



Add a case

Task card

This task card discusses the following:

- [What is a case?](#)
- [Add a case – Case details](#)
- [Add a case – Attach clients](#)
- [Add a case – Review](#)
- [Add a case – Finish](#)
- [Referral and source reasons](#)
- [Special data entry fields](#)

KEY HIGHLIGHTS

- **The case identity (ID) should not contain any personal information, such as any part of a client's first or last names, Customer Reference Numbers (CRN) or My Aged Care reference numbers.**
- A case should be created for each outlet even if the case is delivered across multiple outlets.
- Primary and secondary referral source and reasons can be added to a client record at any time.
- The use of special characters such as * & % # @ should **not** be included in the free text fields.
- Some programs have special data entry fields apply to cases.

What is a case?

A **case** is the first step in recording service delivery information within the Data Exchange. A **case** reflects how you deliver a services. Depending on the nature of your program, a case may link to an individual, a couple, a family or a group of unrelated individuals.

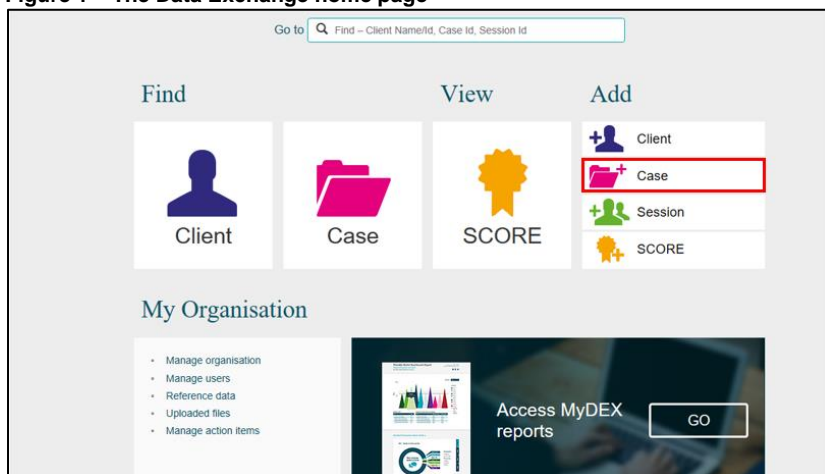
A **case** captures:

- where the service was or will be delivered
- the program activity it is funded by, and
- the client(s) who have or will attend this service.

Add a case – Case details

From the Data Exchange home page, select  Case under the **Add** menu. Refer to Figure 1.

Figure 1 – The Data Exchange home page



The **Add a case – Case details** screen will display. Refer to Figure 2.

Enter the case details.

Fields marked with an * are mandatory and must be completed before you can move to the next screen.

Figure 2 – Add a case – Case details screen

Note: The **Total number of unidentified clients associated with case** field will only display on the **Add a case – Case details** screen once a program activity is selected. Refer to Figure 3.

Figure 3 – Total number of unidentified clients associated with case field

Add a case - Case details

All fields marked with an asterisk (*) are required.

Case ID:

Outlet: *

Program activity: *

Total number of unidentified clients associated with case:

Attendance profile:

[Cancel](#) [NEXT >](#)

Do not enter any personal information into the Case ID field, such as first or last names, Customer Reference Numbers (CRN) or My Aged Care reference numbers.

Table 1 – Case details field descriptions (Refer Figures 2 and 3)

FIELD	DESCRIPTION
Case ID	<p>Enter the Case ID or leave it blank for numerical auto-generation.</p> <p>Note: The use of Special characters such as * & % # @ should not be included in the free text fields.</p>
Outlet*	<p>Select the Outlet where the service is delivered. If a case is delivered across multiple locations, a separate case should be created for each outlet. You will only see outlets within your organisation to which your Data Exchange Organisation Administrator has provided you access.</p>
Program activity*	<p>Select the Program activity that the service is delivered under. If a client is receiving a service from multiple programs then separate cases will need to be created for each program activity.</p> <p>Note: Refer to page 8 for additional details for sub-contractors and consortia arrangements.</p>
Total number of unidentified clients associated with case	<p>Organisations are strongly encouraged to create individual client records for as many of their clients as possible. If it is impractical to collect information about individual participants, for example in community outreach activities where many members of the general public may participate, the aggregate number of unidentified clients is recorded. For example, if you expect 150 people to attend the event over the life of the case you would enter 150 in this field.</p> <p>The field should not be used to 'bulk report' services to individuals or small groups where it is possible to collect the details of each individual client. For group activities where a combination of clients and unidentified persons are expected to attend, enter in the expected number of unidentified persons only. You can then add the clients that are recorded in the Data Exchange in the next page.</p> <p>Note: If the number of actual attendees at the session is greater than the number of expected attendees recorded against the case, you must edit the case record and increase the number of clients expected to attend before recording the session.</p>
Attendance profile	<p>Select the relationship between the clients attached to the case. If there is only one client attached to the case then no option would be selected. The options are:</p> <ul style="list-style-type: none"> • Family • Community event • Peer support group • Couple • Cohabitants

Once completed, please select **NEXT**.

