

VPAD

Veterans' Practitioner Activity Database



Australian Government
Department of Veterans' Affairs

System User Manual

Version 5.0.0

Developed by | Department of Veterans' Affairs

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INTRODUCTION

The Veterans' Practitioner Activity Database (VPAD) assists Ex-Service Organisation (ESO) practitioners to record and manage claimant details and key details of their casework. VPAD was developed in consultation with ESO practitioners and the Training and Information Program (TIP) community. The initial installation at approximately 70 sites commenced in October 2003 and was completed between December 2003 and January 2004.

The sites, located across the country were chosen following a survey of all BEST funded ESO's who had expressed an interest in trialling the program.

VPAD records details about pension claims and appeals, as well as welfare and other interview types. The database has a number of case management features and can produce status reports within specified time periods.

Work continued on the improvement of VPAD, resulting in the release of version 3.0.1 in February 2005, version 4.0.0 in July 2005 and finally Version 5.0.0 August 2012.

For more information regarding VPAD, please visit the DVA VPAD Website.

WHAT'S NEW

Various changes and improvements have gone into VPAD Version 5.

TOOLBAR

VPAD toolbar has had four changes. The VPAD Online button has been changed to CLIK online, a NEW Welfare Activities button has been added, the EXIT button has been removed and the button icons have been updated.

WELFARE

VPAD has now added welfare recording ability. This will allow proper recording of welfare activities performed by practitioners. These statistics will also appear in the BEST report generated from VPAD.

BEST REPORTS

The BEST Report has been refined to include new welfare statistics and has been modified to assist with BEST Grant Applications.


INSTALLATION AND AUTOMATIC UPDATES

VPAD is now easier to install and upgrade from previous versions. VPAD will also notify users of updates/patches when available through the application itself.

REDESIGNED CLAIMANT SCREENS

Various screens that display claimant information have had minor changes to allow easier input and viewing of information.

UPDATED HELP

All Help () pages have been updated to reflect changes made in Version 5, including screen shots and information to assist users.

WINDOWS COMPATIBILITY

VPAD Version 5 has been tested with 32-bit and 64-bit version of Microsoft Windows XP, Windows Vista & Windows 7. It has also been tested with Microsoft Office 2003 and 2010.

KNOWN ISSUES

VPAD Version 5 also addresses many issues found in previous Versions.

MINOR CHANGES

Numerous minor changes have been made in Version 5. For detailed release notes please visit the DVA VPAD Website.

GETTING STARTED

LOGIN



OVERVIEW

The Login screen is the first screen you encounter when opening VPAD. Select your username and enter your password to access VPAD.

FIELDS

User Name: Click on the  to select your username.

Password: Enter your password here. If you have forgotten your password, you will need to contact your administrator.

Change Password: Click  to change your password. The [Change Password screen](#) will appear.

NOTE: The Change Password button will not be visible when administrator is selected.

OK: Click OK to login.

Cancel: Click cancel to stop login and exit VPAD.

CHANGE PASSWORD



The screenshot shows a Windows-style dialog box titled "Change Password". The text inside reads: "Change password for: Jane Smith". Below this are three text input fields labeled "Current Password:", "New Password:", and "New Password Again:". A note at the bottom states: "Note: You need to enter your new password twice to decrease the chance that a mistake in typing the password might lock you out of the application." At the bottom right are "Ok" and "Cancel" buttons. A small icon is visible in the bottom left corner of the dialog box.

OVERVIEW

The Change Password screen allows you to change your existing password.

NOTE: It is a good idea to routinely change your password.

FIELDS

Current Password: Enter current password.

New Password: Enter new password.

New Password Again: Enter new password again.

OK: Saves the new password and returns to the [login](#) screen.

Cancel: To forget this change and return to the [login](#) screen.

NAVIGATION

MENU



OVERVIEW

The Menu at the top of the screen allows you to navigate throughout VPAD.

MENU ITEMS

Each Menu category, and what it contains, is detailed below.

FILE

New Claimant: Open the New Claimant screen

Find Claimant: Open the Find Claimant screen

General Activities: Open the General Activities screen

ToDo List/Message Board: Open the To-Do List screen

VPAD Online: Opens the VPAD website

Exit: Closes VPAD

VIEW

Status Bar: Shows the status bar at the bottom of the VPAD screen

Menu: Shows the menu Toolbar at the top of the screen

Options: Opens the Options screen

TOOLS

Import: Opens the Import Claimant screen

Export: Opens the Export Claimant screen

Archive: Opens the Archive Claimant screen

Organisation Details: Opens the Organisation Details screen

User Maintenance: Opens the User Maintenance screen

WINDOW

Cascade: All open windows are cascaded

Tile Horizontal: All open windows are tiled horizontally

Tile Vertical: All open windows are tiled vertically

Arrange Icons: All open windows are auto arranged

HELP

About: Displays the VPAD About screen

Contents: Displays the index page of the Help system

TOOLBAR



OVERVIEW

The Toolbar allows you to quickly navigate around VPAD.

BUTTONS

The icon buttons are:

New Claimant: Opens the New Claimant screen

Find Claimant: Opens the Find Claimant screen

General Activities: Opens the General Activities screen

Welfare Activities: Opens the Welfare Activities screen

Reports: Opens the Reports screen


To Do List: Opens the To-Do List screen

CLIK Online: Opens the CLIK Website




DATE SELECTOR




OVERVIEW

The date selector allows you to select a date by clicking  you will get the above.

FIELDS

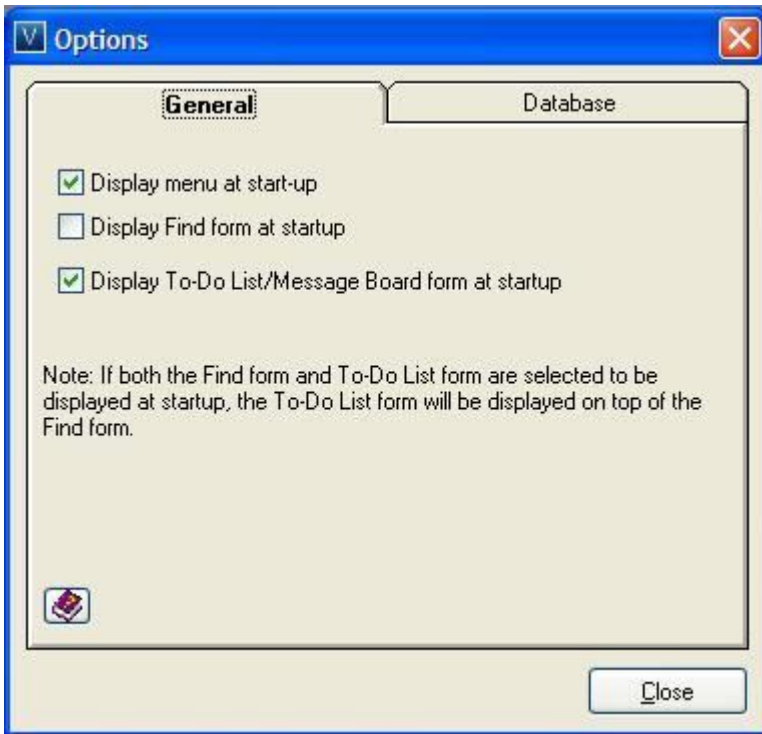
The Month can be changed by using the  or by clicking on the left  or right  arrows.

The Year can be changed typing over the year, or by using the up/down  arrows.

To exit out of the date selector, without making a selection, press the Esc key on your keyboard.

OPTIONS

GENERAL OPTIONS TAB



OVERVIEW

This screen allows you to set your general options.

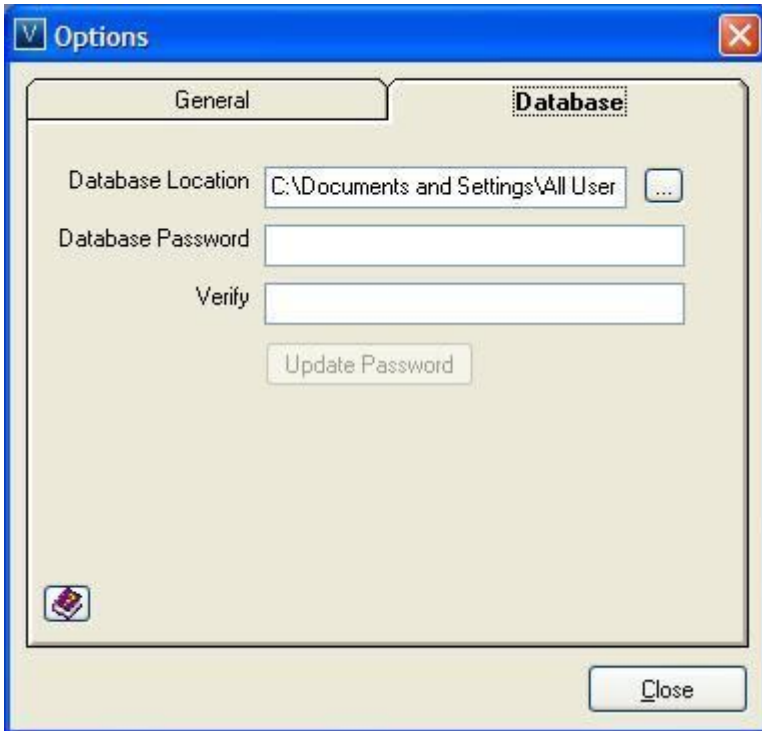
FIELDS

Display menu at start-up: By selecting this option, the menu toolbar will automatically be shown each time you open VPAD.

Display Find form at start-up: By selecting this option, the Find Claimant screen will automatically open each time you open VPAD.

Display To-Do List/Message Board form at start-up: By selecting this option, the To-Do List screen will automatically open each time you open VPAD.

DATABASE OPTIONS TAB



OVERVIEW

This screen allows you to change the location of the VPAD database. This is important if you have moved the database from its original location or you have created a network and now want multiple people using the one database.

FIELDS

Database Location: Enter the location of your database. This will link VPAD to this other database, however it won't take effect until you restart VPAD.

Database Password: Enter a password to lock the database, so Microsoft Access users can't go into the database.

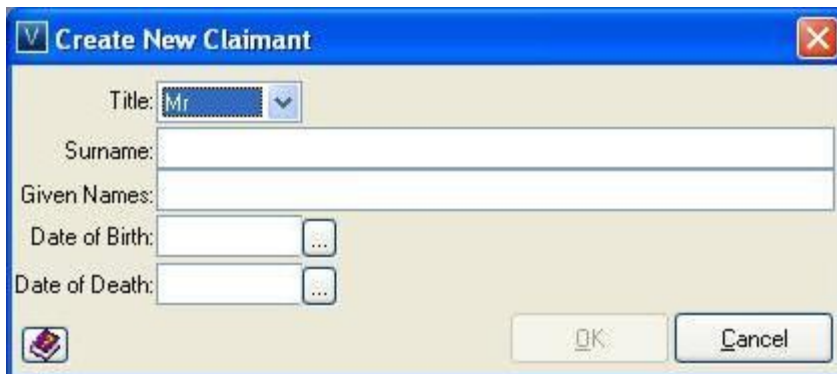
Verify: Enter the new password again here.

Update Password: Sets the new password on the database.

Close: Closes the screen.

CLAIMANTS


NEW CLAIMANT



OVERVIEW


This screen allows you to record a new claimant.


FIELDS

Title: By clicking the  you can select the appropriate title.

Surname: New claimants surname.

Given Names: New claimants first or given name.

Date of Birth: Date of birth for the claimant in format of day-month-year, DD/MM/YYYY. You can also enter the date using the date selector. 

Date of Death: Date of death for the claimant in format of day-month-year, DD/MM/YYYY. You can also enter the date using the date selector. 

OK: Saves the information entered and opens the Claimant Details Screen.

Cancel: Discards what you have entered and closes the screen.

FIND CLAIMANT

Criteria

Name } Surname Given Name
 File No }
 Date of Birth }

Search In: Administrator (All Data) Find

Claimants meeting the criteria

File No	Surname	Given	Practitioner	Date of Birth	Home	Selected
	Cooper	Stan	administrator	25 Mar 1956		<input checked="" type="checkbox"/>
	Frankie	Bobby	administrator	08 Jul 1950		<input type="checkbox"/>
	Monroe	Sarah	administrator	04 Apr 1956		<input type="checkbox"/>
	Robinson	Stacie	Tester2 Indiv	12 Jul 1974		<input type="checkbox"/>
	Smith	John	administrator	01 Jan 1900	344 Somewhere Ave	<input type="checkbox"/>
	Tandie	Kellie	administrator	01 Apr 1982		<input type="checkbox"/>

Show Archived Records Deselect All Select All Re-assign Open

Close

OVERVIEW

This screen shows all the claimants in your database and allows you to open a claimant.

FIELDS

Criteria: Search for a particular claimant, or group of claimants. By selecting the search criteria you want to use, i.e. Name, the claimants meeting the criteria table will display all the claimants that match the criteria you specified.

Find: Criteria you specified will be searched for.

Claimants meeting the criteria: Displays all claimants that match the search criteria used.

Show Archived Records: The Claimants meeting the criteria table will show any claimants who are archived that match your search criteria. These claimants will be highlighted in blue and you will not be able to open them.

Deselect All: Deselects all claimants in the Claimants meeting the criteria table.

Select All: Selects every claimant in the Claimants meeting the criteria table.

Re-assign: Opens the reassign claimants screen.

Open: Opens the selected claimant or claimants.

Close: Closes this screen.

REASSIGN CLAIMANT



OVERVIEW

This screen allows you to reassign a claimant to another VPAD user.

FIELDS

Reassign selected item(s) to: Lists current users to reassign claimants to.

OK: To reassign the claimant to the selected user.

Cancel: Discards your selection.

RECORDING INFORMATION

CLAIMANT DETAILS

Kirwood, Robert (File)

Claimant Name: Robert Kirwood Practitioner: administrator

Claimant Details | Service Details | Case Details | History | Diary | General Comments | Related Files | Entitlements

Main Details Other Addresses Other Contacts

Title: Mr File No: File Location: Initials: Date of Death: Preferred Name: Marital Status: None

Surname: Kirwood First Name: Robert Date of Birth: 09 Sep 1945 Age: 66

Gender: Male

Home Address: Suburb: State: Post Code: Home Phone: Mobile: Email: Work Phone: Fax:

Buttons: Delete, Modify, Close

OVERVIEW

The Claimant Details, main tab shows the main details for the claimant, namely their personal details, home address and phone number(s).

FIELDS

Modify: To make changes to the claimant details.


Title: Click the  and select the appropriate title.

File No: File number for the claimant.


Surname: Claimants surname.

First Name: Claimants first name.

Initials: Claimants initials. Note, this field only allows for 5 characters.


Date of Birth: Date of birth for the claimant in format of day-month-year, DD/MM/YYYY. You can also enter the date using the date selector .

Age: The age is automatically calculated based on the date of birth entered.

Date of Death: Enter the date of death for the claimant in format of day-month-year, DD/MM/YYYY. You can also enter the date using the date selector .

Gender: Click the  and select the appropriate gender.

Preferred Name: Preferred name for the claimant, e.g. Bluey.

Marital Status: Click the  and select the appropriate marital status.

Address: Contact address for the claimant.

Suburb: Suburb for the address.

State: Click the  and select the appropriate state.

Postcode: Postcode for the address. Note, this field only allows a 4 number postcode.

Home: Claimants home phone number.

Mobile: Claimants mobile number.

Email: Claimants email address.

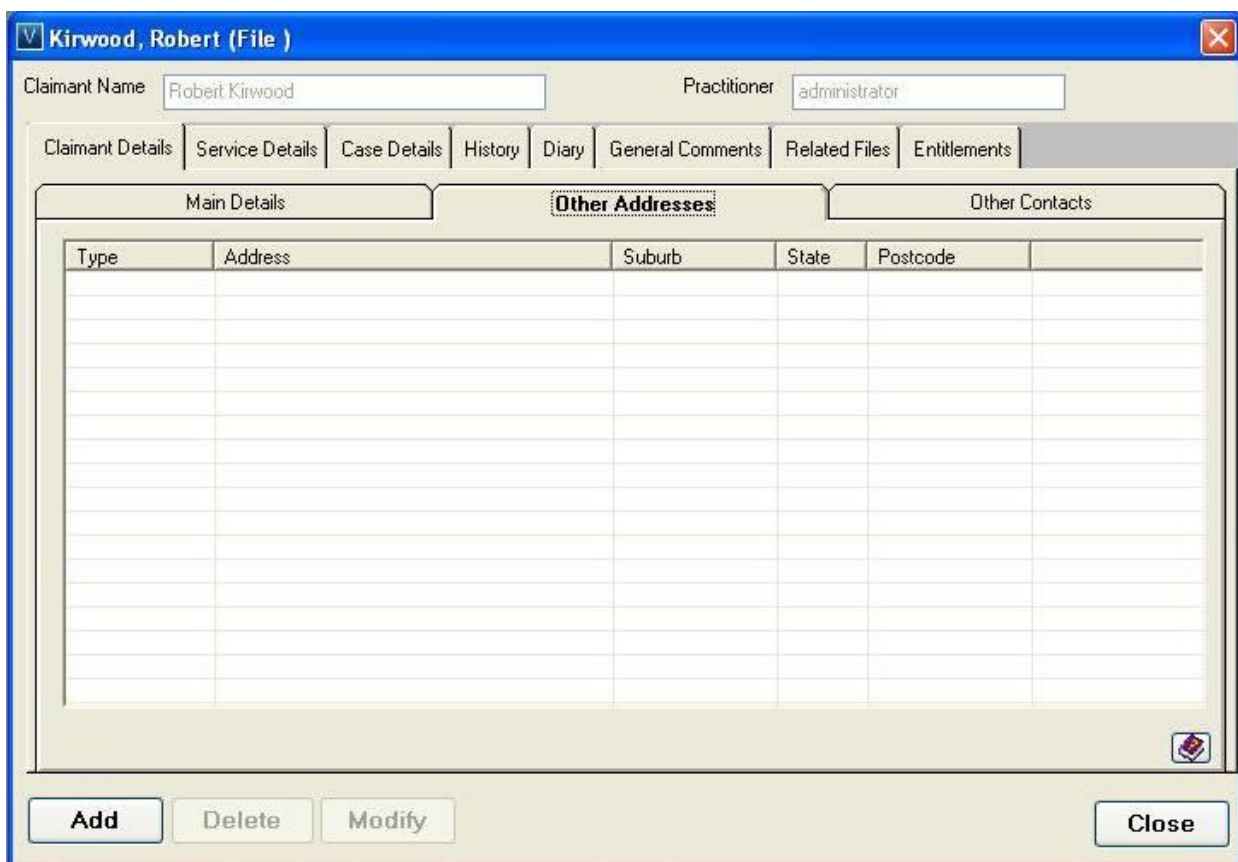
Work: Claimants work phone number.

Fax: Fax number for the claimant.

Delete: To delete the claimant and all of their information.

Close: To close the claimant.

ADDRESS DETAILS FOR A CLAIMANT



The screenshot shows a software window titled "Kirwood, Robert (File)". At the top, there are two text boxes: "Claimant Name" containing "Robert Kirwood" and "Practitioner" containing "administrator". Below these are several tabs: "Claimant Details", "Service Details", "Case Details", "History", "Diary", "General Comments", "Related Files", and "Entitlements". The "Other Addresses" tab is selected and active. It contains a table with the following columns: "Type", "Address", "Suburb", "State", and "Postcode". The table is currently empty. At the bottom of the window, there are four buttons: "Add", "Delete", "Modify", and "Close".

Type	Address	Suburb	State	Postcode

OVERVIEW

The other addresses screen shows any alternate addresses that the claimant may have, such as a postal or work address.

FIELDS

Add: Opens the Add other addresses screen.

Delete: The selected address will be deleted.

Modify: Opens the Modify address screen, when an address is selected.

Close: Will close this claimant.

ADD OR MODIFY CLAIMANTS ADDRESS

OVERVIEW

This screen allows you to enter or edit an alternate address for the claimant.

FIELDS

Address Type: Click the  and select the appropriate address type

Address: Enter the address.

Suburb: Enter the suburb.

