Recording your work in the ARC

THE ESSENTIALS - FPP

Staff at Family Participation Program providers around Queensland use ARC to manage and record their important work supporting children and families.

Services use ARC differently depending on their organisational context and other local factors. Some services also use the information in ARC for internal reviews of staff or program performance.

Another key purpose of the ARC is that it produces a report (the Contract Report) that contains some big picture information about the work of services (this report does not contain personal information) that service managers use to meet the requirements of their funding agreements with the Department of Children, Youth Justice and Multicultural Affairs (DCYJMA) – this information is also used when programs are being evaluated to see if they are meeting the needs of children and families.

Make sure your work is captured for funding requirements!

February 2023

Family Participation Program

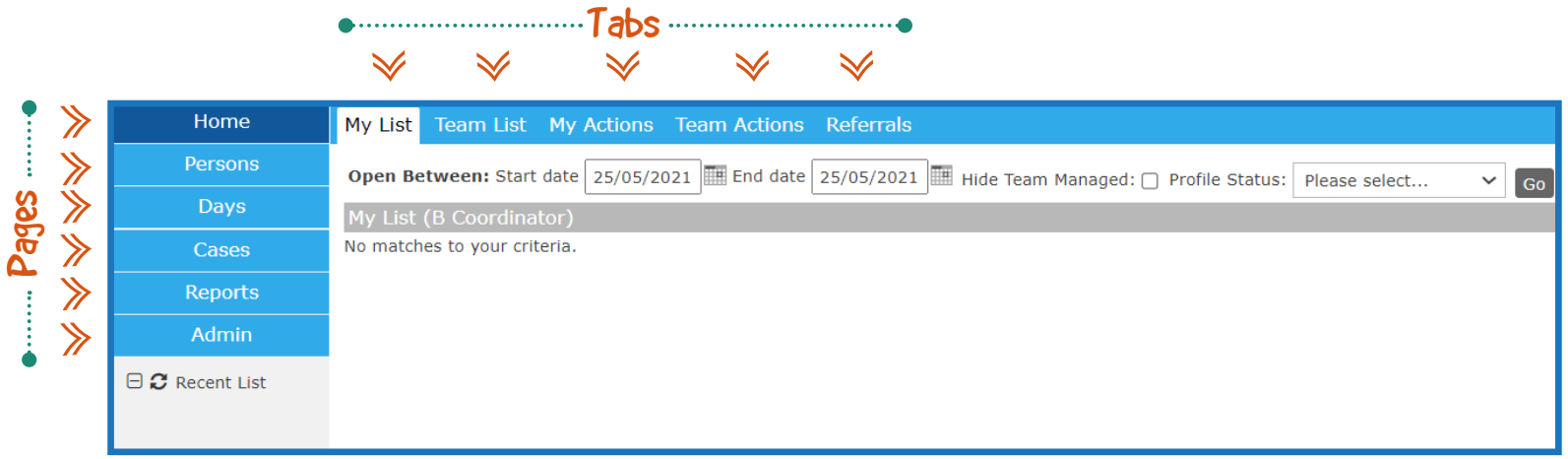
Welcome to the ARC ESSENTIALS Guide for the Family Participation Program

This guide has been created to give you a quick and easy reference point to show you what needs to be recorded in ARC, and how to record it so that as much of your work as possible is captured for funding requirements.

Please note: *All names used in the screenshots in this guide were created in the ARC training environment and are NOT real names of clients.*

Home screen Pages and Tabs

Please take note of the pages and tabs on the Family Participation Program home screen as these will be referenced throughout this guide.



Family Participation Program Top Tips

How to make a case 'active' so it's counted AND correctly capturing number of referrals received

