Vulnerable Persons Register

Knowledge Base

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www.datalink.com.au

Table of Contents

The *Vulnerable Persons Registers* (VPR) operates across Victoria and provides 24x7 access to data by authorised emergency management agencies.

The system can be accessed via most web enabled devices and includes locality aware functions for mobile devices.

Overview

Accessing the VPR

Frequently Asked Questions

Getting Support

Search the VPR Knowledge Base

Search

Need further help?

Follow the directions on the VPR Getting Help[1] page.

1 https://vpr.crisisworks.com/vpr/support

For Agency Users

For VPR Coordinators

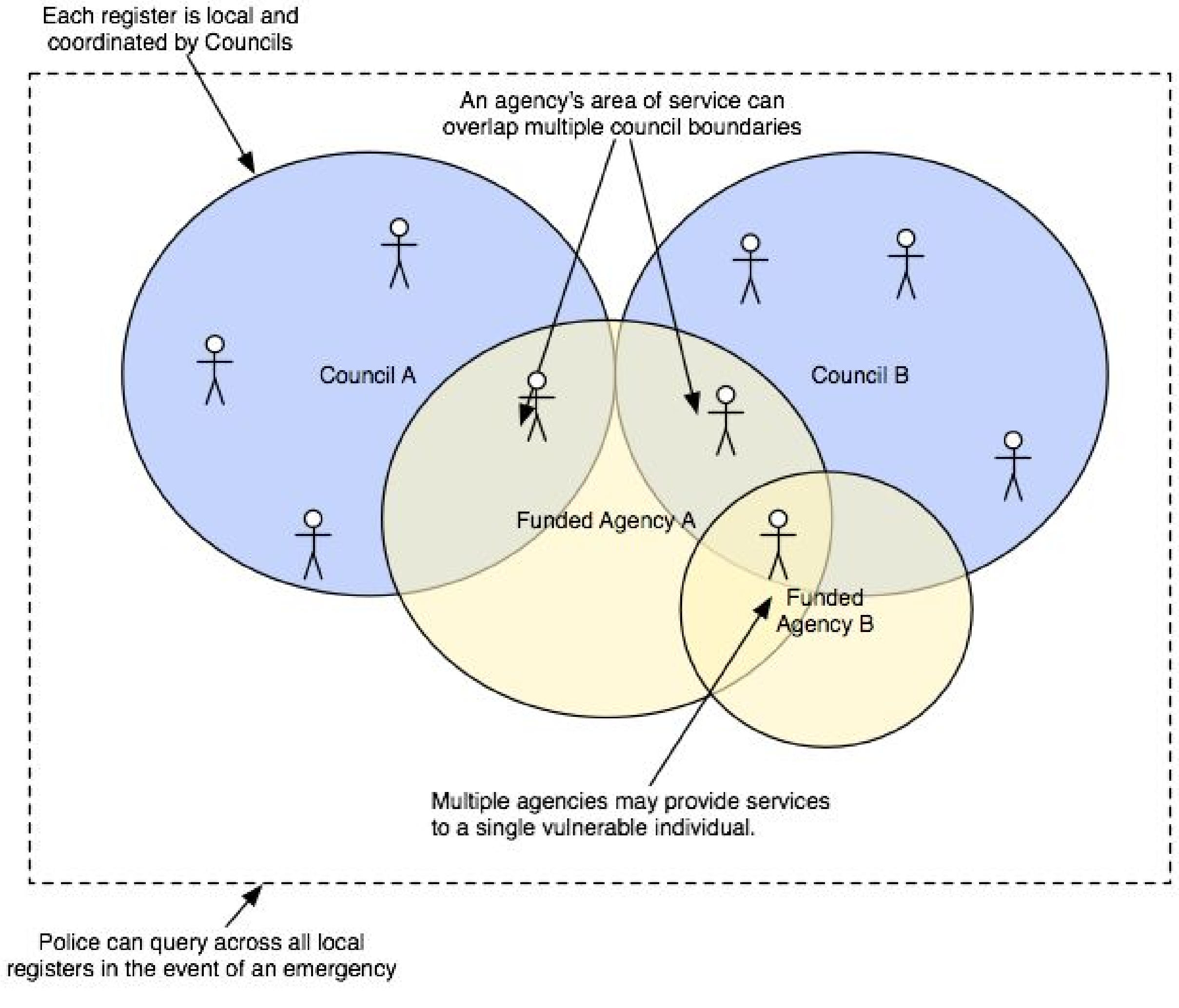
For Police Users

VPR Overview

Vulnerable Persons Registers Overview

The Vulnerable Persons Registers operate at a local level to securely track vulnerable individuals, and provide a searchable database for Police during emergencies.

Funded Agencies manage the vulnerable client records, while Councils coordinate the registers, allowing Police to access the register in a self-serve way in times of need. Although each register is local, agencies may span across multiple municipalities, so the VPRs offer agencies a single portal to manage their clients across across multiple boundaries.



The system provides:

- Distributed management of vulnerable person records by Funded Agencies.
- Workflow rules to ensure data is kept current.
- High security and full auditing of user activity.
- Oversight and coordination at the local level by local governments.

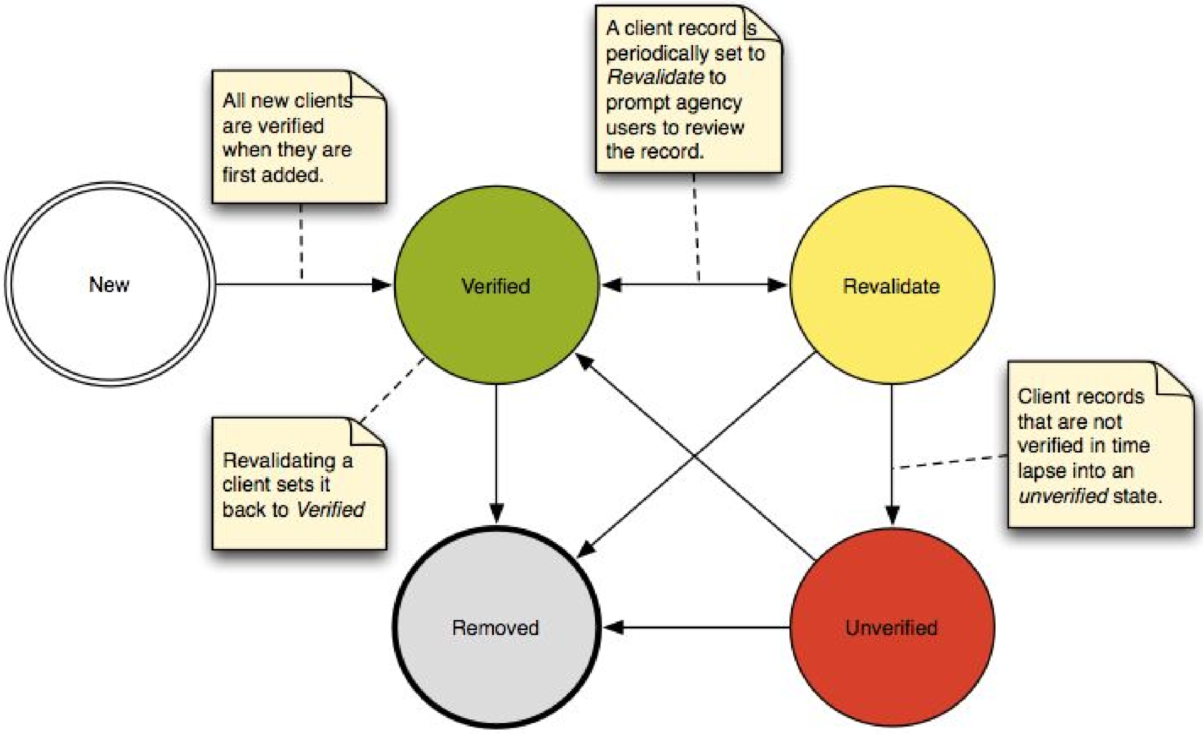
- Self-serve access by Police to the register in times of need.
- Integration into council MECC Central systems.
- Geographic tracking and querying, and the ability to interoperate with other geographic systems.

Client Verification

Clients require reverification from time to time in order to ensure the data is kept accurate.

- The system will tell agency users when clients require reverification, by setting the status of the client record to *Revalidate,* and by sending an email to the Agency Coordinators.
- When this occurs, the agency must update the record with current data and then *Verify* the client record.
- This process will typically be required twice a year, but the agency may elect to do it more frequently.

If an agency does not verify the client within 30 days of the record being flagged, the record will lapse into an *Unverified* state and the VPR Coordinator will be notified.



Notes:

- It is important to keep client records in a *verified* state as much as possible.
- Once a client is removed, it is archived and cannot be reinstated.
- The Police will see all clients except those that are removed. The *unverified* status will indicate to them that the client record may not be accurate.

Primary and Secondary Agencies

A client will often have a relationship with multiple agencies at once, so in order to prevent duplication, the system provides a way for agencies to share a pre-existing client record. When multiple agencies share a single client, one agency will take the role of the **Primary Agency,** and the other agencies will become **Secondary Agencies**.

Although all agencies have an equal responsibility to assess the client and obtain a signed privacy consent form, the Primary Agency is the only agency that can input the client's Emergency Considerations. Additionally, the client's overall verification status is dependant on the Primary Agency's verification.

- When an agency enters a new client, a duplicate check is performed and a list of possible duplicate records will be presented to the agency user. If the client is listed, then the agency will link to that existing record and become a Secondary Agency. If no duplicates exist, the agency will be the client's Primary Agency.
- It is possible for agencies to change the primary agency(see page 45).
- Secondary Agencies can unlink their agency from the client without removing the client from the register.
- Primary Agencies can both unlink their agency from the client, and remove the client permanently from the register.
- If a Primary Agency unlinks their agency from a client, the system will select and promote a Secondary Agency into the role of Primary Agency. If no other agencies exist, the client is referred to the VPR Coordinator for review.

For more information, agency users should consult the For Agencies(see page 22) section of the manual.

Accessing the register

Logging in to the Vulnerable Persons Register

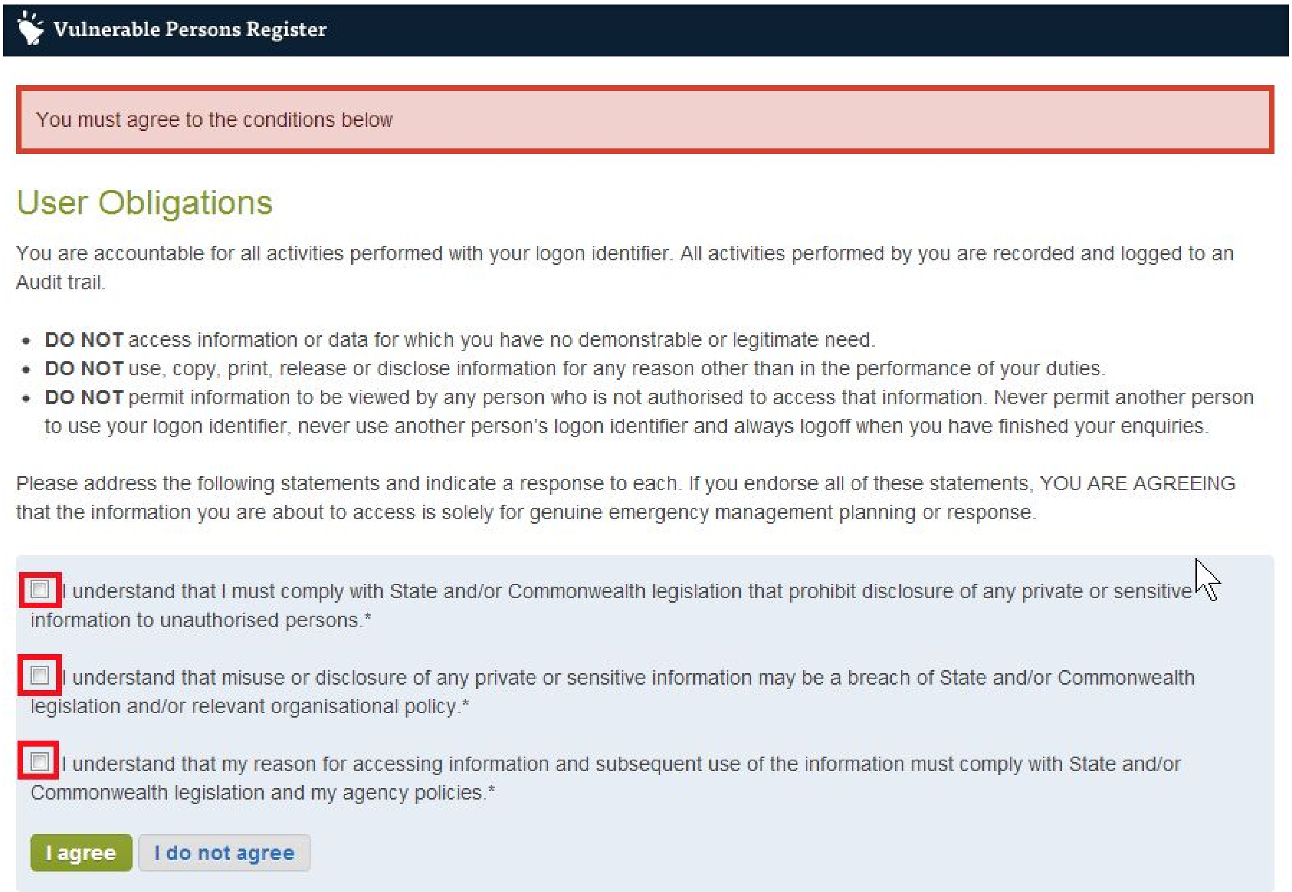
VPR Local Government Area Coordinators are council officers that access their local register through Crisiswork. All other users should follow the directions below.

To login as an agency you will need a username and password and your account must be active. Accounts are issued by coordinators and administrators. Once your account has been created you will be notified of your access to the VPR.

To log in:

1. Access the VPR via https://vpr.crisisworks.com.
2. In the login box (located on the left hand side of the welcome screen).
    a. Enter your username into the Username box.
    b. Enter your password into the Password box.
3. Press the "Login" button.

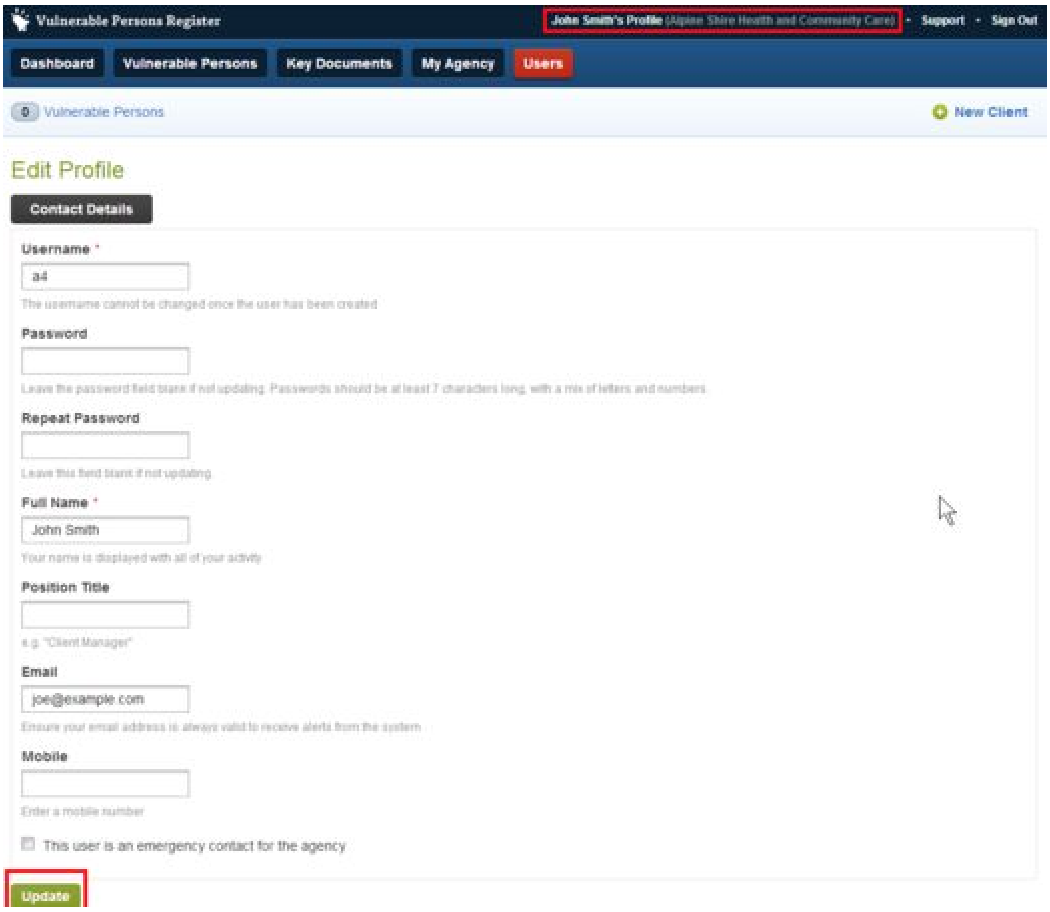
4. Each time you login to the VPR you must agree to the terms and conditions. Tick all three checkboxes and click the "I Agree" button to proceed. You will then be directed to the dashboard and ready to use the system.



How to update your personal profile, contact details

To update your profile:

1. Click on the profile link at the top right corner of the screen. It is the first link in the list.
2. Make changes to the fields as required (note that you cannot edit your username).
3. Push the "Update" button.

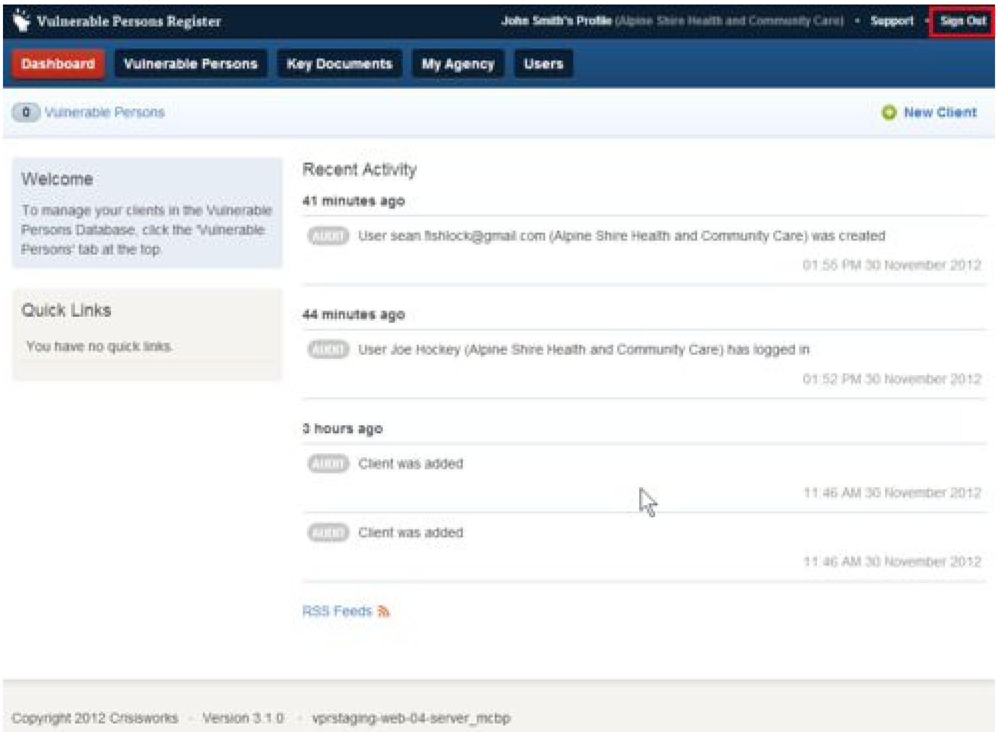


How to log out / sign out

The **Sign Out** link is on the far top right of the screen.

If you close the browser it will also sign you out.

It is good practice to sign out when leaving your device unattended to prevent unauthorised access.



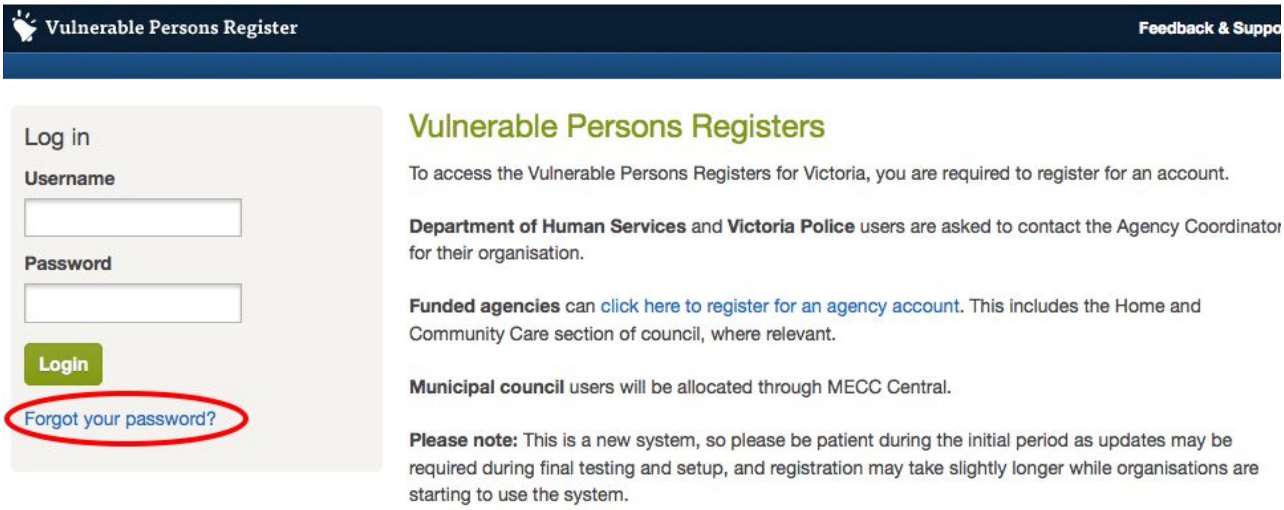
How to recover a lost password

If you have lost or do not know your password, the most secure option to recover your password is to **reset** your password.

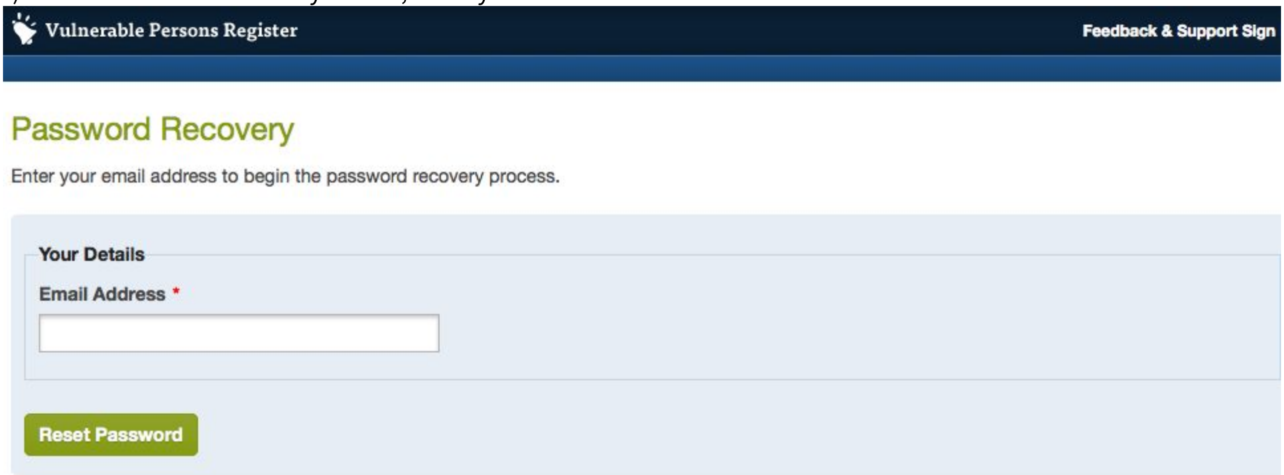
The **Password Recovery** feature can be used for this, assuming that you have an account to begin with.

To access the feature:

1) On the VPR login screen, click on the "Forgot your password" link directly below the login button.

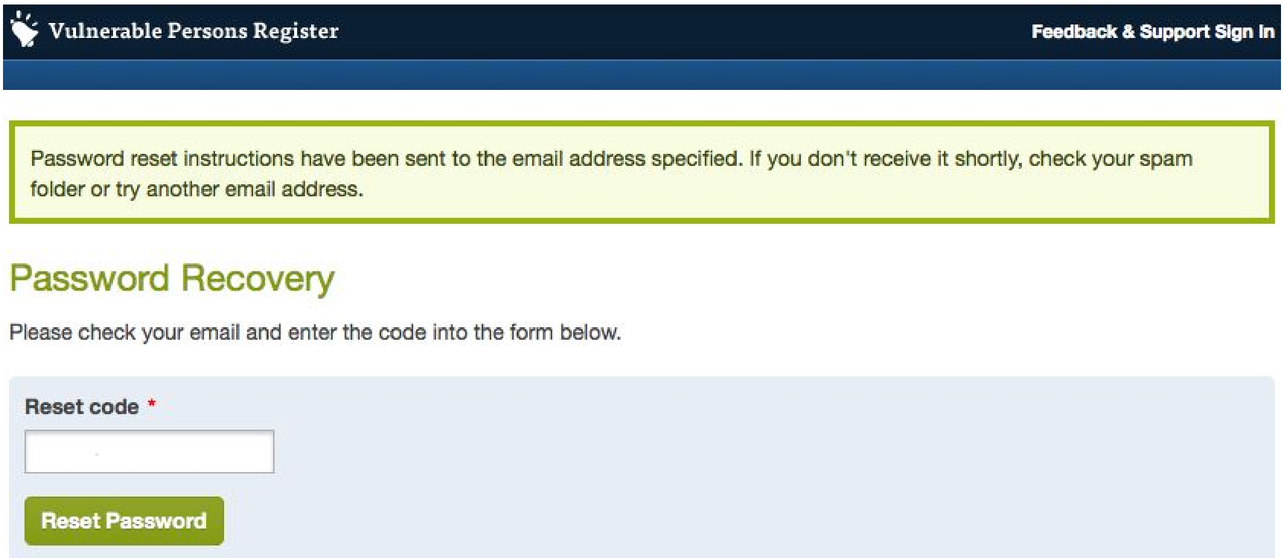


2) On the Password Recovery screen, enter your email address and click "Reset Password".

