

# IRIS Newsletter – July 2011

Welcome to the twenty-ninth IRIS Newsletter. This edition provides information about an upgrade that has been designed for all agencies and is now available from our website.

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## 1 IRIS upgrade available July 2011

As of the end of July, the latest upgrade (version 1-7-0-11194) has been posted on the IRIS Agency Portal.

Our website is:  
[www.irissoftware.com.au](http://www.irissoftware.com.au).

Please note that our website address was changed in 2010, but the content is the same. The process of running the latest upgrade has not changed from last year.

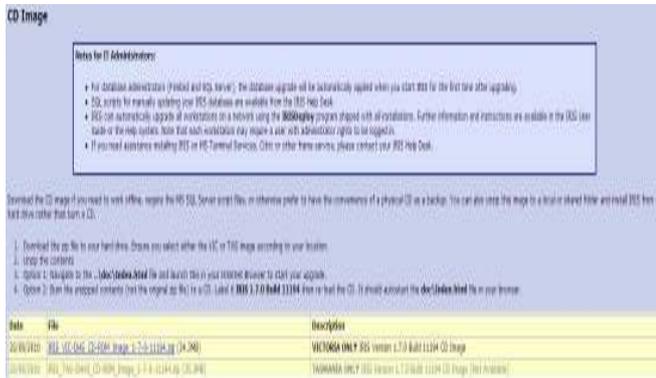
The IRIS Agency Portal has two useful options to access IRIS software:

- The first option is to run an upgrade online. Select the correct state and the upgrade will guide you step by step through the download installation.

Click the relevant link below to launch the Installation Guide in your browser now.

<b>VICTORIA ONLY:</b>	<a href="#">Start IRIS 1.7 Installation (VIC)</a>
<b>TASMANIA ONLY:</b>	<a href="#">Start IRIS 1.7 Installation (TAS) [Not Available]</a>

- The second option is to download the latest IRIS CD image as a single zip file. This option allows you to create an image of all the files. Follow the instructions supplied on the agency portal page shown below.



The upgrade will be downloaded to your computer as a zip (compressed) file. The zip file is then un-zipped and saved to a USB stick, CD or hard drive.

You can also contact the IRIS Helpdesk and request a CD-ROM to be sent out to you.

**Note:** Only agencies using any 1.6 version of IRIS can upgrade to version 1-7-0-11194.

When you start IRIS for the first time after running the upgrade the following window will pop up:



Click 'Yes' in the above window to proceed with the database upgrade.

## 1.1 Deploy

If you have a lot of workstations to upgrade, we recommend you use the deploy software which is included in the IRIS system. The deploy tool allows you to upgrade one workstation and then it will automatically upgrade all other workstations as each user logs in. Further information can be found in either the User Guide or the IRIS Online help under the section Utilities.

## 1.2 SQL Server Databases

If your IRIS database is deployed on an MS SQL Server the following additional login prompt will appear:



If you use SQL Server authentication for IRIS then enter 'irisuser' for both User Id and Password at the prompts in the labelled fields and press OK to proceed. Alternatively you will need to provide your system admin (sa) account User Id and password at this prompt.

An upgrade successful prompt will be displayed when the database upgrade is finished:



Database administrators may wish to preview the SQL scripts before doing the upgrade. These can be obtained either by viewing them on the CD or by contacting the IRIS Helpdesk.

## 2 Who should do the upgrade?

The 1-7-0-11194 upgrade is applicable to all case types in IRIS and all agencies should do the upgrade. It is important that your copy of IRIS is kept up-to-date with each upgrade that is released.

**Remember that only an authorised staff member or IT administrator within each agency should run the upgrade.**

**Be sure to backup the IRIS database before running the update files.**

Assistance and advice on upgrading IRIS is available from the IRIS helpdesk on (03) 9096 6919.

### 3 Family Services-Child FIRST catchments agencies must run the same version

The client/case referral system in IRIS will only work between participating agencies if they are **all using the same version of IRIS**. Therefore, each Family Services-Child FIRST intake agency (after upgrading) must ensure that all partner agencies in their catchment area have run the upgrade to 1-7-0 **before** resuming the referral process.