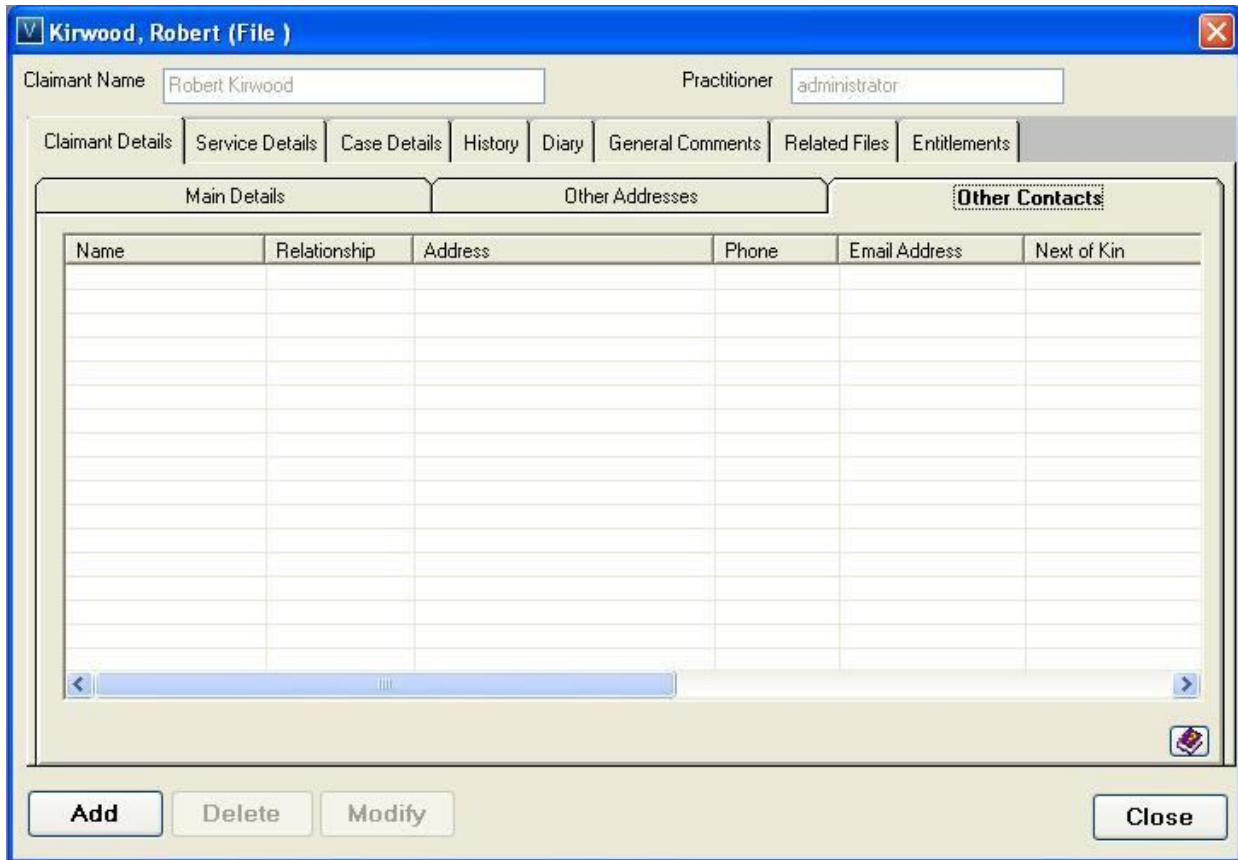
State: Click the  and select the appropriate state

Postcode: Enter the postcode.

Update: Saves the address you have entered.

Cancel: Discards the information entered and closes the screen.

OTHER CONTACTS FOR A CLAIMANT



Kirwood, Robert (File)

Claimant Name Practitioner

Claimant Details | Service Details | Case Details | History | Diary | General Comments | Related Files | Entitlements

Main Details | Other Addresses | **Other Contacts**

Name	Relationship	Address	Phone	Email Address	Next of Kin

OVERVIEW

This screen shows any alternate contacts you have recorded for the claimant, such as their wife or power of attorney.

FIELDS

Add: Opens the Add other contacts screen.

Delete: Will delete the selected contact and all the contacts details.

Modify: Opens the Modify contact screen, when an address is selected.

Close: Will close this claimant.

ADD OR MODIFY OTHER CONTACTS FOR A CLAIMANT



OVERVIEW

This screen allows you to enter or edit another contact for the claimant.

FIELDS

Name: Name of the contact.

Relationship: Click the  and select the appropriate relationship type

Address: The contacts address

Phone Number: The contacts phone number.

Email Address: The contacts email address.

Next of Kin: Select if the person is the next of kin.

OK: Saves the information entered and closes the screen.

Cancel: Discards the information entered and closes the screen.

SERVICE DETAILS

Woodpecker, Woody (File)

Claimant Name: Woody Woodpecker Practitioner: administrator

Claimant Details | **Service Details** | Case Details | History | Diary | General Comments | Related Files | Entitlements

Service #	Act	Conflict	Force	Type	Start	End
2365894	MRCA	Bougainville	Australian Army	Eligible	11 May 2000	

Add Delete Modify Close

OVERVIEW

This screen displays any service periods you have recorded for this claimant.

FIELDS

Add: Opens the Add service details screen.

Delete: Deletes the selected service period.

Modify: Opens the modify screen for the selected service period.

Close: Closes this claimant.

ADD OR UPDATE SERVICE DETAILS

Add Service Period

Please add the details of a period of service for Woody Woodpecker

Service Number:

Act:

Conflict:

Force:

Type:

Start Date: ...

End Date: ...

Any End Date in the future will be stored as an indefinite date.

OK Cancel

OVERVIEW

This screen allows you to enter or edit any service periods for this claimant.

FIELDS

Service Number: Enter the claimants' service number or numbers here.

Act: Click the and select the Act.

Conflict: Click the and select the correct conflict.

Force: Click the and select the force.

Type: Click the and select the type of service.

Start Date: Start date for the claimants' service in format of day-month-year, DD/MM/YYYY. You can also enter the date using the date selector.

End Date: End date for the claimants' service in format of day-month-year, DD/MM/YYYY. You can also enter the date using the date selector.

OK: Saves the information and closes the screen.

Cancel: Discards information entered and closes the screen.

CLAIMANTS MAIN ENTITLEMENT DETAILS

Smith, John (File)

Claimant Name: John Smith Practitioner: administrator

Claimant Details | Service Details | Case Details | History | Diary | General Comments | Related Files | Entitlements

Main Details

VEA Compensation

LSR	Impairment	Rate	Effective Date	Decision Date
1	10	20	15 Mar 2012	

Income Support

Type	Effective Date	Decision Date
Age Married	07 Dec 2010	15 May 2012

SRCA Payment

Type	Amount	Date
Permanent I...	\$15,000.00	02 Jun 2011

MRCA Payment

Type	Amount	Date
Weekly - Att...	\$200.00	10 Jan 2012

Close

OVERVIEW

This screen allows you to view the entitlement details you have recorded for a claimant.

FIELDS

VEA Compensation

Add: To open the VEA Compensation add entitlement screen.

Modify: With an entitlement selected, Modify will open the entitlement to allow editing.

Delete: Deletes the selected entitlement.

Income Support

Add: To open the Income Support add entitlement screen.

Modify: With an entitlement selected, Modify will open the entitlement to allow editing.

Delete: Deletes the selected entitlement.

SRCA Payment

Add: To open the SRCA Payment add entitlement screen.

Modify: With an entitlement selected, Modify will open the entitlement to allow editing.

Delete: Deletes the selected entitlement.

MRCA Payment

Add: To open the MRCA Payment add entitlement screen.

Modify: With an entitlement selected, Modify will open the entitlement to allow editing.

Delete: Deletes the selected entitlement.

ADD OR MODIFY CLAIMANTS VEA COMPENSATION ENTITLEMENTS

OVERVIEW

This screen allows you to enter or edit any VEA Compensation pensions the claimant may have.

FIELDS

LSR: Lifestyle Rating of between 0 and 7

Impairment: Impairment point of between 0 and 100

Rate: Click the and select the appropriate pension rate.

Effective Date: Effective date for the entitlement in format of day-month-year, DD/MM/YYYY. You can also enter the date using the date selector.


Decision Date: Decision date for the entitlement in format of day-month-year, DD/MM/YYYY. You can also enter the date using the date selector.


ADD OR MODIFY CLAIMANTS INCOME SUPPORT ENTITLEMENTS


OVERVIEW

This screen allows you to enter or edit income support pension details for the claimant.

FIELDS

Type: Click the  and select the appropriate pension type.

Effective Date: The effective date for the entitlement in format of day-month-year., DD/MM/YYYY. You can also enter the date using the date selector.

Decision Date: The decision date for the entitlement in format of day-month-year, DD/MM/YYYY. You can also enter the date using the date selector.

ADD OR MODIFY CLAIMANTS SRCA ENTITLEMENTS




OVERVIEW

This screen allows you to enter or edit any SRCA payments for the claimant.

FIELDS

Type: Click the  and select the appropriate type.

Amount: If required

Date: Decision date for the entitlement in format of day-month-year., DD/MM/YYYY. You can also enter the date using the date selector.

ADD OR MODIFY CLAIMANTS MRCA ENTITLEMENTS



OVERVIEW

This screen allows you to enter or edit any MRCA payment details for the claimant.

