



Australian Government

Australian Institute of
Health and Welfare

Homelessness:

clearer picture,

better future

Specialist Homelessness Services collection

Agency Training MANUAL

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Introduction

Welcome to the Specialist Homelessness Services (SHS) agency training manual ('workbook') developed by the Australian Institute of Health and Welfare (AIHW). The workbook is designed to equip agency workers to accurately collect and submit data for the SHS collection.

This workbook is designed to be used primarily in conjunction with face-to-face training. However, agency staff can work through this workbook outside of training to familiarise themselves with the collection. The SHS Collection Manual is an important resource that contains all the necessary information to complete each component of the collection accurately.

This workbook focuses on the paper data submission forms to ensure agency workers have a good understanding of collection concepts and data items. This is essential irrespective of whether their agencies report on paper forms or by using the Specialist Homelessness Information Platform (SHIP) or any other client management system (CMS). A separate additional training manual is available to agencies using SHIP.

By completing this workbook, agency workers will have achieved the following outcomes:

- appreciate the importance of collecting data
- address clients' rights and informed consent
- understand key concepts and their application in the collection
- research and interpret data definitions using the SHS Collection Manual
- consistently create alpha codes
- accurately record client data using paper forms
- accurately link forms and link presenting units
- accurately complete Unassisted Person forms.

Support for agencies

Most of the information agency workers will need is included in this workbook and in the SHS Collection Manual. However, further support is available through the AIHW Hotline and AIHW website (details below). AIHW will also provide information for agencies via the Specialist Homelessness Online Reporting (SHOR) website.

AIHW Hotline contact details

Open 9am to 5pm (AEST/AEDT) weekdays.

Phone: 1800 627 191

Email: homelessness@aihw.gov.au

Provides assistance or advice with:

- data definitions and concepts
- completing paper forms and ordering additional paper forms
- recording client information in SHIP

- running extracts, correcting errors and running reports in SHIP
- submitting data via SHOR and correcting critical errors.

Homelessness website


The website at AIHW includes newsletters, agency updates, collection and user manuals, frequently asked questions and SHIP and SHOR e-Learning resources. It also has links to homelessness publications and other homelessness websites.

Links to website:

www.aihw.gov.au/shsc

www.aihw.gov.au/shsc-resources/

Online support in SHIP

SHIP has several online resources available via the question mark  located at the top right of each screen. Resources include:

- a page from the SHIP User Guide that relates to the screen you are working on
- answers to frequently asked questions (FAQ)
- checklist forms useful for recording information during intake
- authorisation forms for Infoxchange to add, remove and/or edit SHIP user accounts if your agency is not in a position to do
- SHIP User Guides available for download
- news about the latest SHIP enhancements and releases.

What is the AIHW?

The AIHW is based in Canberra and its role is to collect data and produce reports on many aspects of health and welfare, including housing and homelessness. Governments use these reports to develop policies and to manage service delivery. The AIHW commenced reporting on clients supported by specialist homelessness services across Australia in 1996 through the Supported Accommodation Assistance Program (SAAP) National Data Collection.

AIHW now manages and reports on the SHS collection.

The SHS collection

The AIHW has worked closely with members of the Housing Ministers Advisory Committee, the Housing and Homelessness Information Management Group, the Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) and homelessness sector representatives to develop and implement the Specialist Homelessness Services (SHS) collection.

Benefits of the SHS collection

The SHS collection provides a clearer picture of homelessness by collecting more detailed data about homelessness history, client living arrangements, intensity of

support, and client situations during the support period. Information is gathered about children because they will be recorded as clients in their own right.

How the SHS collection is used

State and territory governments

The AIHW produces a range of quarterly and annual agency and national reports. State and territory governments use AIHW reports to monitor the delivery of specialist homelessness services and to manage and fund homelessness programs. It is important that your agency demonstrates its accountability by reporting through the AIHW.

Australian Government and COAG

The Australian Government and COAG use national, state and territory reports to develop and evaluate homelessness policy. They also use National Agreement Performance Indicators to monitor performance of states and territories in achieving homelessness outcomes.

Researchers and peak bodies

Researchers use the data to better understand homelessness and suggest ways to prevent or address homelessness. Peak bodies also use these reports to promote informed debate and keep homelessness on the public agenda.

How agencies can use the data

Specialist Homelessness agencies can use the AIHW quarterly and annual reports to assess their own operations and improve services to their clients. If the data is entered into SHIP, individual agencies will also be able to run their own reports. The data can be used by agencies to: report to management committees and funders; assist in planning and evaluation; consider ways of improving case management; present as evidence to develop new services or apply for new funding; and assist to better meet clients' needs.

Elements of the SHS collection

Client collection

The main collection gathers detailed information each month about all clients (including children) and the services they received.

Unassisted Person collection

This collection runs continuously and requires a short form to be completed on all people who requested a service from a specialist homelessness agency and did not receive any services.

It collects data about all unmet requests, not just accommodation.



Key concepts of the SHS collection

Unassisted person

An unassisted person is any person who seeks services from a Specialist Homelessness agency and does not receive any services. Services include the provision, referral or assessment of needs for the list of services in the collection (not just accommodation).

A client cannot be an unassisted person as they are receiving at least one service from a Specialist Homelessness agency. Information about services they request but do not receive will be collected in the Services and Assistance item in the Client collection.

Children who are seeking services when they present with a parent or guardian, or having services sought on their behalf, and who do not receive any services, should also be recorded as an unassisted person.

Children who are not seeking services when they present with a parent or guardian are not considered to be an unassisted person.

Client

A client is a person who receives a specialist homelessness service. A specialist homelessness service is assistance provided to a client aimed at responding to or preventing homelessness. A client can be of any age – children are also clients if they receive a service from a specialist homelessness agency.

To be a client the person must directly receive a service and not just be a beneficiary of a service. Children who present with a parent or guardian and receive a service are considered to be a client. This includes a service that they share with their parent or guardian, such as meals or accommodation.

Children who present with a parent or guardian but do not directly receive a service are not considered to be clients. This includes situations where the parent or guardian receives assistance to prevent tenancy failure or eviction.

Collection and reference time periods

The SHS collects information about clients throughout their support period.

This includes:

- a week (7 days) before the start of the support period
- at the start of the support period
- during each month
- at the last service provision date of each collection month
- at the end of the support period.

Collection month

Information is collected and submitted monthly to the AIHW. A collection month is one calendar month.

There can be multiple collection months within a support period.

Collection period

A collection period relates to the period from the day the first service is received to the day the last service is received in a calendar month. There is only one collection period within a month but it may not cover the whole calendar month.

This will provide useful data about the timing of services provided to a client throughout their entire support period, especially for longer support periods.

The last service contact date also allows support periods to be easily closed for clients who fail to return to receive more services in the following collection month.

- The periods of service within each collection month can vary markedly – from as little as one day up to the entire month.
- If the client receives only one day of service during a collection month, the first and last date of service will be the same.
- Remember that accommodation is a service.
- The last date of service for the collection month may be difficult to identify at the time and may need to be completed when finalising the form for the month.

Relationship between support period and collection month

The table below shows an example of a support period that spans three collection months. It illustrates how the first and last days of service are collected within a collection month.

It also shows how those collection months sit within a support period that starts on the 15th of the first collection month, and ends on the 7th of the third collection month.

SUPPORT PERIOD		
→	Start: 15 th Month 1	End: 7 th Month 3 ←
Collection month 1	Collection month 2	Collection month 3
<div> <div>1 2 3</div> <div>4 5 6 7 8 9 10</div> <div>11 12 13 14 15 16 17</div> <div>18 19 20 21 22 23 24</div> <div>25 26 27 28 29 30 31</div> </div>	<div> <div>1 2 3</div> <div>4 5 6 7 8 9 10</div> <div>11 12 13 14 15 16 17</div> <div>18 19 20 21 22 23 24</div> <div>25 26 27 28 29 30 31</div> </div>	<div> <div>1 2 3</div> <div>4 5 6 7 8 9 10</div> <div>11 12 13 14 15 16 17</div> <div>18 19 20 21 22 23 24</div> <div>25 26 27 28 29 30 31</div> </div>
First day of service = 15 th Last day of service = 20 th	First day of service = 22 nd Last day of service = 22 nd	First day of service = 5 th Last day of service = 7 th
INITIAL Client form	ONGOING Client form	ONGOING Client form

Support period

The period of time a client receives assistance from your agency is referred to as a support period. It relates to the provision of assistance and/or supported accommodation.

Assistance can include contact with a client and/or work on behalf of a client.

A working relationship with a client may extend for many years or just exist for a single day. Sometimes a working relationship may be intermittent, with intense periods of interaction followed by a lessening in the amount of support needed, or it may be just occasional contacts.

Starting a support period

As soon as a client receives a service from your agency, the support period is opened and this is generally when your agency first considers itself to have established a working relationship with the client.

A working relationship is considered to be ongoing for the whole time you are working with a client, for as long as you are working on their behalf at least once every collection month. Leave the support period open if you expect to provide services to the client in the next collection month.

Closing off a support period

A support period ends when:

- the relationship between the client and your agency ends
- the client has reached their maximum amount of support your agency can offer
- a client has not received any services from your agency for a whole calendar month and there is no ongoing relationship.

Where a client has an appointment with your agency which is more than a calendar month in the future then it is not always necessary to close the support period. This is because it is expected that there is an ongoing relationship with the client. There may still be some work undertaken in the intervening period on the client's behalf, such as checking on the client or updating case notes, and this should be recorded as services provided.

However if there are no services and assistance given to the client for the calendar month between appointments the support period must be closed.

The end of the support period is the day the client last received services from your agency.

Ongoing client

A client who is still being supported at the end of a collection month is defined as an ongoing client. If the support period remains open, data about the client's situation at the end of each collection month and the support they received during that month should be submitted to the AIHW every month.

Support Period ID

As separate forms are submitted monthly, a number is required to link the forms across collection months if the support period is ongoing.

This number is called a **Support Period ID** and it is printed on the **Initial Client Form**.

Agencies using paper forms will need to keep a register of the client Support Period IDs and enter them on all subsequent ongoing client forms.

For agencies using SHIP, a unique support period ID will automatically be assigned to every client but it will not be visible to the worker.

Note: If a client returns for another support period, they will be assigned a new Support Period ID.



Presenting unit/presenting unit head

In the Client collection, a presenting unit is a client or group of clients that present together to a Specialist Homelessness agency. People who do not receive a service, and are therefore not clients, are not included in the presenting unit. For example, children who present with a parent or guardian but do not receive any services themselves.

In the Unassisted Persons collection, a presenting unit is a person or group of people that present together to request services from a Specialist Homelessness agency, but do not receive any specialist homelessness services. If a service is not requested by, or on behalf of a person, then that person is not included in the presenting unit. This may include children who accompany a parent or guardian but who would not receive any of the services requested by the parent or guardian.

A presenting unit can be a person alone, siblings, person with children, couple with children, couple without children, multigenerational family, or group of unrelated persons. The presenting unit enables reporting on families and other groups who present together. It establishes relationships within families and other groups.

The presenting unit head is the best person within the group to enable a description of the various relationships to other persons with whom he/she is presenting to request services. He/she is not considered to be more important than any other persons in the group.

It will be up to you to decide who to record as the presenting unit head.

If a person presents alone, he or she is identified as the presenting unit head.

Using a Presenting Unit ID to link family/group records

If a group of people present and receive services, a number is required to link client records to a particular presenting unit – this number is referred to as the Presenting Unit ID. For example, children have their own client records, so their records need to be linked to those of other family members using a Presenting Unit ID.

In SHIP records will be linked within the system, but for agencies using paper forms, the same Presenting Unit ID will need to be recorded for each client in the presenting unit. This will enable the AIHW to report on families and other presenting units.

What is the Presenting Unit ID?

The Presenting Unit ID is the Support Period ID of the presenting unit head – the same number should be entered as the Presenting Unit ID for all clients in the group.

If a person presents alone, their Support Period ID and Presenting Unit ID will be the same. Their relationship to the presenting unit head therefore will be 'Self'.

If a client has a repeat support period, he/she will be assigned a new Support Period ID and therefore, a new Presenting Unit ID.

What if the presenting unit changes?

If there are changes to the presenting unit during the support period, you do not change the presenting unit information you created at the start of the support period.

If a new client(s) joins a presenting unit at some point after the initial group presented:

- The new client can only be added to the presenting unit if the presenting unit head is still a client of your agency. That is, if the support period of the presenting unit head has not ended.
- Record the Support Period ID of the presenting unit head as the Presenting Unit ID on the form of the new client(s). The presenting unit head CANNOT change and must be the same as determined for the initial presenting unit.
- Record the client's relationship to the presenting unit head and record the number of clients in the presenting unit. This number will include the new clients who have joined the presenting unit. This number does not need to be updated for other clients of the presenting unit.
- Do not change the information for any other client in the presenting unit.

If the support period of a client within the presenting unit ends:

- You do not need to change any information for other clients of that presenting unit and the Presenting Unit ID can continue to be used for those clients.
- If the support period of the presenting unit head ends you will not be able to add any additional clients to that presenting unit. Information for existing clients in the presenting unit does not need to be changed.

Discussion

- Discuss the types of presenting units at your agency.
- Will there be any difficulty at your agency in identifying a presenting unit head?
- If your agency uses paper forms, discuss how you could set up a register to record your clients' Support Period IDs and Presenting Unit IDs. It is also useful to record the support period start date.



Exercise 1: Linking forms/relationship to presenting unit head exercise



Mary Allen presents with her children Martin, Basil and Jacob and her new boyfriend Christopher Allison.

- You provide them all with a service.
- You decide to make Mary the presenting unit head.
- Why?

The **Initial Client Forms** have the following printed Support Period IDs:

- 10001 for Mary
- 10002 for Martin
- 10003 for Basil
- 10004 for Jacob
- 10005 for Christopher.

Record the numbers required to link the forms for your five clients in the table below:

- Remember – **the Support Period ID of the presenting unit head will be the Presenting Unit ID for the entire group.**

Name	Support Period ID	Presenting Unit ID
Mary Allen		
Martin Allen		
Basil Allen		
Jacob Allen		
Christopher Allison		

Exercise 2: Linking forms/relationship to presenting unit head exercise

Soon after, Trevor Jones and Mark Alfred present at your agency after being evicted from their share-house and you agree to assist them to find accommodation.

Trevor is shy and relies on Mark to answer all your questions.

Their **Initial Client Forms** have Support Period IDs of 10006 for Trevor and 10007 for Mark.

Who will you identify as the presenting unit head? _____

What is Trevor's Presenting Unit ID? _____

What is Mark's Presenting Unit ID? _____

Exercise 3: Relationship to presenting unit head exercise



A multigenerational family presents at your agency and you accommodate all members of the family.

The presenting unit consists of a grandmother, her son, and her daughter who has two little children. The son appears to be the spokesperson for the group.

Who will you identify as the presenting unit head to best describe the relationships in the group?

- A. The grandmother, because she is the head of the family.
- B. The son, because he is the spokesperson for the group.
- C. The daughter, because she is the mother of the children and is best placed to describe the relationships within the presenting group.

Answers are on page 42.

Example: Support Period ID register

The table below shows an example of a register that could be created at your agency to record Support Period IDs. These column headings could be created in an Excel spreadsheet, or just recorded on paper.

The Support Period ID will be required for Ongoing Client Forms and Resubmission Forms (see page 33).

The family name is recorded first so you can quickly identify family names.

The Presenting Unit ID could be useful for identifying presenting units and may be needed for future reference—for example, if another member of a family joins the presenting unit at a later date, or if data needs to be resubmitted.

Support Period ID	Family Name	First Name	Sex	Presenting Unit ID	Support Start Date	Support End Date



Confidentiality and consent

Security at the AIHW

The AIHW has strict procedures for ensuring the security of all the data it is responsible for storing. These procedures have never been breached. There is also legislation in place to ensure that data is kept confidential, for example, the *Commonwealth Privacy Act 1988*.

The names or addresses of your clients are not provided to the AIHW. Paper forms are delivered in a locked bag and kept in locked storage, then shredded after they have been scanned as specified in the AIHW Forms Retention Policy.

AIHW cannot release information to the police or Centrelink. In fact, the AIHW Act prohibits the release of personal information to anyone other than the agency that provided it.

Consent for the SHS collection

Clients have a number of rights in relation to the SHS collection. Clients need to be given the opportunity to indicate that they do not want sensitive information passed to AIHW. Clients have the right to know who their information will be provided to and what it will be used for.

Clients should be advised that they can refuse to provide information to AIHW about sensitive items and this can be done verbally at any time during the support period.

When you have established trust with the client, raise the issue of the data collection for AIHW. Use the Privacy Information Card to show how the client's confidentiality is protected using the alpha code. