



## Coronavirus (COVID-19) – How to record this information

### What do I record in the following situations?

[Click the relevant situation for more information](#)

A new client is seeking assistance due to COVID-19 issues.

My agency cannot provide services to someone due to COVID-19 issues that have impacted on the agency.

I have to close a client's support period due to reasons related to the impact of the COVID-19 crisis.

An existing client requires additional or different services due to COVID-19 issues.

The level or type of services able to be provided to a client is affected by the COVID-19 crisis.

A client says their main source of income is the JobKeeper payment.

A client says their main source of income is the JobSeeker payment.

I have a different question not covered here.



### A new client is seeking assistance due to COVID-19 issues.

If a client tells you that one of the reasons for seeking assistance is due to the impact that the COVID-19 crisis has had on them:

1. Under 'Reason for seeking assistance', record all reasons categories that apply (e.g. Financial difficulties, Employment difficulties, Medical issues) and record 'Other'.
2. Record 'COVID-19' in the free text field.

### My agency cannot provide services to someone due to COVID-19 issues that have impacted on the agency.

If your agency cannot provide some services to an ongoing client as a result of the COVID-19 crisis:

1. Update the 'Reasons for seeking assistance' and record 'Other'.
2. Record 'COVID-19' in the free text field. If 'Other' has already been recorded, add 'COVID-19' at the beginning of the free text field.

If your agency cannot provide ANY services for someone seeking assistance as a result of the COVID-19 crisis:

1. Create an Unassisted Persons form.
2. In the question asking why services could not be provided, record all reasons that apply and also select the 'Other' category.
3. In the Notes field, record 'COVID-19'.
  - a. If your client management system does not have a Notes field on the Unassisted Persons form, skip this step.

### I have to close a client's support period due to reasons related to the impact of the COVID-19 crisis.

If you close a client's support period due to the COVID-19 crisis:

1. Record 'Reason support period ended', choosing the category that best describes the situation, e.g. Service withdrawn from client and no referral made, Client referred to a mainstream agency.
2. Update the 'Reasons for seeking assistance' and record 'Other'.
3. Record 'COVID-19' in the free text field. If 'Other' has already been recorded, add 'COVID-19' at the beginning of the free text field.

### An existing client requires additional or different services due to COVID-19 issues.

If a client requires services or services have to be provided differently due to the COVID-19 crisis:

1. Record those services normally.
2. Update the 'Reasons for seeking assistance' and record 'Other'.
3. Record 'COVID-19' in the free text field. If 'Other' has already been recorded, add 'COVID-19' at the beginning of the free text field.



The level or type of services able to be provided to a client is affected by the COVID-19 crisis.

If the level of services or the type of services able to be provided to a client is impacted by COVID-19 issues:

1. Update the 'Reasons for seeking assistance' and record 'Other'.
2. Record 'COVID-19' in the free text field. If 'Other' has already been recorded, add 'COVID-19' at the beginning of the free text field.

A client says their main source of income is the JobKeeper payment.

If a client tells you their main source of income is the JobKeeper payment:

1. In the client's 'Main income source' record 'Employee income'.

The JobKeeper payment is designed to help businesses affected by the Coronavirus cover the costs of their employees' wages, so more employees can retain their job and continue to earn an income. The JobKeeper payment is made to businesses not individuals.

A client says their main source of income is the JobSeeker payment.

If a client tells you their main source of income is the JobSeeker payment:

1. In the client's 'Main Income source' record 'Newstart allowance'.

The JobSeeker payment was introduced on 20 March 2020 and replaced the Newstart allowance.

A client has a job but has not been paid for the last fortnight.

If a client tells you they have a job but have not been paid for the last fortnight:

1. Record the client as employed
2. Record their employment status as full time (35 hours or more a week) or part time (less than 35 hours a week) based on their usual hours worked.

A person is still an employee if they were:

- On paid leave
- On unpaid leave for up to 4 weeks
- Stood down for less than 4 weeks



A child is not attending school due to the COVID-19 crisis.

If a child usually attends school but is currently not attending school due to the COVID-19 impact on schooling:

1. Record the child's usual schooling arrangement.

I have a different question not covered here.

If you have any other queries or require assistance, please contact the SHS collection support hotline at [homelessness@aihw.gov.au](mailto:homelessness@aihw.gov.au)