**All version 1-6-0 referrals and track-backs not yet processed must be imported before doing the upgrade.**

### 4 What is in the upgrade?

We would like to thank everyone who has contacted us with ways to improve the software. Many suggestions referred to the IRIS team have been included in this upgrade.

The changes contained in the 1-7-0 upgrade are covered in the IRIS TECH TIPS contained on the next page.

The first General section contains information about changes that apply to most IRIS users, supervisors and administrators. Specific changes applying to particular case types are contained in sections following the General section.

## 5 Contact us

### IRIS Helpdesk

Telephone: 9096 6919

Primal Fernando – Helpdesk Officer  
Email: [IRIS.helpdesk@dhs.vic.gov.au](mailto:IRIS.helpdesk@dhs.vic.gov.au)  
Data: [IRIS.data@dhs.vic.gov.au](mailto:IRIS.data@dhs.vic.gov.au)

### IRIS Training

Training is available at country and metropolitan venues.

Bookings for training sessions at Melbourne and Box Hill are available up to the end of September 2011

Training sessions are also scheduled to run at several rural regional locations throughout 2011.

Please direct IRIS training queries and requests to the IRIS Helpdesk. Staff in rural agencies may want to contact their DHS or DEECD regional program staff for locations, dates and details of IRIS training.

Bookings are essential for all IRIS training sessions.

Telephone: 9096 6919

Email: [IRIS.helpdesk@dhs.vic.gov.au](mailto:IRIS.helpdesk@dhs.vic.gov.au)

## 6 IRIS TECH TIPS

The normal IRIS Tech Tips are replaced in this newsletter with details of the new 1-7-0-11194 upgrade released in July 2011, and are described below.

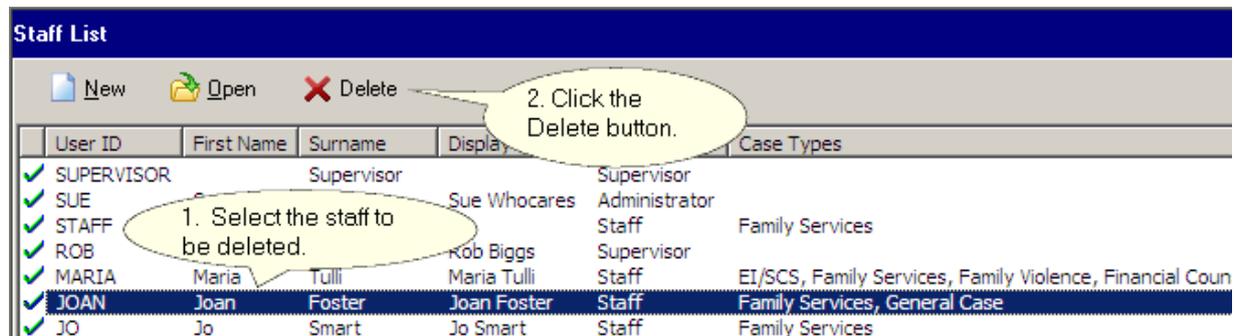
## 7 General Upgrade Details

The key following features in this section apply to all copies of IRIS and all case types (or programs) used in IRIS.

### 7.1 Staff List - Staff can be deleted

Users can now be deleted from the Staff List. This action can only be done by an IRIS Administrator. The staff member to be deleted can have no data base reference to them. That is, the staff cannot have enrolled a client or opened a case (substantive or non-substantive) or entered any service or activity into IRIS.

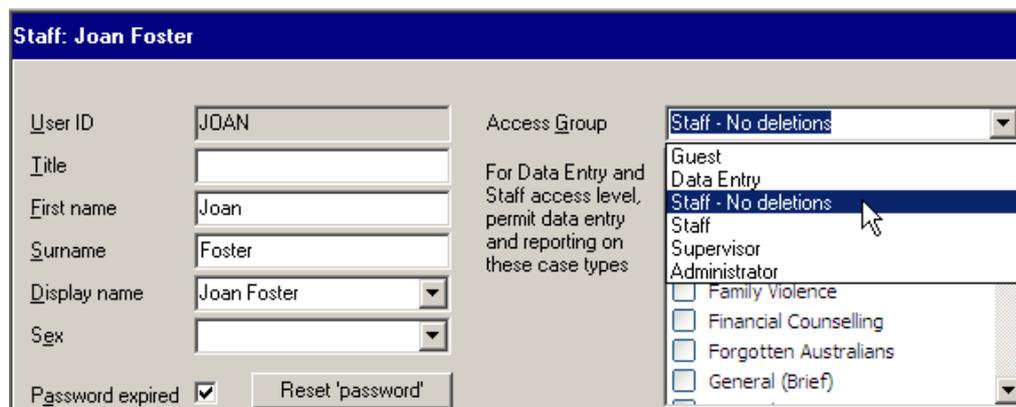
This will be useful where users have been created erroneously, or duplicate staff have been created, or the wrong User ID has been saved.