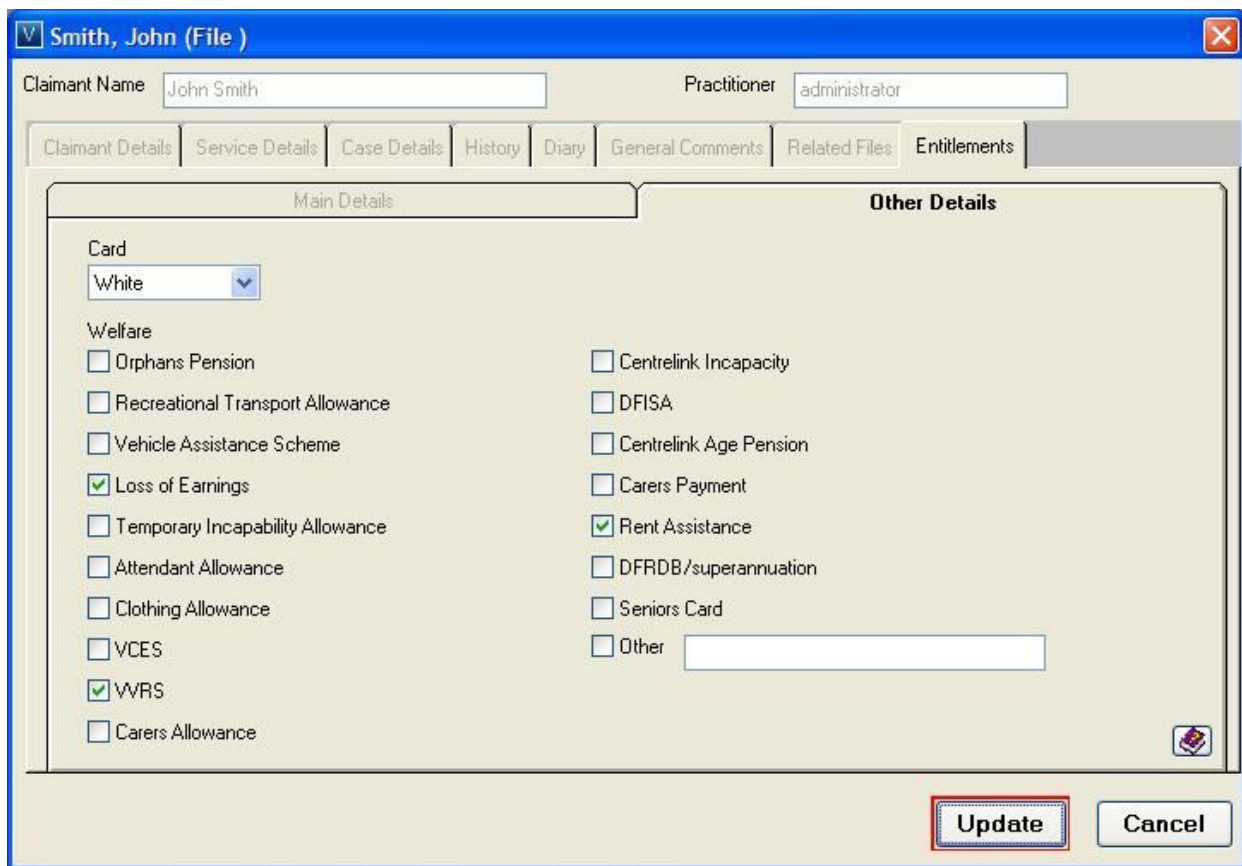
FIELDS

Type: Click the  and select the appropriate type.

Amount: If required.

Date: Decision date for the entitlement in format of day-month-year, DD/MM/YYYY. You can also enter the date using the date selector. 

CLAIMANTS OTHER ENTITLEMENT DETAILS



Smith, John (File)

Claimant Name: John Smith Practitioner: administrator

Claimant Details | Service Details | Case Details | History | Diary | General Comments | Related Files | Entitlements

Main Details Other Details

Card: White

Welfare:

- Orphans Pension
- Recreational Transport Allowance
- Vehicle Assistance Scheme
- Loss of Earnings
- Temporary Incapability Allowance
- Attendant Allowance
- Clothing Allowance
- VCES
- WRS
- Carers Allowance
- Centrelink Incapacity
- DFISA
- Centrelink Age Pension
- Carers Payment
- Rent Assistance
- DFRDB/superannuation
- Seniors Card
- Other:

Update Cancel

OVERVIEW

This screen allows you to record any other entitlements the claimant may have.

FIELDS

Modify: To make any changes on this screen.

Card: Click the  and select the appropriate card type.

Welfare: Tick boxes that are appropriate.

Update: To save the selections.

Cancel: To discard changes made.

Close: To close the claimant.

CLAIMANT HISTORY

Kirwood, Robert (File)

Claimant Name: Robert Kirwood Practitioner: administrator

Claimant Details | Service Details | Case Details | History | Diary | General Comments | Related Files | Entitlements

Status	Condition	Decision Date	Effective Date	Act	Notes
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Add Delete Modify Close

OVERVIEW

This screen displays any conditions that you have recorded for the claimants.

FIELDS

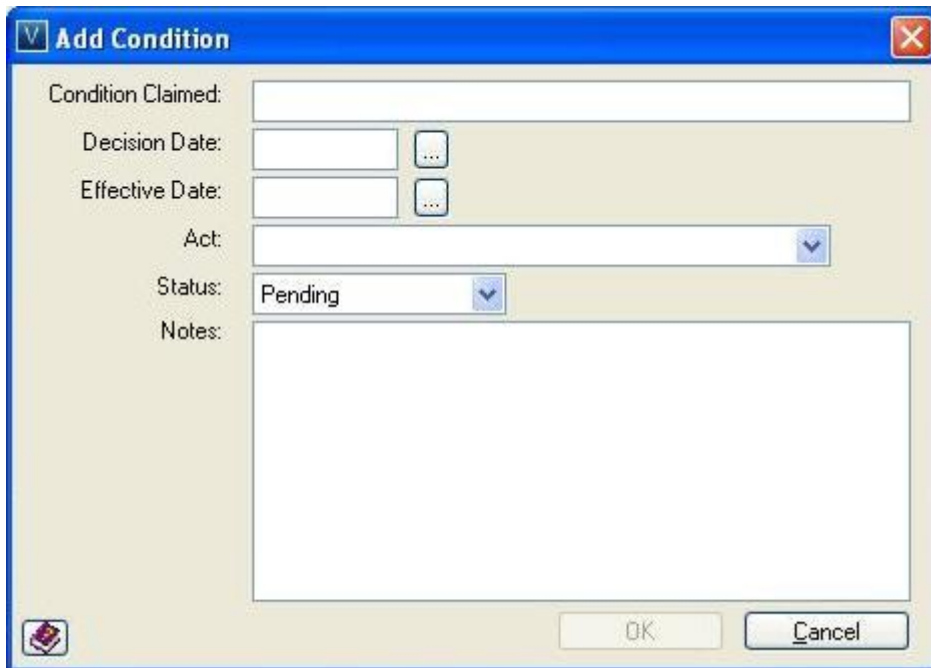
Add: Opens the Add conditions screen.

Delete: Deletes the selected condition.

Modify: Opens the Modify condition screen for the selected condition.

Close: Closes this claimant.

ADD OR MODIFY CLAIMANT CONDITIONS



The screenshot shows a window titled "Add Condition" with a blue header bar. Inside the window, there are several input fields and controls:

- Condition Claimed:** A text input field.
- Decision Date:** A text input field followed by a date selector button (three dots).
- Effective Date:** A text input field followed by a date selector button (three dots).
- Act:** A dropdown menu.
- Status:** A dropdown menu with "Pending" selected.
- Notes:** A large text area for entering notes.


At the bottom of the window, there are "OK" and "Cancel" buttons.


OVERVIEW

This screen allows you to enter or edit a condition for the claimant.

FIELDS

Name: Enter the name of the condition here

Decision Date: The decision date for the condition in the format of day-month-year, DD/MM/YYYY. You can also enter the date using the date selector .

Effective Date: The effective date for the condition in the format of day-month-year, DD/MM/YYYY. You can also enter the date using the date selector .

Act: Click the  and select the appropriate Act

Status: Click the  and select the appropriate Status

Notes: Notes relating to the condition.

CLAIMANT CASE DETAILS

Smith, John (File)

Claimant Name Practitioner

Claimant Details | Service Details | Case Details | History | Diary | General Comments | Related Files | Entitlements

File No	Case Type	Details	Practitioner	Submission	Decision Date	Withdrawn
X8888888	DP Claim	Left	administrator	15 Jun 2012		No

Show Finalised Cases
 Show All Cases
 Show Active Cases

OVERVIEW

This screen will display any cases you have recorded for the claimant.

FIELDS

Add: To open the Add case screen.

Delete: To delete the selected case.

Modify: To open the Modify case screen.

Close: To close the claimant.

ADD OR MODIFY CASE DETAILS

Add Case

Case Type: DP Claim

Date Created: 15 Jun 2012

File Number: X8888888

Details: Left Knee

Conditions Claimed

Condition	Status

Submitted to DVA Date Submitted: 15 Jun 2012

Decision made Decision Date:

Withdraw Case Reason:

Add Edit Delete

Add Diary Item OK Cancel

OVERVIEW

This screen allows you to enter or edit a particular case for a claimant.

FIELDS

Case Type: Click the and select the appropriate case type

Date Created: Usually today's date in format of day-month-year, DD/MM/YYYY. You can also enter the date using the date selector.

File Number: The DVA file number for the claimant.

Details: Case details.

Conditions Claimed: Tick box if conditions are being claimed under this case.

Add: To open the Add condition screen.


Edit: To open up the Modify condition screen to edit the condition.

Delete: Selected condition will be deleted.

Submitted to DVA: Tick box if the case has been submitted to DVA.

Date Submitted: Date the case was submitted to DVA, usually today's date in format of day-month-year, DD/MM/YYYY. You can also enter the date using the date selector.

Decision made: Tick box if a decision has been made on this case.

Decision Date: Date the case was finalised by DVA in format of day-month-year, DD/MM/YYYY. You can also enter the date using the date selector. 

Withdraw Case: Tick box if the case has been withdrawn.

