ChildProtectionPeak

Train, review, embed

Developing and maintaining knowledge about the ARC system in your organisation

ARC can help your service if your team has a strong knowledge in the system - it's all about how to develop and keep that knowledge.
(Family Wellbeing Service Manager)

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ChildProtectionPeak
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What is this resource about?

This resource was produced as part of the Working Together to Strengthen the ARC project (the project), a collaboration between the Queensland Aboriginal and Torres Strait Islander Child Protection Peak (QATSICPP) and Department of Children, Youth Justice and Multicultural Affairs (DCYJMA). The project was focused on enhancing data systems and processes around the Advice, Referrals and Case Management (ARC) system to improve data quality for the work of Family Wellbeing Services (FWS) and Family Participation Program (FPP) service providers. FWS and FPPs are all about supporting children and families: FWS ranges from early intervention support through to case management while FPP facilitates the Aboriginal and Torres Strait Islander Family Led Decision Making (ATSIFLDM) model.

Your organisation's data in the ARC system matters! It is used for two important purposes:

a) To manage important information about the journeys children and families go on, from an initial referral to when the work with the family has ended. Services use ARC differently depending on their organisational context and other local factors.

b) To record information about your work in supporting children and families that is needed to meet the reporting requirements of funding agreements with DCYJMA and to assist with program evaluation. Some services also use the information in ARC for internal reviews of staff or program performance.

Organisations have many competing priorities and challenges in their work supporting families and children. Data quality in ARC plays a big role in enabling you to effectively demonstrate the amount of effort your services and workers dedicate to delivering the FWS and the FPP in community. It is important that your reporting data reflects your effort and progress with families; to achieve this, ARC data needs to be checked with simple but efficient strategies in place that will showcase the effort required to deliver culturally responsive services. QATSICPP has consulted with FWS and FPP providers across Queensland, exploring some of the barriers and enablers to data quality. We talked to staff from 10 FPP services and 13 FWS providers, from a mix of QATSICPP members and non-members.

Some significant challenges in data quality were identified, including:

- **Worker retention** can impact on an organisation's ability to develop and maintain knowledge amongst staff about how to effectively use the ARC system; especially if the organisation's resident ARC expert moves on.

- **Misinformation and confusion** amongst staff about how to use the ARC system; especially if there are no organisational processes set up around training or support in utilising the ARC system. Sometimes even when in-house training in ARC is provided, if the person delivering training does not have access to the latest information about updates to the ARC system, they could be passing down incorrect/out of date information.

Top Tips for ARC Data quality

So what works to ensure high quality data in the ARC system? The most consistent message from service providers who shared their learnings with QATSICPP was that organisations needed to embed ongoing training and data quality review practises into their work to keep knowledge of the ARC strong, despite worker turnover. In this guide you will find advice, information, strategies and resources designed to assist your organisation in ensuring business continuity with use of the ARC system.

1. Training

We train our staff internally in using ARC as part of induction training and then we review their data in ARC - if we are noticing any problems we look at providing the staff with some extra training support – Service Provider

- Services found providing in-house training to staff in use of the ARC system was crucial to ensuring data quality. It was recommended to provide in-house training on the use of ARC to staff upon induction, via dedicated training sessions and new staff shadowing managers or more experienced team members during their intial use of ARC. Services should look to set up quarterly training sessions on different aspects of the ARC, to ensure continuous learning for staff and make sure ARC knowledge isn't lost within the organisation. Services have also found it useful to develop, review and update an ARC training register for staff and incorporate this into existing OHS/HR training/certification processes.

- Review new staff entries a few times during their first two weeks. Then weekly for the next four weeks to help address any misunderstandings early on. Give new staff direct regular feedback and encouragement on their progress with using ARC.

- Whilst most services may have one staff member with ARC expertise set up to provide the training it is important to ensure that you upskill as many staff as possible to be confident and competent in the ARC; so that if the organisation's ARC experts move on, there are others who can support new staff to learn. When a staff member who is particularly strong in the ARC is moving on, it is recommended some time be dedicated to that person upskilling others in the team.

- It is really important that staff know where to go for resources and support with the ARC, make you store this information centrally in one place and regularly remind staff about it.

Don't have a dedicated training system for the ARC in place? Here's some resources to help:

- ARC manuals and training guides – these are available on the ARC login page, or by contacting ATSIfamilies@cyjma.qld.gov.au
- QATSICPP ARC: The Essentials guide– for a copy contact lucasmoore@qatsicpp.com.au or ATSIfamilies@cyjma.qld.gov.au
- ARC induction training sample run sheets– Please refer to Appendix 1 of this resource.