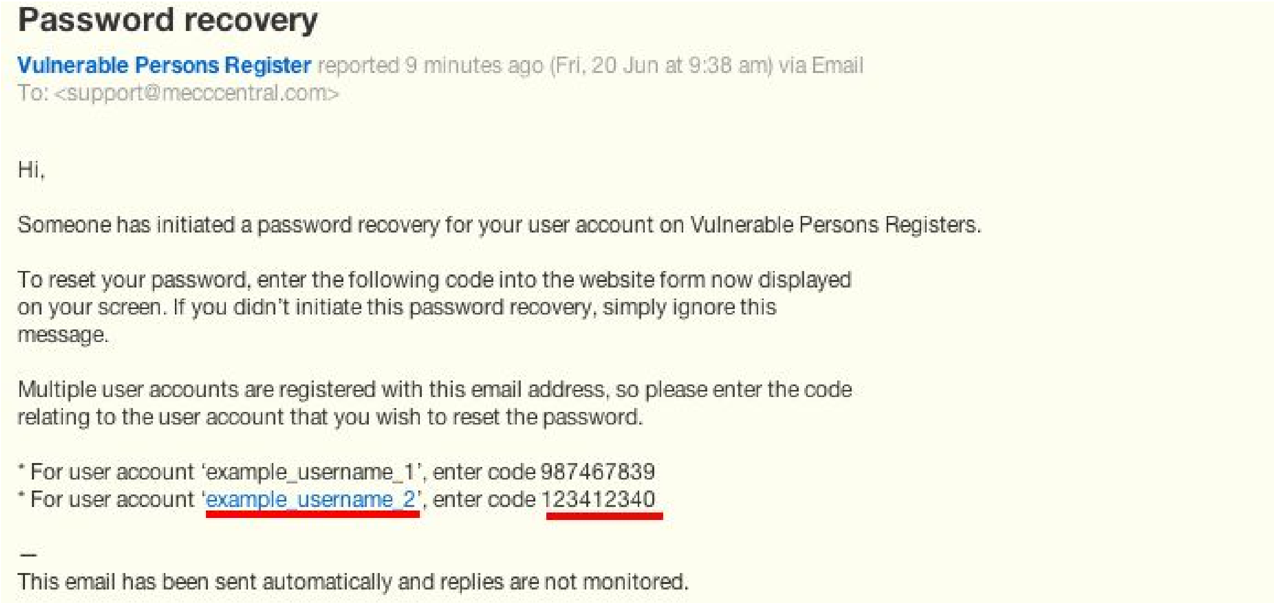


3) The follow screen should then be displayed.

Make certain that you keep this window open while waiting for the password recovery email to be received.



4) You should receive an email which contains a 'Reset Code'. An example is shown below.



Password recovery

Vulnerable Persons Register reported 9 minutes ago (Fri, 20 Jun at 9:38 am) via Email
To: <support@mecccentral.com>

Hi,

Someone has initiated a password recovery for your user account on Vulnerable Persons Registers.

To reset your password, enter the following code into the website form now displayed on your screen. If you didn't initiate this password recovery, simply ignore this message.

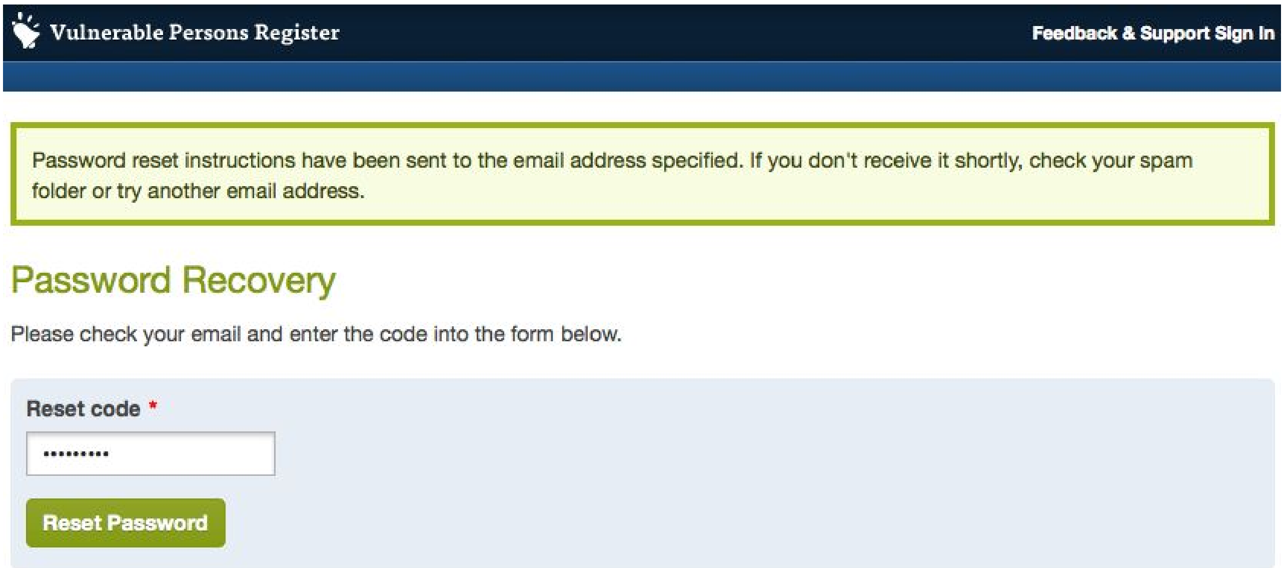
Multiple user accounts are registered with this email address, so please enter the code relating to the user account that you wish to reset the password.

* For user account 'example_username_1', enter code 987467839
* For user account 'example_username_2', enter code 123412340

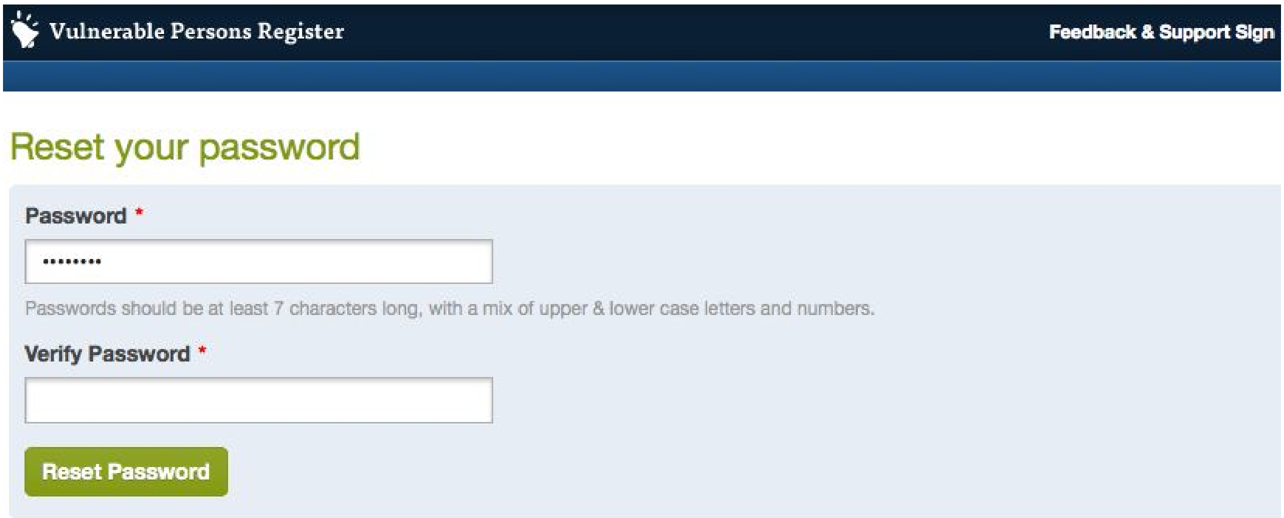
—
This email has been sent automatically and replies are not monitored.

If you have multiple accounts set up in the VPR under the same email address, the email will contain a reset code for each of these users.

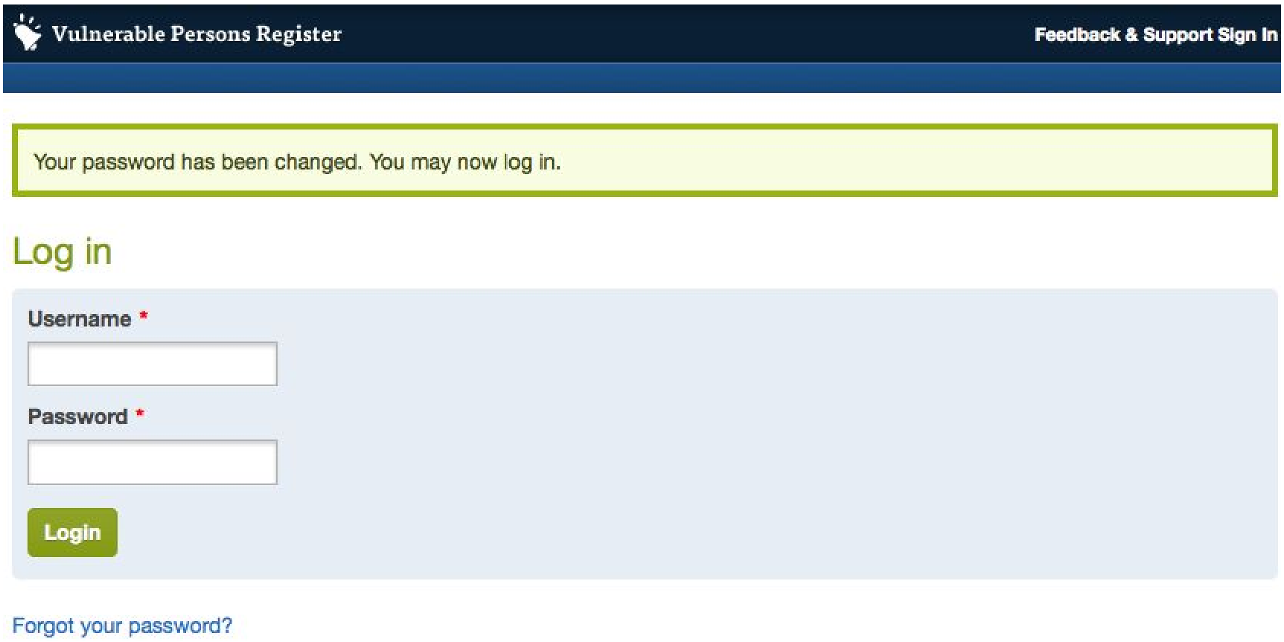
5) Select the code for the relevant user and enter into in the "Reset Code" field, then click on the "Reset Password" button.



6) You are then taken to the "Reset your password" screen. At the Reset password screen, put a new password into the Password and Verify Password fields and click the "Reset Password" button. Note that the password must be at least 7 characters long, and comprise of letters and numbers.



7) You can now login with your username and new password



For Agency Users

Overview

Agency users represent funded agencies and are responsible for adding and revalidating records for a vulnerable client under their care.

VPR_Agency_User_Overview… (see page 22)

Accessing the VPR

To access the VPR, enter the following URL into your device's web browser:

https://vpr.crisisworks.com

Note that there is *no WWW* at the start of the address.

A login box will appear, where you can enter your email address and password.

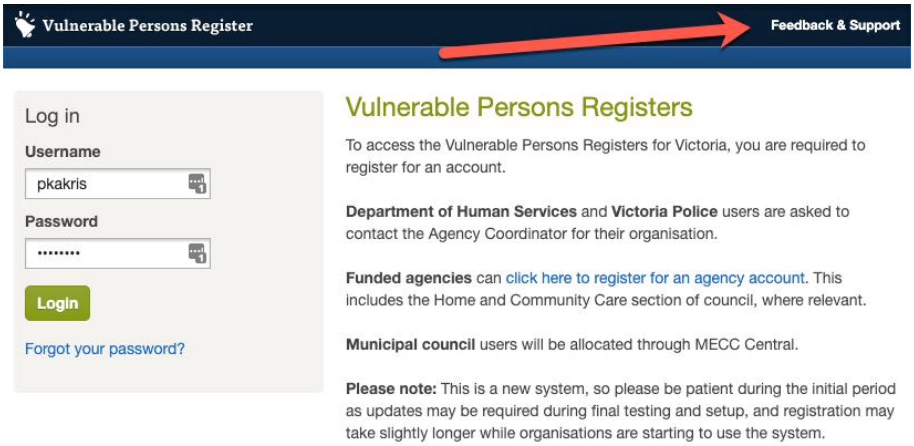
- If you don't have a username and password, you should check whether your agency has registered.
- If your agency has not used the system before then you can register your agency(see page 23), otherwise, you should consult your Agency Coordinator to obtain your login credentials.
- If you are the Agency Coordinator for your agency, you can contact your local VPR Coordinator at your council to get assistance.

VPR Help and Documentation

To access the VPR, enter the following URL into your device's web browser:

https://vpr.crisisworks.com

Then select "Feedback & Support" in the top right hand side corner

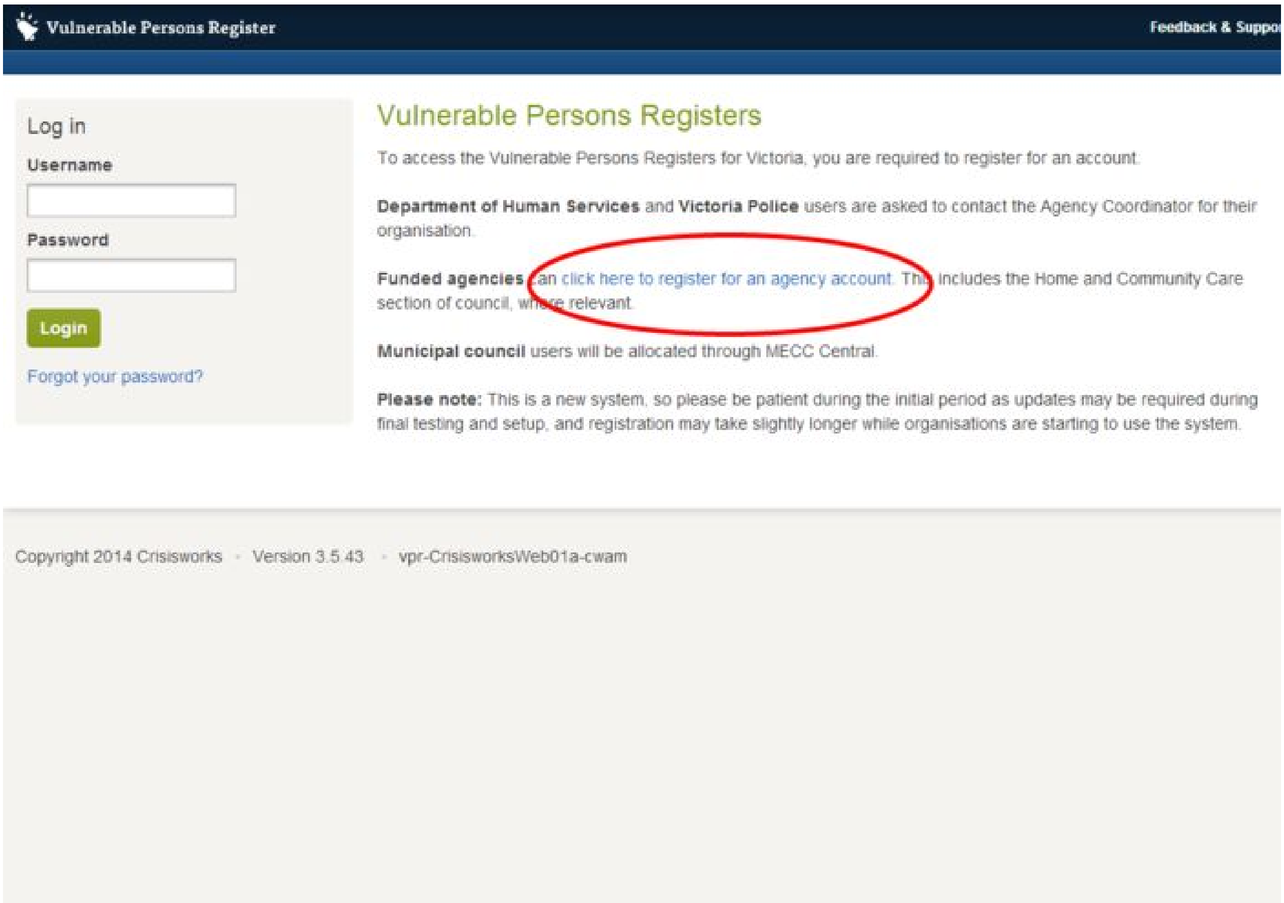


Self Registering your Agency

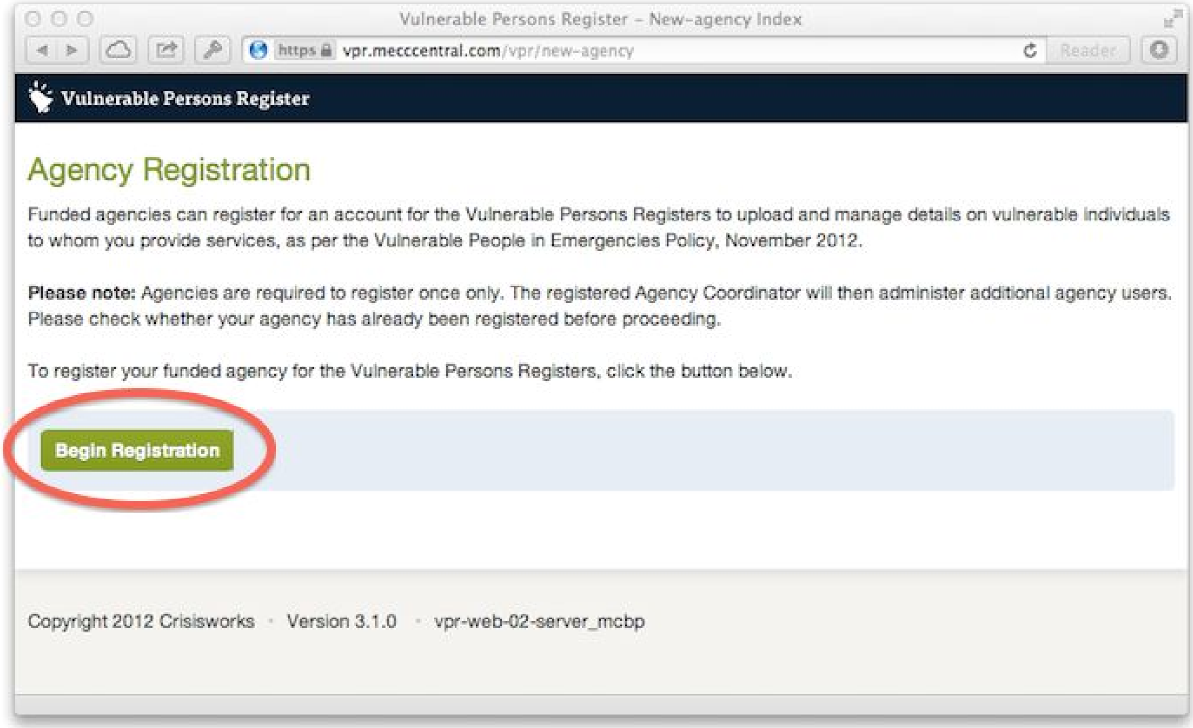
To register your funded Agency to use the Vulnerable Persons Registers (VPR):

1) Access the VPR (http://vpr.crisisworks.com)

2) On the login page, click the "register for an agency account" link.

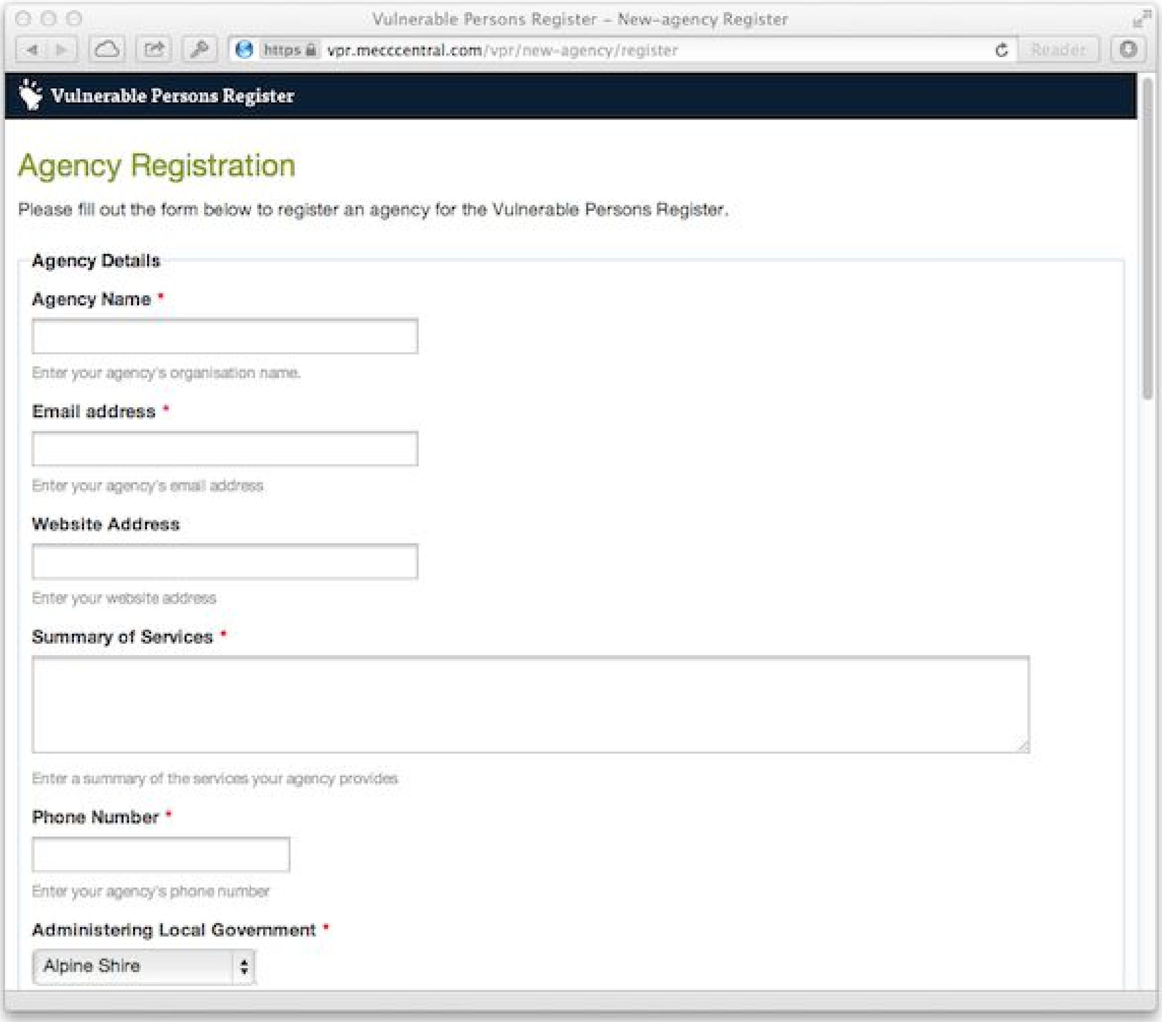


3) Read the policy outline and push the "Begin Registration" button



4) Complete the Agency details in the Agency Registration form. Required fields are indicated with an asterisk. This will include

1. Agency Name
2. Email Address - this is the general email address for your organisation.
3. Website Address - optional web address which is displayed on the profile page of your agency
4. Summary of Services - optional blurb which is displayed on the profile page of the agency and is useful as a briefing for those accessing the system on the role of the agency
5. Phone Number - displayed on the profile page of the agency andmay be used by those accessing the system to contact the agency directly
6. Administering Local Government - nominate the primary LGA that your agency is headquartered in. This council will be responsible for supporting this agency's VPR account (password administration etc)

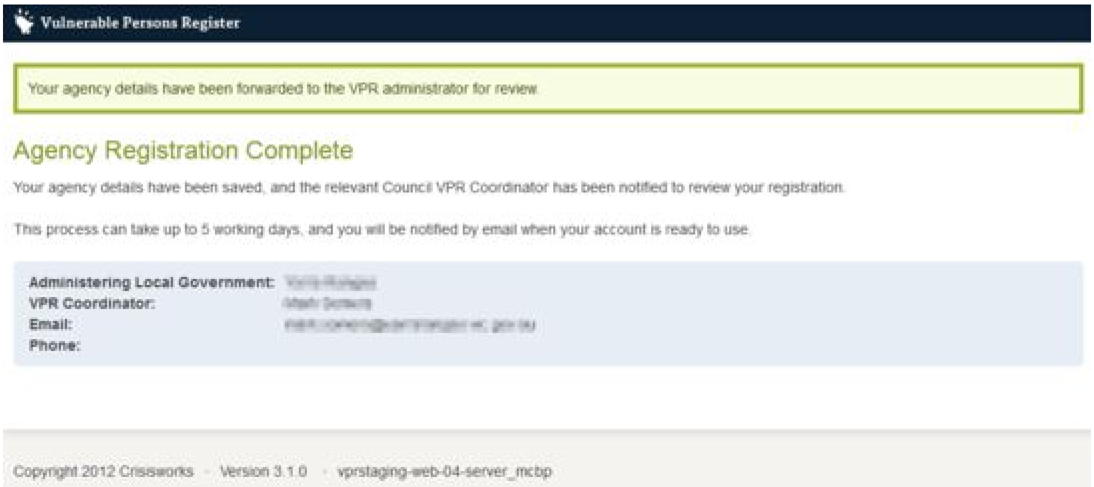


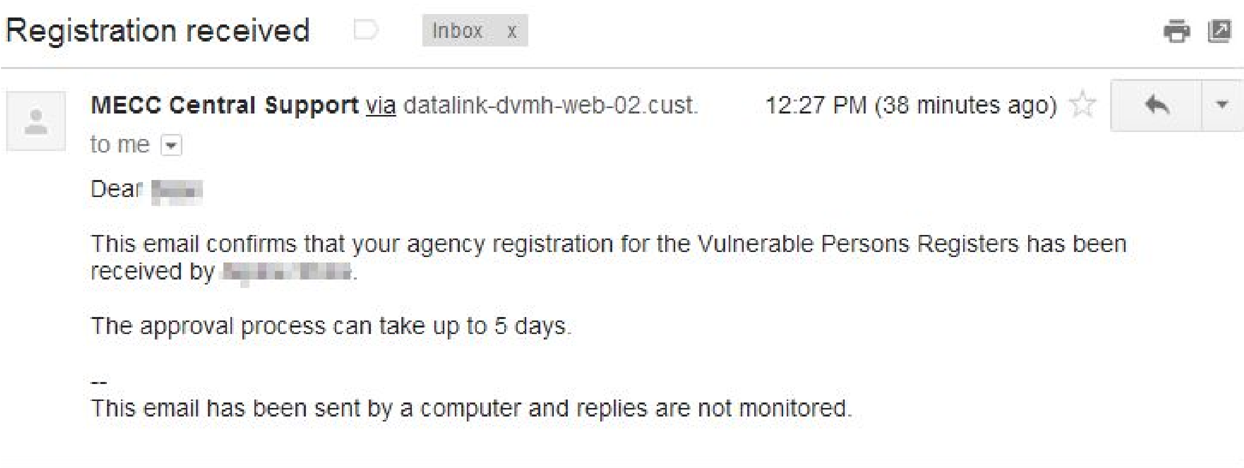
5) Complete the Agency Coordinator section, and the optional Additional Agency Coordinator. It is mandatory to nominate at least one Agency Coordinator.

6) It is optional to nominate emergency contacts for the agency.

7) Push the "Register" button

8) Wait - your agency will require to be approved by a VPR Coordinator at your nominated local council. You will receive a confirmation of your registration, including an email (sample below) which is sent to your nominated Agency contact email address.

