Recording your work in the ARC

THE ESSENTIALS - FWS

Staff at Aboriginal and Torres Strait Islander Family and Wellbeing Services (ATSIFWS) 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 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.

For example, in FWS, the number of 'cases' in ARC opened in a reporting period with a date of consent recorded in the same period counts towards contractual reporting requirements for DCYJMA.

Make sure your work is captured for funding requirements!

February 2023

Family Wellbeing Services

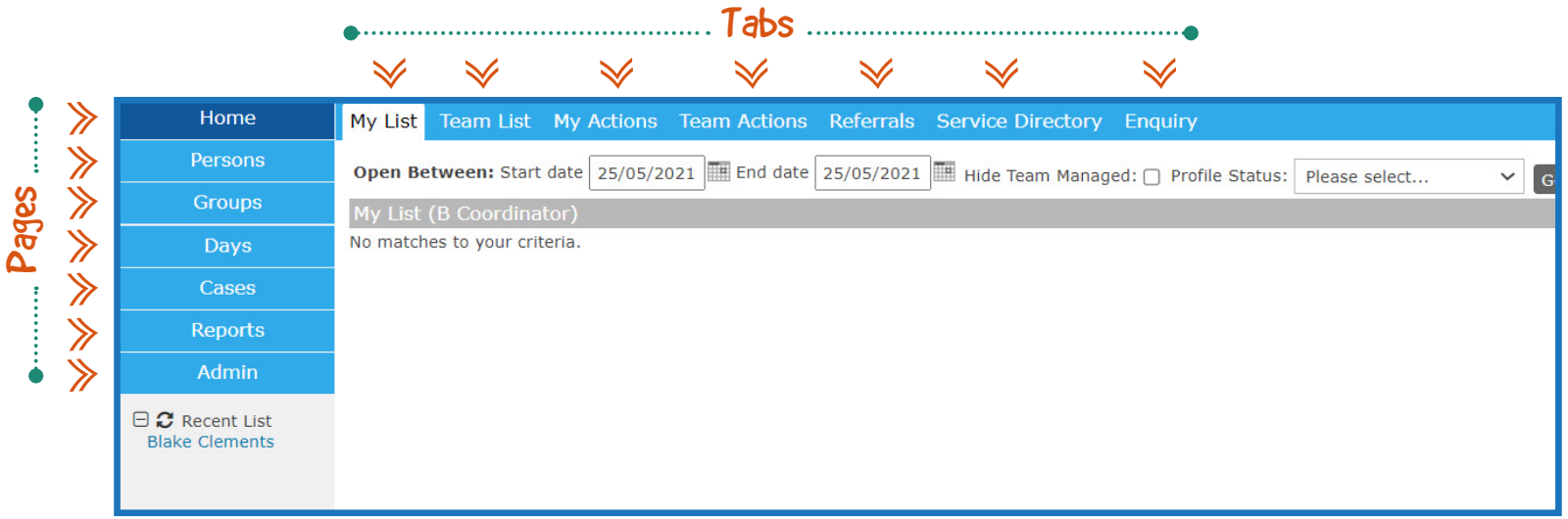
Welcome to the ARC ESSENTIALS Guide for Family Wellbeing Services

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 Wellbeing Services home screen as these will be referenced throughout this guide.



Family Wellbeing Services Top Tips

Recording Time

The amount of time a Family Wellbeing Service spends supporting children and families is an important piece of information for the P2i reports services send to DCYJMA as part of meeting their funding contracts.

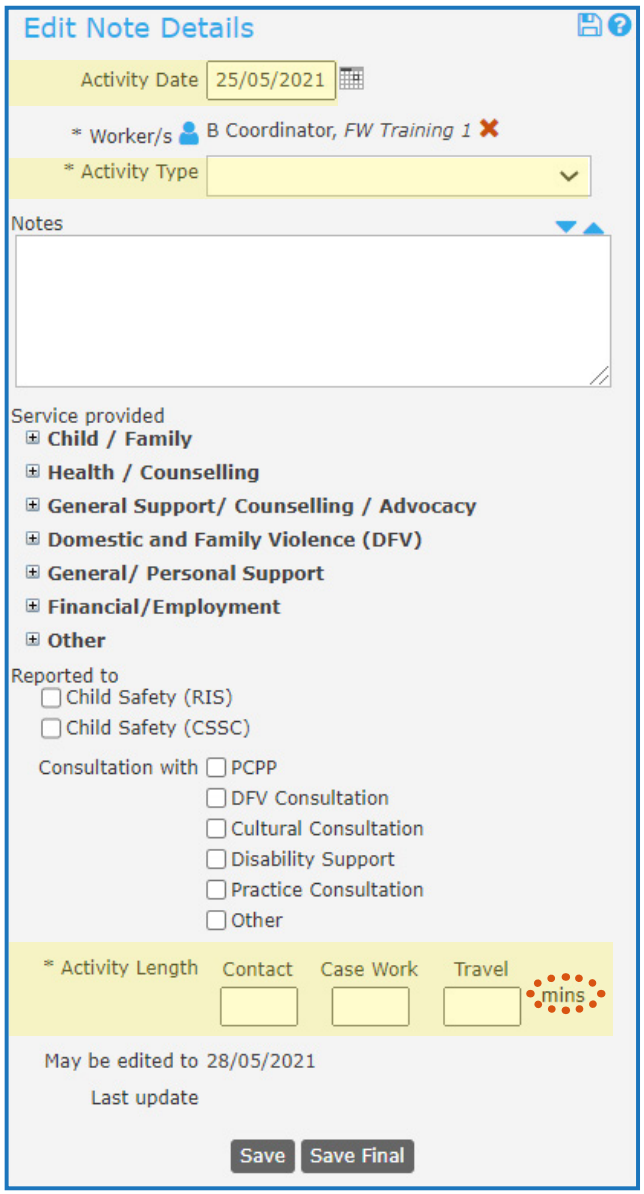
Your time spent supporting families is recorded in the 'Notes' tab of ARC.

For the 'note' to save you need to record:

An 'Activity Date'.

