

Australian Institute of Health and Welfare

User guide

Pilot data collection on specialist crisis family and domestic violence services

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Need help?

Get in touch at FDVPilot@aihw.gov.au

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1. Introduction

This User Guide is for organisations completing the Microsoft Excel template component of the pilot data collection on specialist crisis family and domestic violence (FDV) services ('the pilot'). It outlines when and how staff members should record data items in the Excel template and how data should be submitted.

The User Guide should be used alongside the 'Metadata specifications for outlets' document (sometimes referred to as the 'Metadata specifications' document). If needed, revised versions will be circulated and uploaded to the AIHW website and service outlets will be notified.

What is the pilot?

The pilot is a way of testing data specifications and methods for a potential, future national collection. It is run by the Australian Institute of Health and Welfare (AIHW), with funding from the Department of Social Services. The pilot involves organisations collecting and supplying data to the AIHW and providing expert advice about the suitability of these data specifications and processes.

The overarching aim is to inform recommendations about how we could build a future national data collection. If established, a national data collection would provide a nationally consistent understanding of specialist crisis FDV services in Australia.

How do we collect data for the pilot?

During the pilot, participating organisations will be asked to record data using an Excel template designed by the AIHW. Data will need to be recorded according to the metadata specifications provided.

The completed template will contain data about all in-scope persons who were referred (or self-referred) to participating service outlets during the pilot period, and information about the individuals such as:

- their demographics
- the services they needed and received
- their level of risk
- the people who have used violence against them, and the types of harmful behaviours they engaged in.

Information about who is in-scope for the pilot is provided in [Who should you collect data about in the pilot?](#)

Why collect these data?

If established, a national collection will provide nationally consistent data on service use among people who are experiencing family and domestic violence, for example, which services are needed and provided, and which needs remain unmet. It will answer questions such as:

- How many people seek specialist crisis FDV services?

- What are the circumstances of people seeking help?
- What services do people experiencing FDV need?
- How many people are assisted, and how many are unassisted?
- What is the main reason why a person experiencing FDV does not receive a service they need?
- What can service-level data tell us about people who use violence?

Three of the key aims of the pilot are to:

- test whether new data items developed by the AIHW are suitable for a national collection
- assess whether new or existing data items can be used to measure demand and unmet demand for specialist crisis FDV services
- test data governance and data flow arrangements (that is, see whether data can be securely provided to the AIHW in a useable format).

When will the pilot run?

The pilot data collection period will run from 2 March to 31 May 2026. However, some service outlets have negotiated a different time period or shorter duration with the AIHW. If you are unsure which time period or duration applies to your service outlet, please contact fdvpilot@aihw.gov.au.

Generally, data will be supplied to the AIHW only once for the agreed entire data collection period, after the data collection period is complete. If you are interested in submitting a template before the end of the collection period either because you have a large volume of referrals, or if you are completing the pilot for a reduced duration of time, you should get in touch with us to confirm the best approach.

Which service outlets are participating?

Over 100 service outlets across Australia are participating in the pilot. Participating outlets are those that:

- receive funding from a government agency
- offer specialist crisis FDV services to victim-survivors of FDV, and
- have opted in to participate in the pilot.

When we say 'service outlet', we are referring to a recognised branch of a service provider that delivers support and will report data separately for the pilot to the AIHW. Outlets may represent distinct geographic areas or program types within a broader organisation. A service provider organisation may have several outlets, or only one. In the pilot, each service outlet will be provided with a Unique Service Outlet ID.

Most participating service outlets are completing the Excel template only and are not required to supply data from their Client Management Systems (CMS). However, a small number are supplying more than one flow of data. If you are unsure how your service outlet is participating, please email fdvpilot@aihw.gov.au.

How will the data be used?

Information provided to the AIHW will be used to address the pilot aims and inform recommendations for an ongoing national data collection. Data will not be used to evaluate service outlets or make comparisons between organisations. Data collected in the Excel template will not be linked with any other data.

Prior to participation, each organisation must agree data sharing arrangements with the AIHW.

How will the AIHW protect pilot data?

The AIHW has a responsibility to maintain the privacy and security of all information that it holds. As a long-standing professional data management organisation, privacy, confidentiality and respect for the sensitivity of data is assured through our legislation, and embedded in our work policies, procedures and organisational culture.

The AIHW's work on the pilot will be carried out:

- within the confidential and privacy protections of relevant legislation and AIHW's existing data governance policies and procedures
- by authorised AIHW employees that have signed the AIHW confidentiality undertaking
- within secure computer systems and tools at AIHW, with access restricted to project team members.

Throughout the pilot outlets **should not send any personal information** relating to people supported by their service (such as name, full address) to the AIHW. Should this occur, the AIHW must follow specific steps to manage the disclosure and ensure the information is securely deleted.

If you are unsure about any of the above, please email fdvpilot@aihw.gov.au.

How to contact the AIHW

If you have questions about the pilot, you can contact the AIHW by:

1. emailing fdvpilot@aihw.gov.au
2. attending our drop-in sessions. Information about these sessions will be sent to participating outlets prior to the pilot commencement.
3. calling us during business hours during the pilot data collection period on (02) 6249 4866.

We will also be uploading resources to the [AIHW website](#), and will provide you with links to relevant materials. The AIHW website will host the **latest version** of all relevant resources.

2. Roles and responsibilities

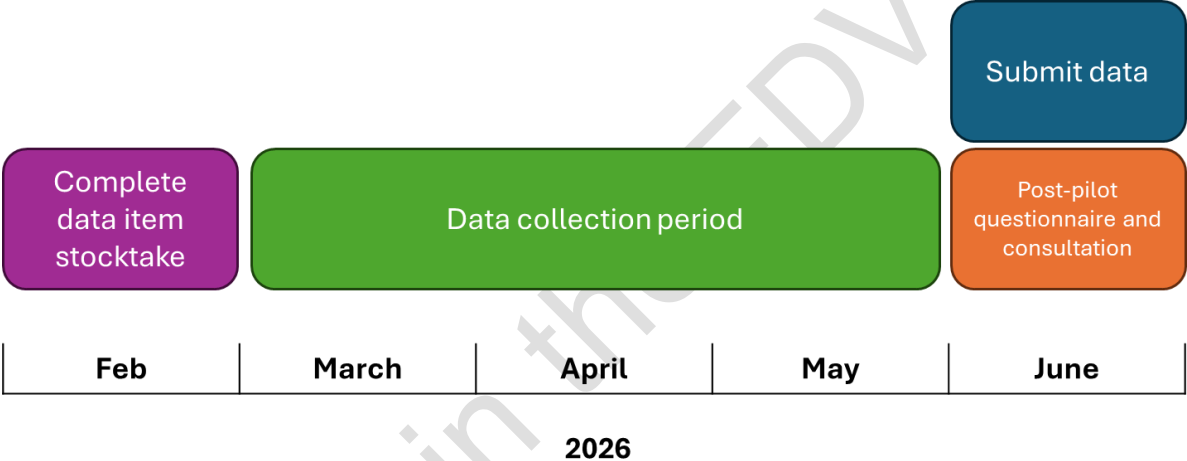
What do service outlets need to do?

A **service outlet** is a recognised branch of a service provider that delivers support to service users. Outlets may represent distinct geographic areas or program types within a broader service provider. A service provider organisation may have several outlets, or only one.

In the pilot, each service outlet has a unique Service Outlet ID. This ID will be generated and provided by the AIHW via email.

The completed Excel 'DataReport' sheet from the template should be completed and supplied to the AIHW for each service outlet participating in the pilot. Your organisation may have multiple service outlets participating and an outlet may have multiple Excel template files if there are a large number of incoming referrals during the data collection period.

Figure 2: Timeline of tasks related to pilot data collection




Before the pilot data collection period, each participating service outlet will need to complete a stocktake of the data items, which tells us how many of the pilot data items you intend to collect as part of the pilot. More information about this can be found in the section [Completing the Outlet Info and Stocktake](#).

During the data collection period, service outlets will need to enter data into the Microsoft Excel template about people referred to their outlet who meet the scope criteria (see [Who should you collect data about in the pilot?](#)). The data items that each outlet needs to complete in the template are detailed in [Data specifications](#). The AIHW will provide the Excel template to each service outlet before the data collection period begins.

Once the pilot data collection period has finished, service outlets will need to upload a completed data report (in the Excel template) to the AIHW using Validata, which is our secure web-based data submission and validation platform. Instructions for using Validata will be circulated prior to the end of the data collection period.

Service outlet staff will also be asked to complete a survey and/or participate in a meeting with the AIHW at the end of the data collection period. This consultation will include questions about the data items in the Excel template, such as whether they were clear and relevant to the outlet's service users and activities. Data from the pilot and information



provided in the survey will help the AIHW to finalise recommendations relating to a future national collection.

Who is responsible for data entry?

Service outlets are responsible for completing the Excel template and providing it to the AIHW. Each service outlet may decide which individual staff member will complete the template. For example, support workers may complete the template 'on the job' as they provide support. Alternatively, a single dedicated staff member may complete the template for all service users based on business-as-usual data collection and case notes. It is the outlet's responsibility to ensure that sufficient information is collected from service users to accurately complete the template data items.

For use in the FDV Pilot

3. Understanding the pilot collection

Who should you collect data about in the pilot?

During the pilot period, the Excel template needs to be completed for all persons (including children and young people) who meet all the following criteria:

1. they are referred (or self-refer) to your service outlet
2. they are a victim-survivor of FDV
3. they are in urgent need of support due to FDV
4. they are not already receiving services from your service outlet (that is, they do not have an open support period).

People who meet these criteria are known as new **service users**. Where a service user receives a service from your outlet after referral, they are known as an **assisted person**. Where they do not receive a service, they are known as an **unassisted person**. The amount of data recorded in the Excel template depends on whether the person is assisted or unassisted (see [Data specifications](#)). Outlets familiar with the Specialist Homelessness Service Collection (SHSC) should note that the definition of an 'assisted person' in the pilot may be broader than that which they apply to identify 'clients' for the SHSC. An assisted person for the pilot is anyone who receives a service from the outlet, irrespective of whether the person is present (see Figure 2).

For use in the pilot

Figure 3.1: Who is data collected about?

Data should be collected in the template for **every new specialist crisis FDV service user** during the pilot period. This might be broader than what you may ordinarily define as a 'client' in your CMS.

Specialist crisis FDV service users
Victim-survivors of FDV who are referred (or self-refer) to an in-scope service outlet and are identified as in need of urgent support due to FDV.

Including:

<p>Unassisted persons</p> <p>Service users who:</p> <ul style="list-style-type: none">do not receive any service, specialist crisis FDV service or other, at the outlet, andare not provided with a warm referral to have any of their service needs met.	<p>Assisted persons</p> <p>Service users who are either provided with a service at the outlet, or referred elsewhere to have a service need met.</p> <ul style="list-style-type: none">Includes where an organisation commences work on behalf of that person, including warm referral, allocations, case coordinationIncludes the people you would ordinarily record as clients. <p>A referral should only be considered 'assistance' if it is a warm referral, and the service user is accepted to commence support at the other agency.</p>
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Assisted and unassisted persons

Assisted person

An assisted person is a specialist crisis FDV service user provided with at least one service by an in-scope service outlet, or who is referred to another service outlet to have a need met. Assisted persons are a subset of service users.

It is up to the discretion of your service outlet to make a decision about whether the person was provided with a service or not, remembering that services can include support provided when the person is not physically present. A referral should only be considered a 'service' if you contact another agency and the person is accepted by that agency to commence support.

If you are uncertain whether a person has received a service, Box 1 includes some guidelines to assist you.

Box 3: Did my service outlet provide a service?

An assisted person is someone who receives a service either at your service outlet, or by being referred elsewhere to receive it. You should consider a person to have received a service if:

- you commence work on behalf of a person, for example by making phone calls on their behalf. This could be considered as providing Crisis case coordination, or Support to access other services
- you provide regular contact to a person, and conduct some assessment and safety planning with them while you're waiting for a case manager to become available. Note that you may not ordinarily consider this person a client, but in the pilot, we would consider this person as assisted and provided with Safety planning, or Advice and information
- you provide specialist family and domestic violence (FDV) emergency accommodation to a person or group of people (note that all people who use that accommodation are considered to have been 'provided' with the service). This could be considered as providing Specialist family and domestic violence (FDV) emergency accommodation
- you provide assistance with rental payments to a person. Note that only the person you provide the assistance to has been 'provided' with the service. Others who live in the rental property should not be included in the Excel template unless they are also referred to, and receive, a service from your outlet. This could be considered as providing Material aid/brokerage
- you provide medical or other allied health services, for example, to assist with physical and mental health. This would be considered as providing Other.

You should consider a person to have been referred for a service if:

- you contact another agency and arrange for a person to receive a service there and they are accepted by that agency to commence support (for example, for Crisis counselling, Legal and/or court support).

If you provide a service to a parent and child are referred (or self-refer) together then both the parent and the child are considered to have received the service. Similarly, if both the parent and the child were referred to another service (and accepted by the other provider) then both the parent and the child are considered to have been referred to that service. They should be recorded in the template as 2 separate individuals. See the section on [Recording data](#) for more detail.

Note that the definition of an 'assisted person' in the pilot may differ slightly from what your outlet uses to define a 'client' in the Specialist Homeless Services Collection. As part of the pilot, we are aiming to test the capture of a broader range of activities from service outlets than those that would typically be provided to, and recorded as 'clients'.

Unassisted person

An unassisted person is a specialist crisis FDV service user who does not receive any service at the outlet. There are several reasons why a person may not receive a service from your outlet, such as:

- your service outlet does not have capacity to respond to a referral or request, so it goes unanswered
- your service outlet chooses not to provide the requested service, and you cannot or do not arrange for to be provided elsewhere

- your service outlet cannot currently provide the requested service due to high demand, and you cannot or do not arrange for them to receive it elsewhere
- the person is ineligible for service because they do not fit the criteria for assistance (for example, a father and son who seek emergency accommodation at a women's refuge), and you cannot or do not arrange for them to receive it elsewhere.

A person cannot be an unassisted person if they received at least one service from your outlet, or if you arrange, via referral, for them to receive a service elsewhere. If they were provided with at least one service, or referred elsewhere to have a service need met, they are an **assisted person**.

Children who are referred to your outlet and who are not provided with a service (or referred elsewhere) should be recorded as unassisted persons.

Case studies: Assisted and unassisted persons

Table 3.1 below provides examples of assisted and unassisted persons.