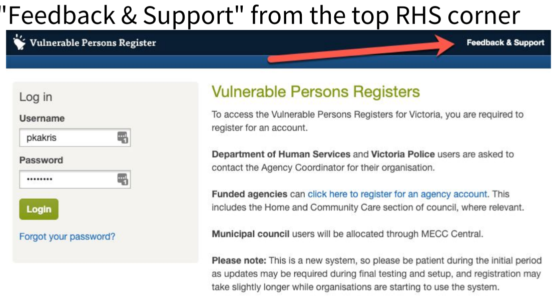




How to find out who your VPR coordinator is for support

For help and support you should first contact your VPR coordinator, this is normally the original (LGA) local government Council that approved your agency registration, even if your agency spans many LGAs now.

1. Goto https://vpr.crisisworks.com[2]
2. Select "Feedback & Support" from the top RHS corner



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3. On the next screen, enter your email address and press ***search***

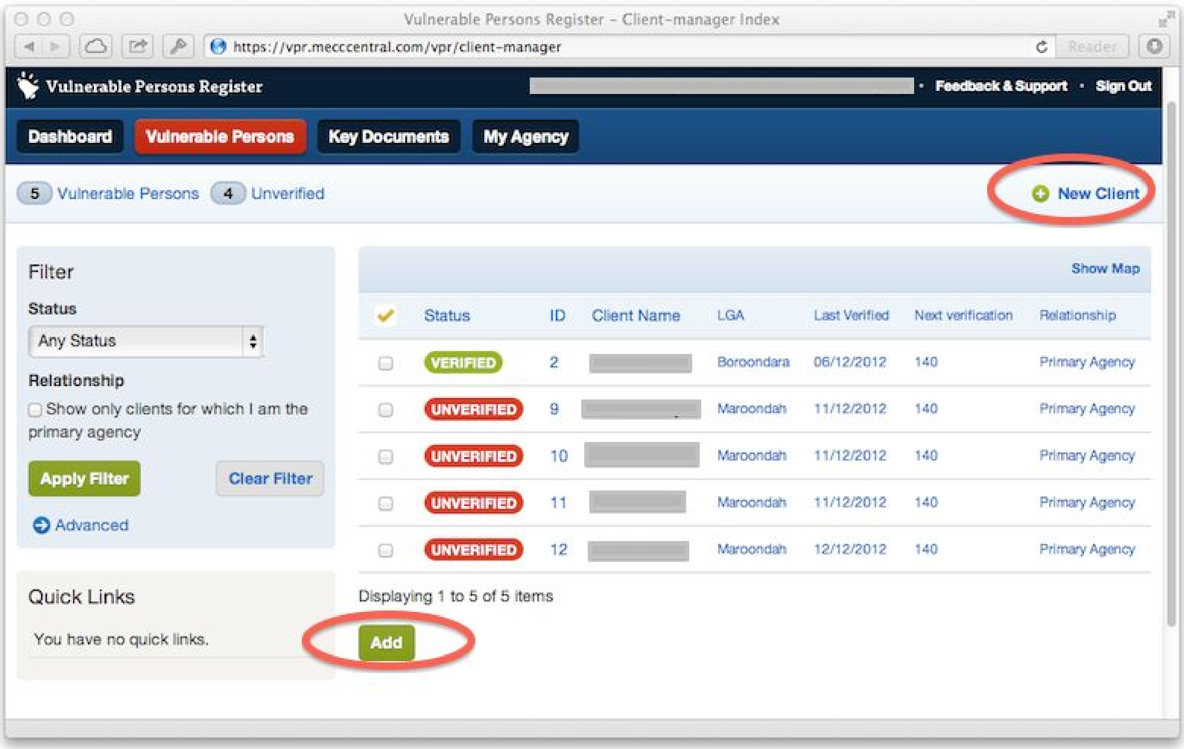
2 https://vpr.crisisworks.com/

- Even if you don't have an account, it will use your email domain name to find your LGA

Adding Clients to the Vulnerable Persons Register

There are two main ways to add new clients to the Vulnerable Persons Register:

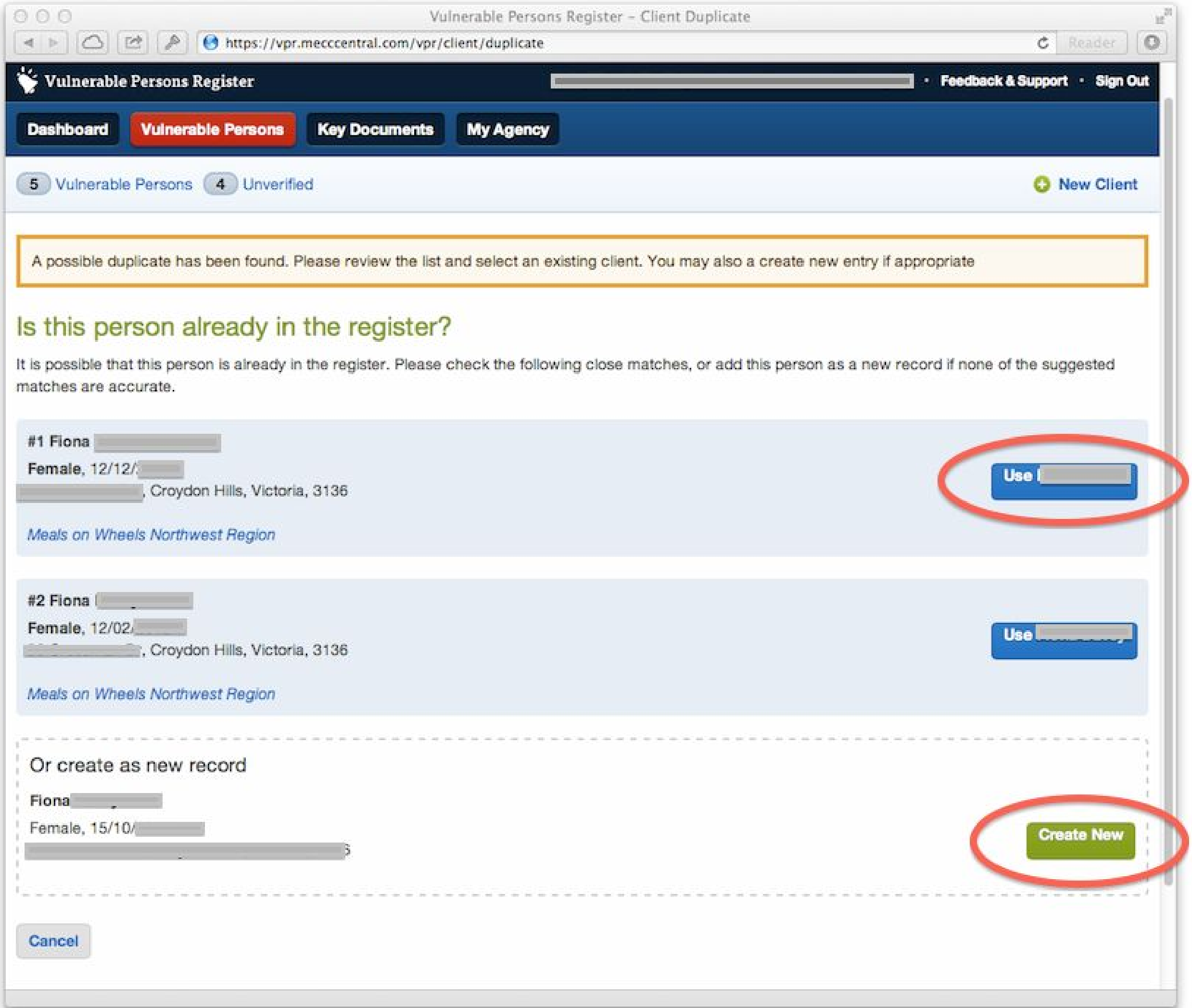
1. The "New Client" button which appears on the top right of the screen throughout the Vulnerable Persons Register
2. The "Add" button which appears at the bottom of the datagrid on the "Vulnerable Persons" board



Existing Client Check

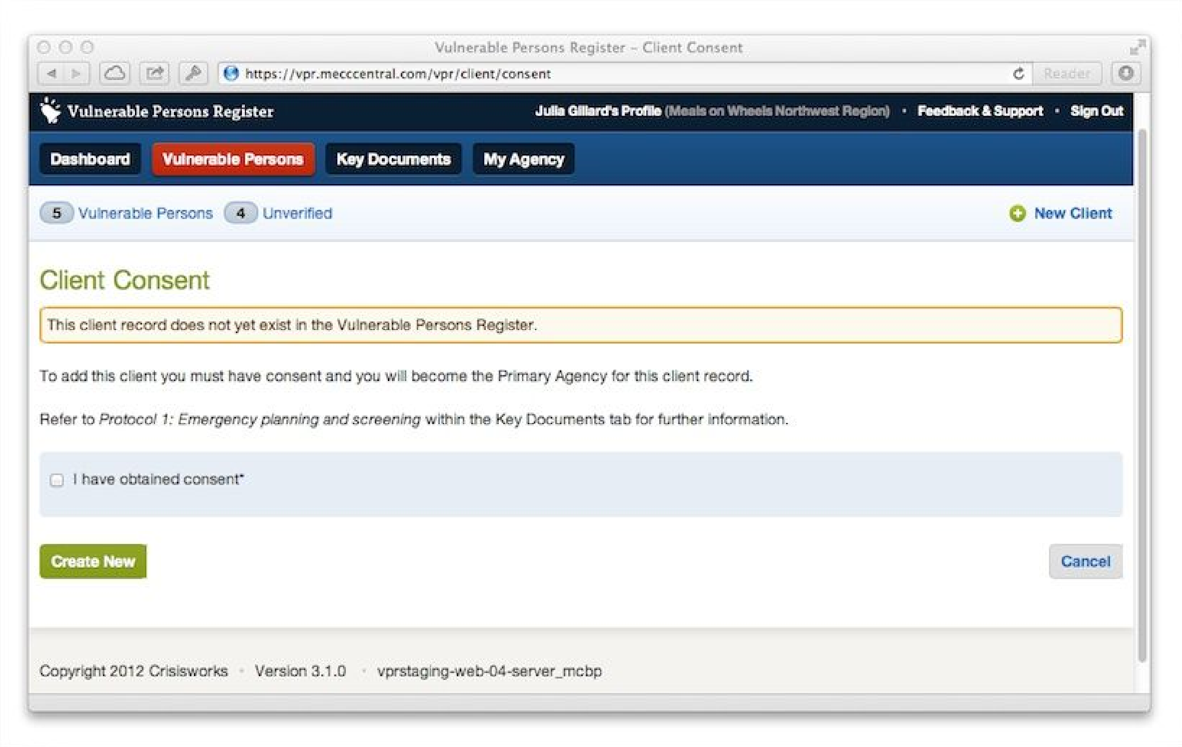
As clients should only be added into the system once, when adding clients, the system will check to see if any existing records match. This is done via a combination of the name, details and location.

In the event that your record closely matches existing records, you will be asked to select the closest match. It is very important to check the details to ensure that they match an
that you are selecting the same person.



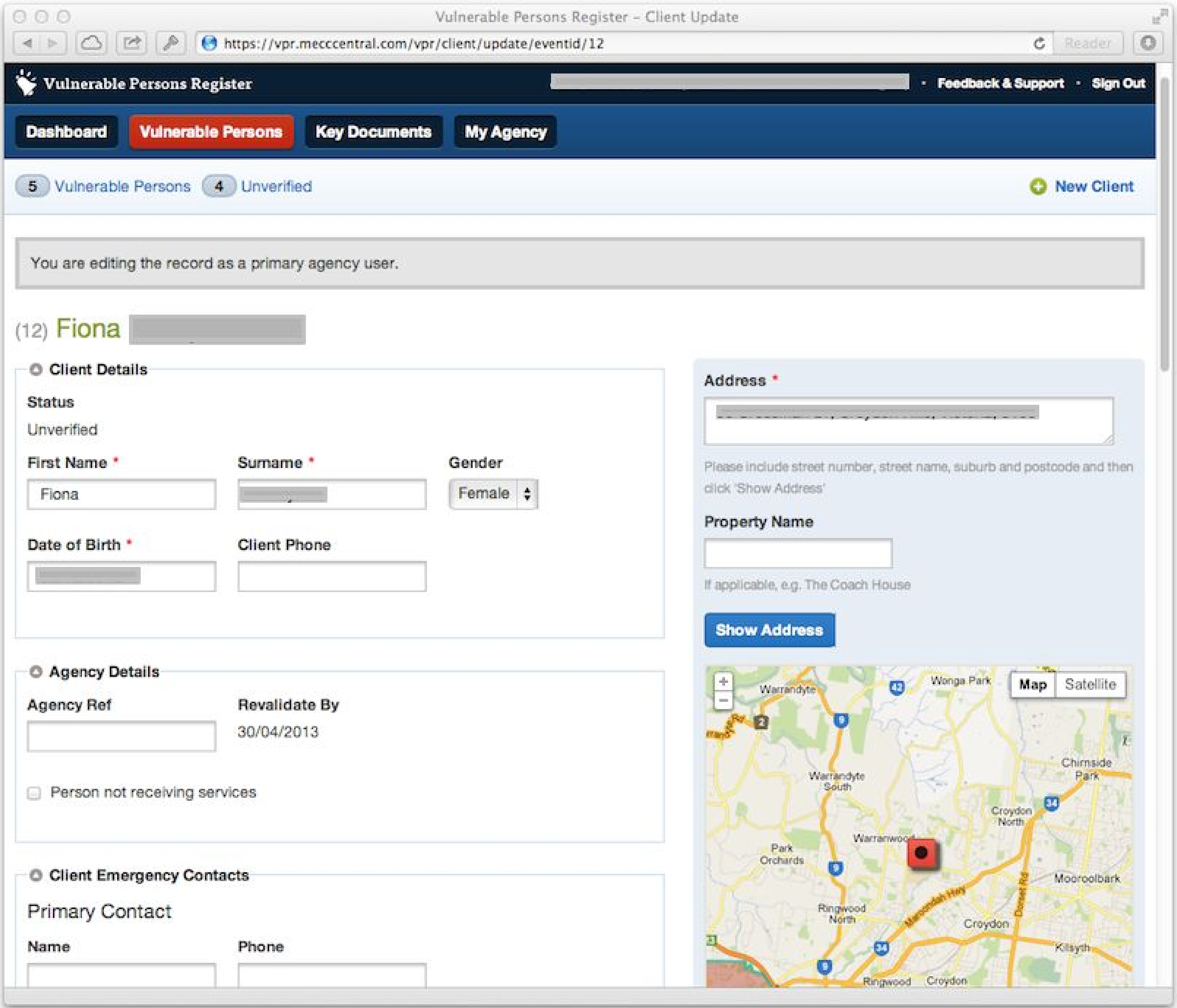
Confirming you have consent

If you are adding a new client record, you must have consent before the record can be added. To confirm you have obtained the signed consent form, tick the box.

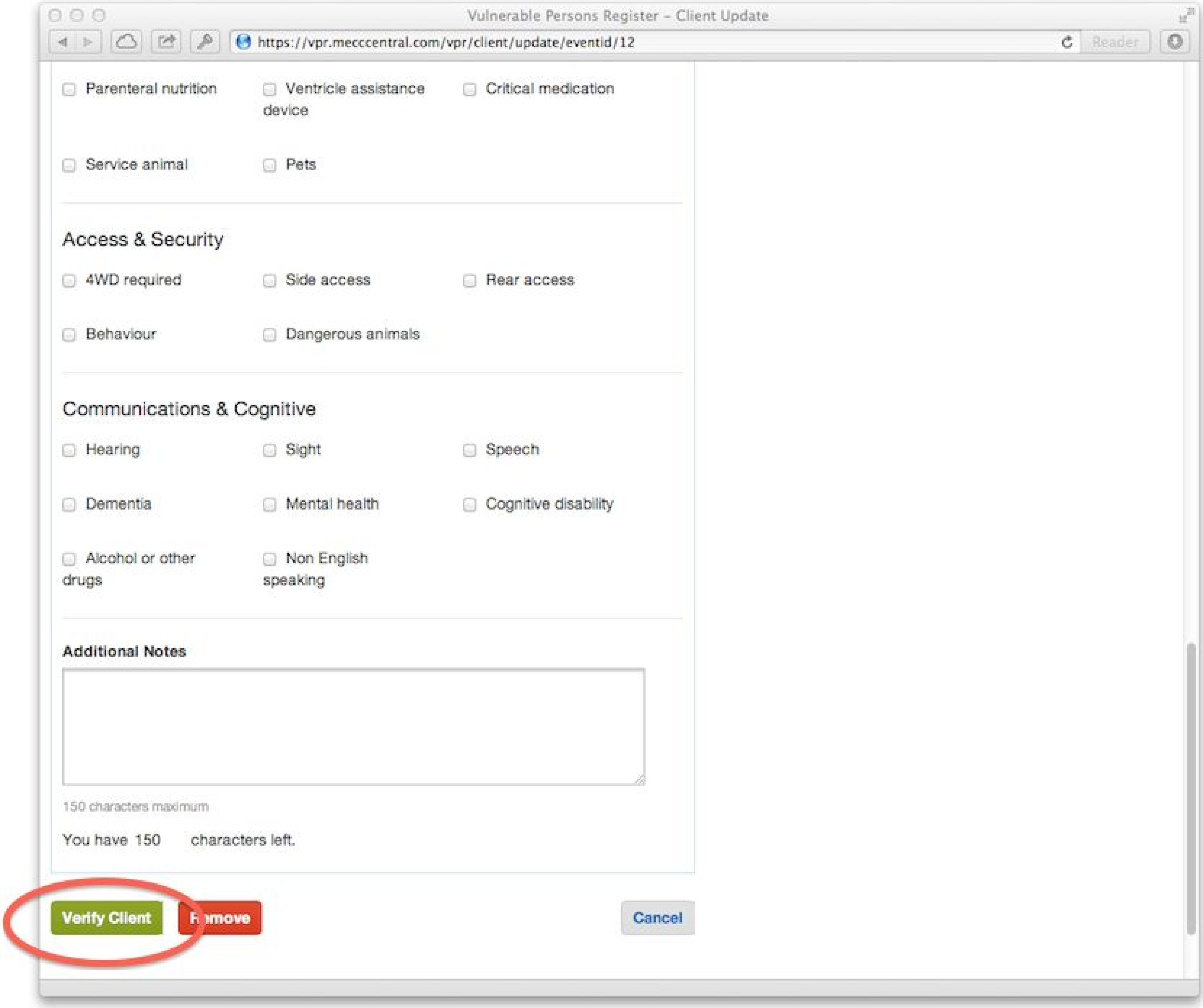


Entering Client Details

The next step is to edit the record, which allows you to complete the new vulnerable person record. Please consult the Protocols for a description on the fields, along with your requirements relating to the management of the new record.



To save your edits, click *Verify Client* at the bottom of the form.



Viewing the Clients List

To view a list of clients;

Navigate to the Vulnerable Persons board (click on "Vulnerable Persons" in the main menu).

The list of clients that you can see will be based on your level of access.

You can use the filters and column sorting to refine the list of clients.

Record Status

There are two statuses for clients

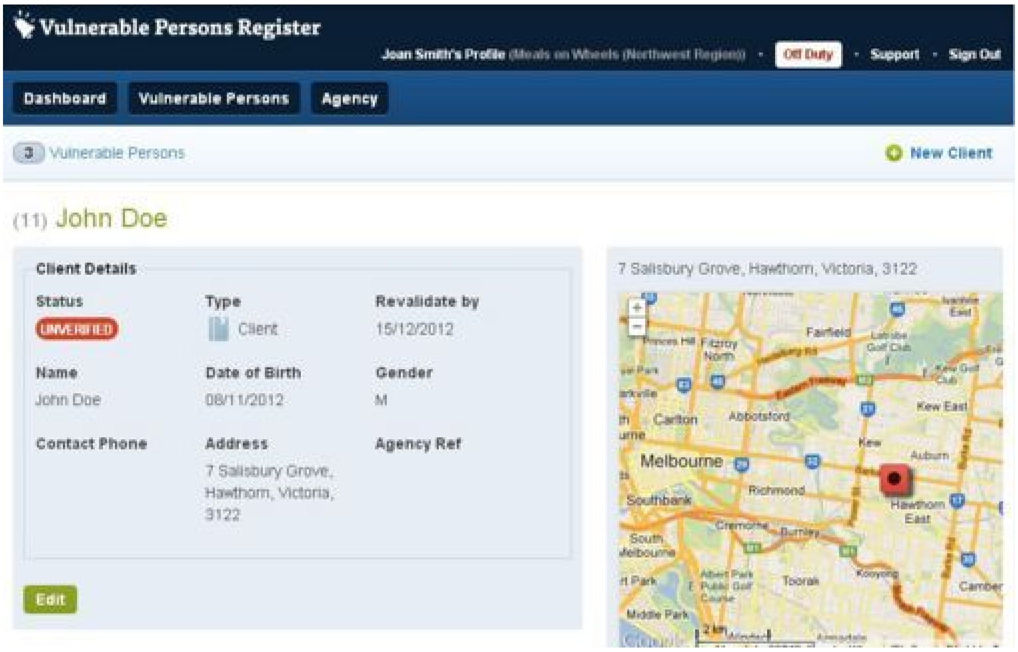
1. **Unverified** - meaning that the accuracy of the record is uncertain
2. **Verified** - the record has been checked for accuracy by the agency

Viewing a Client Record

To view a client record, click on the ID or title wherever it appears in the VPR (for example, the client's list, dashboard etc).

The View Client screen will appear in read-only mode, with the details of the client including:

- Location (map) displaying the client's current address
- The client's Name, Date of Birth and Gender
- Contact details for the client
- Emergency Contacts
- Special Needs
- Managing Agencies

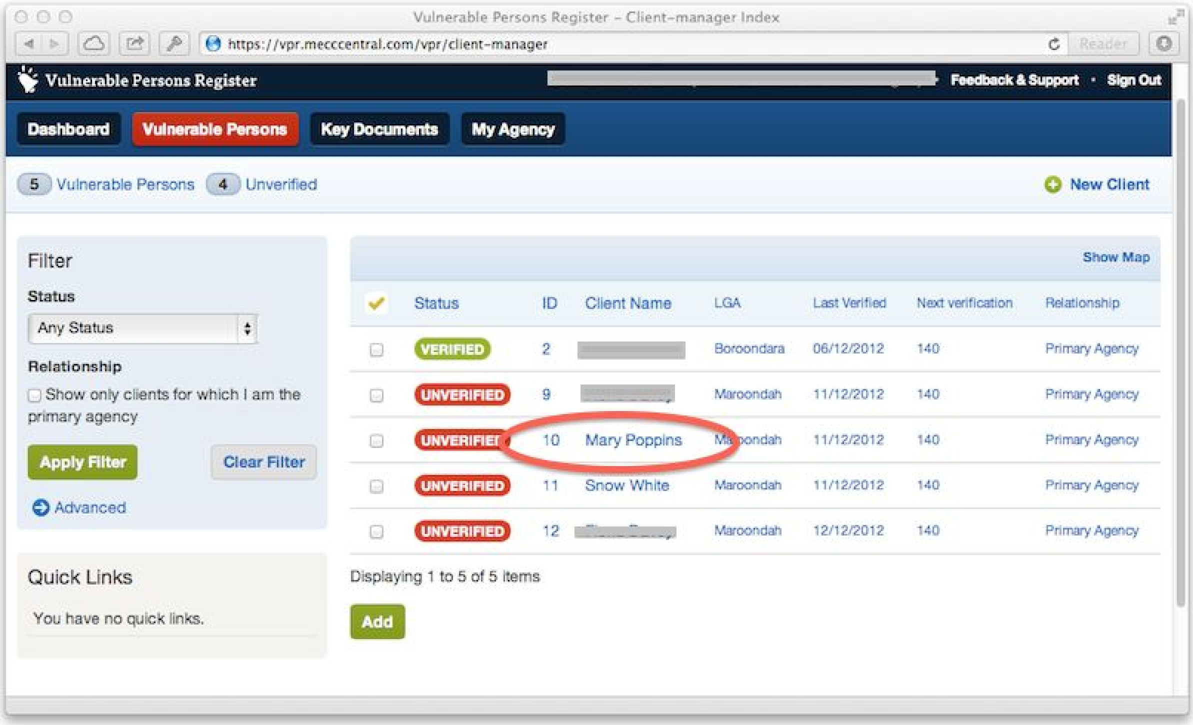


Editing a Client Record

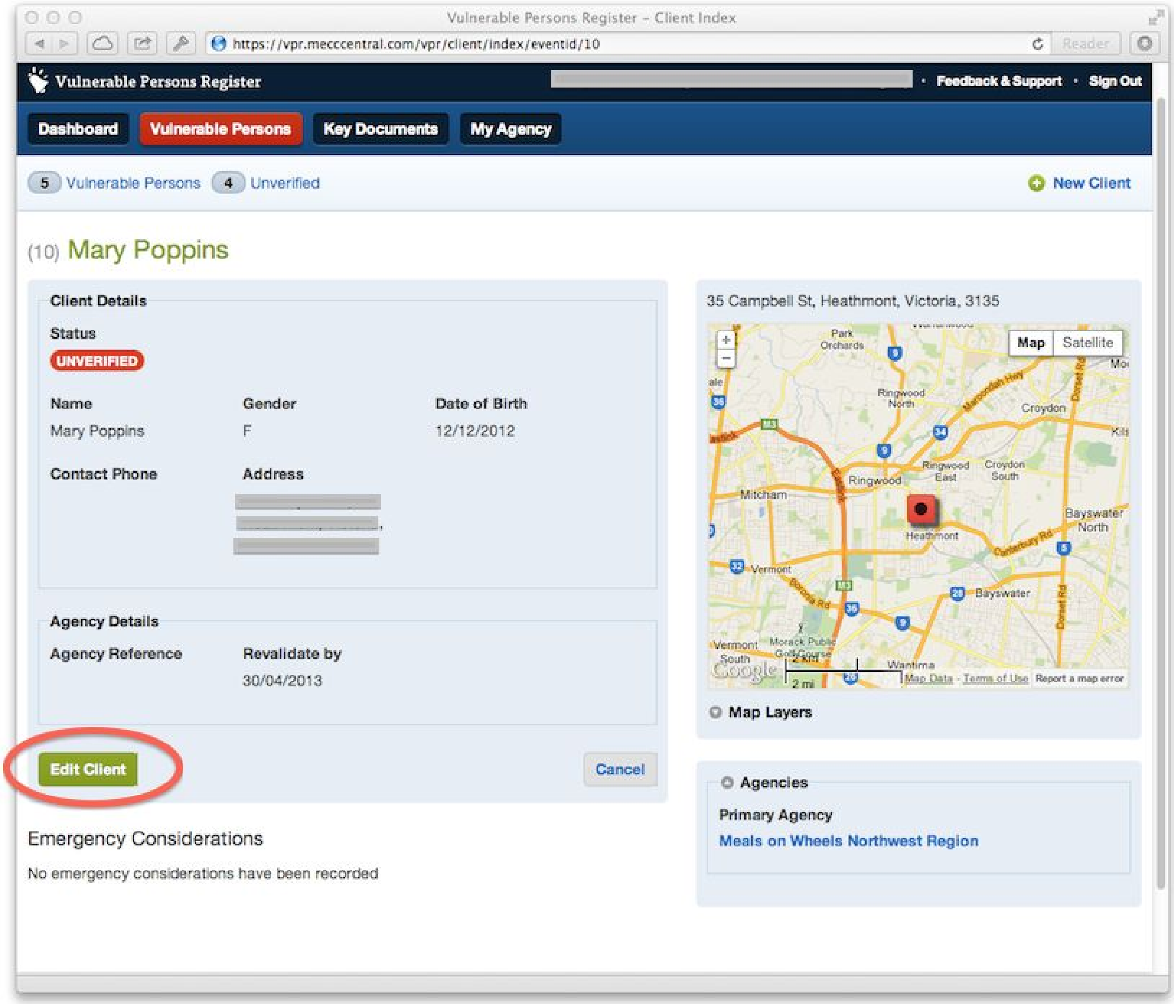
Clients can only be edited from the client view screen.

