term health condition or disability.
- For **children** who only need help/supervision because of their young age, select 'Have no difficulty'.
- **Medication** is also included under 'aids/ equipment'.

For further information on this item go to the [AIHW website](#).

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 type="radio"/>	<input type="radio"/>
*Mobility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
*Communication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Status Update Reminders

Other reminder to complete Support Period fields

In this example, all **required** SHSC fields are completed, but the Support Period **History** tab has incomplete SHSC fields.

- You can either:
 - Click on **Go to Support Period** to go back and complete your data.
 - **OR** click on **Continue** to go ahead and commence your Status Update.

Information ✕

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

History

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

Completing Status Updates



Australian Government

**Australian Institute of
Health and Welfare**



Completing Status Updates

Completing Status Updates

- Complete all tabs from left to right for PUH first – this will enable you to copy over some data from her record to the rest of the PU.

SHS Status Update

Update for July 2014

Mary Allen (female 34 yrs)

Mary Allen	female	Self
John 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)

The Services tab provides a useful summary of the services provided during the collection month



Completing Status Updates

Completing Status Update: Admin tab

- In this example, the support period is ongoing.
- If the support period is closing, you will need to answer an additional question indicating why.

← SHS Status Update 📄 ?

Update for July 2014

Mary Allen (female 34 yrs)

	Mary Allen	female	Self
	John 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)



Completing Status Updates



Completing Status Update: Plan tab

- Complete case management plan items for Mary.
- Note that her children might not have their own case plan – they will be ‘Part of another person’s case management plan’.

The screenshot shows the 'SHS Status Update' interface. At the top, there is a back arrow, the title 'SHS Status Update', a save icon, and a help icon. Below this is a grey bar with the text 'Update for July 2014'. The main subject is 'Mary Allen (female 34 yrs)'. A table lists family members: Mary Allen (female, Self), John Allen (male, Child), and Martin Allen (male, Child). Below the table are tabs for 'Admin', 'Plan', 'Housing', 'Work & Income', 'Study & Family', and 'Services'. The 'Plan' tab is selected. Under 'Case plan?', the 'Yes' radio button is selected. Under 'Goals achieved?', a dropdown menu shows 'Half or more'.

Name	Gender	Relationship
Mary Allen	female	Self
John Allen	male	Child
Martin Allen	male	Child

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

Case plan? Yes No

Goals achieved? Half or more



Completing Status Updates



Completing Status Update: Housing tab:

- Note: For closed support periods, always enter the housing situation that your client is exiting to.

← SHS Status Update

Update for November 2013

Mary Allen (female 38 yrs)

Mary Allen female Self

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

Has the client had an episode of homelessness in the last month?

- Sleeping rough or in non-conventional accommodation
- Short-term or emergency accommodation, due to a lack of other options
- Not homeless
- Don't know

Notes:
The information below is used to measure how your client's housing situation has changed after receiving services from your agency.

- For closed support periods – record where your client is going to after **exiting** your service.
- For ongoing clients – record where your client will be staying **after** they receive their last service this month.



This data measures how your client's situation has changed after receiving services from your agency



Completing Status Updates




Completing Status Update: Work & Income tab

- Complete work and income items for Mary.


SHS Status Update  


Update for July 2014


Mary Allen (female 34 yrs)


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

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

Labour force status Not in the labour force 

Employment status Not applicable 

***Main income source** Parenting payment 

Awaiting benefit No 

If Mary's work and income situation is unchanged, use the copy-over icons to copy fields from the Presenting tab



Completing Status Updates

Completing Status Update: Study and Family tab

- Complete study items for Mary and **Save**.
- Note that completed tabs are coloured blue.

SHS Status Update

Update for July 2014

Mary Allen (female 34 yrs)

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

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

Studying? Yes No Don't know

Enrolled in Not applicable

Child protection order Not applicable

Note that 'Child protection order' item has been auto-filled with 'Not applicable' because Mary is aged over 18.



Completing Status Updates

Completing Status Update required fields

- All required fields MUST be completed – if not, validation errors will occur when the monthly SHS extract is run.
- Check each PU member record to ensure that no pink coloured tabs remain.

Name	Gender	Relationship
Mary Allen	female	Self
John 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)

Status Updates for Family Members





Australian Government



**Australian Institute of
Health and Welfare**



Status Update for Family Members





To enter child's Status Update:

- Make sure you have saved Mary's (PUH) Status Update.
- Click on  icon in front of John's name to edit his Status Update.
- John's name will appear under **SHS Status Update** and copy-over icon  will appear.
- Click on this icon to copy fields from Mary's record to John's.
- Work through John's Status Update from left to right and complete all tabs.

← SHS Status Update  

Update for July 2014

John Allen (male 6 yrs)

	Mary Allen	female	Self
	John 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)



Status Update for Family Members

How to complete Status Update for additional children or PU members:

- Follow steps below to complete Martin's Status Update.

Click edit pencil in front of Martin's name (second child)

Copy field values using copy fields from PUH icon

Check and complete all Status tabs from left to right and Save.

[Home Page](#)

Status Update Errors



Australian Government

**Australian Institute of
Health and Welfare**



Status Update Errors

Status Update errors: No services provided

- In this example, no services were recorded for this collection month.
- **Either** go to **Notes** tabs and record services provided. Also **Payments** and **Accommodation** tabs if these services were provided.
- **Or** close the Support Period if no services were provided.

SHS Status Update

Update for October 2013

Mary Allen (female 39 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 previous month)

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](#)



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



Status Update Errors



Status Update errors: Some services not recorded

- In this example, we have made an error recording support services.
- Go to the **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



Status Update Errors

Status Update errors: Services tab

- In this example, we forgot to record an accommodation period.
- 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
Housing / Accommodation			
Short term or emergency accommodation	✓	✓	
General assistance and support			
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



Status Update errors: Recording accommodation

- In this example, **Short term or emergency accommodation** was recorded as a service on the Notes tab.
- Therefore, the type of accommodation selected must match on the Accommodation tab.


Referrals Plans Tasks Documents Memo

Edit Stay Details

* Accommodation Start Date 17/07/2014

Accommodation Exit Date

* Worker/s Aihw Trainer, UAT 4 B

 *Type Short term or emergency accommodation



Australian Government

Australian Institute of
Health and Welfare

Status Update Errors



More advice on how to fix Status Update errors

- The previous slides showed a brief outline of how to fix the most common Status Update errors.
- For more comprehensive advice, download another e-Learning module [How to fix Status Update Errors](#)
- Or you can visit the SHIP [Online help page](#) for an explanation of SHS Status Error messages
- We also encourage you to visit the [SHSC Resources website](#) to view other helpful SHIP and SHOR e-Learning modules.



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

[Introduction](#)

[Commencing a
Status Update](#)

[Completing Status
Updates](#)

[Status updates for family
members](#)

[Status Update errors](#)

[Home Page](#)