Table 3.1: Example case studies

Scenario	Example	Outcome
All needed services provided	Rachael presents at a service outlet after experiencing violence by a family member at her home. She requires a risk assessment, safety plan and crisis accommodation, all of which are provided by the outlet.	Rachael is an assisted person in the pilot, because the service outlet has provided her a service.
Some needed services provided	A service outlet receives a referral for Jess from her mother after she noticed signs of domestic violence. The service outlet contacts Jess, conducts a risk assessment and arranges emergency accommodation. However, they cannot provide the crisis counselling she requests. The service outlet suggests that Jess ring another service for counselling, but do not arrange the referral for that counselling.	Jess is an assisted person in the pilot, because the service outlet has provided her a service. Jess' need for crisis counselling is unmet, because it has been neither provided nor arranged via a referral.
Needed services provided to some group members	Two 16 year olds, Holly and Mike are brought to a service outlet after being removed from their home by police. The service outlet is able to provide emergency accommodation for Holly but not Mike because they do not accept males aged over 10 years. They suggest the police try another shelter for Mike, but do not make contact with that shelter.	Holly is an assisted person because the outlet provided her a service. Mike is an unassisted person because the outlet did not provide or arrange accommodation for him.
Needed services are arranged to be provided elsewhere	Tessa is referred to a service outlet by the police, and needs emergency accommodation. The outlet does not have any accommodation available, but calls another shelter who agrees to provide crisis accommodation.	Tessa is an assisted person in the pilot, because the service outlet has arranged for her service needs to be met elsewhere.

Needed services not provided or arranged	Caitlin presents to a specialist crisis FDV service outlet. Caitlin is staying with a friend but needs help to retrieve her belongings from her home. The outlet does not have any support staff available to help. They suggest that Caitlin call a central intake line for other options.	Caitlin is an unassisted person , because the service outlet was not able to meet her needs and did not arrange for them to be met elsewhere.
Person is out of scope for the pilot	Diwa is referred for crisis support after experiencing violence. She has a child at home who is at risk of violence, but that child was not mentioned on the referral and does not turn up to the service outlet for help. The outlet provides Diwa with cash to help her and her child move house.	Diwa is an assisted person because she has received a service. Her child is not an assisted or unassisted person, as they were not referred to the service outlet. The child should not be recorded in the template.

Support period

A support period refers to the period of time a person receives services from your outlet. A support period begins when a service outlet first provides a service to an assisted person and ends on the last day on which services are provided.

IMPORTANT

The definition of 'providing a service' in the pilot includes all services on behalf of a person, including where the person is not present. This means that the pilot's definition of a 'support period' might be broader than what is ordinarily used by your organisation.

Some examples of where we would expect to record a support period in the pilot are:

- you provide accommodation for a person, or arrange for them to receive accommodation elsewhere
- you provide assistance with rental payments
- you commence work on behalf of a person, for example by making phone calls
- you contact another agency and arrange for a person to receive a service, and they are accepted by that agency to commence support.

A support period may end for several reasons, including when:

- the relationship between the assisted person and your outlet ends
- the assisted person has reached the maximum amount of support your outlet can offer
- the assisted person has stopped attending your outlet to receive services and you do not expect them to return.

Relationship between support period and data collection period

For the pilot, the data collection period will run from 2 March to 31 May 2026.

An assisted person may have one or multiple support periods during the data collection period. A support period should end if there is a break in provision of services wherein you do not expect to continue providing services to the assisted person. If services restart at a later stage, a new support period should be opened. In some cases, there might be a long delay in provision of services during a support period, for example where you are awaiting a court appearance.

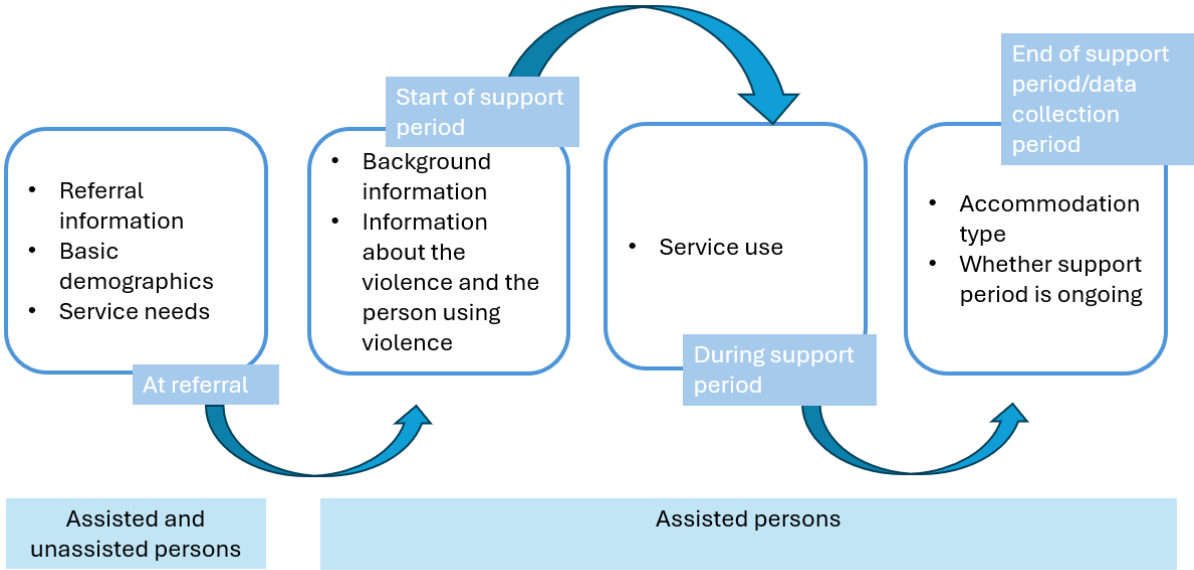
When to collect information

Data about service users need to be completed at the following time points during the pilot:

1. at the time of their referral (assisted and unassisted persons)
2. at the time they start a support period (assisted persons only)
3. at the end of their support period (assisted persons only)
4. at the end of the data collection period (assisted persons only).

It is important that you collect all the information that your service outlet has agreed to collect during the pilot at the correct time points. Figure 3 shows what types of information will be collected at the different time points during the pilot. Details about which specific data items should be collected at each of these time points are provided in [Data specifications](#).

Figure 3.2: Data items to be collected at each time point



What pilot information is collected when?

Table 3.2 outlines which data information should be collected in the Excel template at each time point.

Table 3.2: Timing of collection of each data items

	At referral	Start of support period	During support period	End of support period/

				data collection period
Unique identifier	✓			
Gender	✓			
Age group	✓			
Incoming referral date	✓			
Incoming referral source(s)	✓			
Whether support period is ongoing				✓
Accommodation type		✓		✓
Has adult or child dependent		✓		
Ongoing legal matter		✓		
Legal matter type		✓		
Australian residency status		✓		
Level of risk		✓		
Exposure to domestic or family violence		✓		
Service types needed			✓	
Service types provided			✓	
Date service type first provided			✓	
Service types referred for			✓	
Date service type first referred for			✓	
Reason for not providing a service type			✓	
Number of accommodation nights			✓	
Contact time			✓	
Casework time			✓	
Travel time			✓	
Relationship between service user and person using violence		✓		
Harmful behaviours by person using violence		✓		
Alcohol/drug use of person using violence		✓		

4. How to complete the template

This section outlines how the Excel template should be completed during the pilot data collection period.

The term 'template' refers to one Excel workbook file.

What is included in the Excel template?

The Excel template contains the following worksheets:

Sheet	Description
Contents	This sheet is for navigation between different key areas of the workbook. To navigate between worksheets, use the sheet labelled Persons List .
Information	Overview of the pilot project, the objectives and key contact details. This sheet includes high level instructions for using the template.
Outlet info and stocktake	<p>This sheet records outlet-specific information such as outlet name and program.</p> <p>This sheet also tells us how many of the pilot data items you will be collecting as part of the pilot. <u>You will need to complete the stocktake before you begin recording data in the template.</u> Based on your responses to the stocktake, your template will automatically update to show you the fields that need to be completed.</p> <p>To complete this section, refer to Appendix A for information on which data items the AIHW would consider to be already collected by your outlet.</p>
Persons list	<p>This sheet is for navigation. It shows you a full list of in-scope persons who have a service episode recorded in the template.</p> <p>This sheet allows you to easily find someone whose referral information you have already entered into the template. You will not be required to enter any information into this tab. Filters can be used to quickly find sheets containing: assisted or unassisted persons; open or closed support periods; incomplete sections.</p> <p>This sheet <u>will not be shared with the AIHW</u>.</p>
Service episode (SE) worksheets (100)	<p>These sheets are where you will be recording information about a particular person during a service episode.</p> <p>You should begin a new SE worksheet every time a person refers into your service in need of crisis FDV support. An SE worksheet can relate to an assisted person (who begins a support period) or an unassisted person (who does not receive any services). See the section on Assisted and Unassisted persons for descriptions of assisted vs. unassisted persons.</p> <p>You should only begin a new sheet if the person doesn't already have an active service episode or support period open.</p>
DataReport	This is automatically populated by the data that you enter into the Service Episode worksheets. The Data Report contains data that will be supplied to the AIHW. It does not contain any information that identifies service users from your outlet assists.

StocktakeReport

This is automatically populated by the information you enter into Outlet info and stocktake sheet. You will need to convert this to .csv and provide a copy to the AIHW before you begin collecting data. More information about how to do this can be found in [Appendix B](#).

How many templates do I use?

Each service outlet should use one template for every 100 service episodes. Each service outlet will have its own unique Service Outlet ID. Templates should not be shared between different service outlets.

For many outlets, only 1 template will be required to capture data for the whole pilot data collection period. However, some high-volume service outlets may require 2 or 3 templates. For the pilot, a service outlet is high-volume if it receives more than 3 incoming referrals per day. If you are a high-volume service outlet, we recommend that you collect data about a *sample* of in-scope service users during the pilot. See [Sampling Service Users](#) for more information.

You should only download and begin a new template when your first template becomes full.

If you require multiple templates:

- You must complete the **Outlet Info and Stocktake sheet again** and submit it via email. On this page, please make sure to select the next highest Template number (i.e. 2 = 2nd template) in the new template. This will allow the AIHW to prepare Validata to accept your new template's Data Report at the end of the collection period.
- Please ensure that a person does not have multiple support periods open across more than one template. Everyone's episodes should be managed within a single template per outlet. This process maintains accurate records and supports effective data collection for reporting purposes.

If multiple staff members at your outlet are responsible for recording pilot data, you will have to ensure you are all entering data in the same template, so that information about the same service episode is not double counted.

Sampling service users

Some service outlets participating in the pilot have a high volume of referrals. A high-volume outlet for the pilot is one that typically receives more than 3 in-scope referrals per day. For these outlets, it is not practical to complete the Excel template for every in-scope service user and a sample should be used. High-volume service outlets will need to choose a method of selecting a sample of referrals. This method should endeavour to:

- record a maximum of 3 in-scope referrals each day
- select a diverse group of service users, for example assisted and unassisted persons, and people from a range of different backgrounds and circumstances.

Methods of sampling may include:

- recording service users first assisted by certain staff members
- entering every second or third in-scope referral
- randomly selecting client identifiers from a list
- entering all service users who are referred on a particular day of the week.

Once a person has been selected as in the sample, you must continue to record data about them for the duration of the pilot.

Completing the Outlet Info and Stocktake

Before you enter any data, you will need to complete the **Outlet Info and Stocktake** sheet.

The purpose of this sheet is to:

- record service outlet-specific information
- identify which of the new data items you are opting-in to test as part of the pilot

You will need to share a completed copy of the Outlet Info and Stocktake with the AIHW before data collection begins. Instructions on how to do this are in [Appendix B](#).

Step-by-step instructions

Completing the outlet info and stocktake

- Complete the required information about your service outlet on the *Outlet info and Stocktake* sheet**

Information about your outlet:

Please complete information about your outlet below:

Service outlet identifier		
Service outlet name and Program		
Service outlet State/Territory	Select option	
Service outlet Suburb/Town or Postcode		
Template number (1=1st)	Select option	
Template collection start date (dd/mm/yyyy)		

Service outlet identifier (ID): The AIHW will provide each service outlet with a unique service outlet ID. You will have 1 service outlet ID for every individual outlet participating in the pilot.

Service outlet name and program should include the name that you would use to uniquely identify a separate outlet within your organisation. Program type can also be included here if this is how you would typically distinguish between service sites. For example, 'AIHW Bruce (Refuge)' and 'AIHW Bruce (Outreach)' may be separate service outlets for the purpose of the pilot.

Template number should be 1 for the first template you complete (and numbered in ascending order for every additional template your outlet uses). You will need to use multiple templates during the pilot period if you have more than 100 service episodes recorded.

Template collection start date is the date on which you started using that template to collect information about referrals.

Completing the outlet info and stocktake

2. Tell us which service types you provide

Which of these crisis services do you provide to family and domestic violence victim survivors?
(Tick all that apply)

Specialist family and domestic violence (FDV) emergency accommodation	<input type="checkbox"/>
Other emergency accommodation	<input type="checkbox"/>
Hotels, motels, and caravan parks	<input type="checkbox"/>
Material aid/brokerage	<input type="checkbox"/>
Physical assistance	<input type="checkbox"/>
Crisis counselling	<input type="checkbox"/>
Case coordination	<input type="checkbox"/>
Crisis case management	<input type="checkbox"/>
Risk assessment	<input type="checkbox"/>
Safety planning	<input type="checkbox"/>
Advice and information	<input type="checkbox"/>
Childcare	<input type="checkbox"/>
Support to access other services	<input type="checkbox"/>
Advocacy/liaison	<input type="checkbox"/>
Safety upgrades	<input type="checkbox"/>
Meals	<input type="checkbox"/>
Transport	<input type="checkbox"/>
Culturally specific service	<input type="checkbox"/>
Legal and/or court support	<input type="checkbox"/>
Financial information/advice	<input type="checkbox"/>

This section is intended to give the AIHW an overview of the type of programs you deliver at your service outlet to FDV victim-survivors in crisis, to help with pilot data analysis. Your response should show us which service types you would typically provide as part of your core business, if you have availability.

Do not include the service types that you would never provide at the specific outlet (for example, the service types that you would always refer a person elsewhere to receive).

Completing the outlet info and stocktake

3. Review the metadata specifications for all new metadata items and complete the stocktake

Item	Data items with new metadata specifications	Do you already collect this item? Refer to diagram above	Would you like to collect it during this pilot?	Actions
1	Incoming referral source	Select option	Select option	
2	Accommodation type start	Select option	Select option	
3	Accommodation type end	Select option	Select option	
4	Has adult or child dependents	Select option	Select option	
5	Has ongoing legal matter	Select option	Select option	
6	Legal matter type	Select option	Select option	
7	Australian residency status	Select option	Select option	
8	Number of accommodation nights provided	Select option	Select option	
9	Amount of contact time	Select option	Select option	
10	Amount of casework time	Select option	Select option	
11	Amount of travel time	Select option	Select option	
12	Relationship between person and person using violence	Select option	Select option	
13	Alcohol and other drug use (Person using violence)	Select option	Select option	

For each of the **13** data items with new data specifications, you will need to specify whether you already collect that item, and whether you are opting to collecting it as part of the pilot.

Please carefully consider the **Metadata specifications for outlets** document and the categories and definitions before deciding whether you already collect a pilot data item.

More information is in [Appendix A](#) about how you can make this decision.

Based on your selections, the **Actions** column will tell you whether to collect each data item as part of the template. The rest of the template will update to include the fields you will need to complete.

We encourage you to test items where you are interested in contributing to the development of the data standard if it is included in a future national collection. You can choose to test an item even if you already collect it in your CMS, provided you have capacity to do so.

You will need to send a copy of your completed stocktake before you begin collecting data in the Excel template. Instructions on how to do this are in [Appendix B](#).

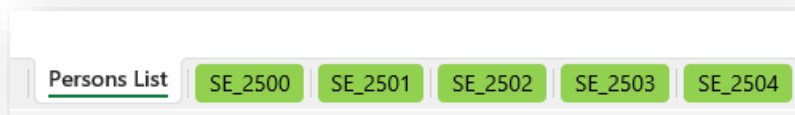
Recording data

Where should I enter data?

You will be entering data into the worksheets beginning with **SE** for each new in-scope service user. A new in-scope service user is someone who is:

1. referred (or self-refers) to your service outlet during the data collection period, and
2. a victim-survivor of FDV, and
3. in urgent need of support due to FDV, and
4. not receiving services from your service outlet at the time of referral (that is, that is, they do not have an open support period). A person is in scope if they have received services in the past, but that support period has been closed.

SE worksheets are coloured green:



Each **SE worksheet** represents a new service episode for 1 person. If a group of people present together, each person should be recorded in separate SE worksheets.

If a person completes a support period, and is referred into your service outlet again at a later stage within the pilot period, you should begin a new SE worksheet for the new service episode.

Filling out the SE Worksheet

To enter data, you will need to navigate to the first empty SE worksheet.



At the top of the worksheet, there is a **status bar** to help you navigate:

The screenshot shows the top of an Excel spreadsheet with the following components:

- Navigation:** A blue box labeled 'FDV pilot data collection template' with a 'Back to Persons List' link below it.
- Record Information:** A box containing 'Record SE_2500', 'First name Carolina', and 'Last name Walton'.
- Assisted Status:** A box stating 'Based on services received in Part B, this person is currently considered to be Assisted' and 'Complete all questions in Part A, Part B, Part C, Part D, Part E and Part F'.
- Hyperlinks Tracker:** A table with columns for 'Socialize', 'PART A', 'PART B', 'PART C', 'PART D', 'PART E', and 'PART F'. The 'Socialize' cell is blue and labeled 'Complete', while the other cells are red and labeled 'Incomplete'.

Callouts provide additional information:

- An orange callout points to the name fields: 'Using names is optional. You may choose to use an ID here instead. If you choose to use an ID, please use something that allows you to return to the same service user's worksheet'.
- An orange callout points to the 'Assisted' status: 'These will automatically update based on your responses'.
- A green callout points to the 'Hyperlinks Tracker': 'Use this status bar to see whether you are still required to input data'.

This status bar also tells you which sections you still need to complete as you enter data. Note that some sections are relevant only to Assisted Persons.

When do I begin a new SE worksheet?

You should begin a new SE worksheet every time a new in-scope person is referred (or is self-referred) to your service outlet. That is, for every person who is:

- a new service user (meaning they do not already have an open support period at the time of their incoming referral)
- a victim-survivor of FDV
- in need of urgent support due to FDV.

Each SE worksheet represents a service episode, which can be for an assisted or unassisted person. There are many ways that a person can enter the pilot scope, depending on how they are referred into your service outlet (Table 4.1).

Table 4.1: When to begin a new SE worksheet

Scenario: During the pilot...	Action
<p>Jane is referred by police to your service outlet for crisis FDV support. She has never been assisted at your outlet before and there is no record on file for her.</p>	<p>Begin a new SE worksheet.</p>
<p>Liam self-refers after experiencing FDV and has no current open support period with your outlet.</p> <p>Your client management system indicates that he had presented earlier that same day but was unassisted. You can also see that an SE worksheet was commenced earlier that day for him.</p>	<p>Liam should already have an SE worksheet for his referral earlier that day.</p> <p>For same day referrals, use the same SE worksheet.</p>
<p>Sophie self-refers into your outlet. Your client management system indicates that she presented 2 days earlier but was unassisted. At that time, an SE worksheet was commenced but no support period was opened.</p> <p>Today, you are still unable to provide her with the accommodation she is requesting.</p>	<p>Begin a new SE worksheet.</p> <p>Sophie should now have 2 SE worksheets recorded – one for each referral.</p>
<p>Jacob self-refers into your service outlet for FDV support. He is provided with risk assessment and you open a support period.</p> <p>Two days later, you receive a referral from police for Jacob, which also indicates that he is in need of FDV crisis support.</p>	<p>Jacob should have 1 SE worksheet for these referrals because at the time of the incoming police referral, he already had an open support period.</p> <p>The incoming referral should be listed as an additional incoming referral source in Jacob's existing SE worksheet.</p>
<p>Linda is currently receiving longer term recovery support through ongoing counselling, which is offered by a different area within your organisation.</p> <p>She is referred internally to you for crisis support following by a recent escalation of threats from her former partner.</p>	<p>Begin a new SE worksheet.</p> <p>Linda's SE worksheet should relate only to the activities she receives as part of the crisis support.</p>
<p>Chi and her 5 year old son, Bobby, are referred into your service outlet.</p> <p>Chi had been assisted by you previously, but the support period has since closed.</p>	<p>Begin 2 new SE worksheets</p> <p>Chi and Bobby should have their information recorded separately.</p>

In some instances, you will have to use your professional judgement to determine whether multiple referrals for the same person are related (and therefore, whether they should be recorded in the same SE worksheet). As a general rule, if multiple referrals are received on the same day for the same person, they should all be recorded together on a single SE worksheet as part of one service episode. This helps to ensure that all relevant support activities related to those referrals are tracked within the same record, avoiding duplication and making it easier to monitor the overall support provided.

Step-by-step instructions

Completing the SE worksheet

1. Complete Part A for **all in-scope persons** who are referred into your service.

Part A: Complete at referral for all persons (service users)

Data item	Enter response
Outlet's unique person identifier	
Gender	Select option
Age group	Select option
Incoming referral date (dd/mm/yyyy)	
Incoming referral source/s	<input type="checkbox"/> Self-referral <input type="checkbox"/> Specialist FDV service provider <input type="checkbox"/> Helpline <input type="checkbox"/> Other professionals <input type="checkbox"/> Police <input type="checkbox"/> Central intake service <input type="checkbox"/> Child protection <input type="checkbox"/> Member of the public <input type="checkbox"/> Emergency department or hospital <input type="checkbox"/> High-risk team <input type="checkbox"/> Education provider <input type="checkbox"/> Other <input type="checkbox"/> Mental health service <input type="checkbox"/> Early intervention/prevention program <input type="checkbox"/> Other health provider <input type="checkbox"/> Not stated /inadequately described

Blank cells require you to manually input data

'Select option' means you will have to choose from a drop-down list

Outlet's unique person identifier: Please enter a code that could be used to uniquely identify a person at your outlet. This may be a code used in your client management system, and can be up to 64 characters. Letters and numbers can be used. Please see the **Metadata specifications for outlets** document for more for guidance about the special characters that can be used.

If there are multiple incoming referral sources for the same service episode, please provide the earliest incoming referral date.

2. Complete Part B for **all persons** – including those who are unassisted.

Completing the SE worksheet

Part B: Complete services needed/provided/referred during data collection period for all persons

As selections are made, other cells may turn yellow. Yellow cells require action.

Service type	Needed	Provided		Referred		Reasons for not providing or referring for services that were needed		
	Tick if NEEDED	Tick if PROVIDED	Enter date first provided (dd/mm/yyyy)	Tick if REFERRED	Enter date first referred (dd/mm/yyyy)	Select reason 1 from list	Select reason 2 from list	Select reason 3 from list
Specialist family and domestic violence (FDV) emergency accommodation	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>				
Other emergency accommodation	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>				
Hotels, motels, and caravan parks	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>				
Material aid/brokerage	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>				
Physical assistance	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>				
Crisis counselling	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>				
Case coordination	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/>				
Crisis case management	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input type="checkbox"/>				

Only complete reasons if service was not provided and referral not arranged

If a service type was needed, but not provided AND a referral was not arranged, you will have to specify at least 1 main reason why

If a service type was provided, or a referral arranged, you will have to specify the date on which this first occurred

You will need to indicate whether each service type was **needed, provided** and/or **referred** using the tick boxes in these columns

In Part B, tick where each service was **Needed/Provided/Referred**.

You should only select 'Yes' in the Referred column if a warm/formal referral was arranged, and the person was accepted to commence support at the other agency.

If a service type was **provided or referred**, you will need to specify the date on which this first occurred.

If a service type was needed, but not provided nor referred, you will need to **specify at least 1 (main) reason why**. We have allowed up to 3 reasons, but where possible you will need to list the most important first. Additional reasons beyond 3 cannot be specified.

Note: You can hover over each service type for a definition of that service type. If you cannot see the whole note, right click on the cell and select Edit. The borders can then be expanded.

3. Complete Part C – for assisted persons only.

An assisted person is someone who is provided with a service, or referred elsewhere (via warm/formal referral), to have their service needs met. After completing Part B, you will know whether the person is assisted or not based on the status bar at the top of the worksheet.

Based on services received in Part B, this person is currently considered to be: →	Assisted
Complete all questions in Part A, Part B, Part C, Part D, Part E and Part F	

For the pilot, we are testing a definition of an 'assisted person' that is broader than what you would ordinarily consider a client. Read the section on [Assisted and Unassisted persons](#) for a detailed description.

Completing the SE worksheet

You will then need to complete Part C. Depending on your responses in the **Outlet info and stocktake sheet**, you may not have to collect all items in this section. If you do not have to collect data against an item (because you have opted not to via the stocktake) it will not appear here.

Part C: Complete at start of support period for assisted persons

Questions about Assisted Person:	
Data item	Select one response
Level of risk	Select option
Exposure to domestic or family violence	Select option
Has an adult or child dependent	Select option
Accommodation type at start	Select option
Residency status	Select option
Legal Matter/s	
Person has ongoing legal matter	Select option
<i>If question above = Yes, tick all legal matters that apply:</i>	
Active Domestic Violence Order	<input type="checkbox"/>
Domestic Violence Order application	<input type="checkbox"/>
Family law proceedings	<input type="checkbox"/>
Active parenting order	<input type="checkbox"/>
Criminal law proceedings	<input type="checkbox"/>
Civil law proceedings	<input type="checkbox"/>
Migration law proceedings	<input type="checkbox"/>
Other	<input type="checkbox"/>
Not stated/inadequately described	<input type="checkbox"/>

Questions about Person Using Violence:	
Harmful behaviour	Tick all that apply
Physical violence or abuse	<input type="checkbox"/>
Sexual violence or abuse	<input type="checkbox"/>
Emotional abuse	<input type="checkbox"/>
Controlling behaviours	<input type="checkbox"/>
Financial abuse	<input type="checkbox"/>
Stalking	<input type="checkbox"/>
Breach of court orders	<input type="checkbox"/>
Modern slavery (trafficking, forced marriage and exploitation)	<input type="checkbox"/>
Other	<input type="checkbox"/>
Not stated/inadequately described	<input type="checkbox"/>
Other questions	
Select one response	
Relationship between client and main person using violence	Select option
Does the person using violence's use of alcohol and other drugs cause harm?	Select option

Selections can be made using tick boxes

4. Complete Part D – for assisted persons only

This section should be completed during the support period, as you obtain more information during interactions with the assisted person.

Part D: Complete during the support period for assisted persons

This section provides space for you to record the time you spend supporting an assisted person. You can enter the times separately for each date you support them, or use any cell in the row to enter the total time for the support period. Please ensure that contact, casework and travel times are recorded separately. Record times for each occasion you assisted the person from the start of the support period. Time should be represented in hours and minutes (HH:MM). For example, one and a half hours should be recorded as 1:30.

Timed activities: In hours (H) and minutes (M)			
Record each date of activity	Contact (HH:MM)	Casework (HH:MM)	Travel (HH:MM)

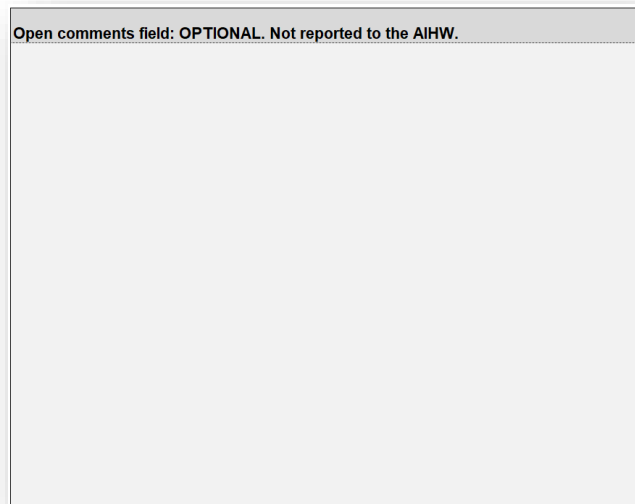
Completing the SE worksheet

When providing information about the time taken to provide support, you have the option of providing a total for the whole support period (using 1 row), or providing multiple entries, which will be summed together to create a total. Contact, casework and travel time should be recorded separately in the corresponding column.

If you choose to provide the total for each of contact/casework/travel time for the whole support period, you do not need to enter a date in the date column.

Note: You must use the HH:MM formatting (i.e. Hours and Minutes) when recording timed activities. If you enter a whole number, it will default to 00:00. If you enter a decimal, it will create an incorrect result. If you provide 1 hour of contact time exactly, this should be entered as 01:00. An hour and a half must be entered as 01:30.

5. **(Optional)** Use the Open comments field to record case notes



You may choose to use this box to enter any information that will help you and other staff members at your outlet share information internally. This information will not be shared with the AIHW.

6. Complete Part E at the end of the data collection period – **assisted persons only**

Completing the SE worksheet

Part E: Complete at the end of support (assisted person only)

Assisted Person Data items	Response
Date support period ended (if not ongoing)	
Accommodation at end of support period	Select option
Accommodation nights provided	

The number of accommodation nights only needs to be provided where a person was provided with some form of accommodation.

7. Complete Part F at the end of the data collection – **assisted persons only**

Part F: Complete at the end of data collection (assisted person only)

Assisted Person Data items	Response
Is support period ongoing?	Select option Select option Yes No

At the end of the pilot data collection period, you will need to tell us whether the support period is still ongoing. This allows us to see how many closed support periods there were during the pilot period.

Note: If you select 'No', you will have to provide the date the support period ended in Part E.

Completing the SE worksheet

8. Check the Status Bar on each SE Worksheet to ensure all fields have been completed

	J	K	L	M	N	O	P	Q
Hyperlinks		Stocktake	PARTA	PARTB	PARTC	PARTD	PARTE	PARTF
Tracker		Complete	Complete	Incomplete	Complete	Complete	Complete	Complete

All fields should display Complete before you supply the data. The hyperlinks will help you quickly return to the area that needs to be completed.