To edit a client:

1) Navigate to the client (ie from the Vulnerable Persons screen)



2) On the Client profile screen, press the "Edit" button.



Permissions

Edit rights are controlled by permissions:

- **Primary Agencies** - may update the record as they have primary responsibility for the client
- **Secondary Agencies** - may only update the *Agency Reference.* This is an internal code for the client that is specific to each managing agency, which can help you to reconcile your data in your client management database against the VPR.

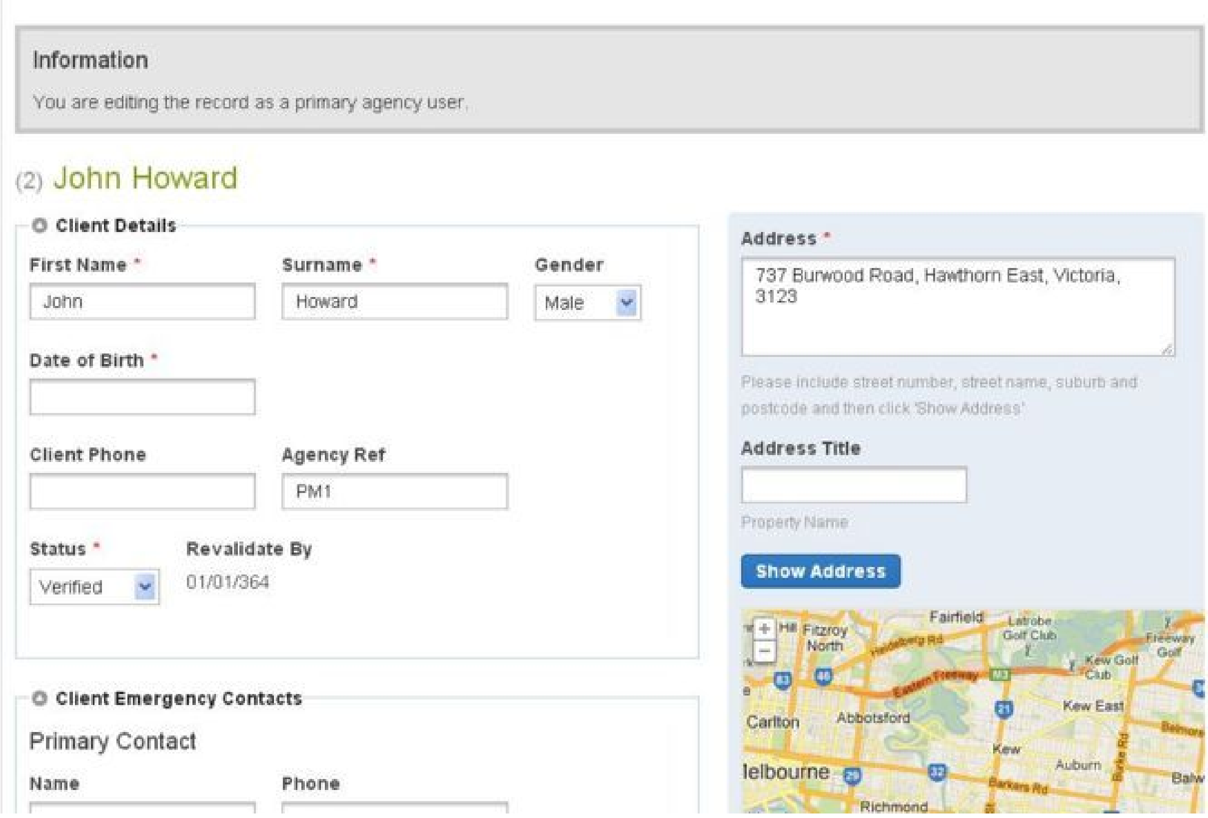
A message prompt will display to inform you which type of access you have to the client record after you click the Edit button.

Fields

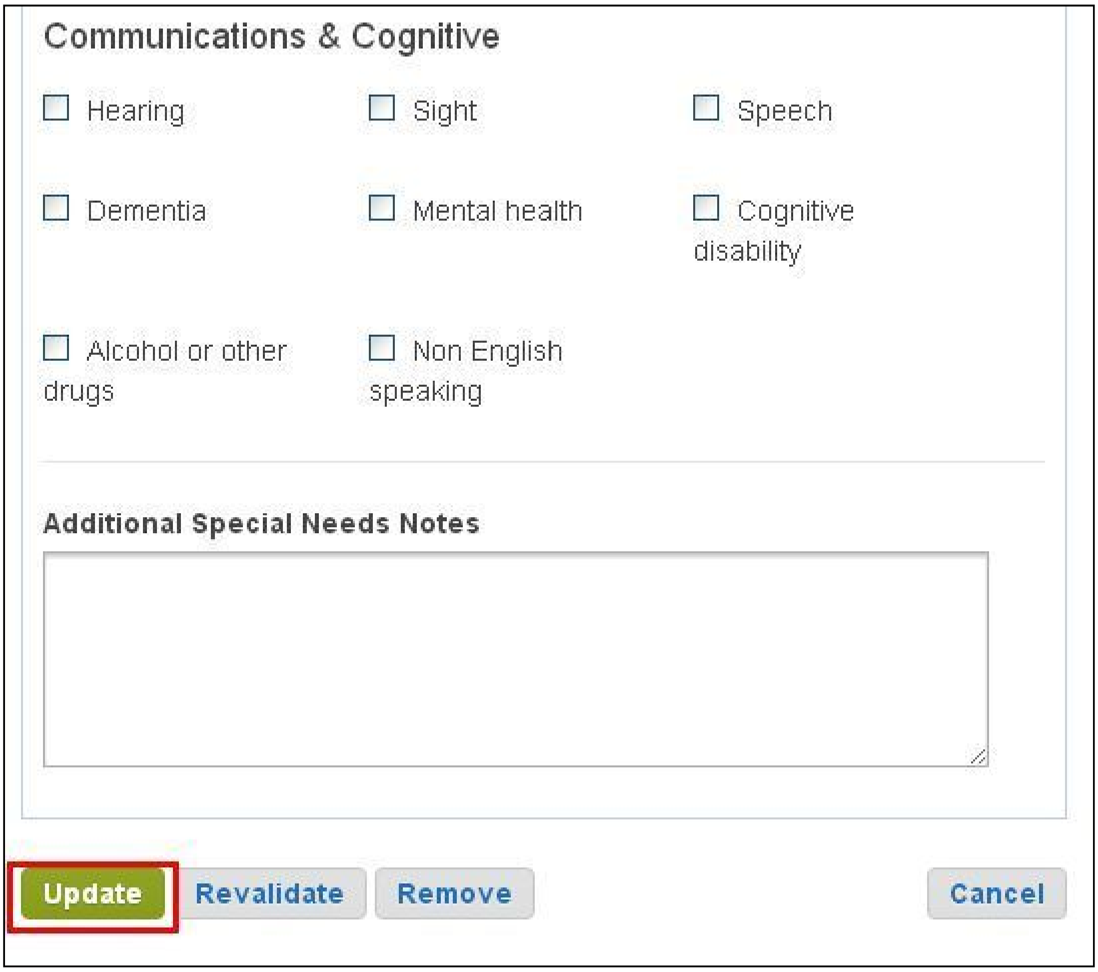
As a primary agency, the edit client record screen allows editing of most fields including:

- Name, Gender and Date of Birth
- Contact details
- Address - enter an address into the Address field to locate on the map using the "Show Address" button

- Agency Reference
- Status - Verified/Unverified
- Emergency Contacts - Name, Phone, Mobile, Relationship to client
- Special Needs - a series of checks including sections detailing Mobility; Equipment; Access & Security; Communications & Cognitive and an area for additional notes



3) Fill in the electronic form and push the "Update" button



Revalidating Clients

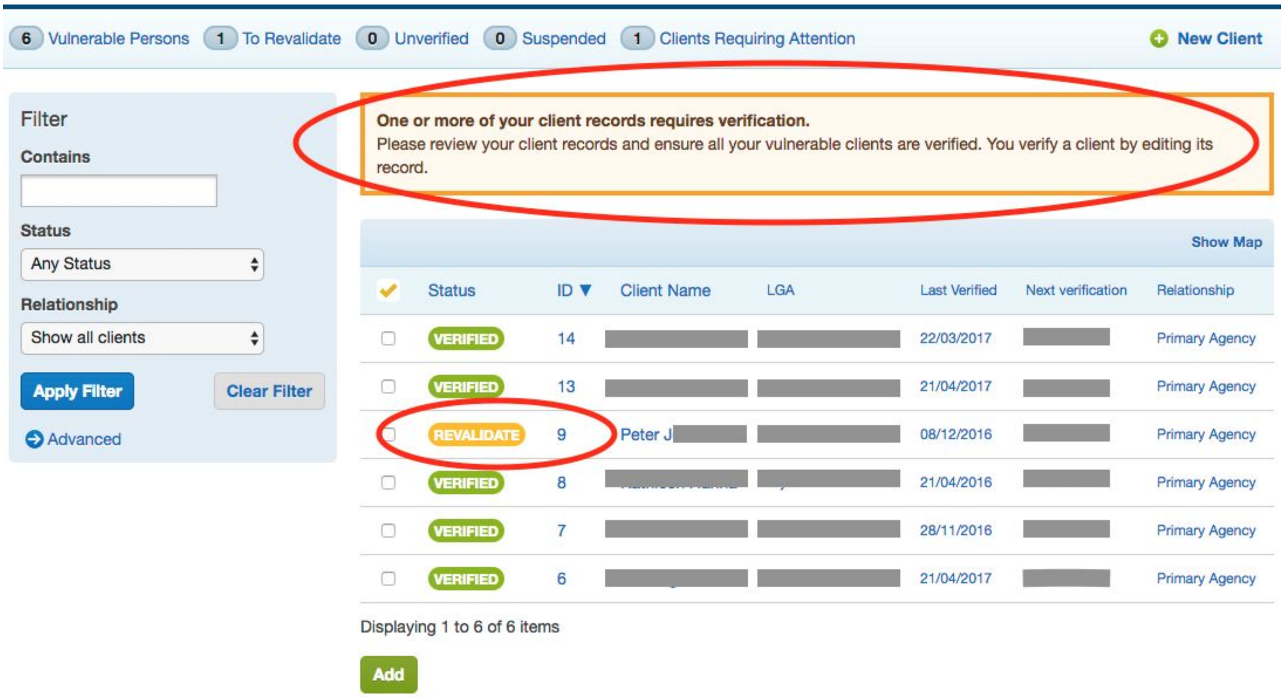
Clients require re-verification from time to time in order to ensure the data is kept accurate. This process will typically be required twice a year and typically occurs in April and October.

The VPR System will tell Agency Users when clients require re-verification, by setting the status of the client record to ***Revalidate***, and by sending an email to the Agency Coordinators. When this occurs, the agency must update the record with current data and then ***Verify*** the client record.

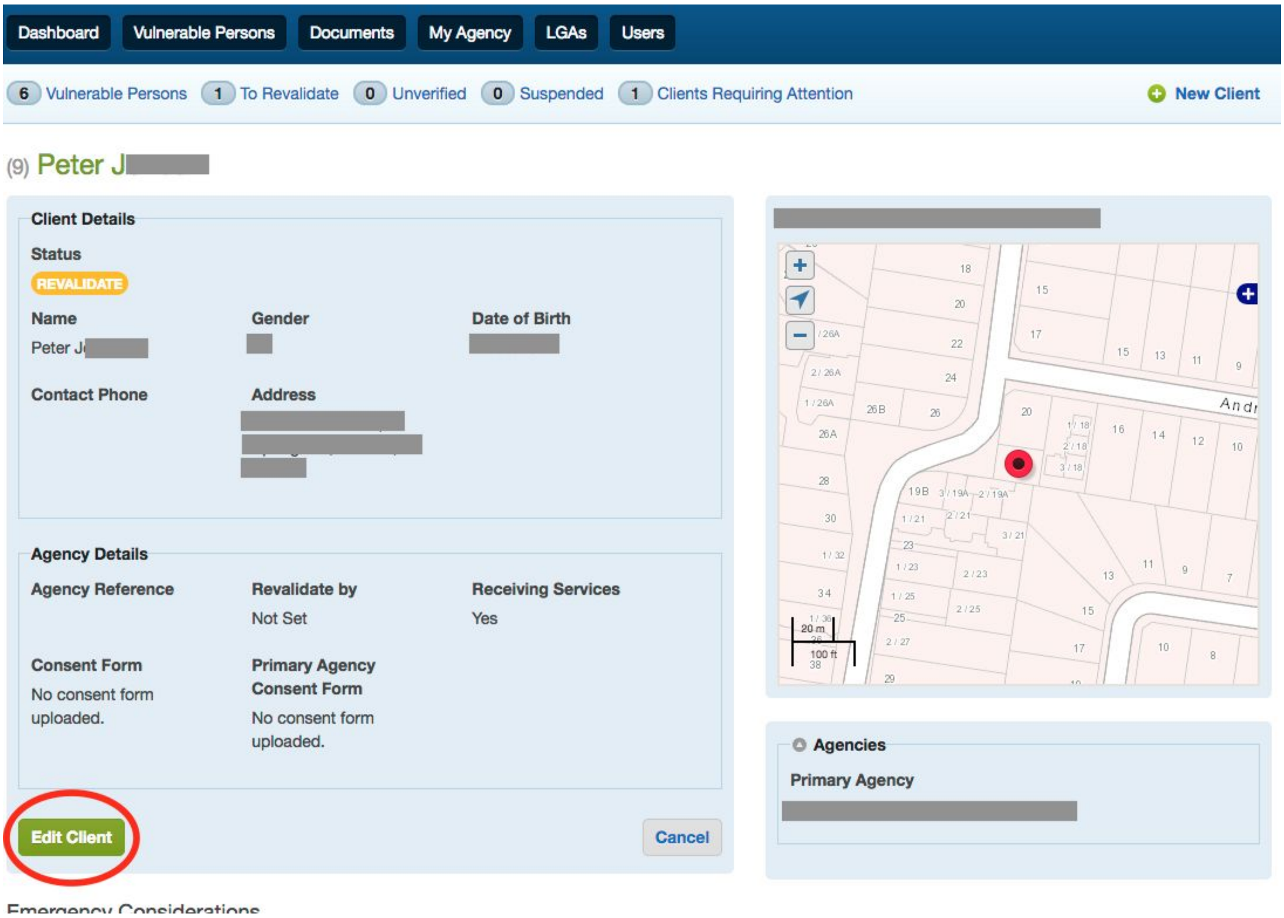
To revalidate a client:

1) If your Agency has clients requiring revalidation, you will see a message at the top of this screen and see clients with the status REVALIDATE.

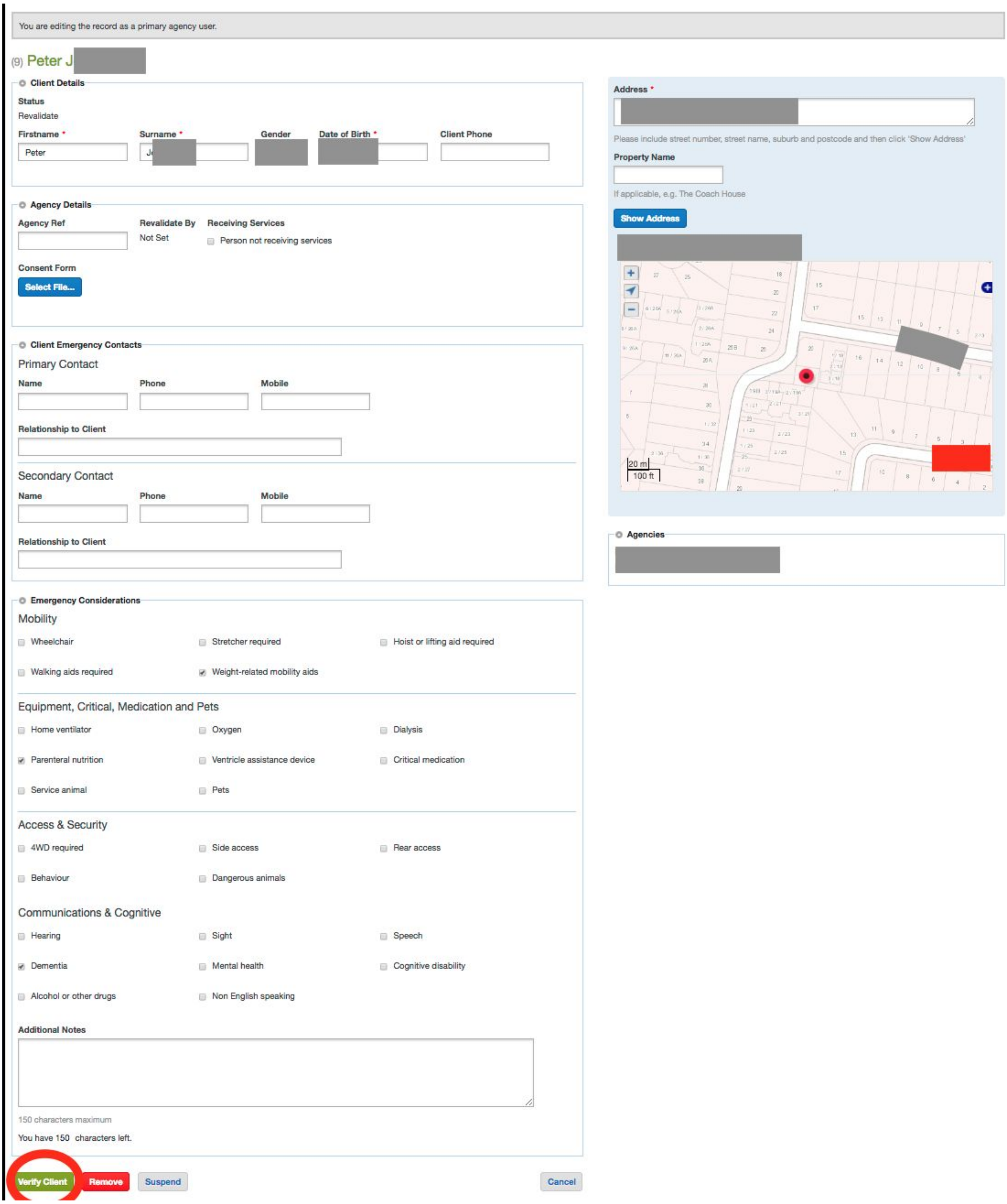
Navigate to the client that requires revalidation.



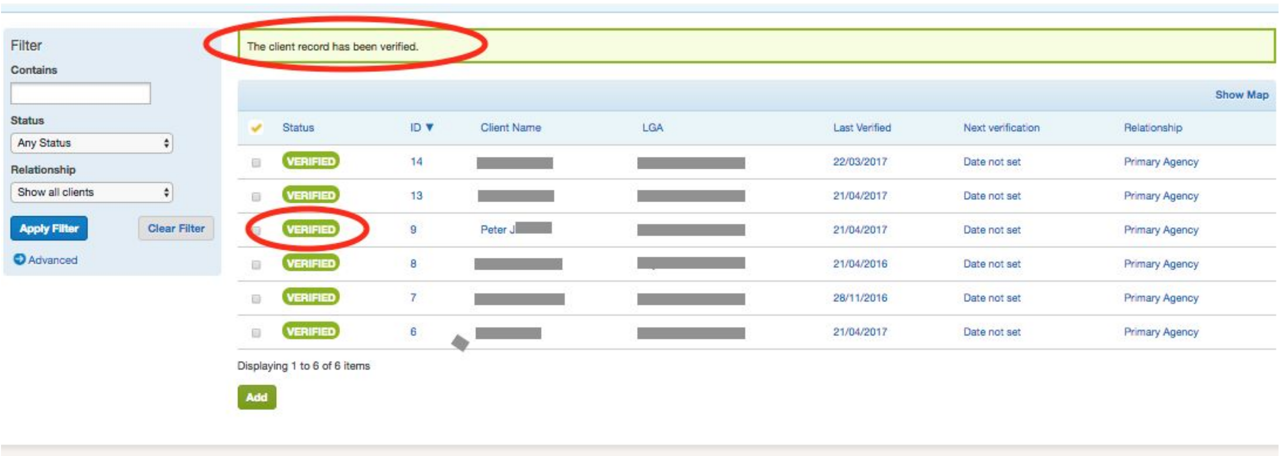
2) On the Client profile screen, press the "Edit" button.



3) Review the client's details and ensure all information is up to date and correct. Then complete the process by clicking on the 'Verify Client' button



4) Your client has now been revalidated and has a VERIFIED status.



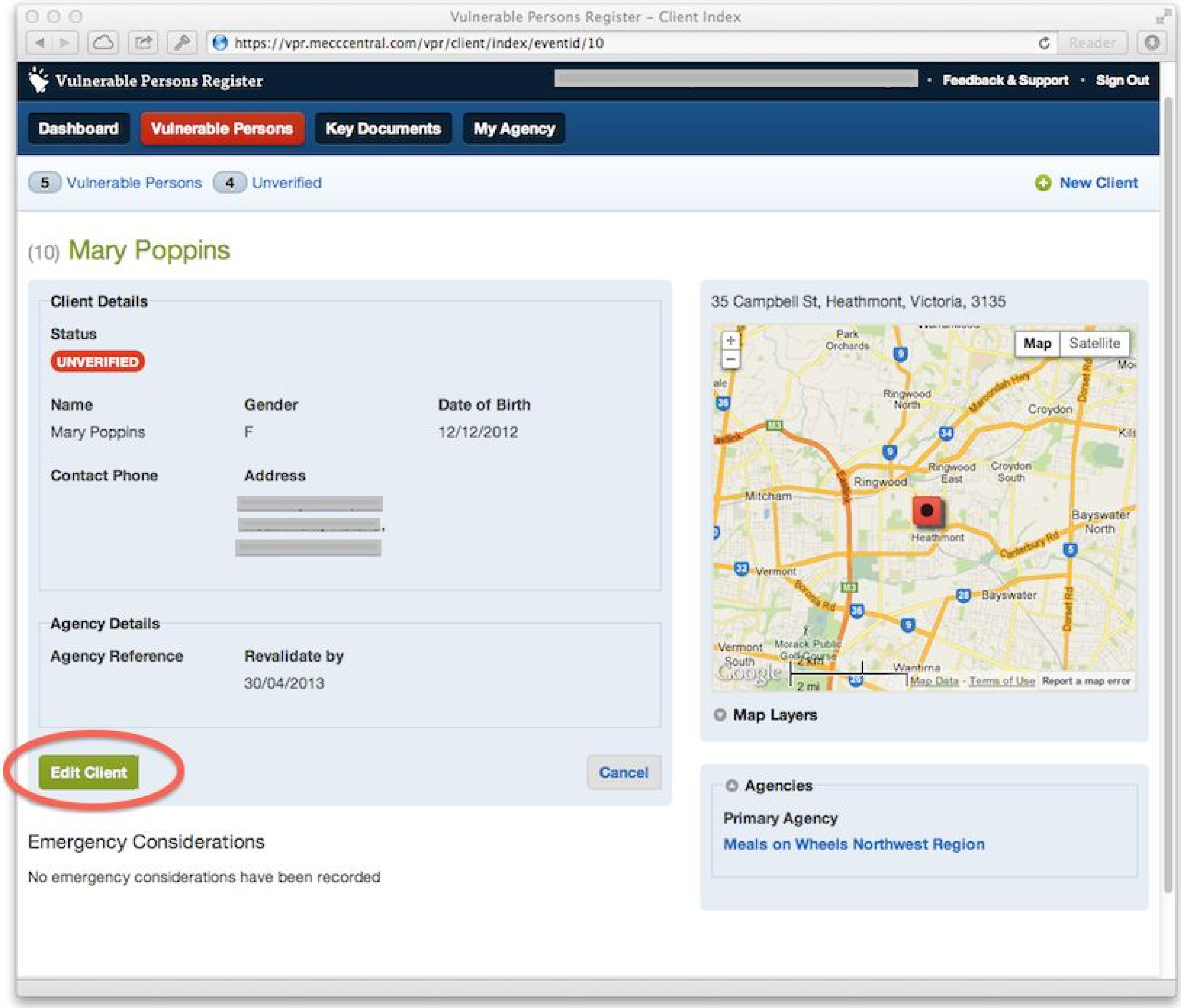
Removing a client

Removing has two meanings in the VPR:

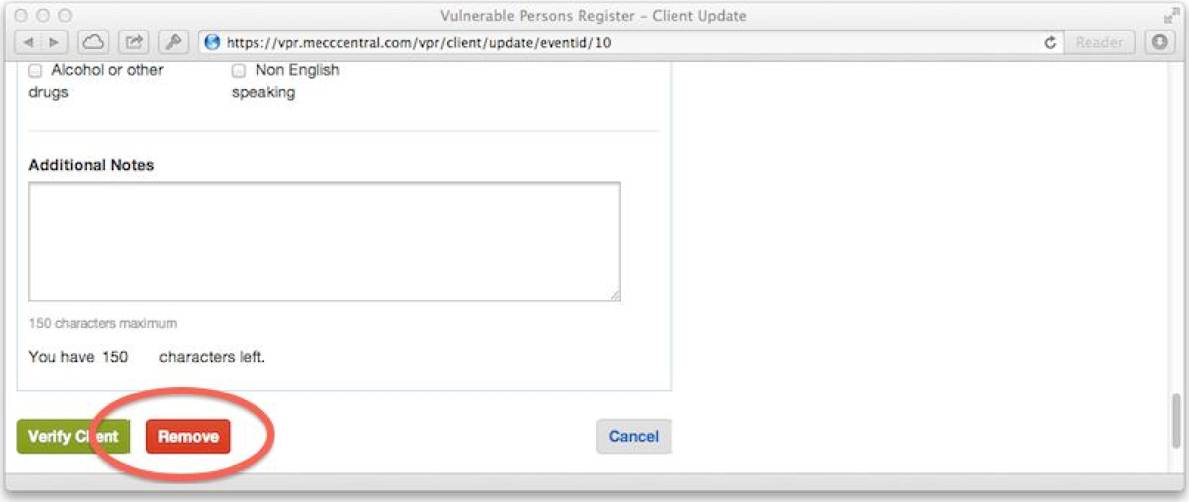
1. This client is still vulnerable but is no longer receiving services from your agency. Here you are removing the relationship between you and the client. This is known as "unlinking".
2. This client is no longer vulnerable. Here removing a client will remove it from the system altogether.

To remove a client when the client is no longer vulnerable

1) Navigate to the Client screen and click Edit.

