# Support coordinators
# Hub Central: Hub Portal Manual
## January 2023

Community Hubs Australia

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# In this manual you will find instructions for:

1. Hub Portal tab
2. Hub Portal tab extra functions
3. Overview tab
4. Calendar tab
   - Adding activities
   - Removing activities
   - Editing activities
   - Updating attendees
   - Submitting data (activities and attendances)
   - Duplicating timetables

5. Referrals tab
6. Activity approvals
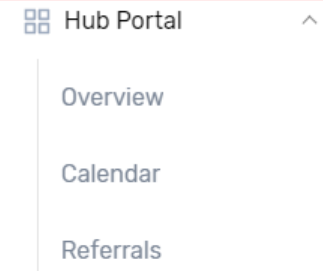7. Referral approvals

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# 1. Hub Portal tab

The Hub Portal tab is made up of five sections:

1. **Overview:** this section displays a high-level summary of the activities that have been entered for the selected term and hub. This view can be used to see, at a glance, what activities are scheduled across the term.

2. **Calendar:** this section allows you to add new activities, edit existing activities, and record attendance information for activities and programs across the term.

3. **Referrals:** this section collects demographic information (number of families, volunteers and participants who gained employment), service referrals and one-off events.
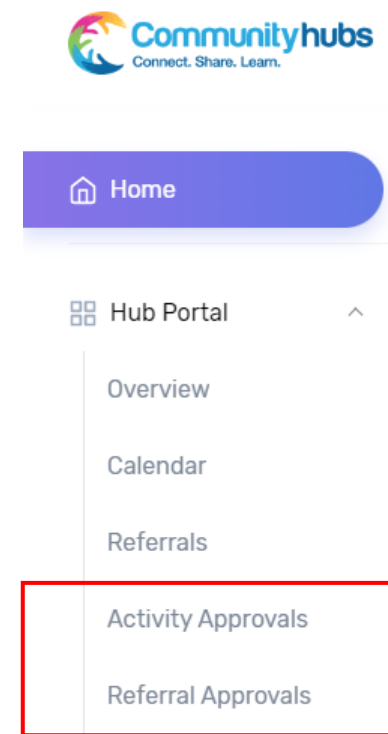
# 1. Hub Portal tab

4. **Activity Approvals:** this section of the Hub Portal is only visible to support coordinators and CHA. This feature enables you, at the end of each term, to approve or reject the attendance data submitted by your hubs. As the support coordinator, it is your role to review the data of each hub timetable, and the attendances recorded for accuracy and quality.

5. **Referral Approvals:** This feature enables you to approve or reject the referrals and demographic data submitted by your hubs each term. The new feature enables you to see, by hub, how many referrals, families, volunteers and people who gained employment have been recorded per term and accumulated across the year.

## 2. Hub Portal tab extra functions

**2.1 Term selection dropdown**  `Term 1 2021` (10 Weeks)

- 'Term' will always default to the current school term. However, if you click on the currently displayed term, a dropdown of previous and upcoming terms will appear.

- Upon selecting a Term, the Overview and Calendar sections will be updated with that term's information.

**2.2 Hub selection dropdown**

- The Hub selection enables you to view the hub that you wish to review and edit. This dropdown will be prefilled with the names of hubs you oversee as a support coordinator.

- Upon selecting a hub, the Overview and Calendar sections will be updated with the individual hubs' information.

1 2021  (10 Weeks)  Acacia Ridge State School
Banksia Road Public School
Bankstown Public School
Bass Hill Public School

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## 2. Hub Portal tab extra functions