### 7.2 Access Group - 'Staff - no deletions'

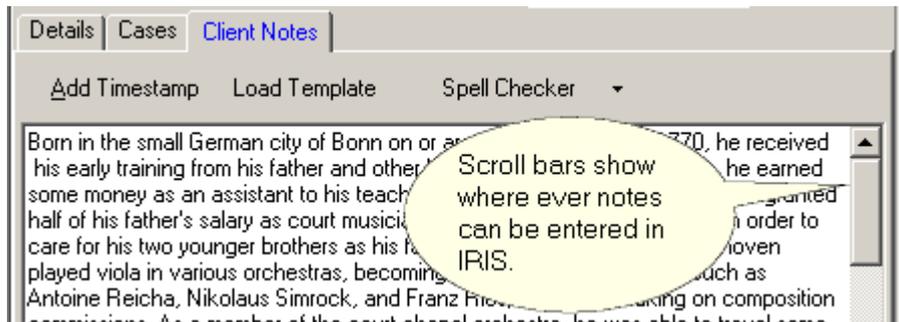
A new staff access group has been included: Staff - no deletions. This access level will offer the same functionality as the 'Staff' level but all Delete buttons will be disabled. These users will not be able to remove data themselves.

Agencies may want to put starters on at this access level if they are new to IRIS. These staff can be promoted to a higher access level when they have experience in using IRIS.



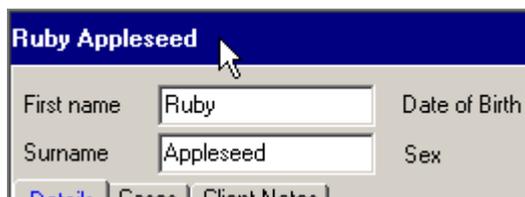
### 7.3 Notes – Scroll bars

Scroll bars now appear where notes are recorded in IRIS and more than one page of text is written or entered. This occurs in client notes, case notes, notes in Projects, and in the Add Note box if notes are protected.



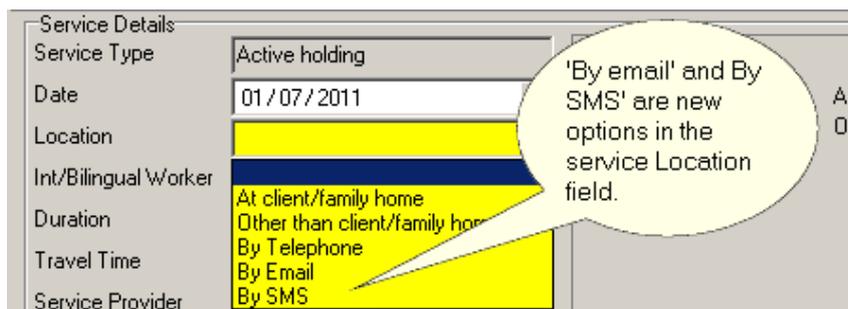
### 7.4 Client name – Change of casing

If the casing (upper to lower or lower to upper) is changed in the First name or Surname field of a client, then the client name in the blue title bar will change after applying. Previously the text in the title bar would not change unless IRIS was restarted.



### 7.5 Service Details – New options in the Location field

Two new options: 'By Email' and 'By SMS' are now included in the Location field in the Service Details screen.



