Frequently Asked Questions (FAQs)

Last updated 11 March 2026

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How does the pilot data collection relate to other data reporting obligations?

The FDV Pilot data collection is a separate process to other existing arrangements, and the data you provide as part of the pilot will not impact the regular reporting requirements you already have in place.

The definitions and data items used in the pilot are specific to the pilot and should not be used for recording data to meet other reporting obligations, where different definitions may already be in place.

For example, if you currently supply data to the AIHW through the Specialist Homelessness Services Collection (SHSC), you will still need to complete your regular SHSC reporting, in addition to collecting data in the Excel template for the pilot.

How often does the data need to be entered into the Excel template?

This will be up to you to and will depend on how you think you can best capture accurate data, while balancing the data collection with your service delivery. The key priority is to capture the data according to the AIHW's metadata specifications.

In a lot of cases, you will be most able to do this if you collect the data at regular intervals. For example, during or after your service interactions with a person. This is because the data item categories we are asking you to consider as part of the pilot may not be ones you already use in your CMS, so you may find it difficult to complete the template later by referring back to your CMS data.

It is important that you review the metadata specifications to ensure that you are able to collect the relevant items using the categories that we have provided.

When should I start 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.

See the Pilot User Guide for examples about when to start a SE worksheet.

Do we collect data for existing service users (and clients) using the template?

For the pilot, you should make a new entry for every **new in-scope service user** who commences a **new service episode**. These are the people who are referred (or self-refer into your service outlet) and meet the scope criteria, who do not already have an active period of support open.

If the pilot commences on 2 March 2026, this means you would only start recording people who came in (for the first time) from that date. Anyone who already had an open period of support would not be added to the template. However, if a person had a support period closed before the start pilot period (e.g. they had 2 weeks of support in February and then the support period was closed), and they present again on March 10th as a new referral (or to seek a new period of support), then we would expect the information from March 10th onwards to be included.

How do I keep track of which clients/service users are being recorded in the Excel template?

It is up to you to decide the best way to flag in your own systems, which of your clients and service users are being recorded for the pilot. This may involve adding notes or a flag to profiles within your CMS, so that any worker who interacts with that particular person is aware that they may need to add information to the Excel template.

For example, if someone is referred into your service on the 5^{th} of March and meets the scope criteria, you should make a new entry in the template for this particular service episode. If the person returns the following week on the 12^{th} of March and is provided with a service, then you will need to find the relevant service episode in the template and record information about what service was provided, and what date it was provided.

In the Excel template, the Persons List summarises the services users and service episodes.

What if I make an error in the Excel template?

If you notice an error before submission, please correct it in the template. For data quality purposes, data in the **Data Report** sheet cannot be manually revised. You will have to locate the error in the relevant Service Episode (SE) Worksheet and update it there.

If you discover an error after submission, contact the AIHW team at fdvpilot@aihw.gov.au for guidance.

Is it okay to leave data missing?

In the template, different sections need to be completed depending on whether the person is assisted or unassisted. The tracker in the status bar should tell you whether some sections have missing data. You should attempt to provide data for all required fields to the best of your ability, until the tracker updates to 'Complete'.

Where a data item cannot be completed for a service user, (for example, where you are unable to obtain the information) the missing value code specified in the metadata definitions should be used. In most cases, this code is labelled 'Not specified/inadequately described'. It is important to use the missing data code rather than leaving the cell blank, as it helps the AIHW to identify data gaps.

What if a client chooses not to answer a question?

The data in the template should be collected on a best endeavours basis in the course of your interactions with a service user.

You should not insist that your client answer questions for the data collection. The amount of data you collect from any individual will be guided by your professional judgement about whether it is safe and appropriate to obtain the information. Where a data item cannot be completed for these reasons, please use the missing data code of ‘Not stated/inadequately described’.

My template is full. What should I do?

Each Excel template file has space for 100 service episodes. If you have more than 100 incoming service users during the data collection period, you should download a new template and submit both to the AIHW.

