



Australian Government  
Australian Institute of  
Health and Welfare

Specialist Homelessness Services Collection

# New and updated items in the SHSC

The logo for the Australian Institute of Health and Welfare (AIHW), consisting of the letters 'AIHW' in a bold, sans-serif font. Each letter is a different color: 'A' is blue, 'I' is green, 'H' is purple, and 'W' is red.

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This information pack provides details on the new and updated items, which will be introduced into the SHSC from 1 July 2019.

New and changed items ONLY apply for new support periods that start on or after 1 July 2019. Clients with ongoing support periods at 1 July 2019 do not need these changes applied.

New items:

- [NDIS indicator](#)
- [Main language other than English spoken at home](#)
- [Proficiency in spoken English](#)

Updated items:

- [Sex of client](#)
- [Assistance for family and domestic violence](#)

Select any of the above items to get more information.

# NDIS Indicator

## Description of new item

- This is a new question which measures the client's participation in the National Insurance Disability Scheme (NDIS).
- It indicates whether a person is a participant in the National Disability Insurance Scheme (NDIS) **and** is receiving a package of support from the National Disability Insurance Agency (NDIA).
- The data collected may be used to understand more about SHS clients who are NDIS participants, so that policy and service responses can be developed that are effective for this particular group of clients.

# NDIS Indicator

## Wording

*Is the client currently receiving an agreed package of support through the National Disability Insurance Scheme?*

- Yes
- No
- Don't know

## How do I complete this item?

- Ask if the client is currently receiving an agreed package of support through the NDIS.
- The question should be answered from the perspective of the client. A carer can answer on behalf of the client.

*Note:* Not all clients identified as having a disability in the SHSC are eligible for the NDIS.

# NDIS Indicator

## Response definitions

### *Yes*

- The client is currently receiving an agreed package of support through the NDIS.

### *No*

- The client is not currently receiving an agreed package of support through the NDIS. This includes any client who is not eligible to apply for the NDIS.
- The client has applied for support through the NDIS and has been found to be eligible for the scheme, but is not yet receiving an agreed package of support.

### *Don't know*

- The information is not known or the client has refused to provide the information.

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# Main language other than English spoken at home

## Description of new item

- This item identifies whether the client speaks a language other than English at home. If the client speaks English as well as another language at home, then this item identifies the non-English language that is spoken at home, on a regular basis, to communicate with other residents and regular visitors to the home.
- The information can be used to indicate how many clients may suffer disadvantage in terms of their ability to access services due to language and/or cultural difficulties.

# Main language other than English spoken at home

## Wording

*Does the client speak a language other than English at home?*

## Response definitions

*No language other than English is spoken at home*

- Record 'English'.

*Language other than English is spoken at home*

- Record the main language, other than English, spoken at home.

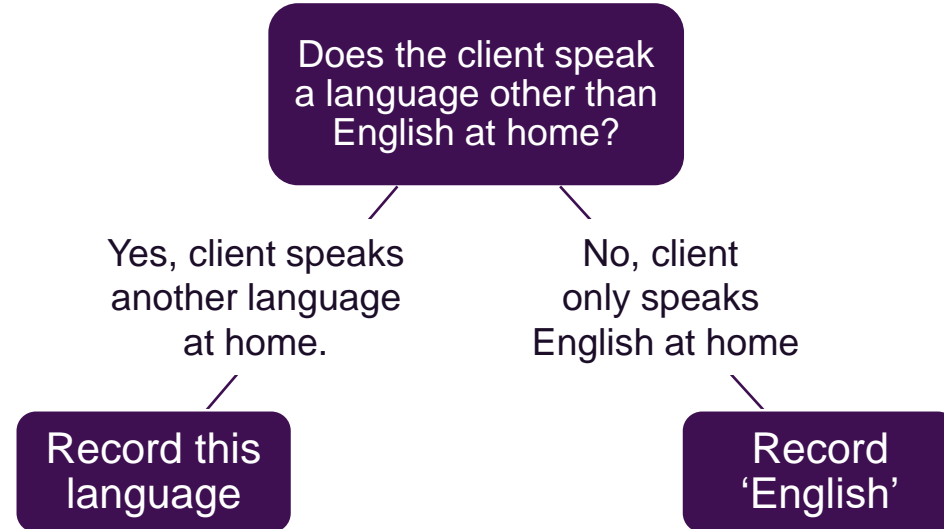
*Not stated*

- The main language spoken is not known to the agency worker.
- The main language is not in the list of languages provided.
- The client cannot communicate at all.

# Main language other than English spoken at home

## How do I complete this item?

- Ask if the client speaks a language other than English at home, on a regular basis to communicate with other residents or regular visitors.