Navigating the Excel template

The Excel template include features to help you move quickly to specific SE Worksheets. This is important because it will help you quickly find a person to add more information (for example, if a person returns during the support period and is provided with additional services).

You do not have to enter a service user's name in the first/last name fields if you do not wish to. You can enter an ID instead. However, if you choose to use an ID instead of a name, you will need to use an ID that allows you to identify the same person again if they return during the support period and are provided with more services.

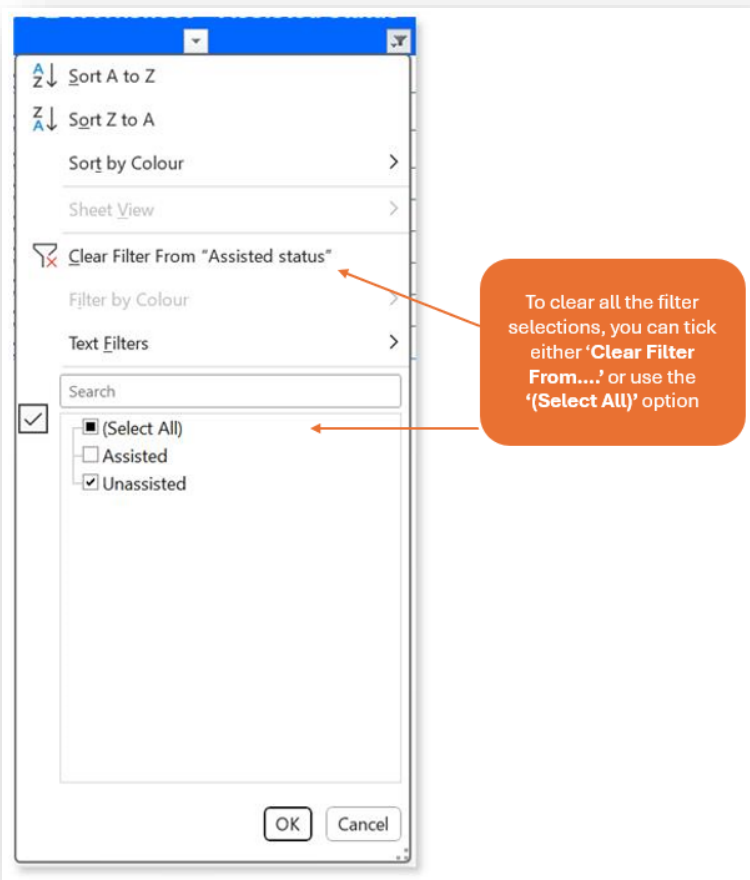
Using the Persons List

On the Persons List sheet, you can navigate easily between the full list of service users by using the hyperlinks in the 'Link to SE Worksheet' column. These links will take you to the relevant worksheet with the information about a particular person's service episode.

These buttons can be used to filter columns

Service episode	Person identifier	First name	Last name	Link to SE Worksheet	Assisted status	SP open/closed
SE_2500	1025	Carolina	Walton	Link to SE 2500	Assisted	Closed
SE_2501	1234	Marieke	Gold	Link to SE 2501	Unassisted	
SE_2502	1546	Lara	Foley	Link to SE 2502	Unassisted	
SE_2503	4314	Katie	Goodwin	Link to SE 2503	Unassisted	
SE_2504	9806	Savannah	Briggs	Link to SE 2504	Assisted	Open
SE_2505	1594	Margie	Ramos	Link to SE 2505	Unassisted	
SE_2506	8629	Kim	Padilla	Link to SE 2506	Unassisted	
SE_2507	6662	Shana	Vaughan	Link to SE 2507	Unassisted	
SE_2508	1683	Rebekah	Freeman	Link to SE 2508	Unassisted	
SE_2509	2843	Agnes	Perry	Link to SE 2509	Unassisted	
SE_2510	1598	Tanisha	Walsh	Link to SE 2510	Unassisted	

Filters can be applied to this table so that you can only see certain records. For example, if you used the filter on the **Assisted status**, you will have the following options – to see only the Assisted records or only the Unassisted records:



To show the full list of records again, you will need to clear the filter by either selecting:

- 'Clear Filter From "[Column name]"', or
- (Select All)

You can also use the search bar to filter by key terms. For example, if you are looking for a specific person, you can filter the first or last name column and type the name of the person into the search bar, and when the correct name appears with a tick you can select 'OK'.

Note: It is good practice to clear selections from filters after you have finished searching through the records. Clearing filter selections will allow you to view the whole Persons List table.

On each SE Worksheet, you can quickly navigate back to the full Persons List using the link in the top left corner:

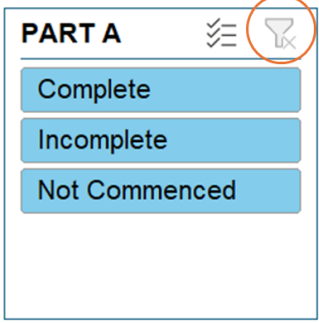
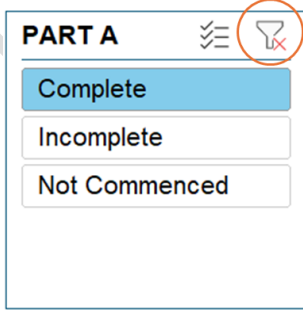
A	B	C	D
	FDV pilot data collection template	Record	SE_2500
		First name	Carolina
	Back to Persons List	Last name	Walton

This link will take you back to the full Persons List

Tracking completion status in the Persons List

The Persons List sheet also contains **Slicers**. Slicers are buttons that help you filter the Persons List table by completion status.

If you select one, or more than one, blue button in each slicer, the Persons List table will filter to show only those selections. For example:

<p>This indicates that no selection has been made</p>  <p>PART A</p> <p>Complete</p> <p>Incomplete</p> <p>Not Commenced</p>	<p>This indicates that a selection has been made</p>  <p>PART A</p> <p>Complete</p> <p>Incomplete</p> <p>Not Commenced</p>
<p>This means that no selection has been made, and no filter has been applied.</p> <p>The Persons List table is showing you all service episodes that are completed, incomplete, or not commenced.</p>	<p>This means that the Persons List is only showing the SE Worksheets where Part A has been completed.</p>

Note: To view all records in the Persons List table, you will need to check that **no selections are made on any of the slicers (Part A–Part F)**.

The slicers should be used before you submit the data to check whether you have any outstanding sections to complete. If you have completed the workbook properly, then Part A–Part F should be showing the **Complete** button only.

Referred persons name list and index

This page is designed to help you navigate to service episodes quickly. All SE worksheets with completed referral information are listed in the table below, with filters to help you find records by assisted status, support period open or closed, or the completion of Parts A to F.

Slicer Set: Completion Status

PART A	PART B	PART C	PART D	PART E	PART F
Complete	Complete	Complete	Complete	Complete	Complete
Incomplete	Incomplete	Incomplete	Incomplete		

Before you submit the data, all slicers should only show **Complete**

How do I look at all the worksheets contained in the workbook?

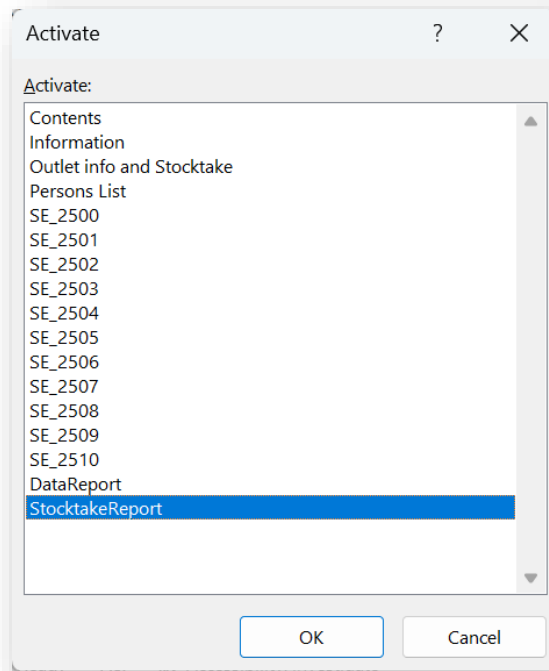
We have designed the workbook so that you are able to navigate to the relevant worksheets using the **Contents** sheet and the **Persons List** sheet.

However, if you would like to view all the worksheets contained in the workbook quickly, you can use the Activate box.

Scroll buttons are in the bottom left hand corner of Excel.



Either arrow (< or >) can be right-clicked to show all sheets in the workbook, listed in the 'Activate' box. See Activate box below:



Double-click, or select and press OK to move to that sheet. Drag the bar on the right side of this box up or down to quickly see other sheets in this box, or use your mouse's scroll wheel.

Press Ctrl + left click on the left arrow (<) to move to the first sheet and Ctrl + left click on the right arrow (>) to scroll to the last sheet.

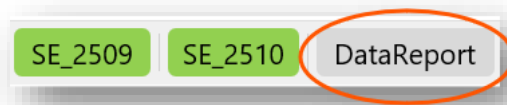
5. Saving and submitting data

Saving data as .csv file format


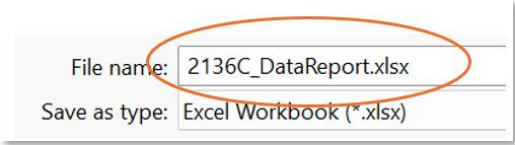
This section outlines how the data you've collected during the pilot can be extracted, saved to .csv and shared with the AIHW. A .csv file is a simplified version of an Excel worksheet that is machine readable.

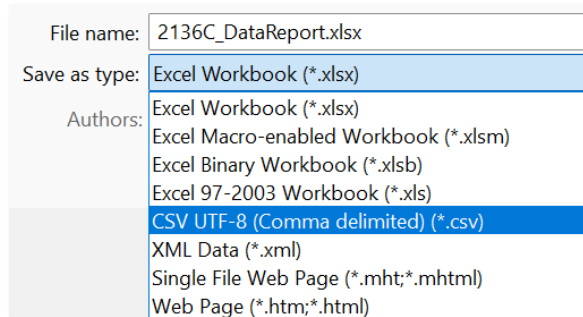
You will need to convert 1 of your worksheets into .csv files at the end of the data collection period, the **DataReport** sheet.

This is located after all the SE worksheets:



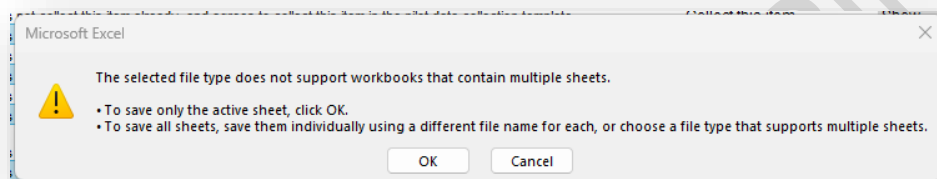
Step-by-step instructions

Saving data as a .csv file	
1.	Ensure that all SE worksheets are completed. Use the Persons List sheet to track the status of the worksheets. All slicers on the Persons List sheet should be showing as 'Complete'.
2.	Select the "DataReport" sheet. This will open the Data Report sheet as an active sheet. 
3.	Click "File" , and then either "Save a Copy" or "Save As" and choose a location where the .csv file will be saved.
4.	Name your file after your Service Outlet Identifier + the name of the sheet you are saving, (e.g. 2136C_DataReport). 
You can find your Service Outlet Identifier on the Outlet Info and Stocktake sheet. This ID will be provided to you before the data collection period begins.	
5.	For the file type, select "CSV UTF-8 (Comma delimited) (*.csv)" from the dropdown list.



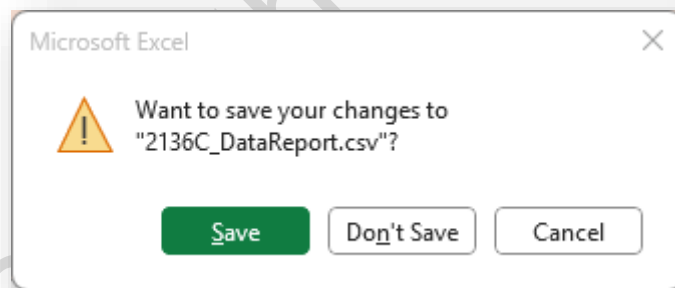
6. Select **“Save”**

7. You will likely receive a warning that 'The selected file type does not support workbooks that contain multiple sheets':



Select **‘OK’** on this screen.

8. Once you have created the new .csv file, you can Exit from Microsoft Excel. If it asks you whether you would like to save your changes, select **‘Save’**.



IMPORTANT

Do not re-open your newly saved .csv file before sending it to the AIHW. If you do so, it might prompt you to convert the text into data that may not be readable.

If you would like to make revisions, we suggest you open your Excel template workbook and repeat steps above to create a new .csv file.

You can view the data before converting to .csv by navigating to the Data Report sheet in the template. If you want to change the data in this sheet, navigate to the relevant SE Worksheet and change it there, and the field will be updated on the Data Report sheet.

Once the .csv file has been saved, it will be submitted to the AIHW via [Validata](#), our secure web-based portal.

In early 2026, the AIHW will provide additional resources and information about how to use Validata. A brief overview is included in the following section.

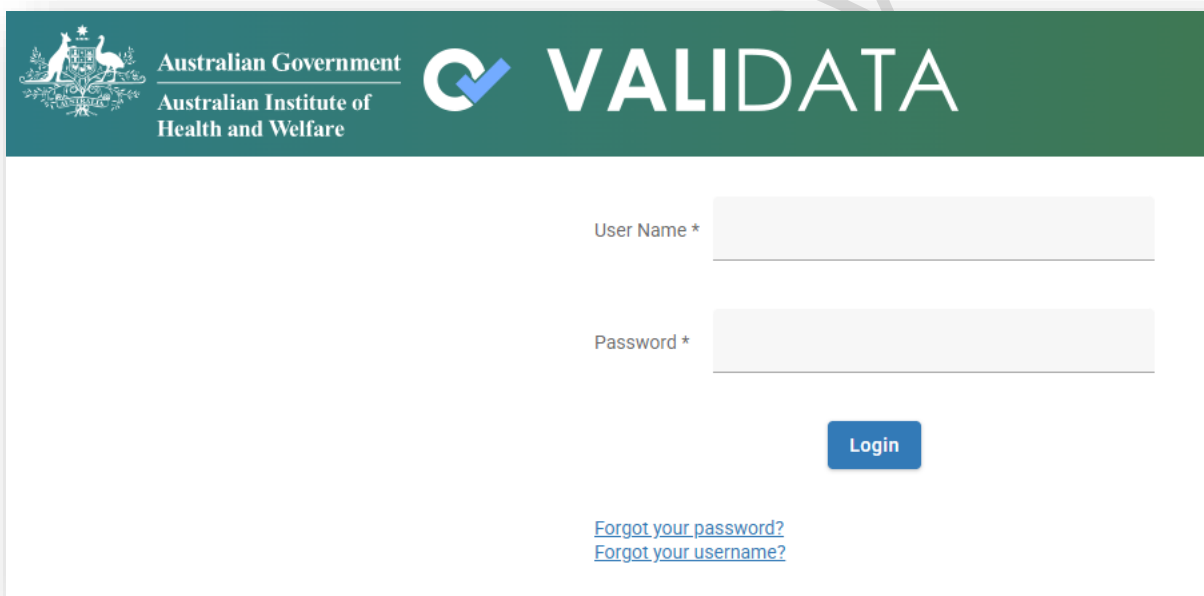
Using Validata

Validata is a tool developed by the AIHW to ensure that we receive data which meets appropriate data quality standards. It also provides a secure way to receive data files from service outlets. For the pilot, Validata will be used to receive the .csv files, validate (check) them and transfer them to the AIHW's secure network.

Validata accounts

Only one person from each service outlet needs access to Validata to upload the completed .csv file. During the pilot data collection period in April, we will ask service outlets to nominate one person who will upload the .csv data file, so we can create a Validata account for them. A second account for a backup person can also be created if required.

Note: Service outlets that already collect and report data to the AIHW for the national Specialist Homelessness Services Collection (SHSC) may already have a staff member who have an existing Validata account. If that staff member is also involved in the FDV pilot, we can amend their Validata account to allow them to also upload data for the pilot. This will not interfere with the staff member's existing ability to upload xml data files for the SHSC.



Australian Government
Australian Institute of Health and Welfare

VALIDATA

User Name *

Password *

Login

[Forgot your password?](#)
[Forgot your username?](#)

How Validata works

Using Validata involves the following steps:

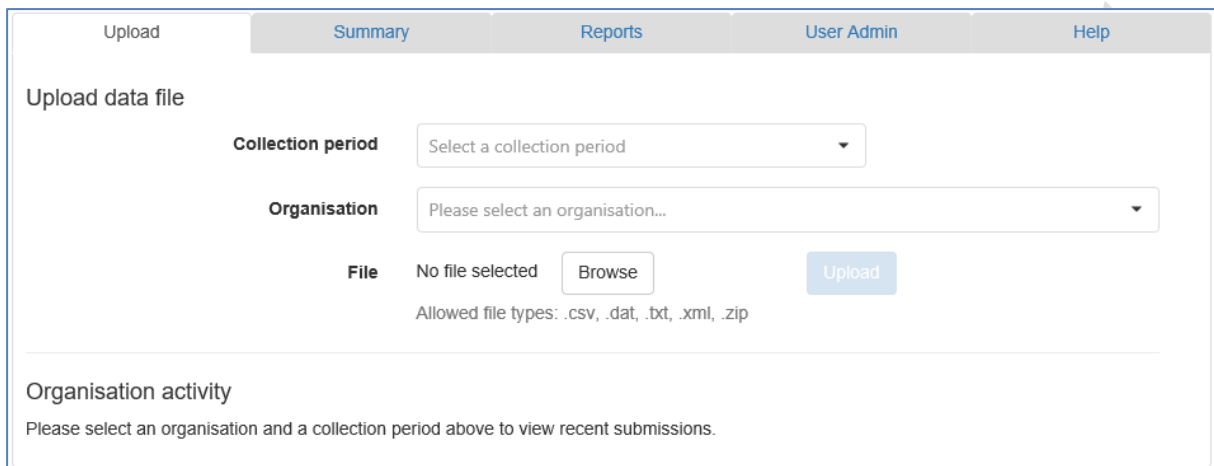
- Accessing Validata
- File selection
- Validation
- Submission.

Accessing Validata

You can Access Validata through the following steps:

- The service outlet staff member with an Upload Role in Validata logs in to their account at <https://www.validata.gov.au>.

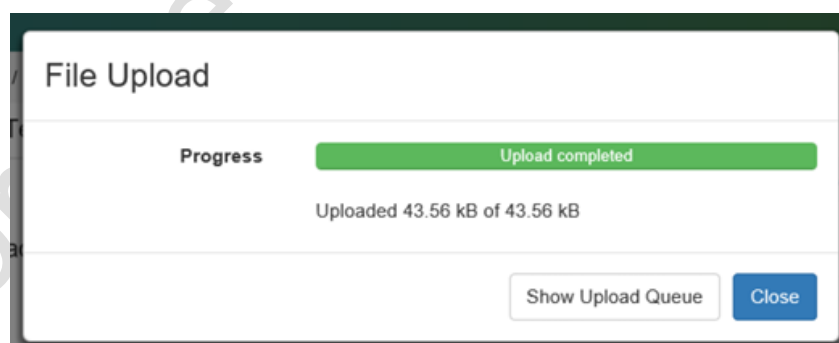
- Users with the Upload Role, also known as data submitters, should select the **Upload** Tab.
- Collection period selection: A small number of Collection Periods will be visible. Only one template can be submitted for each collection period by the same service outlet. More information about this step will be provided in Validata training, which will be delivered towards the end of the pilot data collection period.
- Organisation selection: Data submitters with more than one service outlet participating in the FDV Pilot will select the first Organisation for which they are uploading a .csv data report file. Data submitters with only one participating service outlet will see the name of their outlet already displayed as their Organisation ready for upload.



File selection

To select files:

- On the **Upload** tab, select the Browse button and use the navigator to locate the file to be uploaded (named for example '2136C_DataReport.csv') then selects Upload. The system will check the selected file to ensure it is of the correct type (txt, csv, zip, xml, dat).
- A File Upload panel will be displayed to provide feedback on the progress of the data upload.



Validation

Validata runs a quick validation (i.e. checking) process. Detailed information about a particular submission can be found in the Organisation Activity grid of the Upload Tab.

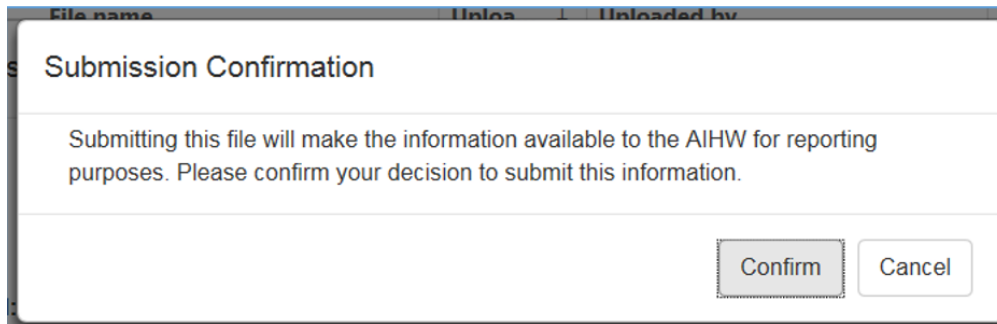
The Validation process can be completed through the following steps:

- In the grid row per submission, select the Actions button in the Details column.
- Validation results are made available on the Submission Details page. A description of any errors will appear here. Please note that for the FDV Pilot, Validata will have a very simple error checking process.

If critical errors are found, the service outlet would need to go back to the Excel template, fix the errors and save the new .csv file. You can then upload the completed/corrected .csv data report file to Validata. This can be repeated as many times as necessary until the .csv data file passes the validation process for the collection.

Submission

Once a .csv file with no errors has been uploaded and validated, the file can be submitted by selecting the *Submit* button at the bottom right of the Submissions Details screen.



Note

Additional information about getting set up to access Validata, and using Validata to upload and submit data specifically for the pilot will be shared during the pilot data collection period.

General information about Validata can be found on the AIHW website at [Validata - Australian Institute of Health and Welfare](#).

6. Data specifications

This section outlines data items that should be recorded in the Excel template. You must use the stocktake in the template to tell us how many data items you intend to collect. If you are not sure which items you need to complete, email fdvpilot@aihw.gov.au.

This section contains a simplified version of the data items. For more detailed version of the data specifications, please see the **Metadata specifications for outlets** document.

Service outlet name

Why is it collected?

This item is collected to allow identification of data provided by each service outlet.

How to record

Please record the name of your service outlet, in text format of up to 50 characters. If submitting multiple templates, please ensure that you use the same name on all templates you provide to the AIHW. If special characters or symbols form part of the name they should be included.

When to record?

This item can be completed at any time prior to the end of the data collection period.

Service outlet location

Why is it collected?

This item is collected so that geographical patterns in demand for and use of specialist crisis FDV services can be identified.

How to record

Please record either the suburb and state/territory, or postcode where your service outlet is located. For example "Manly" and "NSW" or "2095".

When to record?

This item can be completed at any time prior to the end of the data collection period.

Unique identifier

Why is it recorded?

This item is collected to represent individual clients.

How to record

Please record a unique string of characters, up to 64 characters in length, that uniquely represents every service user. This can be the statistical linkage key used for the Specialist Homelessness Services Collection, the code used in your client management system, or another code. Letters and numbers may be used. Special characters are limited to +, =, and /. Where possible, please use the same unique identifier for each time a service user is referred to your service outlet during the data collection period.

Who is it recorded for?

This data item should be recorded for all assisted and unassisted persons.

When to record?

This item should be completed at the time of referral.

Gender

Why is it recorded?

This item is collected to understand demographic patterns of service users.

How to record

Please record how a service user describes their gender, using the guidelines in Table 6.1.

Who is it recorded for?

This data item should be recorded for all assisted and unassisted persons.

When to record?

This item should be completed at the start of each support period.

Table 6.1: Response options for gender

Response options	Definition
1. Man, or boy, or male	A person who describes their gender as man, or boy, or male.
2. Woman, or girl, or female	A person who describes their gender as woman, or girl, or female.
3. Non-binary	A person who describes their gender as non-binary.
4. Different term	A person who describes their gender as a term other than man/boy/male, woman/girl/female or non-binary.
5. Prefer not to answer	A person who prefers not to respond on how they describe their gender.
9. Not stated/inadequately described	This supplementary value is used to code inadequately described responses and non-responses for gender. It is not to be used on primary collection forms. It is primarily for use in administrative collections when transferring data from data sets where the item has not been collected.

Age group

Why is it recorded?

This item is collected to understand demographic patterns of service users.

How to record

Please record the age range that best accommodates a service user's completed age in years, using the options in Table 6.2.

Who is it recorded for?

This data item should be recorded for all assisted and unassisted persons.

When to record?

This item should be completed at the time of referral.

Table 6.2: Response options for age group

Response options	Definition
1	0-4 years
2	5-9 years
3	10-14 years
4	15-19 years
5	20-24 years
6	25-29 years
7	30-34 years
8	35-39 years
9	40-44 years
10	45-49 years
11	50-54 years
12	55-59 years
13	60-64 years
14	65-69 years
15	70-74 years
16	75-79 years
17	80-84 years
18	85+ years
99	Unknown age

Incoming referral date

Why is it recorded?

This item is collected to identify trends in the demand for services over time.

How to record

Please record the date on which a person was referred to your service outlet (including self-referral), using a DD/MM/YYYY format. For example, 1 April 2026 should be recorded as 01/04/2026. If multiple referrals are received for a single service episode, the earliest date should be recorded.

Who is it recorded for?

This data item should be recorded for all assisted and unassisted persons.

When to record?

This item should be completed at the point of referral or request for assistance.

Incoming referral source(s)

Why is it recorded?

This item is collected to provide information about the links between specialist crisis FDV services and other parts of the service system.

How to record

Please record the source(s) of referral, using the guidelines in Table 6.3. Multiple referral sources may be recorded.

In most cases, where a child presents at a service outlet with a referred adult, the referral source(s) will match that of the adult.

Who is it recorded for?

This data item should be recorded for all assisted and unassisted persons.

When to record?

This item should be completed at the point of referral.

Table 6.3: Response options for incoming referral sources

Response options	Definition
1. Self-referral	Use this code when the person has referred themselves. Includes where a dependent person presents with an adult person who has self-referred.
2. Police	Use this code when the police referred the person.
3. Emergency department or hospital	Select where the person is referred from an emergency department or hospital. Excludes dedicated mental health units.
4. Mental health service	Select where the person is referred from a dedicated mental health-care unit, psychiatric hospital or ward, residential mental health service or community mental health-care service.

5. Specialist FDV service provider	Select when another specialist FDV service provider referred the person.
6. Central intake service	Select when a central intake service referred the person.
7. High-risk team	Select when a multi-agency high-risk team referred the person. Note that the term for these team may vary by jurisdiction as follows: <ul style="list-style-type: none"> • in the ACT this is the Family Violence Safety Action Program • in NSW these are Safety Action Meetings • in the NT this is the Family Safety Framework • in Qld these are High Risk Teams • in SA this is the Family Safety Framework • in Tas this is Safe at Home • in Vic these are Risk Assessment and Management Panels • in WA these are FDV Response Teams.
8. Early intervention/prevention program	Select where the person is referred from an early intervention or prevention program.
9. Helpline	Select where the person is referred from a helpline.
10. Child protection	Select where the person is referred from a child protection agency or department.
11. Education provider	Select where the person is referred from an educational provider such as a child care centre, school, university or TAFE.
12. Other health provider	Select where the person is referred from another health provider such as a doctor or nurse. Excludes referrals from emergency departments and hospitals, as these should be coded as <i>Emergency department or hospital</i> . Excludes dedicated mental health-care units, psychiatric hospitals or ward, residential mental health services and community mental health-care services. as these should be coded as <i>Mental health service</i> .
13. Other professionals	Select where the person is referred from a professional not listed elsewhere.
14. Member of the public	Select where the person is referred from a member of the public. Includes family, friends, colleagues and other people known to the person.
15. Other	Select when the person is referred by a person or organisation not listed elsewhere.

99. Not stated/inadequately described

Select when the information is not stated or otherwise inadequately described (e.g. when a response has not been recorded).

Whether the support period is ongoing

Why is it recorded?

This item is collected to identify assisted persons whose period of service use is complete. This will enable accurate identification of unmet demand for services.

How to record

Please record whether or not the support period is ongoing at the end of the data collection period by selecting either 'yes' or 'no'. A support period is ongoing if you expect to continue providing services to the person.

Who is it recorded for?

This data item should be recorded for all assisted persons.

When to record?

This item can be completed either at the end of the assisted person's support period, or at the end of the data collection period.

Accommodation type

Why is it recorded?

This item is collected to indicate the stability of accommodation being used by a person before and after they receive assistance from a specialist crisis FDV service outlet.

How to record

Please record the type of accommodation that the person stayed in last night using the guidelines in Table 6.4. Only one accommodation type may be recorded.

Who is it recorded for?

This data item should be recorded for all assisted persons.

When to record?

This item should be completed at the start and end of each support period.

Table 6.4: Response options for accommodation type

Response option	Definition
1. Own home	The person owns their dwelling. Includes where a mortgage or loans against the dwelling are being repaid, where ownership is shared with another person, or where a person owns part of the dwelling and pays rent for the remainder.
2. Private housing	A person in the private housing market. Includes where rent is either paid, or not paid, by the person in return for accommodation, and where a person lives with a friend or family member rent free.

3. Public or community housing	A person paying or not paying money to stay in accommodation managed by a housing authority, housing assistance agency, housing association, housing cooperative or other non-for-profit community service organisation.
4. Transitional housing	A person paying or not paying money to occupy accommodation for transition towards independent living or towards returning home. The accommodation is generally more stable and provided for longer than crisis accommodation, and is linked to external support through another agency.
5. Specialist family and domestic violence (FDV) emergency accommodation	A person paying or not paying money to stay in emergency accommodation that is specific to FDV victim-survivors, such as secure women's refuges and shelters.
6. Hotels, motels and caravan parks	A person paying or not paying money to stay in a hotel, motel, Airbnb, cabin or caravan parks.
7. Other emergency accommodation	The person is staying in short-term or emergency accommodation that is not specific to FDV victim-survivors. Includes refuges and shelters. The person may or may not pay money in exchange for this accommodation. Does not include hotels, motels and caravan parks.
8. Boarding/rooming house	A person paying or not paying money to rent a place, room or rooms in a boarding or rooming house.
9. Life tenure scheme	A person with a contract to live in the dwelling for the term of his/her life but without the full rights of ownership and usually with limited or no equity in the dwelling. This is a common arrangement in retirement villages.
10. No tenure	<p>The person is sleeping rough or does not have a legal right to occupy a dwelling and can be asked to leave at any time.</p> <p>Includes couch surfing, living on the streets, sleeping in parks, squatting, using cars or railway carriages, improvised dwellings, or living in the long grass.</p> <p>Also includes living in an institutional setting, such as a hospital, psychiatric hospital/unit, disability support unit, rehabilitation facility, adult correctional facility, youth / juvenile justice detention centre, boarding school / residential college, aged care facility or immigration detention centre.</p>
15. Other	Other accommodation types and arrangements such as house-sitting that do not fit in any of the above categories.

99. Not stated/inadequately described

Use this code when the information is not stated or otherwise inadequately described (e.g. when a response has not been recorded).

For use in the FDV Pilot

Has a dependent

Why is it recorded?

This item is collected to identify the caring responsibilities of a person.

How to record

Please record whether or not the person is responsible for the care and/or financial support of another person by selecting either 'yes' or 'no'. This includes where the person is responsible for a child and/or an adult. A 'yes' response should be used where the person:

- has one or more child aged under 18 whom they are legally responsible for, or who are otherwise dependent on them for financial support and/or care. This could include a biological, step, foster, adopted or unrelated child.
- has a person aged over 18 years who is dependent on them for care and/or financial support, for example an adult child in full-time study
- is an informal carer for an adult, such as an elderly parent or adult child with disability.
- Includes where the person has sole or shared responsibility for the care and/or financial support of the dependent.
- Does not include where the person provides care for a person through their employment, for example, as a disability support worker.

Includes where the dependent(s) presents or does not present at the service outlet with the person.

Who is it recorded for?

This data item should be recorded for all assisted persons.

When to record?

This item should be completed at the start of each support period.

Ongoing legal matter

Why is it recorded?

This item is collected to provide information about the complexity of a person's situation, and the types of support they may need.

How to record

Please indicate whether the person is involved in one or more ongoing legal matters by selecting either 'yes' or 'no'. Includes where the person has initiated the legal matter or been subject to it. Includes where the person is involved as a plaintiff, defendant, witness or other involved person, but excludes where the person is involved as part of their employment.

Who is it recorded for?

This data item should be recorded for all assisted persons.

When to record?

This item should be completed at the start of each support period.

Legal matter type

Why is it recorded?

This item is collected to identify the complexity of a person's situation, and the types of support they may need.

How to record

Please indicate one or more legal matter type(s) using the guidelines in Table 6.5. Includes legal matters where the person is involved as a plaintiff, defendant, protected person, witness or other involved person, but excludes where the person is involved as part of their employment.

Who is it recorded for?

This data item should be recorded for all assisted persons.

When to record?

This item should be completed at the start of each support period.

For use in the FDV Pilot

Table 6.5: Response options for legal matter types

Legal matter type	Definition
1. Active Domestic Violence Order	Use this code where the person is named on an active Domestic Violence Order (DVO). Includes where the person is a child protected by the order. Note that the terms used to identify DVOs differ across Australian jurisdiction (see <i>Metadata specifications for outlets</i> for further detail).
2. Domestic Violence Order application	Use this code where the person is named in a DVO application which has not been finalised. Includes where the person is a child who may be protected by the order. Includes where a temporary order (such as those issued by police) is in place.
3. Family court proceedings	Use this code where the person is involved in family law proceedings which have not been finalised. Includes those taking place in and out of court, for example by mediation, arbitration or settlement. Includes where the person is a child whose care will be determined by these proceedings.
4. Active parenting order	Use this code where the person or their child is subject to the conditions specified in court-ordered parenting order.
5. Criminal law proceedings	Use this code where the person is involved with criminal law proceedings which have not been finalised. Includes those taking place in and out of court, for example by mediation, arbitration or settlement. Includes where the person is a child.
6. Civil law proceedings	Use this code where the person is involved in civil law proceedings which are yet to be finalised. Includes those taking place in and out of court, for example by mediation, arbitration or settlement. Excludes Domestic Violence Orders as these should be coded as <i>Active Domestic Violence Order</i> or <i>Domestic Violence Order application</i> . Also excludes legal matters related to immigration as these should be coded as <i>Migration law proceedings</i> .
7. Migration law proceedings	Use this code where a person is involved in migration law proceedings, such as those related to a visa. Includes those taking place in and out of court, for example by mediation, arbitration or settlement.
10. Other	Use this code where the person is involved in another type of ongoing legal matter.
99. Not stated/inadequately described	Use this code when the information is not stated or otherwise inadequately described (e.g. when a response has not been recorded).

Australian residency status

Why is it recorded?

This item is collected to inform understanding of the complexity of a person's situation, and the types of support they may need.

How to record

Please select the person's residency types using the guidelines in Table 6.6.

Who is it recorded for?

This data item should be recorded for all assisted persons.

When to record?

This item should be completed at the start of each support period.

Table 6.6: Response options for Australian residency types

Australian residency types	Definition
1. Has permanent residency – Australian citizen	Use this code where the person is an Australian citizen.
2. Has permanent residency – permanent visa (non-partner)	Use this code where the person holds an Australian permanent residency visa which is not dependent on an intimate partner relationship.
3. Has permanent residency – permanent visa (partner)	Use this code where the person holds an Australian permanent residency visa which is dependent on an intimate partner relationship.
4. Has temporary visa (non-partner)	Use this code where the person is in Australia on a temporary visa. Includes temporary family and visitor visas, studying and training visas, working and skilled visas, refugee and humanitarian visas or other temporary visas such as a bridging visa. Excludes where the visa is dependent on an intimate partner relationship, which should be coded as <i>Has temporary visa (partner)</i> .
5. Has temporary visa (partner)	Use this code where the person is in Australia on a temporary visa which is dependent on an intimate-partner relationship.
99. Not stated/inadequately described	Use this code when the information is not stated or otherwise inadequately described (e.g. when a response has not been recorded).

Level of risk

Why is it recorded?

This item is collected to inform measurement of the complexity and severity of a person's situation and identify where an urgent response may be required.

How to record

Please indicate the person's level of risk from family or domestic violence by selecting one of the response options and the guidelines in Table 6.7. The level of risk may be determined either by formal risk assessment or by practitioner judgement. A survivor's knowledge of their own risk should be central to any risk assessment.

Many Australian state and territories have existing risk assessment frameworks. While these assessments can be used to inform the level of risk for the pilot collection, the categories are not always equivalent and a formal risk assessment process is not necessary to complete this item. A guide for how the risk levels in each state and territory's risk assessment framework correspond to the pilot risk levels is provided in the Metadata specifications document.

Who is it recorded for?

This data item should be recorded for all assisted persons.

When to record?

This item should be completed at the start of each support period.

Table 6.7: Response options for level of risk

Level of risk	Definition
1. High risk and requires immediate action	Use this code when the person is at the highest level of risk of harm and needs immediate action or protection.
2. Elevated risk	Use this code when the person is at an elevated risk of harm.
4. Not applicable	Use this code when a risk assessment has not been completed.
9. Not stated/inadequately described	Use this code when the information is not stated or otherwise inadequately described (e.g. when a response has not been recorded).

Exposure to family or domestic violence

Why is it recorded?

This item is collected to identify where a person, particularly a child, has been exposed to violence between other people in the home, irrespective of whether they have been a direct target of that violence.

How to record

Please indicate whether the person has seen, heard or been aware of violence between others in the home by selecting either 'yes' or 'no'.

Examples of exposure include:

- hearing or seeing violence or threats against a parent or carer
- witnessing fear, distress or injury in a loved one
- being forced to hide or flee because they are afraid
- having to modify behaviour to prevent outbursts
- comforting or supporting a parent after violence
- being encouraged into join in with abuse or contempt for a parent
- taking on extra responsibilities (such as caring for siblings) or experiencing disrupted care due to parent's trauma or exhaustion
- being used or manipulated in the context of coercive control
- being harmed while trying to intervene or protect
- living in an environment of fear, unpredictability, and emotional instability.

Who is it recorded for?

This data item should be recorded for all assisted persons.

When to record?

This item should be completed at the start of the support period.

Service activity cluster

The family and domestic violence (FDV) crisis services activity cluster defines information about service activities for an assisted person in a specialist crisis FDV service setting. For each service type in Table 6.8, the cluster will record whether the service type was needed, provided by the outlet and whether the person was referred elsewhere for it. The cluster will also record the date on which the service type was first provided and was first referred for. Where an outlet did not provide a needed service type and did not refer the person elsewhere for it, the reason will be recorded.

This cluster contains multiple types of accommodation that a victim-survivor may need, be provided or be referred for elsewhere. Determining which type of accommodation is 'needed' depends on their individual circumstances and should be recorded based on the ideal type of accommodation for that person (see [Accommodation scenarios](#) box).

Where services are provided to an adult, and their children are in-scope and directly benefit from those services, services should be recorded as needed and provided for both the adult and child. For example safety planning for a mother should be recorded as having been provided to both the mother and any children who are in-scope and will directly benefit from that planning.

Accommodation scenarios

Scenario 1: A person would ideally be accommodated in a specialist FDV emergency accommodation but there is no capacity so they are given a voucher for accommodation in a hotel. In this scenario:

- specialist FDV emergency accommodation should be recorded as needed. No other accommodation types should be recorded as needed
- hotels, motels, and caravan parks should be recorded as provided. No other accommodation types should be recorded as provided
- no accommodation types should be recorded as referred
- 'material aid/brokerage' should not be recorded as needed or provided
- the reasons for not providing or referring specialist FDV accommodation should be recorded as 'required service not currently available'.

Scenario 2: A person requires emergency accommodation but would prefer the privacy and anonymity of a hotel rather than a specific specialist FDV emergency accommodation. In this scenario:

- hotels, motels and caravan parks should be recorded as needed. No other accommodation types should be recorded as needed
- hotel, motels and caravan parks should be recorded as being provided. No other accommodation types should be recorded as provided
- no accommodation types should be recorded as referred
- 'material aid/brokerage' should not be recorded as needed or provided.

Scenario 3: A person is accommodated in a motel while waiting for a bed in a specialist FDV emergency accommodation. The next night, they are placed in specialist FDV emergency accommodation. In this scenario:

- specialist FDV emergency accommodation should be recorded as needed. No other accommodation types should be recorded as needed
- hotels, motels, and caravan parks should be recorded as provided, but not needed
- specialist FDV emergency accommodation should be recorded as provided
- 'material aid/brokerage' should not be recorded as needed or provided
- no accommodation types should be recorded as referred.

Scenario 4: A woman and her teenage son require emergency accommodation. Ideally, they would be accommodated in specialist FDV emergency accommodation, but the local shelter does not accept teenage boys. They are instead accommodated at a hotel, which the service outlet pays for. In this scenario:

- specialist FDV emergency accommodation should be recorded as needed. No other accommodation types should be recorded as needed
- hotel, motels and caravan parks should be recorded as being provided. No other accommodation types should be recorded as provided
- no accommodation types should be recorded as referred
- 'material aid/brokerage' should not be recorded as needed or provided
- the reason why specialist FDV accommodation was not provided or referred for should be recorded as 'person is ineligible for service'.

Table 6.8: List of service types

Service type	Definition
1. Specialist family and domestic violence (FDV) emergency accommodation	Emergency accommodation that is specific to FDV victim-survivors, including secure women's refuges and shelters. Includes where this accommodation is provided directly by the service outlet and where it is arranged and paid for by the service outlet.
2. Other emergency accommodation	Short-term or emergency accommodation that is not specific to FDV victim-survivors, including homelessness refuges and shelters. Includes where this accommodation is provided directly by the service outlet and where it is arranged and paid for by the service outlet.
3. Hotels, motels, and caravan parks	Accommodation in a hotel, motel, Airbnb, cabin or caravan parks that is directly organised and/or paid for by the service outlet. The person may or not contribute money in exchange for this accommodation.
4. Material aid/brokerage	Money given to, or on behalf of, the person for bond/rent/transport and so forth and other non-monetary assistance, such as clothing, food vouchers and bus/train tickets. This assistance is not expected to be repaid. Does not include money or vouchers provided for accommodation types specified in codes 1-3.
5. Physical assistance	Assistance of a practical and physical nature, such as retrieving belongings/pets or moving house.
6. Crisis counselling	Crisis counselling services by a qualified professional such as a family violence practitioner, social worker, counsellor or psychologist. Includes counselling for a mental health crisis.
7. Case coordination	Coordination of services for the person across multiple organisations, for example liaising with police or high-risk teams or organising a multi-disciplinary meeting.
8. Crisis case management	Crisis case management where a case manager has been assigned to the person. Includes assessment and planning to meet the person's needs. Excludes risk assessments using a standard tool, which should be coded as <i>Risk assessment</i> .
9. Risk assessment	Assessing the person's level of risk using a standard risk assessment tool.
10. Safety planning	Helping the person to plan for their safety by, for example, creating an escape plan, storing important documents safely or arranging a second phone.
11. Advice and information	Advice or information gathered about, or provided to, the person relating to their needs. Includes discussing the person's needs in general terms, and providing information about other services without a referral. For example, suggesting the name of a counselling service to

	contact. Excludes formal risk assessments, which should be coded as <i>Risk assessment</i> .
12. Childcare	Childcare provided directly by the service outlet while the adult person receives services. Excludes money or vouchers given for childcare, which should be coded as <i>Material aid/brokerage</i> .
13. Support to access other services	Assistance to contact and/or apply for other services and payments. For example, support to get medical care, apply for Centrelink or child support payments, apply for a visa, open a bank account, organise accommodation for pets, access housing assistance, or request legal support.
14. Advocacy/liaison	Liaison with other organisations or people on behalf of the person to advocate for them or ensure they have proper representation. For example, liaison with the person's workplace or school.
15. Safety upgrades	Safety upgrades to personal devices and social media or checking for tracking devices, use of alarms, security screens and locks or use of technologies such as monitored personal safety devices, surveillance cameras, dashboard cameras to improve safety.
16. Meals	Provision of meals. Excludes money or vouchers to purchase food as this should be included under the category <i>Material aid/brokerage</i> .
17. Transport	Transport, such as to or from accommodation or other service outlets. Excludes money for public transport or taxis, as this should be coded as <i>Material aid/brokerage</i> . Excludes transport related to retrieving belongings, moving house or retrieving pets as these should be coded as <i>Physical assistance</i> . Excludes travel to legal and court/support, as these should be coded as <i>Legal and/or court support</i> .
18. Culturally specific service	Support and assistance delivered in a way that is specific to the person's ethnic or cultural background.
19. Legal and/or court support	Information or assistance with legal issues, such as applying for a DVO, visa assistance, family law matters, criminal court matters, or tenancy agreements. Includes helping the person prepare for or attend court, attending court with them, or providing assistance to obtain legal documentation.
20. Financial information and advice	Information or advice about financial matters, such as securing bank accounts or digital access, avoiding shared debt, separating finances or debt management.
88. Other	Types of services that are needed by the person that are not listed elsewhere.