### 7.6 Source of Funding – 'IPPR' to 'Family Coaching Victoria'

The Integrated Placement Prevention & Reunification service now has the name Family Coaching Victoria. The name of the corresponding source of funding in IRIS has been changed from 'IPPR' to 'Family Coaching Victoria'. This will occur across all existing and newly created cases with this source of funding.

Note:- this source of funding only applies to the PASDS and Family Services case types.

**PASDS - DHS - Family Coaching Victoria**

**Family Services - DHS - Family Coaching Victoria**

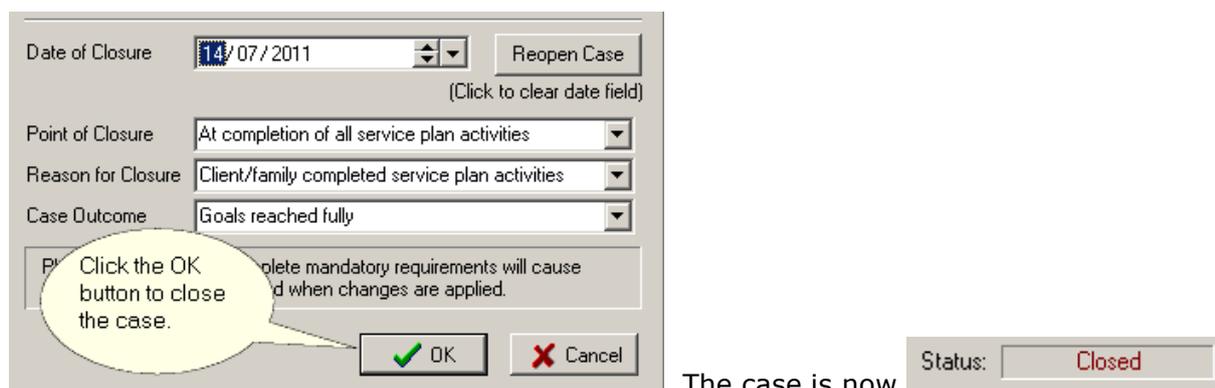
## 7.7 Case closure – Update case status screen

When a case has been closed, it will not be possible to edit the Point of Closure, Reason for Closure or Case Outcome fields in the Update Case Status screen. If an incorrect option has been selected the case will need to be re-opened in order to change the option.



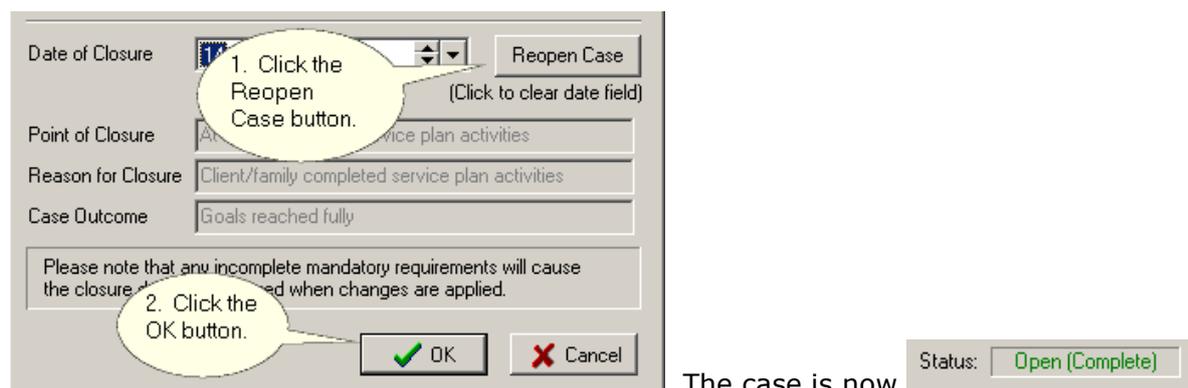
## 7.8 Case closure – OK button at bottom of screen

The OK button at the bottom of the Update Case Status screen will now save to your data base. This means that when you are closing a case, after filling out the four fields on this screen and clicking the OK button the case will be closed.



The case is now

The same process occurs in reverse when you re-open a case.



The case is now

## 7.9 Groups – Group name

The Name field in a Group is limited to 30 letters or numbers. It is now not possible to enter any more than this number of characters.

