

Family Safety Portal User Guide

Family Safety Meeting Chairperson

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1. Setting referral outcomes

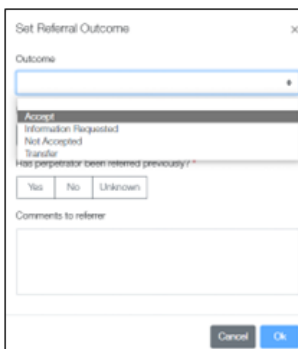
As Chair of the FSM you will receive an email notification when a referral has been submitted to your FSM region.

You will need to sign into the Portal and find submitted referrals under Pending Referrals on your dashboard.

You can search past cases on the FSM to find out if the victim or perpetrator has been referred to any FSM in the past.

Pending Referrals							Search Past Cases
Reference No.	Person At Risk	Perpetrator	Risk Score	Referred By	Submitted	Region	Set Outcome
REF-010415	Sarah Smith		65	DHS	12/5/2022 10:59 AM	Adelaide Hills	

Click on **Set Outcome** to accept, request more information, not accept or transfer to another FSM.



The dialog box titled "Set Referral Outcome" contains the following elements:

- An "Outcome" dropdown menu with a downward arrow.
- A list of outcome options: "Accept", "Information Requested", "Not Accepted", "Transfer", and "Has perpetrator been referred previously?".
- Radio buttons for "Yes", "No", and "Unknown" (which is selected).
- A text area labeled "Comments to referer".
- "Cancel" and "Ok" buttons at the bottom right.

When you determine the outcome of the referral, the person who submitted the referral will receive an email notification of your decision, along with your comment.

It is mandatory to state the reason for not accepting a referral as the person who submitted the referral will need to continue to work with that client and mitigate the risk without the benefit of the FSM collaboration. The information provided by the Chair will assist workers to manage risk.

The Family Safety Framework Practice Manual has more information regarding decision making when assessing referrals.

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2. Searching for previous Family Safety Meeting records

You can search past cases on the FSM to find out if the victim or perpetrator has been referred to any FSM in the past.

Pending Referrals

Search Past Cases

Reference No.	Person At Risk	Perpetrator	Risk Score	Referred By	Submitted	Region
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Search Past Cases

First Name

jane

Last Name

Address

Search

Name	Date of Birth	Address	Type
Jane Jones	1/1/1971		Victim
Reference No.	CR-010046	Case Status	Open
Person at Risk	Jane Jones	Referral Date	23/8/2021
Perpetrator	John Jones	Closed Date	
		FSM Region	Southern Metro
Jane Tarzan			Victim
Jane Doe	1/1/2000		Victim
Jane Doe	1/1/2000		Victim
Jane Eliza	12/3/1979		Victim

Showing 1 - 5 of 11 items

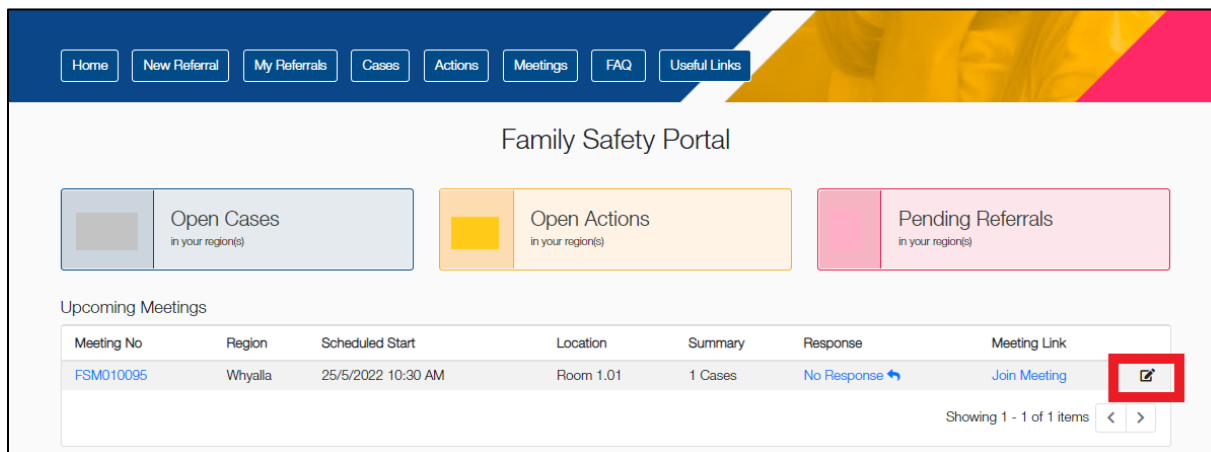
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3. Manage your Family Safety Meetings

