

Frequently Asked Questions

These FAQ responses relate to common practice questions and the use of the Youth Support Client Information System (YSCIS) for Queensland Department of Communities, Child Safety and Disability Services funded Youth Support Services under the Young People Investment Specification (Service Types – Access Services; Support Services and Integrated Response Services.)

- The counting rules for output hours and service users outlined in this document are consistent with departmental standards for all funded service provision.
- For information on how to access and use YSCIS please refer to the YSCIS Manual available on the Documents Tab on the Administration page in the YSCIS database system.
- For practice information about delivering Access, Support and Integrated Responses youth support services refer to the **YS Practice Guide** available at: <https://www.communities.qld.gov.au/communityservices/youth/youth-support-services>. This link will also be available on the landing page on YSCIS.

GLOSSARY	
Term	Definition
Clients	Service Users
IXA	InfoXchange
Workgroup	The workers of each funded service are referred to as a 'workgroup' on YSCIS
YP	Young Person/Young People

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FREQUENTLY ASKED QUESTIONS: YSCIS AND YOUTH SUPPORT FUNDED SERVICES (DCCSDS)

Ref. No	Questions	Clarifications - including what is counted and how it is counted in YSCIS
COMMENCING INITIAL USE OF YSCIS		
1.	How do services and workers access YSCIS?	<p>Each service has a nominated 'Coordinator' access to YSCIS. This should be the person responsible for coordinating access to YSCIS and creating reports. This includes such things as adding new workers, deleting workers that no longer work at the service; creating DCCSDS performance reports to enter into OASIS etc.</p> <p>The Coordinator is responsible for setting up workers in their funded service as YSCIS users as per the YSCIS Conditions of Use available at the Documents Tab on the Administration page on YSCIS.</p>
2.	When should data be entered into YSCIS?	<p>All data should be entered into YSCIS as close as possible to the date of service delivery. Note: backdated data entry that crosses over a reporting period may affect the integrity of previously submitted data and should be avoided.</p> <p>For the initial start-up in YSCIS, enter new case profiles, at <u>the start date when work first commenced with the YP</u>, not the date the case profile is entered into YSCIS (for example when entering the case profile for a YP you started working with on 19 March 2015 enter 19/03/15 as the start date when creating their case profile). Previous case notes can be scanned and uploaded as a document if necessary.</p> <p>Counting rule: Each client will therefore be counted according to that start date and only new clients in the current quarter will be counted in the IS255 Performance Measure: number of Service Users who are new to the service outlet during the reporting period.</p>
LICENCES		
3.	How many licences are allocated per funded service?	The Department has purchased a set number of licences and allocated these to funded services in relation to size of service outlet. Any requests for additional or reduced number of licences should be sent through the OfY mailbox at: youth@communities.qld.gov.au
4.	Can I delete workers that no longer work at the service?	<p>Yes. When a worker leaves the organisation, the Coordinator should search for clients allocated to that worker to ensure all YP have been reallocated or closed.</p> <p>When the Coordinator is confident all cases are covered they can delete that user (worker) on YSCIS and set up a new user (worker). Unless this is done, the licence will not be available for re-allocation.</p>
5.	Does deleting a worker affect client data already recorded in YSCIS?	No. It simply means the worker is no longer able to access YSCIS. The records which they were associated with remain accessible to other workers in the workgroup.

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TARGET GROUP		
<i>Note: Youth Support Services target group is YP at risk of disconnection aged 12 to 18 years inclusive.</i>		
6.	Does work done with YP outside of the target age range be counted (for example 11 year olds or 19 year olds)?	<p>Work with YP outside the target group age of 12 – 18 years does not count towards the number of output clients.</p> <p>Time spent working with younger siblings in the context of the eligible client’s case plan, may be counted as “casework” (work on behalf of the client).</p>
7.	<p>How do I enter work with a young parent couple?</p> <p>(a) Youth worker working with 2 young parents as the clients - both within the age range 12 -18 years.</p> <p>(b) Where one parent is out of the age range, e.g. 19 years.</p>	<p>(a) Open a Case profile for each YP with an individual case plan for each (they may have different goals in some areas). Link the case profiles through ‘relationships’ in the Details tab.</p> <ul style="list-style-type: none"> – Record time spent with each on their individual profiles by creating a case note. – Split time across the two case notes if working with them at the same time. <p>(Do not use Group functionality in this instance).</p> <p>(b) Only create a case profile for the parent within the age range. Some work can be done “in the context of the eligible client’s case plan” – for, or, on behalf of the client – but the service should aim to connect the older parent into appropriate services according to needs.</p>
CASE PROFILES		
<i>Note: A client can only have <u>one open case profile</u> in YSCIS at one time.</i>		
8.	Do all clients enter the service as an Access client before they become a Support or Integrated Response client?	<p>No. YP should be individually assessed and an Access <u>or</u> Support <u>or</u> Integrated Response case profile created that matches that YP’s assessed needs.</p> <p>Where a YP engages with a YS Service as an Access client, then after some initial contact and an initial CAT Assessment is undertaken, it is determined that the YP will need further support:</p> <ul style="list-style-type: none"> – If the YS Service is funded to provide a Support service then the Access case profile is closed, and a Support case profile is opened – If the YS Service is funded to provide an Access service only, then the YP should be referred to a YS Support service or other appropriate service. <p>Where a YP is referred from another YS Access Service for further support, a Support or Integrated Response case profile should be opened, not an Access profile.</p>