An 'Activity Type'.

And put in the time you spent (to the closest minute) in the Activity Length section.



Top Tip – If you have more than one worker associated with a note, you can add that worker to the note by clicking on the blue person icon. The time you enter in the activity length section is then multiplied by the number of workers you have associated with that note!

Family Wellbeing Services Top Tips

Your time spent on Enquiries and Group work counts too!

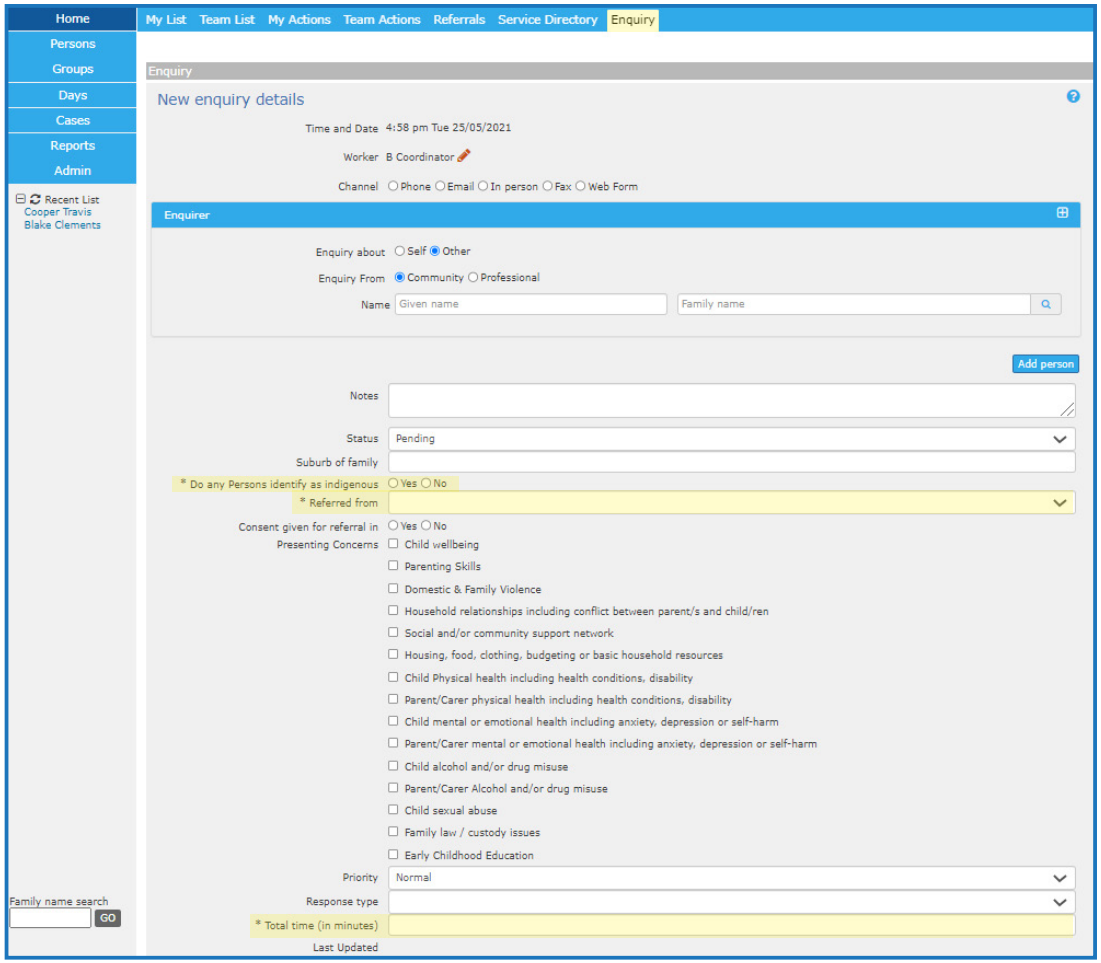
As well as the time you record in the 'Notes' tab of ARC, you can also record time spent responding to enquiries about the Family Wellbeing program in the 'Enquiries' tab to count towards your Contract/P2i report to DCYJMA.

Please note: the Enquiries tab is only for use to record enquiries about your Family Wellbeing program, not for general enquiries about other parts of your organisation.

This tab was originally designed for FACC services, however it allows Family Wellbeing services to record minor interactions.

Any time recorded on this form will be attributed to your service's total number of hours for the quarter for P2i reporting.

Please note there are only three mandatory fields on the form



You can also record the time your workers spend doing group work with clients (group members can a mixture of clients of your Family Wellbeing service and people who aren't clients).

For instructions on how to do this, please go to page 102 of the ARC FWS User Manual.

Family Wellbeing Services Top Tips

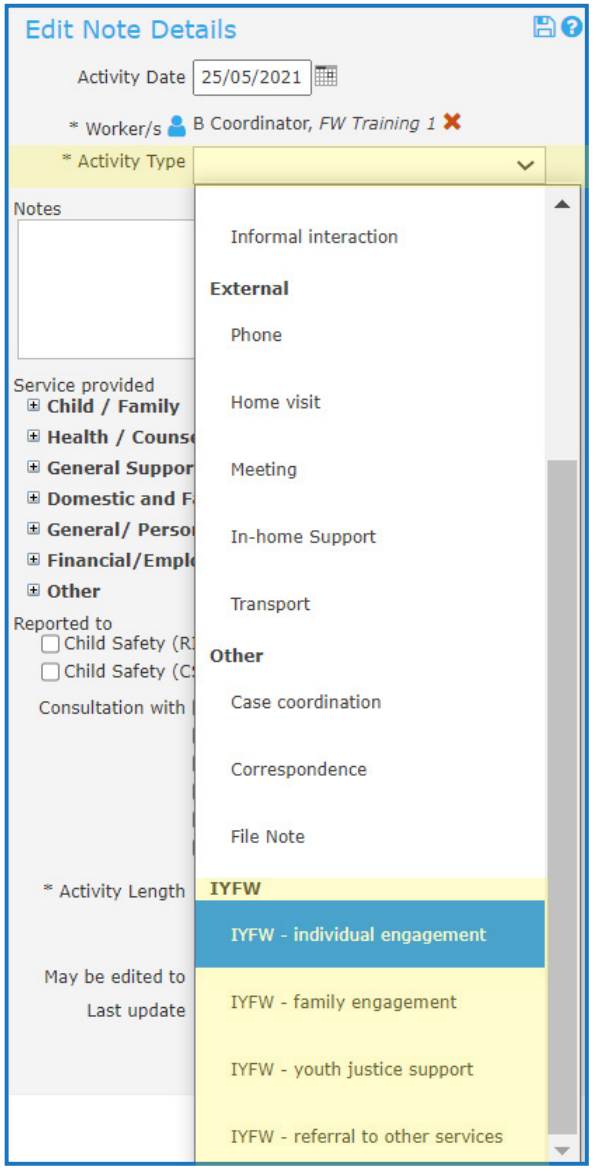
Recording time for Indigenous Family Youth Workers