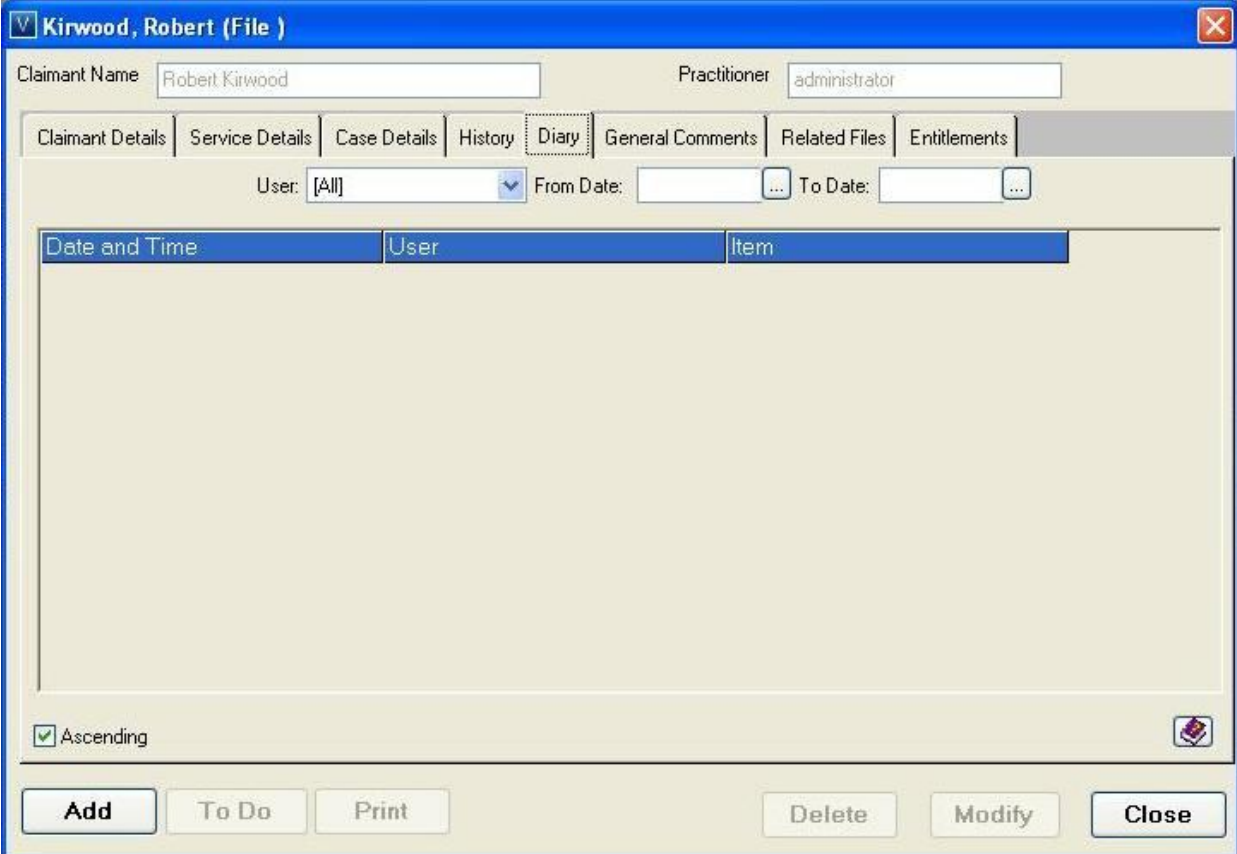
Reason: Record a reason here as to why the case has been withdrawn.

Add Diary Item: To open the Add Diary Item screen.

OK: To save the information entered and to close this screen.

Cancel: To discard the information entered and to close this screen.

DIARY





The screenshot shows a software window titled "Kirwood, Robert (File)". At the top, there are input fields for "Claimant Name" (containing "Robert Kirwood") and "Practitioner" (containing "administrator"). Below these are several tabs: "Claimant Details", "Service Details", "Case Details", "History", "Diary" (which is selected), "General Comments", "Related Files", and "Entitlements". Under the "Diary" tab, there is a search area with a "User:" dropdown menu set to "[All]", and "From Date:" and "To Date:" fields, each with a date selector icon. Below this is a table with three columns: "Date and Time", "User", and "Item". The table is currently empty. At the bottom left of the table area, there is a checked checkbox labeled "Ascending". At the bottom of the window, there are several buttons: "Add", "To Do", "Print", "Delete", "Modify", and "Close".


OVERVIEW

This screen will display any diary entries you have recorded for the claimant.

FIELDS

User: Click the  and select the appropriate user who you want to view the claimants diary items.

From Date: The from date for the diary items in format of day-month-year, DD/MM/YYYY. You can also enter the date using the date selector. 

To Date: The date for the diary items in format of day-month-year, DD/MM/YYYY. You can also enter the date using the date selector. 

Add: To open the Add diary items screen.

To Do: To open the Add To-Do list item screen.

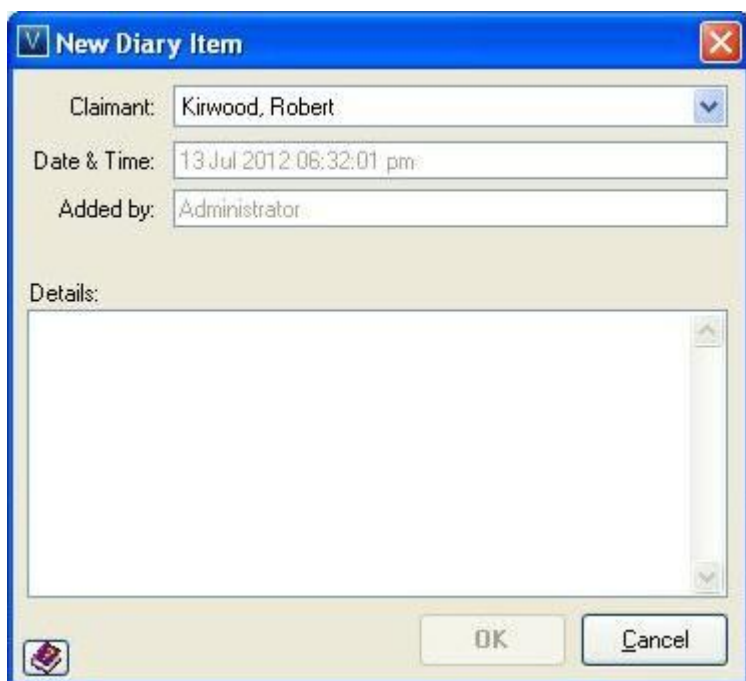
Print: To print the diary items.

Delete: To delete the selected diary item.

Modify: To open the Modify diary item screen for a selected diary item.

Close: To close the claimant

NEW OR MODIFY DIARY ENTRY



OVERVIEW

This screen allows you to enter or edit a diary entry for the claimant.

FIELDS

Claimant: Click the  and select the appropriate claimant.

Date & Time: Shows the date and time the diary item was created.

Added by: Shows the user who created the diary item.

Details: Details of the diary item.

GENERAL COMMENTS

The screenshot shows a software window titled "Kirwood, Robert (File)". At the top, there are two text input fields: "Claimant Name" containing "Robert Kirwood" and "Practitioner" containing "administrator". Below these is a tabbed interface with the following tabs: "Claimant Details", "Service Details", "Case Details", "History", "Diary", "General Comments" (which is selected and highlighted with a dotted border), "Related Files", and "Entitlements". The main area of the window is a large text box labeled "Comments:" which is currently empty. At the bottom right of the window, there are two buttons: "Modify" and "Close".

OVERVIEW

This screen allows you to record any general comments regarding the claimant.

FIELDS

Modify: To make any changes on this screen.

Update: To save your changes.

Cancel: To discard changes made.

Close: Closes the claimant.

RELATED FILES

OVERVIEW

This screen allows you to attach any related files to your claimants' record.

FIELDS

Modify: To make any changes on this screen

Add File: To select a file you want to link to.

Add Folder: To select a folder you want to link to.

Remove: To remove/delete selected file/folder from the related files box.

View: To view the selected file/folder.

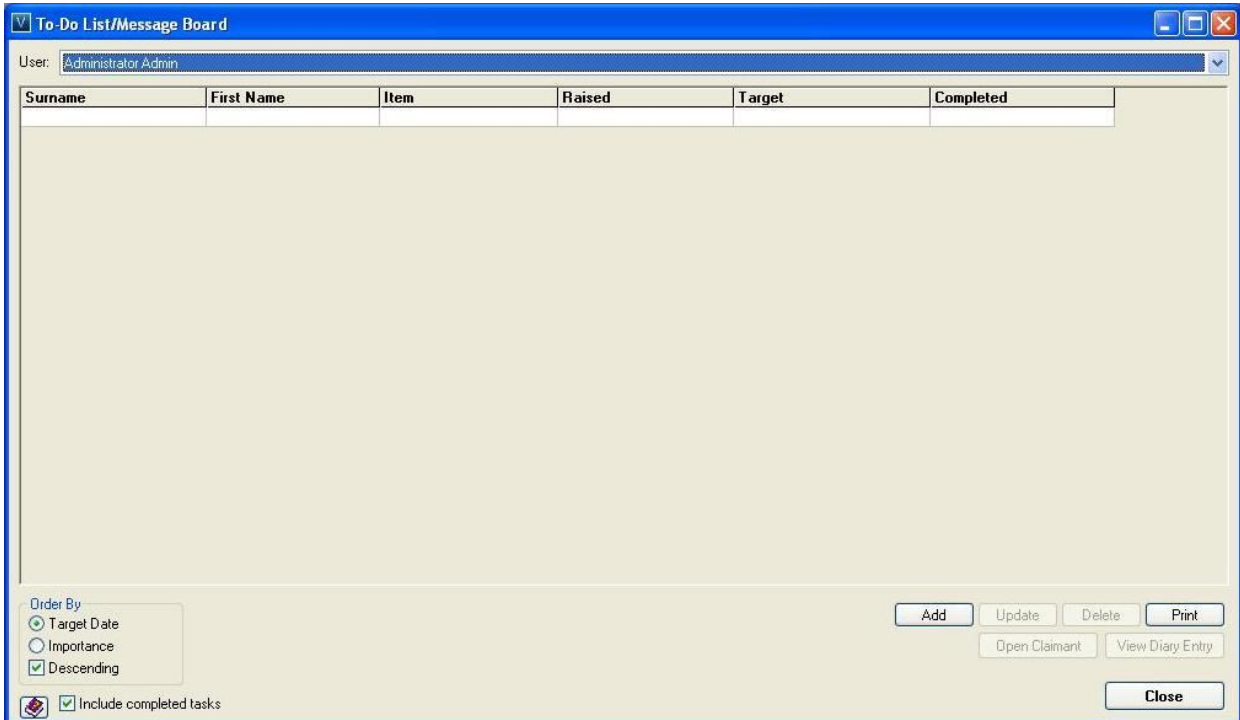
Update: Saves changes made.