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9.	<p>If a YP is assessed as requiring a different service type e.g. transferring from an Access case to a Support case, do I close the current case profile even though I continue working with the YP?</p>	<p>Yes – always close the current case profile and create a new case profile for the relevant service type e.g. close the Access case profile and create a Support case profile.</p> <p>If a client is referred to another service type internally, e.g. from Access to Support, the same lead worker could remain involved in the case if this is beneficial to the client and is supported by the service’s staffing structure (how an organisation assigns staff across the service types they are funded to deliver is an organisational decision). In this instance, although the lead worker remains consistent, the transitioning client would have their case profile closed against the service type they exit and be counted as a new Service User with a new case profile opened against the new service type.</p> <p>Where the client is referred from a Support Service to an external Integrated Response service, the client would receive a supported transition to the new service, the Support Service case profile including the case plan would be closed, and a new case profile and case plan commenced under the Integrated Response service.</p>
10.	<p>What if a client is identified as requiring a referral to the Integrated Response service but wants to maintain their support relationship with the existing Support Service as lead case worker?</p> <p>Can a client receive a service from two funded YS services at the same time?</p>	<p>As soon as it is established that two YS services are working with the same YP, a case meeting should be convened to discuss the case planning for this client. A transition plan must be agreed to about which service will become the YP’s service provider (in consultation with the YP) and a definite exit plan from one service must be enacted to transition the YP safely. This will avoid service duplication and ensure that service system capacity to accept new referrals is maximised.</p> <p>In exceptional circumstances, a client may for a short time receive a service from two funded YS services. When a YP requires an external referral to a YS Integrated Response service from a YS Support Service <u>only in extenuating circumstances</u>, where significant risk to the YP is identified or if the second YS service provides a significantly different and unique role, would the referring YS Service continue involvement in the YP’s case in conjunction with the new lead YS service.</p>
11.	<p>How are Service Users counted?</p>	<p>Counting Rule: Count 1 for each unique Service User who received a service during the reporting period:</p> <ul style="list-style-type: none"> • All eligible clients with an open Access, Support or Integrated Response case profile in a reporting period are counted. • All eligible clients whose case profile was closed (for any reason, including transfer within your service to another service type) during the reporting period are counted.
12.	<p>Can the YSCIS record Medicare and HealthCare card details.</p>	<p>There is no specific YSCIS functionality however the information can be recorded in Case Notes.</p>