### 7.10 Groups – Service delivery suburb/town

When entering a service through Groups, the default suburb (or town) will default to the log in location (or outlet). This can be changed if the group service was delivered at a venue in a different suburb/town.

### 7.11 Project Reports – Active filter options

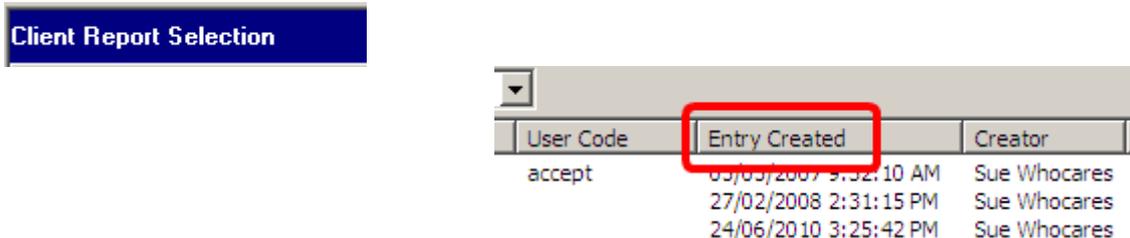
The filtering options for the Active field in the Project Report Selection screen (pr50) are restricted to either 'No', 'Yes' or <blank> (i.e. both No and Yes).

### 7.12 Client Report Selection screen – Client Suburb filter field

A new filter field 'Client Suburb' has been added to the Client Report Selection screen (cl50). Entering a suburb/town into this field and clicking Refresh will bring up all enrolled clients who live in the selected suburb/town.

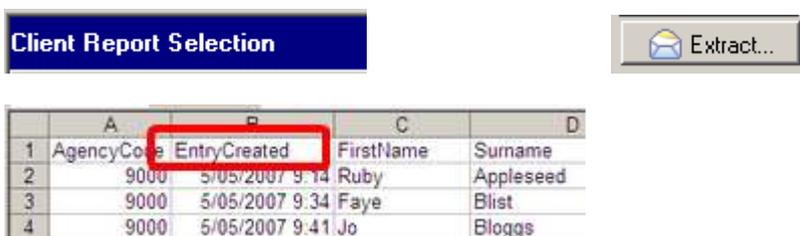
### 7.13 Client Report Selection screen – Entry Created column

The Entry Created column has been added to the Client Report Selection screen between the User Code and Creator columns. Clicking on the Entry Created column header button will sort displayed clients in chronological order in which they were enrolled in IRIS.



### 7.14 Client extract – Entry Created column

The Entry Created column has been added to the client Extract report. By selecting column B in the Excel spreadsheet, the clients can be sorted by enrolment date by going to Data > Sort. Clients with a particular enrolment date can be selected by going to Data > Filter > Autofilter.



### 7.15 Case Report Selection screen – Client Suburb filter field

A new filter field 'Client Suburb' has been added to the Case Report Selection screen (ca50). Entering a suburb/town into this field and clicking Refresh will bring up cases belonging to enrolled clients who live in the selected suburb/town.



### 7.16 Case Extract Report – Client address columns

New fields relating to the address of clients have been included in the Case Extract report. The following five fields occur after the Surname field in this report:

- Address 1
- Address 2
- Suburb Name
- State
- Postcode
- Suburb (suburb, state, postcode)

The Case Extract Report is an Excel spreadsheet. Address details of clients can be sorted by selecting a particular column and going to Data > Sort. Clients, for example, living in a particular suburb or postcode can be selected by going to Data > Filter > Autofilter.

	A	B	C	D	E	F	G	H	I	J
1	AgencyCode	FirstName	Surname	Address1	Address2	SuburbName	State	Postcode	Suburb	DateofBirth
2	9000	Betty	First	61 James Road		Coburg	VIC	3058	Coburg VIC 3058	12/12/1988
3	9000	Jo	Bloggs	5 Prester Street		Fitzroy	VIC	3065	Fitzroy VIC 3065	4/09/1990
4	9000	Joan	Green	812 Hughie Street		Carlton North	VIC	3054	Carlton North VIC 3054	16/08/1989

## 7.17 Case Statistics Reports – Service Delivery Suburb

The section of these reports that were previously titled 'Service Provider Suburb' now has the more accurate heading 'Service Delivery Suburb'.

