

Department of Families, Seniors, Disability Services and Child Safety

Completing Service User / Client Data

Required to be completed for all service users receiving services within the month.

Entering Service User Data

1. Select "Service User"



2. Enter in search criteria OR Type "0" in the first "BIS Client ID:" box to return all clients

BIS Client Id: - OR NDIA Id:

OR

Surname:

First Name:

3. Select the clients Surname. *(This will display the Service User Details)*

Surname	First Name
Blogs	Joe

4. Select "AS&RS Services received / Summary"



5. Select “Add service received details”

Services received questions

Instructions... (For each service type the service user has received through this outlet please complete the following information.)

Filter

Agency:

Service Outlet:

Please select an Agency

Service Type Outlet:

Please select a Service Outlet

Add service received details

Include expired

6. Complete relevant sections for the service user/client. **NOTE:** For further details on calculating hours of service refer to the table on page 2.
7. Click “Save” after each individual instance of service (this will update the total number of hours received)
8. Click “Add” after completing each service user’s record of services received.
9. Authorise client data. (See “Authorising client data” for instructions). All selections that can be made from the left side panel, also can be made from the centre section. There is no difference between these fields. **NOTE:** Please ensure you review all Service User Details. Any updates that are required, please email: ProviderReporting@communities.qld.gov.au

Entering service dates and calculating hours of service

Topic	Information	Example															
Accommodation Support	- Enter the date range accommodation services were received - Each day of service is calculated as 24 hours - Do not include additional hours e.g. DSTL hours, DSSO hours, double up support If an individual commences or leaves the accommodation service during the month enter the actual date the person commenced or left the service and calculate the number of days accordingly.	- Service received for the full month start date 1 January 2020 and date 31 January 2020 - Hours of service: 31 days at 24 hours per day = 744 hours <table><tr><th>Service Start Date</th><th>Service End Date</th><th>Hours Provided</th><th></th><th></th></tr><tr><td>01 Jan 2020</td><td>31 Jan 2020</td><td>744</td><td>Edit</td><td>Expire</td></tr></table>	Service Start Date	Service End Date	Hours Provided			01 Jan 2020	31 Jan 2020	744	Edit	Expire					
Service Start Date	Service End Date	Hours Provided															
01 Jan 2020	31 Jan 2020	744	Edit	Expire													
Respite Services	- Each instance of stay in the respite centre must be entered separately - Each night of service is calculated as 24 hours, this is regardless of actual arrival and departure time - Do not deduct any hours the individual is away from AS&RS support e.g. school, work, external Community Access agency support The purpose of this is ensure AS&RS can report to the National Disability Insurance Agency the number of nights	<table><tr><th>Service Start Date</th><th>Service End Date</th><th>Hours Provided</th><th></th><th></th></tr><tr><td>02 Feb 2020</td><td>04 Feb 2020</td><td>48</td><td>Edit</td><td>Expire</td></tr><tr><td>22 Feb 2020</td><td>25 Feb 2020</td><td>72</td><td>Edit</td><td>Expire</td></tr></table>	Service Start Date	Service End Date	Hours Provided			02 Feb 2020	04 Feb 2020	48	Edit	Expire	22 Feb 2020	25 Feb 2020	72	Edit	Expire
Service Start Date	Service End Date	Hours Provided															
02 Feb 2020	04 Feb 2020	48	Edit	Expire													
22 Feb 2020	25 Feb 2020	72	Edit	Expire													

	of service that have been provided to an individual during the month.															
	If a client finishes their stay on the 1st day of the month their full stay will have been calculated in the previous month. For example: 29th January 2020 to 1st February 2020 will be noted as 29th Jan to 31st January (72 hours) in January ODC data and 1st February to 1st February (12 hours) to show less than full day of service.	<table><tr><th>Service Start Date</th><th>Service End Date</th><th>Hours Provided</th><th></th><th></th></tr><tr><td>01 Feb 2020</td><td>01 Feb 2020</td><td>12</td><td>Edit</td><td>Expire</td></tr><tr><td>22 Feb 2020</td><td>25 Feb 2020</td><td>72</td><td>Edit</td><td>Expire</td></tr></table>	Service Start Date	Service End Date	Hours Provided			01 Feb 2020	01 Feb 2020	12	Edit	Expire	22 Feb 2020	25 Feb 2020	72	Edit
Service Start Date	Service End Date	Hours Provided														
01 Feb 2020	01 Feb 2020	12	Edit	Expire												
22 Feb 2020	25 Feb 2020	72	Edit	Expire												
	- If a person arrives on the last day of the month the night is recorded as 24 hours. - The balance of their stay will be recorded in the following month	<table><tr><th>Service Start Date</th><th>Service End Date</th><th>Hours Provided</th><th></th><th></th></tr><tr><td>31 Jan 2020</td><td>31 Jan 2020</td><td>24</td><td>Edit</td><td>Expire</td></tr></table>	Service Start Date	Service End Date	Hours Provided			31 Jan 2020	31 Jan 2020	24	Edit	Expire				
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31 Jan 2020	31 Jan 2020	24	Edit	Expire												

Authorising Client Data

1. Select "Reports"



2. Select "Authorise AS&RS monthly data"



3. Select relevant Quarter/Financial Year and then select "Display Users"

A screenshot of a "Filtering Options" form. It contains two dropdown menus: "Month:" and "Financial Year:". The "Month:" dropdown is currently empty, and the "Financial Year:" dropdown is set to "2019-2020". Below these, there are two radio buttons: "To be authorised" (which is selected) and "Already authorised". At the bottom of the form, there is a button labeled "Display Users". The "Month:" dropdown, the "Financial Year:" dropdown, and the "Display Users" button are all highlighted with blue rectangular boxes.

4. Review the details entered and either individually select client(s) or select "Select All".



Selected	Surname
☐ ←	Bloggs

Authorise

5. Click "Authorise" button

TIP: All selections that can be made from the left side panel, also can be made from the centre of the screen section. There is no difference between these fields.