# Main language other than English spoken at home

## How do I complete this item?

- If two or more non-English languages are spoken at home, select the language spoken most often.
- Where the client is without a home, record the main language spoken other than English.
- If a child aged under 2 years is expected to learn to speak a language other than English at home, record that language. Otherwise, record 'English'.
- Auslan and other sign languages are included as options in the list of languages. Signed English/finger spelling should be recorded as 'English'.
- For clients who cannot communicate due to an intellectual or physical disability, select 'Not stated'.
- If the agency worker updates the response to this question, the response to 'Proficiency in spoken English' must also be reviewed.

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# Proficiency in Spoken English

## Description of new item

- This item is only asked of clients who speak a language other than English at home and indicates how well they speak English.
- The information can be used to indicate how many clients may suffer disadvantage in terms of their ability to access services as a result of a lack of competence in spoken English.

## Wording

*Does the client consider that they speak English, very well, well, not well or not at all?*

- Very Well
- Well
- Not well
- Not at all
- Don't know
- Not applicable

# Proficiency in Spoken English

## How do I complete this item?

- This is asked after the main language spoken at home is identified.
- If the client speaks a language other than English at home, ask how well they consider they speak English.
- Record 'Not applicable' if the client only speaks English at home or is aged less than 5 years.
- It is a self-assessed view about how well a client considers they can conduct a conversation in English about everyday things.

# Proficiency in Spoken English

## Response Definitions

### *Very well*

- The client considers that they speak English very well.

### *Well*

- The client considers that they speak English well.

### *Not well*

- The client considers that they do not speak English well.

### *Not at all*

- The client considers that they cannot speak English at all.
- The client cannot verbally communicate due to an intellectual or physical disability.

### *Don't know*

- The information is not known or the client has refused to provide the information.

### *Not applicable*

- The client only speaks English at home.
- The client is aged less than 5 years.

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# Sex of client

## Summary of change

- A new option of “Other” has been added to the questions which record the person’s sex.
- This option appears in both the Client Support Period and the Unassisted Persons Form.

## Revised question

Sex

- Male
- Female
- Other

# Sex of client

## Explanation of change

- The addition of the 'Other' response category enables recording of people who do not have biological characteristics typically associated with either the male or female sex, as reported by the client.
- This option can be used to record persons identifying as 'indeterminate', 'intersex', 'non-binary' and 'unspecified'.
- Apart from the addition of 'Other', this question is recorded in the same way it has been previously collected.

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# Assistance for Domestic Violence

## Summary of Changes

- A number of responses have been added to existing items to further clarify data in relation to domestic violence.

### **New responses added to the following items**

#### *Source of Referral*

- Family and domestic violence service (non SHS)

#### *Services and assistance*

- Assistance for family/domestic violence — victim support services
- Assistance for family/domestic violence — perpetrator support services

#### *Services requested by unassisted persons*

- Assistance for family and domestic violence

# Assistance for Domestic Violence

## Source of referral – Definition of new response

### Family and domestic violence service (non SHS)

- A family and domestic violence service which is not a SHS agency, that delivers services to a specific target group – people experiencing family and domestic violence (for both victims and perpetrators).
- This does NOT include Specialist Homelessness Services agencies that provide family and domestic violence services. These should be recorded under ‘Specialist Homelessness Agency/outreach worker’.
- This includes children and accompanying family members if they themselves are receiving these services.



# Assistance for Domestic Violence

## Services and assistance – Definition of new responses

Assistance for family/domestic violence — victim support services

- One-to-one discussion or group sessions with the client, focused around violence (for example, physical or emotional abuse) inflicted on the client by a family member, including a current or former spouse/partner.
- This includes referring the client for counselling to a family and domestic violence support group, or specialised domestic violence support service for victims of domestic violence.
- This includes children and accompanying family members if they themselves receive support services for victims.

# Assistance for Domestic Violence

## Services and assistance – Definition of new responses

Assistance for family/domestic violence — perpetrator support services

- One-to-one discussion or group sessions with the client, focused around perpetrator support services for violence (for example, physical or emotional abuse) inflicted by the client on a family member, including a current or former spouse/partner.
- This includes referring the client for counselling to a family and domestic violence support group, or for specialised perpetrator support services.

# Assistance for Domestic Violence

## Services requested by unassisted persons – Definition of new response

### Assistance for family and domestic violence

- The person sought assistance as a result of family and domestic violence.
- This includes children and accompanying family members if they themselves are seeking these services.
- This does not include assistance for trauma. For assistance for trauma select 'General assistance and support'.

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