For the Indigenous Family Youth Workers (IFYW), while not all of your reporting information is in the ARC system, it is important that each time you add a note in ARC, you only select 'Activity Type' options beginning with 'IFYW …'

You can also use the IYFW Activity button when recording Activity or Group times. These times will then will be allocated to the IYFW hours for the Contract Report. The Contract report about the IFYW program captures for the quarter:

- all time recorded on notes with an activity type beginning with 'IFYW… ' selected, and:

- the total number of cases (families) who have had a note with activity type beginning with 'IFYW …' recorded on the file that is associated with at least one person in the case *– note that each case is counted once, even if multiple notes are made against a case.*



Family Wellbeing Services Top Tips

Different ways to make a note

a) Directly on a persons record, by selecting that person in ARC and then going to the 'Notes' tab.

b) On a plan you have recorded in ARC, by clicking on this symbol.

c) On the cases page, by clicking on this symbol.

Can I record any of my time doing pre-consent work with families and does this count towards our contract/Pzi report?

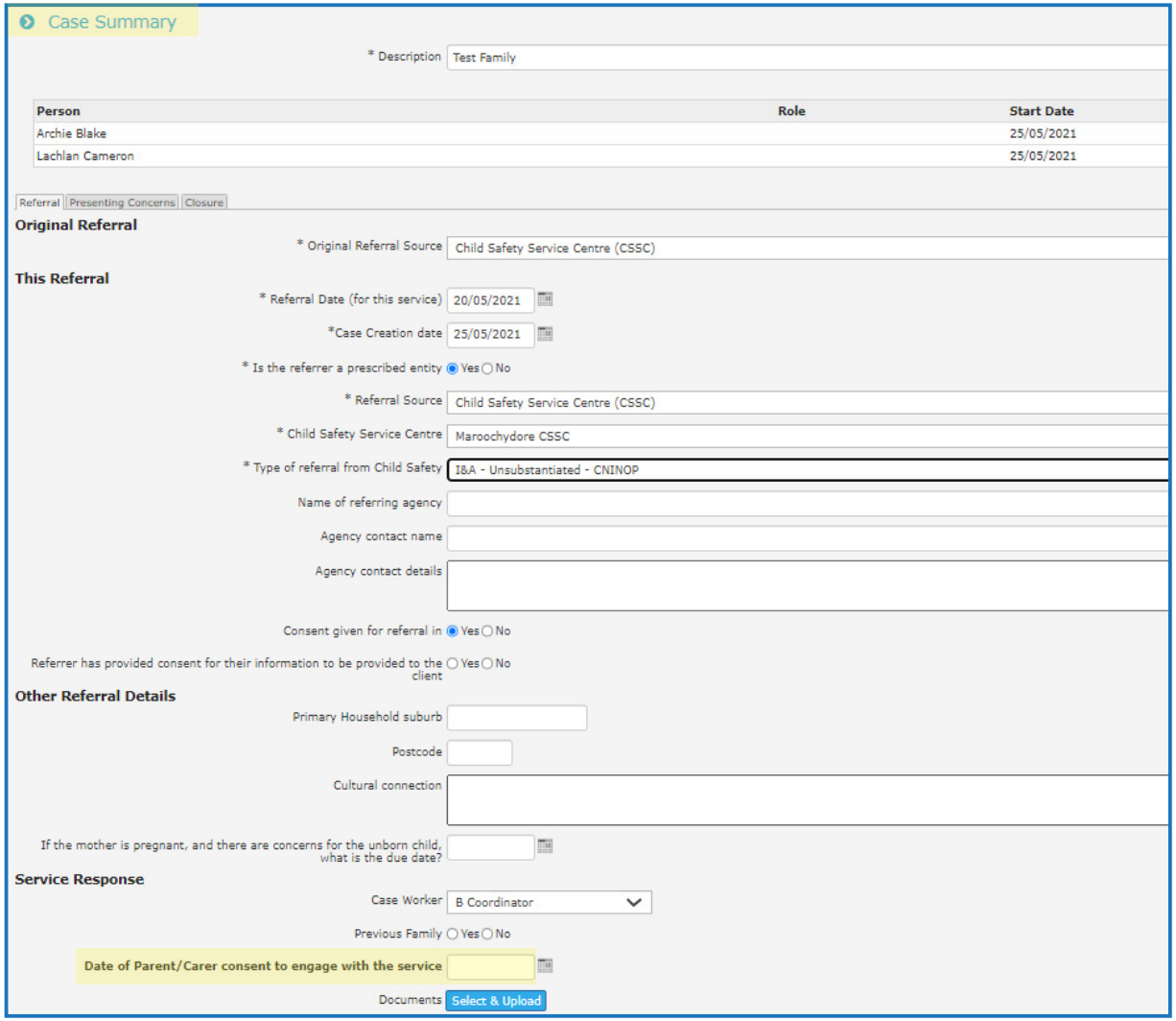
Yes the time you spend engaging a family before getting their consent for your service to work them can be recorded using the above process and DOES go towards the total hours your service reports to DCYJMA but the family (case) is not counted in the total number of cases you report until you record a consent date in the case summary and the case becomes 'active' – see the next section for more information!

Family Wellbeing Services Top Tips

Active Cases

The Contract/P2i 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 date of consent entered in the case Summary and must be an open case.



Cases Commenced and Closed

The Contract/P2i report to DCYJMA also contains the totals of the number of cases commenced and closed in the reporting period – but cases are not counted until a date of consent is recorded; this is because sometimes a case is created that needs to be closed where there is no consent, these can included cases entered in error or duplicate referrals.

Family Wellbeing Services Top Tips

Numbers of referrals received

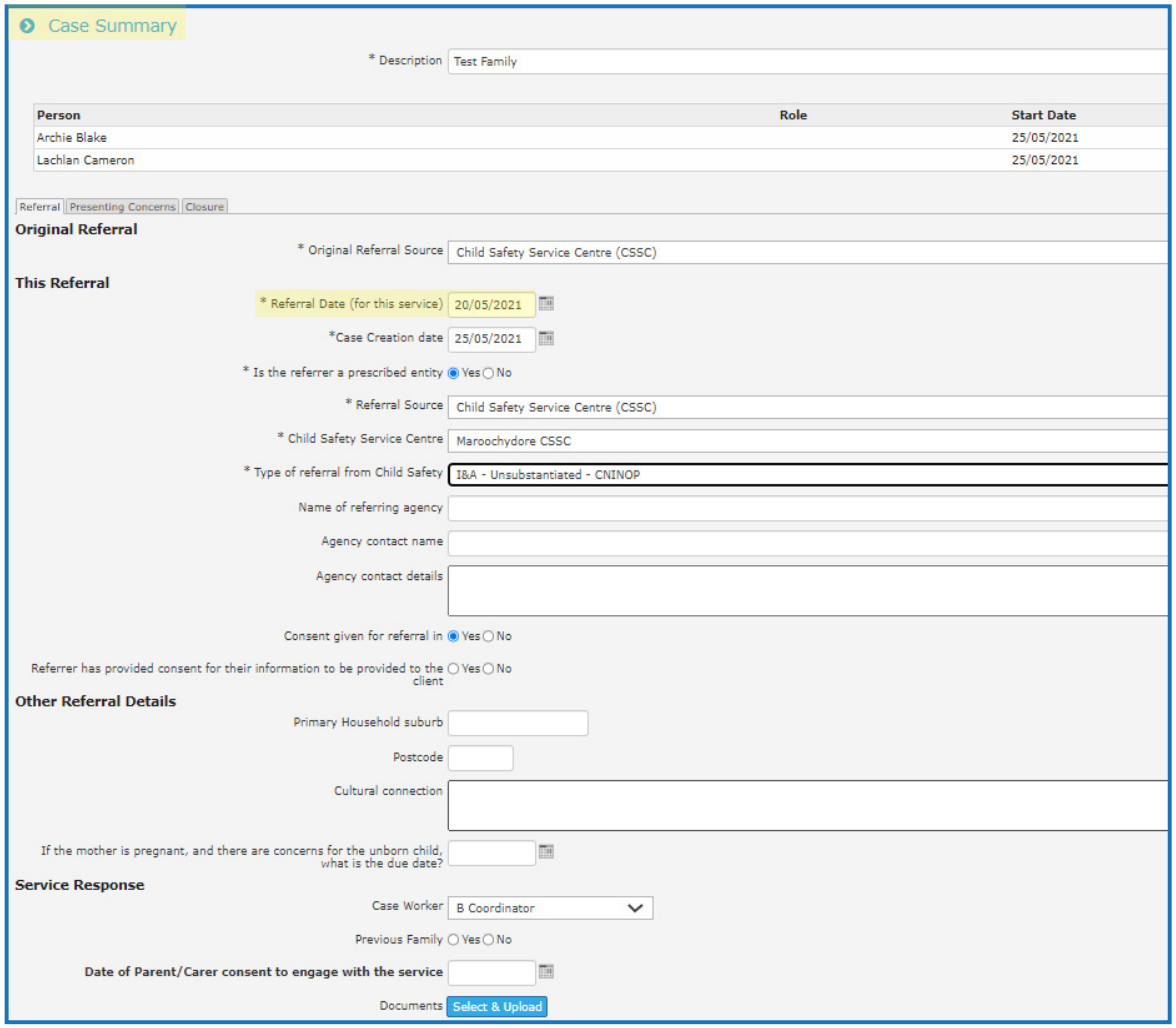
One of the bits of information required for reporting is the 'number of referrals' received. For this to be captured for the reports that come out of ARC:

A date needs to be entered into the 'Referral date' field in the case summary.

Postcode and Suburb

Another bit of info that is needed for reporting is the postcode and suburb of the primary carer for the child.

Put in the suburb and postcode of the primary carer here



Family Wellbeing Services Top Tips

Wellbeing outcomes

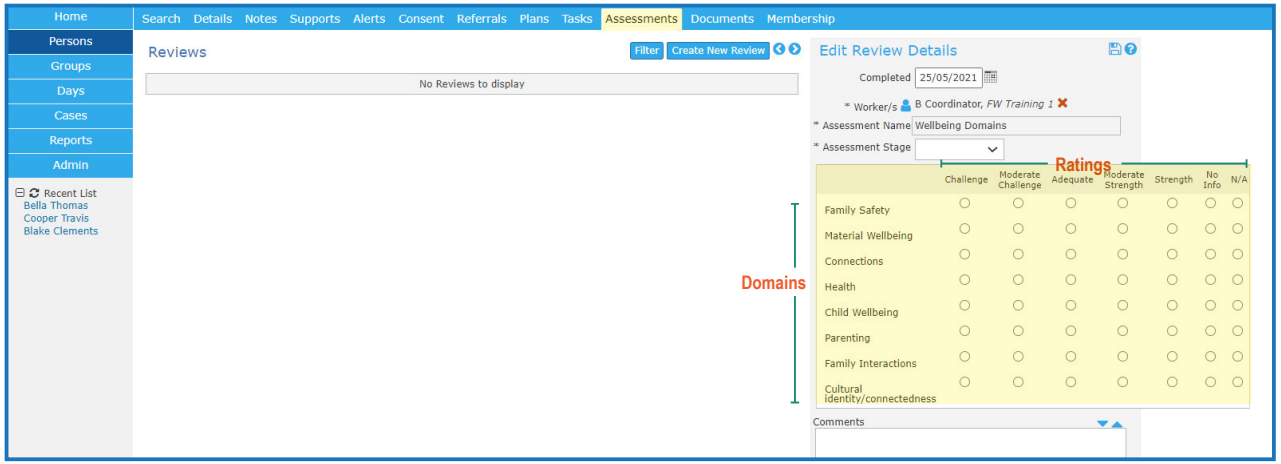
1. Information entered in the Wellbeing Domains Assessment domains in ARC is used to look at outcomes from Family Wellbeing program and forms part of reporting information provided to DCYJMA. The ARC processes the information entered into the Assessment tab and counts as an outcome each time the following happens:

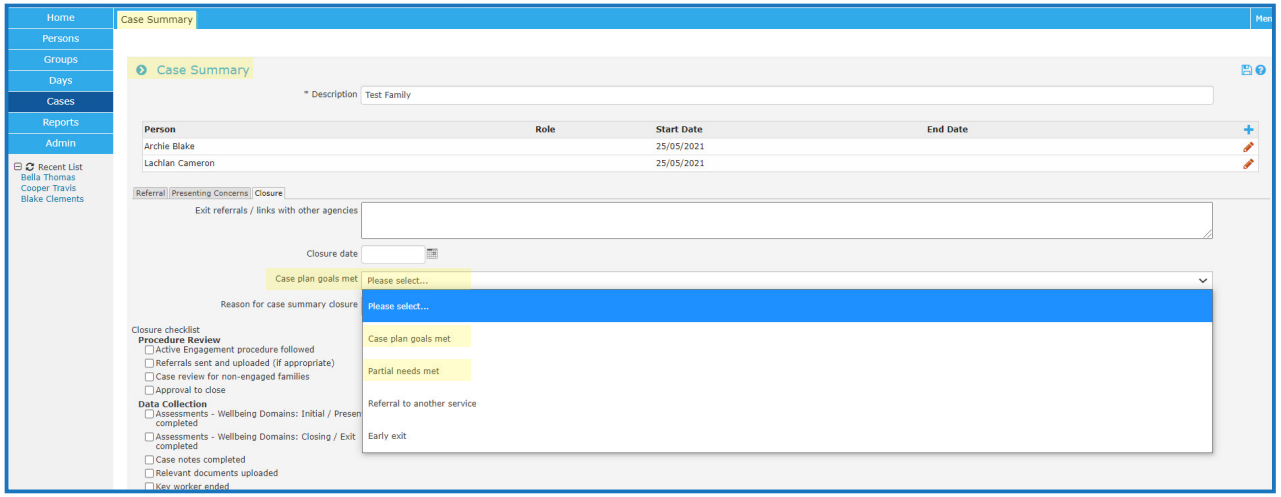
a) Where over the course of a family's involvement with the service they have moved from a rating of 1 or 2 ('Challenge' or 'Moderate Challenge') at initial assessment,
to a rating of 3 or higher ('Adequate', 'Moderate Strength', 'Strength', 'No Info', 'NA') at the closing assessment.

Important: The improvement needs to happen in at least two of the six domains, excluding the Family Safety or Cultural identity/connectedness domains, in which case, an improvement in either one of these domains counts as an outcome.

b) The assessment relates to a Case Summary that has been closed in the previous reporting period.

c) Where the case plan in ARC for the family is closed with either of these options ticked: 'Case plan goals met' or 'Partial needs met'.





TIP – make sure you complete the closing assessment before you close off the Case Summary.

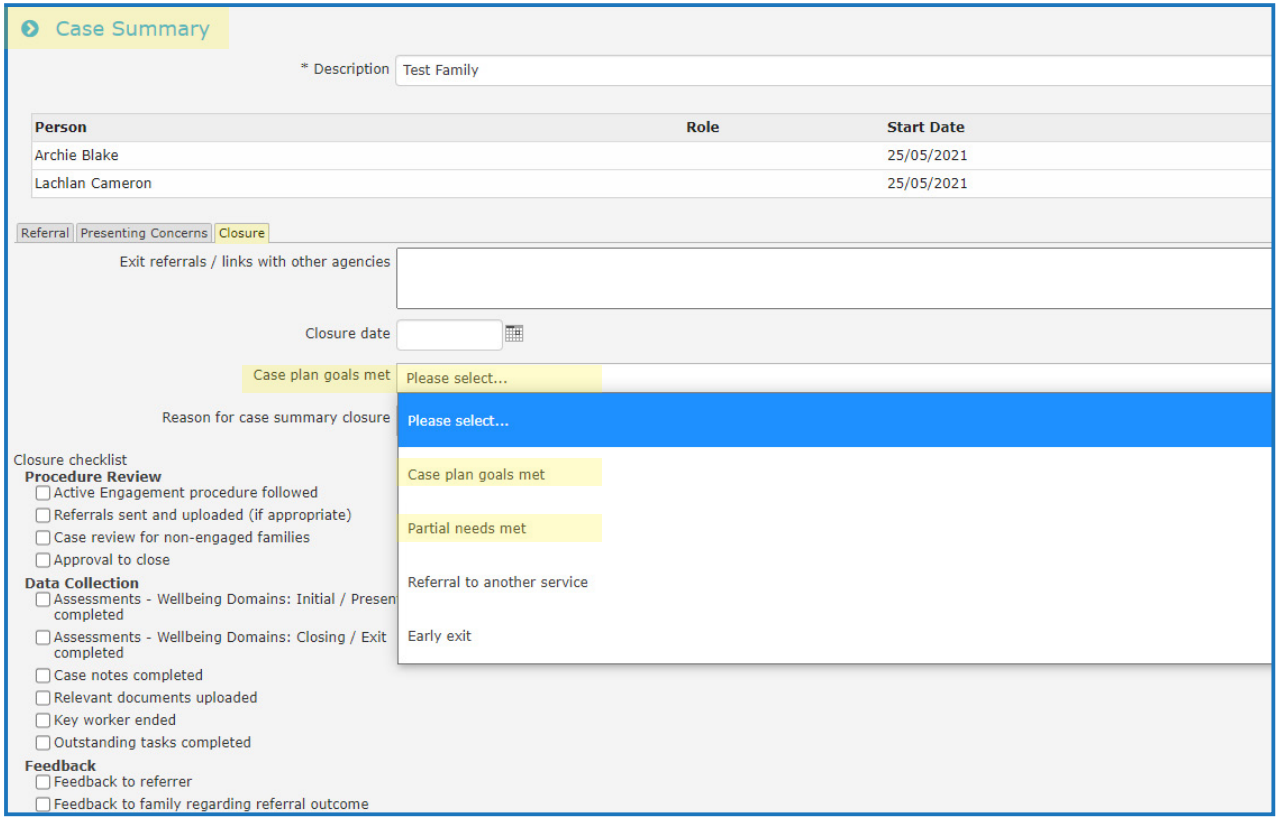
TIP – Usually it is best to record the assessment for a family (case) under the 'primary carer for the child'.

