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It is most important in sharing information or in producing information for publication eg directories, that we have consistency of entries. In particular everyone must use the same standard for entry name to prevent duplicate entries.

Global updating can be used to make changes. This feature can be found under the Edit menu on Infocom. Make sure you have a current backup of the database before running.

When sharing information with other organisations decide which information you want to pass on.

When doing your export file choose carefully depending on confidentiality and whether you want to include classifications.

GRAMMAR

Try to avoid first and second person when entering services and text.

Eg use "the service provides" not "we provide"; "client's needs" not "your needs".

PUNCTUATION

Don't forget standards of punctuation.

Don't put a space before a comma or a full stop.

Don't put a carriage return at end of line on screen; let it wrap around.

SPELLING

Spelling for certain words:

'program' not 'programme'

"s" not "z" in words such as organisation, utilise, socialise

co-ordinator not coordinator

"our" not "or" in words such as neighbour, colour

enquiry not inquiry

Print out an A to Z Directory. Get someone else to proof read entries.

"The Little Book of Style" put out by AusInfo, Department of Finance and Administration, Canberra is a useful reference for abbreviations and style.

A limited number of copies are available from Datascape Pty Ltd

When entering information about an agency enter details in the most appropriate fields. Not every field needs to be used but the following guidelines must be followed to ensure uniformity.

In the INFOCOM database guidelines are found under the Help menu on the edit screen.
See text below.

ENTRY NAME

This field should contain the full name of the agency.

All entries should be entered in Lower Case with Initial Capitals. This is sometimes referred to as Title Case.

All capitals should be used in ACRONYMS and where required. This can then be converted by the software to Display and Print in Upper Case or Lower Case as preferred.

The Entry Name should be entered in the preferred case of the Organisation being entered eg PaNDa

If sharing with other organisations this guideline must be followed.

The following examples illustrate the basic format to be used.

Name should be as presented by agency, or name by which it is generally known.

Eg Maffra Police Station not Police Station Maffra.

Where there are two or more branches of an agency add suburb or town at end.

Eg Ranges Community Health Centre - Belgrave

Ranges Community Health Centre - Lilydale

Where the organisation is incorporated, the full name should be entered with Inc at the end of name with no full stop. (not Inc.)

Eg Arts Access Society Inc

The same applies to Ltd or Co-Op

Acronyms need full stops for consistent alphabetical positioning in index.

Eg V.A.C.R.O.

Acronyms should only be used for reference to official entry.

This is done by entering the acronym as an alternative name only.

In some cases it may be necessary to have the acronym in brackets after the name. In that case the acronym is without full stops.

Eg Country Women's Association (CWA)

If the entry has a change of name and the former name may be still used, create an alternative name consisting of former name followed by (Formerly)

Eg Victorian Council for Civil Liberties Inc (Formerly)

Format for government departments:

Fair Trading And Business Affairs (Office of)

Human Services (Department of)

Regional offices:

Human Services (Department of) - Eastern Region

Local government - depends on individual councils:

Stonnington (City of)

Moreland City Council

Use and non-use of abbreviations:

'Mount' not 'Mt' eg Mount Waverley

'St' not 'Saint' (note - no fullstop) eg St Kilda

'and' not '&'

Inc for Incorporated

Ltd for Limited

Co-Op for Co-Operative

B & B for Bed And Breakfast

ALTERNATIVE NAMES

Acronyms need full stops for consistent alphabetical positioning.

Eg V.A.C.R.O.

Acronyms should only be used for reference to official entry.

This is done by entering the Acronym as an alternative name only.

If the entry has a change of name and the former name may be still used, create an alternative name made up of former name followed by (Formerly)

Eg Victorian Council for Civil Liberties Inc (Formerly)

LOCATION

This field should contain a single primary physical location of the agency.

The following example illustrates the basic format to be used -

1st floor
100 Collins Street
Melbourne VIC 3000

Level 1 Ross House
247 Flinders Lane
Melbourne VIC 3000

Level 4
100 Collins Street
Melbourne VIC 3000

Meadowbank House
11 Hilledge Lane
Mooroolbark VIC 3138

293 Punt Road
Richmond VIC 3121

Don't use abbreviations for Road, Street etc except Cnr for corner.