Cancel: Discards changes made.

Close: Close the claimant.

FEATURES


TODO LIST



OVERVIEW

The To-Do list screen provides the ability to view items that you have created to assist you in managing your claimants and their cases. For example, setting an item to remind you to ring a claimant on a particular day. Or an item to show when the appeal period is up for a particular claimants claim. With these abilities, this screen makes the ideal starting screen when you open VPAD for the first time each day. You can easily see what items you have set for today.

FIELDS

User: By clicking the  you can select which user's to-do list items you want to see and work on.

Order By: By selecting Target Date, the items list will be sorted by individual items target dates. By selecting Importance, the list will be sorted on importance. Selecting the Descending box will reverse the sorting order.

Include completed task: By selecting this box, the list will be expanded to show to-do list items that have been completed.

Add: Will launch the add to-do list item screen.

Update: To make changes to the selected item.

Delete: To delete that item.

Print: Prints out all the to-do list items.

Open Claimant: To open the claimant the item relates to.

View Diary Entry: To open that diary entry.

Close: Closes the to-do list screen.

PERMISSIONS

User permissions regarding the To-Do List/Message Board are based on system access types. The following chart


	RECEPTIONIST	INDIVIDUAL USER	POWER USER	ADMINISTRATOR
FILTER	✗	✗	✗	✓
CREATE	✗	✓ (own only)	✓ (for others)	✓
ASSIGN	✗	✓	✗	✓
MODIFY	✗	✓ (own only)	✓ (own only)	✓ (own only)
VIEW OTHERS	✓	✗	✓	✓

ADD OR UPDATE TODO ENTRY

OVERVIEW

This screen allows you to add or edit a to-do list item.


FIELDS


User: By clicking the  you select the user who you are creating this item for.


Importance: Specify a number between 0 and 100 to indicate the importance of this item.

Item: Type in whatever the item is, e.g. "Doctors appointment" or "Ring claimant"

Claimant: By clicking the  you can select the claimant that this item is for.

Diary Entry: By clicking the  you can select a diary entry that you want this item associated with.

Raised Date: You can enter the raised date in the format of day month year, DD/MM/YYYY. Or, you can click the date selector .

Target Date: End date in the format of day month year, DD/MM/YYYY. Or, you can click the date selector.  This is the date the item is for, e.g. the date of the doctor's appointment or the date you have to ring the claimant

OK: Save the to-do list item and returns to the to-do list screen.

Cancel: Discards any changes made and returns to the to-do list screen.

GENERAL ACTIVITIES



AssistId	Surname	First Name	File Number	Contact Phone	Contact Date	Completion Date	Practitioner	Details
1	Jones	Frank	X9999999	02 1234 5678	15 May 2012		administrator	Spoke on phone about change of address.

OVERVIEW

This screen will display any general activities you have set in VPAD.

FIELDS

Add: Opens the Add activities screen.

Delete: Deletes the selected activity.

Modify: Modifies the selected activity.

Close: Closes the screen.

ADD OR MODIFY GENERAL ACTIVITIES

The screenshot shows a 'Modify Activity Item' dialog box with the following fields and values:

- First Name: Frank
- Surname: Jones
- File Number: X9999999
- Contact Phone: 02 1234 5678
- Contact Date: 15 May 2012 (with a date selector icon)
- Completion Date: (empty) (with a date selector icon)
- Details: Spoke on phone about change of address.

Buttons at the bottom: OK, Cancel.

OVERVIEW

This screen allows you to enter or edit a particular activity.

FIELDS

First Name: Claimants first name.

Surname: Claimants surname.

File Number: DVA file number.

Contact Phone: Phone number.

Contact Date: Contact date for the activity in format of day-month-year, DD/MM/YYYY. You can also enter the date using the date selector .

Completion Date: Completion date for the activity in format of day-month-year, DD/MM/YYYY. You can also enter the date using the date selector .

Details: Activity details.

OK: Saves changes and closes this screen.

Cancel: Discards changes and closes this screen.

WELFARE ACTIVITES

Id	Activity	Number	Hours	Minutes	Distance (kms)	Practitioner	Date Entered	Comments
1	Visits	3	4	15	36	Administrator Admin	12 Jul 2012	Visited 3 clients...

OVERVIEW

The Welfare Activities screen allows you to view, add and modify any activities recorded. This can be filtered to show all activities recorded or activities recorded by a specific practitioner.

FIELDS

Practitioner: Click the  to view a specific practitioners records or to select to view all records.

Add: Opens the New Activity Item screen, to add a new activity.

Delete: To delete a welfare activity.

Modify: To modify a welfare activity.

Close: To close the welfare activities screen.

NEW ACTIVITY ITEM

New Welfare Activity Item

Activity: Visits

Number: 3

Total time (hours & minutes): 4 15

Distance (kilometers): 112

Practitioner: Administrator Admin

Comments: Visited 3 clients...

Date: 13/07/2012

Current user: administrator

OK Cancel

OVERVIEW

The New Activity Item screen allows you to add a welfare activity.

FIELDS

Activity: Type of activity.

Number: Number of times the activity transpired.

Total time: Time the activity took.

Distance: Travel distance to and from activity.

Practitioner: Person who completed the activity.

Comments: Area to input any relevant comments regarding the activity performed.

Date: Date the activity took place.

Current User: Person who is entering the information into the New Activity Item screen.

NOTE: The current user is the person currently logged in.

REPORTS

Report: Practitioner Report

Parameters:

Consultant: Admin, Administrator

Start Date: 01 Jan 2012

End Date: 01 Jul 2012

Case Type: All

Order By: Name

Ok Cancel

OVERVIEW

The Reports screen allows you to generate six (6) different reports. These reports are:

- **Activity Report:** This report will show all General Activities that are recorded on the General Activities screen. By selecting Case Type of All, all activities, regardless of whether they have been completed or not will be displayed. By selecting Case Type of Active, only activities created between the start and end dates will be shown. By selecting Case Type of Finalised, only activities completed between the start and end dates will be shown.
- **BEST Activity Report:** This report shows all cases that have been submitted or finalised between the start and end dates you have specified. It also shows how many cases were still pending at the end date, i.e. cases that had been submitted but as at the end date had not been finalised.
- **Claimant Details:** This report will show all information currently stored in VPAD regarding the claimant you selected.
- **Diary Items:** This report will show all diary items that were recorded in VPAD between the dates you specify.
- **Postcode:** This report will list all the address postcodes in VPAD and how many claimants live in each postcode.
- **Practitioner:** This report will show all cases that a practitioner date between the start and end dates specified, will be shown. By selecting Case Type of Finalised, all cases that have a decision date between the start and end dates specified will be shown. By selecting Case Type of All, all cases, including cases that have no submitted date, will be shown.

PARAMETERS

Report: By clicking the ▼ you can select the report you want to generate

Consultant or Claimant: By clicking the ▼ you can select which person you want to generate the report for or on.

Start Date: You can enter the start date in the format of day month year, DD/MM/YYYY. Or, you can click the [...] and select the date from the date selector.

End Date: You can enter the end date in the format of day month year, DD/MM/YYYY. Or, you can click the [...] and select the date from the date selector.

Case Type: By clicking the ▼ you can select the case type you want.

Order by: By clicking the ▼ you can specify if the report is ordered by a particular criteria.

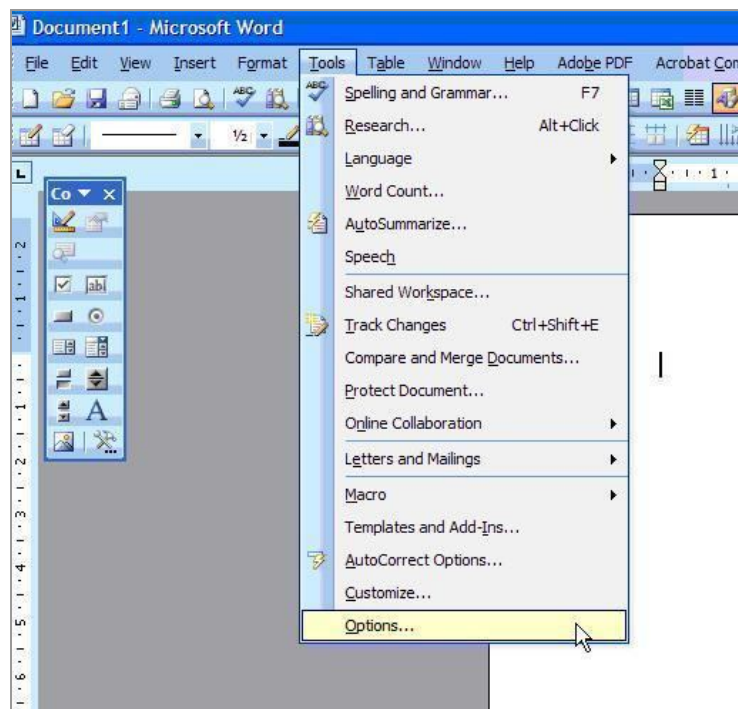
MACRO SECURITY SETTINGS

OVERVIEW

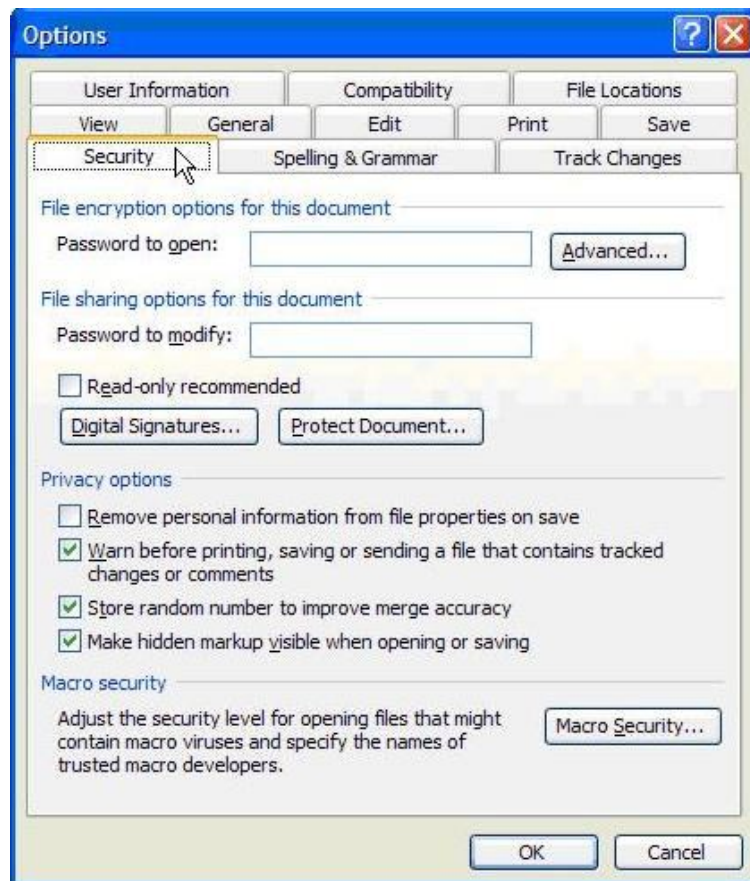
This screen explains how to change the Macro Security Settings if you have incurred an issue when running reports in VPAD. Below are the steps for changing the Macro Security Settings for Microsoft Word 2003 and Microsoft Word 2010.

MICROSOFT WORD 2003

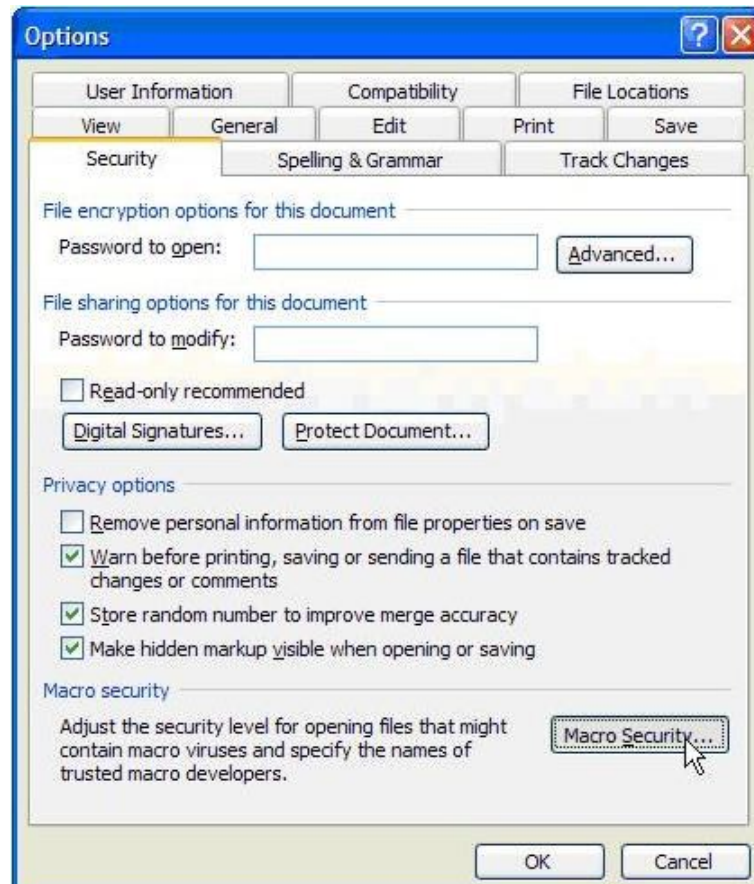
1. Open up Microsoft Word and from the tool bar, select tools, then scroll down and select options.



- The options screen will appear, select the Security tab.



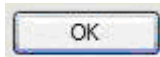
- Select Macro Security.



4. On the Security Level tab, select Medium, then select OK.

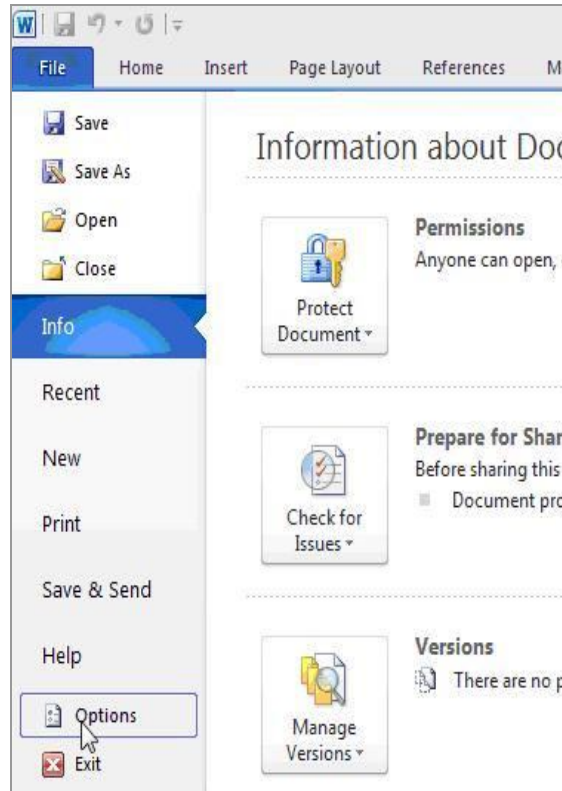


5. You will return to the Options screen, select OK. You can now exit Microsoft Word and run the required report within VPAD.

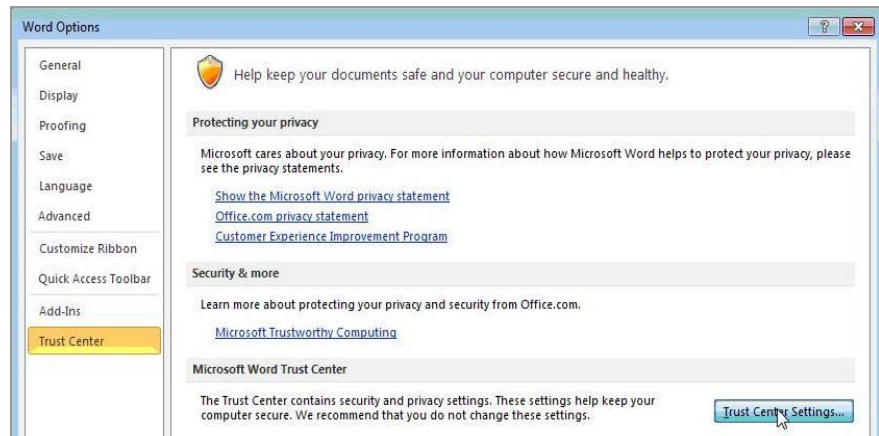


MICROSOFT WORD 2010

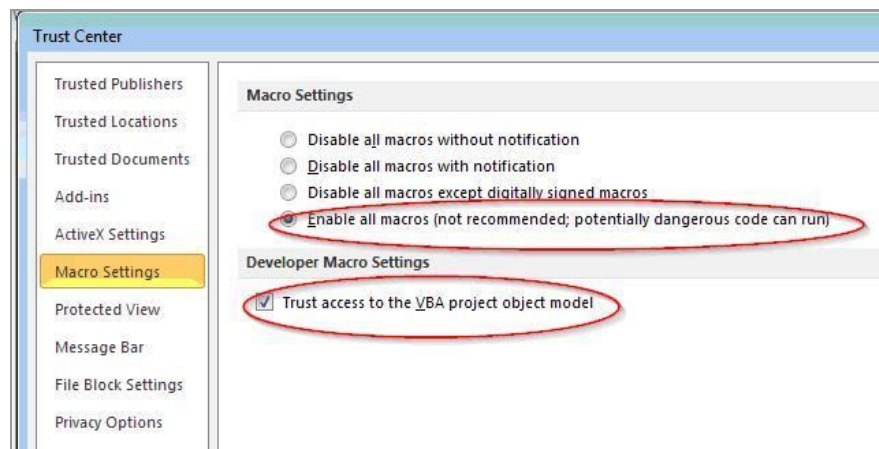
1. Open up Microsoft Word, select file, and then select options.



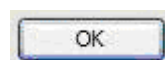
2. The Word Options screen will appear, select Trust Centre, then Trust Centre Settings.



3. The Trust Centre Settings screen appears, select Macro Settings. Under Macro Settings select Enable all macros and then place a tick in Trust access to the VBA project object model, located below under, Developer Macro Settings.



4. Select OK. You can now exit Microsoft Word and run the required report



within VPAD.

ADMINISTRATORS

USER MAINTENANCE

OVERVIEW


This screen allows the administrator to add/edit/delete VPAD users and allows passwords to be changed.

FIELDS


User Name: Click the  to select the appropriate user.

First Name: Displays the first name of the user.

Last Name: Displays the last name of the user.

Assigned User Group: Displays the users access level. Click the  and select the appropriate user group permission.

Training Level: Displays the users TIP level trained. Enter the level of training received here.

Date Trained: Date the user received TIP training in format of day-month-year, DD/MM/YYYY. You can also enter the day using the date selector. .

New Password: Enter new password.

New Password Again: Confirm new password.

Add: Creates a new user profile.

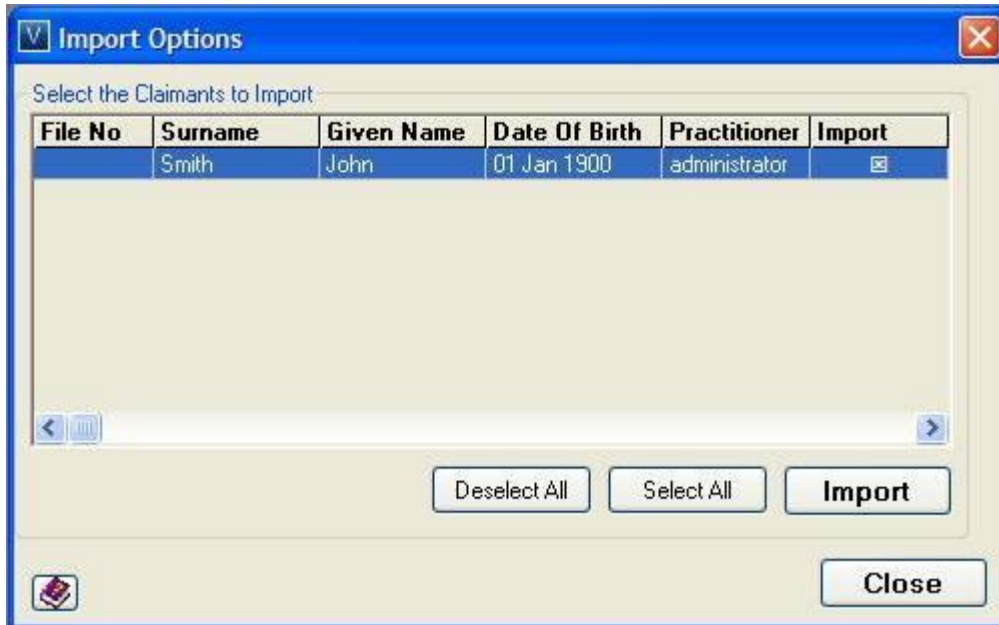
Edit: Edits the details of the currently selected user, such as password.

