

Instructions for using the homelessness Vacancy Management System (VMS)

(Version 1.1; last updated 16 November 2020)

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1. Background

The homelessness Vacancy Management System (VMS) is being introduced as an integral component of the Specialist Homelessness Information Platform (SHIP) to replace the Opening Doors Resource Register (ODRR) previously accessed through the Department of Health and Human Services (DHHS) Ebiz portal.

All homelessness funded agencies will have access to the VMS, whether or not they use SHIP as their principal Client Management System (CMS).

2. Context

2.1. Document purpose

- To provide key background information on the VMS.
- To provide instructions for setting up funded agencies in the VMS prior the go-live date (see below for key dates).
- To provide instructions for VMS use.

Please send suggestions to improve this document to bryony.edwards@DHHS.vic.gov.au.

2.2. Relationship with other documents

This document aligns to another key document, the Opening Doors [Framework](#).

2.3. Reasons for changing from the ODRR to the VMS

The ODRR was introduced with the Opening Doors Framework in 2009. The ODRR sits behind the DHHS firewall called Ebiz. Maintaining access for users to the ODRR through Ebiz has proved challenging. Moreover, the ODRR platform is no longer supported.

Introducing and integrating the VMS with SHIP will offer better access and functionality for users which in turn is hoped to improve uptake and usage of the Opening Doors Framework, for the benefit of clients.

2.4. Key dates for VMS implementation

Table 1: Key dates

Date	Action
2 November 2020	<ul style="list-style-type: none"> The department emails existing SHIP-Vic users to advise that the introduction of VMS is imminent and services should be set up in the VMS by 4 December. The email will also provide instructions, training and support contact details. The department emails all non-SHIP-Vic organisations that the introduction of VMS is imminent, with instructions, training and support contact details. User login details will be provided separately by email on 5 November.
9 November 2020	<ul style="list-style-type: none"> Infoxchange sends email notifications to all new non-SHIP-Vic Coordinator users with login details.
9 November – 3 December 2020	<ul style="list-style-type: none"> Providers enter or update service information in the VMS. <p>Note that services may not be able to map to their entry points until entry points have set up their agencies. Please ensure your services are mapped to relevant entry points prior 4 December.</p>
4 December 2020	<ul style="list-style-type: none"> The VMS goes live for advertising vacancies / the current ODRR ceases.

1.5 Key differences between the ODRR and the VMS

- The VMS will be accessed via SHIP. See section 1.6 below regarding access the VMS for non-SHIP agencies.
- Whereas the ODRR referred to ‘resources’, the VMS refers to ‘**vacancies**’ for support, accommodation and brokerage.
- The VMS structures services according to **agencies** (see section 2.7 *Glossary* for background information) as per the Specialist Homelessness Services Collection (SHSC).
- Overall, the new VMS appears more user friendly than the ODRR, with improved search functionality and accessibility.
- The type of reporting available in the ODRR is not yet available for the VMS. It will be considered for future enhancements.

1.6 VMS access for agencies that do not use SHIP (VMS-only agencies)

Agencies that do not use SHIP will be provided free access to the VMS within SHIP via a license system. No other SHIP functionality will be available.

This document refers to such agencies as *VMS-only agencies*.

VMS-only agencies have been asked to provide DHHS with:

- The names and email addresses of staff (*VMS coordinators* – see 3.1 below) who will be entering and maintaining background agency information and allocating VMS licenses to other staff.
- The number of additional licenses needed to update vacancies and/or search for vacancies on the VMS.

Transitional Housing Management Providers and DHHS Areas have been advised of the VMS roll out. Other non-SHS providers, such as mental health providers, will be contacted post the go-live date.

If you are a user at a VMS-only agency and have not been given access by 10 November 2020, please speak with the VMS coordinator (see 3.1 below) in your agency.

1.7 Adding VMS-only agencies to the VMS

Other reasons to set up VMS-only agencies within SHIP include (other than being an SHS agency that doesn't use SHIP):

1. **To include SHS services that do not provide 'direct support' to homeless clients in the VMS.** For example, transitional housing programs.
2. **To include Non-SHS services in the VMS** such as Mental Health and DHHS local areas displaying vacancies in 'hard to let' public housing properties.
3. **To improve searchability and display of vacancies** for example:
 - *Displaying vacancies to separate entry points.* Some agencies need to display services to separate entry points. These types of VMS agencies will not be addressed until post rollout of the VMS.
 - *Displaying vacancies for different support types otherwise delivered from the same agency* (e.g. 'Heart support' as opposed to general 'Transitional support') that are provided by the same agency may want a VMS-only agency to increase visibility of their vacancies. Hovering over a vacancy in the search results with show all vacancies from the agency. These types of VMS agencies will not be addressed until post rollout of the VMS.

Future requests for additional agencies can be started by emailing bryony.edwards@dhhs.vic.gov.au. Note that additional VMS agencies as described in 3 above will not be actioned until after the VMS is live from 4 December 2020.

1.8 The VMS coordinator role

While a regular user of the VMS can update and search for vacancies within the Vacancies tab, a VMS coordinator can also:

- Enter or update service information, including details of services provided.
- Enter or update how vacancies are displayed.
- Provide licensed access to staff to enter or search for vacancies on the Vacancies tab.

Request additional VMS agencies for displaying vacancies, or close existing agencies.

For non-SHIP coordinators

See APPENDIX 2: Coordinator instructions for managing users for details in allocating VMS licenses at the general user or coordinator level.

1.9 Expectations of VMS use going forward

All service networks are expected to incorporate the VMS into how they deliver services.

1.9.1 Exception: family violence agencies

An exception to the VMS participation requirement is family violence agencies that work exclusively with Safe Steps and other family violence entry points. That is, if a family violence service does not currently advertise vacancies in the ODRR, it is not required to advertise vacancies in the VMS. While all family violence agencies will be given access to the VMS, they do not need to participate in the VMS roll out or with the VMS going forward. To de-register from the VMS family violence agencies:

- that already have access to SHIP and have set up e-referral. These agencies will need to add a comment via 'Update my vacancies' button to say 'Not participating in the VMS',
- that do not normally have access to SHIP can email bryony.edwards@dhhs.vic.gov.au with 'FV de-registering from SHIP' in the subject line.

