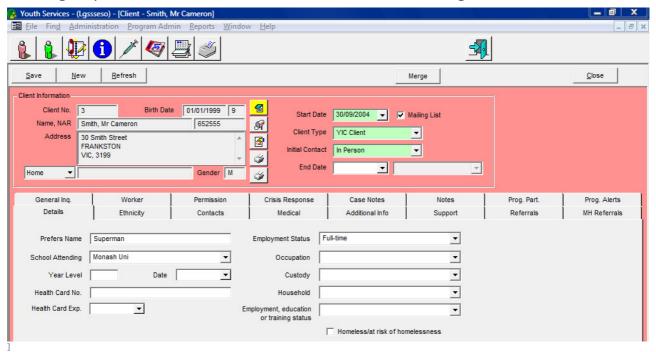# Youth Services Module

A unique automated system **designed by** and **for, Youth Services** providers.

The Youth Services module of our ***Community Services Suite*** has been developed to significantly reduce the administrative overheads associated with traditional paper based systems. Providing simplified maintenance of accurate records means increasing service levels to clients.

Major features at a glance:

- Record and maintain comprehensive client information including:
  - Family/Contact/Key Player details
  - Ethnicity Details
  - Medical conditions, required medication, allergies etc.
  - Participation history for programs
  - Program Alerts
  - Referrals from Agencies/ to Agencies
  - Support/Counselling case notes
  - General inquiries
  - Ability to store general notes in user defined categories

- Record and maintain pertinent staff information:
  - Driving licence details including special endorsements
  - Skills appropriate to programs offered
  - Course special qualifications eg. first aid
  - Program preferences
  - Reference checking eg. police
  - Reimbursements of out of pocket expenses
  - Optional recording of staff work area

- Agency Listing and search facility
  - Recording of multiple contacts
  - Record services provided by Agency
  - Ability to store notes in user defined categories
  - Search services to mail out to Agencies, print out for clients

- Mailout facility:
  - Create and maintain user defined mailing lists that interface to MSWord and email
  - Run Ad hoc mailouts to target groups/Class participants/Parents/clients

- Programs:
  - Setup holiday and outreach programs, including the assignment of participants and recording attendances or bulk entry of participants, activities, staff members, Agency involvement

- General Inquiries:
  - Record individual entries or bulk entry for statistical data
  - Record outcomes of client interaction

- Needle Exchange:
  - Record entries for statistical data collection as per DHS requirements.

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Total Package
- Implementation assistance
- User and Technical Training
- Telephone Support line
- Remote access diagnostics
- Maintenance/enhancement program

Third Party Integration
- Civica's Authority
- AusSoft's CommuNity
- Fujitsu's 2000 Plus
- GEAC's Pathway
- Technology One's ProClaim

Technical Environment

Operating Systems
- Microsoft Windows NT, 2000, XP
- Citrix Metaframe XP

RDBMS
- SQL Server
- Informix

Applications Available:
- Aged & Disability Care Services
- Food Services
- Maternal & Child Health
- Pre-School Enrolment
- Immunisation
- Family Day Care
- Resource Facility Booking System
- Youth Services
- Centre Based Care inc Occasional and Before and After School Care
- Centralised Waiting List
- Vacation Care

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