Services needed

Why is it recorded?

This information is collected to inform understanding of the demand for specialist crisis FDV services.

How to record

Please tick the service types that the person needed at any time during their support period. Note that needs can be identified by the person, on a referral, or by a practitioner.

Who is it recorded for?

This data item should be recorded for all assisted and unassisted persons.

When to record?

This item should be completed during the support period for record keeping purposes. Service outlets must ensure that the submitted data reflects services needed for the entire support period.

Services provided

Why is it recorded?

This information is collected to inform understanding of the met and unmet demand for crisis FDV services.

How to record

Please tick the service types which were provided by the service outlet at any time during the person's support period.

Who is it recorded for?

This data item should be recorded for all assisted and unassisted persons.

When to record?

This item should be completed during the support period for record keeping purposes. Service outlets must ensure that the submitted data reflects services provided for the entire support period.

Date first provided

Why is it recorded?

This information is collected to inform understanding of temporal patterns in crisis FDV service use.

How to record

Please record the date on which a service type was first provided to a person. A DDMMYYYY format should be used. For example, 1 September 2025 should be recorded as 01092025.

Who is it recorded for?

This data item should be recorded for all assisted persons.

When to record?

This item should be completed during the support period.

Services where a referral was arranged

Why is it recorded?

This information is collected to inform understanding of the met and unmet demand for crisis FDV services.

How to record

Please tick where the person was referred to another organisation for a service type at any time during their support period. A service type should only be considered 'referred' where the outlet has contacted another organisation to provide the service type, and that referral has been accepted.

Who is it recorded for?

This data item should be recorded for all assisted persons.

When to record?

This item should be completed during the support period. Service outlets must ensure that the submitted data reflects services referred for the entire support period.

Date first referred for the service

Why is it recorded?

How to record

Please record the date on which a person was first referred for a service type. A DDMMYYYY format should be used. For example, 1 September 2025 should be recorded as 01092025. A service type should only be considered 'referred' where the outlet has contacted another organisation to provide the service type, and that referral has been accepted.

Who is it recorded for?

This data item should be recorded for all assisted persons.

When to record?

This item should be completed during each support period.

Reason service not provided

<p>Why is it recorded? This information is collected to inform understanding of unmet demand for crisis FDV services.</p> <p>How to record Please indicate at least one reason a service was not provided using the guidelines in Table 6.9.</p> <p>Who is it recorded for? This data item should be recorded for all assisted and unassisted persons.</p> <p>When to record? This item should be completed during the support period for record keeping purposes. Service outlets must ensure that the submitted data reflects all reasons the applied during the entire support period.</p>

Table 6.9: Response options for reasons a service was not provided

Reasons service not provided	Definition
1. Person did not accept service	Use this code where the person did not accept the service that was offered to them.
2. Required service not normally available	Use this code where the person needed a service that is not normally available at this or another outlet. For example, the person needs specialised legal support but no service outlets offer this service.
3. Required service not currently available	Use this code where the person needed a service that is normally, but not currently, available at this or another outlet. For example, the person requires a bed in an FDV shelter, but the FDV shelter does not have a bed available that night. Includes where the service is not available due to capacity or staff shortages.
4. Services were inappropriate for the person	Use this code where the service type is generally available and the person is eligible, but the service is not sufficiently tailored to the person, or their dependent. For example, the service is not responsive to cultural identity, gender, sexual orientation or developmental stage. This could include where there are no services offering child-specific services.
5. Services could not be provided at an appropriate location	Use this code where the service type is not available at a suitable location. For example, the person lives in an outer regional area and does not have a car, and the outlet is in the inner city.
6. Available services could not be provided within appropriate hours or timeframe	Use this code where the service type in not available at a suitable time or in an appropriate timeframe.

7. Accessibility requirements could not be met	<p>Use this code where the service type is generally available, but the person, or their dependent, has physical accessibility requirements that cannot be met. Examples include:</p> <ul style="list-style-type: none"> the person has physical disability and cannot climb stairs, but the outlet can only be accessed using stairs the person is deaf, but there are no staff members who can communicate with sign language.
8. Person is ineligible for service	<p>Use this code where the person, or their dependent, was refused service from the outlet because they did not meet specific criteria. For example, the person has a 16-year-old dependent son who is not eligible to stay in an FDV shelter due to age and gender, the outlet is not funded to provide services for the person, or a shelter will not accept a transgender woman. Also includes where a person is ineligible because they have a pet.</p>
9. Person no longer needs the service	<p>Use this code where the person no longer requires the service because their immediate needs have been met.</p>
10. The maximum allowed time period or budget for support has been reached	<p>Use this code for services that have a limit to the amount of time that the support can be provided. For example, if the person has been staying in crisis accommodation for 3 months and has reached the maximum allowed limit.</p>
11. Person did not turn up for an appointment	<p>Use this code where the person was scheduled to receive a service at a particular time but did not attend the appointment. Excludes where the person is known to have died, which should be recoded as 'Person died'.</p>
12. Unable to contact the person	<p>Use this code where the practitioner has been unable to contact the person to arrange services.</p>
13. Person died	<p>Use this code where the person did not receive a needed service because they died.</p>
88. Other	<p>Use this code where the person did not receive the service for a reason not covered by the previous codes.</p>
99. Not stated/inadequately described	<p>Use this code when the information is not stated or otherwise inadequately described (e.g. when a response has not been recorded).</p>

Support period end date

Why is it recorded?
This information is collected to inform understanding of crisis FDV service use over time.

How to record
Please record the date on which a support period ended for a person. A DD/MM/YYYY format should be used. For example, 1 September 2025 should be recorded as 1/09/2025. If the support period is still ongoing, leave this blank.

Who is it recorded for?
This data item should be recorded for all assisted persons with closed support.

When to record?
This item should be completed at the end of the support period.

Number of accommodation nights

Why is it recorded?
This information is collected to inform understanding of the demand for crisis FDV accommodation.

How to record
Please indicate the total amount of accommodation nights provided to a person during the support period. Only accommodation directly provided by the service outlet should be recorded. This does not include where a service outlet arranged the accommodation on the assisted person's behalf, or paid for accommodation elsewhere.

Who is it recorded for?
This data item should be recorded for all assisted persons.

When to record?
This item can be completed during the support period for record keeping purposes. However, service outlets must ensure that the submitted data reflects the total accommodation nights provided in the entire support period.

Amount of contact time

Why is it recorded?

This information is collected to inform understanding of the intensity of crisis FDV services provided.

How to record

Please indicate the total amount of direct contact assistance received by a person. This includes assistance time a person received that was face-to-face or via telephone, webchat, SMS, email or other means during the reporting period. This includes providing transport where a support worker accompanied them. This does not include assistance provided in the absence of the person, such as writing case notes and making phone calls to other organisations. Does not include where the person is alone in accommodation which has been provided by or arranged by the service outlet.

Where a person received support in a group setting, record the hours received for all attending person (i.e. do not divide by the number of people). For example, where a staff member runs a 2-hour group activity for 3 people, count each person as receiving 2 hours of service. If a person spends an hour with two workers, record this as 1 hour received by the person. This approach ensures a consistent focus on the hours of assistance received.

Contact time should be represented in hours and minutes (HH:MM). For example, one and a half hours should be recorded as 01:30.

Who is it recorded for?

This data item should be recorded for all assisted persons.

When to record?

This item can be completed during the support period for record keeping purposes using the space provided in the Excel template. The total time (at the bottom of the table) should reflect the total contact time for the entire support period.

For use in the FDV Pilot

Amount of casework time

Why is it recorded?

This information is collected to inform understanding of the intensity of crisis FDV services provided.

How to record

Please indicate the total amount of assistance provided to a person in the absence of that person. This includes:

- case management
- case coordination
- arranging referrals
- writing file notes and recording data directly related to the person
- participating in conferences or meetings directly related to the person
- review of case plans
- telephone calls on behalf of the person.
- recording data at time of assessment.

Excludes time spent on things that cannot be directly attributed to the person such as administration, business planning, staff training, team meetings, record keeping not directly related to the person, and compiling and reporting outlet data.

Casework time should be recorded in hours and minutes (HH:MM). For example, one and a half hours should be recorded as 1:30.

Who is it recorded for?

This data item should be recorded for all assisted persons.

When to record?

This item can be completed during the support period for record keeping purposes using the space provided in the Excel template. The total time (at the bottom of the table) should reflect the total casework time for the entire support period.

Amount of travel time

Why is it recorded?

This information is collected to inform understanding of the intensity of crisis FDV services provided.

How to record

Please indicate the total amount of travel time undertaken on behalf of a person, such as travelling to the person's house, or workplace. This does not include where the assisted person accompanied the support worker on the travel, as this should be counted as 'contact time'.

Time should be represented in hours and minutes (HH:MM). For example, one and a half hours should be recorded as 1:30.

Who is it recorded for?

This data item should be recorded for all assisted persons.

When to record?

This item can be completed during the support period for record keeping purposes using the space provided in the Excel template. The total time (at the bottom of the table) should reflect the total travel time for the entire support period.

Relationship of person using violence to assisted person

Why is it recorded?

This information is collected to inform understanding of the nature of FDV in Australia.

How to record

Please select the relationship of the person using violence to the assisted person using the guidelines in Table 6.10.

Where more than one person has used violence against the person, this item should be completed about for the 'main' person who has used FDV against the person, where main is taken to mean the person whose actions are the most relevant to the current support period.

This item should not be recorded if collecting this information will cause distress to the assisted person.

Who is it recorded for?

This data item should be recorded for all assisted persons.

When to record?

This item should be completed at the start of the support period.

Table 6.10: Response options for relationship of person using violence to assisted person

Relationship of person using violence	Definition
1. Current intimate partner	Use this code when the person using violence is a current intimate partner of the victim-survivor. Includes married or de-facto relationships, and other intimate partner relationships such as dating and casual hook-ups.
2. Former intimate partner	Use this code when the person using violence is a former intimate partner of the victim-survivor. Includes married or de-facto relationships, and other intimate partner relationships such as dating and casual hook-ups.
3. Sibling	Use this code where the person using violence is a sibling of the victim-survivor. Includes brothers, sisters and non-binary siblings. The relationship can be full, half, step or through foster or adoption. Does not include siblings of the victim-survivor's intimate partner, which should be recorded as a <i>Family member of an intimate partner</i> .
4. Parent	Use this code where the person using violence is a parent of the victim-survivor. Includes full, step, foster and adoptive parents. Does not include parents of the victim-survivor's intimate partner, which should be recorded as a <i>Family member of an intimate partner</i> .
5. Carer or guardian	Use this code where the person using violence is a carer or guardian of the victim-survivor. Includes where the victim-survivor is a child and the person using violence is their legal guardian or carer, or where the victim-survivor is an adult with additional needs and the person using violence is their carer. Excludes where the person using violence is also a family member of the victim-survivor, as this should be coded using their familial relationship. For example a sibling who provides care for a victim-survivor with disability should be coded as <i>sibling</i> .
6. Family member of an intimate partner	Use this code where the person using violence is a family member of a current or former intimate partner of the victim-survivor. Includes immediate and extended family members of the intimate partner.
7. Child	Use this code when the person using violence is the child of the victim-survivor. Includes sons, daughters and non-binary children. The relationship can be current, former, step, or in-law, or through foster care or adoption.

8. Other family, kin or household member	Use this code if the person using violence is part of the victim-survivor's family or household by or through blood, marriage, a domestic partnership, guardianship, adoption or cohabitation (for example, cousin, grandparent, flatmate, tenant, carer), and not classified elsewhere. Includes people related according to Aboriginal or Torres Strait Islander kinship rules and members of other culturally recognised family groups.
99. Not stated/inadequately described	Use this code when the information is not stated or otherwise inadequately described (e.g. when a response has not been recorded). Includes where someone does not wish to identify the person using violence.

Harmful behaviours by the person using violence

<p>Why is this recorded? This information is collected to inform understanding of the nature of FDV.</p> <p>How to record Please select from the response options for harmful behaviours a person has engaged in towards an assisted person in Table 6.11 and refer to the <i>Metadata specifications for outlets</i> document for specific examples.</p> <p>Where more than one person has used violence against the person, this item should be completed about for the 'main' person who has used FDV against them, where main is taken to mean the person whose actions are the most relevant to the current support period.</p> <p>This item should not be recorded if collecting this information will cause distress to the assisted person.</p> <p>Who is it recorded for? This data item should be recorded for all assisted persons.</p> <p>When to record? This item should be completed at the start of the support period.</p>

Table 6.11: Response options for harmful behaviours towards assisted person

Harmful behaviour	Definition
1. Physical violence or abuse	Use this code for any actual or threatened attack on a person's physical safety or bodily integrity. Includes harming or threatening to harm children, other family members, pets or possessions.
2. Sexual violence or abuse	Use this code for any actual or threatened behaviour of a sexual nature that is unwanted or without consent. Includes behaviour that makes a person feel uncomfortable, frightened, intimidated or threatened. It is sexual behaviour that the person has not agreed to, and/or involves physical or emotional force.

	Includes where a person is coerced into unwanted sexual activity or is unable to give consent due to age, intoxication, being unconscious or asleep or not having the cognitive capacity to consent.
3. Emotional abuse	<p>Use this code for the infliction of psychological harm through actions and/or threats that cause feelings of powerlessness; isolation; fears of violence; fear of, or actual, deprivation; or feelings of shame.</p> <p>Includes abuse of a spiritual nature, which involves behaviour that denigrates a person's religious or spiritual beliefs, or prevents them from attending religious gatherings or practicing their faith.</p>
4. Controlling behaviours	Use this code for behaviours used to control, manipulate or dominate. Sometimes referred to as coercive control, this pattern of behaviours creates fear and denies liberty and autonomy. Coercive control is almost always an underlying dynamic of family and domestic violence.
5. Financial abuse	Use this code for the controlling of a person's ability to get, use or keep their money or economic resources.
6. Stalking	Use this code for repeated harassment with unwanted contact or monitoring of a person's behaviour or location.
7. Breach of court orders	Use this code for violation of the conditions set out in a domestic violence, parenting or other court order.
8. Modern slavery (trafficking, forced marriage and exploitation)	Use this code for modern slavery activities such as human trafficking, sexual or domestic servitude, forced labour, forced marriage, deceptive recruiting or debt bondage.
9. Other	Use this code for other harmful behaviours not included elsewhere.
99. Not stated/inadequately described	Use this code when the information is not stated or otherwise inadequately described (e.g. when a response has not been recorded).

