

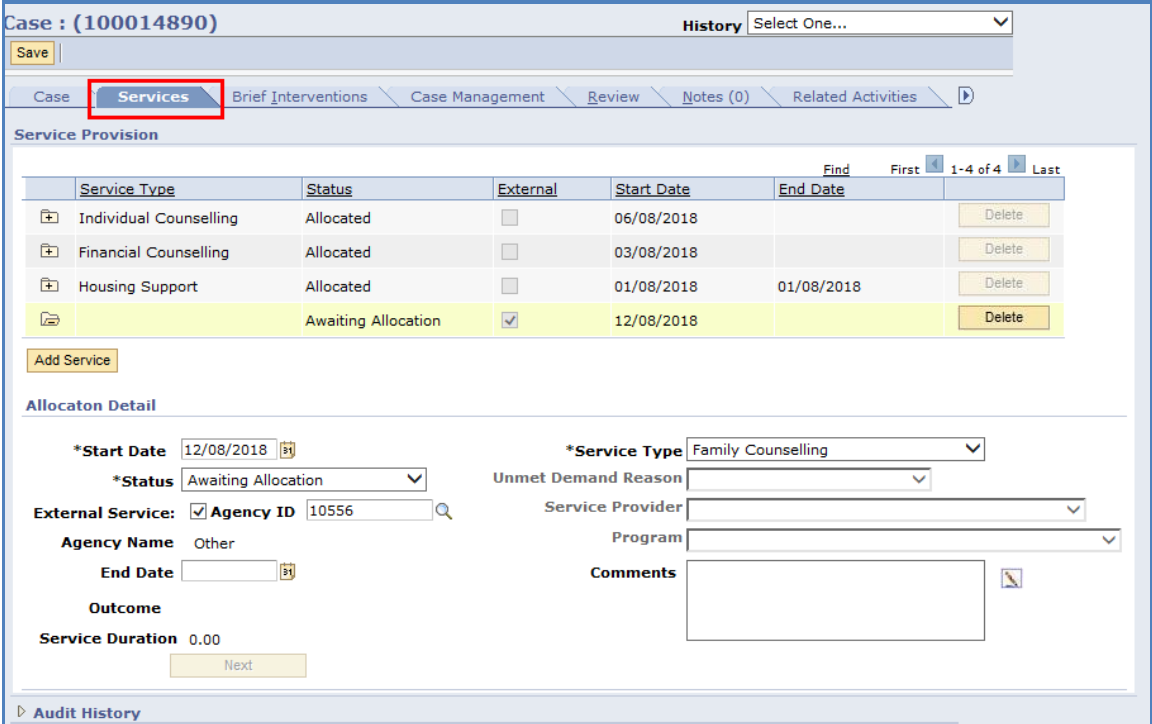


# FuSioN User Guide

## Close a Service Provision

Overview	This User Guide details how to close a service provision.
Hints & Tips	Services can be accessed from ' <b>My FuSioN Services</b> ' on the Home page, from the <b>Services tab</b> on the main Case screen or through the <b>Person View</b> .

## Close a Service Provision

Step	Action																																													
1.	<p><b>To close an External Service or a Service that hasn't been allocated</b></p> <p>Navigate to the <b>Services</b> tab in the case.</p>  <p>The screenshot shows the 'Services' tab selected in the case management interface. The table below shows the list of services:</p> <table border="1"> <thead> <tr> <th>Service Type</th> <th>Status</th> <th>External</th> <th>Start Date</th> <th>End Date</th> <th>Find</th> <th>First</th> <th>1-4 of 4</th> <th>Last</th> </tr> </thead> <tbody> <tr> <td>Individual Counselling</td> <td>Allocated</td> <td><input type="checkbox"/></td> <td>06/08/2018</td> <td></td> <td></td> <td></td> <td></td> <td>Delete</td> </tr> <tr> <td>Financial Counselling</td> <td>Allocated</td> <td><input type="checkbox"/></td> <td>03/08/2018</td> <td></td> <td></td> <td></td> <td></td> <td>Delete</td> </tr> <tr> <td>Housing Support</td> <td>Allocated</td> <td><input type="checkbox"/></td> <td>01/08/2018</td> <td>01/08/2018</td> <td></td> <td></td> <td></td> <td>Delete</td> </tr> <tr style="background-color: yellow;"> <td>Family Counselling</td> <td>Awaiting Allocation</td> <td><input checked="" type="checkbox"/></td> <td>12/08/2018</td> <td></td> <td></td> <td></td> <td></td> <td>Delete</td> </tr> </tbody> </table> <p>The 'Allocation Detail' form below the table includes the following fields:</p> <ul style="list-style-type: none"> <li>*Start Date: 12/08/2018</li> <li>*Status: Awaiting Allocation</li> <li>External Service: <input checked="" type="checkbox"/> Agency ID: 10556</li> <li>Agency Name: Other</li> <li>End Date: [Empty]</li> <li>Outcome: [Empty]</li> <li>Service Duration: 0.00</li> <li>*Service Type: Family Counselling</li> <li>Unmet Demand Reason: [Empty]</li> <li>Service Provider: [Empty]</li> <li>Program: [Empty]</li> <li>Comments: [Empty text area]</li> </ul>	Service Type	Status	External	Start Date	End Date	Find	First	1-4 of 4	Last	Individual Counselling	Allocated	<input type="checkbox"/>	06/08/2018					Delete	Financial Counselling	Allocated	<input type="checkbox"/>	03/08/2018					Delete	Housing Support	Allocated	<input type="checkbox"/>	01/08/2018	01/08/2018				Delete	Family Counselling	Awaiting Allocation	<input checked="" type="checkbox"/>	12/08/2018					Delete
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## Close a Service Provision