2. Regularly reviewing your organisation's ARC data

We monitor staff use of the ARC through random audits and also at reporting time, where there may be errors that come up that are caused by people entering info incorrectly – this is a flag to us that the staff member needs more support with using the ARC – Service Provider

- Services recommend that managers and team leaders regularly (weekly or monthly) review data their staff enter into the ARC system, and where necessary provide follow up training and support to staff. To get an overview of who has entered what into your ARC system, it is crucial to get comfortable using the 'Lists' function on the 'Reports' page in ARC; take at look at the relevant sections of the ARC manuals for FWS and FPP to learn more about how lists can be used.

- Reviewing your data can help your organisation be proactive when it comes to data quality. Let's face it – reporting time can be stressful enough without having to investigate data errors!

- In conjunction with the DCYJMA, QATSICPP has developed a ARC Health Check Tool as a quick way for services to get a sense of the state of their ARC data quality. To access the tool, please contact QATSICPP or email ATSIfamilies@cyjma.qld.gov.au.

- As part of the review process, you should also not only consider your ARC records but the organisational processes you have in place to monitor and maintain the accuracy of your data. For a one page organisational data quality checklist go to Appendix 2 and for a sample data quality improvement plan please refer to Appendix 3.

3. Embedding use of the ARC system into your organisation

We had problems with ARC for a while there, but what we have done is developed a manual, a guide and stepped it out for our staff in terms of using the ARC - Service Provider

- Services have told QATSICPP that the key to addressing the impact of worker turnover on ARC data quality was the embedding of information about the use of the ARC system into policies, organisational practice manuals, program guidelines, orientation kits for new staff and other tools such as checklists. Please refer to Appendices 4 to 6 for examples from QATSICPP members, CQID, RAATSIC and REFOCUS, of how they embed ARC data quality into forms used in their practice.
- Ongoing discussions about ARC will help to make sure everyone is clear on how to use the system effectively. It's a good idea to have ARC as a dedicated agenda item in your team meetings – it can encourage staff to ask questions or start conversations about aspects of ARC they are not sure about , or you can use it as an opportunity to discuss a complex case study or unpack a particular aspect of the ARC, such as Cases Page or Groups or the Case Summary Closure process.
- It is important you keep the information about ARC in organisational documents up to date with any changes to program reporting requirements – changes to what is captured for funding reporting could mean changes to how you record information in ARC.
- Setting up case summaries correctly from the start is a big help with maintaining data quality - please refer to Appendix 6 for a quick reference guide on how to set up a case summary in FPP and FWS ARC.

As well as the training, you have to keep up regular discussions with your staff about ARC, that's how you help save them time and avoid any data problems later on – Service Provider

Ideas on how to capture the client journey and use ARC to improve your practice

Let's face it- we didn't get into this work because we enjoy using databases… but have you considered the potential for the way you use ARC to make a difference to how you support children and families? Here are examples services have shared with QATSICPP about utilising ARC to better capture and understand the client journey, so you can reflect and where needed, make improvements to your service.

- You can use ARC to set and monitor minimum standards related to practice within your service, for example if your service has a minimum set of standards for how often your staff see a family or child.
- Having referrals all in one spot helps to know what you need to follow up and gives you an overview of your caseload.
- What can your records in ARC tell you about the level of case coordination your team is undertaking?
- You can use ARC Contact Reports to better understand how your workers are spending their time.
- Think about using a very simple framework to help structure your case notes in ARC, so everyone can read the note and get a clear summary of what is happening, e.g. 'Goal, Action, Outcome...'
- Accurate information in ARC is crucial to organisations meeting their legislative commitments, for example, responding to a S159 information request relies on robust case notes that can help explain a families' journey and also highlights their strengths, progress and efforts; this is also true for when courts require case notes related to a court matter.

Appendix 1 – Sample in-house ARC training run sheets

ARC FWS Training Sample Run Sheet /Checklist

For the content to deliver the below ARC training program, please refer to the ARC FWS Training Guide.

When	What	Facilitator	Completed
9.00am	ARC Introduction: Purpose, Logging on, overview		
9.30am	Working with a Family Scenario Introduction – linking the ARC to practice		
9.45am	Creating, searching and managing person records		
10.00am	Creating Case Summaries		
10.15am	Managing Cases - Assessments		
10.30am	Managing Cases – Adding notes		
10.45am	Managing Cases – Plans		
Morning Tea			
11.15am	Managing Cases – Supports,Consent, Brokerage,Tasks		
11.45am	Managing Cases - Referrals		
12.15pm	Case Closure		
Lunch			
1.15pm	Recording enquiries		
1.30pm	Recording Group work		
1.45pm	Recording activities		
2.15pm	Resources on ARC		
2.30pm	ARC reports - general user		
3.00pm	ARC Further support		
3.30pm	ARC coordinator functions – referral		
4.30pm	ARC coordinator functions - reporting		

ARC FPP Training Sample Run Sheet /Checklist

For the content to deliver the below ARC training program, please refer to the ARC FPP Training Guide.

When	What	Facilitator	Completed
9.00am	ARC Introduction: Purpose, Logging on, overview		
9.15am	Working with a Family Scenario Introduction – linking data and practice		
9.30am	Creating, searching and managing person records		
9.45am	Creating Case Summaries		
10.15am	Managing Cases – Adding notes		
10.30am	Managing Cases – Plans		
Morning Tea			
11.15am	Managing Cases – Supports,Consent, Brokerage,Tasks		
11.30am	Managing Cases - Referrals		
11.45am	Case Closure		
12.00pm	Recording enquiries		
12.15pm	Resources on ARC		
12.30pm	ARC reports - general user and ARC further support		
Lunch			
1.30pm	ARC coordinator functions – referral		
3.00pm	ARC coordinator functions - reporting		

Appendix 2: Whole of organisation checklist for ARC Data Quality

Use the below checklist to get an idea of how your organisation approaches ARC data quality.

- ☐ Are staff provided with thorough training in ARC when they start with the organisation? Is a log or register for this training kept, updated and reviewed?
- ☐ Are new staff monitored in their use of ARC to ensure they are entering data correctly?
- ☐ Are staff notified of when updates to ARC system are released?
- ☐ Do staff and management know what resources and support are available for further guidance on using the ARC system?
- ☐ Do you have documented processes to provide staff guidance on how to enter information into ARC at key stages during case management.
- ☐ Do you have naming conventions for how you name cases that are created in ARC?
- ☐ Do all staff using ARC understand how the data in the ARC is used (internally and externally to the organisation).
- ☐ Is the importance of quality data recognised in organisational policy documents?
- ☐ When issues with your data in ARC arise, do you establish the root cause and follow up with actions to prevent these issues from reoccurring?
- ☐ Is there a plan in place ensure organisational knowledge on how to use ARC is maintained when there is staff turnover? Is this plan regularly reviewed and updated?
- ☐ All ARC logins are registered through organisational email address.

Take a look at Appendix 3 on the next page for some ideas on how to respond to any issues you may have identified in using this checklist.

Appendix 3 : Pulling it all together: ARC Data Quality Action Plan

Incorporating ARC into your organisational documents, running regular training on the system, reviewing your ARC- all of these are crucial to ensuring the sustainability and resilience of your service. The below sample action plans pulls together the key activities mentioned earlier in this resource into a cohesive strategy for maintaining strong knowledge about the ARC.

Please note: the below information is designed either to be incorporated into existing organisation-wide plans or can be used as a stand-alone plan.

Phase	Action	Responsible	Timeframe	Progress
Assessment	Use the ARC Health Check Tool to conduct a review of your current ARC records and get an indication of the quality of your ARC data.			
Assessment	Use the ARC Data Quality Checklist to understand your current data quality processes and identify any gaps.			
Assessment	Have a discussion with relevant staff across your organisation about your ARC data quality, whether it is meeting operational and reporting needs, areas of strength and areas for development.			
Planning	Identify initiatives required to improve the overall data quality process to the point where it can support operational and contractual reporting requirements. Potential initiatives could include: • Embed guidance on the use of ARC into internal practice guides, processes, manuals and induction kits. • Develop in-house training program (including train-the-trainer) for ARC utilising existing resources and provide quarterly training sessions. • Quartely managers meeting to discuss any observations from ARC data reviews.			
Planning	Create an implementation roadmap for carrying out these data quality initiatives in order to fill the gaps identified earlier. Include in this plan detail on how will the plans be implemented, by whom and what support can be provided and by whom.			
Implementation	Implement the series of actions outlined in the roadmap by the timeframes specified.			
Review	Conduct a six monthly or quarterly review to establish: • Whether there has been any improvement to data quality. • The impact of any data quality initiatives and whether any changes are needed to these initiatives (this may require pre and post evaluation forms to be developed for training and other capacity building activities). • What further support or resourcing is required to support data quality initiatives.			
Planning	Update implementation roadmap with learnings so far.			

THE ABOVE TEMPLATE IS BASED ON CAPGEMINI'S DATA QUALITY CAPABILITY ASSESSMENT MODEL
(https://www.capgemini.com/wp-content/uploads/2017/07/data_quality_capability_assessment_for_financial_institutions.pdf)

Appendix 4 - Example of file review internal form that incorporates ARC

DATE: _____

ARC ID: _____

Client Name: _____

Case Manager: _____

FPP Team Leader: _____

Reviewed by: _____

Does this case file require a further review: Y/N

If yes next date review: _____

☐ Consent form signed and uploaded to ARC and/or Server

- ○ Consent date entered and saved in ARC
- ○ Consent form is valid (Signature valid for a 6 months period)

☐ Non – Consent via: **Phone Text E-mail Letter Verbal** (please circle)

☐ Assessments entered into ARC

- ○ **Wellbeing Domain (filled out and entered into ARC) – Initial and Closing Assessment Completed**