3.1. Change Meeting Details

From the dashboard of the Portal, you can change the meeting details (time, date, location). FSM members and proxies will receive an email alerting them of this change.




Family Safety Portal

Open Cases
in your region(s)

Open Actions
in your region(s)

Pending Referrals
in your region(s)

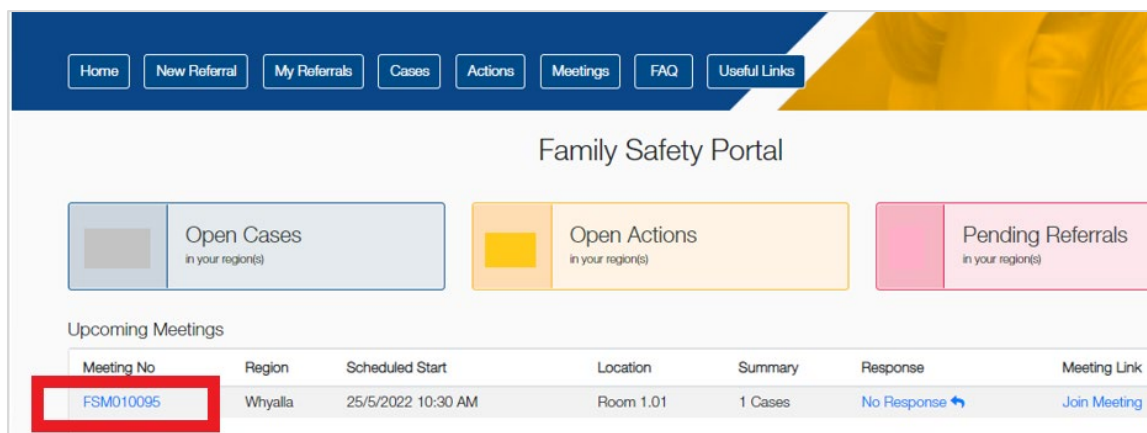
Upcoming Meetings

Meeting No	Region	Scheduled Start	Location	Summary	Response	Meeting Link
FSM010095	Whyalla	25/5/2022 10:30 AM	Room 1.01	1 Cases	No Response ↻	Join Meeting 

Showing 1 - 1 of 1 items

3.2. Cancel or start a meeting

Cancel or start a meeting by clicking on the blue FSMxxxxxx meeting number.



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Open Cases
in your region(s)

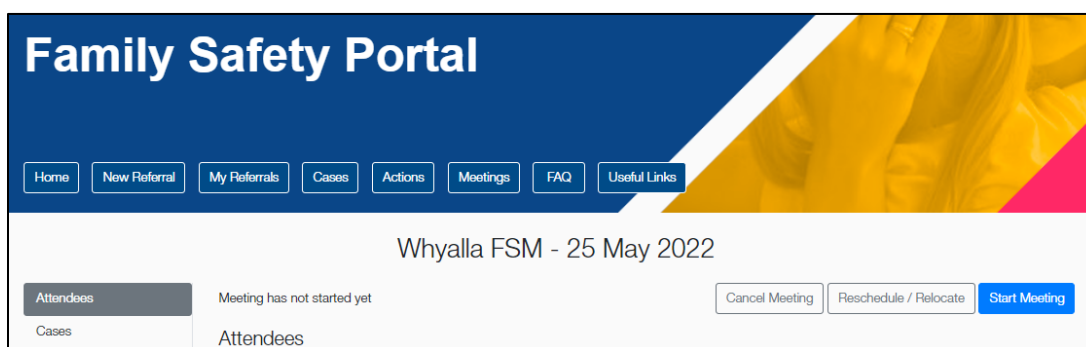
Open Actions
in your region(s)

Pending Referrals
in your region(s)

Upcoming Meetings

Meeting No	Region	Scheduled Start	Location	Summary	Response	Meeting Link
FSM010095	Whyalla	25/5/2022 10:30 AM	Room 1.01	1 Cases	No Response ↻	Join Meeting

When this screen launches you can cancel, reschedule or start the meeting.



