

CLASS Import Tool - Developer Guidelines

V1.6

Version Control

Version number	Date	Updated by	Reviewed by	Version description	Change description
1.0	21/09/20	Aaron Yun			Version Control section, Page numbers, Page x wording update, SFTP section
1.1	22/9/2020	Susan Scott			Update to title page and Table of contents
1.2	30/10/2020	Michael Lisser			Updated Field Definitions – added Outreach postcode and suburb, Office Outreach and suburb, Outreach location type, and Special Circumstances
1.3	2/11/2020	Michael Lisser			Added Open Date for Project Services
1.4	5/2/2021	Aaron Yun			Updated Header Names: Outreach, Office location Removed header for service fields: Outreach suburb, Outreach postcode, Outreach location type, Office location suburb, Office location postcode, Special circumstances
V1.5	10/3/2021	Susan Scott			Target audience type in Project Services changed from string to list in the excel spreadsheet with the following values <ul style="list-style-type: none">• Community Group• Demographic / Geographic Group• Government Agency• Non-Legal Service Provider• Other Legal Service Provider• Other stakeholders
V1.6	17/06/2021	Sayed Mamun			Introduced the following new entities <ul style="list-style-type: none">• ClientIncomeSource

					<ul style="list-style-type: none"> • ClientPrivacyType • ServiceAdditionalParty • ServiceAction • ServiceAssignedTo • DebitsandRecovery • DisabilityDiscriminationArea, • EligibilityQualification • PaymentorEntitlementType • RateandPayability • ProjectAssignedTo • ProjectServiceAction <p>Added new fields (all are highlighted) in Client, Service, Project, ProjectService.</p>
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Introduction

CLASS is an application which consolidates the client and legal case data for the purposes of reporting to funding bodies and assessing legal need. There are over 100 Community Legal Centres using CLASS as their primary reporting platform with many centres also using CLASS as their primary case management software.

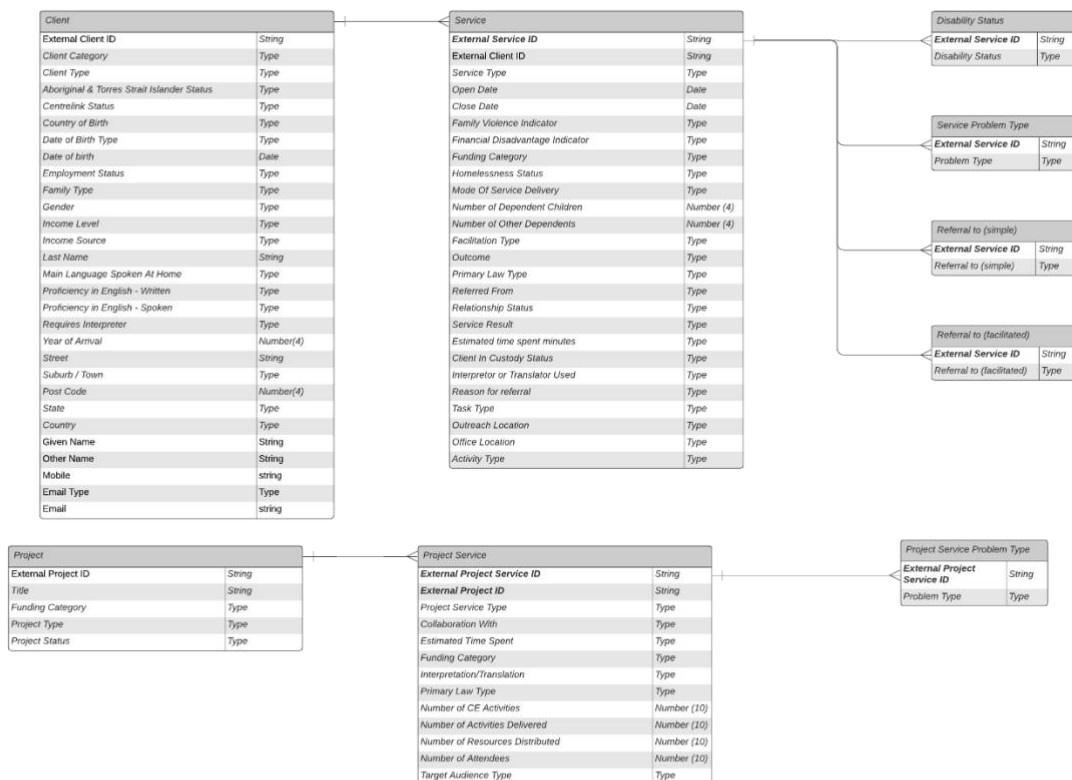
In order for CLASS to produce meaningful reports, the data loaded into CLASS needs to comply with strict criteria mandated by the Commonwealth government.

This document provides rules, validations, and guidelines so that Centres can build an export facility to allow data to be successfully imported into CLASS.

The basic process is:

1. A Batch of one or more CSV files are uploaded.
A Batch is identified by having the same Date, Time, and Centre Unique Key in the file names.
2. Batches are parsed synchronously by an import tool
3. The import tool validates the files in the Batch, and the individual fields in the files treating and reporting invalid fields as either a warning or an error:
 - a. Warnings are invalid optional fields that will not be imported but the rest of the record (line in the CSV) will be imported
 - b. Errors are invalid required fields that prevent the record (line on the CSV) from being imported.
4. Where a validated record does not already exist in CLASS, the record will be created.
5. Where a validated record already exists in CLASS, each field will be overwritten by the imported field:
 - a. A blank field will clear the existing field.
 - b. Valid fields will overwrite existing fields.
 - c. Multiple overwrites of the same record are possible in the same Batch.
Since there can be multiple changes the order of the records (CSV line order) does matter, and batch order does matter.

Data model structure



Client is the main parent entity representing the person receiving the service

Client Income Source, Client Privacy Type are all child entities of Client. A client may have multiple Client Income Source, Client Privacy Type at the same time (a many to many relationship)

Service is an activity provided to a Client. A client may have multiple services at the same time.

Service Additional Party, Service Action, Service Assigned To, Debits and Recovery, Disability Discrimination Area Eligibility Qualification, Payment or Entitlement Type, Rate and Payability, Disability Status, Service Problem Type, Referral to (simple), Referral to (facilitated) are all child entities of Service. A service may have multiple Service Additional Party, Service Action, Service Assigned To, Debits and Recovery, Disability Discrimination Area Eligibility Qualification, Payment or Entitlement Type, Rate and Payability, Disability Status, Service Problem Type, Referral to (simple), Referral to (facilitated) at the same time (a many to many relationship)

Project is the main parent entity for Services delivered to the community.

Project Assigned To is the child entity of Project. A project may have multiple Project Assigned To at the same time (a many to many relationship)

Project Service is an activity carried out as part of a Project.

Project Service Action, Project Service Problem Type is a child entity of Project Service. A Project Service may have multiple Problem Types, Project Service Action at the same time (a many to many relationship). Project Service problem types have the same values as Service Problem Type

General

File name Format

To pass validation a file name must have the format: <Entity Name>_<Date>_<Time>_<Centre Unique Key>.CSV

Example:

Client_15052020_091230_1d65cd42-ea31-4578-a3a4-8a782709a21c.csv

Entity Name:

The entity name must correspond to the pre-defined template and data structure. Valid options include:

1. Client
2. ClientIncomeSource
3. ClientPrivacyType
4. Service
5. ServiceAdditionalParty
6. ServiceAction
7. ServiceAssignedTo
8. DebitsandRecovery
9. DisabilityDiscriminationArea
10. EligibilityQualification
11. PaymentorEntitlementType
12. RateandPayability
13. DisabilityStatus
14. ServiceProblemType
15. ReferralToSimple
16. ReferralToFacilitated
17. Project
18. ProjectAssignedTo
19. ProjectService
20. ProjectServiceAction
21. ProjectServiceProblem Type

Date

Date and Time are used both as a precaution against duplicate file names, and to determine the order in which files will be processed.

Date format must be DDMMYYYY

Time

The Date and Time are used both as a precaution against duplicate file names, and to determine the order in which files will be processed.

Time format must be HHMMSS

Centre Unique Key

The Centre Unique Key is a unique identifier for that centre allocated by CLASS. This is used to link the uploaded files to the centre which owns the data.

Batch run

Files will be processed in a Batch. A single Batch is expected to contain no more than one file per Entity Name: Client, Service, Disability Status, ServiceProblemType, ReferralToSimple, ReferralToFacilitated, Project, ProjectService, ProjectServiceProblemType. However, any of the files in which no data is present are not required and can be omitted. All files in the same batch will have the same Date, Time and Centre Key. Thus the following are all part of the same batch:

Client_15052020_091230_1d65cd42-ea31-4578-a3a4-8a782709a21c.csv

ClientIncomeSource_15052020_091230_1d65cd42-ea31-4578-a3a4-8a782709a21c.csv

ClientPrivacyType_15052020_091230_1d65cd42-ea31-4578-a3a4-8a782709a21c.csv

Service_15052020_091230_1d65cd42-ea31-4578-a3a4-8a782709a21c.csv

ServiceAdditionalParty_15052020_091230_1d65cd42-ea31-4578-a3a4-8a782709a21c.csv

ServiceAction_15052020_091230_1d65cd42-ea31-4578-a3a4-8a782709a21c.csv

ServiceAssignedTo_15052020_091230_1d65cd42-ea31-4578-a3a4-8a782709a21c.csv

DebitsandRecovery_15052020_091230_1d65cd42-ea31-4578-a3a4-8a782709a21c.csv

DisabilityDiscriminationArea_15052020_091230_1d65cd42-ea31-4578-a3a4-8a782709a21c.csv

EligibilityQualification_15052020_091230_1d65cd42-ea31-4578-a3a4-8a782709a21c.csv

PaymentorEntitlementType_15052020_091230_1d65cd42-ea31-4578-a3a4-8a782709a21c.csv

RateandPayability_15052020_091230_1d65cd42-ea31-4578-a3a4-8a782709a21c.csv

DisabilityStatus_15052020_091230_1d65cd42-ea31-4578-a3a4-8a782709a21c.csv

ProblemType_15052020_091230_1d65cd42-ea31-4578-a3a4-8a782709a21c.csv

ReferralToSimple_15052020_091230_1d65cd42-ea31-4578-a3a4-8a782709a21c.csv

ReferralToFacilitated_15052020_091230_1d65cd42-ea31-4578-a3a4-8a782709a21c.csv

Project_15052020_091230_1d65cd42-ea31-4578-a3a4-8a782709a21c.csv

ProjectAssignedTo_15052020_091230_1d65cd42-ea31-4578-a3a4-8a782709a21c.csv

ProjectService_15052020_091230_1d65cd42-ea31-4578-a3a4-8a782709a21c.csv

ProjectServiceAction_15052020_091230_1d65cd42-ea31-4578-a3a4-8a782709a21c.csv

ProjectServiceProblemType_15052020_091230_1d65cd42-ea31-4578-a3a4-8a782709a21c.csv

Child Data

Child data must have the parent information in the database or the current batch run to pass validation. Child entity relationship is as follows:

1. Client Income Source must have a client.

2. Client Privacy Type must have a client.
3. Service must have a Client
4. Service Additional Party must have a Service
5. Service Action must have a Service
6. Service Assigned To must have a Service
7. Debits and Recovery must have a Service
8. Disability Discrimination Area must have a Service
9. Eligibility Qualification must have a Service
10. Payment or Entitlement Type must have a Service
11. Rate and Payability must have a Service
12. Disability Status must have a Service
13. Service Problem Type must have a Service
14. Referral To Simple must have a Service
15. Referral to Facilitated must have a Service
16. Project Assigned To must have a Project
17. Project Service must have a Project
18. Project Service Problem Type must have a Project Service
19. Project Service Action must have a Project Service

Column Order

Order of the columns is not relevant, import data is categorised by the column headers.

Template Headers (field name)

Since the order of the fields is not predetermined, the first row must be a header row defining the position for each column is required on row 1.

SFTP

A SFTP server will be setup to receive files from centres. This will allow centres to upload files directly to a secure location which the application will take and process.

- Each centre will have their own SSH Key (credentials) for accessing the SFTP
- The management of the SFTP SSH credentials will be done by Help desk. There will be no application-based interface and help desk staff must manage through the web interface

SFTP process flow

1. The SFTP will run continuously checking every 5 minutes for files uploaded via SFTP.
2. When a file is found a validation process is run to check the file. This occurs between 10am-6pm every day. Once a batch has been validated it is placed into a queue for processing.
3. After the validation has been processed an Email response for validation errors or confirmation of Validation is sent to the specified user defined in the centre profile import settings.
4. The import of the files is processed between 1am-6am Monday to Friday based on the queue during the validation process. The job processes one batch every hour.
5. The system will send an email to confirm import success or failure to the Import Admin
6. A schedule job occurs on weekends processes client address and service addresses for Geocoding

Host: sftp.classlaw.org.au

Data validation and acceptable criteria

Data validation will occur on upload of the files into class.

This section will describe some common attributes that the importing files will need to follow to pass validation:

1. All data in the CSV will be read as a string
2. Fields must not have:
 - a. leading or trailing spaces,
 - b. double spaces
 - c. new line
3. Commas are expected and the correct usage in the CSV is to enclose either the comma, or the containing field, with double quotation marks " ".
4. Date formats will be DD/MM/YYYY and use '/' as a separator. Leading 0 will be expected for single digits.
5. Exact Match validation will be used to match import data against Types and Categories data in CLASS. This must match as an exact string with correct capitalisation and spacing otherwise that data will not be imported.
6. Types and Category values are provided in a separate Excel spreadsheet
7. There are workflow rules for specific columns/fields that must pass validation.

Updating existing records

1. If an update needs to be performed then the external system will provide an ID that has already been synced with CLASS
2. Updates will need to include all up to date field values. (CLASS considers empty string and NULL values as correct responses and if a blank string is presented then this will override any existing values)
3. Client Names and Addresses are saved as 1:1 and will be updated/overriden
4. Mandatory field checking will still be performed and thus must be provided for the file to be validated.
5. Child entity data can be updated without needing to update the parent entity.

Table detail

Client

The client is the highest parent data in the case management structure. The client entity contains identifiable information such as Names, Addresses, demographic information. Much of the client data is used in demographic reporting.

There are two main Client Categories. Full clients are clients which receive many of the services offered by CLCs of Australia. Non-clients are people who receive only information or a referral to another provider. Often times Non-client information is not captured. Information and referral data cannot be imported if mandatory client information is not provided.

Client addresses are an important subset of data which is converted to be used in Australian Standard Geographical Classification reports.

Field Name	Data Type	Max Length	Mandatory	Format validations	Example Data	Workflow validations
External Client ID	String	50	Yes	<=50 characters		If a CLASS client exists with the External Client ID then the row will be considered an update. If more than one row exists in the same CSV using the External Client ID, then the higher number row(s) will be an update.
Client Category	String	100	Yes	Exact match	Full Client	Must be 'Full Client' or 'Non-Client' Full Client can be linked to any number of Service Types Non-Client can only be linked to one Information or Referral service type
Client Type	String	100	Yes	Exact match	Individual	Last name field is valid even for organisation/other type clients.
Last Name	String	50	Yes	<=50 characters	Smith	Should not include formatting such as new line, tabs
Aboriginal & Torres Strait Islander Status	String	100	No	Exact match	Yes, Aboriginal	
Centrelink Status	String	100	No	Exact match	Newstart Allowance	

Field Name	Data Type	Max Length	Mandatory	Format validations	Example Data	Workflow validations
Country of Birth	String	100	No	Exact match	New Zealand	Country of birth uses the same data set as the ABS for recording country of birth. Country of birth should match exactly with the wording used in the 2011 dataset. It should only use the level 3 codes for reporting purposes. https://www.abs.gov.au/ausstats/abs@.nsf/0/C8B8914F6C683351CA25744D00818CED
Date of birth type	String	100	Yes	Exact match	Known	This field is mandatory. The response of 'Known' or 'Estimated' must include a date of birth The response of 'Unknown' or 'Not stated' should be a Blank response
Date of birth	String	10	No	DD/MM/YY YY	01/01/1971	When the response is 'Known' or 'Estimated' Date of birth should be included. While not mandatory for validation, this field is used in reporting
Employment Status	String	100	No	Exact match	Employed	
Family Type	String	100	No	Exact match	Sole parent family with dependent children	
Gender	String	100	No	Exact match	Male	
Income Level	String	100	No	Exact match	\$1-199 weekly (\$1-\$10,399 yearly)	
Income Source	String	100	No	Exact match	Earned (eg wages and salary, commissions and bonuses)	