### Service Delivery Suburb

Carlton South VIC 3053	1
Carlton VIC 3053	21

## 7.18 Case Statistics Reports – Service Location

A new section has been added to all Case Statistics reports that list aggregates of the service locations of all services captured in the case report selection filters.

### Service Location

At client/family home	2
By Telephone	2
Other than client/family home, e.g office/centre	3

## 7.19 Towns and Suburbs

### 7.19.1 Victoria

The following suburb has had its Local Government Area changed:

Suburbs/Towns	Old Local Government Area	New Local Government Area
Warrandyte North (3113)	Manningham	Nillumbik

### 7.19.2 New South Wales and South Australia

Local Government Areas have now been included for all New South Wales and South Australian town currently in IRIS.

## 7.20 Kindergartens

Fields that contain kindergartens have been revised with the latest DEECD list of registered children's services organisations.

## 7.21 Documentation

The IRIS User Manual 1-7-0 is included in the upgrade software. Agencies can access the User Manual in IRIS by going to Help>Table of Contents. An electronic version is also

contained as a PDF document under the IRIS software folder, and pages can be printed. All other documentation supporting the IRIS program/software is being updated.

## 8 Early Years case types:- EI/SCS, ECIS Flexible Support Packages, KIS Package, Preschool Field Officer (PSFO): Upgrade Details

In the Disabilities field the options available for selection have been replaced with the following list:

- None
- Undergoing Diagnosis
- Acquired Brain Injury
- Asperger’s Syndrome
- Autism
- Behavioural
- Deaf-blind
- Developmental Delay
- Hearing Impairment
- Neurological (inc epilepsy, SB and CP)     *SB = Spina Bifida & CP = Cerebral Palsy*
- Intellectual
- Pervasive Developmental Disorder
- Physical
- Psychiatric
- Specific Learning
- Speech
- Visual Impairment

Note:- ‘Primary’ disability remains a mandatory (yellow) field.

## 9 SASS: Upgrade Details

The names of three Referral Sources have been changed to reflect current departmental program management.

Old Referral Sources	New Referral Sources
DHS: Adult Mental Health Services	Adult Mental Health Services
DHS: Aged Persons Mental Health	Aged Persons Mental Health
DHS: Crisis Assessment Team of AMHS	Crisis Assessment Team of AMHS

## 10 Family Violence: Upgrade Details

- (a) Five new Referral Sources have been included:
- Corrections Victoria
  - Family Court
  - Magistrates Court
  - Children’s Court
  - Koori Court

- (b) Two new issues have been included:
  - 1) Housing
  - 2) Literacy – low
- (c) A new funding source has been included for the: **Indigenous Men’s Group Program**

## 11 Family Services: Upgrade Details

- (a) Two new Referral Sources have been included:
  - Kinship Care Service
  - Early Parenting Centre
- (b) Completely new lists of Issue types and Service types have been included to reflect Family Services Client Information Advisory Group (FSCIAG) recommendations.

The **IRIS Family Services Data Dictionary** (for Child FIRST/Integrated Family Services Program) has been updated and contains complete lists of the new Issues categories and Service categories together with values (options) of each, definitions and explanations of when they should be selected. The July 2011 edition of the Family Services Data Dictionary is available at the following web address:

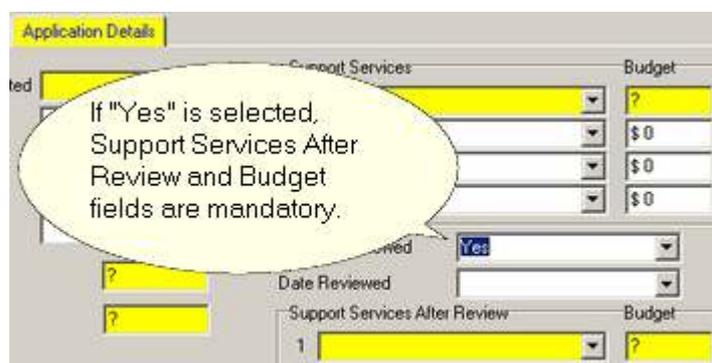
[www.cyf.vic.gov.au/family-services](http://www.cyf.vic.gov.au/family-services)

Click on the ‘IRIS Family Services User Manual’ button on the left side of the screen. The Data Dictionary is a Word document beneath the large IRIS icon.