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<p>CONSENT, PRIVACY AND INFORMATION OWNERSHIP – Youth Support funding is provided under the Community Services Act 2007 and governed by the Information Privacy Act 2009.</p> <p>Funded organisations should refer to the Service Agreement - Standard Terms – for more details - available at: https://www.communities.qld.gov.au/gateway/funding-and-grants/streamlined-agreement</p>		
13.	Is there an age limit to a YP providing consent?	<p>YP under 18 year of age may be able to give informed consent on their own behalf to receive a service, even if a parent is not aware of the fact, if they are deemed to have sufficient understanding and intellectual capacity to enable them to fully understand what is proposed. This is commonly known as Gillick competency. (This does not constitute “legal advice” and the service should consider whether legal advice is required on individual cases.)</p> <p>Youth Support workers should consider each matter individually and consult more senior staff where the matter is a complex one.</p> <p>For further information refer to the <i>Youth Support Service Practice Guide</i> - Section 9 Duty of care issues.</p>
14.	How often does client consent have to be reviewed in YSCIS?	<p>Office for Youth recommends that consents be reviewed at least every three months. A review date for the consent must be entered into YSCIS on the consent form.</p> <p>Good practice is to review a YP’s consent regularly to ensure it is still valid. Consent needs to be obtained from a YP to discuss their personal information with other individuals or organisations except when duty of care applies.</p>
15.	Can services use their own consent form?	<p>Yes. However, if a paper-based consent form is used, the organisation should ensure that the form includes all the significant factors in the YSCIS consent section, especially the fact that the department will have access to de-identified data. The signed completed form can be uploaded as a document – or an unsigned form can be uploaded and the YP can be asked to sign the consent box on the YSCIS consent screen (with a note inserted that states that the YP has given consent as per the attached document. A blank YSCIS consent form can be printed from the Documents Tab in YSCIS. A hard-copy of the YSCIS completed consent can also be printed from the Documents Tab in the Case Profile. Organisations should consider seeking their own legal advice regarding any modifications to consent forms to ensure it meets your own service delivery requirements.</p>
16.	Do I require a YP’s consent to upload their photo on YSCIS?	<p>Yes. YS workers should request a YP’s consent prior to taking their photo. If photos are used in public place, YS workers should obtain specific consent from a YP to do this. (Refer to relevant Legislation regarding any specific requirements for YP in care/under orders.</p>
17.	How do I enter information for YP and parents if I do not have their consent to work with them?	<p>YS workers need to inform clients about their privacy rights and confidentiality including duty of care requirements, and this must be noted. Where the YP does not consent to their information being recorded, workers will not be able to create a case profile on the system for this YP, and will not be able to work with them other than at the level of ‘Enquiry’. This means that only brief enquiry work can be undertaken with the YP. Wherever possible services should work to obtain consent in order to create a case profile.</p>

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18.	How do I show that I have received verbal consent from a YP?	Where a YP has provided verbal consent this should be noted in the 'Comments' box on the YSCIS consent form.
19.	If a YP signs the consent form using the mouse, is this a valid signature?	Yes
20.	When a YP withdraws their consent, is their information removed from YSCIS?	<p>No. Where a YP withdraws their consent to record their information, the worker will desist from recording information from that point forward. However, information already recorded under the YP's previous consent will remain stored in line with the organisation's policy and procedures.</p> <p>If a YP withdraws consent to record any further information in YSCIS, it must be explained to the YP that there would be a limit to the services that the organisation could continue to offer the YP without their consent to record their information. The organisation would need to consider the appropriateness of continuing to work with a client who does not consent to case information being recorded in line with their policies and practices.</p>
21.	Do I need consent from other service providers working with the YP to capture the workers' information in the YP's case profile, i.e. their name and position?	No. Information recorded about other professionals working with a client should not include personal information about the workers and therefore doesn't require them to complete a consent form. The other workers' details such as name, work contact number and position title is not considered personal information.
22.	Can I record a parent's phone number on the YP's case profile as an emergency contact if I don't have consent from the parent to record their information?	Yes. A contact name and number as an emergency contact can be recorded in YSCIS if the YP provides it.
23.	Does consent need to be obtained from parents to record the names and ages of siblings of the YP/client?	Yes. Consent is required from a parent to record sibling information on YSCIS and this consent needs to be recorded against the parent's record on YSCIS. If a sibling has a person record on YSCIS as an individual (for example, an older sibling), they will be able to consent in their own right to their information being recorded.
24.	Do I need a YP's consent to make a Child Protection report?	<p>No. Where a worker has child protection concerns about a YP, the worker does not need the YP's consent to make that child protection report. (Refer to Child Safety Legislation regarding mandatory reporting requirements.)</p> <p>Where a decision is taken that the worker has an obligation to report a matter despite the YP's reluctance, continue to talk with them about the reasons and if possible support them to be involved (See the <i>Youth Support Practice Guide</i> Section 9 Duty of Care issues).</p> <p>Reporting of child protection concerns is <u>not</u> a "Referral" in YSCIS. The YS worker should follow their organisation policy to make a child protection report. The child protection report is not recorded in YSCIS. The YS worker should case note the time it takes to complete any actions on behalf of the client in reporting to Child Safety, as "Casework".</p>