Step	Action
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2.

Click on the folder, for the **Service** that requires closure.  
 Record an **End Date** for that service.

**Case : (100014890)** History Select One...

Save

Case
Services
Brief Interventions
Case Management
Review
Notes (0)
Related Activities
▶

**Service Provision**

Service Type	Status	External	Start Date	End Date	
Individual Counselling	Allocated	<input type="checkbox"/>	06/08/2018		<span style="border: 1px solid #ccc; padding: 2px;">Delete</span>
Financial Counselling	Allocated	<input type="checkbox"/>	03/08/2018		<span style="border: 1px solid #ccc; padding: 2px;">Delete</span>
Housing Support	Allocated	<input type="checkbox"/>	01/08/2018	01/08/2018	<span style="border: 1px solid #ccc; padding: 2px;">Delete</span>
<span style="border: 1px solid #ccc; padding: 2px;">Folder Icon</span>	Awaiting Allocation	<input checked="" type="checkbox"/>	12/08/2018		<span style="border: 1px solid #ccc; padding: 2px;">Delete</span>

Add Service

**Allocation Detail**

<p>*Start Date <span style="border: 1px solid #ccc; padding: 2px;">12/08/2018</span> <span style="font-size: small;">[i]</span></p> <p>*Status <span style="border: 1px solid #ccc; padding: 2px;">Awaiting Allocation</span> <span style="font-size: small;">v</span></p> <p>External Service: <input checked="" type="checkbox"/> Agency ID <span style="border: 1px solid #ccc; padding: 2px;">10556</span> <span style="font-size: small;">Q</span></p> <p>Agency Name <span style="border: 1px solid #ccc; padding: 2px;">Other</span></p> <p style="border: 2px solid red; padding: 2px;">End Date <span style="border: 1px solid #ccc; padding: 2px;"></span> <span style="font-size: small;">[i]</span></p> <p>Outcome</p> <p>Service Duration <span style="border: 1px solid #ccc; padding: 2px;">0.00</span></p> <p style="text-align: right;"><span style="border: 1px solid #ccc; padding: 2px;">Next</span></p>	<p>*Service Type <span style="border: 1px solid #ccc; padding: 2px;">Family Counselling</span> <span style="font-size: small;">v</span></p> <p>Unmet Demand Reason <span style="border: 1px solid #ccc; padding: 2px;"></span> <span style="font-size: small;">v</span></p> <p>Service Provider <span style="border: 1px solid #ccc; padding: 2px;"></span> <span style="font-size: small;">v</span></p> <p>Program <span style="border: 1px solid #ccc; padding: 2px;"></span> <span style="font-size: small;">v</span></p> <p>Comments <span style="border: 1px solid #ccc; padding: 2px; display: inline-block; width: 100px; height: 20px;"></span> <span style="font-size: small;">[i]</span></p>
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▶ Audit History

Click **Save**.