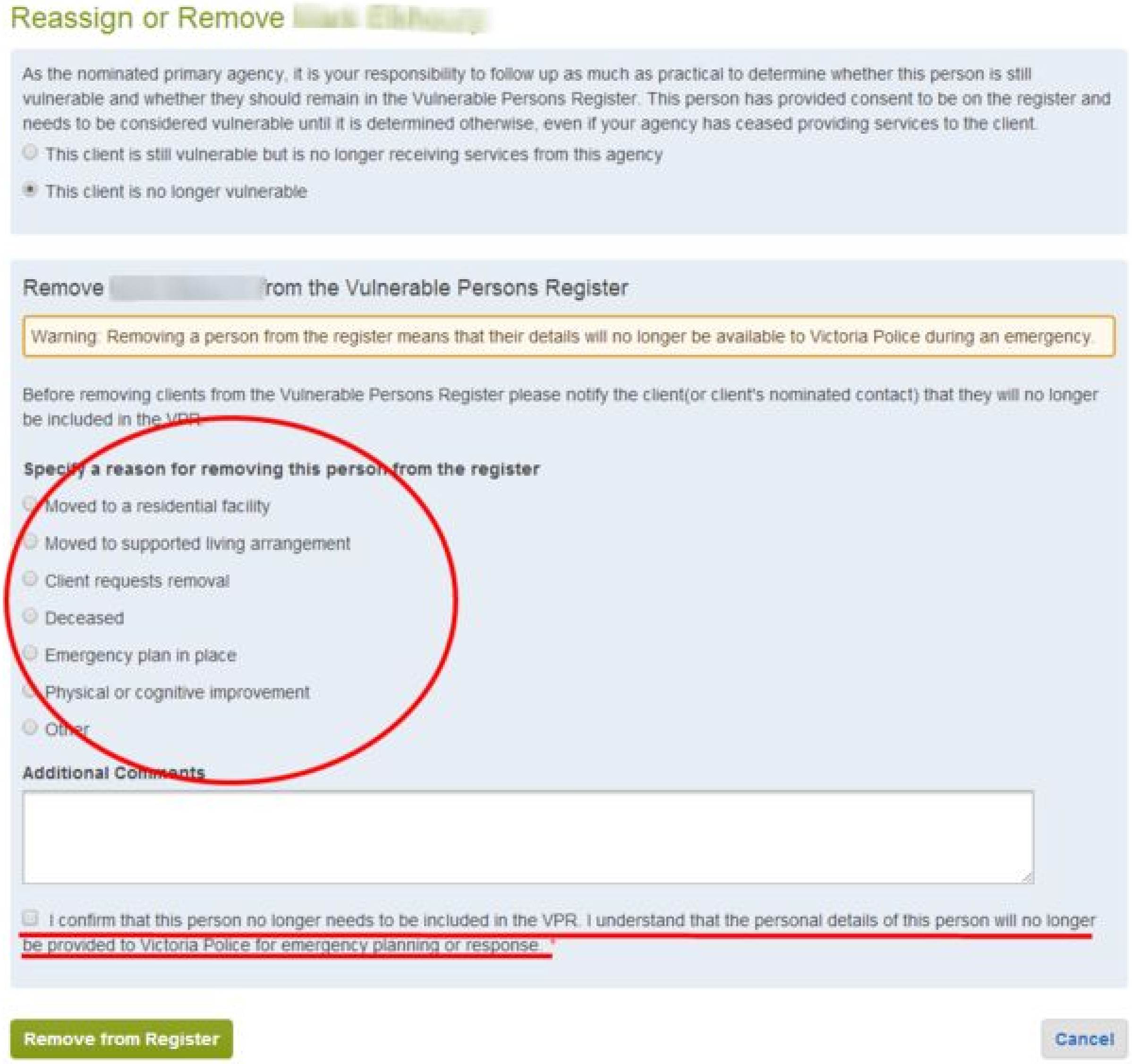


2) At the bottom of the form, click Remove.



3) Depending on your relationship with the client, the removal screen will offer different options. As a Primary Agency, who wishes to remove the Client from the VPR, as they are no longer vulnerable, select the second option as shown below.

4) Selecting this option will result in a number of removal reasons to appear. You must select a removal reason and then acknowledge(tick) the confirmation statement.



5) Click "Remove from Register" to process the removal request.

Changing which agency is the Primary Agency

When multiple agencies have a relationship with a client, it is possible for agencies to change which agency is the Primary Agency.

If you are the Primary Agency:

- View the client record
- Click Edit Client
- Click Remove
- Select the reason "This client is still vulnerable but is no longer receiving services from this agency"
- You can then select the secondary agency that should become the primary
- Click Submit to finish.

All agencies and the VPR Coordinator will be notified of the change.

If you are a Secondary Agency:

- Contact the Primary Agency or the VPR Coordinator to have the client reassigned to you.

Transferring the Clients Agency

When a client only has one agency, if you wish to transfer them to another Agency it is similar to the previous section (on changing the primary agency).

We recommend this process:

1. Ask the New agency to add the same client to their VPR list. (This will add the client as a secondary agency for them)
2. Wait until this is done. You know it has been done if you can see the secondary agency listed.
3. Have the original agency remove this client after this is done. (This will automatically promote the secondary agency to become the primary agency)

Doing it in this order will insure that the client is always on the VPR list at all times.

If you are the Primary Agency:

- View the client record
- Click Edit Client
- Click Remove
- Select the reason "This client is still vulnerable but is no longer receiving services from this agency"
- You can then select the secondary agency that should become the primary
- Click Submit to finish.

Agency Coordinators

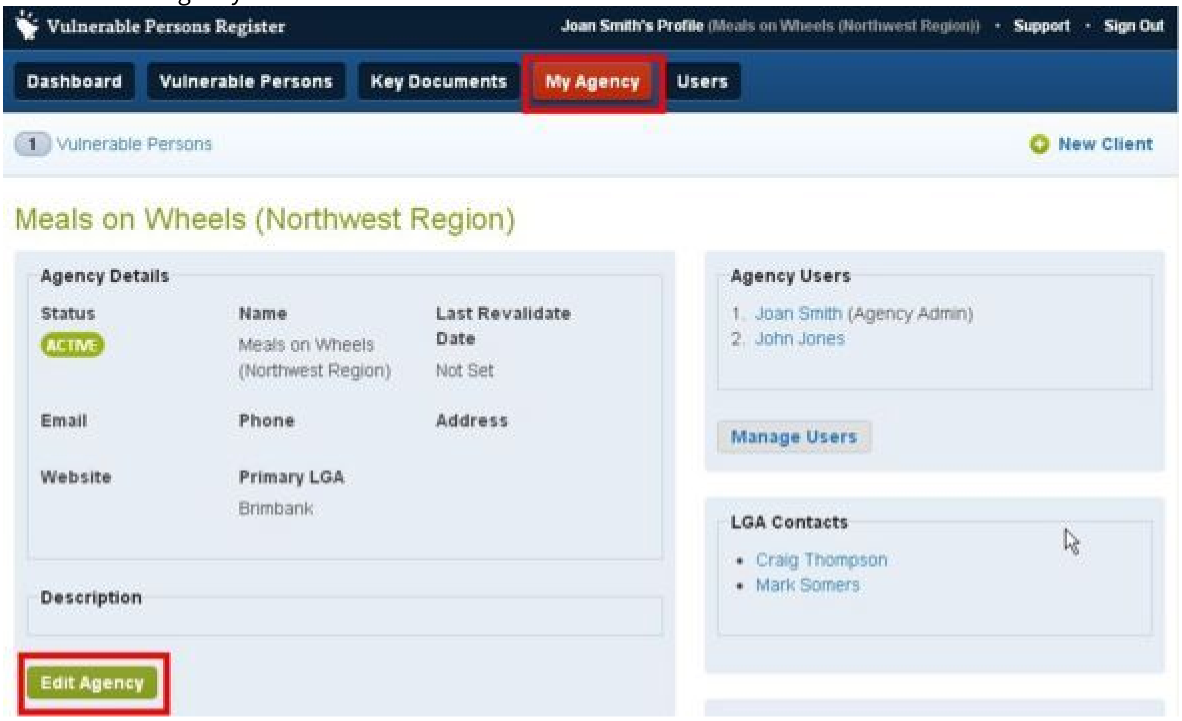
Agency Coordinators are nominated by VPR Coordinators and have permission to perform the following additional functions.

Edit My Agency

To edit your agency details:

1. Sign in as an Agency Coordinator.
2. Navigate to "My Agency" in the main menu.

3. Push the "Edit Agency button.

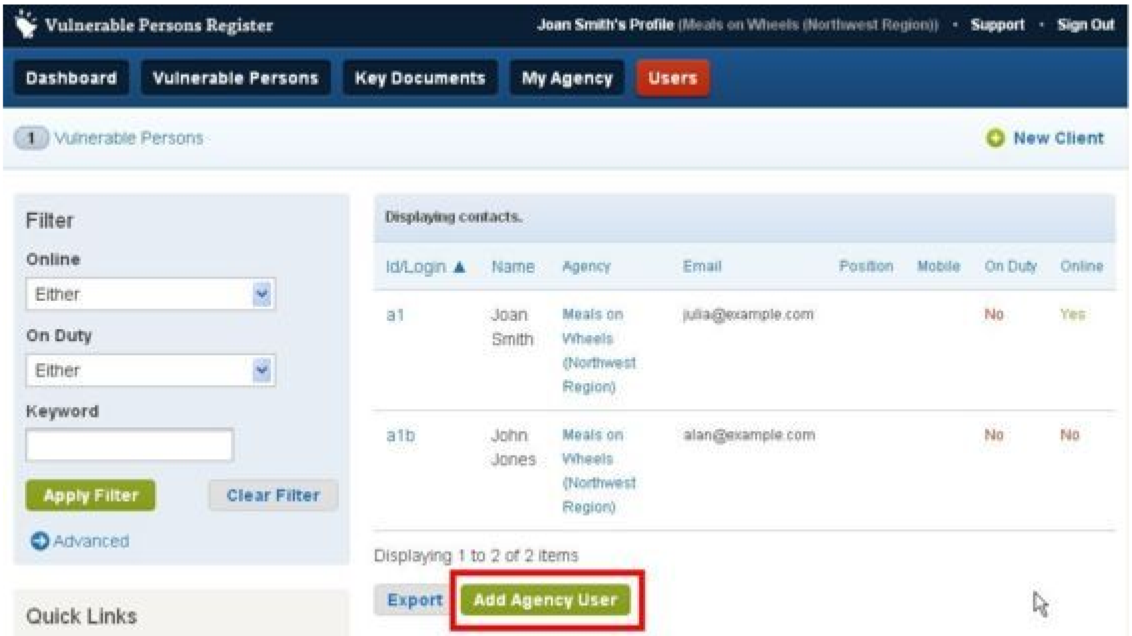


4. Make changes as required (note this is how you change your Agency's name as the administering LGA if needed).
5. Push the "Update" button.

Adding Agency Users

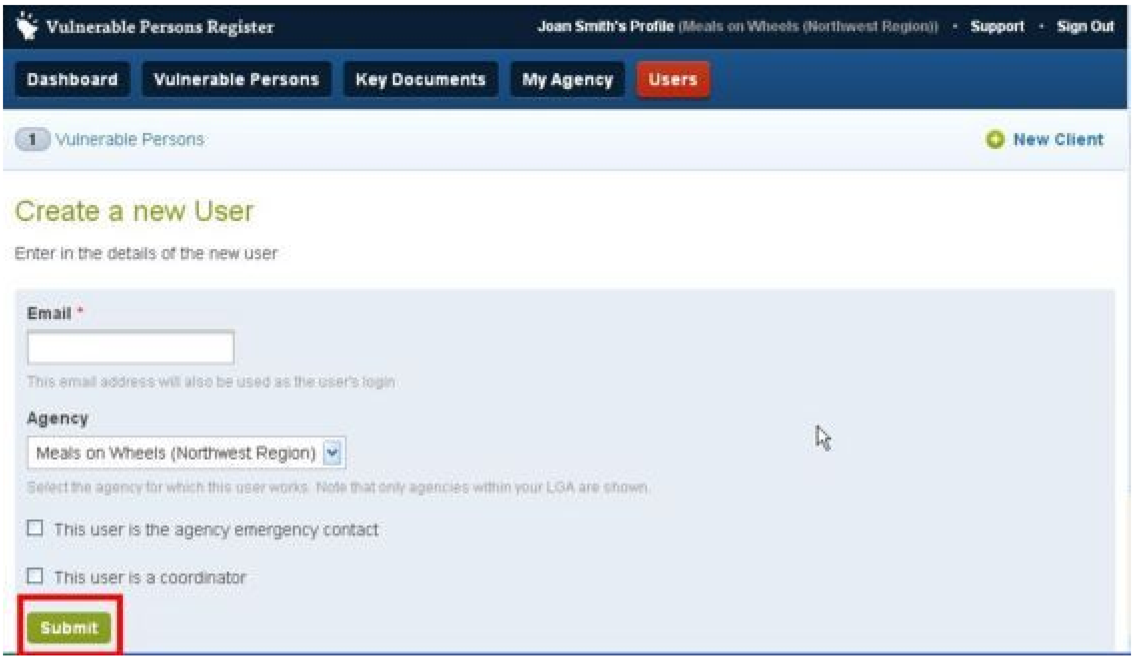
1. Sign in as an Agency Coordinator
2. There are two ways to add new users, both essentially do the same
    a. On the "My Agency" tab push the "Manage Users button (this effectively does the same as option 2)
    b. Visit the "Users" tab

3. On the Users tab, click "Add Agency User"



4. Complete the "Create New User" form

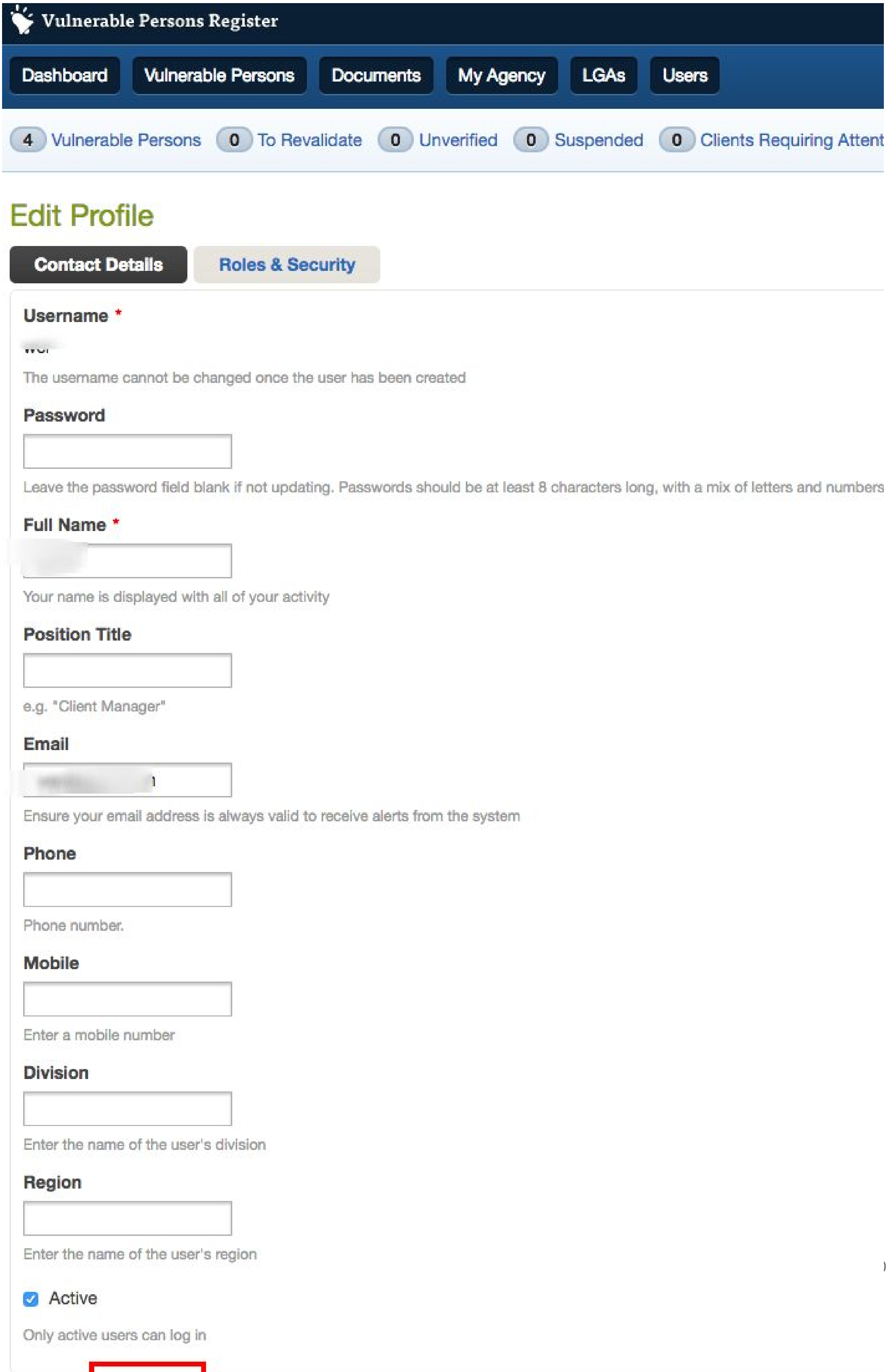
   a. Email - Contact email for a new user (used to send an invitation and as their username)
   b. Agency - this shows your agency and cannot be changed
   c. This user is the agency emergency contact - tick if this is a nominated emergency contact (there can be more than one emergency contact for your agency)
   d. This user is a coordinator - grants coordinator access rights to the user
   e. Push the Submit button



Removing Agency Users

To mark an Agency User as removed in the VPR:

1. Sign in as an Agency Coordinator
2. Click on the "Users" tab
3. Select and edit the Agency User you wish to remove
4. Select 'Edit Profile
5. Click on the 'Delete' button at the bottom of the page


Vulnerable Persons Register
Dashboard
Vulnerable Persons
Documents
My Agency
LGAs
Users
4 Vulnerable Persons
0 To Revalidate
0 Unverified
0 Suspended
0 Clients Requiring Attent
Edit Profile
Contact Details
Roles & Security
Username *
The username cannot be changed once the user has been created
Password
Leave the password field blank if not updating. Passwords should be at least 8 characters long, with a mix of letters and numbers
Full Name *
Your name is displayed with all of your activity
Position Title
e.g. "Client Manager"
Email
Ensure your email address is always valid to receive alerts from the system
Phone
Phone number.
Mobile
Enter a mobile number
Division
Enter the name of the user's division
Region
Enter the name of the user's region
Active
Only active users can log in

Granting Agency Coordinator access privileges

To make an Agency User that is not currently an Agency Coordinator an Agency Coordinator:

1. Click on the user's name (in the Users list, Dashboard etc).
2. Edit the user's profile.
3. Select the "Roles & Security" tab.
4. Tick the checkbox labelled "This user is a coordinator".
5. Push the "Update" button.

For VPR Coordinators

Overview

VPR Coordinators are council officers that access their local register through Crisisworks. The VPR Coordinator is responsible for coordinating and supporting agencies within their local area, and resolving any changes to an agency's client relationship.

The following video summarises the key information needed by VPR Coordinators to use the system.

VPR_Coordinator_User_Ove…

(see page 52)

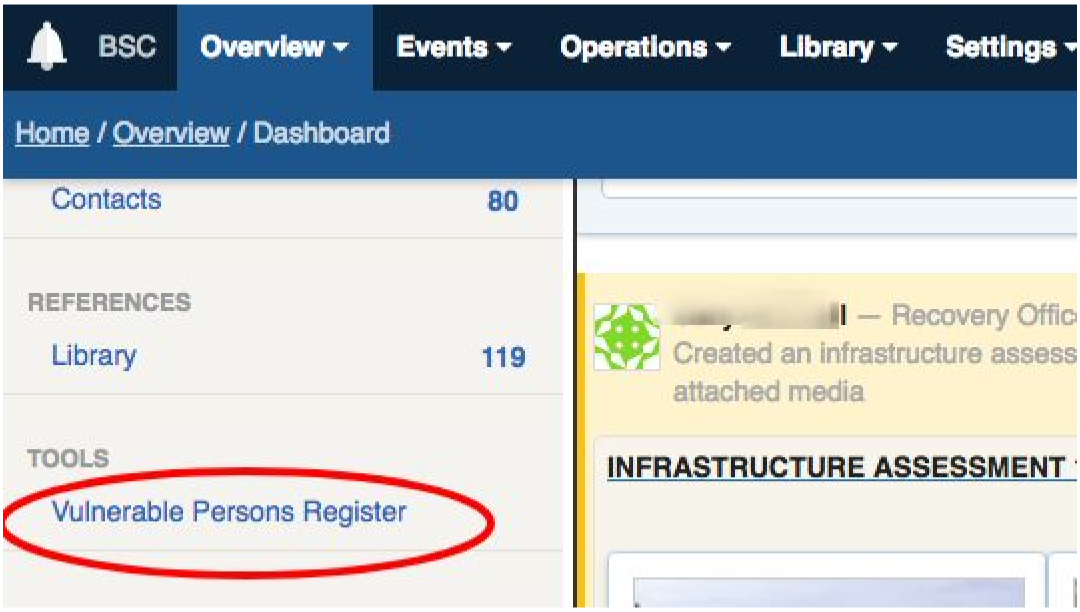
You should also watch the Agency User Overview video to understand how agency users will work with the system.

Note: some organisations block video streaming into their networks, and if this is the case, try viewing from another device such as a 3G-enabled iPad. The videos are only small in filesize.

Accessing the VPR

1) Log in to Crisisworks

2) If you have previously been set up to access the VPR, you can simply click the "Vulnerable Persons Register" link in the left-hand side panel from the Dashboard. This will automatically log you into the register. If you haven't been set up with VPR access, you will need to request that the Crisisworks Administrator update your user permissions.



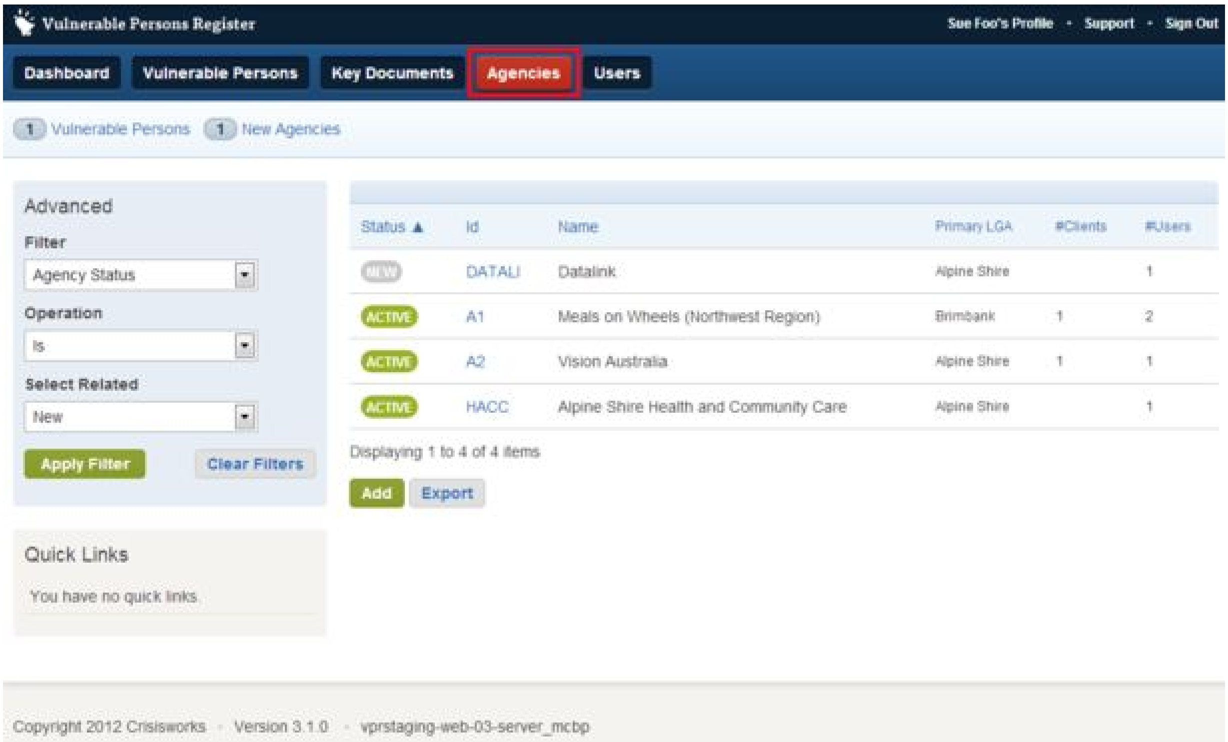
Note: If you are a VPR Coordinator for multiple LGAs, it is possible to configure common access across all the LGAs(see page 62) you work in, regardless if which Crisisworks you access the VPR from.

Viewing the Agency List

The Agency List will display any agencies that you have permission to view and/or edit.

To access the agency list:

1. Sign in as a VPR Coordinator.
2. Select the "Agencies" tab in the main menu.



The agency list is a datagrid which offers several navigation features including:

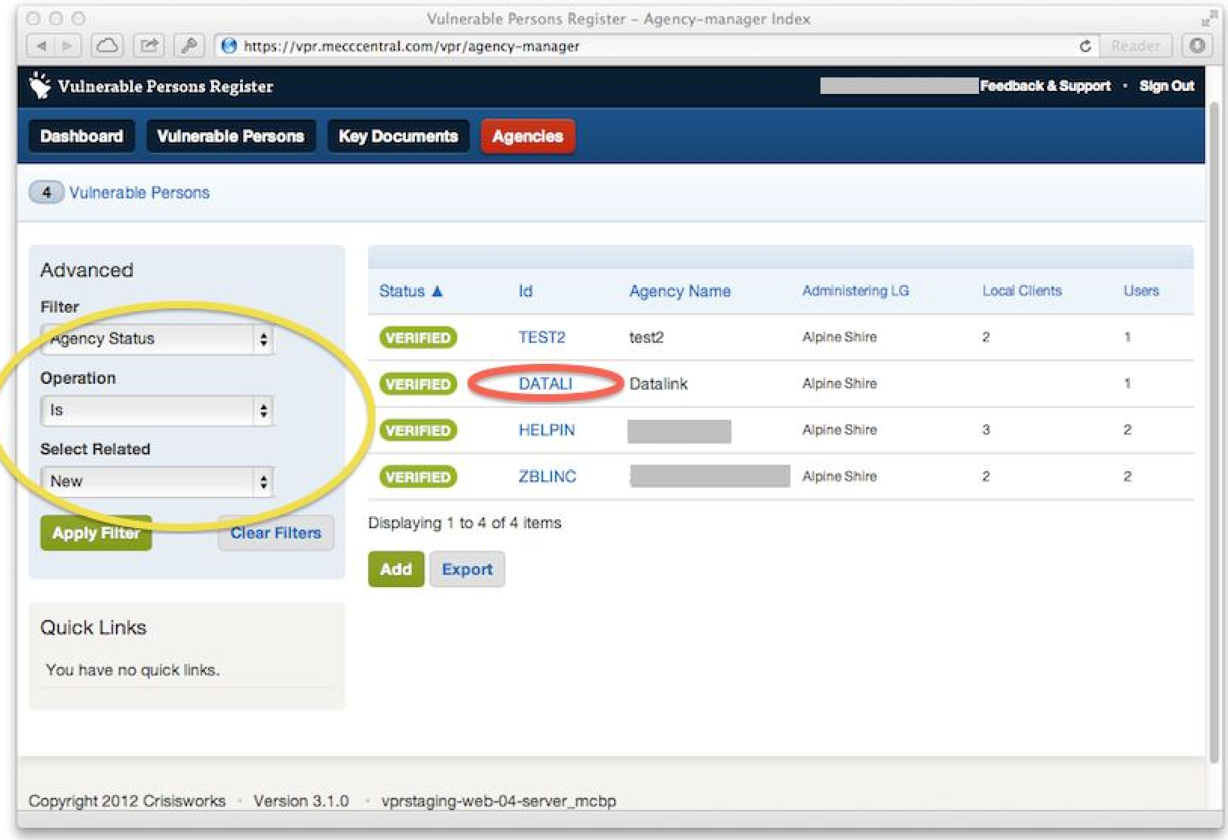
- Filters - filters the list using the applied criteria
- Sortable Columns - click each data column to re-sort table ascending or descending
- Data Export - exports a CSV (Excel spreadsheet compatible) file containing the contact details for each agency matching the currently set filter

The agency status field is set based on the agency's primary clients. If all clients are verified, the agency is verified. If any client is requiring validation or is unverified, then the agency record will also show that state. Additionally, the *new* status is used to identify new agencies that have self-registered but are not yet active.

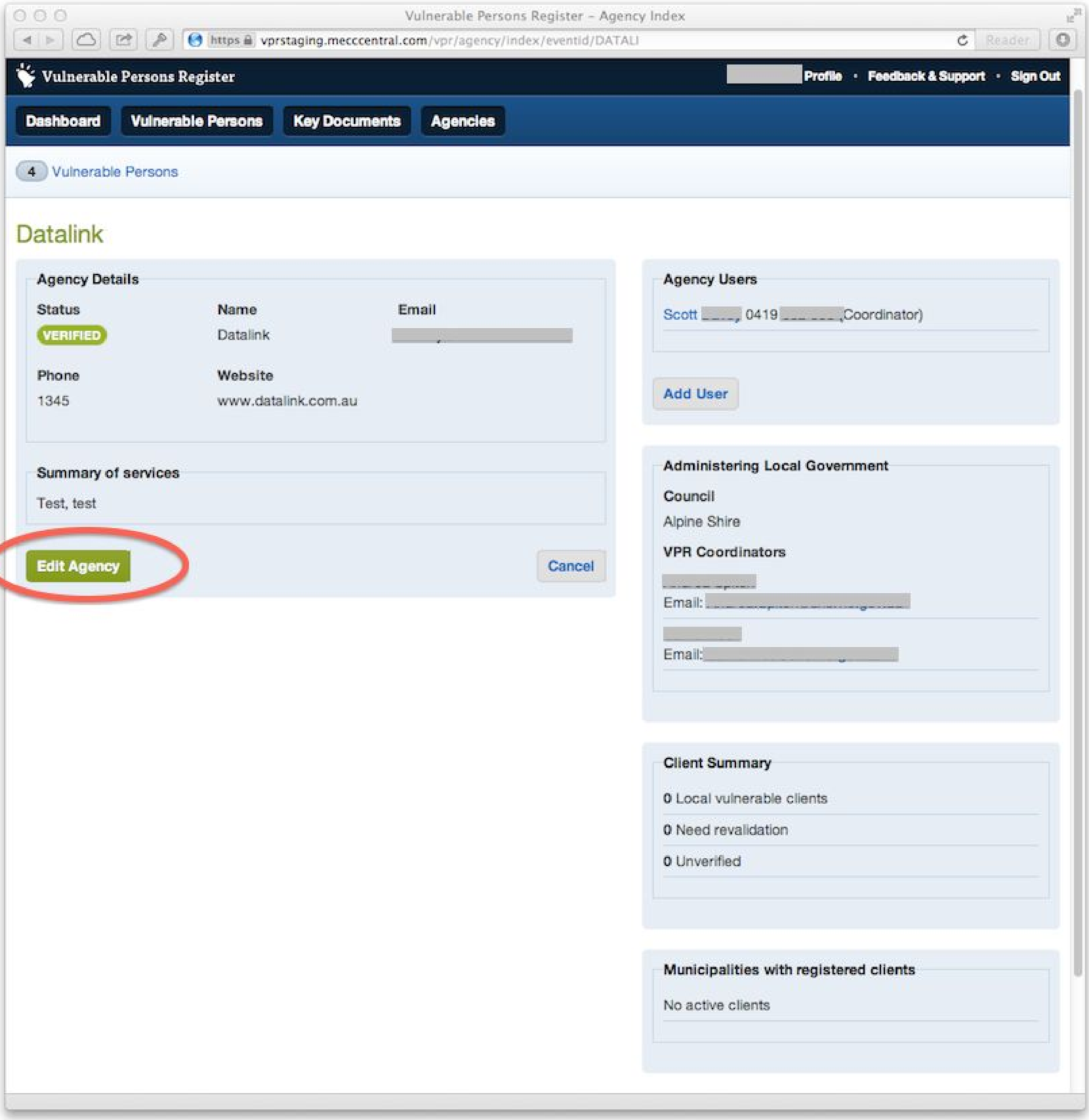
Viewing an Agency

To view an agency, follow these steps:

1) Click 'Agencies' at the top navigation bar to view a list of all agencies in your area.



2) Then, click the ID of the agency you wish to view. You can also filter your agency list using the filters to the left.



Managing Agency Users

As a VPR Coordinator, you can add and edit agency users on behalf of your agencies.

This allows you to:

- Add new users to an agency
- Edit the details of an existing agency user to update their email address, password and contact information
- Make a user active or inactive

- Promote or demote the user from the Agency Admin role

Step by step:

1. Log in as a VPR Coordinator
2. Click Agencies and search for the agency you wish to manage
3. Click the agency in the search result to view the agency details. The agency's users are listed on the right hand side of the agency details screen.
4. To edit a user, click the user you wish to manage to view that user's profile, then click "Edit". If adding a new user, click "Add User" instead.
5. From the edit screen, change the details you wish to change, then click Save to update the details.

Adding New Agencies

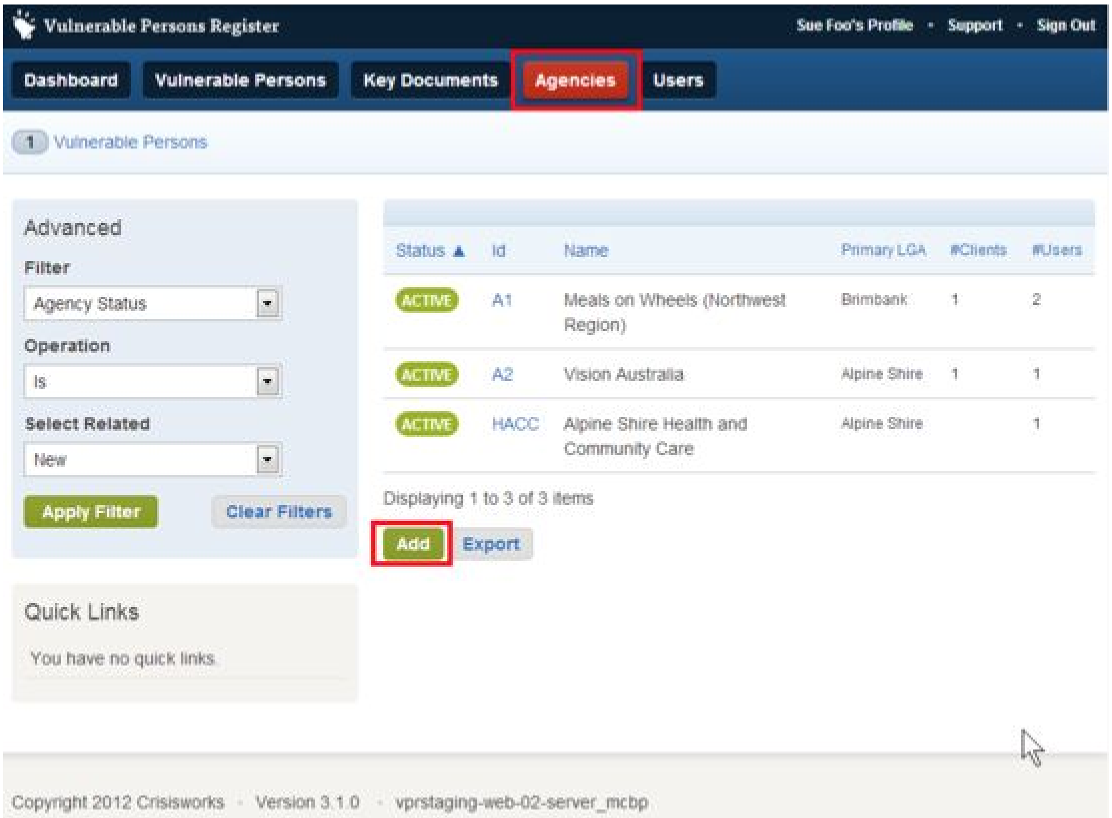
VPR Coordinators may register new agencies into the system.

To add a new agency:

1) Sign in as a VPR Coordinator

2) Select the "Agencies" tab. (This tab is only visible to VPR Administrators)

3) Push the "Add" button at the bottom of the datagrid



4) Complete the Agency details in the Agency Registration form. Details on how to use this form can be found in the Agency Registration section(see page 23).

Approving or Denying new Agency Requests

Before an Agency user can access the system, the Agency must be approved by a VPR Coordinator of the responsible LGA.

VPR Coordinators will receive an email notiffication when Agencies have requested to be added to the VPR. Newly added records will be marked with a status of "New".

Only VPR Coordinators can approve agencies.

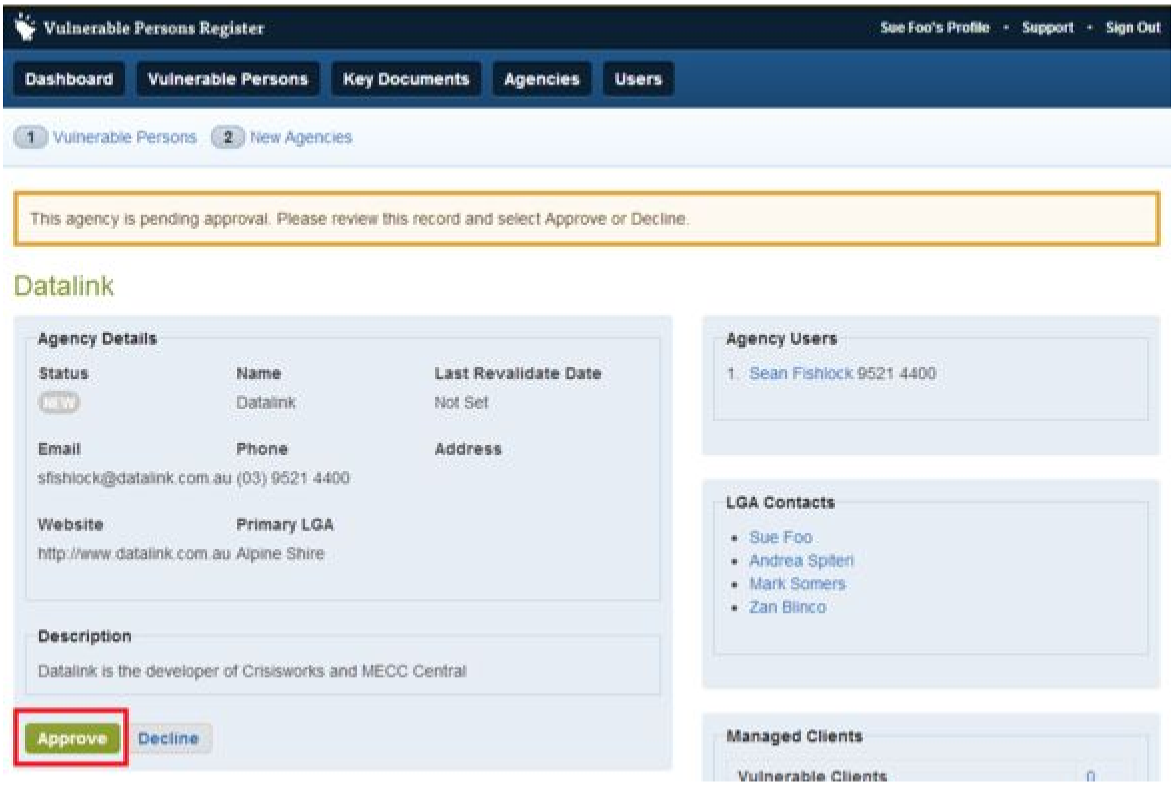
Approving Agencies

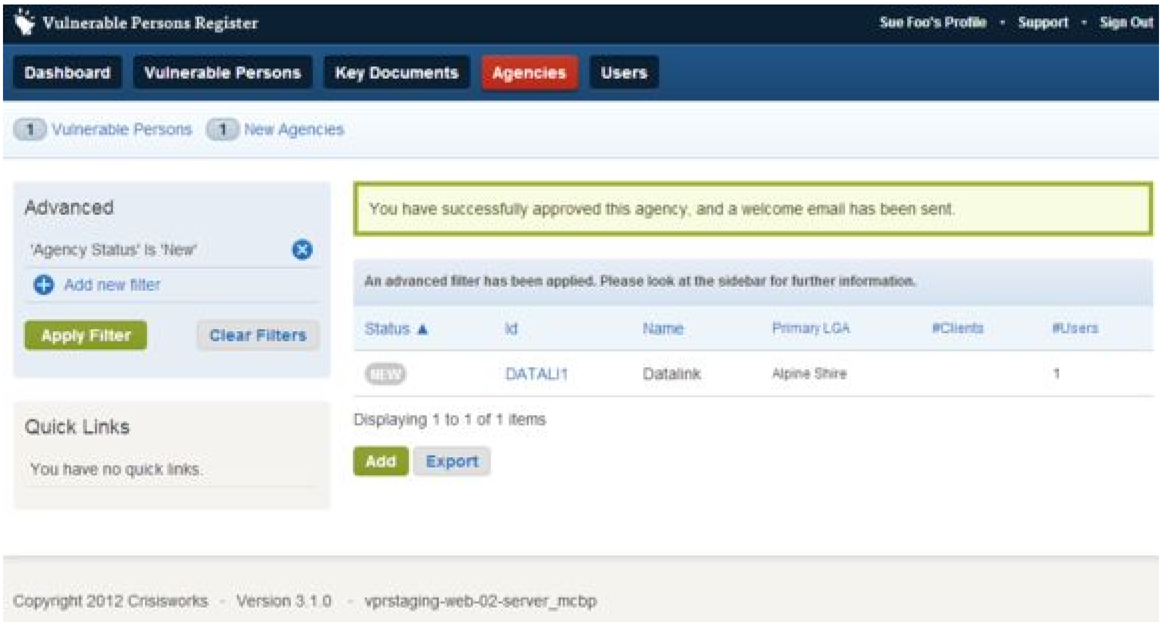
To **approve** an Agency request:

1) Sign in as a VPR Coordinator

2) View the Agency Page marked with the status of "New" that you wish to aprove (click on the Agency link in email notification, the Agencies list etc)

3) Push the "Approve" button. Once approved, the Agency will be sent a notification and be able to begin using the VPR.





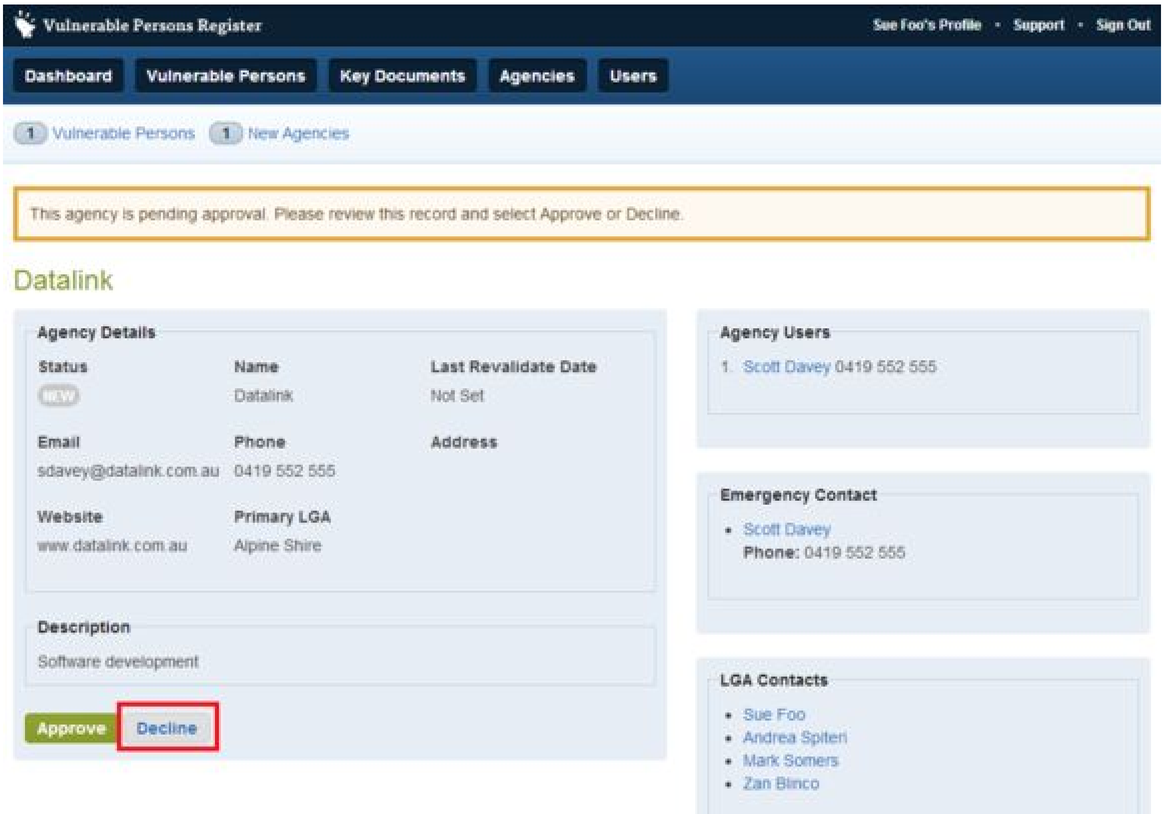
Declining Agencies

To **decline** an Agency request:

1) Sign in as a VPR Coordinator

2) View the Agency Page marked with the status of "New" that you wish to aprove (click on the Agency link in email notification, the Agencies list etc)

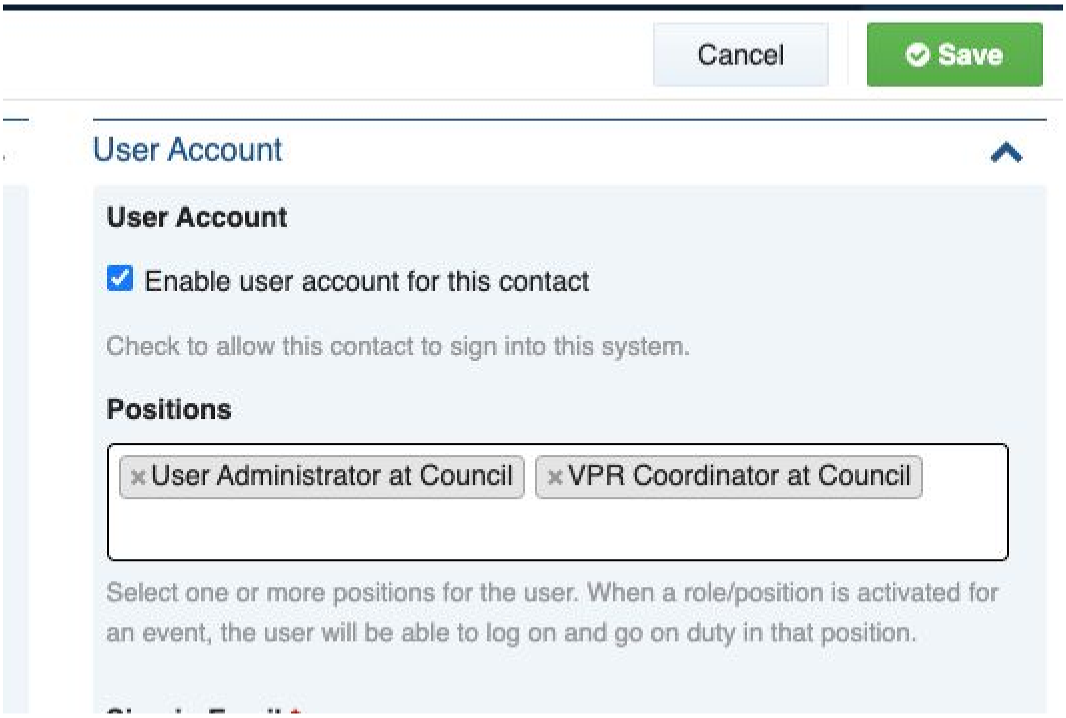
3) Push the "Decline" button. Once declined, the Agency will be removed from the VPR.



Managing Council VPR users

Council users are managed from within Crisisworks, by the Crisisworks Administrator.

To grant VPR access, edit the user's profile and add the **VPR Coordinator** position and save.



It is possible for a single VPR Coordinator to span multiple councils

The procedure for doing so is as follows:

1. Decide on a primary email address for the user, and temporarily set the user's email address in the profile of each Crisisworks instance.
2. In each Crisisworks, now activate the VPR Coordinator position for that user.
3. Once you have done this, the email addresses within Crisisworks can be reset to their previous settings.

By following this procedure, a VPR Coordinator with user accounts in multiple Crisisworks installations will be able to get visibility in the register across all their councils at once, regardless of which Crisisworks they use to log into the register.

Removing persons from the register that have no primary agency

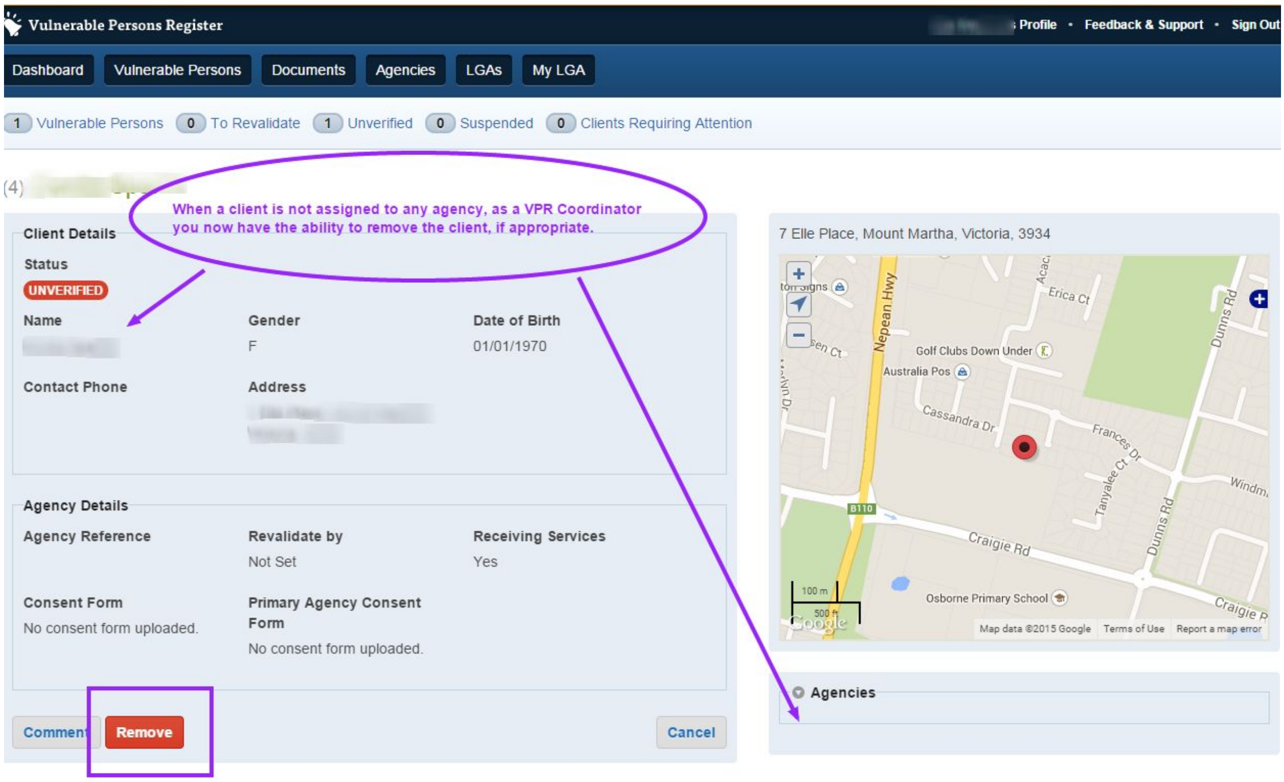
A VPR Coordinator can permanently remove clients that have no assigned agency.

Before removing the client, the onus is on the VPR Coordinator to ensure that the client is no longer vulnerable for the purposes of the VPR system. **Important: this client will no longer be considered vulnerable by police and they will no longer appear in any searches or reports.**

To remove the client:

1. Log in as a VPR Coordinator
2. Find the vulnerable person
3. Verify the person has no primary agency
4. Click the Remove button and specify the removal reason.

The following screenshot shows how to verify the person has no primary agency, along with the location of the remove button.



Advanced Topic: Sharing access across multiple LGAs

Some VPR Coordinators will be the same across multiple councils, and in this case, the Vulnerable Persons Registers system allows for that user to create a single view across multiple LGAs.

To set up a common view across multiple LGAs, follow these steps.

1. Decide upon an email address to be your primary email address.
2. In each Crisisworks that you are a VPR Coordinator, edit your email address to set it to the common email address.
3. Now, have your Crisisworks Administrator add the VPR Coordinator role to your account. If you have already had this role, uncheck the box and save your profile, then recheck the box and save again.
4. Now you should be able to log in from any of the Crisisworks instances, and view clients and agencies across all your boundaries.
5. After you have logged in from each Crisisworks for the first time, you can change your email address in Crisisworks back to whatever it was originally.

If you have any problems then please contact our Service Desk for assistance.

For Police Users

Overview

Police Users interact with the VPR to query across all local registers in the event of an emergency (for example to create evacuation reports etc).

The following 6 minute video shows how to use the key functions within the system.

VPR_Police_User_Overview… (see page 63)

It may be useful to watch the Agency User Overview(see page 22) video for a general overview of how funded agencies work with the system.

Browsing and Querying Registers

This section covers the act of querying the registers to find vulnerable persons (VPs) that match your criteria.

There are several different methods to query the registers.

Queries generally fall into three types:

1. **Browsing** - generating general results based ad-hoc,
2. **Filtering** - generating precise results based on specific known criteria, and
3. **Counters** - pre-designed filters designed to quickly access data.

Browsing the register

Browsing the register allows you to explore the map and view vulnerable persons with geographic features.