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		The core issue in responding to identified harm to a YP is that the YP is not left in a situation where they will be unsafe without action taken to protect them. Most agencies have in place policies which require that Child Safety and/or Police are advised when a YP is at on-going risk harm. It is preferable that this process includes making a written report to the authority, even if initial contact is by phone or in person. Senior workers should be consulted where necessary.
25.	What happens if a case file is subpoenaed?	As part of routine privacy information, YS workers should inform clients that file records can occasionally be subpoenaed. Organisations should have policies and procedures in place to respond to subpoenas of client information. Workers should refer to these policies and consult with senior staff.
26.	What do I do if a client asks to access their file, given that I will enter case notes relating to other family members in the YP's case profile?	<p>YS workers should inform clients that they have the right to access only information that is recorded about them. Organisations must have policies and procedures about providing a client with access to their file. This should include procedures that ensure personal information recorded about other people associated with the client remains private.</p> <p>YSCIS has an 'Export' function so that recorded information can be downloaded as a PDF file which can be edited for privacy (according to organisational policy) and printed.</p>
27.	<p>ACCESS to DATA in YSCIS:</p> <p>Who is able to see identifying client information on YSCIS?</p> <p>What information the Department can view?</p> <p>Does InfoXchange have access to identifying client information?</p> <p>What does InfoXchange do with the data on the system? Are any reports, analyses, or aggregated data shared with other organisations?</p>	<p><i>For further information on Privacy and Security of Information held in YSCIS, refer to the "Privacy and Security" document available at the Documents Tab in on the Administration page on YSCIS.</i></p> <p>The only people able to see identifying information entered on YSCIS are people that are a part of that service 'workgroup'.</p> <p>Departmental representatives are not able to view client information including their name or case notes. Departmental representatives' access to YSCIS performance measures being output, throughput, demographic, outcome and other (case studies) to enable relevant reports to be generated. These reports contain aggregated information from YSCIS, such as the number of young women receiving a YS Support Service.</p> <p>The department will access and use de-identified aggregated data to inform future program development.</p> <p>Approved Infoxchange representatives have the appropriate levels of access required to administer the system and resolve technical issues reported by users. Strict rules governing data access, and in-built audit functionality ensures that identifying client information will not be accessed by anyone – including Infoxchange representatives – except those who are part of the relevant service workgroup.</p> <p>Infoxchange monitors total record counts across all databases for the purpose of infrastructure planning. Infoxchange does not use the data in the system to generate statistical reports or perform analyses to share with other organisations.</p>

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	How long does InfoXchange hold the information, i.e. 7 years or until YP turns 18 years of age?	Infoxchange will retain data consistent with the Queensland Government's Recordkeeping Information Standard (IS40) – available on the Queensland Government Chief Information Office website and the department's Recordkeeping Policy.
28.	Who (which organisation) owns the information that is entered into YSCIS?	The information is 'owned' and controlled by the YS service. It is not 'owned' by the department or by InfoXchange. The department has the right to compile aggregated de-identified data from YSCIS.
29.	Will HSQF auditors require access to YSCIS client files?	HSQF auditors require access to client case management records/files as part of the audit process. Prior to the audit, auditors will work with the organisation to identify clients who are interested in participating in the audit process and obtain consent from the client or their guardian to access relevant records. Where these records are stored in electronic systems such as YSCIS, organisations will need to facilitate access by printing off relevant material for the auditor's review or enabling access to the appropriate electronic record (e.g. organisational representative may need to sit beside an auditor while they go through the relevant YSCIS records). Organisations should discuss access, consent and privacy issues with their chosen certification body ahead of the audit.
30.	Will CSOs have access to YSCIS?	Departmental staff (central office and regions) for reporting and data analysis purposes; however they will only have access to de-identified data and not case files or service delivery information.
31.	What happens to the YSCIS information if Youth Services are no longer funded?	Services would be given the opportunity to make a copy of records before system access is ceased.
CASE PLANS		
32.	Can I only have one case plan per YP?	Yes. There should be only one open case plan recorded for each Support Service or IR service case profile at a time. Duplicate case plans will negatively impact on reporting data. Case plans should be reviewed monthly and formally reviewed at least every 3 monthly. The open case plan should be updated as goals or activities change or are completed.
33.	When creating a case plan in YSCIS, an option exists to tick a box " <i>This plan is associated with</i> ". Is this box used in YSCIS?	No. This is a standard function for some other SRS products but is not used in the context of YSCIS.
CASE NOTES		
34.	Do services have to use the Case Note function of YSCIS?	Yes. The Case Notes function in YSCIS is where service delivery hours are calculated. If the time is not entered in the Case Notes section, the time will not be counted in YSCIS towards performance data.

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	<p>How is the time assigned to:</p> <ul style="list-style-type: none"> • Contact • Casework • Travel Time 	<p>Note: <i>Enquiries is the other function area in YSCIS where service delivery time is counted towards Access service type hours – see Ref. No. 55 - 58.</i></p> <p>Time is entered in minutes as either:</p> <ul style="list-style-type: none"> • Contact – direct time spent with the YP, including travel with the YP in the vehicle • Casework – time spent on behalf on the YP (e.g. case panel meetings; writing notes) • *Travel time – other travel undertaken, including travel to meet with a client, without them in the car (Not counted towards service delivery hours, see note below.) <p>If the information about a particular activity or matter is recorded in another document, the document should be uploaded to a Case Note in YSCIS and the time taken for that activity or matter recorded against the Case Note.</p> <p>Counting Rule: Contact and casework times are required for departmental reporting. Travel time is for internal reporting for NGOs.</p> <p>Note: <i>*Travel time - The 'Travel' box is for organisational use only. All travel time, other than with a client in the car, can be recorded here. This time does not count towards performance data. The organisation may choose to use this data to provide evidence of excessive travel requirements across an extensive catchment area. Only Travel time with a YP present in the car/public transport with the worker can be counted as time 'on behalf of the YP' and recorded in the 'Contact' box.</i></p>
35.	How do I record 'out of hours' responses and overnight stays with a YP?	<p>YS workers may need to provide an 'out of hours' response for vulnerable YP including outreach or home visits to YP and their families. YS workers should follow organisational policy in these situations.</p> <p>Where a YP who is homeless and cannot be accommodated in a shelter or with family or friends, is supported overnight at the service to provide safety and allow time to source appropriate accommodation, the YS workers should enter the time spent with the YP as relevant into a case note.</p>
36.	Do I enter a separate case note for everything I do with a client?	<p>Separate activities with a client are best recorded in separate case notes and the relevant time recorded for that activity. However common sense should be used – a worker who does several things with a client during the course of a morning might record one derailed case note and the total time spent working with the client during the morning. Activities which occur on different days should be recorded in different case notes.</p>
37.	If 2 workers attend the same appointment with a YP how should this be entered into the case note?	<p>The length of the time spent working with the YP is entered, irrespective of how many workers were involved. For example, if two workers met with the YP for one hour, the 'Contact' time is one hour (not two hours).</p>
38.	What do I select from the drop-down menu of contact types, when more than one type applies (i.e. several of the activities listed)	<p>Choose the drop-down contact type that is predominantly correct, or if preferred make two case notes if you want to cover two different sorts of contact types with the YP. Record time as relevant.</p>

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	might have been undertaken over the course of an afternoon with the YP)?	
39.	How do I enter time spent with a YP and their family?	Count the time spent with the YP and family together as one time count, regardless of how many family members are present. For example, a one hour contact with the YP together with two other family members is recorded as one hour, not three hours. Where time is spent with members of the family without the YP present, as long as the purpose is on behalf of the YP in the context of their case plan, the time is allocated against a case note in the YP's file as "Casework" time.
40.	How should time be recorded where the worker is paid in 15-minute blocks? Should time be entered as it is counted by the organisation (i.e. work with a YP for 35 minutes is recorded as 45 minutes for payment)?	The actual time spent with the YP or in work on behalf of the YP should be recorded on a Case Note record. How organisations record a worker's time will be reflected on the worker's organisational timesheet, but is not relevant to the YSCIS record.
41.	Does the contact type selected affect count of the time recorded? For example, if a support service selected 'case panel meeting' in the contact type box but are not funded to provide case panel meetings, will this case note and time still be counted?	Yes, the contact time associated with a Case Note is counted, irrespective of the 'contact type' selected. Support services will participate in case panel meetings for individual YP who have an open case plan and case note such participation. Counting of number of case panels participated/coordinated is relevant only to Integrated Response services and therefore only captured as a count in YSCIS for IR services.

YOUTH WELLBEING COMMON ASSESSMENT TOOL (CAT) and OUTCOMES

Note: Refer to Youth Wellbeing Assessment CAT guide for Indicators for 'How well I'm doing' in each domain