Field Name	Data Type	Max Length	Mandatory	Format validations	Example Data	Workflow validations
Main Language Spoken At Home	String	100	No	Exact match	Dutch	Data formatted from ABS standards for language 2016 version would match. https://www.abs.gov.au/AUSSTATS/abs@.nsf/DetailsPage/1267.02016?OpenDocument NB this is a 4 level list and levels 3 and 4 are acceptable
Proficiency in English - Written	String	100	No	Exact match	Well	
Proficiency in English - Spoken	String	100	No	Exact match	Not well	
Requires Interpreter	String	100	No	Exact match	Yes (non-spoken communication)	
Year of Arrival	Number	4	No	4 digits	1999	Format should be YYYY Cannot be before 1901 Should not be greater than current year.
Street	String	100	No	<=100 characters	Unit 22, 123 Pitt Street	The following street formats are valid for complex addresses. Outside of these formats the address may not validate for GNAF tagging. The general format is: '<prefix> <prefix number> <separator> <Street number> <suffix> <Street name> < Street Type>' Unit 22, 123 Pitt Street U22/123 Pitt street 22/123 Pitt street Unit 22 123 Pitt street
Suburb / Town	String	50	No	Exact match	Darlinghurst	Exact match against supplied Postcode/suburb file
Post Code	Number	4	No	4 digits	2010	Exact match against supplied Postcode/suburb file

Field Name	Data Type	Max Length	Mandatory	Format validations	Example Data	Workflow validations
State	String	3	No	Exact match	NSW	3 Letter abbreviation
Country	String	50	No	Exact match	Australia	Use supplied country
Given name	String	50	No	<=50 characters	John	
Other Name	String	50	No	<=50 characters	James	
Mobile	String		No	<=50 characters	0400000000	
Email Type	String	100	No	Exact Match	Home	
Email	String	50	No	<=50 characters	John.james@clc.com.au	
Client Notes	String	1000	No	<=1000 characters		
Education Level	String	100	No	Exact Match		
Flagged	String	50	No	Exact match	YES	Must be 'YES' or 'NO'
Size of Group	String	100	No	Exact Match	Under 6	
Single Parent Status	String	100	No	Exact Match		
First Name	String	50	No	<=50 Characters		
Other Name	String	50	No	<=50 Characters		

Client Income Source

The Client Income Source is a one to many child entity of the Client. This means that one client may have more than one income source associated with it.

Field Name	Data Type	Max Length	Mandatory	Format validations	Example Data	Workflow validations
External Client ID	String	50	Yes	<50 characters		This must reference an external client ID in the client CSV otherwise or an existing external client ID in the application.
Income Source	String	100	Yes	Exact match	Earned (eg wages and salary, commissions and bonuses)	

Client Privacy Type

The Client Privacy Type is a one to many child entity of the Client. This means that one client may have more than one privacy type associated with it.

Field Name	Data Type	Max Length	Mandatory	Format validations	Example Data	Workflow validations
External Client ID	String	50	Yes	<50 characters		This must reference an external client ID in the client CSV otherwise or an existing external client ID in the application.
Privacy Type	String	100	Yes	Exact match	Do not Call	

Service

The service entity contains the case management data used in CLASS reports. It is a child entity of the Client and must be linked to a client to be considered valid.

When a Centre delivers a service to an individual or organisation which may be a Legal Advice, Legal Task, Representation etc.. this is considered a service. Subsequent legal advices or representations for other issues are considered a separate service. Please refer to the updated [National Legal Assistance Data Standards Manual](#).

Field Name	Data Type	Max Length	Mandatory	Format validations	Example Data	Workflow validations
External Service ID	String	50	Yes	<50 characters		If a CLASS service exists with the External service ID then the row will be considered an update. If more then one row exists in the same sheet using the External service ID then the higher number row(s) will be an update.
External Client ID	String	50	Yes	<50 characters		This must reference an external client ID in the client CSV otherwise or an existing external client ID in the application.
Service Type	String	100	Yes	Exact match	Legal Advice	Non-Client can only have 1 of Information or Referral Full Client can use all service types Triage is not valid (or child types of)
Open Date	String	10	Yes	DD/MM/YYYY	16/03/2020	Must be input for reporting validity Open date should be <= Close Date
Close Date	String	10	No*	DD/MM/YYYY	20/05/2020	For a representation service to be counted in reports it must have a close date. It is still valid to submit an open representation service and use the update function to close at a later date Close Date should be >= Open date
Funding Category	String	100	Yes	Exact match	Generalist DVAS	Required for reporting Important to use only level 2 funding categories.. Some reports may not summarise data correctly if a level 1 funding category is used.

Field Name	Data Type	Max Length	Mandatory	Format validations	Example Data	Workflow validations
Facilitation Type	String	100	No	Exact match	Screening	
Family Violence Indicator	String	100	No	Exact match	Yes	
Financial Disadvantage Indicator	String	100	No	Exact match	No	
Homelessness Status	String	100	No	Exact match	Yes	
Mode Of Service Delivery	String	100	No	Exact match	Telephone	
Number of Dependent Children	Number	4	No	Must be maximum 4 digits. While we are accepting the value as a string it will be converted to an integer	1	Must be >= 0 and <= 9999 Values above 9999 are invalid but will not cause import issue
Number of Other Dependents	Number	4	No	Must be maximum 4 digits. While we are accepting the value as a string it will be converted to an integer	9	Must be >= 0 and <= 9999 Values above 9999 are invalid but will not cause import issue
Client In Custody Status	String	100	No	Exact match	Yes	