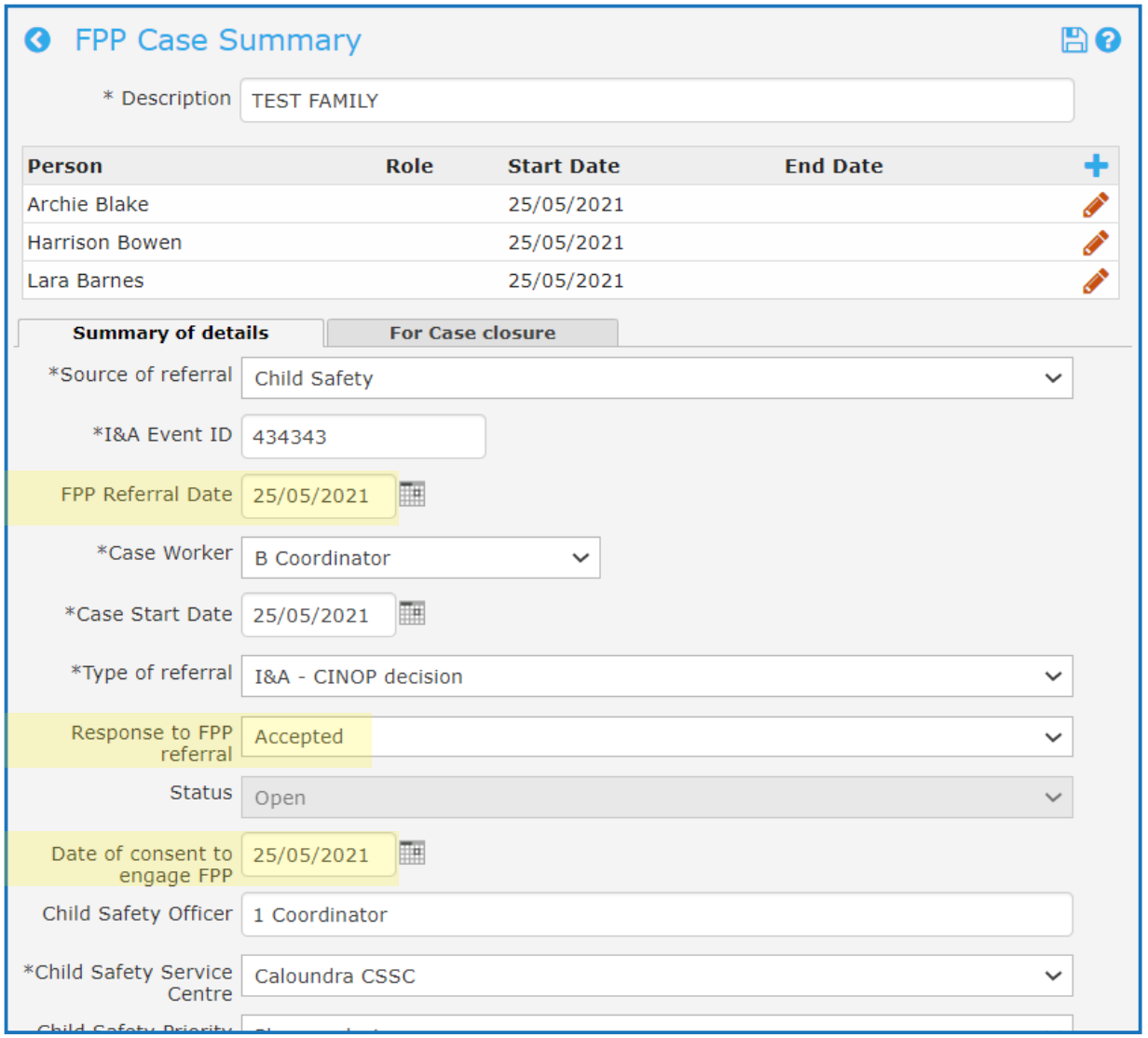
1. The report produced by the ARC to meet DCYJMA funding requirements only includes 'active' families (cases).

To count as an active case:

A case must have a referral date entered into the 'FPP Referral Date' field in the Case Summary.

A case must be Accepted in the 'Response to FPP referral' field.

A case must have a Date of consent entered in the Case Summary on the Cases page.