42.	Do services have to use the Youth Support Common Assessment Tool (CAT) in YSCIS for assessment?	Scores consistent with the CAT must be entered into YSCIS to capture outcomes. Performance measures, particularly outcome measures, are aligned directly to completion of the CAT in the YSCIS. YSCIS counts each unique case (individual service user + case type) for Support and Integrated Response that has more than one assessment recorded, with one of the assessments (whether review or final) completed within the reporting period to calculate outcome reporting. The calculation is based on comparing the FIRST INITIAL assessment with the most recent review or final assessment as has been completed in the reporting period, and if the total score of the latter/most recent assessment is higher than the original score against the relevant wellbeing domains in the CAT Assessment, this is identified as an improvement and counted as one. CAT reviews should be completed every three months or more often based on the needs of the young person and best practice guidance on good case planning (refer to the Youth Support Practice Guide).
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		See below for the CAT wellbeing domains that sit under each Outcome measure.
43.	Which of the CAT domains are linked to which outcome measure and how are outcomes measured?	<p>YS Access Services:</p> <ul style="list-style-type: none"> • The only outcome measured for YS Access services is – OM2.1.05: Number of Service Users with improved ability to access appropriate services - which is not linked to any CAT Domains. • Counting of Outcomes in YSCIS: The number of service users with improved access to services is measured by the number of open Access Case Profiles plus Enquiries from eligible people within the reporting period. <p>YS Support and Integrated Response Services:</p> <ul style="list-style-type: none"> • Mapping of CAT domains to outcomes: <ul style="list-style-type: none"> OM2.1.03: Number of Service Users with improved family interactions/connectedness <ul style="list-style-type: none"> – My Family Relationships OM2.1.04: Number of Service Users with improved quality of life <ul style="list-style-type: none"> – My housing – My schooling or work & income – My physical health – My drug and alcohol use – My mental health – My culture (if relevant) – My disability (if relevant) OM2.1.08: Number of Service Users with improved life skills <ul style="list-style-type: none"> – My parenting and children (if relevant) – My safety and the law (if relevant) – My belief in my capacity to make changes – My social connections • Counting of Outcomes in YSCIS: The number of service users is measured by the number of open Support or Integrated Response Case Profiles (as appropriate to service type) within the reporting period.
44.	Is the Outputs Catalogue available to service providers?	Yes. The performance measures are outlined in the YP Investment Schedule available on the DCCSDS website: https://www.communities.qld.gov.au/resources/funding/investment-domains/investment-specification-yp.pdf
REFERRALS		
45.	What are the protocols to be followed when referring a YP to another service?	Good practice is that the referring service makes phone contact with the receiving service to check for appropriateness of service and capacity and to share information regarding the referred client (with their consent). The referral protocols of the receiving service may need to be taken into account. The referral can then be entered into the YSCIS.

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46.	When receiving a referral from another YS Service does an Access case profile have to be opened initially?	No. YP should be individually assessed and an Access <u>or</u> Support <u>or</u> Integrated Response case profile created that matches that YP's assessed needs. Where a YP is referred from another YS Access Service for further support, a Support or Integrated Response case profile would normally be opened rather than another Access profile.
47.	Where do I record the referral I make for a YP's parent/carer?	A referral for a parent, where it is casework in the context of the YP's case plan, can be entered as a case note in the YP's file and time counted as casework. The referral is made for the purpose of improving the YP's circumstances. Referrals for family members are only counted where they are connected to a YP with an Access, Support or IR profile and the YP has a contact note, payment or outcome dated in the reporting period.
48.	What is the difference between an Internal Referral and an External Referral and when are referrals counted for performance measures?	An internal referral is a referral within your own organisation. This may be to another YS service type within your organisation or a different funded service within your organisation. All other referrals are external, including to other YS services provided by other organisations. YSCIS counts the number of accepted referrals whether they are internal or external if the Internal/External field is ticked. Time taken to create the referral for a client must be recorded on a separate Case Note. There is no time recording on the referral tab.
49.	What do I do with a client with multiple support needs if there is no Integrated Response service in the local geographic area to refer the YP to?	If there is no local Integrated Response youth service, as per good practice a service should continue to provide support to the YP and to advocate on behalf of that client, including linking with and working collaboratively with other support services in the area that could help to meet the identified needs of the client. It may be appropriate that brokerage is used to access appropriate services including virtually, where appropriate.
PAYMENTS (i.e. BROKERAGE)		
Note: The Payments tab is where services can enter brokerage spent on YP. Brokerage is only to be used where no other emergency relief or agency funding is available and is the proposed purchase is considered essential to health and wellbeing of the client.		
50.	Should services that do not have Brokerage as a line item in their budget enter payments made for YP in the Payments section?	Yes. This enables the total amount spent on brokerage to be reported for the information of the agency and the department. This includes all services irrespective of whether brokerage has been funded for the YS service. All payments spent on a YP in the context of their case plan is brokerage and must be recorded here if it is provided with Youth Support funding. If brokerage is provided through other sources of funds, a case note may record this in the YP file.
51.	Should brokerage be recorded against a group activity when working with more than one YP at a time?	No. Brokerage cannot be recorded against a group activity. Brokerage should be allocated against individual client records, as relevant to the amount spent per individual client.