3. Instructions for using the VMS

3.1. Accessing the VMS within SHIP

There are two levels of access to the VMS: *coordinator* access and *universal* access.

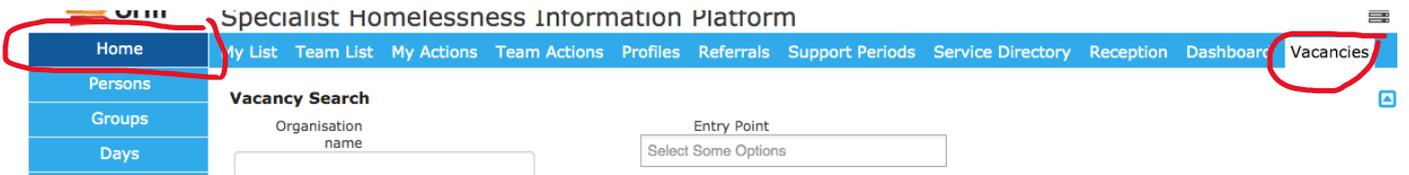
1. If you are a *coordinator* and wish to input general information about your service/s, you should access the *Services* tab from the *Admin* menu, as shown in Figure 1 below.

Figure 1



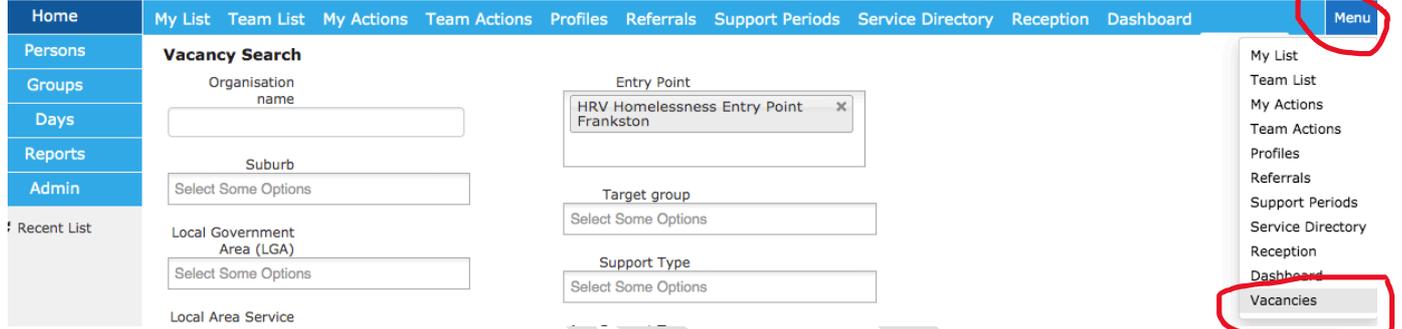
2. If you are a regular (*universal*) user of VMS and wish to update vacancies or search for vacancies, you should access the *Vacancies* tab from the *Home* menu as shown in Figure 2 below.

Figure 2



Please note items in the far right of the tabs bar are sometimes not visible in smaller screens. If *Vacancies* or *Services* are not visible in their respective menu tab bars, click the *Menu* to the far right of the screen and the full menu list will drop down, as in Figure 3 below.

Figure 3

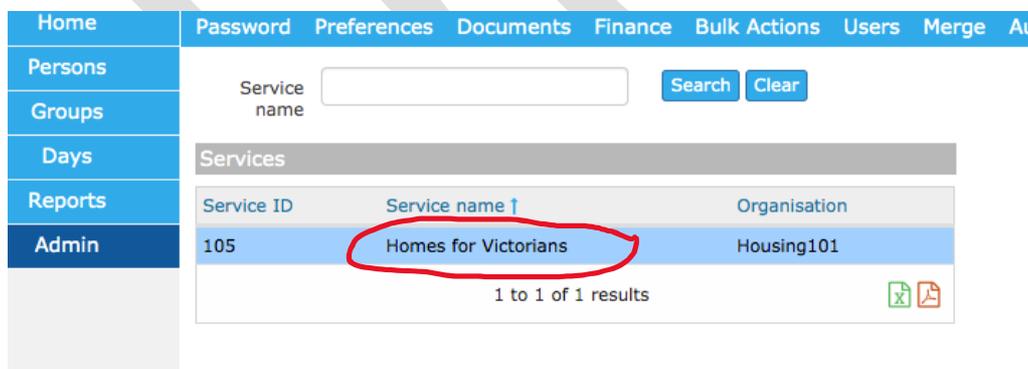


3.2. Setting up services in the VMS (Coordinators only)

From 9 November - 3 December 2020, coordinators at each SHS will be asked to enter information for each of their agencies into the VMS, including mapping their agencies to relevant entry points and service networks. Coordinators can update these service descriptions at any time.

To set up services in the VMS, coordinators go to the *Services* tab from *Admin* in the menu bar as shown in Figure 1 above. Click on the relevant service (in the example below, this is *Homes for Victorians*). The services tab will only be visible to anyone with *coordinator* access.

Figure 4



If a name does not appear in the *Service name* field, you will need to create a name; ideally one that is readily recognisable by entry point staff.