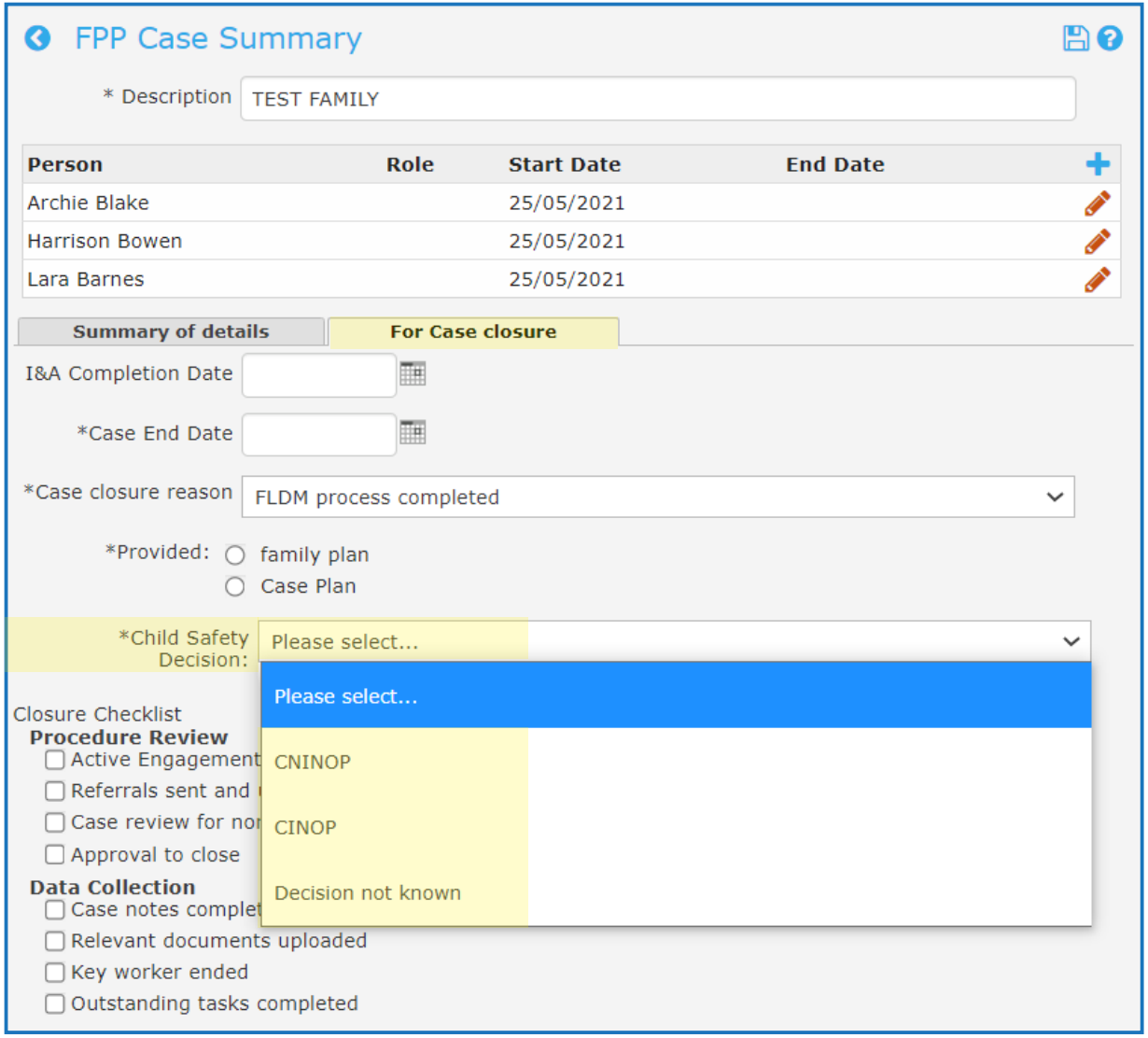


Family Participation Program Top Tips

Child protection outcomes

3. Another bit of information required for reporting is the child protection outcome for a family who has taken part in the Family Participation Program.

For this information, the ARC goes to the 'Active Case' which has been closed in the previous reporting period and the system is looking the information in the 'Child Safety Decision' data field.



Family Participation Program Top Tips

Number of service users who 'received a service'

4. A key part of the funding reporting for Child Safety for the Family Participation Program is the number of service users (families) who 'received a service' in the reporting period.