Family Wellbeing Services Top Tips

Families with some or all of Case plan goals met

Another key piece of reporting information is the number of families 'who received a service during the reporting period' – what this is means in terms of ARC, is how many cases did you close in the reporting period who had some or all of their case plan goals met?

To capture this in ARC you need to make sure you select an option in the 'Closure Summary' tab in the case Summary part of ARC.



TIP – only "Case plan goals met" or "Partial needs met" can be used where consent has been recorded on the Case Summary.

Family Wellbeing Services Top Tips

Recording Community Development/ Engagement Work

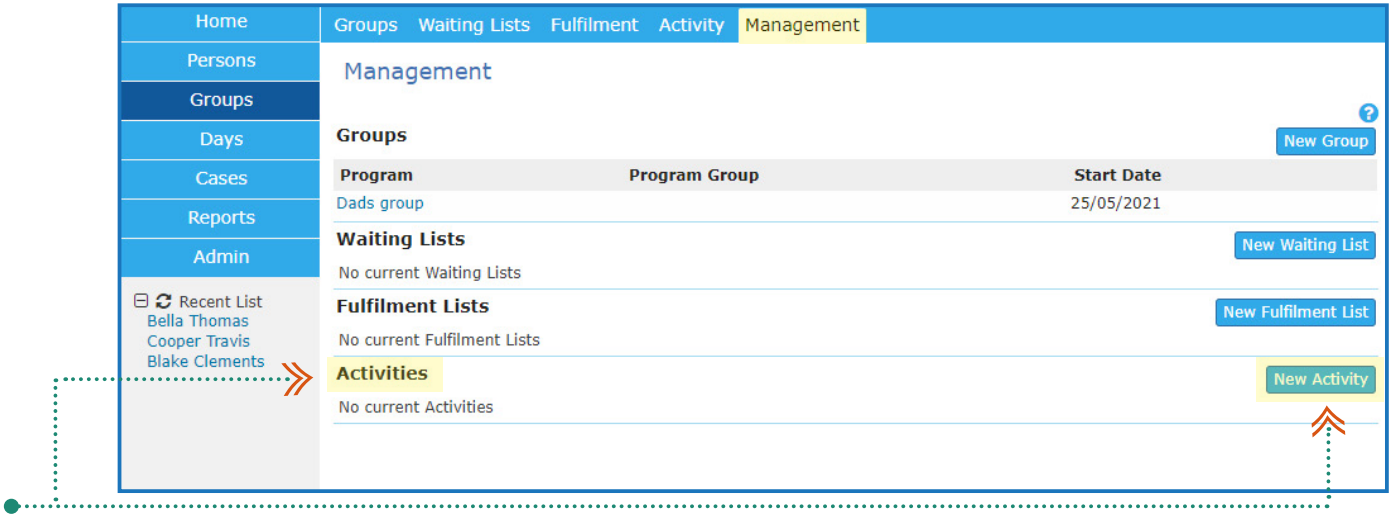
One of the outputs in FWS funding agreements is the number of hours services spend doing community development/ engagement work (focused on building awareness and trust from their community) and the number of people who attend these activities. Attendees do not have to be families already engaged with your service

In ARC these events are called an 'Activity'

The first step is for coordinators and team leaders to set up Activities in ARC.

Once an activity has been set up in ARC, workers can record the amount of time taken to organise each event and approximate number of people who attended.

For specific instructions on the above, please read chapter 15 of the ARC FWS user manual.



Continued...