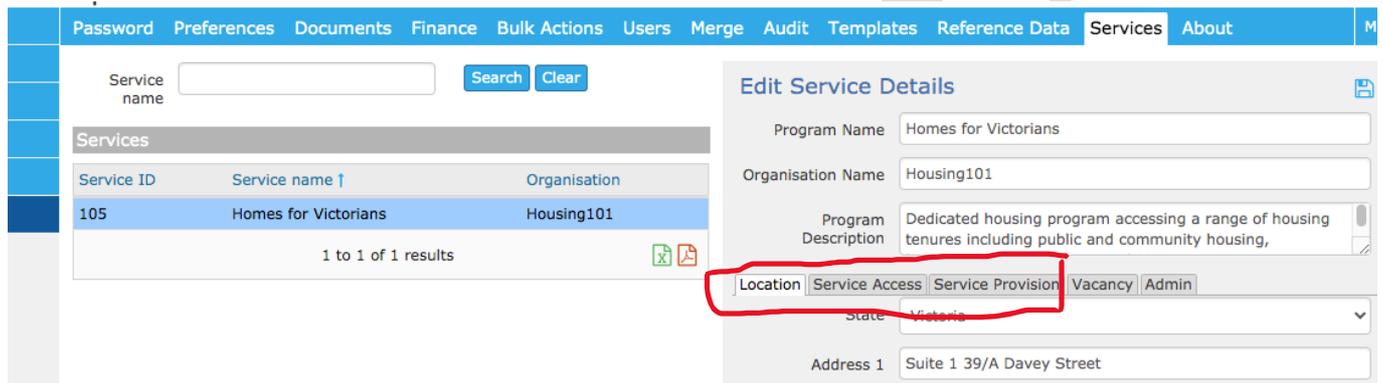
The *Service name* will be pre-populated if it has been set up for e-referral or if your service does not use SHIP as a client management system.

The *Service name* is editable, even if pre-populated. If you change a pre-populated Service Name, make sure the name will also work for e-referral.

Enter information about your service across the different *Services sub tabs* show in Figure 5:

- Location
- Service Access
- Service Provision

Figure 5



Click the **Save** button at the bottom of the tab pop up window when you have completed relevant fields.

Detail for each of the Services sub tabs is provided below.

2.3.1 Location (Services sub tab)

In the *Local Government Area (LGA)* multi-select field, enter all the LGAs in which your service is available.

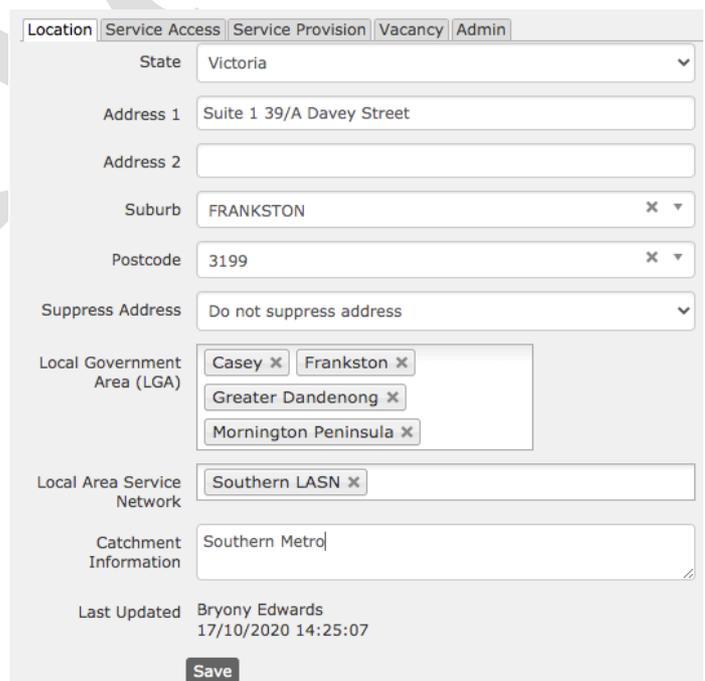
In the *Local Area Service Network* multi-select dropdown field enter relevant LASN/s in which your service is available.

In the *Catchment information* field, enter general free text catchment information.

Click the Save button when you have completed the fields.

Selecting the option to “Suppress Address in Search” in the Suppress address dropdown will make the address of the service confidential & therefore not searchable by suburb. Please note that suppressing the address will limit search functionality for you and other users.

Figure 6



2.3.2 Service Access (Services sub tab)

The **Entry Point** multi-select dropdown field enables entry point workers to filter for services mapped to their entry point.

The entry point pre-defined list is based on services that have self-identified as entry points by checking the *Service is an entry point* checkbox in the *Service provision* sub tab.

Ahead of the go-live date, services may not be able to map to their entry points until entry points have set up a name and checked the 'Service is an entry point' checkbox. If your entry points are not available to map to, please contact them and ask when they will have completed set up.

Ensure your agency has mapped to relevant entry points ahead of the go-live.

Fill out the relevant *Contact Information* fields.

The *Email address* field is also used for notifications relating to SHIP Electronic Referrals. If you require multiple email address, please use a comma and a space between each email in the email field.

If your service is available after hours, check the *After hours* Information box and enter details in the free text field below. For example:
Wednesday – Thursday 5pm – 9pm excluding public holidays.

Complete the free text field as desired.

Click the Save button when you have completed the fields.

Figure 7

The screenshot shows the 'Service Access' sub-tab of a form. At the top, there is a 'Program Description' field with the text 'Dedicated housing program accessing a range of housing tenures including public and community housing'. Below this are tabs for 'Location', 'Service Access', 'Service Provision', 'Vacancy', and 'Admin'. The 'Entry Point' field is a dropdown menu with 'Select Some Options'. The 'CONTACT INFORMATION' section includes fields for 'Contact person' (Brittany Witnish), 'Phone' (0423 329 733), 'Free call (Phone)', 'Email' (Brittany.witnish@whitelion.asn.au), 'Web Address' (https://www.whitelion.asn.au/southern-metropolitan#Homele), and 'Opening Hours' (9am - 5pm Monday - Friday). The 'AFTER HOURS INFORMATION' section has an 'After Hours service' checkbox and an 'Information' text area.

Figure 8

The screenshot shows the 'AFTER HOURS INFORMATION' and 'ACCESS INFORMATION' sections. The 'AFTER HOURS INFORMATION' section has an 'After Hours service' checkbox, an 'Information' text area, a 'Phone' field, and an 'Email' field. The 'ACCESS INFORMATION' section has a 'Wheelchair access' checkbox, an 'Accessibility Comment' field (containing 'Stairs up to building entrance'), a 'Parking details' field (containing 'No on street, park in Art Centre or in town'), and a 'Transport details' field (containing '7 min walk from Frankston Train station and buses.'). At the bottom, there is a 'Last Updated' field showing 'Bryony Edwards 17/10/2020 14:25:07' and a 'Save' button.

2.3.3 Service Provision (Services sub tab)

Detail of each field in the *Services provision* sub tab is provided in Table 2 below.

Figure 9

Click the **Save button** when you have completed the fields.

Organisation Name: Housing101

Program Description: Dedicated housing program accessing a range of housing tenures including public and community housing,

Location | Service Access | **Service Provision** | Vacancy | Admin

Service is an entry point

Statewide Service

Funded Target Group: Young People x

Support Type: Case Management x HEART x

Accommodation Type: Select Some Options

Specialisation: Mental Health x |

Showers Available: AOD

Meals Available: Disability

Laundry Facilities Available: Family Reconciliation

Pets Allowed: Food

Emergency Relief: Group Work

Emergency Relief: LGBTQI

Emergency Relief: Mental Health

Table 2: Detail of the *Service provision* tab fields

Field	Field type	Further information
Service is an entry point	Tick box	If your service is an entry point, check this box. If checked, the entry point's service name will then appear as an option in the <i>Entry Point</i> field on the second <i>Service Access</i> tab, so that support and accommodation services can map to it.
Statewide Service	Tick box	If the service can be accessed by all services across the state, then check this box.
Funded Target Group	Multi-select	Options available: <ul style="list-style-type: none"> • Cross target • Children • Young People • Young Men • Young Women • Single Women • Single Men • Families • Older people • Family violence - women and children • Family violence - men • Aboriginal and Torres Strait Islander • People sleeping rough • CALD
Support Type	Multi-select	Options available:

Field	Field type	Further information
		<ul style="list-style-type: none"> • Interim Support • Short Term • Case Management • Assertive Outreach • FV Specialist Support • HEART • Brokerage
Accommodation Type	Multi-select	Options available: <ul style="list-style-type: none"> • Crisis transitional housing • FV refuge - refer to safe steps • Youth refuge • Congregate Crisis Facility • Transitional housing • Transitional accommodation in congregate crisis facility • Supported housing (e.g. Common Ground) • Youth Foyers
Specialisation	Multi-select	Options available: <ul style="list-style-type: none"> • AOD • Disability • Family Reconciliation • Food • Group Work • LGBTQI • Mental Health
Showers Available	Tick box	Check this box if this service is provided.
Meals Available	Tick box	Check this box if this service is provided.
Laundry Facilities Available	Tick box	Check this box if this service is provided.
Pets Allowed	Tick box	Check this box if this service is provided.
Emergency Relief Provider	Tick box	Check this box if this service is provided.

3.3. Setting up your agency’s vacancy display (Coordinators only)

Available vacancies are updated from the *Vacancies* tab from the *Home* menu item. However, before vacancies can be updated, Coordinators will need to set up how vacancies are shown in the *Vacancy* sub tab in the *Services* tab (From the Admin menu).

<p>The <i>Vacancy</i> tab defines the services your agency offers and how vacancies are displayed.</p> <p>In the drop-down list ‘Vacancy Type’, select the Vacancy Type you want to advertise and click the blue plus (+) symbol. If a Service provides</p>	Figure 10
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multiple Vacancy Types, each type can be selected and updated individually.

There are eleven 'Vacancy Types' available, with the first three relating to accommodation:

- Supported Crisis Accommodation
- Supported Transitional Accommodation
- Longer Term Accommodation
- Support
- Brokerage
- HEART
- Interim Support
- Short Term Support
- Case Management
- Assertive Outreach
- FV Specialist Support

Note:

- The general Support option is a catch all for any support but it is preferable to be more specific and use one of the other support options.
- Entered services can be deleted by clicking the **x**.

Click the **Save** button when you have completed the fields.

This screenshot shows the 'Vacancy Type' dropdown menu open. The menu lists various options: Supported Crisis Accommodation, Supported Transitional Accommodation, Longer Term Accommodation, Support, Brokerage, HEART (which is selected), Interim Support, Short Term Support, Case Management, Assertive Outreach, and FV Specialist Support. The background shows a form with tabs for Location, Service Access, Service Provision, Vacancy, and Admin. A blue callout box says 'This tab defines the support and accommodation you offer. Select vacancy type and click the blue '+' button to add vacancy types.' Below the dropdown, there is a table with columns for Vacancy Type, Measure, and Unit of Measure. The 'Case Management' row is visible with 'Quantity' as the measure and 'Clients' as the unit of measure. A 'Save' button is at the bottom.

Figure 11

This screenshot shows the 'Vacancy Type' form. The 'Vacancy Type' dropdown is set to 'HEART'. Below it is a table with columns for Vacancy Type, Measure, and Unit of Measure. The 'Case Management' row is visible with 'Quantity' as the measure and 'Clients' as the unit of measure. A blue callout box says 'This tab defines the support and accommodation you offer. Select vacancy type and click the blue '+' button to add vacancy types.' A 'Save' button is at the bottom.

Figure 12

Specify how you wish to advertise the vacancy for each service type in the *Measure* and *Unit of Measure* fields. The options are:

- Quantity
- Traffic Lights
- Tick box

If *Quantity* is selected, you will then need to specify the unit type, as below.

- Bed
- 1 Bedroom
- 2 Bedrooms
- 3 Bedrooms
- 4+ Bedrooms
- Clients
- Room
- Low needs clients
- Medium needs clients
- High needs clients

The *Traffic lights* option uses traffic to simply indicate general availability of service.

- Red = no availability
- Orange = availability expected imminently
- Green = current availability

This screenshot shows the 'Edit Service Details' form. The 'Program Name' is 'Homes for Victorians' and the 'Organisation Name' is 'Housing101'. The 'Program Description' is 'Dedicated housing program accessing a range of housing tenures including public and community housing'. Below this is a blue callout box: 'This tab defines the support and accommodation you offer. Select vacancy type and click the blue '+' button to add vacancy types.' The 'Vacancy Type' dropdown is set to 'HEART'. Below it is a table with columns for Vacancy Type, Measure, and Unit of Measure. The 'HEART' row is visible with 'Quantity' as the measure and 'Clients' as the unit of measure. A 'Save' button is at the bottom.

<p>The <i>checkbox</i> option simply indicates whether the service type is available, and if not, the next available date for service.</p> <p>Click the Save button when you have completed the fields.</p>	
<p>The fourth tab 'Admin' provides information about when the Service started/ended.</p>	<p>These fields should already populated by if your agency has set up for e-referral or if you agency is a VMS-only agency.</p>

2.4 Updating available vacancies in the VMS (Universal access)

From the *Vacancies* tab in the Home menu, click the *Update my vacancies* button, as shown in the figure below.

Figure 14

The screenshot shows the VMS interface. At the top, a blue navigation bar contains 'Home', 'My List', 'Team List', 'My Actions', 'Team Actions', 'Profiles', 'Referrals', 'Support Periods', 'Service Directory', 'Reception', 'Dashboard', and 'Vacancies'. On the left, a sidebar lists 'Persons', 'Groups', 'Days', 'Reports', 'Admin', and 'Recent List'. The 'Admin' tab is active. The main content area is titled 'Vacancy Search' and contains several search criteria: 'Organisation name', 'Suburb', 'Local Government Area (LGA)', 'Local Area Service Network', 'Statewide Service', 'Entry Point', 'Target group', 'Support Type', 'Any Support Type', and 'Accommodation Type'. Each criterion has a corresponding input field with 'Select Some Options' text. At the bottom right, there are four buttons: 'Search', 'Clear', 'Update My Vacancies', and 'Add'. The 'Update My Vacancies' button is circled in red.

If your workgroup/agency has access to more than one *Service Details* form (i.e. a workgroup that is only going to be using SHIP VIC to access VMS (refer to section 1.7 *Adding VMS agencies to the VMS*) then a dropdown option will appear. Select the relevant service you wish to update.

A pop-up box will appear with the Vacancy types the coordinator selected when on the Vacancy sub tab.

Figure 13

Vacancy Type	Vacancy	Next Available Date
HEART	0	Clients <input type="text"/>
Case Management	1	Clients
Supported Crisis Accommodation	<input type="text"/>	Room <input type="text"/>

Comments

Last Updated Bryony Edwards
16/10/2020 12:20:38 AEST

Update the availability of each Vacancy type in the pop-up box.

If a vacancy type / service is not available, please enter the 'Next Available Date'.

A free text field 'Comments' box is also available to provide more information on vacancies. For example: *Brokerage funds currently limited to \$50/pp.*

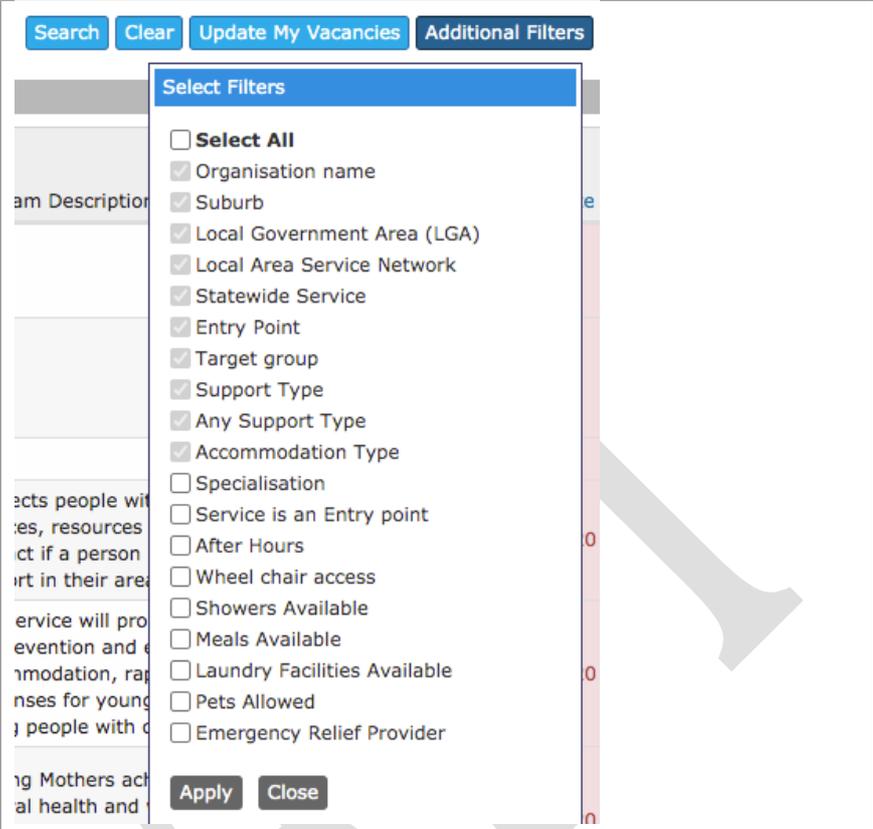
Click the Save button when you have completed the fields.

2.5 Searching for vacancies in the VMS

Form the *Vacancies* tab in the *Home* menu, a universal user can search for services using the default Search Parameters shown in the figure below. Table 3 provides parameters of each of the fields.

Table 3: Vacancy search parameters

Search Parameter	Search field type	Further information
Organisation name	Free text	This will filter results based on a partial text matches on each Services Organisation Name.
Suburb	Multi- select. suburbs in the same LGA.	This will filter results based on the 'Local Government Area/s' that a service provides a service to, rather than the suburb of the services location (i.e. office). If the suburb being searched on, is located within an LGA that is recorded in the 'Local Government Area (LGA) field on the Services Location Tab, then that service will be returned. If the service has 'Statewide' recorded in the 'Local Government Area (LGA) field on the Services Location Tab, then it will always be returned when searching for any suburb
Local Government Area (LGA)	Multi- select	This will filter results based on the Local Government Area/s recorded on each Services Location Tab.
Local Area Service Network	Multi- select	This will filter results based on the Local Area Service Network/s recorded on each Services Location Tab.
Entry Point	Multi- select	This will filter results based on the Entry Point/s recorded on each Services Access Tab.
Target Group	Multi- select	This will filter results based on the Local Area Service Network/s recorded on each Services Access Tab.
Support Type	Multi- select	This will filter results based on the Support Types recorded on each Services Provision Tab. Please note, this search returns all Services that deliver the Support Type/s selected, regardless of whether there is availability or not.
Any Support Type	Tick-box	If checked, this will filter results based on whether a service has recorded that they deliver at least one of the options in the 'Support Type' field on the Service Provision tab of the Service Details form.
Accommodation Type	Multi- select	This will filter results based on the Accommodation Types recorded on each Services Provision Tab. Please note, this search returns all Services that deliver the Support Type/s selected, regardless of whether there is availability or not.
Statewide Service	Tick-box	This will filter results based on if the Statewide Service field has been ticked on each Services Provision Tab.

Search Parameter	Search field type	Further information
<p>Additional filters</p> <p>The search fields can be expanded. To the bottom right of the current search options, select "Additional Filters" and tick which options needed, or click "Select all", then apply. The following additional Search Parameters (all tick boxes) are available.</p>	<p>check-boxes</p>	

Search results will display in order of most recently update vacancies.

2.6 Further support

- Follow this link for a demonstration of the VMS with Q&A
https://counciltohomelesspersons-my.sharepoint.com/:v/g/personal/andrewe_chp_org_au/EVmNYDIsoh1EpmzUsCxCjsgBlitRVNzcUgoWR_y31cvfXWg?e=ge2zfn
- For guidance on how to map your services (i.e. to LASNs or specific entry points), please consult your agency and your LASN Networker.
- For technical support, contact Infoxchange:
 - Phone: 03 9418 7487 or 1300 366 516
 - Email: srs-support@infoxchange.net.au
- To set up additional VMS org IDs as per 1.7 Adding VMS agencies to the VMS email bryony.edwards@dhhs.vic.gov.au.
- For all other issues, contact bryony.edwards@dhhs.vic.gov.au.

2.7 Glossary

Agency	<p>In the SHSC an agency represents your 'workgroup's' interaction with SHIP. Members of an agency or workgroup in SHIP can all see each other's clients but not clients outside the workgroup or agency. From the perspective of AIHW or DHHS, your agency represents the monthly packages you submit of de-identified client data.</p> <p>An <i>agency</i> may be an agency as above or may be an agency set up exclusively for use within the VMS (a VMS-only agency – see below).</p>
Agency ID	<p>An agency ID consists of 5 digits and a letter. For example, 25693X. The Agency ID is how agencies are identified in the Specialist Homelessness Services collection but not the VMS; agency names are not as reliable. Agency IDs are also known as Org IDs.</p>
Agency name	<p>There is a corresponding agency name that typically includes your auspice name, your program name and perhaps location. The agency name is less fixed and may differ across:</p> <ul style="list-style-type: none"> • The SHED (Specialist Homelessness Establishment Database), which maintains data on each Agency ID • Your Service Name in SHIP, represented as per e-referral and for the VMS. Note that the workgroup name in SHIP rarely corresponds to the Agency name as it is only relevant to staff within that workgroup.
Coordinator	<p>While a regular user of the VMS can update and search for vacancies within the Vacancies tab, a VMS coordinator can also:</p> <ul style="list-style-type: none"> • Enter or update service information, including details of services provided. • Enter or update how vacancies are displayed. • Provide licensed access to staff to enter or search for vacancies on the Vacancies tab. • Request additional VMS agencies for displaying vacancies, or close existing agencies.
DHHS	Department of Health and Human Services
Infoxchange	Infoxchange provides and manages Specialist Homelessness Services Platform (SHIP).
LASN / Local Area Service Network	LASNs are an essential component of the Opening Doors Framework. There are 14 LASNs across Victoria; each LASN has its own entry points, family violence services, youth services, transitional housing etc.
LASN Networker	LASN networkers help coordinate activity across the LASNs. There are eight LASN networkers, with regional networkers often responsible for two LASNs.
ODF / Opening Doors Framework	The ODF, rolled out in 2009, was a structural reform of the Victorian homelessness service system. Essential components of the ODF include but are not limited to LASNs, Initial Assessment and Planning, LASN networkers, LASN prioritisation lists, and the Opening Doors Resource Register.
ODRR / Opening Doors Resource Register	The ODRR is the original platform of the ODF that enables LASN services to show available vacancies across accommodation, brokerage and support services, to their entry points or LASNs.
SHIP / Specialist Homelessness Services Platform	SHIP is the client management system offered at no cost to funded Victorian homelessness providers. SHIP delivers the homelessness national minimum dataset via monthly reporting to the Australian Institute of Health and Welfare and DHHS. Many funded providers use alternatives to SHIP for managing client data and delivering the minimum dataset.
SHS	Specialist Homelessness Services (funded homelessness services)

SHSC	Specialist Homelessness Services Collection
Vacancies	In the context of the VMS, vacancies relate to both accommodation and service availability
VMS / Vacancy Management System	The VMS is the new platform that will assist providers in sharing their accommodation and support vacancies with entry points.
VMS-only agency	<p>An agency that is set up exclusively for use in the VMS. Reasons that a VMS-only agency would be required is that:</p> <ul style="list-style-type: none"> • An existing SHSC agency that does not use SHIP needs access to the VMS. • An existing agency wants to better display availability of different services available from an existing agency in the search results. • An existing agency wants to display vacancies to different entry points or LASNs. • A non SHS service wants to display vacancies for their services to the SHS.
Workgroup	Workgroup is a term common to SHIP and designates the Agency but from an internal perspective only. For the members of a workgroup, the term will likely denote their team's SHIP environment, whereas 'Agency' is the workgroup but from an external perspective.

APPENDIX 1: FAQs

What if my FV service hasn't been using the ODRR?

Most family violence services do not advertise their vacancies with homelessness entry points, instead advertising them to Safe Steps or to other family violence intake services; however, there are many exceptions.

See section 1.9 for more information.

If my non-SHIP agency has access to the VMS, will we also have access to SHIP?

No. VMS access will only provide access to the VMS function.

What is a VMS coordinator?

See 'coordinator' in the Glossary (section 2.7)

Can non-SHS services advertise in the VMS?

Yes. See section 1.7 for more information.

Which entry points or LASNs should by agency enter in the Service Access tab?

Check with your agency in the first instance and LASN networker in the second instance.



APPENDIX 2: Coordinator instructions for managing users

USER ADMINISTRATION

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The Users Tab

The Users tab within the Admin page provides access to the User Administration functions.



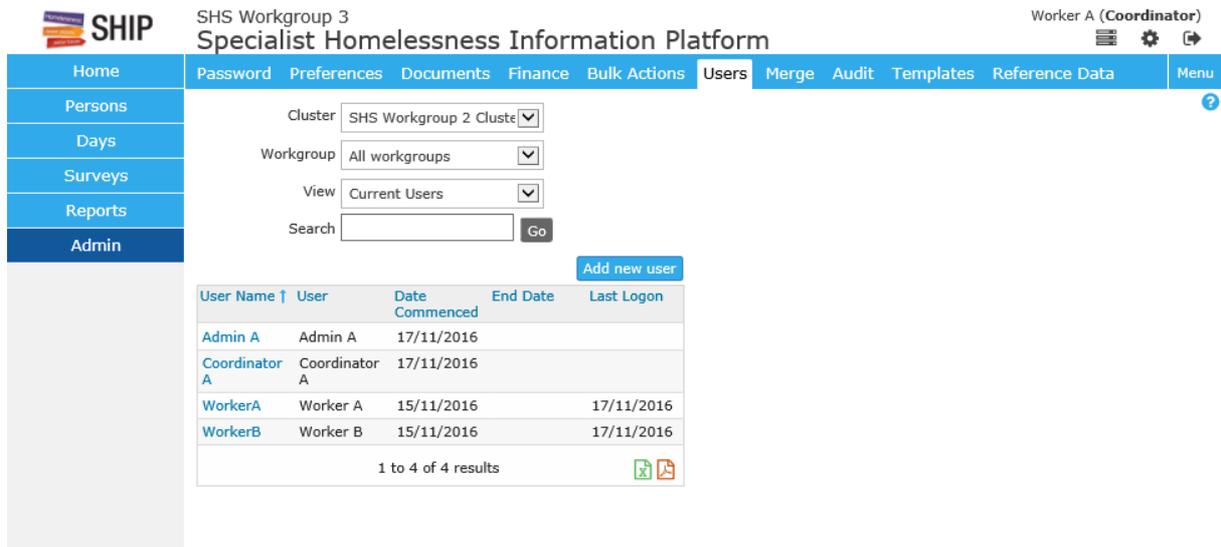


Image: The User Tab

Creating a New User

The process of creating a new user involves three steps:

- Creating the new User Name.
- Allocating the new User Name to a workgroup. Failure to allocate the User Name to a workgroup will result in the user not being able to access the required functions and records within the application.
- Allocating the correct access level.

To create a new User:

1. Click **Add new user** button and the **Add new user** form will open to the right of screen.



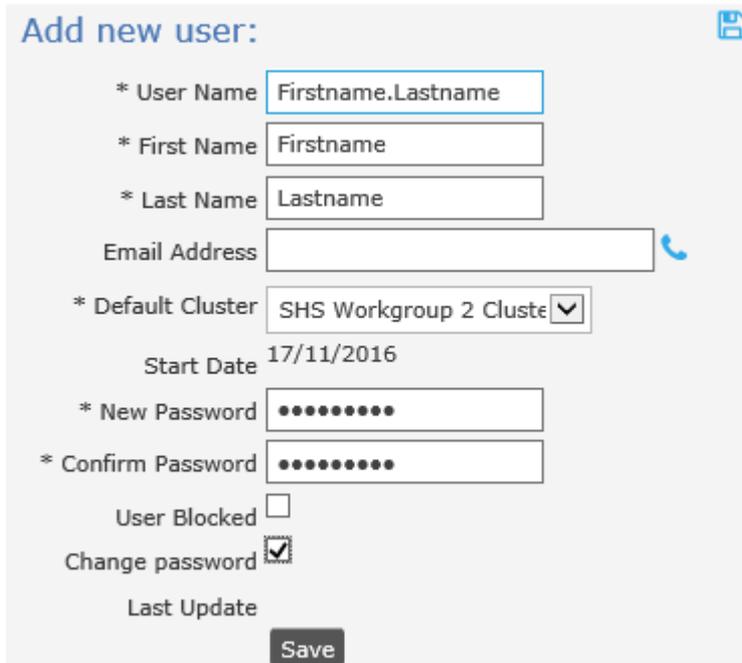


Image: Add New User

2. Enter the new **User Name** (User id). Please note that:

- The **User Name** is case sensitive.
- It is recommended that the naming convention of ‘Firstname.Lastname’ be followed. For example, if the user’s name is John Smith, the new **User Name** should be ‘John.Smith’.
- The **User Name** can consist of letters, numbers, and the ‘-’ (dash) and the ‘.’ (dot) characters. No other characters or symbols are permitted.

3. Enter the **First Name** and **Last Name**.

4. Enter the **New Password** and re-enter the password in **Confirm Password**. The password must be at least eight characters in length and contain both letters and numbers.