Add a case – Attach clients

The **Add a case – Attach clients** screen will display.

Attach the relevant client(s) to the case. Refer to Figure 4.

To do this use the:

1. **Search clients** field at the top of the screen, or the
2. **Results** section.

Figure 4 – Add a case – Attach clients screen

Add a case - Attach clients

Please record the registered clients associated with the case:

Search clients

Given name:

Family name:

Client ID:

Tags: **+ ADD TO SEARCH**

SEARCH [Clear](#)

Results (3)

☐ Select all

Name	Client ID	Date of Birth	Gender	Created on
<input type="checkbox"/> John HILLS	003	25/05/1942	Intersex indeterminate	19/07/2018
<input type="checkbox"/> Mandy FRANKS	002	25/05/1974	Female	19/07/2018
<input type="checkbox"/> Jon SMITH	001	30/01/1951	Male	06/07/2018

ATTACH SELECTED CLIENTS

Clients attached to the case

No clients currently attached to this case

< BACK [Cancel](#) **NEXT >**

The order of the **Results** section can be changed by clicking on the relevant heading title such as **Name**, **Client ID**, **Date of Birth**, **Gender** or **Created on**.

The selected clients will display under the **Clients attached to the case** heading. Refer to Figure 5.

Figure 5 – Clients attached to the case field

Add a case - Attach clients

Please record the registered clients associated with the case.

Search clients

Given name:

Family name:

Client ID:

Tags: **+ ADD TO SEARCH**

SEARCH [Clear](#)

Results

No records found

Clients attached to the case (3)

	Name	Client ID	Date of Birth	Gender	Created on
<input type="checkbox"/>	John HILLS	003	25/05/1942	Intersex indeterminate	19/07/2018
<input type="checkbox"/>	Mandy FRANKS	002	25/05/1974	Female	19/07/2018
<input type="checkbox"/>	Jon SMITH	001	30/01/1951	Male	06/07/2018

REMOVE SELECTED CLIENTS

< BACK [Cancel](#) **NEXT >**

Associate clients with the case by selecting the **tick box** next to the relevant client's name.

Select **ATTACH SELECTED CLIENTS**.

Select **NEXT**.

Add a case – Review

The **Add a case – Review** screen displays and allows you to review and edit the details of the case you have entered. Refer to Figure 6.

Figure 6 – Add a case – Review screen

Add a case - Review

Please review your answers. Select "Back" to edit your answers.

Case details

Case ID: Counselling Workshop

Outlet: Bay Community Centre

Program activity: Settlement Grants

Total number of unidentified clients associated with case: 0

Attendance profile: Peer support group

Clients attached to the case (3)

Name	Client ID	Date of Birth	Gender	Created on
Mandy FRANKS	002	25/05/1974	Female	19/07/2018
John HILLS	003	25/05/1942	Intersex indeterminate	19/07/2018
Jon SMITH	001	30/01/1951	Male	06/07/2018

< BACK [Cancel](#) **SUBMIT**

Select **<BACK** to edit the details or [Cancel](#) to stop the process and remove the case.