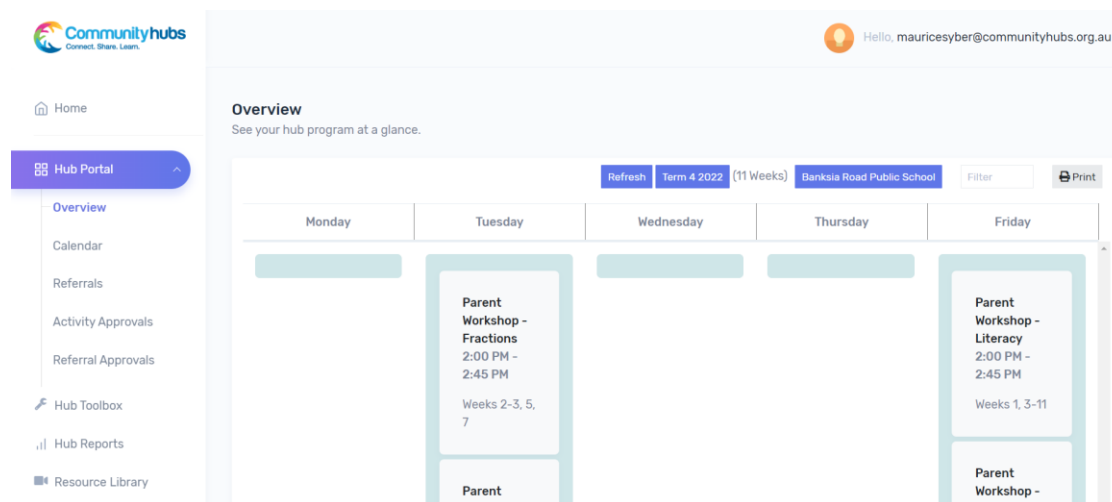**2.3 Filter, Print, Export**  Filter   🖶 Print   💾 Export

- On the Overview and Calendar tabs, there is a text box where you can filter the records that are shown. As you type, activities that do not match will be hidden from this view.

- On the Overview and Calendar tabs, the 'Print' button will open the Print Preview window, where you can then choose to Print or save to PDF.

- On the Calendar tab, there is an 'Export' button. This will produce a CSV file containing the data that you can save to your computer and open in Excel.

# 3. Overview tab

## 3.1 Overview

The Overview section displays a high level summary of the activities that have been entered for the selected term and hub.

This view can be used to quickly see what activities are scheduled for which weeks within the term.

# 4. Calendar

**4.1 Calendar**

The Calendar section allows you to 'Add activity', 'Edit activity', and 'Update attendance'  information for activities for the selected term and hub.

The Calendar section displays a box for each scheduled activity, with the following Information:

- Scheduled start time and end time

- Name of the activity - in blue.

- The program the activity is categorised under.

- The number of adult and children that attended the session, and the number of

  volunteers, (external, hub or school) that supported the running of the session.

- An 'x' in the top right allows you to remove the activity.

- The blue pen and square icon is to edit an activity.



9:00 AM – 10:00 AM
FACE TO FACE –
Kindergarten Orientation
Children's Language & Literacy
programs

1 Adults          3 Children

*Volunteers:*

0 ext          1 hub          0 sch

# 4. Calendar tab

## 4.2 Add activity

1.  Hover your cursor over the free space under the day of the week you would like to add the activity to.

2.  An 'Add Activity' link is displayed. Click the 'Add Activity' link, and an 'Add Activity' dialog box is displayed.

3.  To make a copy of an existing activity, you can select from the pre-populated list on the left, based on the previous term's activities. Selecting an activity will auto populate the values to the current term timetable.

**1.**



**2.**



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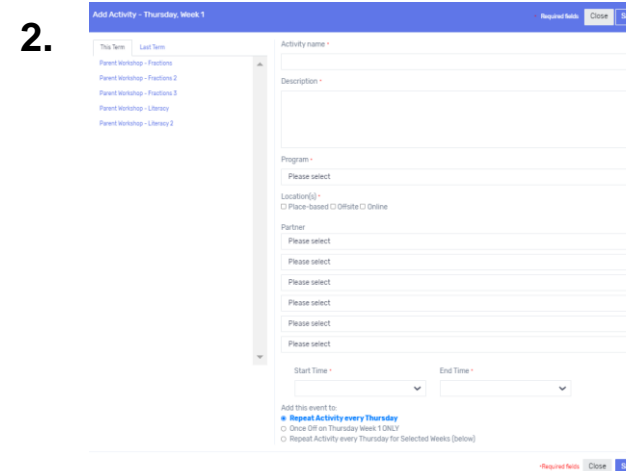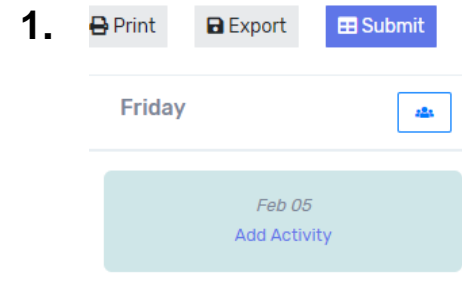
# 4. Calendar tab