Field Name	Data Type	Max Length	Mandatory	Format validations	Example Data	Workflow validations
Outcome	String	100	No	Exact match	Partially Settled	
Primary Law Type	String	100	No	Exact match	Commonwealth law - Family	
Referred From	String	100	No	Exact match	Community Legal service Other	
Relationship Status.	String	100	No	Exact match	Never Married	
Service Result	String	100	No	Exact match	Resolved	
Estimated time spent minutes	String	100	No	Exact match	6-20 hours	
Interpreter or Translator Used	String	100	No	Exact match	Yes, (NAATI Accredited)	
Reason for referral	String	100	No	Exact match	Conflict of Interest	
Task Type	String	100	No	Exact match	Client communication assist	
Activity Type	String	100	No	Exact match	Appearance-Submissions made	
Outreach	String	100	No	Exact match	Prison Outreach	This is unique to a centre. This data must be entered into the application before it can be imported. Please contact the CLCs help desk for assistance.
Office Location	String	100	No	Exact match	Central Office	This is unique to a centre. This data must be entered into the application before it can be imported. Please contact the CLCs help desk for assistance.
Activity Nature	String	100	No	Exact match	Discrete Non-Legal Support Service	

Field Name	Data Type	Max Length	Mandatory	Format validations	Example Data	Workflow validations
Archive Box Number	String	100	No	<=100 Characters		
Archive Date	String	10	No	DD/MM/YYYY		
Category of Location	String	100	No	Exact match		
Chairperson Practitioner Contact Details	String	200	No	<=200 Characters		
Chairperson Practitioner Name	String	200	No	<=200 Characters		
Court or Tribunal	String	100	No	Exact match		
Court or Tribunal Representation	String	50	No	Exact match	YES	Must be 'YES' or 'NO'
DNA Test Required	String	50	No	Exact match	YES	Must be 'YES' or 'NO'
Dwelling Type	String	100	No	Exact match	Attached to a house	
File Number	String	100	No	<=100 Characters		
Financial Product Type	String	100	No	Exact match	Cheque account	
Hearing Type	String	100	No	Exact match	Adjournment	
Lease Type	String	100	No	Exact match	Fixed	
Legal aid Provision	String	100	No	Exact match	Application lodged	
Length of Tenure	String	100	No	Exact match	0 - 3 Months	
Matter ID	String	50	No	<=50 Characters		
Parent Type	String	100	No	Exact match	Carer and liable	

Field Name	Data Type	Max Length	Mandatory	Format validations	Example Data	Workflow validations
Possible Non Casework Followup	String	50	No	Exact match	YES	Must be 'YES' or 'NO'
Primary Alternate Dispute Resolution	String	50	No	Exact match	YES	Must be 'YES' or 'NO'
Priority	String	100	No	Exact match	High	
Public Interest	String	50	No	Exact match	YES	Must be 'YES' or 'NO'
Review Process Outcome	String	100	No	Exact match	AAT-GD for Client	
Review Stage on Contact	String	100	No	Exact match	Administrative Appeals Tribunal	
Service Status	String	100	No	Exact match	OPEN	
Special Circumstances	String	100	No	Exact match	Bushfires	
Stage of Service	String	100	No	Exact match	Stage I	
Support Type	String	100	No	Exact match	Counselling – General	
Tenure Type	String	100	No	Exact match	Accommodation – Other	
Test Case	String	50	No	Exact match	YES	Must be 'YES' or 'NO'
Time Of Service	String	100	No	<=100 Characters		
Venue Address	String	200	No	<=200 Characters		
Venue Contact	String	200	No	<=200 Characters		
Venue Name	String	200	No	<=200 Characters		

Field Name	Data Type	Max Length	Mandatory	Format validations	Example Data	Workflow validations
Venue Phone	String	50	No	<=50 Characters		
Venue Website	String	200	No	<=200 Characters		
Youth Service Enquiry	String	100	No	Exact match	Academic	

Service Assigned To

The Service Assigned To is a one to many child entity of the Service. This means that one service may have more than one assigned to associated with it.

Field Name	Data Type	Max Length	Mandatory	Format validations	Example Data	Workflow validations
External Service ID	String	50	Yes	<50 characters		This must reference an external service ID in the service CSV otherwise or an existing external service ID in the application.
Assigned To	String	100	Yes	Centre worker name String <100 characters		

Debits and Recovery

The Debits and Recovery is a one to many child entity of the Service. This means that one service may have more than one Debits and Recovery associated with it.

Field Name	Data Type	Max Length	Mandatory	Format validations	Example Data	Workflow validations
External Service ID	String	50	Yes	<50 characters		This must reference an external service ID in the service CSV otherwise or an existing external service ID in the application.
Debits and Recovery	String	100	Yes	Exact match	Assurance of Support Debt	

Disability Discrimination Area

The Disability Discrimination Area is a one to many child entity of the Service. This means that one service may have more than one Disability Discrimination Area associated with it.

Field Name	Data Type	Max Length	Mandatory	Format validations	Example Data	Workflow validations
External Service ID	String	50	Yes	<50 characters		This must reference an external service ID in the service CSV otherwise or an existing external service ID in the application.
Disability Discrimination Area	String	100	Yes	Exact match	Access to premises	

Eligibility Qualification

The Eligibility Qualification is a one to many child entity of the Service. This means that one service may have more than one Eligibility Qualification associated with it.

Field Name	Data Type	Max Length	Mandatory	Format validations	Example Data	Workflow validations
External Service ID	String	50	Yes	<50 characters		This must reference an external service ID in the service CSV otherwise or an existing external service ID in the application.
Eligibility Qualification	String	100	Yes	Exact match	Bereavement entitlements	

Payment or Entitlement Type

The Payment or Entitlement Type is a one to many child entity of the Service. This means that one service may have more than one Payment or Entitlement Type associated with it.

Field Name	Data Type	Max Length	Mandatory	Format validations	Example Data	Workflow validations
External Service ID	String	50	Yes	<50 characters		This must reference an external service ID in the service CSV otherwise or an existing external service ID in the application.
Payment or Entitlement Type	String	100	Yes	Exact match	Abstudy	

Rate and Payability

The Rate and Payability is a one to many child entity of the Service. This means that one service may have more than one Rate and Payability associated with it.

Field Name	Data Type	Max Length	Mandatory	Format validations	Example Data	Workflow validations
External Service ID	String	50	Yes	<50 characters		This must reference an external service ID in the service CSV otherwise or an existing external service ID in the application.
Rate and Payability	String	100	Yes	Exact match	Advance payments	

Service Additional Party

The Service Additional Party is a one to many child entity of the Service. This means that one service may have more than one Additional Party associated with it.

Field Name	Data Type	Max Length	Mandatory	Format validations	Example Data	Workflow validations
External Additional Party ID	String	50	Yes	<50 characters		This must reference new external Additional Party ID or an existing external Additional Party ID in the application.
External Service ID	String	50	Yes	<50 characters		This must reference an external service ID in the service CSV otherwise or an existing external service ID in the application.
Type	String	100	Yes	Exact match	Other Party	

Field Name	Data Type	Max Length	Mandatory	Format validations	Example Data	Workflow validations
Person Type	String	100	Yes	Exact match	Individual	
First Name	String	50	No	<=50 characters		
Last Name/Organisation Name	String	200	Yes	<=200 characters		
Other Name	String	50	Yes	<=50 characters		
Additional First Name	String	50	Yes	<=50 characters		
Additional Last Name	String	200	Yes	<=200 characters		
DOB type	String	100	Yes	Exact match	Known	This field is mandatory. The response of 'Known' or 'Estimated' must include a date of birth The response of 'Unknown' or 'Not stated' should be a Blank response
DOB	String	10	No	DD/MM/YYYY	01/01/1971	When the response is 'Known' or 'Estimated' Date of birth should be included. While not mandatory for validation, this field is used in reporting

Field Name	Data Type	Max Length	Mandatory	Format validations	Example Data	Workflow validations
Gender	String	100	No	Exact match	Female	
ATSI status	String	100	No	Exact match	No	
Relationship to Client	String	100	No	Exact match	Child of	
Mobile	String	50	No	<=50 characters		
Other Phone Type	String	100	No	Exact match	Home	
Other Phone	String	50	No	<=50 characters		
Email Type	String	100	No	Exact match	Home	
Email	String	100	No	<=100 characters		
Address Type	String	100	No	Exact match	Street/Residential	

Field Name	Data Type	Max Length	Mandatory	Format validations	Example Data	Workflow validations
Street	String	100	No	<=100 characters	Unit 22, 123 Pitt Street	The following street formats are valid for complex addresses. Outside of these formats the address may not validate for GNAF tagging. The general format is: '<prefix> <prefix number> <separator> <Street number> <suffix> <Street name> <Street Type>' Unit 22, 123 Pitt Street U22/123 Pitt street 22/123 Pitt street Unit 22 123 Pitt street
Suburb	String	50	No	Exact match	Darlinghurst	Exact match against supplied Postcode/suburb file
Postcode	Number	4	No	4 digits	2010	Exact match against supplied Postcode/suburb file
State	String	3	No	Exact match	NSW	3 Letter abbreviation
Country	String	50	No	Exact match	Australia	Use supplied country

Service Action

The Service Action is a one to many child entity of the Service. This means that one service may have more than one Action associated with it.

Field Name	Data Type	Max Length	Mandatory	Format validations	Example Data	Workflow validations
External Action ID	String	50	Yes	<50 characters		This must reference new external Action ID or an existing external Action ID in the application.
External Service ID	String	50	Yes	<50 characters		This must reference an external service ID in the service CSV otherwise or an existing external service ID in the application.
Action Type	String	100	Yes	Exact match	Action Notes	
Contact Method	String	100	No	Exact match	Contact Other	
Date of Creation	String	10	No	DD/MM/YYYY		
Complete	String	50	No	Exact match	YES	Must be 'YES' or 'NO'
Critical	String	50	No	Exact match	YES	Must be 'YES' or 'NO'
Due Date	String	10	No	DD/MM/YYYY		
Reminder Date	String	10	No	DD/MM/YYYY		
Send Calendar File	String	50	No	Exact match	YES	Must be 'YES' or 'NO'
Created By	String	100	Yes	Centre worker name String <100 characters		
Description	String	1000	No			
Court Type	String	100	No	Exact match	Administrative Decisions Tribunal	
No of Attendances	Number	4	No	Must be maximum 4 digits. While we are accepting the value as a string it will	1	Must be >= 0 and <= 9999 Values above 9999 are invalid but will not cause import issue

Field Name	Data Type	Max Length	Mandatory	Format validations	Example Data	Workflow validations
				be converted to an integer		
Attendance Date	String	10	No	DD/MM/YYYY		
Minutes Spent	Number	5	No	Must be maximum 5 digits. While we are accepting the value as a string it will be converted to an integer	1	Must be >= 0 and <= 99999 Values above 99999 are invalid but will not cause import issue
Client attended	String	50	No	Exact match	YES	Must be 'YES' or 'NO'
Hearing Type	String	100	No	Exact match	Adjournment	
Appearance Type	String	100	No	Exact match	Representation	
Critical Issue Code Type	String	100	No	Exact match	Critical issues	
Assign to	String	100	No	Centre worker name String <100 characters		
Supervisor	String	100	No	Centre worker name String <100 characters		

Problem Type

The Problem Type is a one to many child entity of the Service. This means that one service may have more than one problem type associated with it.

Field Name	Data Type	Max Length	Mandatory	Format validations	Example Data	Workflow validations
External Service ID	String	50	Yes	<50 characters		This must reference an external service ID in the service CSV otherwise or an existing external service ID in the application.
Problem Type	String	100	Yes	Exact match	Child support appeal	Mandatory for a row in this sheet and heavily recommended as it is required for reporting. Important to use only level 2 problem types categories or lower. Some reports may not summarise data correctly if a level 1 funding category is used.

Disability Status

The Disability Status is a one to many child entity of the Service. This means that one service may have more than one Disability Status associated with it.

Field Name	Data Type	Max Length	Mandatory	Format validations	Example Data	Workflow validations
External Service ID	String	50	Yes	<50 characters		This must reference an external service ID in the service CSV otherwise or an existing external service ID in the application.
Disability Status	String	100	Yes	Exact match	Sensory/Speech	Mandatory for a row in this sheet and recommended as it is required for reporting.

Referral to (Simple)

The Referral to (Simple) is a one to many child entity of the Service. This means that one service may have more than one Referral to (Simple) associated with it. For reporting purposes each referral to (simple) is regarded as a referral for that service.

Field Name	Data Type	Max Length	Mandatory	Format validations	Example Data	Workflow validations
External Service ID	String	50	Yes	<50 characters		This must reference an external service ID in the service CSV or an existing imported service ID in the application.
Referral To (Simple)	String	100	Yes	Exact match	Community Justice Centre	Mandatory for a row in this sheet and recommended as it is required for reporting.

Referral to (Facilitated)

The Referral to (Facilitated) is a one to many child entity of the Service. This means that one service may have more than one Referral to (Facilitated) associated with it. For reporting purposes each referral to (Facilitated) is regarded as a referral for that service.

Field Name	Data Type	Max Length	Mandatory	Format validations	Example Data	Workflow validations
External Service ID	String	50	Yes	<50 characters		This must reference an external service ID in the service CSV or an existing imported service ID in the application. .
Referral To (Facilitated)	String	100	Yes	Exact match	Dispute Resolution Service	Mandatory for a row in this sheet and recommended as it is required for reporting.

Project

The Project is the highest parent data in the Community Management Structure.

Field Name	Data Type	Max Length	Mandatory	Format validations	Example Data	Workflow validations
External Project ID	String	50	Yes	<50 characters		If a CLASS Project exists with the External Client ID then the row will be considered an update. If more than one row exists in the same CSV using the External Project ID, then the higher number row(s) will be an update.
Title	String	200	Yes	<200 characters	Outreach project	
Funding Category	String	100	Yes	Exact match	NDIS Funding	
Project Type	String	100	Yes	Exact match	Generalist Immigration	
Project Status	String	100	Yes	Exact match	Commenced	
Start Date	String	10	No	DD/MM/YYYY		
Closed Date	String	10	No	DD/MM/YYYY		
Estimated Time Spent	String	100	No	Exact match	Less than 15 minutes	
Estimated Direct Cost	Decimal(18, 2)					
Total Staff Hour	Number	6	No	Must be maximum 6 digits. While we are accepting the	1	

				value as a string it will		
Committee Work Indicator	String	50	No	Exact match	YES	Must be 'YES' or 'NO'
Committee Name	String	50	Yes	<=50 characters		
Created By	String	100	No	Centre worker name String <100 characters		
Link Type	String	100	No	Exact match	Commenced	
Link Value	String	100	Yes	<=100 characters		
Link Notes	String	1000	No			
Project Description	String	1000	No			
Project Evaluation	String	1000	No			
Project Notes	String	1000	No			

Project Assigned To

The Project Assigned To is a one to many child entity of the project. This means that one project may have more than one assigned to associated with it.

Field Name	Data Type	Max Length	Mandatory	Format validations	Example Data	Workflow validations
External Project ID	String	50	Yes	<50 characters		This must reference an external project ID in the project CSV otherwise or an existing external project ID in the application.
Assigned To	String	100	Yes	Centre worker name String <100 characters		

Project Service

The Project Service entity contains the community activity data within a project. It is a child entity of the Project and must be linked to a project to be considered valid.

Field Name	Data Type	Max Length	Mandatory	Format validations	Example Data	Workflow validations
External Service Project ID	String	50	Yes	<50 characters		If a CLASS Project Service exists with the External Project Service ID then the row will be considered an update. If more than one row exists in the same CSV using the External Project Service ID, then the higher number row(s) will be an update.
External Project ID	String	50	Yes	<50 characters		This must reference an External Project ID in the Project CSV or there must be an existing Imported project with that External Project ID
Project Service Type	String	100	Yes	Exact match	CLE Resources	
Funding Category	String	100	Yes	Exact match	Generalist Immigration	

Open Date	String	10	Yes	DD/MM/YYYY	16/03/2020	Must be input for reporting validity Open date should be <= Close Date
Collaboration With	String	100	No	Exact match	Community Group	
Estimated Time Spent	String	100	No	Exact match	20-50 hours	This is a type field. Adding real minutes is not valid.
Interpretation/Translation	String	100	No	Exact match	Yes, (NAATI Recognised)	
Primary Law Type	String	100	No	Exact match	Commonwealth law - Criminal	
Number of CE Activities	String	10	No	Maximum 10 digits	100	
Number of Activities Delivered	String	10	No	Maximum 10 digits	1	
Number of Resources Distributed	String	10	No	Maximum 10 digits	10	
Number of Attendees	String	10	No	Maximum 10 digits	1000000000	
Target Audience Type	String	100	No	<100 characters	Demographic / Geographic Group	
Activity Description	String	200	No	<200 characters		
Community Education Type	String	200	No	<200 characters		
Resource Type	String	200	No	<200 characters		
Service Location	String	200	No	<200 characters		

Project Service Action

The Project Service Action is a one to many child entity of the Project Service. This means that one project service may have more than one Action associated with it.