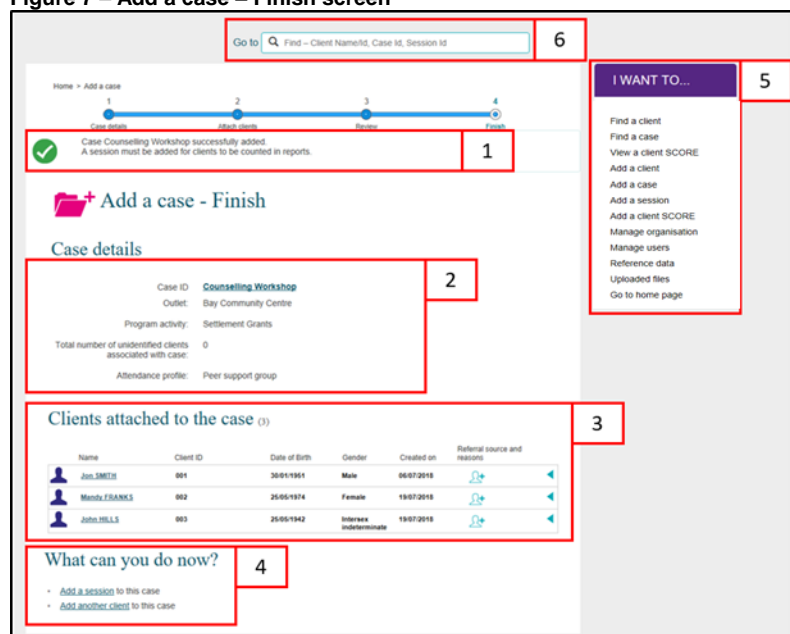
If the details are correct, select **SUBMIT**.

Add a case – Finish

The **Add a case – Finish** screen will display with the following. Refer to Figure 7.

1. A message box to advise the successful creation of the case and that a session must be added for the clients to be counted in reports.
2. A summary of the case you have created. If you did not enter your own case ID, a **Case ID** will automatically be created.
3. A listing of the clients that are attached to the case.
4. **What can you do now?** section where you can **Add a session** to the case or **Add another client** to the case.
5. **I want to...** box where you can complete other tasks.
6. **Go to...** search field where you can search for clients, cases and sessions.

Figure 7 – Add a case – Finish screen



Referrals to other services

You can add **Referral source and reasons** to the clients attached to this case. Refer to Figures 7 and 10.

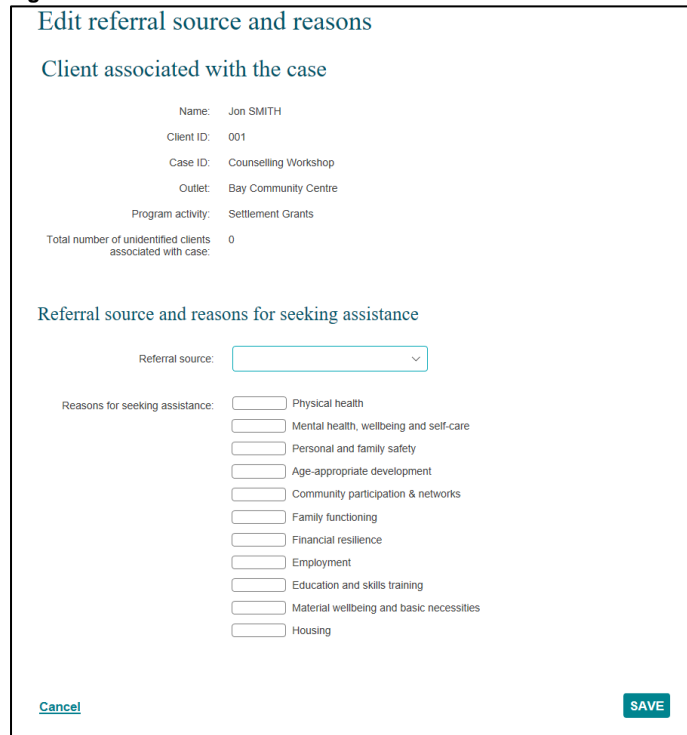
Table 2 – Icon descriptions for Referral source and reasons (Refer Figures 6 and 9)

ICON	DESCRIPTION
	This icon indicates that a referral source and reasons can be added for this client for this case. Note: Refer to page 9 for additional information for the Commonwealth Home Support Program (CHSP).
	This icon indicates that no further referral source and reasons can be added for this client for this case.

Select  found next to the relevant client.

The **Edit referral source and reasons** screen will display. Refer to Figure 8.

Figure 8 – Edit referral source and reasons screen



Edit referral source and reasons

Client associated with the case

Name: Jon SMITH
 Client ID: 001
 Case ID: Counselling Workshop
 Outlet: Bay Community Centre
 Program activity: Settlement Grants
 Total number of unidentified clients associated with case: 0

Referral source and reasons for seeking assistance

Referral source:

Reasons for seeking assistance:

- ☐ Physical health
- ☐ Mental health, wellbeing and self-care
- ☐ Personal and family safety
- ☐ Age-appropriate development
- ☐ Community participation & networks
- ☐ Family functioning
- ☐ Financial resilience
- ☐ Employment
- ☐ Education and skills training
- ☐ Material wellbeing and basic necessities
- ☐ Housing

[Cancel](#) [SAVE](#)

Table 3 –Field descriptions for the Edit referral source and reasons screen (Refer Figures 7 and 8)

FIELD	DESCRIPTION
Referral source	Select the appropriate referral source for the client.
Reasons for seeking assistance	Select the appropriate reason for seeking assistance. One primary reason can be selected. More than one secondary reason can be selected.

