

Guidelines for the Use of the Human Services Directory

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Human Services Directory

OVERVIEW

The Human Services Directory provides users with detailed and current online information about Victorian providers of Human Services such as health, community and disability services. Practitioners and service providers are able to access accurate and up-to-date information about services, both to inform clients and to communicate with other practitioners, and can use this information to refer clients to other relevant service providers as required.

The Department of Human Services (DHS) originally launched the Human Services Directory (HSD) in September 2004. After the initial population of the database, DHS established a working group comprising various stakeholders and users of the directory, as representatives of Victoria's Human Services industry. The purpose of this working group was to review the quality of the information published to the Human Services Directory.

As a result of that review and in consultation with industry representatives, DHS determined that:

The directory required some functional modifications so as to assist authors and providers of information to the directory with maintaining consistency, quality and integrity of published information.

Refined categorisation of Services was required for more consistent and relevant classification of Service information published to the Human Services Directory.

DHS would establish and publish a set of Guidelines of Use for authors of the Human Services Directory that would promote consistency, integrity and quality of content published to the Directory.

This document includes a synopsis of the functional changes to the Human Services Directory Interface as well as publishing the Guidelines of Use.

Guidelines of Use

NEW CRITERIA FOR LISTING ON THE HUMAN SERVICES DIRECTORY

The new set of criteria for Agencies to be accepted to the Human Services Directory and to remain on the directory are:

- 1) Each Agency must directly provide health, housing or community services to the Victorian Community.
- 2) Where an organisation both funds and provides services, only information about services provided directly by that organisation should be included on the HSD. Peak bodies can be included as providing information and referral services.
- 3) The HSD will record whether or not an agency is funded by DHS. This categorisation however will be visible only to the HSD Content Managers and not to users of the HSD Web site.
- 4) Each Agency must be a legal entity and provide hard copy proof of Australian Business Number (ABN) or proof of legal status to DHS, and each separate legal entity must be entered on the directory as a separate agency.
- 5) Each Agency, should they have Practitioners (sole or within an agency), must validate that those practitioners have appropriate qualifications and registration/accreditation for their discipline or industry.

After logging in at www.humanservicesdirectory.vic.gov.au, each Agency will be required to mark a check-box at the default agency home page to certify that all practitioners employed by the Agency. Possess the required qualifications, registration and accreditation relevant to their discipline or industry.

In addition, each Agency will be required to send the proof of their entity's/entities' legal status to:

Human Services Directory – Entity Validation
P.O. Box 635
North Melbourne
VIC 3051

The above criteria will be applied to any new agencies wanting to list on the Human Services Directory.

Agencies listed on the Human Services Directory prior to 25th January 2007 will have up until the 31st July 2007 to provide the required information. After this date, agencies that do not comply with the above criteria will no longer have their information (including sites and services information) published to the Human Services Directory.

AUTHORISATION PROCESS FOR INFORMATION PUBLISHED TO THE HSD

From 25th January 2007 onwards the Human Services Directory will require each Agency to appoint a single nominated Approver to vet and approve all new information (additions, deletions and amendments) that relate to that Agency.

More than one user will still be able to edit Agency information (if they have been authorised with a user log-in), but this information will not be published until the Agency Approver has reviewed and approved the information they are adding, deleting or amending.

Single Approver/Multiple Authors

All Agencies that currently only have one user "log-in name" will have that username enabled as the Approver. All amendments made to Agency information by the Approver are published to the HSD immediately.

Users of the HSD who do not have Approver privileges, will have any amendments they make posted to a Pending Changes area on the website where the Approver of their Agency will need to review and approve the information before it is published to the HSD website.

Approve and Publish

If the Approver is satisfied with the accuracy of the information, they will Approve and effectively publish the information to sites immediately. If the Approver is not satisfied with the requested amendments, they will need to contact the author and discuss these and will reject the changes (which will then not be published to the website).

It is the responsibility of Approver to review the Pending Changes area for their Agency on a regular basis to maintain the currency of information. DHS recommends that such a review occur on a weekly basis.