## Close a Service Provision

Step	Action																																										
3.	<p>The completed Service is no longer editable.</p> <div style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <div style="border-bottom: 1px solid #ccc; padding-bottom: 5px;"> <span style="float: left;">Case : (100014890)</span> <span style="float: right;">History <span style="border: 1px solid #ccc; padding: 2px;">Select One...</span></span> </div> <div style="border-bottom: 1px solid #ccc; padding-bottom: 5px;"> <span style="float: left; border: 1px solid #ccc; padding: 2px;">Save</span> </div> <div style="border-bottom: 1px solid #ccc; padding-bottom: 5px;"> <span style="float: left; border: 1px solid #ccc; padding: 2px;">Case</span> <span style="float: left; border: 1px solid #ccc; padding: 2px; margin-left: 5px;">Services</span> <span style="float: left; border: 1px solid #ccc; padding: 2px; margin-left: 5px;">Brief Interventions</span> <span style="float: left; border: 1px solid #ccc; padding: 2px; margin-left: 5px;">Case Management</span> <span style="float: left; border: 1px solid #ccc; padding: 2px; margin-left: 5px;">Review</span> <span style="float: left; border: 1px solid #ccc; padding: 2px; margin-left: 5px;">Notes (0)</span> <span style="float: left; border: 1px solid #ccc; padding: 2px; margin-left: 5px;">Related Activities</span> <span style="float: right;">▶</span> </div> <div style="padding-bottom: 5px;"> <b>Service Provision</b> </div> <table border="1" style="width: 100%; border-collapse: collapse; font-size: small;"> <thead> <tr> <th style="width: 15%;">Service Type</th> <th style="width: 15%;">Status</th> <th style="width: 10%;">External</th> <th style="width: 15%;">Start Date</th> <th style="width: 15%;">End Date</th> <th style="width: 10%;"></th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/> Individual Counselling</td> <td>Allocated</td> <td><input type="checkbox"/></td> <td>06/08/2018</td> <td></td> <td style="text-align: right;"><span style="border: 1px solid #ccc; padding: 2px;">Delete</span></td> </tr> <tr> <td><input type="checkbox"/> Financial Counselling</td> <td>Allocated</td> <td><input type="checkbox"/></td> <td>03/08/2018</td> <td></td> <td style="text-align: right;"><span style="border: 1px solid #ccc; 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## Close a Service Provision

Step	Action
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4.

### Closing an Allocated Service

Click on the folder for the Service that you want to close.

Select the **Update Service** button.

Case : (100014890) History | Select One...

Save

Case Services Brief Interventions Case Management Review Notes (0) Related Activities

Service Provision

Service Type	Status	External	Start Date	End Date	Find	First	1-4 of 4	Last
Individual Counselling	Allocated	<input type="checkbox"/>	06/08/2018					Delete
Financial Counselling	Allocated	<input type="checkbox"/>	03/08/2018					Delete
Housing Support	Allocated	<input type="checkbox"/>	01/08/2018	01/08/2018				Delete
Family Counselling	Awaiting Allocation	<input checked="" type="checkbox"/>	12/08/2018	12/08/2018				Delete

Add Service

Allocation Detail

\*Start Date: 06/08/2018  
 \*Status: Allocated  
 External Service:  Agency ID:   
 Agency Name:   
 End Date:   
 Outcome:   
 Service Duration:

\*Service Type: Individual Counselling  
 Unmet Demand Reason:   
 Service Provider: Perth Partner Agency 1  
 Program: Perth partner1\_program 1  
 Comments:

**Update Service**

Audit History

5.

The **Service** screen displays.

Service ID : ( 100014894 ) History | Select One...

Save

Main Information Brief Interventions Notes (0) Related Activities

Details

Assessment  
 Test

Comments

Transfer to "Parent Case"

Active Holding ?

Start Date:  End Date:

\*Start Date: 06/08/2018  
 Service Type: Individual Counselling  
 \*Assigned To: WORKER, PERPA1  
 \*Provider: Perth Partner Agency 1  
 Status: Open  
 Review Date:

Outcome

Outcome:   
 Decision Date:   
 Intensity (hours):

Clients Receiving Service

Person View	*Issue Id	Person ID	Name	Issue	Detail	Date Added	Detail	1-2 of 2	Last
	100045912	469195	TEST, Person1	Family Support	Immediate Family	24/08/2018			
	100045915	469196	TEST, Person2	Parent Adolescent Conflict	Breakdown in Communication	24/08/2018			

## Close a Service Provision

Step	Action
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6.