Family Safety Portal

Whyalla FSM - 25 May 2022

Attendees

Cases

Meeting has not started yet

Attendees

Cancel Meeting

Reschedule / Relocate

Start Meeting

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If you cancel a meeting (eg. no cases or referrals) the Portal will schedule the next meeting for 2 weeks' time and an email notification will be sent to members.

Before an FSM meeting, members should have added case contact details, case notes and proposed or updated actions.

When the meeting starts click on **Start Meeting**.

This will launch the Attendees list which only the Chair can edit, so you may like to start the meeting by confirming that all those present at the meeting are marked as having attended, or given you their apology. If the member has not attended and not made an apology simply leave both boxes blank.

The screenshot shows the 'Attendees' page in the Family Safety Portal. The page title is 'Limestone Coast FSM - 25 May 2022'. The meeting started at 9/5/2022 1:44 PM. The page has a navigation bar with links: Home, New Referral, My Referrals, Cases, Actions, Meetings, FAQ, and Useful Links. On the left, there is a sidebar with a list of cases: MARY POPPINS, Mary Poppins, Linda Lana, Joan Arc, Harry Potter, Charlie Angel, Pat Benatar, Bruce Willis, sally field, Gemma Smith, Jessica Smith, Joan Collins, Kylie Minogue, and Joan Collins. The main content area shows a table of attendees with columns for Name, Agency, Apologies, and Attended. The table lists 12 agencies, each with a checkbox for Apologies and a checkbox for Attended. The 'Save' button is at the bottom right.

Name	Agency	Apologies	Attended
	Department of Human Services (Office for Women)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Department of Human Services (Office for Women)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Department of Human Services (Other)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Department of Human Services (Safer Family Services)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	SAPOL	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Centacare Catholic Country SA	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Department of Human Services (Office for Women)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Adelaide Angels	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Limestone Coast Domestic Violence Service	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Limestone Coast Domestic Violence Service	<input type="checkbox"/>	<input type="checkbox"/>
	SA Housing Authority	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	SA Health (Other)	<input type="checkbox"/>	<input type="checkbox"/>

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4. Case management

4.1. Change Meeting Details

Work through the cases by clicking on the names in the **Cases** list of the left of the screen.

FSM members can add information as required. Use the **Refresh** button to see their added content.

Discuss each case, case notes and actions. You can transfer the case another region or close the case once all action has been completed.

Family Safety Portal

Home New Referral My Referrals Cases Actions Meetings FAQ Useful Links

Fleurieu & Kangaroo Island FSM - 26 May 2022

Meeting started at 9/5/2022 10:47 AM

Person at Risk: Sally Sally

Reference No. AC-010118 Perpetrator - Created 28/10/2021 Status Open Region Fleurieu & Kangaroo Island

Risk Score 89 Agency DHS

End Meeting Back Next Refresh Transfer Close

Attendees Cases Sally Sally Sarah Smith New Actions Meeting Notes

Contacts Case Notes Actions Documents

Person at Risk

Name Sally Sally Address - Email - Mobile - Phone -

As Chair you need to update the action status from Proposed to Approved or Not Approved. In the Actions tab, click on the edit button alongside the action.

Meeting started at 9/5/2022 1:44 PM

Person at Risk: Mary Poppins

Reference No. AC-010121 Perpetrator Ba Guy Created 1/11/2021 Status Open Region Limestone Coast

Risk Score 65 Agency -

End Meeting Back Next Refresh Transfer Close

Attendees Cases MARY POPPINS Mary Poppins Linda Lana Joan Arc Harry Potter Charlie Angel Pat Benatar Bruce Willis sally field Gemma Smith Jessica Smith Joan Collins Kylie Minogue Joan Collins

Contacts Case Notes Actions Documents

Propose New

By All Agencies

Follow up with victim re new address

Agency SAPOL Date Due 15/11/2021 Date Created 1/11/2021 Status Proposed

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Select the status, determine a due date if applicable and add any comments, then click Save.