☐ Case Managed on ARC

- ○ Plans
- ○ Tasks
- ○ Supports

☐ Family plan completed (first part started with family)

☐ All case notes with accurate time are up to date on ARC

☐ Ensure all correspondence (emails, letters, texts, etc.) are on ARC – Not to be Printed out

☐ Outlook calendar dates and times filled in with family appointments and meetings

☐ Family plan has been completed, signed and uploaded to ARC and/or Server (new one to be completed every 3 months)

☐ Check brokerage receipts/quotes/forms are enclosed and signed by Team Leader

☐ Daily Planner filled out

☐ Family Summary & Closed Cases Form signed, filled out and scanned into Server and/or ARC

☐ Make a referral to external services

Comments: _____

☐ Closure actives

- ○ Close date **Plan**
- ○ End date **Case Summary**
- ○ End date **Key Worker**

☐ Case closure procedure are occurring 14 days of closed date

☐ Feedback to Team Leader

THANK YOU TO REFOCUS FOR SHARING THIS RESOURCE

Appendix 5 - Example – Embedding ARC into your organisation's procedures

Excerpt from Central Queensland Indigenous Development CQID Family Wellbeing Manual:

Entering of Case Note into ARC

When entering a new case into ARC there are a number of things to consider including where you enter it on ARC? was any other worker involved? What type of case note is required? And how much time did you spend on case work, contact and travel?

This section of the manual hopes to give you guidance on with these considerations.

Where do I create this on ARC?

Phase	Where to enter note	Types of note
Intake Phase	Notes Tab	During Intake phase, your notes will relate to: • Accepting referrals and identifying case work and initial actions; • Efforts to obtain consent • Conducting assessments
Case Planning Phase	Case Plan actions	During case planning stage, your notes will relate to: • What goal/s you were reviewing with client • Progress and barriers to achieving goals • Referral options discussed with clients • Identifying any change of circumstances or new issues. • Identifying next steps and actions
Exit Phase	Notes Tab	During Exit phase, your notes will relate to: • Reason for exit • Client outcomes / achievements • Final assessment comments • Advice to original referrer, if required

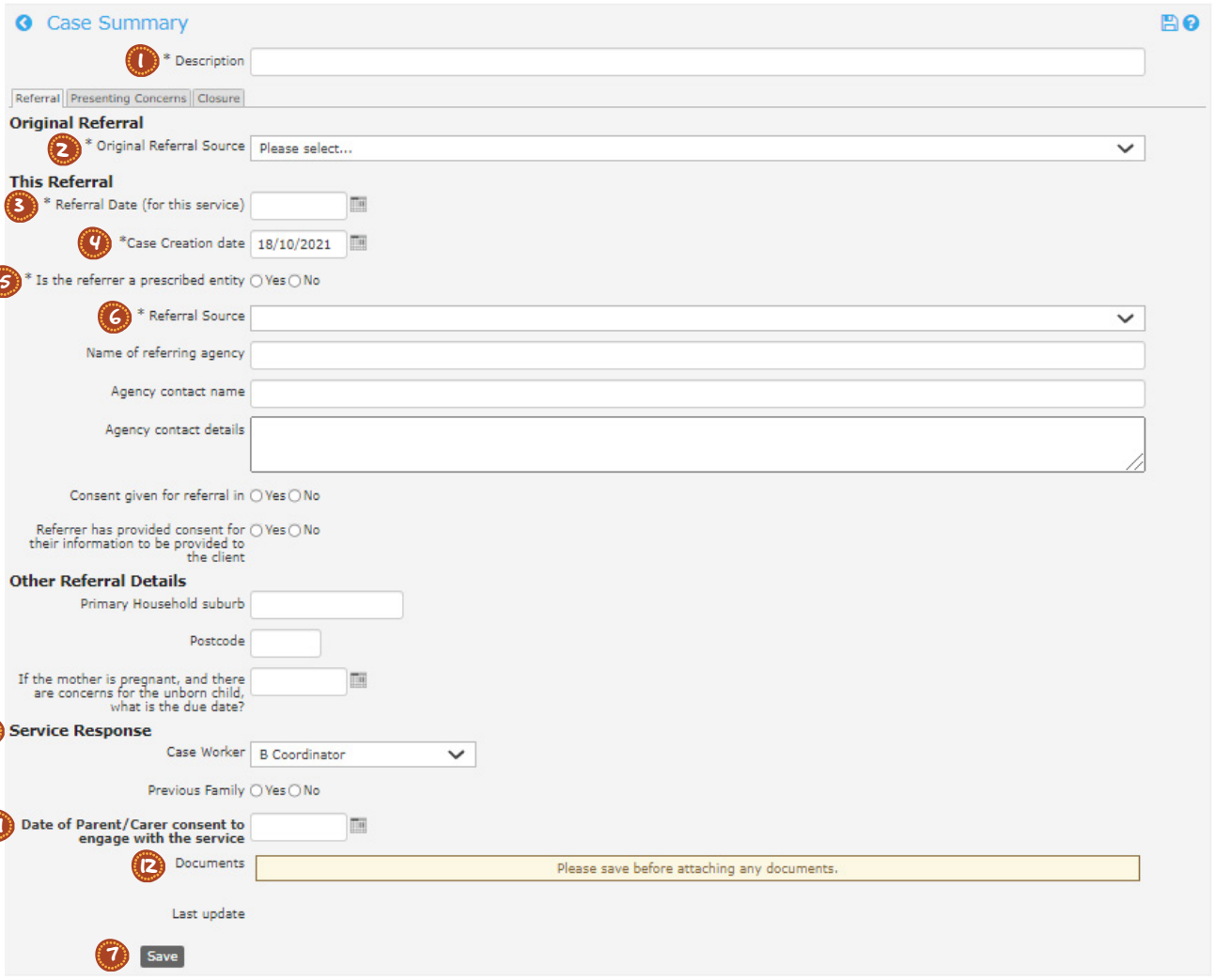
THANK YOU TO CQID FOR SHARING THIS RESOURCE