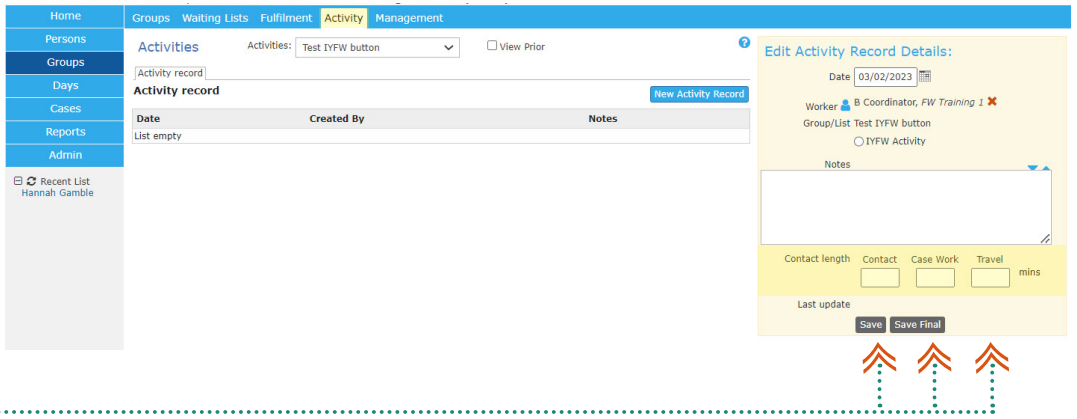
Family Wellbeing Services Top Tips

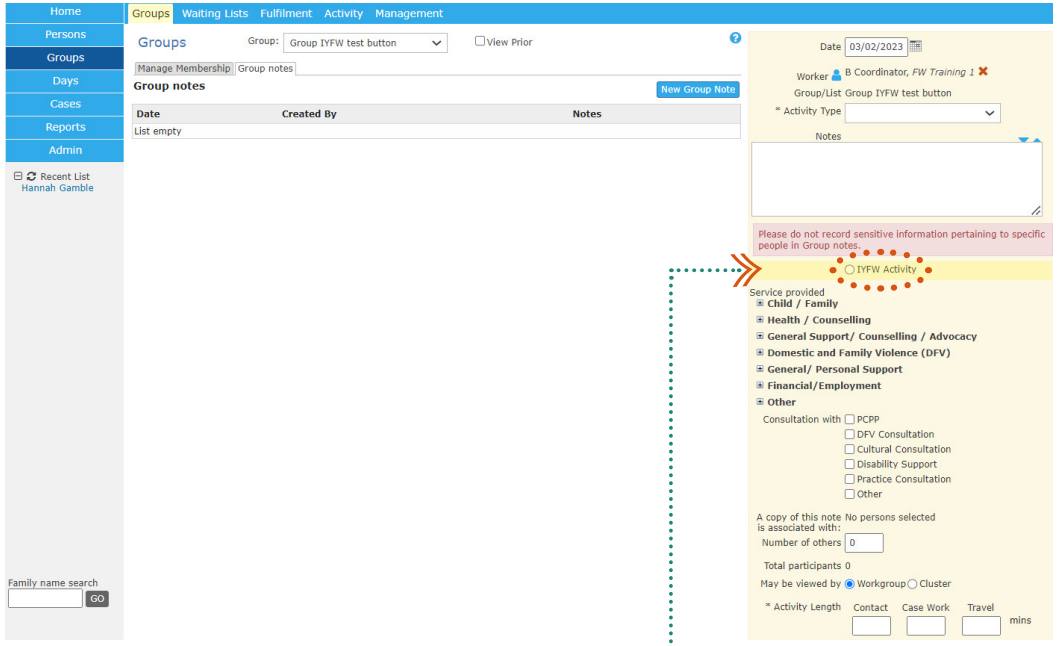
For Activities, here is a guide to what the different parts of the "Contact Length" section mean

Contact
Staff time spent at the activity/event.

Case Work
Preparation time for the activity/event, this might include prep meetings, time arranging venue, food, facilitators. Please note: preparation time should only be counted once the event has received organisational approval to proceed.

Travel
Travel time to and from the activity/ event also can mean picking up/ dropping off participants.





TIP – No client specific case notes should be recorded in the 'Activities' or 'Groups' tabs on ARC.

Also – if your group or activity is being conducted as part of your IFYW program then you can use the 'IFYW Button'

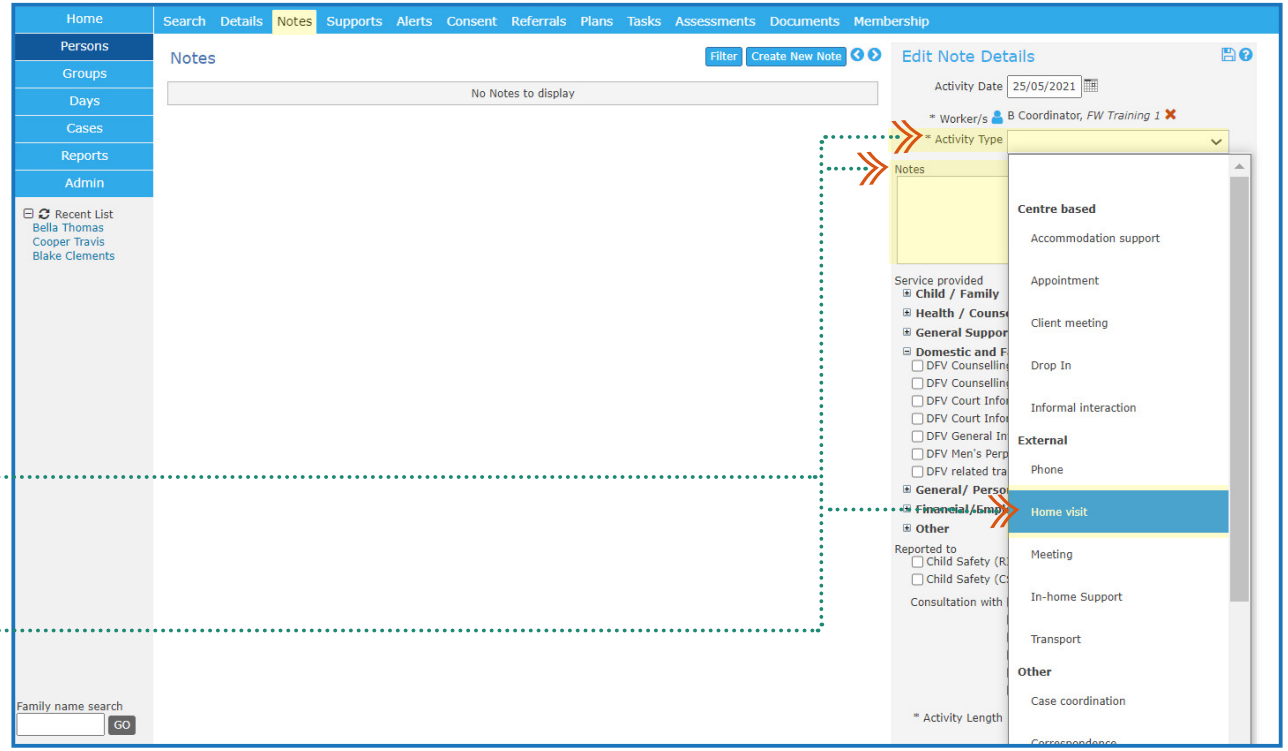
Family Wellbeing Services Top Tips

Recording the work of your Domestic Violence Specialist

For the Domestic Violence worker in Family Wellbeing Services, while not all of your reporting information is in the ARC system, one activity that you need to record in ARC is home visits.