FREQUENTLY ASKED QUESTIONS: YSCIS AND YOUTH SUPPORT FUNDED SERVICES (DCCSDS)

Ref. No	Questions	Clarifications - including what is counted and how it is counted in YSCIS
	How do I record brokerage against client records when the amount spent was spent for a group (for example, buying lunch for 4 YP, paying entry to a planned group activity)?	
52.	If the service makes a bulk food purchase to provide meals/or a bulk purchase of a course/service for a number of YP, can this be recorded in the payments section of YSCIS?	No. Bulk, upfront purchases are not captured in YSCIS. The value of goods/services provided to a YP should only be entered against the YP case plan at the time of issue to that individual client.
TASKS FUNCTION		
53.	Do services have to use the Tasks function of YSCIS?	No, though organisations may find this function in YSCIS useful. Its use is optional. No performance reporting is calculated from this section.
CLOSING A CASE		
54.	When closing a client's case profile when referring to another service, what do I tick?	If the YP's case profile is being closed as they are being referred internally to another service type within your organisation, in the 'Closure' tab select the relevant service type and tick 'Transitioning to another service type' for the Exit Strategy. When closing a YP's case profile following a referral to another YS Service for further support, in the 'Closure' tab select the service type that the YP is being referred to (e.g. 'Support'), and tick the 'Transitioning to another service type' for the Exit Strategy. If the YP's case profile is being closed as they are being referred externally to another service, not a YS service, tick 'Referred to another service' for the Exit Strategy.
ENQUIRY FUNCTION		
<p>An enquiry is recorded when someone seeks a service, and either: a) is eligible for a service but does not give enough details to create a Case Profile, or b) is not eligible for a service, for example a YP who is seeking information but is not within the target group as a vulnerable YP.</p> <p>Each enquiry must be commenced, the time spent recorded, and the enquiry ended when work with the client has finished. This will ensure the number of unique individuals and the total time spent with them is counted in each relevant reporting period. Each subsequent enquiry for the same person needs to be commenced as a new enquiry, the time recorded in the new enquiry, and the enquiry ended. Two or more enquiries from the same person must be linked in YSCIS to ensure that the enquiry counts as one</p>		

FREQUENTLY ASKED QUESTIONS: YSCIS AND YOUTH SUPPORT FUNDED SERVICES (DCCSDS)

Ref. No	Questions	Clarifications - including what is counted and how it is counted in YSCIS
	<p>unique individual in the reporting period.</p> <p>Record as much information as possible from an enquiry:</p> <ul style="list-style-type: none"> As soon as you are able to identify the enquirer as an eligible client – create an Access profile If the enquirer is from someone enquiring on behalf of a client with an open profile, link this enquiry to the existing profile and the time will count towards that open profile. <p>Tick the “Client eligible for an Access case but no case required” box for enquiries from people who meet the eligibility criteria. This ensures that the enquiry is counted as an Access client and the time spent on the enquiry is counted as Access output hours.</p>	
55.	How do I enter an enquiry from a YP outside the target age range of 12-18 years?	Where a person is outside of the target age range, such as a 19 year old, the YS service can use the ‘Enquiry’ function in YSCIS to record time spent on contact. However, as the YP is outside of the target age range time taken to respond to that YP will not be counted towards the funded outputs. YS services should refer the YP to an appropriate service.
56.	How do I enter an enquiry from a parent of an eligible YP?	Where an enquiry is received from a parent regarding their YP aged 12-18 years, use the ‘Enquiry’ function in YSCIS and tick “Client eligible for Access case but no case required” – record the time it takes to respond.
57.	How do I record an enquiry received from a school for an eligible YP?	<p>Where a school staff member contacts the YS Service about a specific YP, create one Enquiry Record – from “professional” (the school name or personnel position e.g. Guidance Officer). Enter notes to reflect the situation, e.g. information about service availability provided. Only tick ‘Client eligible for Access case but no case required’ if the specific YP is aged 12 - 18 years. Record Contact time.</p> <p>Where a school staff member contacts the YS Service and makes an appointment to bring 4 YP to see what the service offers as a soft-entry access, create one Enquiry Record – from “professional” (the school name or personnel position e.g. Guidance Officer). Only tick ‘Client eligible for Access case but no case required’ if the YP are aged 12 - 18 years. Only record Contact time with YP at the appointment, do not count preparation time. Enter notes in the enquiry record to reflect the situation, e.g. ‘information about service availability provided’.</p>
58.	How do I record outreach to a location where groups of YP congregate?	<p>Scenarios:</p> <p>a) The YS service outreaches to a location where all of the YP present are not previously known to the service. Two youth workers spend time connecting with these YP – individually and in a group – and share service information. No YP provide details whereby an Access record can be yet commenced. YSCIS recording: Create one Enquiry Record – from “community” – enter notes and record time.</p> <p>b) Good practice indicates that as soon as this type of outreach activity results in the identifying of one or more individual YP with whom the service continues to engage, a case profile must be created for each of those individuals and case notes recorded. Time is split accordingly against the individual case profiles.</p> <p>c) If on the first outreach visit, at least one YP is identified that already has a case profile, or for whom an Access profile can be created, the time should be allocated to that YP or split across the number of YP and</p>