Appendix 6: Quick reference guide: setting up a case summary in ARC (FWS and FPP)

Below is a short description of how to set up a case summary in ARC for FWS and FPP based on information in the ARC User Manuals ; the Aboriginal and Torres Strait Islander Families team at DCYJMA also have ARC Training Guides available which provide instructions on different parts of ARC in easy to follow steps. For a copy of these guides, contact ATSIfamilies@cyjma.qld.gov.au

FWS Case Summary Set Up

1. In the **Description** field (at the very top of the form), record the reference/ name for the family in accordance with the procedures for your service.



2. Record the **Original Referral Source** details. The **Original Referral Source** is the first place the family was referred from.

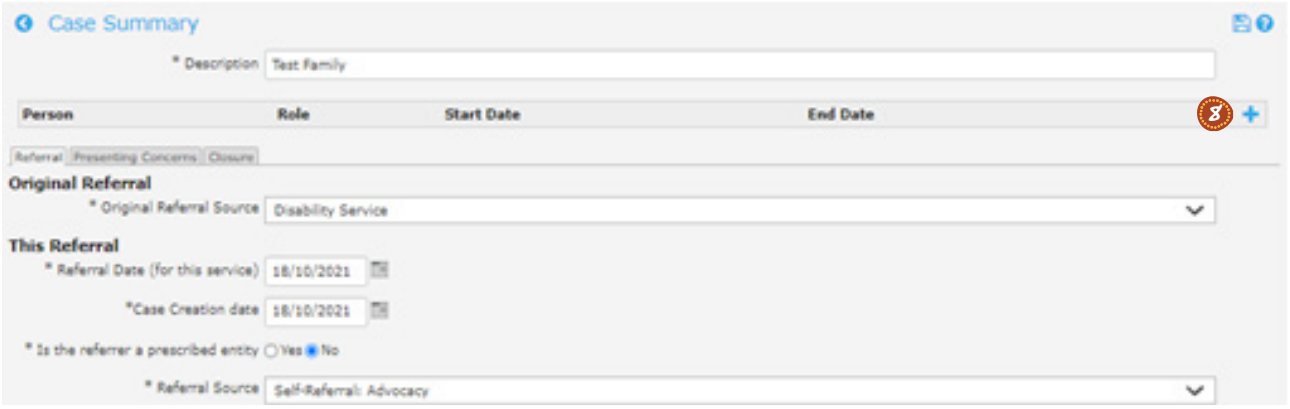
3. In This **Referral** section : Enter **Referral Date (for this service)** – the date this referral was received by your service.

4. Enter **Case Creation Date** – the date the service 'opened' the case for this family. This defaults to today's date (can be backdated).

5. Complete **Is the referrer a prescribed entity** by indicating Yes or No. The legislative changes effected in late 2018 recognised funded secondary services as prescribed entities, specifically **Specialist service providers**.

6. Select the **Referral Source** from the drop-down list – where you have received this referral from.

7. Select **Save** – you will be prompted to complete the Presenting Concerns tab. Use the information from the referral to tick the relevant boxes on the tab. After this return to the Referrals sub-tab and complete remaining fields for the **This Referral** and **Other Referral Details** sections. By now the system will allow you to complete the next step - adding persons to the case summary:

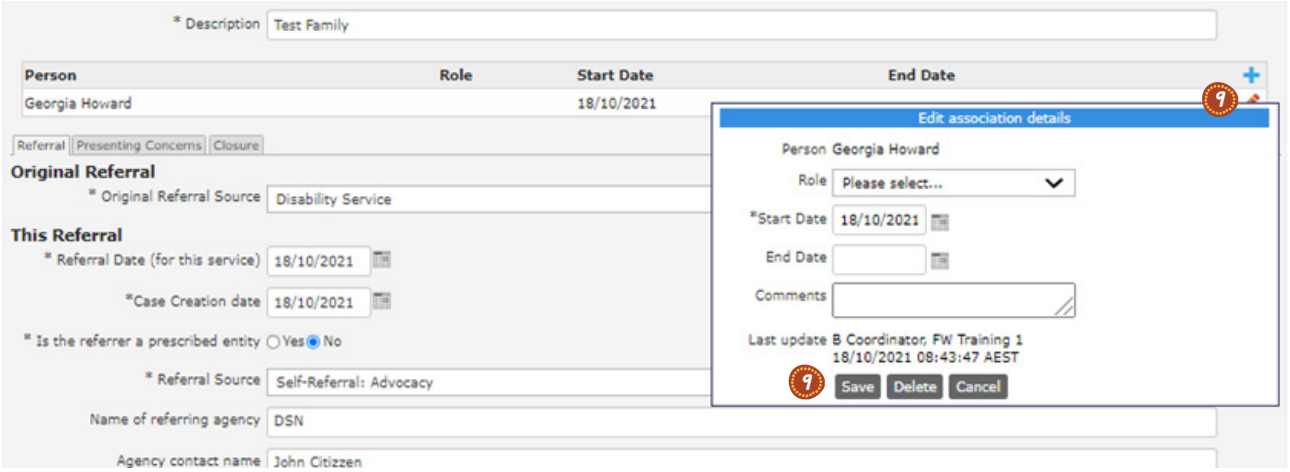


8. **Next**, attach the relevant **Persons** to the **Case Summary** by selecting the + icon at the top of the form.

9. This will open the **Person Search and Select** pop up box. Select the **Search** radio button, enter the client name in the white box, click **Go**. Helpful Note: Use the **Related** button to easily identify relevant family members participating in the Case. Attach to the Case Summary (by ticking their checkbox) and click **Save**.

Click on the red crayon to assign a **Role** for each Person

In the Edit association details form, select the Role for the Person from the drop-down list and click **Save**.



10. Finally you need to compete the 'Service Response' section of the main Case Summary form. In the **Case Worker** field, select the Case worker responsible for this family case from the drop-down list. ARC defaults to the user filling out the **Case Summary** as the case worker. If a worker has yet to be allocated to this **Case Summary**, select Please select at the top of the drop-down list. This will show as blank in the Case worker column on the **Cases** Page. Click **Save**.

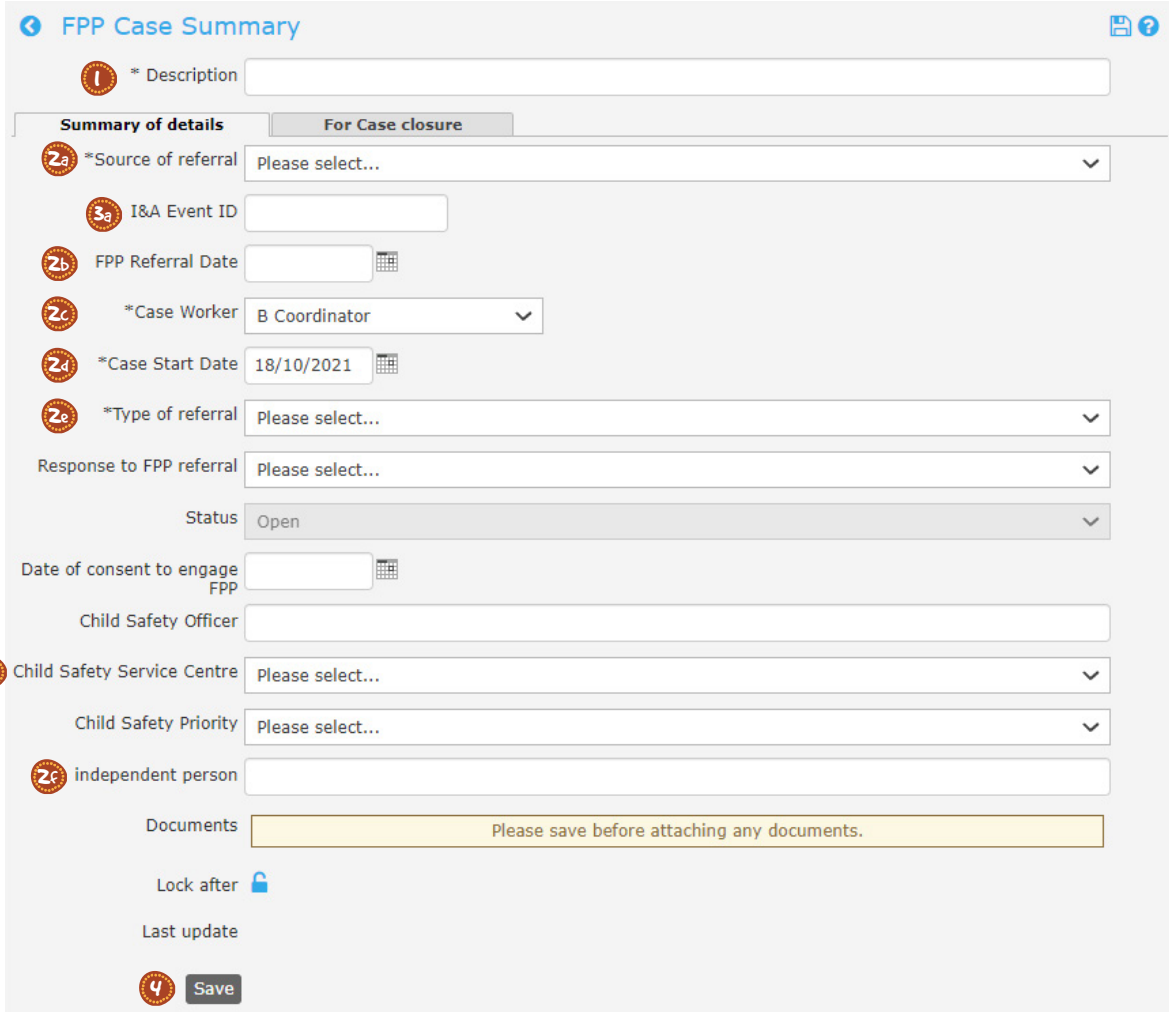
11. Complete the **Date of consent to engage with the service** field if you have consent from the family – this is the date the family consented to work with your service. ***This field is very important for reporting purposes.***