Complete the following details on the service's **Main Information** tab:

Details

- a. Record or update **Details** fields as appropriate.
- b. Status: change to **Closed**
- c. Select the appropriate **Outcome**
- d. Record a **Decision Date**
- e. Record the **Intensity (hours)**

Service ID : ( 100014894 ) History Select One... Save

Main Information Brief Interventions Notes (0) Related Activities

**Details**

**Assessment**  
Test

**Comments** a.

**Active Holding ?**

Start Date End Date

\*Start Date 06/08/2018

Service Type Individual Counselling

\*Assigned To WORKER, PERPA1

\*Provider Perth Partner Agency 1

Status Closed b.

Review Date

**Outcome**

Outcome c.

Decision Date d.

Intensity (hours) e.

**Clients Receiving Service**

Person View	*Issue Id	Person ID	Name	Issue	Detail	Date Added	Detail
	100045912	469195	TEST, Person1	Family Support	Immediate Family	24/08/2018	+ -
	100045915	469196	TEST, Person2	Parent Adolescent Conflict	Breakdown in Communication	24/08/2018	+ -

Audit History

Click **Save**.

## Close a Service Provision

Step	Action
------	--------

The **Services** screen will no longer be editable.

7.

Service ID : ( 100014894 )
History Select One...

Save

Main Information
Brief Interventions
Notes (0)
Related Activities

**Details**

**Assessment**

Test

**Comments**

test

[Transfer to "Parent Case"](#)

**Active Holding ?**

Start Date	End Date
<b>Start Date</b> 06/08/2018	
<b>Service Type</b> Individual Counselling	
<b>*Assigned To</b> WORKER, PERPA1	
<b>Provider</b> Perth Partner Agency 1	
<b>Status</b> Closed	
<b>Review Date</b>	

**Outcome**

**Outcome** Achieved

**Decision Date** 08/08/2018

**Intensity (hours)** 2.00

**Clients Receiving Service**

Person View	Issue Id	Person ID	Name	Issue	Detail	Date Added	Detail
	100045912	469195	TEST, Person1	Family Support	Immediate Family	24/08/2018	
	100045915	469196	TEST, Person2	Parent Adolescent Conflict	Breakdown in Communication	24/08/2018	

**Audit History**

Save
[Top of Page](#)

## Close a Service Provision

Step	Action
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8.

To return to the main case screen, click **Transfer to Parent Case** link

Service ID : ( 100014894 ) History Select One...

Save

Main Information Brief Interventions Notes (0) Related Activities

Details

Assessment

Test

Comments

test

Transfer to "Parent Case"

Active Holding ?

Start Date	End Date
Start Date 06/08/2018	

Service Type Individual Counselling

\*Assigned To WORKER, PERPA1

Provider Perth Partner Agency 1

Status Closed

Review Date

Outcome

Outcome Achieved

Decision Date 08/08/2018

Intensity (hours) 2.00

Clients Receiving Service

Person View	Issue Id	Person ID	Name	Issue	Detail	Date Added	Detail
	100045912	469195	TEST, Person1	Family Support	Immediate Family	24/08/2018	
	100045915	469196	TEST, Person2	Parent Adolescent Conflict	Breakdown in Communication	24/08/2018	

9.

Navigate to the **Services** tab.

Case : (100014890) History Select One...

Save

Case **Services** Brief Interventions Case Management Review Notes (0) Related Activities

Service Provision

Service Type	Status	External	Start Date	End Date	Delete
Family Counselling	Awaiting Allocation	<input checked="" type="checkbox"/>	12/08/2018	12/08/2018	Delete
Individual Counselling	Allocated	<input type="checkbox"/>	06/08/2018	08/08/2018	Delete
Financial Counselling	Allocated	<input type="checkbox"/>	03/08/2018		Delete
Housing Support	Allocated	<input type="checkbox"/>	01/08/2018	01/08/2018	Delete

Add Service

Allocation Detail

\*Start Date 06/08/2018

\*Status Allocated

External Service:  Agency ID

Agency Name

End Date 08/08/2018

Outcome Achieved

Service Duration 2.00

Update Service

\*Service Type Individual Counselling

Unmet Demand Reason

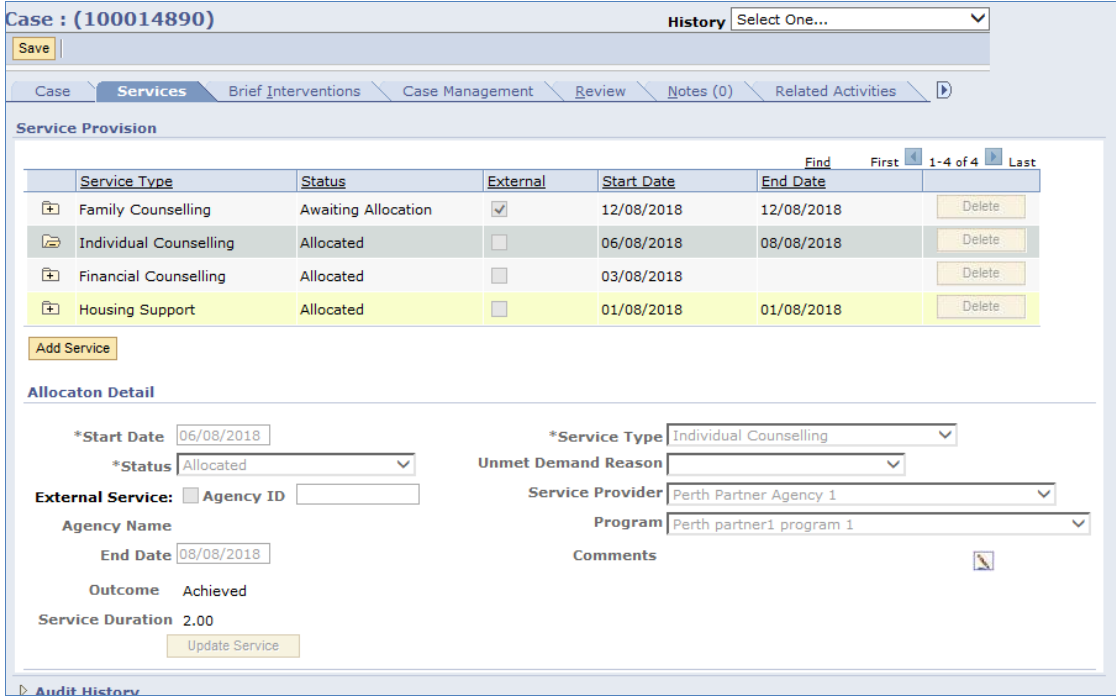
Service Provider Perth Partner Agency 1

Program Perth partner1 program 1

Comments



## Close a Service Provision

Step	Action																														
10.	<p>The services that have been closed, will now display an end date and are no longer editable.</p>  <p><b>Case : (100014890)</b> History Select One... Save</p> <p>Case Services Brief Interventions Case Management Review Notes (0) Related Activities</p> <p><b>Service Provision</b></p> <table border="1"> <thead> <tr> <th>Service Type</th> <th>Status</th> <th>External</th> <th>Start Date</th> <th>End Date</th> <th></th> </tr> </thead> <tbody> <tr> <td>Family Counselling</td> <td>Awaiting Allocation</td> <td><input checked="" type="checkbox"/></td> <td>12/08/2018</td> <td>12/08/2018</td> <td>Delete</td> </tr> <tr> <td>Individual Counselling</td> <td>Allocated</td> <td><input type="checkbox"/></td> <td>06/08/2018</td> <td>08/08/2018</td> <td>Delete</td> </tr> <tr> <td>Financial Counselling</td> <td>Allocated</td> <td><input type="checkbox"/></td> <td>03/08/2018</td> <td></td> <td>Delete</td> </tr> <tr style="background-color: yellow;"> <td>Housing Support</td> <td>Allocated</td> <td><input type="checkbox"/></td> <td>01/08/2018</td> <td>01/08/2018</td> <td>Delete</td> </tr> </tbody> </table> <p>Add Service</p> <p><b>Allocation Detail</b></p> <p>*Start Date: 06/08/2018      *Service Type: Individual Counselling          *Status: Allocated      Unmet Demand Reason:           External Service: <input type="checkbox"/> Agency ID:           Agency Name:      Service Provider: Perth Partner Agency 1          End Date: 08/08/2018      Program: Perth partner1 program 1          Outcome: Achieved      Comments:           Service Duration: 2.00          Update Service</p> <p>Audit History</p>	Service Type	Status	External	Start Date	End Date		Family Counselling	Awaiting Allocation	<input checked="" type="checkbox"/>	12/08/2018	12/08/2018	Delete	Individual Counselling	Allocated	<input type="checkbox"/>	06/08/2018	08/08/2018	Delete	Financial Counselling	Allocated	<input type="checkbox"/>	03/08/2018		Delete	Housing Support	Allocated	<input type="checkbox"/>	01/08/2018	01/08/2018	Delete
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