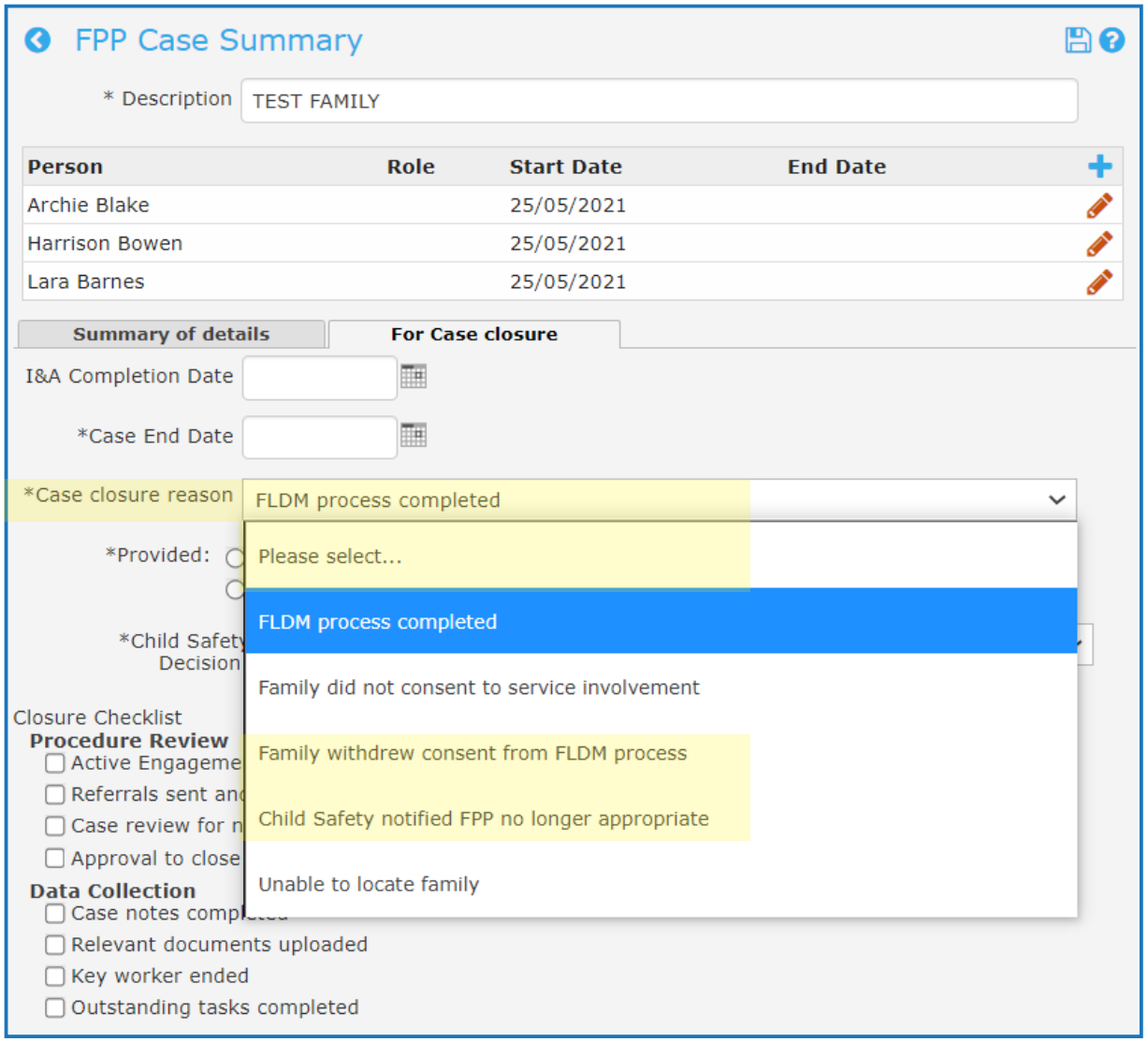
'Received a service' in this context means the Family Led Decision Making process – cases that are counted for funding report in this area are those that are 'Active' (have a consent date recorded in the case summary section)

PLUS those cases closed in the reporting period where the case closure reason is:

'FLDM process completed'.

or 'Family withdrew consent from FLDM process'.

or 'Child Safety notified FPP no longer appropriate'.



What do the different activity types in ARC mean?

Contact

Direct time spent with the client, includes supporting a client at meetings and appointments.

Case Work

Time spent on behalf of the client, including administrative work like creating the case note, contact with Child Safety or other services, education, health, etc where case coordination might be occurring, or to make a referral.

Travel

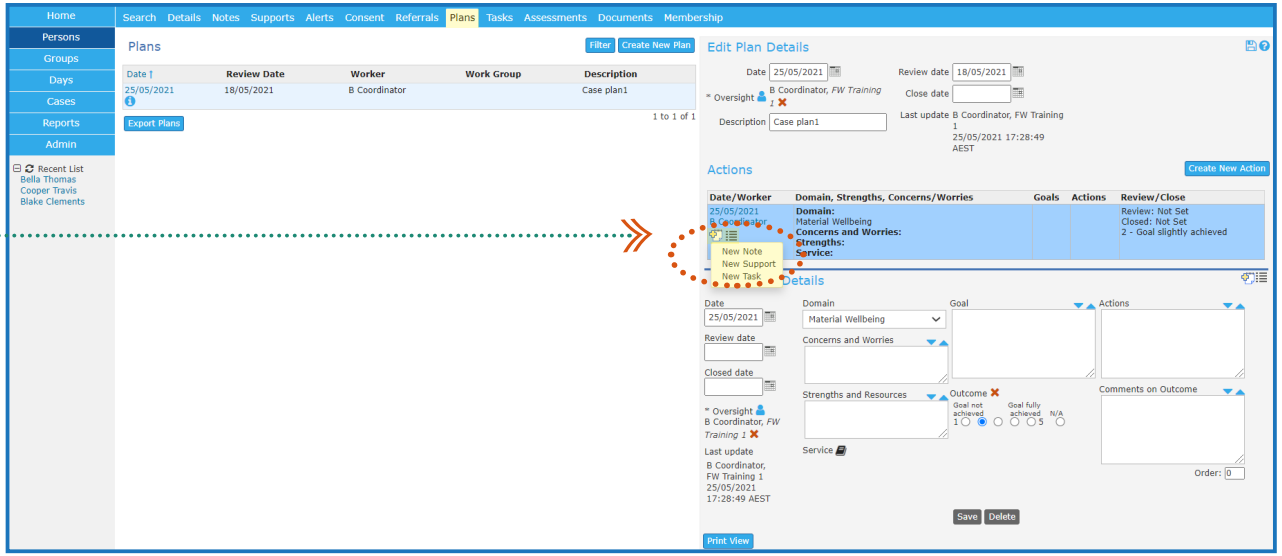
Travel time undertaken with or on behalf of a client (including travel to meetings with clients, without them in the car). If you are visiting multiple clients on the one trip, you can record your initial travel to the first client in a note on their file, then the travel between the first client and the second client is recorded in a note on the second client's file, and so on, for the last client record your time traveling home/back to the office in a note on their file. Also in this section you should record any processing time taken to access clients that may be incarcerated or in other facilities