Punctuation - remember Australia Post prefer no punctuation on mail.

POSTAL ADDRESS

This field should contain a single postal address in a form suitable for mail merge applications.

The following example illustrates the basic format to be used for post office boxes -

PO Box 123
Belgrave VIC 3160

Punctuation - remember Australia Post prefer no punctuation on mail.

If the address is the same as location it is very important that "Same As Location" box is checked.

MAP REFERENCE

The following example illustrates the basic format to be used -

Melway 51 A1

TELEPHONE

Use this field for agency telephone number

Distinguish between numbers for services and administration.

Include TTY, FAX, etc. where available.

Use STD code (02), (03) etc before telephone numbers as it distinguishes one state from another.

The following examples illustrate the basic format to be used -

(03) 9754 2222
(03) 9754 2134 FAX
(03) 5968 1234
1800 234 456
015 123 234
0418 123 234
13 1114
0055 23456

EMAIL

The following example illustrates the basic format to be used -
sherinfo@vicnet.net.au

INTERNET

The following example illustrates the basic format to be used -
<http://www.vicnet.net.au>

CONTACTS

Use this field if there is a particular department, section or person who should be contacted for the services or activities described. Use this field if contacts are at different numbers to agency number.

Eg Social Worker (03) 9754 1234

President - Mary Smith (03) 9768 4321

Details line should have relevant information such as position of person *Eg* Manager, President, Secretary.

When entering community groups where office bearers are listed, put in following order President, Secretary, Treasurer and indicate which person is to be used for mail merge purposes. *Eg for sporting club*

This can be done on contact list by clicking on line and dragging up or down to correct position.

Follow the guidelines as for location and postal address of main entry. Where the postal address is the same as location don't forget to check relevant box "Same As Location" etc

Check if these details are available for publication *Eg in a Directory or on Internet*. Where any details are to be kept confidential remember to check relevant box.

SERVICES

- Include a brief definition of a disorder/syndrome if describing a support group for example
- Describe each separate service or activity provided in point form
- Avoid blocks of text
- Try to start with a verb, for example: Provides, Conducts etc
- Use present tense
- Start each service description point with an asterisk followed by a space *eg. * Provides*
- Do not put a full stop at the end of each service description point
- If a service description point takes more than one line, let the text 'wrap around'
- Don't type 'services' or 'services included' at the beginning of the Services description

Describe services precisely. Descriptions such as 'support services' and 'counselling' are not precise enough to enable users to make informed decisions about whether a service meets their needs.

Describe each distinct service or activity. Venues, times, eligibility, cost, etc might vary for different services.

It is useful to nominate service provider *eg* Social workers, solicitors, trained volunteers, etc.

Many agencies confuse their aims with their services and tell you what they would like to be doing rather than what they actually do.

HOURS

This field should contain the days and hours an agency is open.

The following example illustrates the basic format to be used -

Monday to Friday 10am - 4pm

7 days a week, 24 hours per day

Use midday or midnight where relevant.

MEETING TIMES

The following examples illustrate the basic format to be used -

Date: First Monday of each month

Time: 8am

Venue: Smith Hall, 6 Jones Street Richmond

COST

This field should contain the charges and fees for agency services.

Types of payment include fees, charges, subscriptions and requested donations. Cost may vary according to income, age or other status.

The following example illustrates the basic format to be used -

Membership \$40 per year

Childcare \$3 per hour

DISABLED ACCESS

This field describes the access available.

The following example illustrates the basic format to be used -

Yes, ramp and lift.

No, steps to the door.

Parking for disabled.

ELIGIBILITY

Use this field if service is restricted to specific users

Eg youth; ethnic group; employment status.

Is the service for males or females only? What age group? If known enter minimum and maximum ages.

TRANSPORT

This field describes public transport accessibility.

The following example illustrates the basic format to be used -

Accessible by Bus, Tram, Train.

Routes or stations may also be appropriate.

LANGUAGES

This field describes the languages spoken at an agency.

Languages are selected from a predetermined list. To set up a list appropriate for your agency see Reference Data - Lists under File Menu.

PROCEDURES

Use this field if the agency requires a set of instructions to be followed, or requires an application form to be filled in.