Select the relevant **Referral source** and **Reasons for seeking assistance**. Refer to Figure 9.

Figure 9 – Edit referral source and reasons screen

Select **SAVE**.

The **Case details** screen will display.


The **Referral source and reasons** icon will display as . Refer to Figure 10.

Figure 10 – Edit referral source and reasons screen

Select **+ADD SESSION** to add a session to the case.

Select **<BACK** to go to the **Find a case** screen, or the **I want to...** box where you can complete other tasks.

Special Data Entry Fields

Additional information for sub-contracted or consortia arrangements

Sub-contracted or consortia arrangement

If you are delivering a program activity under a **sub-contracted** or **consortia arrangement**:

Select the **Program activity** which shows the delivery partner's name in brackets. Refer to Figure 11.

For example:

Figure 11 – Program activity showing as a sub-contracted or consortia arrangement

Case ID:

Outlet: * Bay Area Services ▼

Program activity: * Family Relationship Advice Line (for Community Organisation) ▼

Total number of unidentified clients associated with case:

Attendance profile:

If you are directly funded to deliver the program activity only the name of the program activity will be shown. Refer to Figure 12.

Figure 12 – Program activity delivered by directly funded organisation

Case ID:

Outlet: * Bay Area Services ▼

Program activity: * Community and Home Support ▼

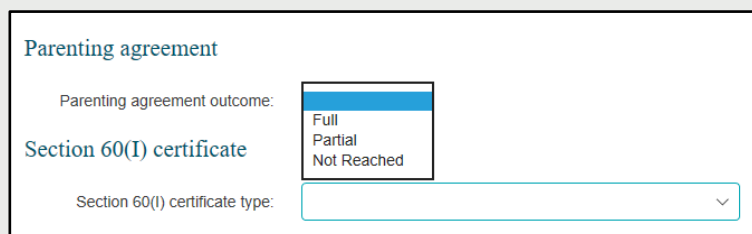
Total number of unidentified clients associated with case:

Attendance profile:

Additional fields for the Family Law Services program cases

Parenting agreement outcome

This field applies to all Family Law Services programs, except the Children's Contact Services and Supporting Children after Separation program activities. The Parenting Agreement Field has three options to select from. Refer to Figure 13. **Figure 13 – Parenting Agreement Outcome options**

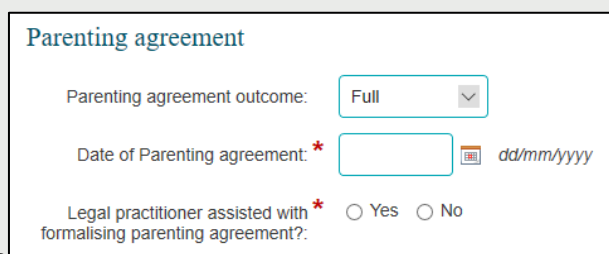


Parenting agreement outcome:

Section 60(I) certificate type:

Full
Partial
Not Reached

Once a Parenting agreement option is selected additional fields display. Refer to Figure 14.



Parenting agreement outcome: Full

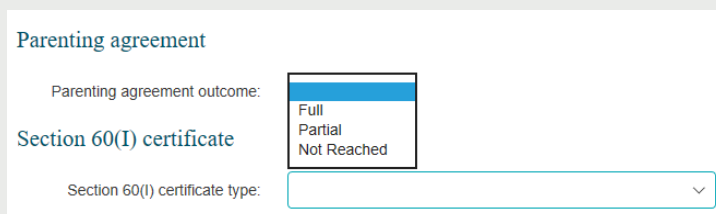
Date of Parenting agreement: * dd/mm/yyyy

Legal practitioner assisted with formalising parenting agreement?: * ☐ Yes ☐ No

Figure 14 – Parenting Agreement additional fields

If you mistakenly select a value for the Parenting agreement outcome a blank value can be selected, cancelling out the incorrectly input value. Refer to Figure 15.