General Tips

Did you know that you can make notes against plans in ARC?

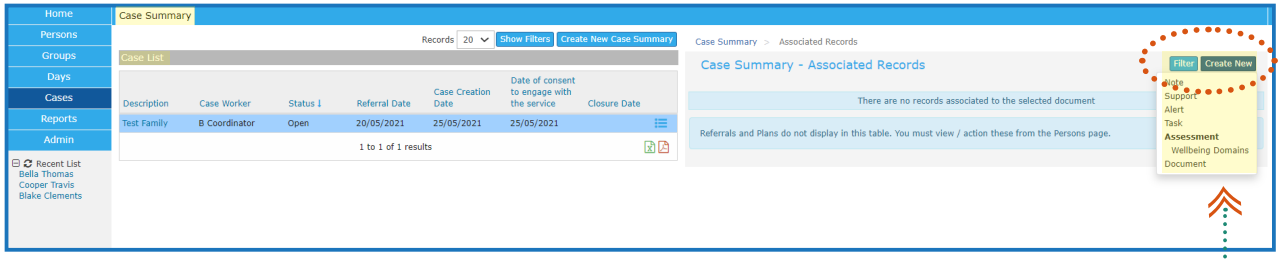
A very handy but little-known feature on ARC is that you can record notes against plans you have made!

To do this go to the Plans tab, and then for the plan you want to add a note to, click on the lines in the far left of the section for that plan!



Using the Cases Page to work quicker!

The Cases Page on ARC is a great way to take a look at all of your open cases in one spot, check for consent and add case notes.



Contact Information

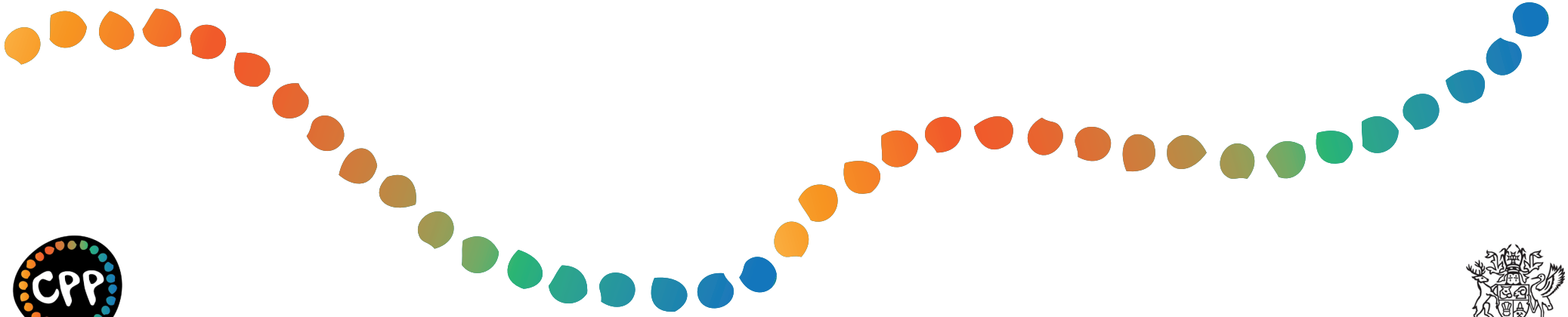
We hope you have found this guide useful.

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

To learn more about the 'Working Together to Strengthen the ARC Project' contact Lucas Moore:
lucasmoore@qatsicpp.com.au



ChildProtectionPeak

Queensland Government