Update Action

Description

Follow up with victim re new address

Agency

Status

Proposed

Proposed

Approved

Not Approved

Date Due

15/11/2021

Date Created

1/11/2021

Comments

Cancel

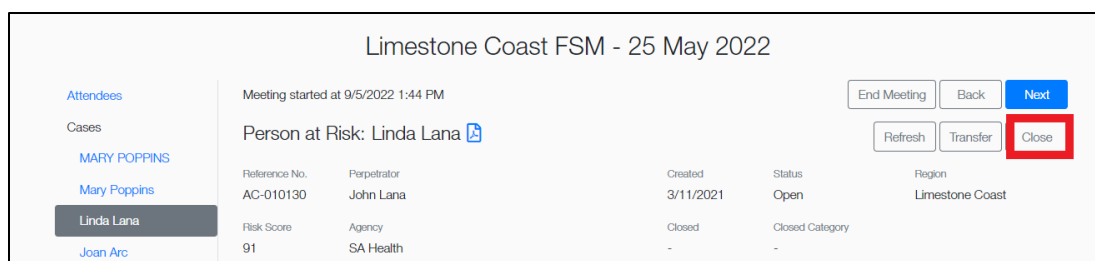
Save

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4.2. Close a case

When a case is no longer to remain on the FSM, the Chair can close the case.



Limestone Coast FSM - 25 May 2022

Attendees: MARY POPPINS, Mary Poppins, Linda Lana, Joan Arc

Cases: Linda Lana

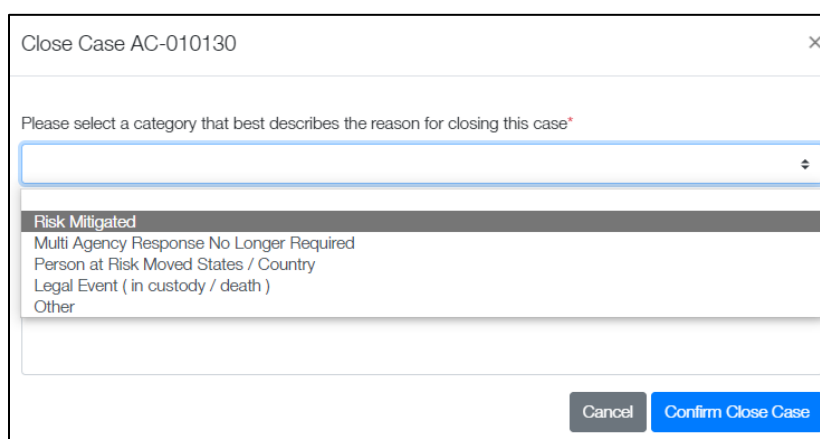
Meeting started at 9/5/2022 1:44 PM

Person at Risk: Linda Lana

Reference No.	Perpetrator	Created	Status	Region
AC-010130	John Lana	3/11/2021	Open	Limestone Coast
Risk Score	Agency	Closed	Closed Category	
91	SA Health	-	-	

Buttons: End Meeting, Back, Next, Refresh, Transfer, Close

Select the reason for closing the case, and add a comment, then click on the Confirm Close Case button.



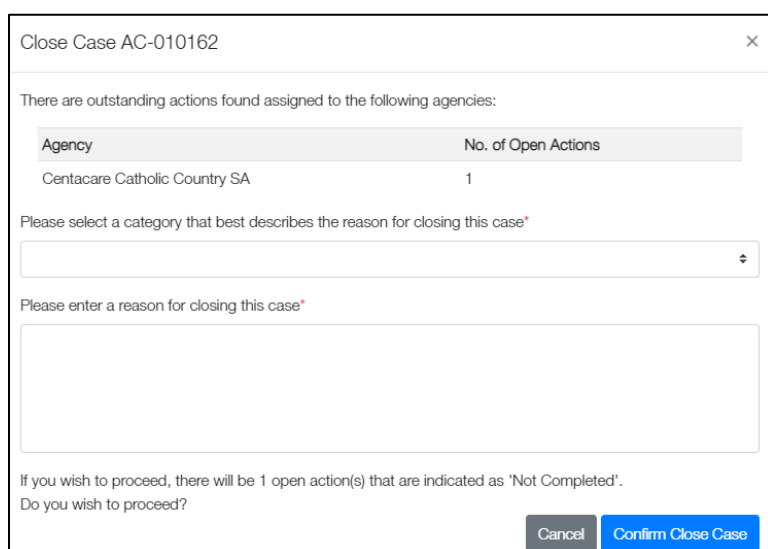
Close Case AC-010130

Please select a category that best describes the reason for closing this case*

- Risk Mitigated
- Multi Agency Response No Longer Required
- Person at Risk Moved States / Country
- Legal Event (in custody / death)
- Other

Buttons: Cancel, Confirm Close Case

If there are any open actions you will be prompted to review these actions or to continue to close the case with these open.



Close Case AC-010162

There are outstanding actions found assigned to the following agencies:

Agency	No. of Open Actions
Centacare Catholic Country SA	1

Please select a category that best describes the reason for closing this case*

Please enter a reason for closing this case*

If you wish to proceed, there will be 1 open action(s) that are indicated as 'Not Completed'. Do you wish to proceed?

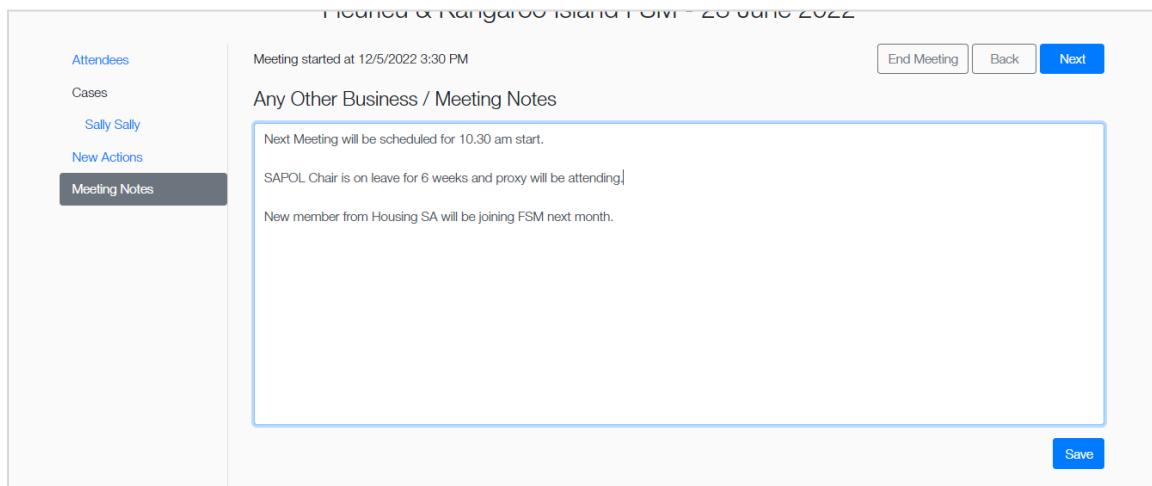
Buttons: Cancel, Confirm Close Case

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4.3. Meeting notes

Any other business or general comments can be added in the Meeting Notes tab. Click **Save** button.