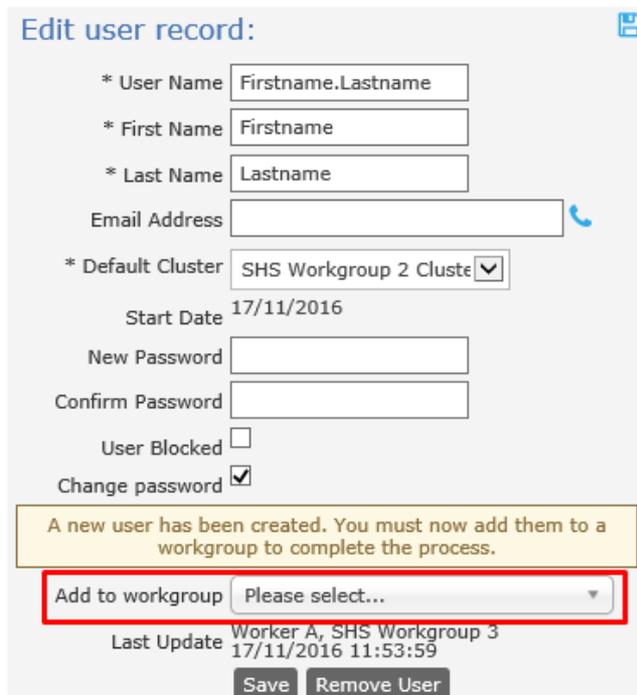
5. Ensure that the **User Blocked** checkbox is not ticked.

6. Tick the **Change Password** checkbox which will force the user to change their password when they first log into the application.

7. Click **Save**. The User account has been saved.

8. To allocate access to a Workgroup, make a selection from **Add to workgroup** list (highlighted below) and click **Save**.





Edit user record:

* User Name

* First Name

* Last Name

Email Address

* Default Cluster

Start Date

New Password

Confirm Password

User Blocked

Change password

A new user has been created. You must now add them to a workgroup to complete the process.

Add to workgroup

Last Update

Image: Add User to Workgroup

9. The access level for the Workgroup will default to 'Normal User'. If a different access level is required, select the correct access level from the list (highlighted below).

Most users should be given 'Normal User' access level. Managers and team leaders may be given 'Coordinator' access level. Administration workers who are responsible for adding users and running reports may be given 'Administrator' access level. (Identifiable client data cannot be viewed with the 'Administrator' access level)



Edit user record:

* User Name

* First Name

* Last Name

Email Address

* Default Cluster

Start Date 17/11/2016

New Password

Confirm Password

User Blocked

Change password

Workgroup	Role	Operational	Remove
SHS Workgroup 3	Normal User	<input checked="" type="checkbox"/>	

Add to workgroup

Last Update Worker A, SHS Workgroup 3
17/11/2016 11:55:13

Image: Define User's Role

10. If the user needs access to another workgroup, make another selection from the **Add to workgroup** list at the bottom of the form and assign the required access level.

11. If the user is a manager who is not an 'operational' member of the workgroup, uncheck the **Operational** check box (highlighted below) so that their User Name does not appear in the 'worker' drop down lists throughout the application. For the majority of users, this should remain checked.



Edit user record:

* User Name

* First Name

* Last Name

Email Address

* Default Cluster

Start Date 17/11/2016

New Password

Confirm Password

User Blocked

Change password

Workgroup	Role	Operational	Remove
SHS Workgroup 3	Normal User	<input checked="" type="checkbox"/>	<input type="button" value="X"/>

Add to workgroup

Last Update Worker A, SHS Workgroup 3
17/11/2016 11:55:13

Image: Define User as Operational

Resetting a Password

To reset a user’s password:

1. Open the **Edit user record** form by selecting the User Name from the list on the left of screen.



Edit user record:

* User Name

* First Name

* Last Name

Email Address

* Default Cluster

Start Date 17/11/2016

New Password

Confirm Password

User Blocked

Change password

Workgroup	Role	Operational	Remove
SHS Workgroup 3	Normal User	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Add to workgroup

Last Update Worker A, SHS Workgroup 3
17/11/2016 11:55:13

Save

Image: Reset User’s Password

2. Enter the **New Password** and re-enter the password in **Confirm Password**.
3. Tick the **Change Password** checkbox (highlighted above) which will force the user to change their password the next time they log into the application.
4. Click **Save**.

Unblocking a User Account

A user account may become blocked due to a number of consecutive incorrect password attempts or by lengthy account inactivity.



Edit user record:

* User Name

* First Name

* Last Name

Email Address

* Default Cluster

Start Date 17/11/2016

New Password

Confirm Password

User Blocked

Change password

Workgroup	Role	Operational	Remove
SHS Workgroup 3	Normal User	<input checked="" type="checkbox"/>	

Add to workgroup

Last Update Worker A, SHS Workgroup 3
17/11/2016 11:55:13

Image: Unblock a User's Account

The user account can be unblocked by unchecking the User Blocked check box (highlighted above) and clicking Save.

Removing User Access

To remove the active user account from the system:

1. Open the **Edit user record** form for the user account.



Edit user record:

* User Name

* First Name

* Last Name

Email Address

* Default Cluster

Start Date

New Password

Confirm Password

User Blocked

Change password

Workgroup	Role	Operational	Remove
SHS Workgroup 3	<input type="text" value="Normal User"/>	<input checked="" type="checkbox"/>	<input type="button" value="✘"/>

Add to workgroup

Last Update

Image: Remove User from a Workgroup

2. Click the **Remove** cross (highlighted above) for all listed Workgroups.
3. Once all workgroups have been removed, the **Remove User** button (highlighted below) will be displayed.



Edit user record: 

* User Name

* First Name

* Last Name

Email Address 

* Default Cluster 

Start Date 17/11/2016

New Password

Confirm Password

User Blocked

Change password

The user is not in any workgroup.

Add to workgroup 

Last Update Worker A, SHS Workgroup 3
17/11/2016 12:02:48

Image: Remove User

4. Click **Remove User**.

5. The user account will be removed as an active user but all database references to the user will be retained. For example, association with case notes.

If you don't want to remove the active user account from the system but do want to remove access for a period of time, tick the **User Blocked** check box. The user will not be able to log in to the application.