## 12 EI/SCS Flexible Support Packages: Upgrade Details

- (a) In the Application Details screen (ca11), when the option “Yes” is selected in the Support Reviewed field the following fields remain mandatory (yellow):
  - Support Services After Review
  - Budget

When any other option is chosen, the fields’ backgrounds become non-mandatory (white).



- (b) In the Support Reviewed field, an additional option of “Yet to be reviewed” has been added.

The screenshot shows a dropdown menu for the 'Support Reviewed' field. The menu is open, displaying five options: 'No', 'Yes', 'Not known', 'Not applicable', and 'Yet to be reviewed'. The 'Yet to be reviewed' option is highlighted in blue, indicating it is the selected or focus option. The background of the dropdown is yellow.

- (c) In the Child and Services screen (ca11), a new field 'CRIS Client Id' has been added. This is non-mandatory (white) and there is no requirement to enter any data into this field. Up to 8 characters can be entered into this field.

The screenshot shows the 'Child and Services' screen with the 'Application Details' tab selected. The 'CRIS Client Id' field is highlighted with a red rectangular box. It is a white text input field located below the 'Carer Allowance' dropdown menu.

### 13 KIS Package: Upgrade Details

In the Application Details screen (ca11):

- (a) The 'Date Approved' field has been changed to 'Date Assessed'.

The screenshot shows the 'Application Details' screen with the 'Date Assessed' field highlighted by a red rectangular box. The field is a yellow dropdown menu. Other visible fields include 'Application Eligible' (Yes) and 'Appeal Lodged' (No).

- (b) Under the 'Hours Provided' field a new field 'Additional Assistant Hours Provided' has been created. This new field will accept only integers and is mandatory (yellow). (Note: This will not apply to closed cases unless they are re-opened).

The screenshot shows two input fields. The first is 'Hours Provided' with a white text box containing the number '20' and a '(Reset)' button. The second is 'Additional Assistant Hours Provided' with a yellow text box containing '? hours' and a '(Reset)' button.

Note:- The 'Additional Assistant Hours Provided' that are recorded in cases will appear as totals in Case Statistics Reports. 'Hours Provided' and 'Additional Assistant Hours Provided' both show in the Allocated Time section. (KIS Package must be selected in the Case Type filter field on the Case Report Selection screen).

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#### KIS Package (Ex LNSLN) Allocated Time

Additional Assistant Hours Provided	64
Hours Provided	145

- (c) In the Application Eligible field, if the "Yes" option is selected then all the other related fields in the screen become mandatory (yellow). By selecting any other option the fields will remain non-mandatory (white).

Child and Services: Application Details

Application Eligible: Yes

Date Assessed: [Yellow field]

Appeal Lodged: [Yellow field]

Appeal Upheld: [Yellow field]

Date Finalised: [Yellow field]

Hours Provided: [? hours] (Reset)

Additional Assistant Hours Provided: [? hours] (Reset)

Services Provided: 1, 2, 3, 4 [Yellow fields]

If "Yes" is selected, all other related fields become mandatory.

- (d) In the Recommended Review field, if the option "Yes" is selected then the following fields become mandatory (yellow):

- Date Reviewed
- Services Provided After Review
- Additional Assistant Hours Provided

By selecting any other option the fields will remain non-mandatory (white).

Child and Services: Application Details

Date Finalised: 01/02/2007

Recom. Reviewed: Yes

Date Reviewed: [Yellow field]

Hours Provided: 20 (Reset)

Additional Assistant Hours Provided: [? hours] (Reset)

Services Provided After Review: 1, 2, 3 [Yellow fields]

If "Yes" is selected, Date Reviewed, Support Services After Review, and Additional Assistant Hours Provided fields are mandatory.

- (e) In the Services Provided After Review field, an additional option "None" is available for selection.

Services Provided After Review

1 [Dropdown]

2 Equipment - maintained

3 Equipment - decreased

4 Equipment - ceased

Training - increased

Training - maintained

Training - decreased

Training - ceased

None

- (f) In the Application Eligible field, the option "Not Known" has been removed. Only three options remain: "No", "Yes" and "Not applicable".