Figure 15 – Selecting a blank Parenting Agreement outcome



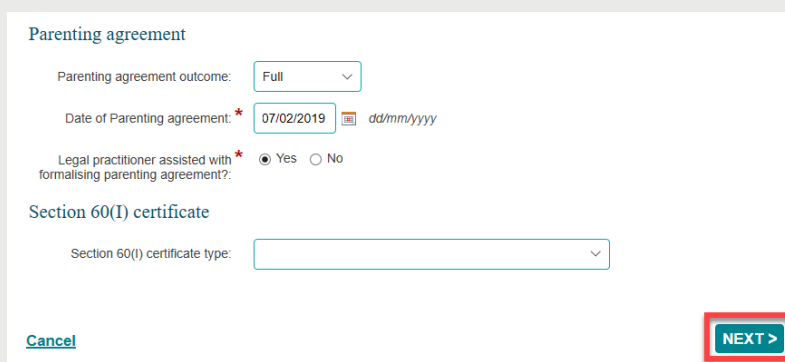
Parenting agreement outcome:

Section 60(I) certificate type:

Full
Partial
Not Reached

Once the fields are completed the next button can be selected to move to the next screen. Refer to Figure 16.

Figure 16 – Select the next button



Parenting agreement outcome: Full

Date of Parenting agreement: * 07/02/2019 dd/mm/yyyy

Legal practitioner assisted with formalising parenting agreement?: * ☒ Yes ☐ No

Section 60(I) certificate type:

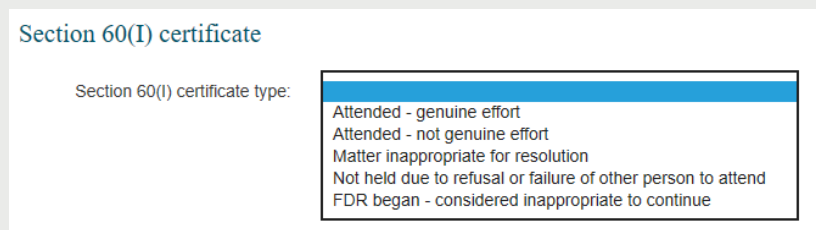
[Cancel](#) [NEXT >](#)

These fields can be completed at the time of creating the case, or at a later stage through the edit case process.

Section 60(I) certificate type

This field applies to all Family Law Services programs, except the Children's Contact Services and Supporting Children after Separation program activities. This field applies to relevant organisations delivering these services. The Section 60(I) certificate type field has five options to select from. Refer to Figure 17.

Figure 17 – Section 60(I) certificate type options



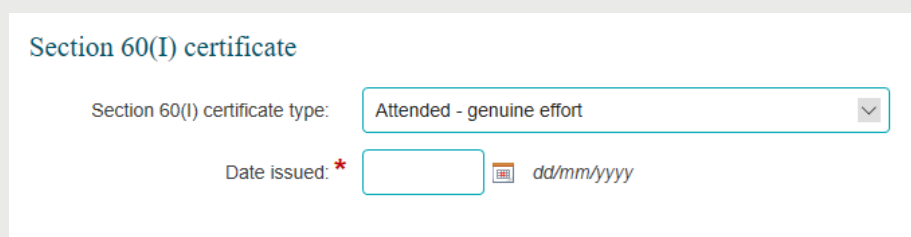
Section 60(I) certificate

Section 60(I) certificate type:

- Attended - genuine effort
- Attended - not genuine effort
- Matter inappropriate for resolution
- Not held due to refusal or failure of other person to attend
- FDR began - considered inappropriate to continue

Once a Section 60(I) certificate type option is selected, an additional field displays. Refer to Figure 18.

Figure 18 – Section 60(I) certificate type additional fields



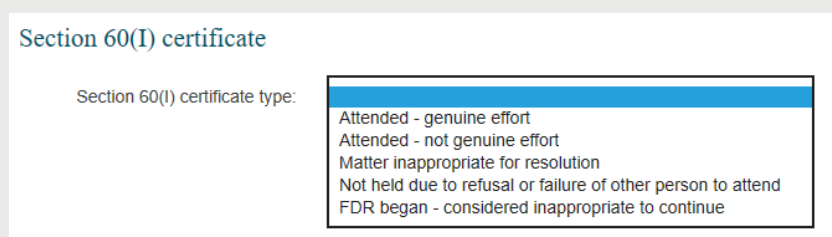
Section 60(I) certificate

Section 60(I) certificate type: Attended - genuine effort

Date issued: * dd/mm/yyyy

If you mistakenly select a value for the Section 60(I) certificate type, a blank value may be selected, cancelling out the incorrectly input value. Refer to Figure 19.