Do not use this field for appointment or referral details. Use the appropriate field.

REFERRAL

Use this field only if a referral from another person or agency is required

Self-referral is not a referral

Indicate who should provide the referral. For example Centrelink, doctor etc

APPOINTMENTS

Check Yes if an appointment is needed

WAITING LIST

Use this field only if the agency indicates that it has a waiting list

Include the expected waiting period. For example 3 weeks, 12 months

FACILITIES

This field should contain the types of facilities provided.

Halls, Meeting rooms, Kitchen facilities, Child care, Baby change rooms, Library,

Equipment, eg. Computers

FUNDING SOURCE

This field lists funding sources for the entry. Free text is allowable but for controlled search selection can be from a predetermined list. To set up a list appropriate for your agency see Reference Data - Lists under Edit Menu.

VOLUNTARY WORK

This field describes the type of voluntary work available.

Eg Driving, Child Care, Clerical work.

Working with children, aged, disabled etc.

Voluntary work is selected from a predetermined list. To set up a list appropriate for your agency see Reference Lists under Edit Menu.

PUBLICATIONS

This field is for listing publications produced by the organisation

Pamphlets: *or Brochures*

- * "You Can Do It Too- Providing Permanent Care For Children With Disabilities"
Date Published: 23/06/1997
ISBN:
Reference Number:
Cost:
Colour:
- * "Services Available For Former Wards"
Date Published: 28/10/98

Booklets:

- * "A Seller's Guide to Real Estate Services"
Date Published: 23/06/1997
ISBN:
Reference Number:
Colour:

Some examples of other subheadings -

Fact Sheets:

Directories:

Newsletter:

Other Publications:

Include ISBN, reference numbers and colours where available. Colour is useful when there is no date or reference numbers.

Sometimes it is not practical to include all publications, as they may be numerous. Therefore include publications most appropriate for users of the service.

FURTHER INFO

This field is to be used for directions to further information in your own agency.

Eg VERTICAL FILE pamphlet (Caroline Chisholm Society)

DIRECTORY SHELF 'The Law Handbook' 2000, Chapter 20

This field can be used for entering local information if you are obtaining information from other sources. It can be protected and not over written by imported information.

KEYWORDS

The assigning of Keywords should be done by only one or two people in each organisation.

They should have knowledge of the structure of the Community Information Thesaurus.

Keywords are critical for users of the database to find all relevant information.

Check the services and determine:

What is provided?

Who provides it?

Who is the service for?

Assign as many keywords as required to cover all aspects. Each activity or service should have a corresponding Keyword.

GENERAL TAGS

This field is used for classifying the entry as determined by your agency.

Eg Private business or Not for profit organisation

Categories are selected from a predetermined list. To set up a list appropriate for your agency see Reference Data - Lists under Edit Menu.

AREA TAGS

This field is used for classifying the entry as determined by your agency.

Areas are selected from a predetermined list. To set up a list appropriate for your agency see Reference Data - Lists under Edit Menu.

OFFICE USE TAGS

This field is used for classifying the entry as determined by your agency.

Eg if the entry is to be provided to another organisation

Uses are selected from a predetermined list. To set up a list appropriate for your agency see Reference Data - Lists under Edit Menu.

DIRECTORY NAME

This field is used for classifying the entry as determined by your agency.

If your agency wants to produce directories for target groups:

Eg Youth Services Directory, Aged Services Directory.

Directories are selected from a predetermined list. To set up a list appropriate for your agency see Reference Data - Lists under Edit Menu.

DIRECTORY TAGS

This field allows for control of information in producing directories.

Directory tags are selected from a predetermined list. To set up a list appropriate for your agency see Reference Data - Lists under Edit Menu.

DIRECTORY ENTRIES

This field can be used for producing directories. Because of limited space when producing a directory a small amount of text can be selected from the body of the entry. This field allows for specifying where it will be placed. (See Directory Production Module)

PROTECT STATUS

If an entry is not to be overwritten when exchanging information by import, check "Fully Protected".

If further information is to be retained only, check "Further Info Protected".

UP TO DATE AS AT

Only select "up to date as at today" when whole entry is updated not just when a change is made.