FREQUENTLY ASKED QUESTIONS: YSCIS AND YOUTH SUPPORT FUNDED SERVICES (DCCSDS)

Ref. No	Questions	Clarifications - including what is counted and how it is counted in YSCIS
		their existing case profiles.
GROUP FUNCTION - Working with more than one YP at a time using the “Groups” functionality in YSCIS		
<p>In YSCIS the “group” functionality records occasions where a worker engages with more than one YP at a time. These responses will involve at least two, if not more, YP who are clients of the service and for whom a case profile is created.</p> <p>Youth Support service delivery is directed to ensuring that YP receive individualised support and assistance consistent with their assessed needs and therefore the reporting for youth support aligns to identifying individual client outcomes. There may be instances that YP are engaged in the company of other YP and this should be due to their individual needs/circumstances, not to deliver a standardised pre-determined response irrespective of individual requirements.</p> <p>YP must have a case profile to be linked to a group.</p> <p>The reporting functionality in YSCIS will ensure that hours of service delivery are recorded consistent with the department’s performance measure counting rules, i.e. hours of service purchased, not hours of service delivery received by individual clients.</p>		
59.	<p>What do I record as an Access group?</p> <p>How do services demonstrate that this group is driven by the individual needs of the client, as there are no case plans for Access clients?</p>	<p>Some YS Access services may use a group activity as a specific engagement method to connect with YP identified as vulnerable and to connect them with services. In this case the number of Service Users counted would only be those who were then individually assisted and connected with support.</p> <p>Example: An Access service is aware that there are approximately 10 disengaged and vulnerable YP regularly gathering at a local beach. Two youth workers outreach to the location to engage YP to facilitate their access to services.</p> <p>During the 2 hours outreach with the group, three YP accept referral information/or offer of warm referral as Access clients and one spends some time with one of the workers on the side sharing some challenges they are experiencing and accepting an offer of ongoing support.</p> <p>On return the group functionality in YSCIS would be used to create an ‘Access’ group. Case profiles would be created for the 3 Access clients and they would be linked to the group and 2 hours of contact time recorded for the group. The 3 clients would be captured by YSCIS as service users receiving a service.</p> <p>A single case note would be entered against the group about what information was provided and this will be visible on each of the ‘Access’ client’s case profile as a ‘group case note’.</p> <p>A ‘Support’ case profile would be created for the YP who was engaged individually with the youth worked and accepted the offer of ongoing support. YSCIS would capture this YP as a service user receiving a service.</p> <p>If only one client is contacted/engaged in outreach this would be an individual case note not a group.</p>

FREQUENTLY ASKED QUESTIONS: YSCIS AND YOUTH SUPPORT FUNDED SERVICES (DCCSDS)

Ref. No	Questions	Clarifications - including what is counted and how it is counted in YSCIS
60.	What is an example of a valid YS Support and Integrated Response 'group' using the Group Activity function in YSCIS?	<p>Scenarios:</p> <p>a) A YS worker identifies that 5 YP (Support or Integrated Response clients) have a common identified goal/action in their case plans. It may be appropriate that these 5 YP be provided a targeted response in a group setting e.g. living skills development. In this instance the 5 YP who participate in the activity would already have a case profile and case plan recorded in YSCIS</p> <p>YSCIS recording: The five YP with individual case plans attend 4 x 1 hour sessions on living skills delivered by two workers. The workers spend 1 hour each preparing materials. The group functionality is used to create a group for each date the group is held. A group case note is record with total output hours entered as 4 direct 'Contact' hours plus 2 'Casework' hours for the preparation and time spent recording the contact each session.</p> <p>b) A number of YP known to the service with 'Integrated Response' case profiles are sleeping rough due to homelessness. The service outreaches to where the YP are sleeping to maintain regular contact. At outreach the workers talk to a number of the YP as a group and one is engaged individually.</p> <p>YSCIS recording: The group functionality is used to create an 'Integrated Response' group and enter the time spent with the YP to support their ongoing engagement with the service. Time spent with the individual YP separate from the group would be captured in an individual case note on their case profile.</p>