Figure 19 – Selecting a blank Section 60(I) certificate type



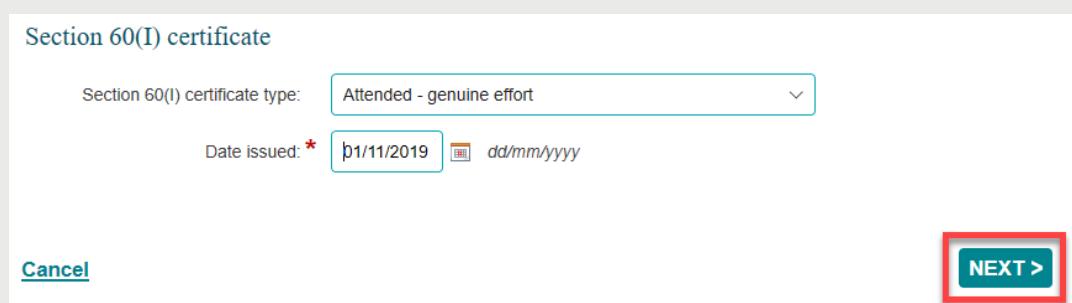
Section 60(I) certificate

Section 60(I) certificate type:

- Attended - genuine effort
- Attended - not genuine effort
- Matter inappropriate for resolution
- Not held due to refusal or failure of other person to attend
- FDR began - considered inappropriate to continue

Once the fields are completed the next button can be selected to move to the next screen. Refer to Figure 20.

Figure 20 – Select the next button



Section 60(I) certificate

Section 60(I) certificate type: Attended - genuine effort

Date issued: * 01/11/2019 dd/mm/yyyy

[Cancel](#) [NEXT >](#)

These fields can be completed at the time of creating the case, or at a later stage through the edit case process.

Additional fields for Commonwealth Home Support Program (CHSP) cases

Referral source and reasons

Extra **referral sources and reasons** are available for CHSP. To record a client's referral source and reason, open the existing **case** record and select the **Referral source and reasons** icon. Refer to Figure 21.

Figure 21 – Case screen

Case details

DELETE CASE **EDIT CASE DETAILS**

Case ID: Hot Meals on Wednesdays
Outlet: Bay Area Services
Program activity: Community and Home Support
Total number of unidentified clients associated with case: 0
Attendance profile: Peer support group
End date:

Clients attached to the case (2)

ATTACH/DETACH CLIENTS

Name	Client ID	Date of Birth	Gender	Created on	Referral source and reasons
Frederick JAMIESON	002	06/11/1941	Male	03/08/2018	
Helen CRIGHTON	003	06/12/1940	Female	03/08/2018	

Sessions associated with the case

+ ADD SESSION

No sessions associated with the case

< BACK

The **Edit referral source and reason** screen will display. Refer to Figure 22.

Figure 22 – Edit referral source and reasons screen

Edit referral source and reasons

Client associated with the case

Name: Frederick JAMIESON
Client ID: 002
Case ID: Hot Meals on Wednesdays
Outlet: Bay Area Services
Program activity: Community and Home Support
Total number of unidentified clients associated with case: 0

Referral source and reasons for seeking assistance

Referral source:

Reasons for seeking assistance:

- ☐ Physical health
- ☐ Mental health, wellbeing and self-care
- ☐ Personal and family safety
- ☐ Age-appropriate development
- ☐ Community participation & networks
- ☐ Family functioning
- ☐ Financial resilience
- ☐ Employment
- ☐ Education and skills training
- ☐ Material wellbeing and basic necessities
- ☐ Housing

Reason for client leaving this case

This data provides information about the circumstances surrounding the ending of a client's relationship with a case. This contributes to a general understanding of the pattern of client interaction with this program and gives indications as to the reason for disengagement with the provider.

Exit reason:

Cancel **SAVE**

The **Referral source** will automatically populate with My Aged Care Gateway.

Select from the **Referral source** and the **Reasons for seeking assistance** drop down list the applicable source and reason. Refer to Figure 15.

NOTE: There are CHSP specific **Referral sources**. These include the Linkages Program and the CoS program.

Select **SAVE**.

Extra Client profile information

CHSP specific client profile data requirements will only appear if a client is attached to a case that has a CHSP specific program activity.

Once a client has added to the Data Exchange and attached to a CHSP specific program activity case, a **yellow exclamation mark** will display next to their name indicating that extra client profile information needs to be added for this client. Refer to Figure 23.