12. A scanned copy of the signed consent form, together with the pdf of the referral and other documents relevant to the Case, can be attached as documents to the **Case Summary**.

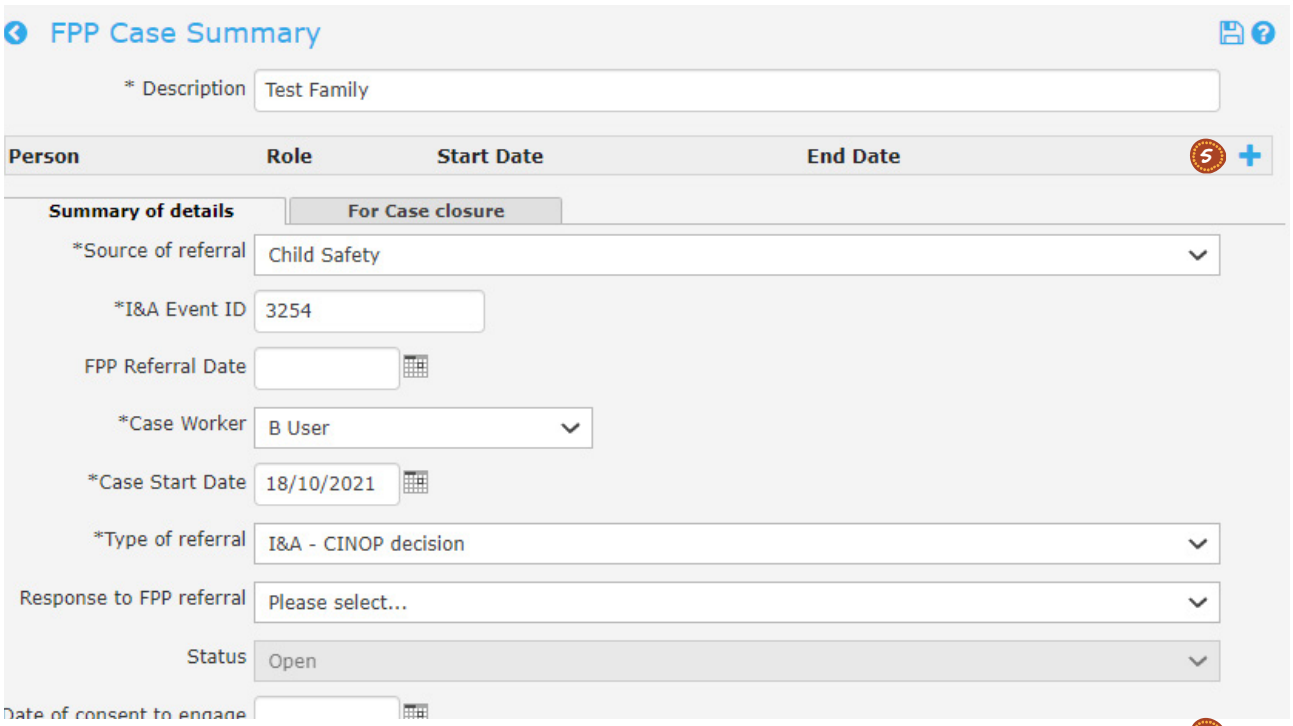
FPP Case Summary Set Up

1. In the **Description** field (at the very top of the form), record the reference/ name for the family in accordance with the procedures for your service.