Field Name	Data Type	Max Length	Mandatory	Format validations	Example Data	Workflow validations
External Action ID	String	50	Yes	<50 characters		This must reference new external Action ID or an existing external Action ID in the application.
External Project Service ID	String	50	Yes	<50 characters		This must reference an external project service ID in the project service CSV otherwise or an existing external project service ID in the application.
Action Type	String	100	Yes	Exact match	Action Notes	
Contact Method	String	100	No	Exact match	Contact Other	
Date of Creation	String	10	No	DD/MM/YYYY		
Complete	String	50	No	Exact match	YES	Must be 'YES' or 'NO'
Critical	String	50	No	Exact match	YES	Must be 'YES' or 'NO'
Due Date	String	10	No	DD/MM/YYYY		
Reminder Date	String	10	No	DD/MM/YYYY		
Send Calendar File	String	50	No	Exact match	YES	Must be 'YES' or 'NO'
Created By	String	100	Yes	Centre worker name String <100 characters		
Description	String	1000	No			
Court Type	String	100	No	Exact match	Administrative Decisions Tribunal	
No of Attendances	Number	4	No	Must be maximum 4 digits. While we are	1	Must be >= 0 and <= 9999 Values above 9999 are invalid but will not cause import issue

Field Name	Data Type	Max Length	Mandatory	Format validations	Example Data	Workflow validations
				accepting the value as a string it will be converted to an integer		
Attendance Date	String	10	No	DD/MM/YYYY		
Minutes Spent	Number	5	No	Must be maximum 5 digits. While we are accepting the value as a string it will be converted to an integer	1	Must be >= 0 and <= 99999 Values above 99999 are invalid but will not cause import issue
Client attended	String	50	No	Exact match	YES	Must be 'YES' or 'NO'
Hearing Type	String	100	No	Exact match	Adjournment	
Appearance Type	String	100	No	Exact match	Representation	
Critical Issue Code Type	String	100	No	Exact match	Critical issues	
Assign to	String	100	No	Centre worker name String <100 characters		
Supervisor	String	100	No	Centre worker name String <100 characters		

Project Service Problem Type

The Project Service Problem Type is a one to many child entity of the Project Service. This means that one service may have more than one problem type associated with it.

Field Name	Data Type	Max Length	Mandatory	Format validations	Example Data	Workflow validations
External Service Project ID	String	50	Yes	<50 characters		If a CLASS Project Service exists with the External Project Service ID then the row will be considered an update. If more than one row exists in the same CSV using the External Project Service ID, then the higher number row(s) will be an update.
Project Service Problem Type	String	100	Yes	Exact match	Child support appeal	Mandatory for a row in this sheet and heavily recommended as it is required for reporting. Important to use only level 2 problem types categories or lower. Some reports may not summarise data correctly if a level 1 funding category is used.

Error Reporting and Audit

Once importing the Batch of files is completed, the user specified in the CLASS centre profile (Name and email) will be sent an email with the validation log of errors to be corrected. Correction can be either via the CLASS web application directly, or via a corrected Batch addressing updates for missing fields and rejected rows.

This information will also be made available in the CLASS application as a viewable list of success and failed imported with access to download the error log.

Validation Type: Error

When an Error type validation occurs CLASS will not import that row to the CLASS database. The record has been rejected as a mandatory field has not been provided in the input file. An error log will be created recording the:

- External ID of the entity
- The name of the entity
- description telling which field and what the error type is
- Validation Type

EntityId	TableName	Description	ValidationType
S02605	Service	Service Type "Ongoing Non-Legal Support" is missing	Error

Validation Type: Warning

A warning type validation warning will still import the row data but will exclude the specific column that the error occurred in. In the below example the Referral To (facilitated) data for that row did not match a CLASS entry and has been rejected. The Service will still be created but that field will be blank. Warnings are also recorded into the returned error log.

EntityId	TableName	Description	ValidationType
S07468	Service Referral To (Facilitated)	Referral To (Facilitated) "Health service" does not exist	Warning

Audit

In CLASS each Insert and Update will be recorded in the audit log. This is found under the audit tab of the Client or Service.

Message Board x Services x **Service: Taunton - Information x**

Conflict Check Service Details Additional Parties Actions Critical Dates **Service Audit**

New Intake

Audit Log

<input type="checkbox"/>	Audit For	User	Date & Time	Event
	<input type="text" value="Search..."/>	<input type="text" value="Search..."/>	<input type="text" value="Search..."/>	<input type="text" value="Search..."/>
<input type="checkbox"/>	Service Disability Status	Ricky Ponting	20/05/2020 12:39 PM	Inserted
<input type="checkbox"/>	Service Problem	Ricky Ponting	20/05/2020 12:39 PM	Inserted
<input type="checkbox"/>	Service Disability Status	Ricky Ponting	20/05/2020 11:58 AM	Inserted
<input type="checkbox"/>	Service Problem	Ricky Ponting	20/05/2020 11:58 AM	Inserted
<input type="checkbox"/>	Service	Ricky Ponting	20/05/2020 11:58 AM	Updated
<input type="checkbox"/>	Service Problem	Ricky Ponting	20/05/2020 10:38 AM	Inserted
<input type="checkbox"/>	Service	Ricky Ponting	20/05/2020 10:38 AM	Inserted

Search Clients

Non-Clients

Search Services

Triage

Search Critical Dates

My Critical Dates

My Services