Register Approver Log-in

Please contact the HSD HelpDesk at hsd.admin@data.com.au to nominate an Approver for your Agency:

Email To: hsd.admin@data.com.au

Subject: HSD Approver Log-in – *Your Agency Name*

Email Text: My Name – *Your Title Firstname Lastname*
My Email – *Your Email address*
My Phone – *Your Phone Number*
Approver Log-In Name – *This must be a current log-in name for your Agency. Your agency is provided at least one log-in name when its information is registered on the HSD. If you have forgotten your Agency's log-in, type "Forgotten Log-in" and the HSD HelpDesk will provide you with an appropriate Log-in and password.*

Or otherwise provide the same information at the [Feedback form](#) on the HSD.

Further Information on Log-in and Approval Process

You can find further information on the Log-in and Approval Process by clicking [here](#).

NEW SERVICE CODES AND SERVICE TYPES

DHS has refined the classification of Service Codes and Service Types that has been used to describe every service listed on the Human Services Directory. The process of review involved significant research including consultation and collaboration with stakeholders of information listed on the Human Services Directory.

Criteria for reclassification was established as:

- a reduced list of 30 mutually exclusive Service Categories (from the 80+ Service Codes); and
- a second Tier of classification via Service Types that are associated with each Service Category.

In addition, a list of commonly used keywords is provided so that authors may select 'ready-keyed' words that describe their services. It is the intention to allow authors to click through as much data population as possible so as to avoid keying free text and possibly introducing spelling errors that will adversely affect search results for anyone searching information that may otherwise be relevant to the site/service.

The review of service categorisation is intended to provide easier data input for authors to the HSD and simpler searching mechanisms for users of the information.

A complete list of [Revised Service Categories and Service Types](#) is available [here](#)

Further Information on How to Use Service Categories and Service Types

For further information on how to use the revised Service Categories and Service Types, please refer to [Guidelines for use of Service Category and Service Type Classification](#).

Revised categorisation of existing sites' Service information

As a result of the revision to Service Type classification, all existing services listed on the HSD have been reclassified to match one of the newer Service Code/Service Types.

The reclassification was performed on the basis of manual review as well as automated mapping. We ask that you review the reclassification of services that has been provided to services listed at your Agency's sites. If you are not satisfied that

the reclassification is appropriate, please log-in to the HSD editing interface and amend the service classification to one that better describes the service/s that your site/s provide.

HSD - NEW LOOK AND FEEL

The Human Services Directory website has been modified to facilitate easier searching and improved data integrity.

Some of these improvements include:

Search Screens – Basic and Advanced

HSD now provides two revised screens for searching.

The Basic screen is divided into 3 sections where you can search by either:

- Name of the Agency or Site; OR
- A Keyword or Keywords; OR
- Service details.

The Advanced screen is predominantly used at Agency level and provides additional search criteria including the ability to specify services, practitioners, availability and agency details in your search.

Modification to data capture interfaces for Site and Service information

The editing interfaces for the Services and Sites information Tabs have been modified to simplify the information now captured (some fields have been removed) and mandatory fields have been revised. Each mandatory field is highlighted in red with an asterisk * and must be completed before any data can be saved to the entity's record.

Default Site Names

When adding site information, the site name will automatically populate with a default name that is formatted on the basis of *Agency Name – Suburb/Town*. You can modify this default name, as you would like. However, please note that the HSD will not allow the recording of duplicate site names and will provide an error message should you attempt to name your site with the same name as one that already exists.

More Complete Address Information

DHS requires that Agencies and Sites listed on the HSD provide their street addresses wherever possible and promotes the use of PO Box addresses only in the instances where this is required to protect the service provider's clients.

Once you have entered all the details you need to please click on "Save" at the bottom of your screen and then the "Close" button.

A couple of tips!

When in 'Edit' mode make sure you close the window with the "Close" button on the bottom of the screen rather than the X on the top, otherwise the HSD thinks you are still editing a site.

When making additions in a number of the editing screens, there may also be another area on the screen's (far right) where it asks you to Update, Delete, or Cancel. If adding information, click on the "Update button" then click on the "Save button" and the new details will appear on the screen.

Please also use the ["Hints and Tips"](#) in the left hand menu, as it provides explanation for many of the aspects of the HSD.

More Question?

Should you have any queries please use either the feedback form on the website or send an email with your query to hsd.admin@data.com.au. The HSD HelpDesk can also be reached on 03 9320 9070.

These new features of the Human Services Directory will provide your organisation and all users of the HSD with an enhanced directory service. Please use the feedback form on the website to provide any feedback to assist us with further improving the service of the Human Services Directory.

Kind regards,



Sonya Robinson
Database Content Manager