Each time you do a home visit, you need to record in the 'Notes' section for the primary carer 'Home Visit' in the 'Activity Type' drop down menu.

It is important to make sure that the DV worker is added to/included in the notes.



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

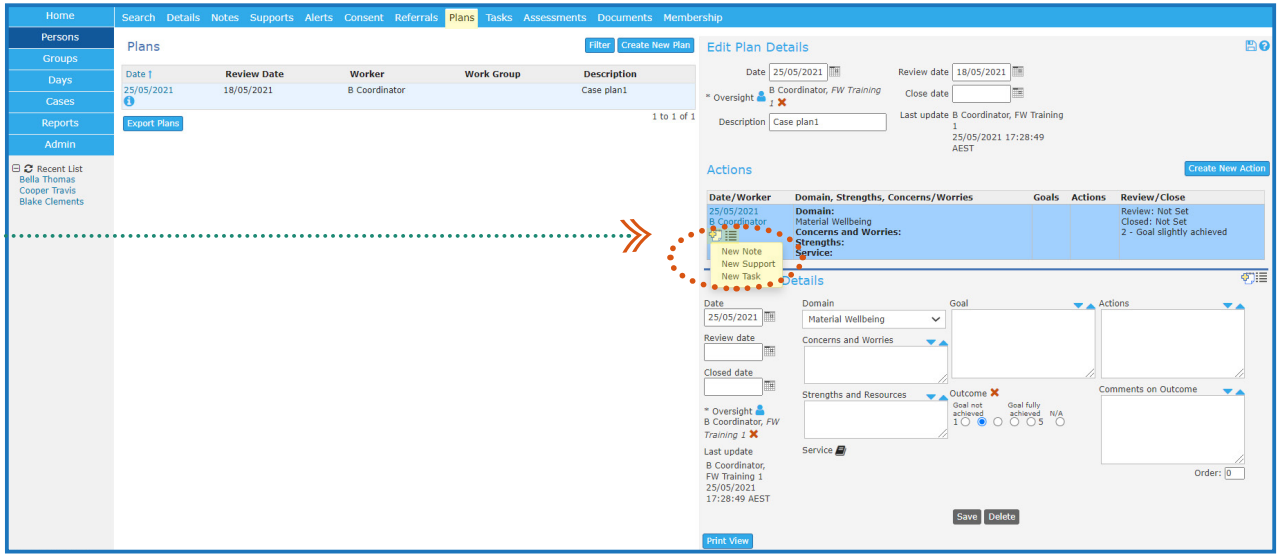
Travel time undertaken with or on behalf of a client (including travel to meetings with clients, without them in the car). If you are visiting multiple clients on the one trip, you can record your initial travel to the first client in a note on their file, then the travel between the first client and 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?

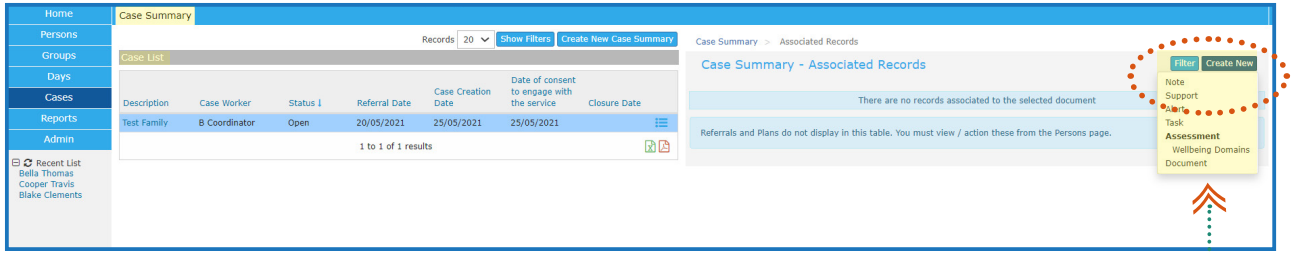
A very handy but little-known feature on ARC is that you can record notes against plans you have made!

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

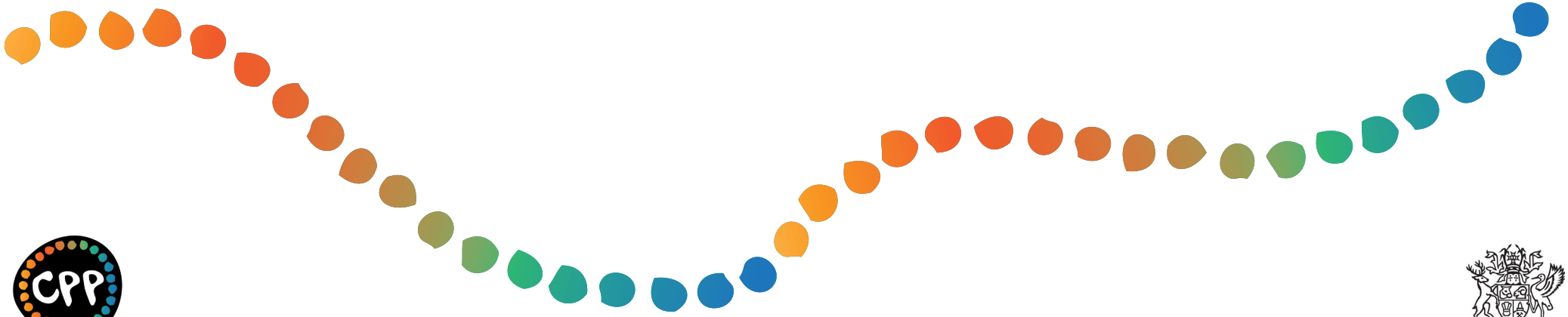
We hope you have found this guide useful.

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