Alcohol/drug use of person using violence

Why is it recorded?

This information is collected to inform understanding of the risk factors and drivers of FDV.

How to record

Please indicate whether a person who used violence uses alcohol and/or other drugs in a harmful way by selecting 'yes' or 'no'.

Where more than one person has used violence against the person, this item should be completed about for the 'main' person who has used FDV against the person, where main is taken to mean the person whose actions are the most relevant to the current support period.

This item should not be recorded if collecting this information will cause distress to the assisted person.

Who is it recorded for?

This data item should be recorded for all assisted persons.

When to record

This item should be completed at the start of the support period.

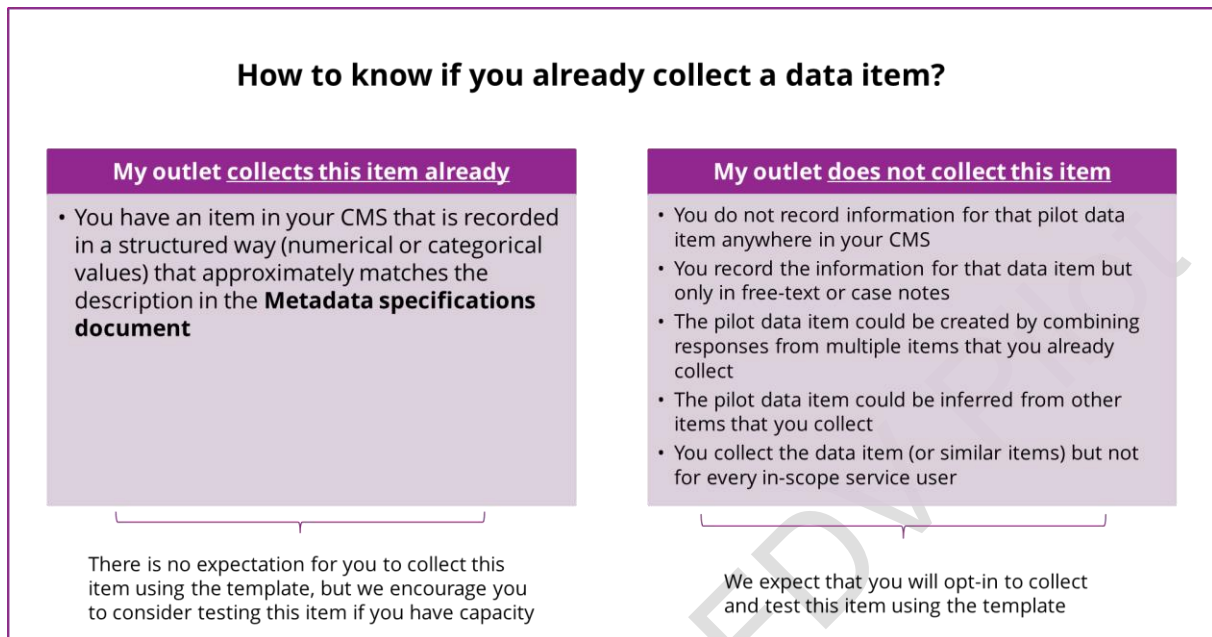
For use in the FDV Pilot

7. Glossary of terms

Term	Definition
Assisted person	<p>A service user who is provided with at least one type of service by an in-scope specialist crisis FDV service outlet, or who is referred elsewhere to have a service need met. A service user who receives a referral is only considered assisted if the referral was a warm referral, and it was accepted by the service provider.</p> <p>Assisted persons are a subset of service users.</p>
Crisis	<p>In urgent need of support. Being in crisis may be identified by the victim-survivor themselves, by statutory bodies or service providers, or by members of multi-disciplinary teams in the case of people at high risk. Crisis refers to the urgency of the situation and is not equivalent to the level of risk. See Urgency for more detail.</p>
Data collection period	<p>The data collection period for the pilot will be from 2 March to 31 May 2026.</p>
Data item	<p>A piece of information used to collect data, typically representing a specific variable such as age or service type.</p>
Data specifications	<p>A set of guidelines that determine how data should be defined, formatted and collected within a data set.</p>
Emergency accommodation	<p>Short-term or emergency accommodation that is not specific to FDV victim-survivors, such as refuges and shelters.</p>
New data specification	<p>In the pilot, we say that a data item has 'new data' specification when there is no existing national data standard. The new data specifications have been developed by the AIHW and tested in the pilot using the Excel template.</p>
Person using violence	<p>A person who uses violence or abuse against the victim-survivor.</p>
Service	<p>The activities taken by a service outlet to support a service user. For example, providing accommodation.</p>
Service episode	<p>An interaction, or series of interactions, with a person who has been referred (or self-refers) to a service outlet in need of crisis support due to FDV. Service episodes include both support periods where a person receives a service or referral, and presentations/requests in which a person is unassisted. Each support period should be treated as a separate service episode. Referrals from multiple sources on a single day for a single person should be treated as a single service episode. If an incoming referral includes multiple people, a service episode should be recorded for each individual person named (for example, a mother and a child should be recorded as 2 service episodes).</p>

Service outlet	A recognised branch of a service provider that delivers support to service users and reports data separately for the pilot to the AIHW. Outlets may represent distinct geographic areas or program types within a broader service provider. A service provider organisation may have several outlets, or only one.
Service provider	A company or organisation which provides FDV crisis services. A service provider may offer services at multiple service outlets.
Service user	A person who is referred (or self-refers) to an in-scope service outlet and is identified as being in need of urgent support due to FDV.
Specialist crisis FDV accommodation	Emergency accommodation that is specific to FDV victim-survivors, such as secure women's refuges and shelters.
Specialist crisis FDV services	Specialist crisis FDV services are the activities taken to support someone who is in crisis due to FDV. A specialist service can be administered by a range of organisations including those that only provide specialist FDV services, and those who provide a specialist FDV response as part of the other services they provide (such as specialist housing services).
Support period	A support period refers to the period of time a person receives services from your outlet. A support period begins when a service outlet first provides a service to an assisted person and ends on the last day on which services are provided.
Unassisted person	A specialist crisis FDV service user who does not receive any service, specialist crisis FDV service or other, at the outlet. Unassisted persons are a subset of service users.
Urgency	Urgency refers to how quickly a person needs support due to FDV. It should be identified by the service outlet or practitioner and may be influenced by perceived risk or safety concerns. The way urgency is assessed can vary depending on the type of service being provided. If no formal guideline exists, the AIHW suggests that an 'urgent' support need would need to be provided within 48 hours.
Warm referral	A warm referral is an active, supported handover to another service provider or outlet. A warm referral is only considered to be arranged when a person is accepted to commence support at another outlet.

Appendix A: How do I know if I already collect a data item?



For the purpose of the pilot, the AIHW would consider an item to be already collected if your data meets all the following criteria:

1. You collect data in a structured way in your CMS. For example, it is entered using dropdown menus, checkboxes, or numerical fields that make it easy to extract and report.
2. The categories you use to record the data item, are similar, and could be mapped to the categories we have proposed in the Metadata specifications. For example, if you collect a larger number of 'relationship types' than those that we have proposed in the 'Person–relationship to person using violence' item, but your categories could easily be aligned with our categories.
3. You collect the pilot data item for the same, or a similar, group of in-scope persons that we are trying to capture with our new data item. For example, you record data for the 'Person–alcohol and/or other drug use' flag, about the person identified as the person using violence.

We do not consider a data item to be already collected if:

- The data you collect relating to our proposed data item is only recorded in free-text or case notes.
- You collect data about a similar item, for only some persons or programs. For example, if you collect information about whether a person is involved in an ongoing legal matter (Person–ongoing legal matter), but only in instances where a person needs (or has been provided with) legal and/or court support services.
- The information can only be inferred using other items. For example, if you infer the nature of the relationship between the person seeking support and the person using violence, based on the services they are requesting, but do not separately record the information about the relationship.

Appendix B: Submitting outlet and stocktake information

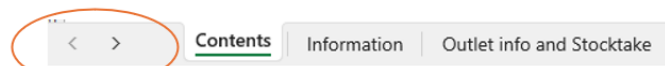
Before the data collection period commences, participating outlets will need to provide information from the **Outlet Info and Stocktake** sheet in the template to the AIHW.

First, follow the steps in Section 1 [Completing the Outlet Info and Stocktake](#) to complete this sheet correctly.

Creating a .csv file

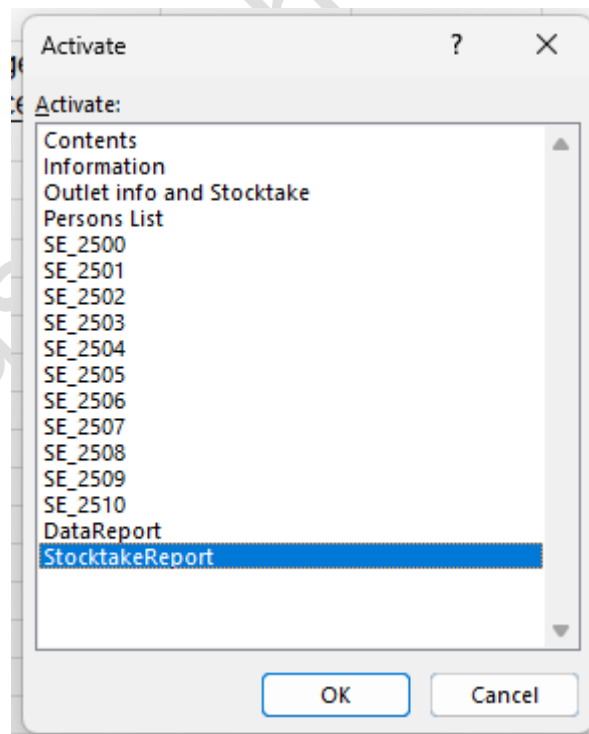
Once information in the sheet is complete and correct, open the **StocktakeReport** sheet.

The quickest way to do this is to use the **Activate Box**.



Right-clicking these arrows will reveal the **Activate** box

You will need to scroll down to the bottom of the list, as the **StocktakeReport** will be after all the SE worksheets.



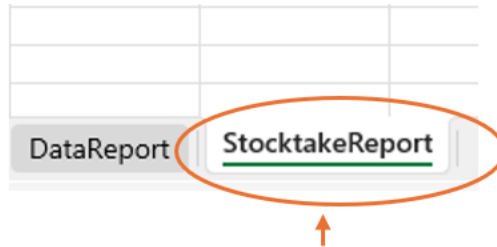
Select the **StocktakeReport** and click 'OK' to navigate to that sheet.

You will see that it has collected all the information entered into the **Outlet Info and Stocktake** sheet. If you see fields that need to be updated, return to the **Outlet Info and Stocktake** sheet and update them. Now you will be ready to submit this information to us by converting the **StocktakeReport** sheet into a .csv file.

Step-by-step instructions

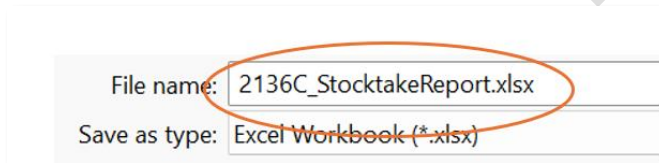
Saving data as a .csv file

1. Open the **"StocktakeReport"** sheet, and it becomes the active sheet.



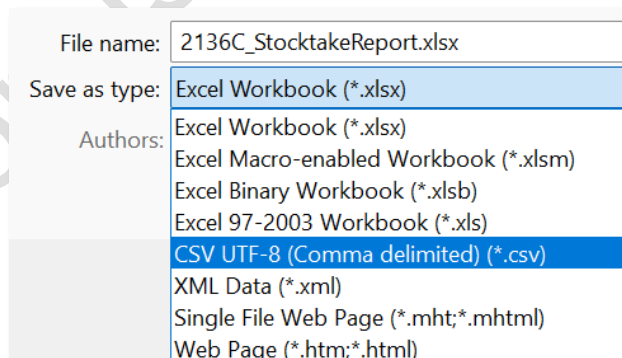
Green underline indicates that the sheet is active

2. Click **"File"**, and then either **"Save a Copy"** or **"Save As"** and choose a location where the .csv file will be saved.
3. Name your file after your Service Outlet Identifier (ID) and the name of the sheet you are saving, (e.g. **2136C_StocktakeReport**).

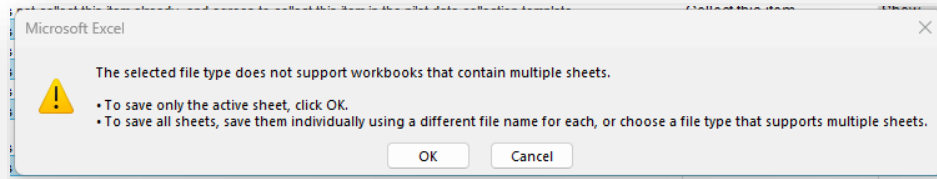


You should find your Service Outlet Identifier (ID) in the first column of the **StocktakeReport** sheet. This ID will be provided to you before the data collection period begins.

4. For the file type, select **"CSV UTF-8 (Comma delimited) (*.csv)"** from the dropdown list.



5. Select **"Save"**
6. You will likely receive a warning that 'The selected file type does not support workbooks that contain multiple sheets':



Select '**OK**' on this screen.

7. Once you have created the new .csv file, you can Exit from Microsoft Excel. If it asks you whether you would like to save your changes, select '**Save**'.

IMPORTANT

Do not re-open your newly saved .csv file before sending it to the AIHW. If you do so, it might prompt you to convert the text into data that may not be readable.

If you would like to make revisions, we suggest you reopen your Excel template workbook and repeat steps above to create a new .csv file.

You can view the data before converting to .csv by navigating to the **StocktakeReport** sheet in the template. The Stocktake Report should only be provided **once** per template.

We require both the **Outlet Info and Stocktake** sheet to be completed and the resulting **StocktakeReport** submitted once for each service outlet. For example, if your organisation has 3 service outlets in the pilot, we require a StocktakeReport for each before the pilot data collection commences. If one of the 3 service outlets starts a new template part way through the pilot data collection period, we need a new copy of the StocktakeReport to be emailed to us when you start using the new template.

Sending the completed stocktake

Participating outlets must send the Stocktake Report (.csv) to the AIHW at fdvpilot@aihw.gov.au before the pilot data collection commences.