

Search Services and Vacancies Quick Reference Guide

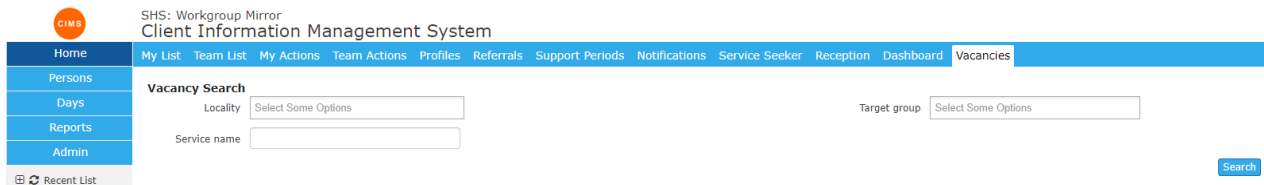
The CIMS Service Directory/Vacancy Management System provides information about all SHS in NSW. It contains information about services offered, as well as their location, contact and referral information.

This quick reference guide is for searching services and vacancies in CIMS and includes:

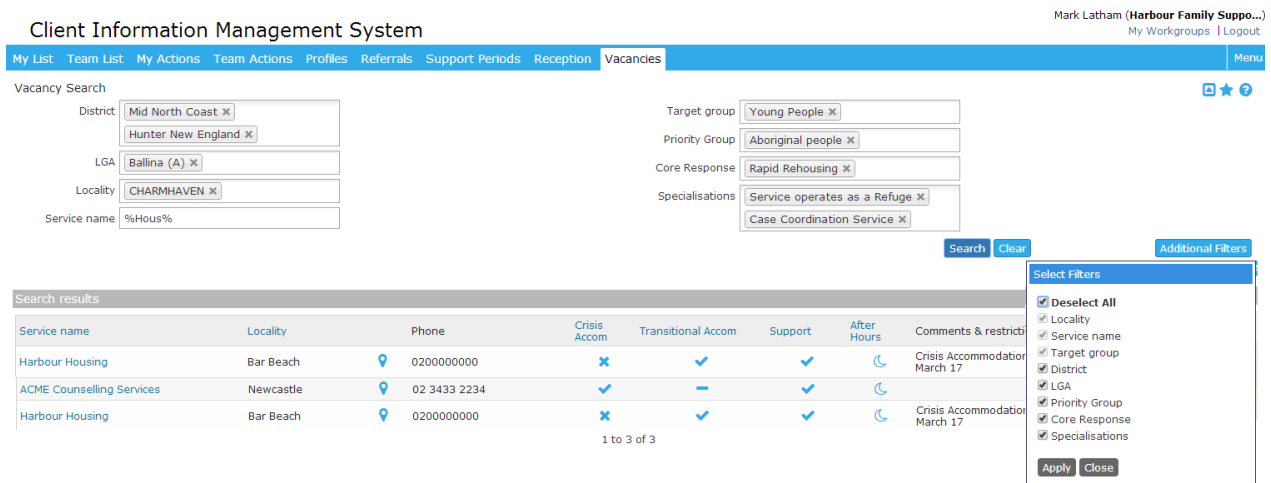
1. Perform a Vacancy search
2. Search Rules
3. Screen Controls
4. Search Results
5. Service Details

1. Perform a Vacancy search

To perform a vacancy search go to the Home/Vacancies page, enter or select a value in one or more of the search criteria controls, then click the **Search** button.



The search criteria fields for **Locality**, **Target Group** and **Service Name** are shown by default. To show more filter options click on the **Additional Filters** button and then select the required filter options by clicking on the relevant checkboxes in the drop down list which appears (as shown in the screenshot below), then click the **Apply** button. To close the Additional Filters list, click the **Close** button.



To search for a service by **Service Name**, enter all or part of the name of the service. You can use the "%" symbol as a wildcard which will match any text (e.g. "%refuge%" will find any services with "refuge" anywhere in the name).

To search by any of the other criteria, select an option from the drop down list which appears when you click in the search control. You can select additional options by clicking in the control again and selecting further options from the list. To remove an option that you've already selected, click on the **x** button which is shown beside the selected option.