**4.2 Add activity continued**

4. Enter Activity Name and Description.

Activity name *

Description *

5. Then choose the Program from the drop-down list.

Program *

Please select

Please select
**Programed Activities**
 Children's language and literacy
 English
 Healthy lifestyle
 Parent engagement
 Playgroups and Early Years
 Co facilitated school event
**Education and Training**
 Formal training
 Informal training

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# 4. Calendar tab

**4.2 Add activity continued**

6. Select at least one location.

7. Choose up to six partners from the drop-down lists. If your partner is not on the list, please email the CHA Reporting and Analytics Manager to add any new partners at mauricesyber@communityhubs.org.au

8. Select a Start Time and End Time.

Location(s) *
☐ Place-based ☐ Offsite ☐ Online

Partner

| Bankstown Council |
| City Of Canterbury Bankstown |
| Foodbank |
| Department of Education & Training |
| Please select |
| Please select |

Start Time *

| 10:30 AM | ⌄ |

End Time *

| 11:00 AM |

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# 4. Calendar tab

**4.2 Add activity continued**

9. You can choose to add the activity:

   a) On the same day and time every week (default)
   b) Once off for a specific week
   c) On the same day and time for selected weeks, setting the first week and the last week

10. When you have entered the information, click the 'Save' button. To cancel without adding the activity, click the 'Close' button, or close the dialog using the 'x' in the top right corner of this section.

11. Once saved, the new activity will appear in the Overview and Calendar tabs.



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# 4. Calendar tab

## 4.3 Deleting an activity
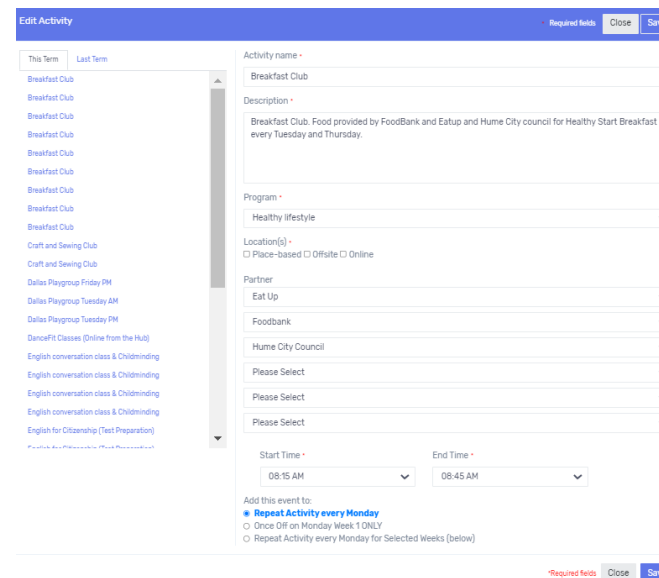
1. To remove an existing Activity, click the 'x' button in the top right of that activity item.

2. This displays a dialog that allows you to choose whether you want to remove the Activity for:

   - Just the current day of the selected week.