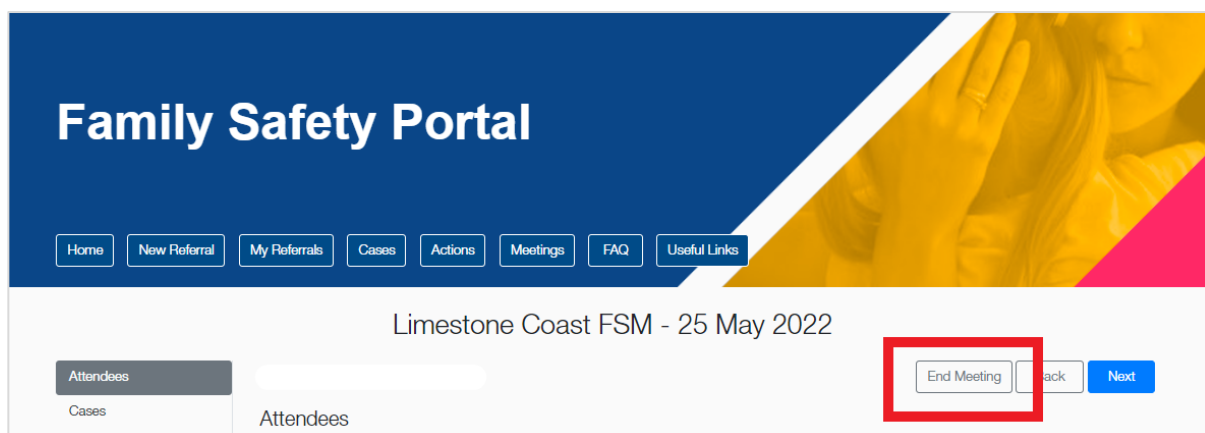
The screenshot shows the 'Meeting Notes' tab selected in the left sidebar. The main content area is titled 'Any Other Business / Meeting Notes' and contains a text box with the following text: 'Next Meeting will be scheduled for 10.30 am start.', 'SAPOL Chair is on leave for 6 weeks and proxy will be attending.', and 'New member from Housing SA will be joining FSM next month.' At the top right of the main area are buttons for 'End Meeting', 'Back', and 'Next'. At the bottom right is a 'Save' button. The sidebar also shows 'Attendees', 'Cases', 'Sally Sally', and 'New Actions'.

4.4. End meeting

From the time the last meeting ended on the Portal, to the time this meeting is ended, the Portal will capture the attendance list, new referrals, and all changes by any FSM member to case notes and actions, along with any meeting notes. This information will populate as the meeting report.

Any edits on the Portal will continue to be captured until you end the current meeting. You may opt to not end the meeting on the Portal at the same time as the actual FSM meeting to give members the opportunity to update their information. If you choose to leave the meeting open, usually 24 hours is sufficient time.

You will receive an email reminder if you have not closed a meeting within 3 days after the meeting time.



The screenshot shows the 'Family Safety Portal' header with a navigation bar containing buttons for 'Home', 'New Referral', 'My Referrals', 'Cases', 'Actions', 'Meetings', 'FAQ', and 'Useful Links'. Below the navigation bar is a section titled 'Limestone Coast FSM - 25 May 2022'. In the bottom right corner, the 'End Meeting' button is highlighted with a red rectangle. The sidebar on the left shows 'Attendees' and 'Cases' tabs.

When you end a meeting, the Portal will schedule the next meeting and send confirmation email to all FSM members.

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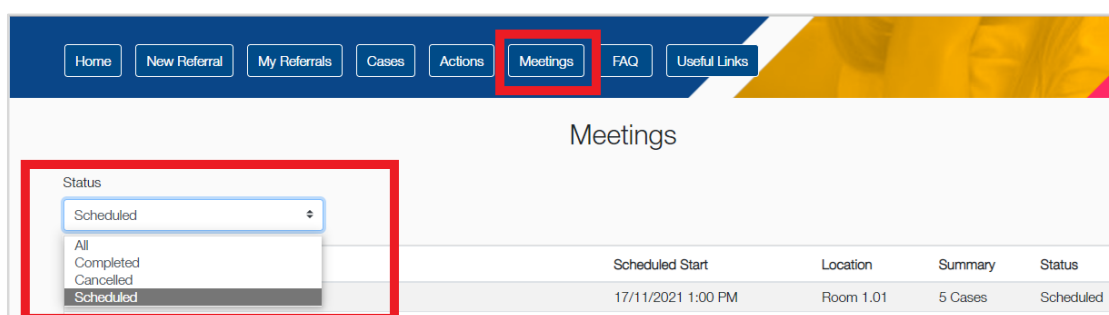
4.5. Meeting report

You can download a Meeting Report tailored to the cases your agency has an interest in, or the entire meeting record. This downloads as a PDF file to your device.

Remember, this is **Official: Sensitive** information so must be treated with appropriate security measures in place.

4.6. Meeting information

Click on the **Meetings** tab on your dashboard to access completed, cancelled and scheduled meetings.



To access past meeting reports select the completed meeting by clicking on the blue FSMxxxxxx meeting number and click the Meeting Report button.