Please indicate the template number on the **‘Outlet info and stocktake’** sheet in the template and the date that you commenced the new template. For example, if you end up completing 2 templates during the pilot period, you will have 2 workbooks with the following information recorded on the **Outlet info and stocktake** sheet:

Information about your outlet:

Please complete information about your outlet with yellow cells below:

Service outlet identifier	2136C
Service outlet name and Program	AIHW Bruce Refuge
Service outlet State/Territory	Australian Capital Territory
Service outlet Suburb/Town or Postcode	2617
Template number (1=1st)	1
Template collection start date	2/03/2026

Information about your outlet:

Please complete information about your outlet with yellow cells below:

Service outlet identifier	2136C
Service outlet name and Program	AIHW Bruce Refuge
Service outlet State/Territory	Australian Capital Territory
Service outlet Suburb/Town or Postcode	2617
Template number (1=1st)	2
Template collection start date	28/04/2026

You may complete as many Excel templates as you need. You will need to complete the data item stocktake again, as this will update the template based on your selections.

What if I want to renegotiate my level of participation during the data collection period?

If your service outlet wishes to change the level of participation in the pilot during the data collection period, please contact fdvpilot@aihw.gov.au to discuss options.

Why is client name collected in the template?

Client name is included in the template so that staff at participating service outlets can easily find client records. These names are for you to navigate the template only, and they are not included in the **Data report** sheet, which is the file that will be sent to the AIHW.

It is not a requirement to include names in the template. If you prefer, you can use a pseudonym or other text or unique ID instead of a name.

What are the weekly drop-in sessions for?

The weekly drop-in sessions are an opportunity for service outlets to ask the AIHW staff questions about or discuss any aspect of the pilot. The sessions also give you a chance to meet and discuss the pilot with other participating organisations. Attendance is voluntary. If service outlets have an urgent matter they wish to discuss with the AIHW, we recommend calling the AIHW's pilot helpline.

What if a person's situation changes during the support period?

Some data items in the Excel template should be completed at the time of referral or at the start of the support period, and these items should not be changed if the person's situation changes. Other data items, such as the services provided to the person can be continually updated during the data collection period. The metadata specifications provide further information about when each data item should be collected.

Can I submit data before the end of the collection period?

Templates should generally be submitted once at the end of the collection period. 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 at fdvpilot@aihw.gov.au to confirm the best approach.

Do I need to collect data for children referred with an adult?

Yes, if the child meets the scope criteria, both the child and the adult should be recorded as separate service users in the template.

To be in-scope for the pilot, a child would need to be

- a victim-survivor of FDV
- in urgent need of support
- not already receiving services from your outlet
- named on a referral, or presenting with a parent who has been referred to your outlet and receives a direct service. You do not need to enter data for other children (e.g. those at home) even if they indirectly benefit from services provided to a parent.

A direct service might be:

- providing accommodation that the child uses
- conducting a risk assessment for a child
- arranging crisis counselling for the child
- liaising on behalf of the child with their school or child protection services

- arranging a warm referral for the child (where you contact another organisation to provide a service and they accept that referral).

Any child who is in-scope needs to be entered into a separate service episode in the template. If a child does not have their own personal identifier in your case management system, you could record their mother's personal identifier but add a number at the end; for example, if the mother's personal identifier is 12345, the child's could be 12345-1.

Please note if you are a high-volume service outlet, you will only be entering a sample of service users into the template. We recommend that you include all members of a presenting unit if any one person is included in the sample. This means that during the pilot, there may be a day when you only enter data for 1 family (or presenting unit).

What is the difference between case management and case coordination?

Case coordination and case management are included as two separate service types for the purposes of the pilot. Crisis case management refers to instances where a case manager has been assigned and includes assessment and planning to meet the person's needs. Case coordination includes all coordination of services for a person across multiple organisations.

Case coordination may be provided as part of case management. In this case, you would select both case coordination and crisis case management as being provided.

My organisation receives donations of goods from a third-party organisation. These goods are provided to our service users who need them. How should this be recorded in the template?