Delete: Deletes the currently selected user.

Cancel: Cancels and discards any changes made.

Close: Closes the User Maintenance screen.

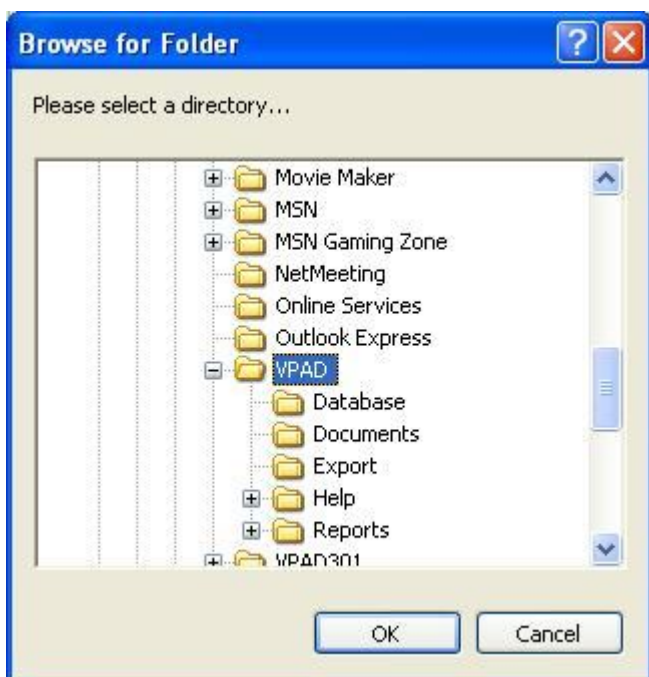
IMPORT CLAIMANTS



OVERVIEW

This screen allows you to import claimants that have been exported from another VPAD database into your VPAD database.

Locate the files that are required to import, and select OK.



FIELDS

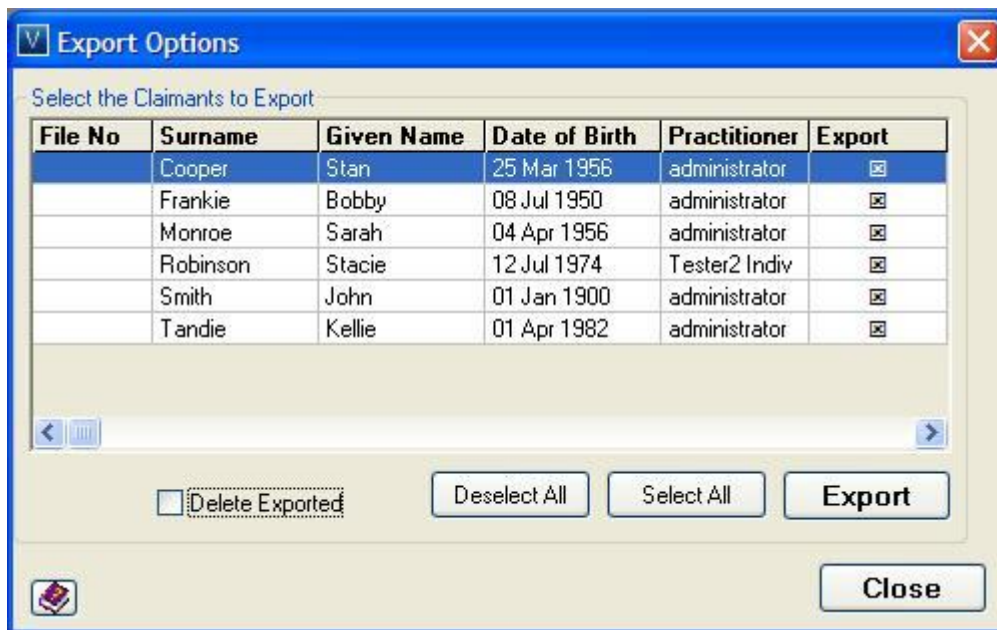
Deselect All: Will deselect any claimants you have currently selected

Select All: Will select all claimants in the list

Import: Will load the selected claimants into your database

Close: Will close this screen

EXPORT CLAIMANTS



OVERVIEW

This screen allows you to select claimants to be exported, so that they can then be imported into another VPAD database.

FIELDS

Delete Exported: Deletes a claimant from the database when it is exported.

Deselect All: Deselects any claimants you have currently selected.

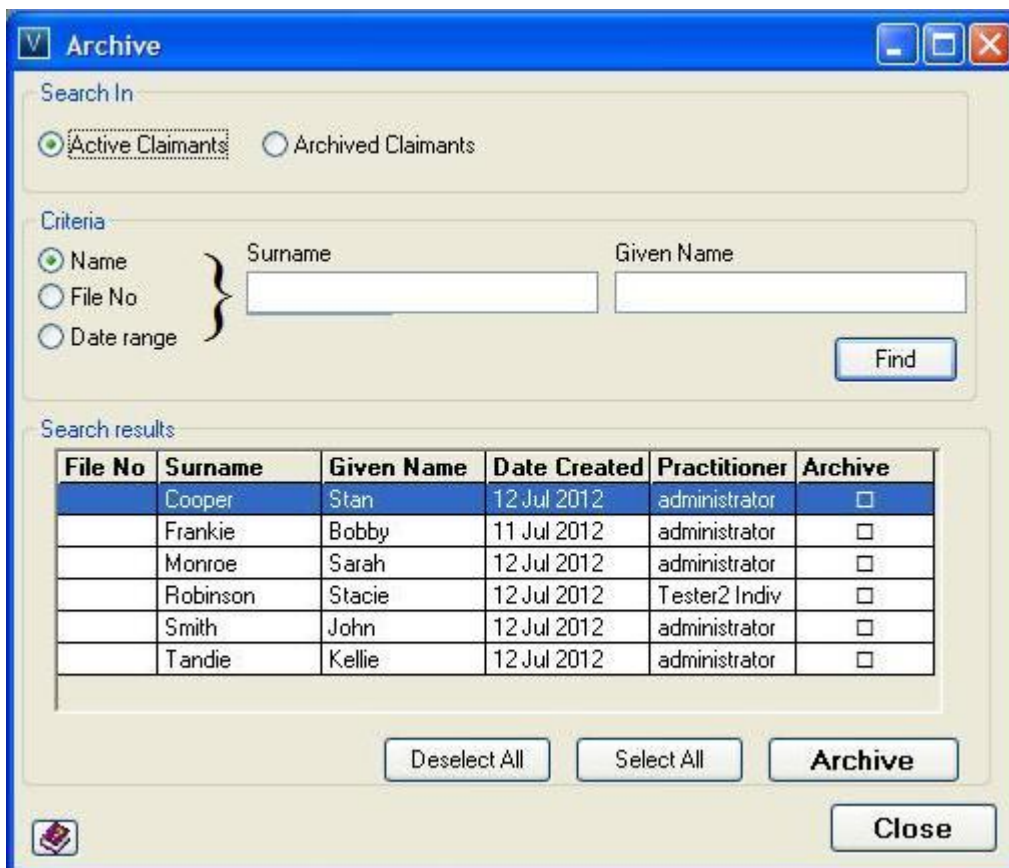
Select All: Selects all claimants in the list.

Export: Exports the currently selected claimants out of your database. Then select the folder you want to export these claimants into, as per the picture below. When you export the claimants into the folder, a series of files are created. Do NOT try and edit or delete any of these files as you will destroy the claimants' details if you do. Once exported, you can copy the folder to a floppy disk, USB drive or CD for transportation and subsequent importing into another VPAD database.

Close: Closes this screen.



ARCHIVE



OVERVIEW

This screen allows you to archive or reactivate claimants.

FIELDS

Search In: Select the required field of active or archived claimants that need to be displayed.

Criteria: To search for a particular claimant, or group of claimants, select the search criteria you want to use.

I.e. Name, the Search Results table will display all the claimants that match the criteria you specified.

Find: The criteria specified will be searched for.

Search Results: Displays all claimants that match the search criteria.

Deselect All: Deselects all claimants in the Search Results table that have been selected.

Select All: Automatically selects every claimant currently in the Search Results table.

Archive: If Search In was set to Active Claimants, this will archive the claimants you have currently selected.

You will then be presented with a screen to confirm the date you are archiving the claimants for and, if you wish, you can change that date.

Reactivate: If Search In was set to Archived Claimants, this will reactivate, or un-archive, any claimants you have currently selected in the Search Results table.

Close: Closes this screen.

ORGANISATION DETAILS

The screenshot shows a window titled "Organisation" with a close button (X) in the top right corner. The form contains the following fields and values:

- Name: RSL Someplace
- Address: 10 Someplace Road
- Suburb: Someplace
- State: NSW (dropdown menu)
- Postcode: 2000
- Phone: 02 1234 5678
- Fax: 02 8765 4321
- Website: www.rslsomeplace.com.au

At the bottom right of the form, there are two buttons: "Update" and "Cancel".

OVERVIEW

This screen allows you to record the particulars of your organisation.

FIELDS

Name: Name of your organisation.

Address: Address of your organisation.

Suburb: Enter suburb.

Postcode: Enter postcode.

State: Click the  and select the appropriate state.

Fax: Enter fax number.

Phone: Enter phone number.

Website: Enter website, if applicable.

Update/OK: Saves the information entered and closes the screen.

Cancel: Discards all information entered and closes the screen.