2. Search Rules


The search returns results based on the search criteria you enter and according to the following rules:

- If multiple values are selected for a single search criteria, the search will return results which match **any** of those values;
- A search will return results which match **at least one** of the geographical criteria (i.e. **District**, **Locality** and **LGA**);
- A search will return results which match **all** of the non-geographical search criteria;
- If the search includes **Locality** criteria then the search will return results for all services which are located within the LGA containing that locality.

3. Screen Controls

Click the  icon to show/hide the search criteria fields.

Click the  button to reset all of the active search criteria to an empty value.


Click the  button to save the current search configuration as your default search. The default search will be run automatically when you navigate to the Vacancies page.

Click the  button and then the  button to reset your default search.




4. Search Results


The search results include full text values for the **Service Name**, **Organisation**, **Locality**, **Phone** and **Comments & restrictions** columns.

- Hover over the **Comments & restrictions** column to see the full text of the comment.

The **After Hours** column shows a  icon when the service takes referrals or provides on call services outside normal business hours.

Vacancy information is shown in the **Crisis Accomm**, **Transitional Accomm** and **Support** columns.


- These columns show a  when a current vacancy exists, a  when no vacancy exists and a  when the service does not offer support in this category.
- Hover over the icon in any of these columns to see the details of the service vacancy status.

Click on the  icon to display the service location in Google Maps. This makes it possible to see the travel distance and transport options available for a person to get to the service location.

Click on the **Service Name** link to see all of the available service information, as described in the next section.

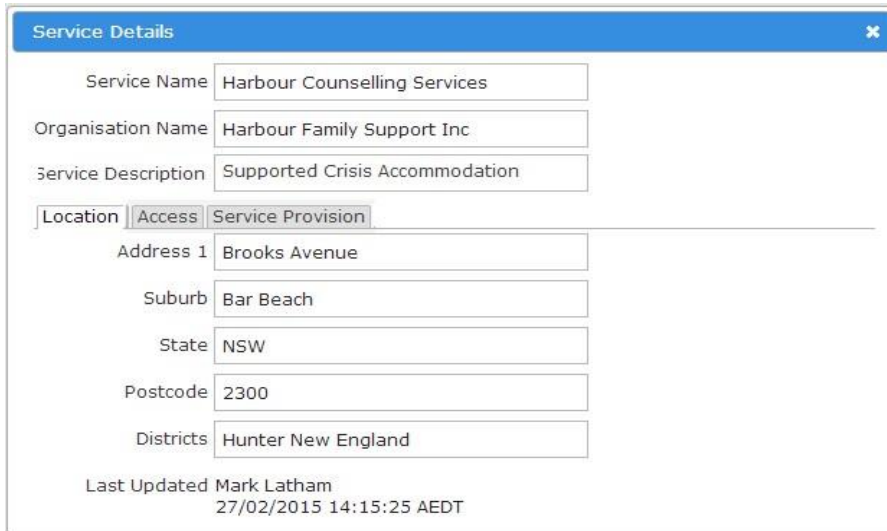
The **Last Update** column shows the date on which the service vacancy information was last updated.

- Hover over the column value to see the exact date/time of the update.
- The column values are highlighted based on the last update date, Green when this was within the last day, Amber when this was within the last 2 days and Red when this was more than 2 days ago.

Use the  buttons to move between the various search result pages.

5. Service details

Clicking on the Service Name link of any of the services listed in the search results will produce a popup window showing all of the available details for the service, as shown in the screenshot below.



The Service Details form includes a number of tabs where complete service information can be viewed.

- The following information is displayed on the form itself: **Service Name, Organisation Name, Service Description.**
- Click the **Location** tab to see the following information: **Address 1, Address 2, Suburb, State, Postcode, Districts, LGA.**
- Click the **Access** tab to see the following information: **Referral Contact, Contact Phone, Secondary Contact, Secondary Phone, Opening Hours, After Hours, After Hours description, After Hours Phone, Fax, Email, Web Address,** and some additional information including (**Referral, Eligibility / Ineligibility, Accessibility, Transport Details, Intake**).
- Click the **Service Provision** tab to see the following information: **Target Group, Age Range, Priority Group, Other Priority Group, Core Response, Specialisations.**