Select the **client's name** next to the **yellow exclamation mark**.

Figure 23 – Case screen highlighting yellow exclamation mark

The screenshot shows the 'Case details' screen. At the top, a red-bordered box contains a yellow exclamation mark icon and the text: 'This case requires program specific data items to be added to each client profile before a session can be added.' Below this, the 'Case details' section includes fields for Case ID, Outlet, Program activity, Total number of unidentified clients associated with case, Attendance profile, and End date. There are buttons for 'DELETE CASE' and 'EDIT CASE DETAILS'. The 'Clients attached to the case' section shows a table with three clients. The first two clients, Frederick JAMIESON and Helen CRIGHTON, have a blue person icon next to their names. The third client, Henry NORDEN, has a yellow exclamation mark icon next to his name. There is a button 'ATTACH/DETACH CLIENTS' above the table. Below the table, there is a section for 'Sessions associated with the case' with a '+ ADD SESSION' button and a '< BACK' button at the bottom left.

Name	Client ID	Date of Birth	Gender	Created on	Referral source and reasons
Frederick JAMIESON	002	05/11/1941	Male	03/08/2018	
Helen CRIGHTON	003	05/12/1940	Female	03/08/2018	
Henry NORDEN	004	13/12/1939	Male	03/08/2018	

The **Edit client details** screen will display with the items that need to be completed. Refer to Figure 24. Scroll to the **Program specific client details** section.

Figure 24 – Edit client details screen

Edit client details

All fields marked with an asterisk (*) are required.

Given name* Henry

Family name* Nonden

Client ID* 004

Name provided is a pseudonym: ☐

Demographic details

Country of birth* Australia

Main language spoken at home* English

Is the client of Aboriginal or Torres Strait Islander origin? No

Does the client have one or more of the following impairments, conditions or disabilities?

- ☐ Intellectual learning
- ☐ Psychiatric
- ☐ Sensory/hearing
- ☒ Physical/diverse
- ☐ Not stated/inadequately described
- ☐ None

Program specific client details

This data forms a part of a few additional discrete questions for this program's reporting needs. These items only appear and apply to clients when they are attached during the case creation process.

Accommodation setting* [dropdown]

Living arrangements* Single (person living alone)

DVA Card status* [dropdown]

Existence of carer* [dropdown]

Extended demographic details

The extended client demographic information below is part of the Partnership Approach. Providing responses to this information is optional. However, if provided will improve the reports available to your organisation.

Homeless indicator: No

Highest level of education/qualification: [dropdown]

Employment status: [dropdown]

Main source of income: [dropdown]

Approximate gross income (income whole dollars only): [input] per (income frequency): [dropdown]

Year of first arrival in Australia: [dropdown] in month of: [dropdown]

Visa type: [dropdown]

Ancestry: [dropdown]

Is client a carer: [dropdown]

NDYS eligibility: [dropdown]

[Cancel](#) [SAVE](#)

All the fields in the **Program specific client details** section are **mandatory**. Refer to Table 2.

Table 2 – Descriptions for CHSP program specific client details fields (Refer Figure 17)

FIELD	DESCRIPTION
Accommodation setting	Select the Accommodation setting that best describes the client's current status.
Living arrangements	<p>Select the Living arrangement that best describes the client's current status.</p> <p>If the client lives with others who are not accessing a service with your organisation they should be recorded as their current living arrangement status.</p> <p>Example 1: A client attends a session alone and they reside with their partner; the Living arrangement selected is 'Couple'.</p> <p>Example 2: A client attends a session alone and they reside with a relative such as their 40 year old child; the Living arrangement selected is 'Group (related adults)'.</p> <p>Example 3: A client attends a session alone and they reside with non-related adults; the Living arrangement selected is Group (unrelated adults).</p>
DVA Card status	Select the Department of Veteran Affairs (DVA) card that the client receives.
Existence of carer	Select Yes or No .

Select **SAVE**.

Once the information is added, the green exclamation mark a **Successfully saved** message will display. Refer to Figure 25.