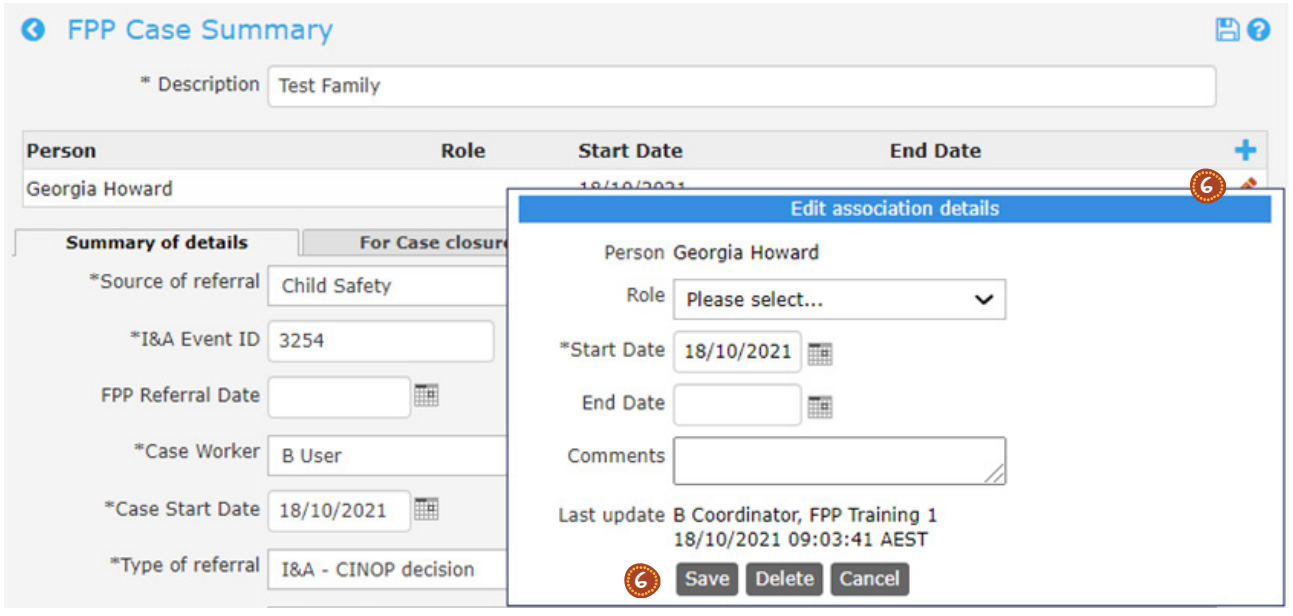
The mandatory fields are marked with an asterisk *



2. Complete the following fields:
   a) **Source of referral** : from the drop-down options, select Child Safety or Self-referral
   b) **FPP Referral Date** : the date the referral was received by your service
   c) **Case Worker** : the worker leading the FPP services for this family
   d) **Case Start Date** : is the date the **FPP Case Summary** is created – this field auto-populates to todays' date (can be backdated)
   e) **Type of referral** : select the type of referral from the drop-down list
   f) **Independent Person**: if known, enter the name of the **Independent Person** for the family associated with this case
3. When the **Source of referral** is Child Safety, the following mandatory fields will display:
   a) **I&A Event ID** : the reference number on the referral received from Child Safety
   b) **Child Safety Service Centre** : select the value from the drop-down list.
4. Select **Save**
5. **Next**, attach the relevant **Persons** to the **Case Summary** by selecting the + icon at the top of the form



6. This will open the **Person Search and Select** pop up box. Select the **Search** radio button, enter the client name in the white box, click **Go**. Helpful Note: Use the **Related** button to easily identify relevant family members participating in the Case. Attach to the Case Summary (by ticking their checkbox) and click **Save**.



Click on the red crayon to assign a **Role** for each Person.

In the Edit association details form, select the Role for the Person from the drop-down list and click **Save**.

7. Complete the **Date of consent to engage with the service** field if you have consent from the family – this is the date the family consented to work with your service. ***This field is very important for reporting purposes.***

8. A scanned copy of the signed consent form, together with the pdf of the referral and other documents relevant to the Case, can be attached as documents to the **Case Summary**.

Contact

Contact Information

We hope you have found this resource useful.

For further help please see below:

For ARC training, refresher sessions and questions about reporting please email:
ATSIfamilies@cyjma.qld.gov.au

For technical support contact Infoxchange:
1300 366 516 or (03) 9418 7487 or email srs-support@infoxchange.net.au