Child and Services: Application Details

Application Eligible: [Dropdown]

Date Assessed: [Yellow field]

Appeal Lodged: [Yellow field]

No

Yes

Not applicable

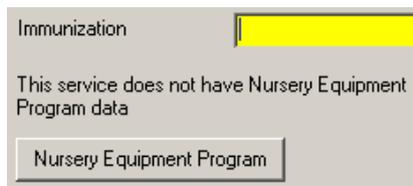
## 14 Preschool Field Officer (PSFO): Upgrade Details

The Children's Services Licence Id look up list has been updated. See 7.20 above.

## 15 MCH EHVS: Upgrade Details

In 2010 the MCH Enhanced program required IRIS to be changed to record information about the Nursery Equipment Program (NEP). Agencies with the MCH Enhanced case type needed to undertake a minor upgrade to their IRIS to have access to the NEP functionality. The 1-7-0 IRIS upgrade incorporates all the minor upgrade changes, and data entered by agency staff is now available in reports.

Access to the NEP screen is via a Nursery Equipment Program button under the Immunization field in any Service Details screen (sv04).



Information about goods actually delivered and eligibility criteria selected is available in Case Statistics Reports. The two new sections appear in these reports beneath the MCH Immunization data.

Note:- MCH Enhanced Home Visiting must be selected in the Case Type filter field.

MCH Goods Delivered	
Booster seat	1
Cot and mattress	2
Double pram	2
High chair	1
Pram (single)	1

MCH Eligibility Criteria	
Drug or alcohol dependency	4
Family violence issues	4
Low income	2
Mental health issues	2

## 16 Parenting Assessment and Skills Development Services (PASDS): Upgrade Details

- (a) In the Case Details screen (ca13), a prompt has been placed at the end of the 'CRIS Client Id' field reminding users that 8 numbers are required to be entered.



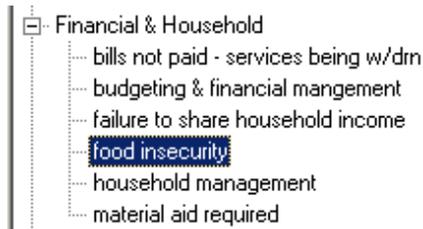
- (b) A new service type of 'Unborn child' has been included and two service options 'case work' and 'indirect' can be selected for this service type.



- (c) Case Outcome is not a field required to be completed when closing a Parenting Assessment and Skills Development Services (PASDS) case. Reference to Case Outcome has been deleted in IRIS case reports when PASDS is selected in the Case Type filter field (screen ca50).

## 17 Financial Counselling: Upgrade Details

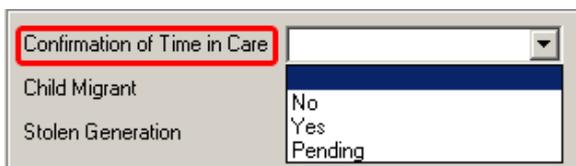
An additional issue 'food insecurity' has been included under Financial & Household issue type.



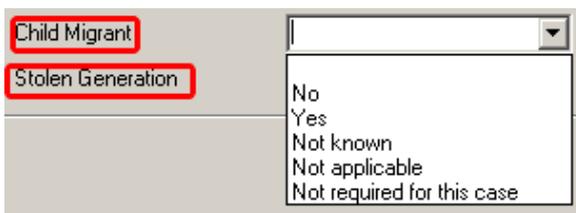
## 18 Forgotten Australians: Upgrade Details

In the Case Details screen (ca14):

- (a) A new field 'Confirmation of Time in Care' has been included with the options "Yes", "No" and "Pending". Note: Data recorded shows in Case Statistics Reports; filter for Forgotten Australians as Case Type in the Case Report Selection screen.



- (b) Two new fields 'Child Migrant' and 'Stolen Generation' have been included with the options "Yes", "No", "Not known", "Not applicable" and "Not required for this case". Note:- Data recorded in these fields also shows in Case Statistics Reports.



In the Service Details screen (sv14), a new option "By Post" has been included in the service location field.