Figure 25 – Case screen with updated program specific client data

The screenshot shows a web interface for 'Case details'. At the top, a green checkmark icon and the text 'Successfully saved' are displayed within a red-bordered box. Below this, the 'Case details' section includes buttons for 'DELETE CASE' and 'EDIT CASE DETAILS'. The case information is as follows:

- Case ID: Hot Meals on Wednesdays
- Outlet: Bay Area Services
- Program activity: Community and Home Support
- Total number of unidentified clients associated with case: 0
- Attendance profile: Peer support group
- End date:

Below the case details, the section 'Clients attached to the case (4)' features an 'ATTACH/DETACH CLIENTS' button. A table lists the attached clients:

Name	Client ID	Date of Birth	Gender	Created on	Referral source and reasons
Frederick JAMESON	002	05/11/1941	Male	03/08/2018	[Icon]
Helen CRIGHTON	003	05/12/1940	Female	03/08/2018	[Icon]
Henry NORDEN	004	13/12/1939	Male	03/08/2018	[Icon]

Exiting a Commonwealth Home Support Program client from a case

To record a client has **exited** from a CHSP case, open the existing **case** record and select the **Referral source and reasons** icon. Refer to Figure 26.

Figure 26 – Case screen – Referral source and reasons icon





Case details

DELETE CASE EDIT CASE DETAILS

Case ID: Hot Meals on Wednesdays
Outlet: Bay Area Services
Program activity: Community and Home Support
Total number of unidentified clients associated with case: 0
Attendance profile: Peer support group
End date:

Clients attached to the case (4)

ATTACH/DETACH CLIENTS

Name	Client ID	Date of Birth	Gender	Created on	Referral source and reasons
Frederick JAMIESON	002	05/11/1941	Male	03/08/2018	
Helen CRIGHTON	003	05/12/1940	Female	03/08/2018	
Henry NORDEN	004	13/12/1939	Male	03/08/2018	
Buby HENDERSON	005	08/08/1942	Female	03/08/2018	

The Edit **referral source and reason** screen will display. Refer to Figure 27.

Figure 27 – Edit referral source and reasons screen

Edit referral source and reasons

Client associated with the case

Name: Frederick JAMIESON
Client ID: 002
Case ID: Hot Meals on Wednesdays
Outlet: Bay Area Services
Program activity: Community and Home Support
Total number of unidentified clients associated with case: 0

Referral source and reasons for seeking assistance

Referral source: My Aged Care Gateway

Reasons for seeking assistance:

- ☐ Physical health
- ☐ Mental health, wellbeing and self-care
- ☐ Personal and family safety
- ☐ Age-appropriate development
- ☐ Community participation & networks
- ☐ Family functioning
- ☐ Financial resilience
- ☐ Employment
- ☐ Education and skills training
- ☐ Material wellbeing and basic necessities
- ☐ Housing

Reason for client leaving this case

This data provides information about the circumstances surrounding the ending of a client's relationship with a case. This contributes to a general understanding of the pattern of client interaction with this program and gives indications as to the reason for disengagement with the provider.

Exit reason:

Cancel SAVE

Select the exit reason from the **Reason for client leaving this case** drop down list.

Select **SAVE**.

The **Case details** screen will display and the **Referral source and reasons** icon updates to indicate that no further referral source and reasons information can be added for this client. Refer to Figure 28.

Figure 28 – Case details – Updated referral source and reasons icon

The screenshot shows the 'Case details' screen. At the top, there are two buttons: 'DELETE CASE' and 'EDIT CASE DETAILS'. Below these, the case information is displayed: Case ID: Hot Meals on Wednesdays, Outlet: Bay Area Services, Program activity: Community and Home Support, Total number of unidentified clients associated with case: 0, Attendance profile: Peer support group, and End date: (blank). Below this, there is a section titled 'Clients attached to the case (4)' with an 'ATTACH/DETACH CLIENTS' button. A table lists the clients with columns for Name, Client ID, Date of Birth, Gender, Created on, and Referral source and reasons. The 'Referral source and reasons' column for the first client, Frederick JAMIESON, shows a red box around a person icon with a checkmark, indicating that no further information can be added.

Name	Client ID	Date of Birth	Gender	Created on	Referral source and reasons
Frederick JAMIESON	002	05/11/1941	Male	03/08/2018	
Helen CRIGHTON	003	05/12/1940	Female	03/08/2018	
Henry NORDEN	004	13/12/1939	Male	03/08/2018	
Betsy HENDERSON	005	08/08/1942	Female	03/08/2018	

Go to the [Commonwealth Home Support Programme Manual](#) for more information about these program specific fields.

Go to the [Data Exchange Protocols](#) and the [Training](#) page for more information on outlets, clients, cases and sessions.

For technical support; contact the Data Exchange Helpdesk by email dssdataexchange.helpdesk@dss.gov.au or on 1800 020 283 between 08.30am – 5.30pm (AEST/AEDT) Monday to Friday.