1. Using the map to Pan and zoom
2. Using the Find tool to focus the map on a specific point/location

Using counters

1. Using counter links to access pre-set filters

- Within your LGA
- Proximity and local LGA using your location with a GPS-enabled device

Filtering

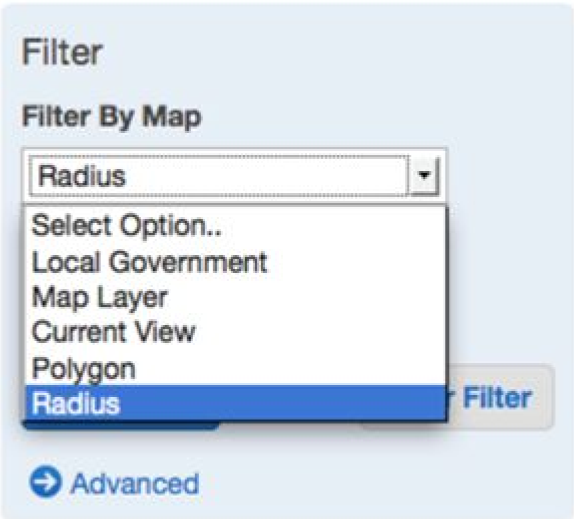
1. Within Current View
2. By Geographical Area

- Radius from a Point
- Polygon

Filters enable you to select a group of VPs to work with based on the criteria you set.

To set a filter

1. Select your filter using the pulldown list



2. Draw on the map
3. Push the **"Apply Filter"** button

To reset the filter

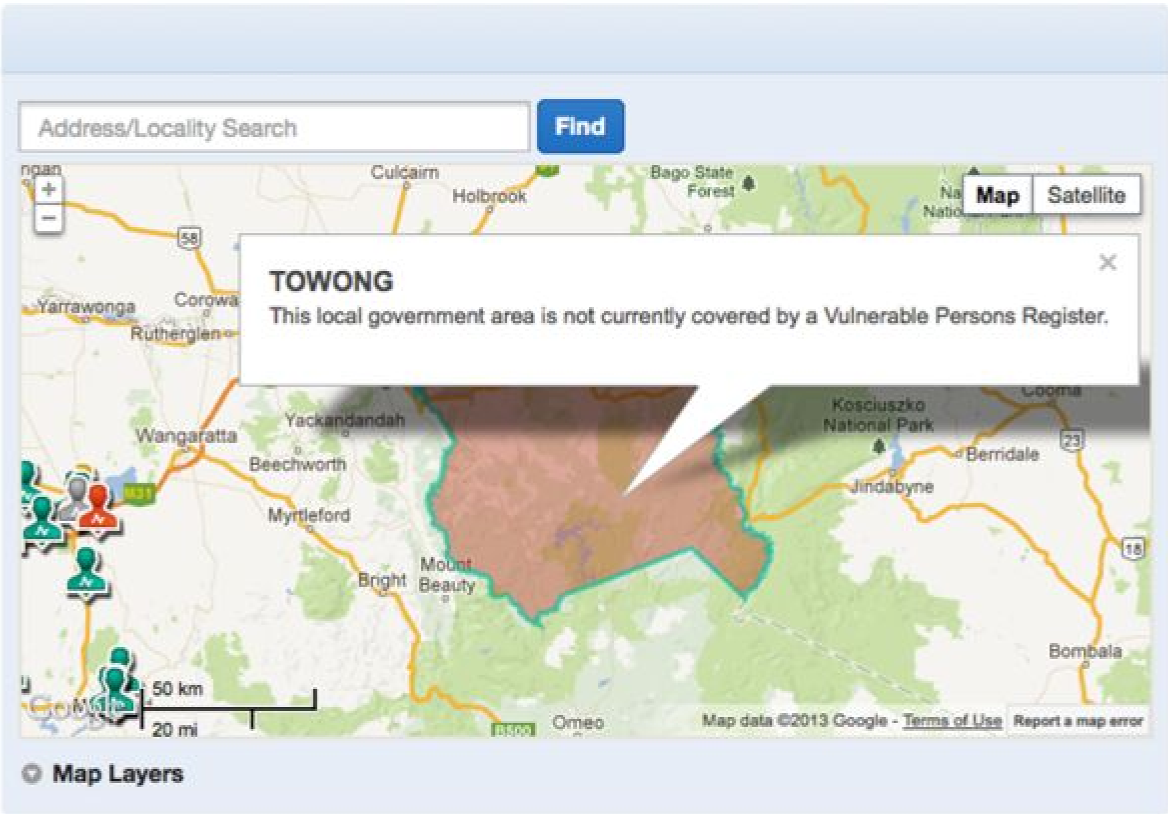
1. Push the "Clear Filter" button

For more details on the specific filters available, see the topics below.

Identifying areas with no coverage

Areas shaded RED on the map indicate LGAs that do not participate in the Vulnerable Persons Registers.

Note that it is not possible to browse or filter for VPs within these areas. Records within this area may be accessed by contacting the council directly or using an external process/list.

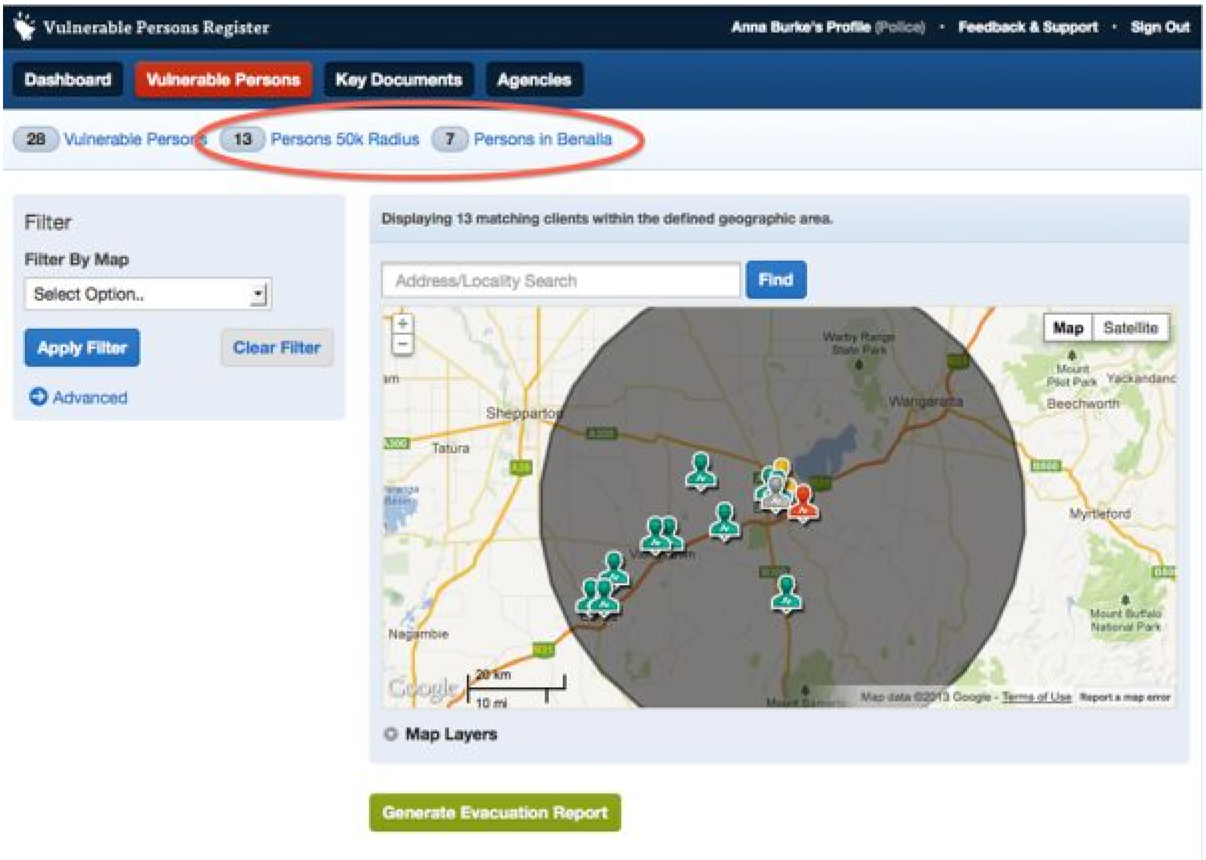


Counter Pre-set Filters

There are at least 2 counters which apply preset filters

- Vulnerable Persons counter - displays a total of all VPs in the Register
- 50k radius counter - displays a total of all VPs within 50 kilometres of your location
- Local LGA counter - displays a total of all VPs within your current area

To apply a pre-set filter using a counter, click the appropriate counter

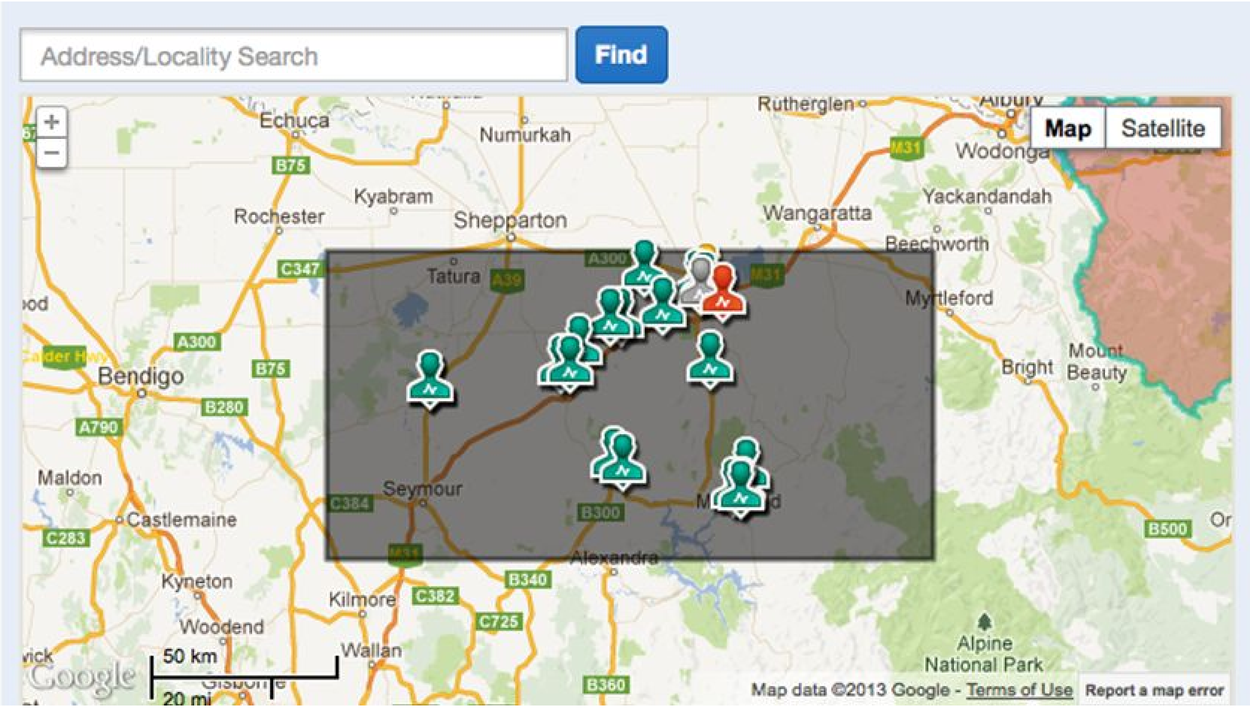


Current View Filter

The Current View filter will select all of the VPs within the map view window on your screen (ie rectangular geographical area).

1. Browse to the area.
2. Select the 'Current View' filter
3. Push the 'Apply Filter' button

An example of a rectangular area selected from a current view is shown below

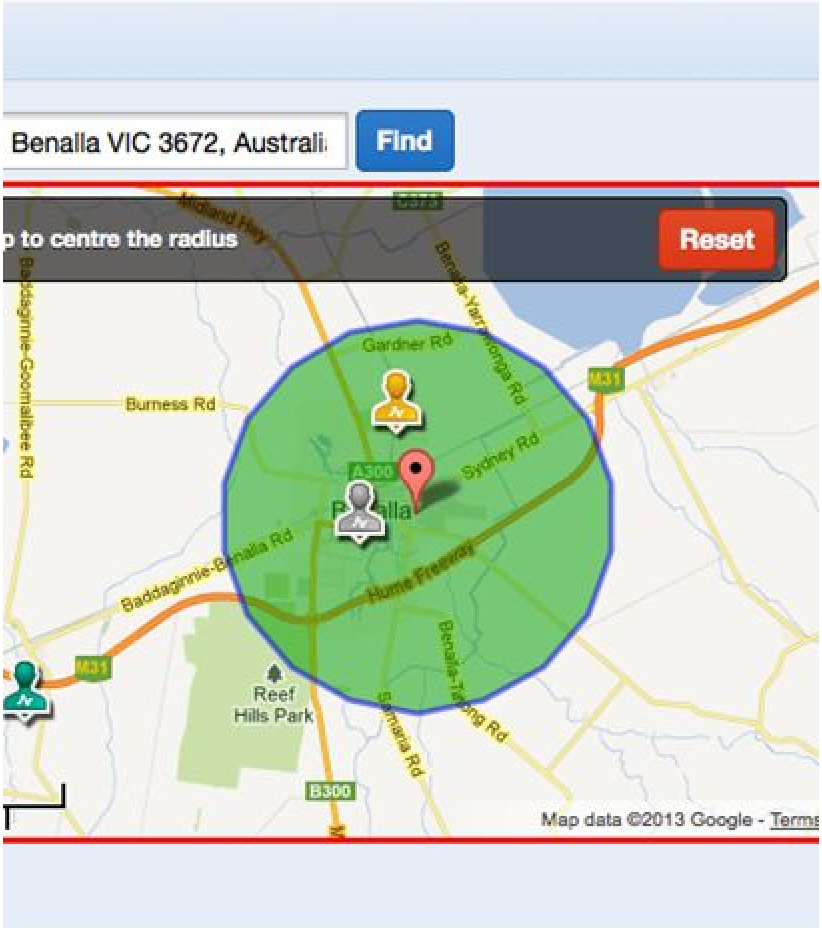


Radius Filter

A radius query allows you to select a group of VPs within a circular geographical area using a central point.

To select a radius to work with:

1. Browse to the area.
2. Select 'Radius' from the pulldown list
3. Click the map to place the centre point.
4. Adjust the radius using the cursor
5. Press the 'Apply Filter' button



Polygon filter

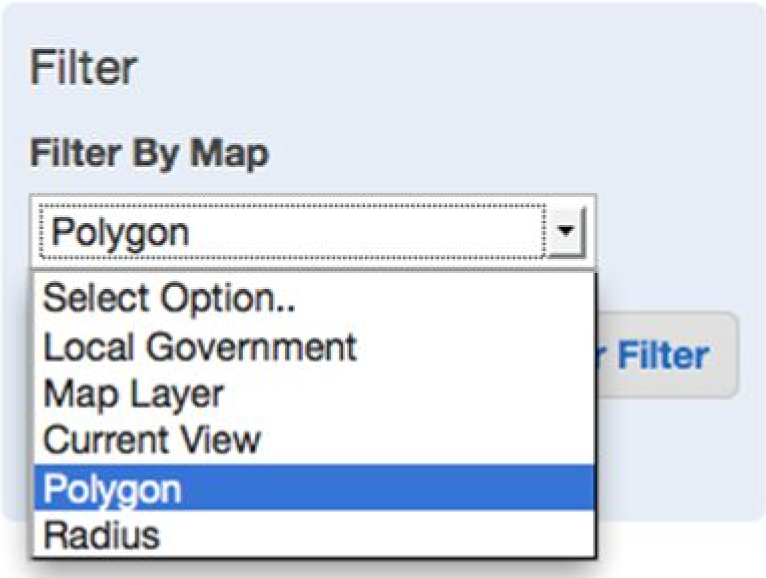
The Polygon tool allows you to select a group of VPs within an irregular area that you define.

The polygon is comprised of a group of lines connected together with the selected VPs lying in the area within them.

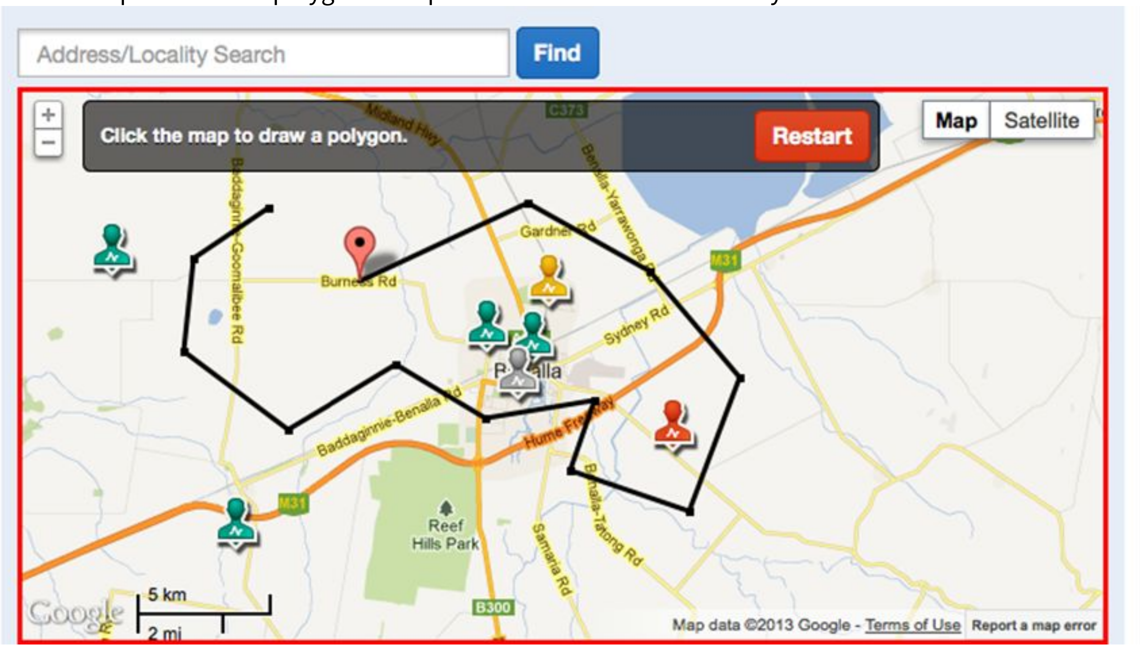
To create a Polygon filter:

1. Browse to the area

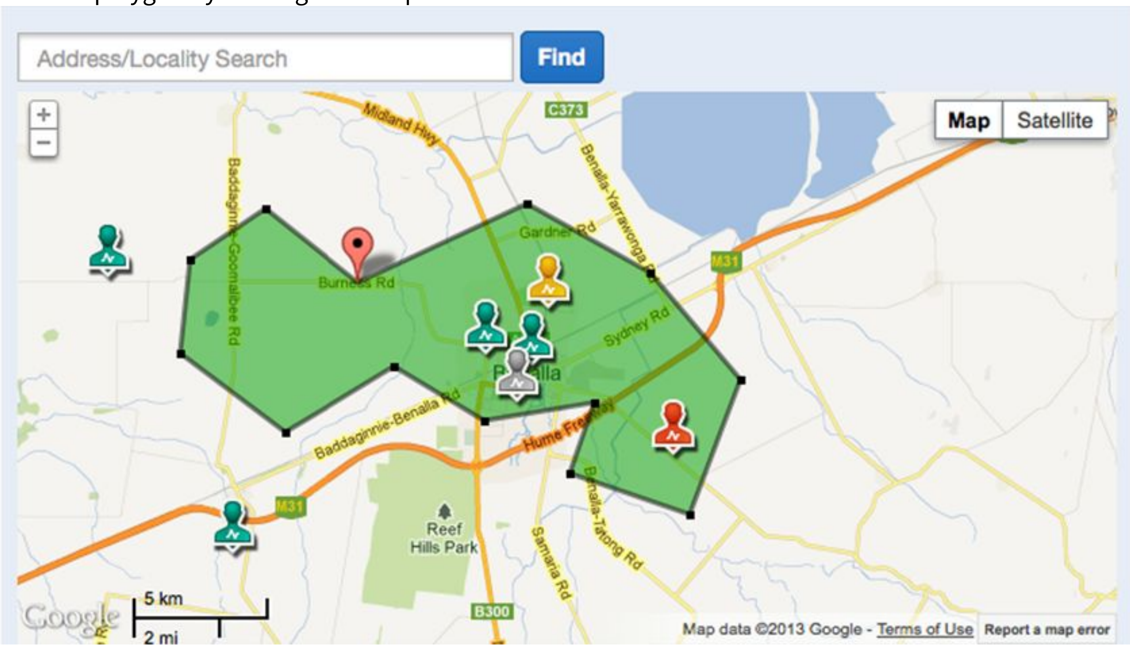
2. Select ‘Polygon’



3. Click the map to draw the polygon each point is connected to the last by a line



4. Close the polygon by clicking the first point.



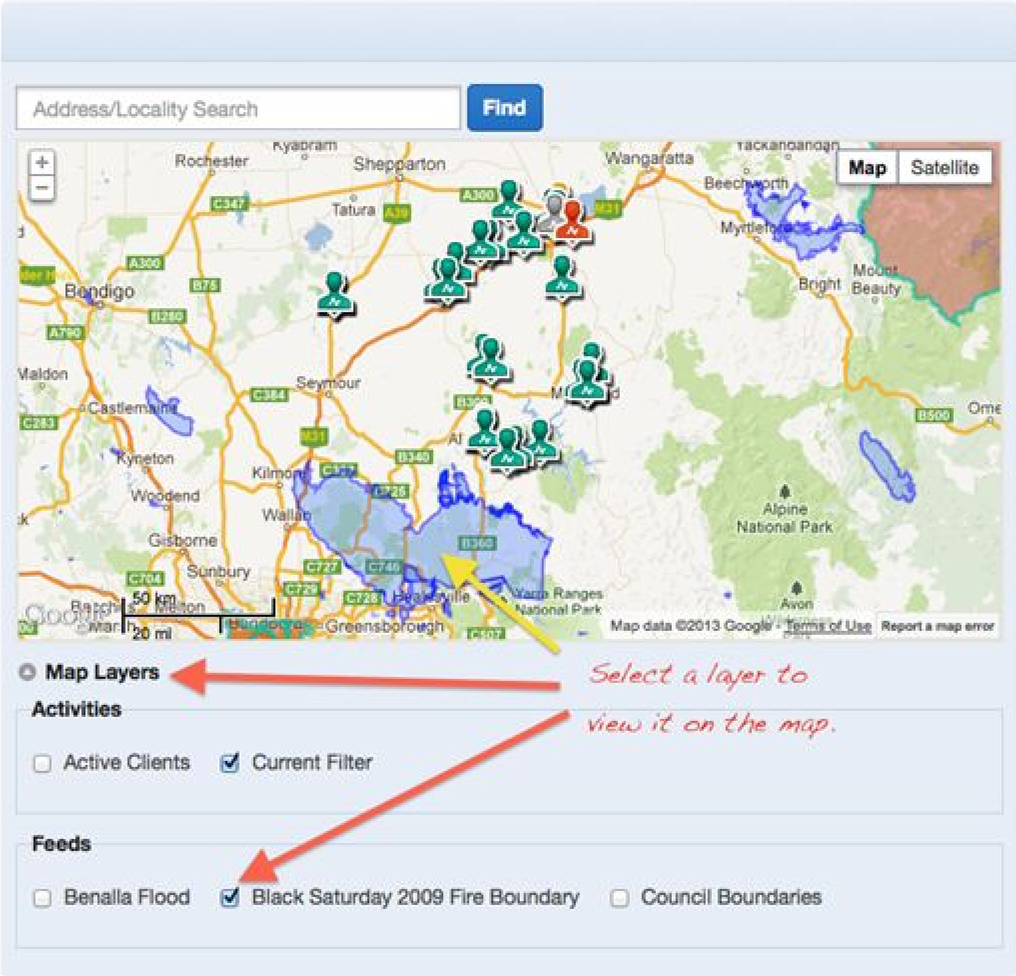
5. Click 'Apply Filter'

Polygon from External Layer

The Polygon from External Layer tool enables you to filter with a complex area thas has previously been imported into the VPR from an external source. These are centrally managed and can be added to including live feeds from external sources (such as LGA boundaries, State Control Centre incident feeds).

Map Layers

External map layers can be found and viewed on the map

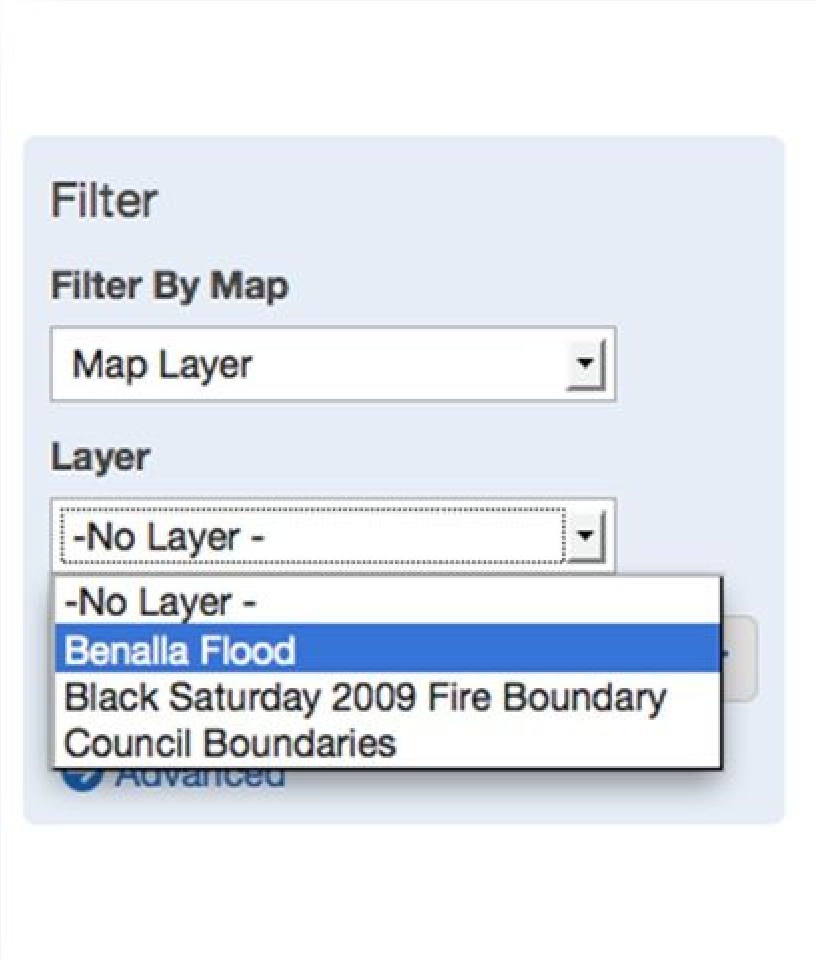


Applying the Filter

To apply an external layer filter:

1. Select 'Map Layer' from the pulldown list

2. Select the layer you want to use from the 'Layer' pulldown list.



3. Click '**Apply Filter**'.

Evacuation Reports

Evacuation Reports show a list of all vulnerable clients, emergency contact details and special needs.

With the VPR, Evacuation Reports can be generated in a number of ways:

1. Show on screen
2. Download as a file - either PDF or CSV (Excel)
3. Email a PDF - either to yourself, or to one or more external recipients

Report Contents

Evacuation Reports consist of the following core components:

Component	On Screen (HTML)	PDF	CSV
Cover Page	Y	Y	
Personal Listing	Y	Y	Y
Personal Detail	Y	Y	Y
End Page		Y	

The End page is left intentionally blank for a reference when printing.

Cover Page

Includes:

- The user's details
- Date, time, IP address of query
- Filter criteria
- Result count
- Overview map


MECC Central

Vulnerable Persons Evacuation Report

Radius Test

Retrieved 25 February 2013 at 5:40 PM
by Anna Burke
from 110.175.161.206

This document contains sensitive information and sharing is restricted to persons and/or agencies authorised by the Evacuation Manager.

The purpose of the information is to assist the Victoria Police, in consultation with other agencies, to plan for the provision of assistance to vulnerable persons identified in the list.

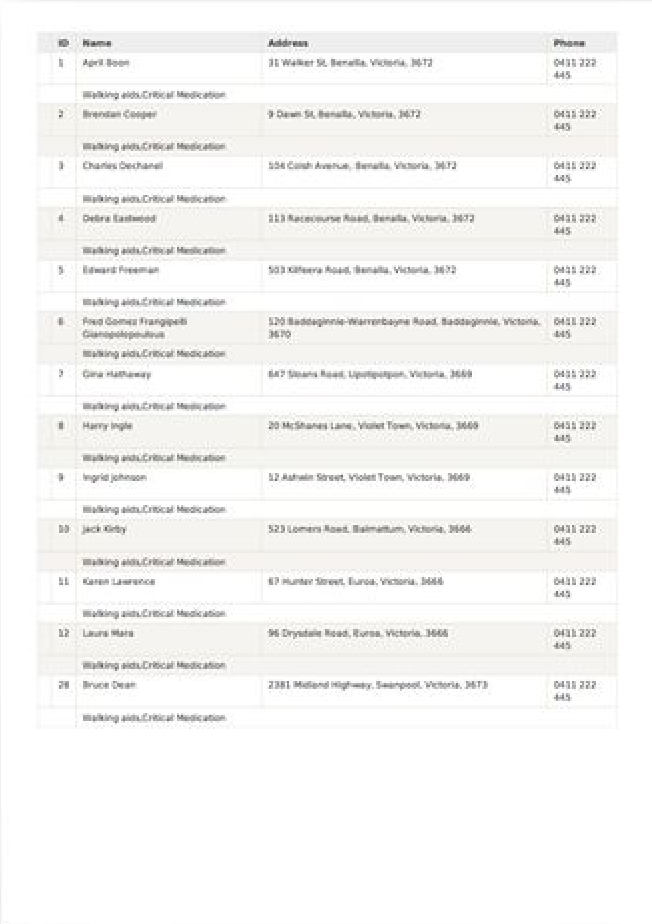
This list is limited to ONLY THOSE vulnerable persons who have provided informed consent.

Filter:	Filter returned 5 vulnerable persons. Contains a custom polygon filter within the points of -36.52122510567718 145.91079711914062,-36.49473353098341 145.98152160644531,-36.51791413469185 146.03302001953125,-36.55377524336086 146.07078552246094,-36.59899165738329 146.04949951171875,-36.58520897112158 145.99937438964844,-36.56149699325256 146.00967407226562,-36.56756354108473 145.96366882324222,-36.54936246839778 145.92590332031125,-36.57142382346275 145.88058471679688,-36.54494944148322 145.83663940429688,-36.51349933294219 145.84075927734375,-36.49638952000397 145.87234497070312,-36.52122510567718 145.91079711914062.
Result:	13 vulnerable persons

Person Listings

Includes a list of selected clients in a single table along with their:

- Name, Address & Phone
- Summary of evacuation criteria
- "Consult Health Commander" flag (highlighted in yellow) for clients with special evacuation needs

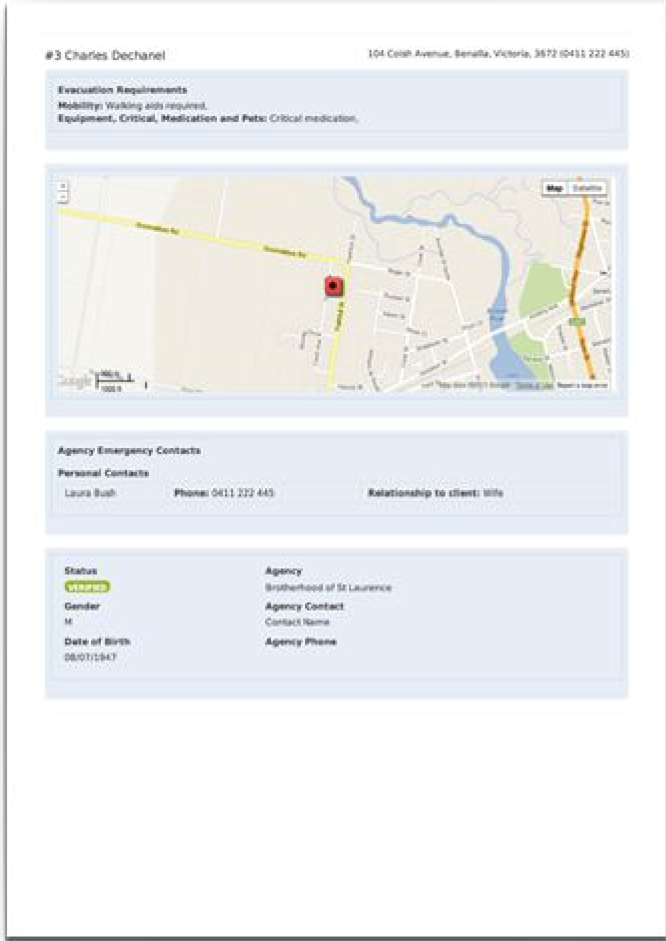


ID	Name	Address	Phone
1	April Boon	31 Walker St, Benalla, Victoria, 3672	0411 222 445
	Walking aids,Critical Medication		
2	Brendan Cooper	9 Dawn St, Benalla, Victoria, 3672	0411 222 445
	Walking aids,Critical Medication		
3	Charles Dechanel	104 Colsh Avenue, Benalla, Victoria, 3672	0411 222 445
	Walking aids,Critical Medication		
4	Debra Eastwood	113 Racecourse Road, Benalla, Victoria, 3672	0411 222 445
	Walking aids,Critical Medication		
5	Edward Freeman	503 Kilfeera Road, Benalla, Victoria, 3672	0411 222 445
	Walking aids,Critical Medication		
6	Fred Gomez Frangipelli Gianopolopoulous	120 Baddaginnie-Warrenbayne Road, Baddaginnie, Victoria, 3670	0411 222 445
	Walking aids,Critical Medication		
7	Gina Hathaway	647 Sloans Road, Upotipotpon, Victoria, 3669	0411 222 445
	Walking aids,Critical Medication		
8	Harry Ingle	20 McShanes Lane, Violet Town, Victoria, 3669	0411 222 445
	Walking aids,Critical Medication		
9	Ingrid Johnson	12 Ashwin Street, Violet Town, Victoria, 3669	0411 222 445
	Walking aids,Critical Medication		
10	Jack Kirby	523 Lomers Road, Balmattum, Victoria, 3666	0411 222 445
	Walking aids,Critical Medication		
11	Karen Lawrence	67 Hunter Street, Euroa, Victoria, 3666	0411 222 445
	Walking aids,Critical Medication		
12	Laura Mara	96 Drysdale Road, Euroa, Victoria, 3666	0411 222 445
	Walking aids,Critical Medication		
28	Bruce Dean	2381 Midland Highway, Swanpool, Victoria, 3673	0411 222 445
	Walking aids,Critical Medication		

Person Details

Includes individual details for a client:

- Personal details
- Agency & Personal Emergency contacts
- Address (including marker on map)
- Record ID for matching between report pages

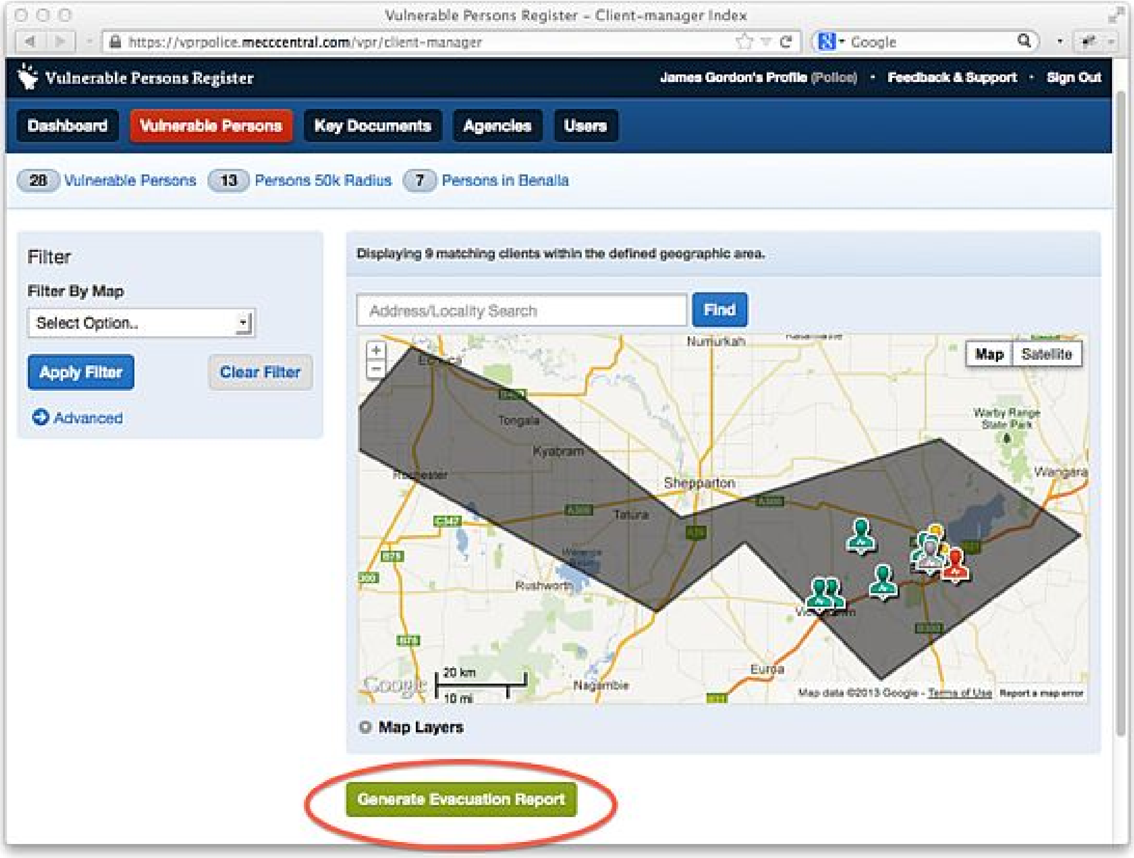


Generating an Evacuation Report

To generate an Evacuation Report:

1. Apply a Filter

2. Push the "**Generate Evacuation Report**" button



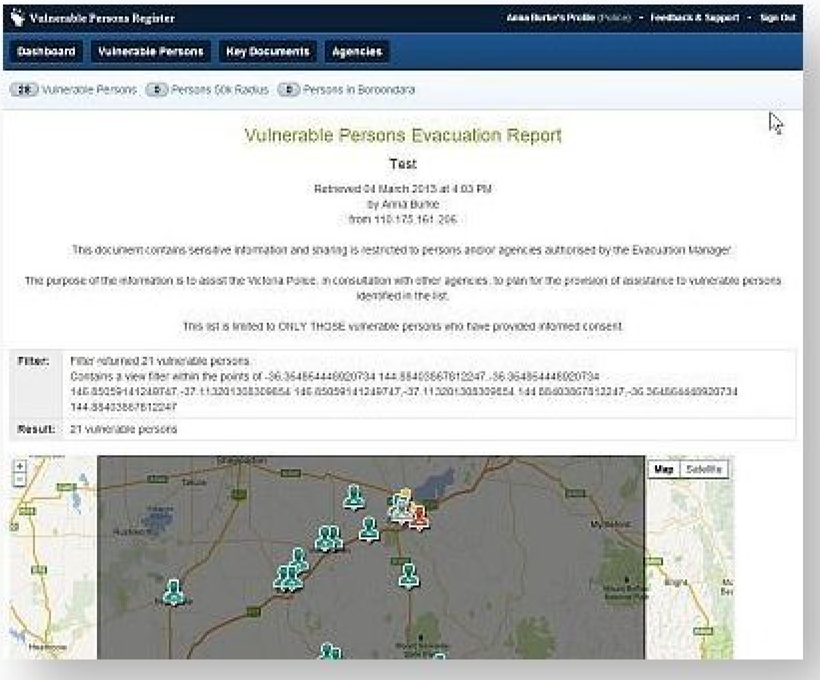
3. Provide the purpose for which the report is to be used in the "Purpose of Report" field (this is mandatory and is required for audit purposes)

4. Specify a report output type

5. Push the "**Generate Report**" button

On Screen Report

The On Screen report provides a view of the report in HTML format on-screen. Note that while maps appear embedded on the page, they are a static view and you cannot pan/zoom or change views.



The On Screen (HTML) version has a print stylesheet optimised for printing that removes the menus and navigation (see below) however the PDF version is preferable for printing.

Print Preview of On Screen Evacuation Report

Downloadable Reports

For downloadable reports (such as PDF or CSV) use the pop-up dialog to save the report your computer and/or open.

The PDF format is better suited to printing and sharing;


MECC Central

Vulnerable Persons Evacuation Report

Radius Test

Retrieved 25 February 2013 at 5:40 PM
by Anna Burke
from 110.175.161.206

This document contains sensitive information and sharing is restricted to persons and/or agencies authorised by the Evacuation Manager.

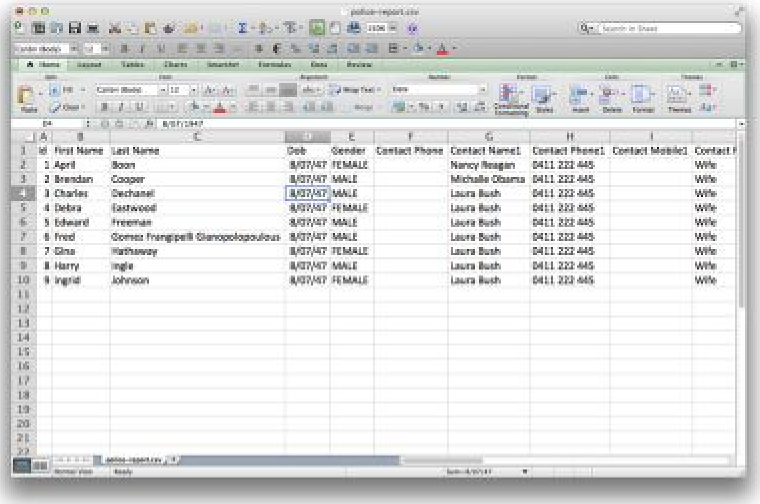
The purpose of the information is to assist the Victoria Police, in consultation with other agencies, to plan for the provision of assistance to vulnerable persons identified in the list.

This list is limited to ONLY THOSE vulnerable persons who have provided informed consent.

Filter:	Filter returned 5 vulnerable persons. Contains a custom polygon filter within the points of -36.52122510567718 145.91079711914062,-36.49473353098341 145.9815216064453,-36.51791413469185 146.03302001953125,-36.55377524336086 146.07078552246094,-36.59899165738329 4 146.04949951171875,-36.58520897112158 145.99937438964844,-36.56149699325256 146.00967407226562,-36.56756354108473 145.9636688232422,-36.54936246839778 145.92590332031 25,-36.57142382346275 145.88058471679688,-36.54494944148322 145.83663940429688,-36.51349933294219 145.84075927734375,-36.49638952000397 145.87234497070312,-36.52122510567718 145.91079711914062.
Result:	13 vulnerable persons

Sample PDF version of Evacuation Report

while CSV (see below) is suited to use with a spreadsheet program such as Excel.



Sample Excel version of Evacuation Report

Emailing Reports

If you opt to send the report, it will attach a PDF of the report to a system generated email.

To send to other email addresses, you will need to select this option and enter a list in the field provided before pushing the "Generate button"

Frequently Asked Questions

General

1. Who can add vulnerable person records?

There are a few different classes of user in the VPR, but only Agency Users(see page 22) can add or edit vulnerable persons records.
Back to top

2. How does the revalidation process work?

The validation process is primarily an agency responsibility. Twice a year, agencies are required to validate each of their client records. If the agency has no clients, then they can validate their agency as having no records at this time.
Clients require re-verification from time to time in order to ensure the data is kept accurate. This process will typically be required twice a year currently in **April** and **October.**

How an agency revalidates clients

The process of validating clients is covered in more detail in the following article: For Agency Users > Revalidating Clients(see page 38)

1. An agency edits each client record, makes changes as needd and clicks **Validate Client**
2. When all an agency's client records are revalidated, their agency is automatically marked as validated.

How an agency revalidates where it has no clients

If an agency has no clients at the time of validation, a message appears above the Vulnerable Persons data grid with a link that they can click to assert that they have no vulnerable clients at this time.

The role of the VPR Coordinator with agency revalidation

There is no direct way for VPR Coordinators to validate agencies in the system. The role is instead to coordinate the agencies themselves to help them to revalidate their own agencies.

The system is designed to have a primary municipality that is responsible for this role, however, in practice any VPR Coordinator at any LGA can reach out to any agency to which they have a relationship, to help them to revalidate their client records.

Back to top

VPR Coordinators

1. Why can't I edit a vulnerable person?

Only VPR Agency Users can edit clients.

The role of a VPR Coordinator is to coordinate agencies to manage their own client records and revalidation. Therefore VPR Coordinators can not add, edit or update clients.

There is sometimes confusion on this point because it's sometimes the case that the same council officer is both a VPR Coordindator for their council and an Agency Coordinator for their HACC service.

If you are trying to edit a client on behalf of your council's HACC service, you must log in using the user account for the agency administrator via https://vpr.crisisworks.com, rather than clicking the link from within your Crisisworks installation.

If you need to determine which user account to use, log in as a VPR Coordinator, find your council's agency(see page 53) and you will find the list of authorised agency users for that agency. You can add yourself if you are not on that list, and you can reset the user's password by editing that user's profile. Once you know the email address and password you can log in at https://vpr.crisisworks.com.

Back to top

2. An agency has reported to me that client does not have an address in Vicmap

The VPR system uses the authoritative government address database known as *Vicmap.* Sometimes addresses in rural areas can have well-known but informal addresses, and these addresses may be known to other service providers such as Australia Post or Google, but are not in the Vicmap database.

You should speak with your GIS Officer for advice on the best way to resolve the address. They can either locate the formal address, or advise Vicmap of the missing address.

It is important that all clients have Vicmap addresses, because all the emergency services agencies also use Vicmap for their work, and they may not be able to help that client in times of need if they cannot find them easily.

See if you can find the address in https://mapshare.vic.gov.au/mapsharevic/ if it is not there, then contact the council to see if they can figure out why it is not in VicMap.

Back to top

3. I am trying to change the status of a client in Crisisworks but I do not see an 'Edit' button, just 'Comment' and 'Remove'.

As a VPR Coordinator, you do not have the ability to edit a Client record, only Agency Users have this level of access.

The role of a VPR Coordinator is to coordinate agencies to manage their own Client records and revalidation. Therefore VPR Coordinators can not add, edit or update Clients.

VPR Coordinators however can remove a Client from the VPR when they no longer have an Agency assigned.

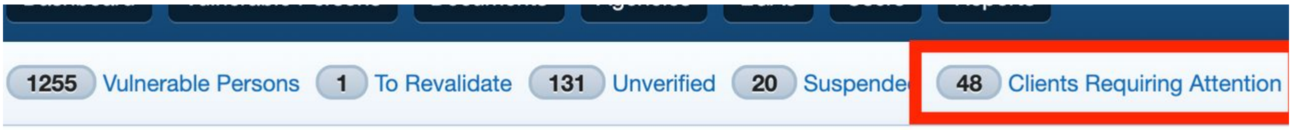
If the Client is no longer vulnerable, and does not need to participate in the VPR program, then follow the removal process(see page 61).

If the Client is still vulnerable there are two options:

1. There is an Agency responsible for this Client.
   Contact the responsible Agency and ask them to add the Client into the VPR. The system should recognise that the Client already exists and prompt the Agency to add an 'exisiting' Client(see page 28).

2. There is no responsible Agency.
   The Emergency Management contact at your regional DHS office should be able to provide advise.

4. What does the counter "Clients Requiring Attention" represent?



The "Clients Requiring Attention" is a count of clients with a "revalidate" or "unverified" status who also have an associated primary agency.

This is why its value is often different to the combined totals of 'To Revalidate' and 'Unverified' counts.

5. I have a Client with no Agency, what do I do?

It is possible, and valid, in the VPR system, for an Agency to remove themselves from a Client if they no longer provide services for that Client.

When an Agency removes a Client, they are presented with two options:
1. The Client is still vulnerable but is no longer receiving services from your Agency.
   Here the link between the Client and the Agency is removed, but the Client remains active in the VPR because they are still considered vulnerable.
2. This Client is no longer vulnerable. When this option is selected, the Client is remove from the VPR system altogether.

When the first option is selected the Client remains visible in the VPR system but they are not linked to an Agency.

As the VPR Coordinator, when you see that a Client has no Agency, DHHS suggests undertaking the the following:
1. Contact the last known Agency to confirm the Client's address and whether they are to remain on the Register (ie the Client is still vulnerable). To find the last known agency, look at the Activity Log on the Client page, you should be able to see the last Agency attached to the Client.
   a) If the Client is no longer vulnerable, and should no longer be listed in the VPR, as the VPR Coordinator, you have to ability to remove the Client record.
   b) If the Client is still vulnerable, seek the details of the client's current service provider (ie Agency) if known.

2. If known (from step 1) contact the clients current Agency and ask them to add them as their Client in the VPR.
3. If the current Agency is not know, where possible, contact the Client listed on the Register directly to confirm their information and circumstances.
4. If the Client can not be contacted, attempt to contact the Client's emergency contacts to establish if the individual still resides at the listed address and is still vulnerable.

5. After exhausting all local options, and you can not match the client to an Agency, you can contact DHHS and request that the Client be referred to the Red Cross Emergency Services.

6. How do we consolidate agencies?

Overtime, as different people come and go from an organisation, you might find that the same agency has been added into the VPR more than once and their clients are spread across these agency account and they wish to consolidate them. To do this:

1. Select one agency as the 'main' one you which to keep and move all clients to.
2. An agency user of the 'main' agency, should login and add all the clients you want to move across from the agency you want to close.

   When they go through the process of adding the client, if they use the matching name and date for birth of an existing client, the VPR will pick up that the vulnerable person is already in the system and ask the agency if they want to add the existing client, or create a new one. This will set up 'main' agency as the secondary agency for these clients.

   This process is outlined in the online documentation that you can forward to the agency as well - https://datalink.atlassian.net/wiki/spaces/KB/pages/105235312/For+Agency+Users#ForAgencyUsers-ExistingClientCheck(see page 28)

3. Log in as the agency user for the agency to be closed. For each client go through the removal process, this will include an option to transfer the client to the secondary agency - in this case it will be the 'main' agency due to the steps followed in point 2 above.

   The process removing a client and changing there agency can be found here - https://datalink.atlassian.net/wiki/spaces/KB/pages/105235312/For+Agency+Users#ForAgencyUsers-ChangingwhichagencyisthePrimaryAgencyremovePrimaryAgency(see page 45)

4. Once all the clients are moved, as the adminstoring LGA coordinator for agency to be closed can now deactivate/remove the unwanted agency. Before doing so, they may want to ensure that those agency users, aligned to the closing agency, who need continued access, are set up with a user account for the main agency.

Back to top

Agency Users

1. My client has an RMB address, and it cannot be verified in Vicmap. What do I do?

An RMB ("Regional Mail Box") address is an older style of address used in rural areas.

These addresses were phased out over 10 years ago, and are no longer valid addresses in Victoria. Each RMB address was replaced with a standard address format with a street number and street name, where the street number was the number of metres from the start of the road. For example, 1600 Country Road would be 1.6 kms from the start of Country Road.

As RMB addresses are no longer official property addresses, you will need to get the property's official address. You can do this in a number of ways:

1. By contacting your client - they should know of the new address.
2. By contacting your *VPR Coordinator*, who can consult with the council GIS Officer to identify the address.
3. By visiting Land Victoria's Online Map[3], and browsing the street to identify the address.

Once you have the valid address, you can enter that into the VPR.

Back to top

2. I cannot find my client's address in the VPR

The VPR system uses the authoritative government address database known as *Vicmap.* This is important because all the emergency services agencies also use Vicmap for their work.

If you cannot find your client's address in Vicmap, it's possible that you have the wrong address. It's also possible that Vicmap does not contain the address.

Either way, follow these steps to resolve the issue:

1. Double-check the address. If you know the house exists from visiting the home, you can visit Land Victoria's Online Map[4] and browse the street to identify the address using the interactive map. Any address that appears within Land Victoria's map also appears within VPR.
2. Contact your VPR Coordinator. Your VPR Coordinator works for your local council, who is responsible for managing the local addresses for the area. If you think the address is valid but not listed in Vicmap, as your VPR Coordinator to speak with their GIS Officer to investigate the address. Councils typically update Vicmap with new addresses weekly, so if an address is missing from Vicmap then this approach allows the address to be added to Vicmap, which also ensures all emergency services agencies are able to locate the property in times of need.

Back to top

3. Our Agency Coordinator has left - how can I get access to our account?

Agency accounts are accessed via individual user accounts, so if a user leaves the organisation without handing over their access credentials, you may find your agency is locked out of the VPR.

To obtain access, contact one of the following people for assistance:

1. The *VPR Coordinator* at your local council (preferred contact),

3 http://services.land.vic.gov.au/maps/interactive.jsp
4 http://services.land.vic.gov.au/maps/interactive.jsp

2. The Emergency Management contact at your regional DHS office

Only the *VPR Coordinator* can grant access to locked-out agency accounts. The regional Emergency management contact can look up your VPR Coordinator for you.

You can also enter your email address into this form (https://vpr.crisisworks.com/vpr/support) to see if it can look up your VPR Coordinator based on your email address.

Back to top

3. We have a client on the Vulnerable Persons Register who has been entered twice. Is it possible to merge the records?

There is no automatic way to merge the two client records.

The best approach is to select the client that is the most accurate (lets call this the primary record) and copy across any information that is needed into this record from the secondary record.
Place a comment against the primary record including the id of the secondary record. For example "*Merging information from duplicate client id 12345*".

Once this is done, then remove the secondary client record using the process outlined in the VPR documentation in the section headed "To remove a client when the client is no longer vulnerable(see page 42)".

During the removal process make sure to add a comment making reference to the primary client record for future reference. For example "*Removing duplicate client. This client is a duplicate of client id 54321.*".

Police

1. How do I access the VPR?

Police users are managed by VicPol, so please contact your MERC or REMI for access.

Back to top