   - The current day of all weeks in the selected term.
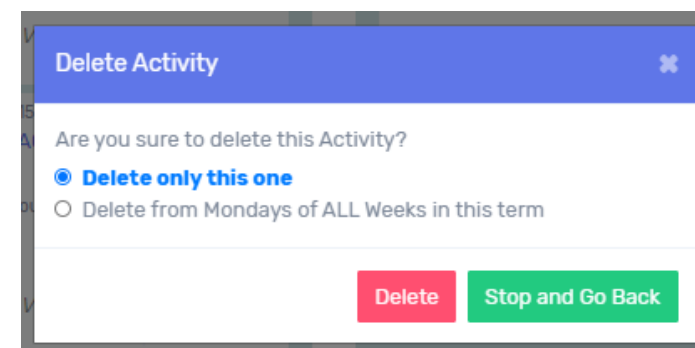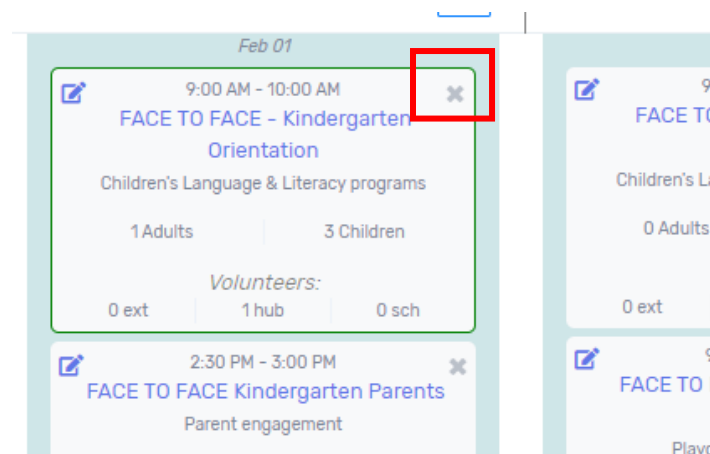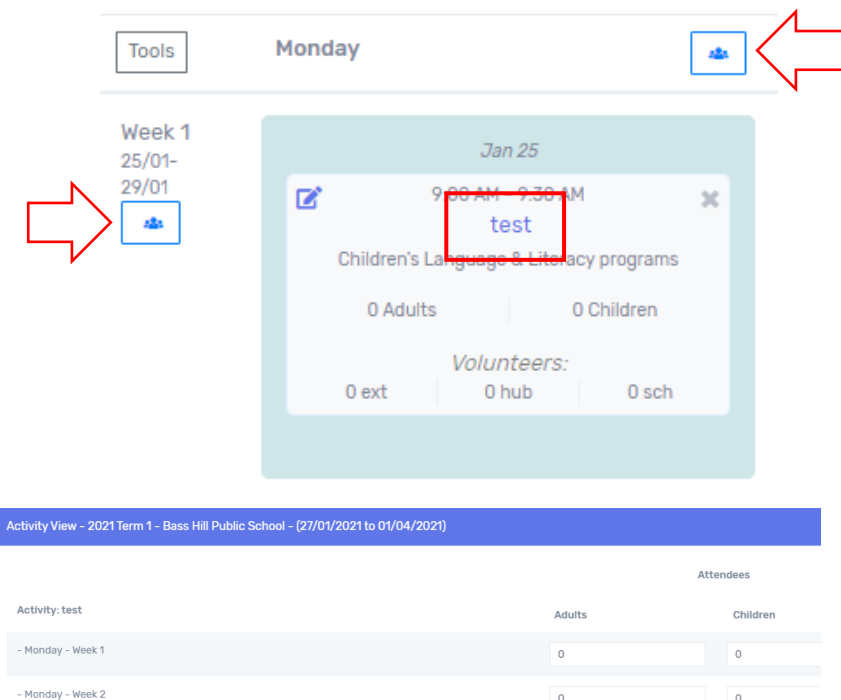
# 4. Calendar tab

## 4.4 Editing an activity

1.  To edit an existing activity, click on the 'pen / edit' button in the top left of that activity item.

2.  This displays a dialog box that allows you to choose whether you want to edit the activity for:
    *   Activity name
    *   Description
    *   Program
    *   Location
    *   Partner organisations – you can add up to six organisations
    *   Start time and end time
    *   Add this event to entire term, one week or by start and end week
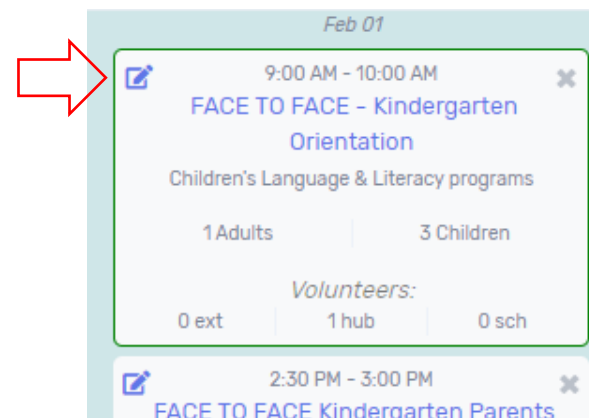
# 4. Calendar tab

## 4.5 Updating attendances

1. Clicking on the name of the activity in the Calendar section of the Timetable page will show attendances for that activity. You can also click on the buttons in the left margin to show all activities in the week, or in the header row for all activities on that day.

2. Enter the number of Adults and Children that attended in the boxes next to the relevant week and day of the term.

3. Enter the number of Volunteers - external, hubs or school. If you hover over the question mark symbol (?) a description will appear.

4. Click the **Save** button when you have completed entering the attendance information.

5. You can enter information each day or at the end of the week. The information you record will be saved and shown when you visit the Hub Portal at a later date.

# 4. Calendar tab

## 4.6 Submitting data – activities and attendances

1. In the Calendar view, when you click on 'Submit', the activities and attendances will have a yellow outline and the data will be locked ready for the support coordinator to approve. You will not be able to change or amend the data.

*(Continued steps next page)*



Jan 25

9:00 AM – 10:00 AM
Ready set grow community garden face to face

Healthy Lifestyle programs

0 Adults          0 Children
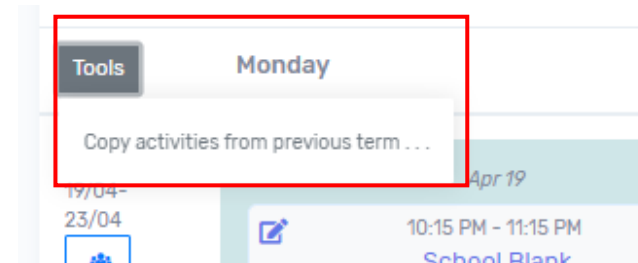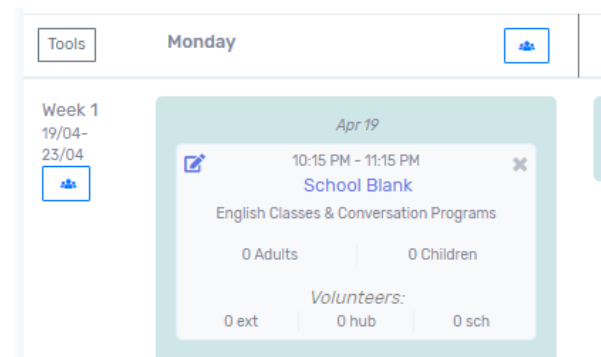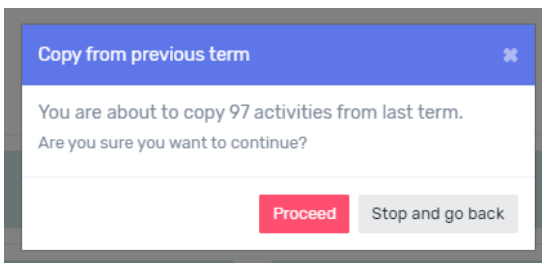
*Volunteers:*
0 ext          0 hub          0 sch

**Attendees**

| Adults | Children |
|--------|----------|
| 8 | 4 |
| 0 | 0 |

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# 4. Calendar tab

## 4.6 Submitting data – activities and attendances

3.  Once the data is 'approved', the activities in the calendar will have a green outline.

4.  If the data is 'rejected', the activities in the calendar will have a red outline. You should email the hub leader to explain why the data was rejected. Rejecting the data enables the specific activity to reopen and for the data to be edited. Once the hub leader re-enters the data and click 'Submit', the outline will change to yellow again. The hub leader should email you to let you know they have re-submitted, ready for approval.

# 4. Calendar tab

## 4.7 Duplicating timetables from the previous term

1. In Calendar view, click on Tools.

2. When you click on Tools a drop down will appear – 'Copy activities from previous term'. Click on this.

3. A confirmation notification pops up – click 'Proceed'. Check the next terms timetable to see that the activities have copied across accurately.

# 5. Referrals tab

## 5.1 Recording referrals and demographic information

1. It is important to collect the number of families, volunteers and participants who gained employment through the hub.

2. Record participants you refer to external services.

Enter the data against the relevant category and select 'Update referral data'. The number entered will move to 'YTD Cumulative' beneath the entry box.

The cumulative numbers will show the total referrals entered so far for the term/year. The view will change depending on which term is selected.

Note: YTD stands for Year to Date.

**Sample view of Term 1**
Demographic Information

Number of Familes

8

YTD Cumulative = 8

**Sample view of Term 2**
Demographic Information

Number of Familes

11

Term 1 = 8
YTD Cumulative = 19

**Sample view of Term 3**
Demographic Information

Number of Familes

4

Term 1 = 8, Term 2 = 11
YTD Cumulative = 23

**Sample view of Term 4**
Demographic Information

Number of Familes

8

Term 1 = 8, Term 2 = 11, Term 3 = 4
YTD Cumulative = 31

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# 6. Activity Approvals

Activity Approvals enables filtering activities using two drop down selections:

- **Status:** Allows you to filter all activities by their status.

- **Week:** Allows you to filter all activities by their week number.

Use the Status or Week drop-downs to filter the list.
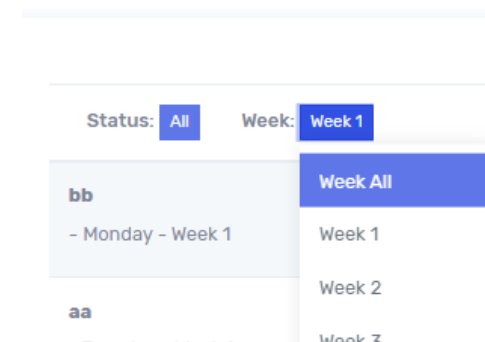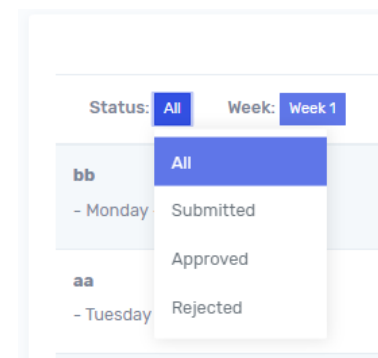
# 6. Activity Approvals

- Activities need to be 'Approved' or 'Rejected'. Your role is to ensure the quality of the data entered is accurate.
- Items submitted ready for your review will have a yellow border.
- Select the hub and term from the drop-down lists at the top of the page to see the attendances.
- Each activity must be approved individually. It is best to approve data per week.
- When you approve or reject activities select the 'Update Activities Status' button
- Once 'Approved', activities become locked with a green border and cannot be edited.
- If you 'Reject' an item, it will reopen for the hub leader to edit and will display with a red border.

# 7. Referral Approvals

- This feature enables all support coordinators to view and approve the referrals data entered by hub leaders.
- Referral Approvals enables you to approve all or reject all fields in one action.
- You can also change numbers that have been submitted.
- Once you are ready to approve or reject, please select 'Approve all' or 'Reject all' and save by selecting 'Update Referrals'. This will save the data and lock the cells with a green or red outline depending on your selection.