If your organisation receives donations of goods (for example, food, sanitary products, clothes) and these are then provided by you to service users in need, then these should be recorded as provided by you. The type of service you record as provided may vary. If food is provided, please select 'Meals'. All other goods should be recorded as 'material aid/brokerage'.

My organisation has an arrangement with a third-party that provides specific services on site. How should this be recorded in the template?

If your organisation has an arrangement with a third-party to provide services on site at one of your outlets, then you should record these as services as if a referral was arranged.

For example, your service outlet has an arrangement with a medical specialist who attends one of your sites regularly. Any in-scope service user who sees the medical specialist as part of their service episode should be recorded as being referred to 'Other' (with 'Medical services' specified in free-text).

My organisation provides specialist crisis FDV services to people staying in hotels or motels. What accommodation type should I record in the template?

You should only record an accommodation type as being 'provided' if your organisation directly provided, or paid for, the accommodation. This means that you should only record a hotel, motel or caravan park as being ‘provided’ by your outlet where you have paid for it (either directly or via cash or a voucher). This includes where hotel, motel or caravan park is being used temporarily until space becomes available in a refuge.

Support that you provide to someone while they are accommodated in a hotel, motel or caravan park should be recorded using the other service types (for example, safety planning, case coordination).

If the person uses multiple types of accommodation during their service episode, both forms of accommodation should be recorded. For example, if you pay for a hotel initially but are then able to accommodate the person in your specialist FDV accommodation, you should tick both ‘hotels, motels and caravan parks’ and ‘specialist FDV emergency accommodation’ as being provided by your service outlet.

What is the difference between a helpline and a central intake service?

The distinction between a helpline and a central intake service may not always be clear-cut. However, in general, the key difference relates to the purpose and depth of the interaction.

Helplines typically provide general information, advice and support. Interactions are often brief and may not involve a detailed assessment or the collection of extensive personal information.

In contrast, engagement with a central intake service usually involves some form of assessment of the individual person’s circumstances. This often requires a person to share more information so that appropriate referrals can be made and crisis support can be arranged.

What type of legal matter is a child protection order?

You may be supporting a person who is involved in a care and protection order (for example, a child protection order). Care and protection orders are legal orders or arrangements that give the government departments responsible for child protection some responsibility for a child’s welfare.

In the pilot, child protection matters fall under the classification of ‘civil law proceedings’. Note that this applies to interim and final orders that are taking place both in and out of court.

You should record the following for persons who are involved (as a parent or child) in ongoing care and protection orders:

- for the data item **‘Person has ongoing legal matter’**, select **‘Yes’**.
- for **‘Type of legal matter’**, select **‘Civil law proceedings’**.

This approach should be used where a care and protection order is current and relevant to the person’s circumstances during their service episode.

There's an issue with my template. What do I do?

Here is a catalogue of known issues with the Excel template, plus actions you should take:

Issue	Description
Part D Tracker showing as Incomplete for Unassisted Persons	Part D is used to record timed activities such as contact time, casework and travel. For unassisted clients, outlets only need to fill in Parts A and B in a service episode (SE) worksheet. However you will see that the Part D Tracker at the top of the SE worksheet still shows Part D as 'Incomplete' — this is a known issue. The Part D tracker formula doesn't account for whether a client is assisted or unassisted, and should be ignored for unassisted persons. Due to this issue, when using the Persons List to check for service episodes that are incomplete for Parts C–E, please filter the list to show **Assisted** clients only — this is the best way to check that Parts C–E are complete.
Legal Matters check boxes remain visible when outlet opts not to collect	The template is designed to hide any questions on the Service Episode worksheet when your outlet selects 'My outlet opts not to collect this data item during the pilot data collection' on the stocktake table (*Outlet info and Stocktake* sheet). There is currently a small error with this feature. If you opt not to collect the data item Legal Matters, the check boxes for Legal Matters will still appear on the SE worksheet and won't hide as expected. If your outlet is not collecting Legal Matters during the pilot, please let your team know that this question in Part C does not need to be completed.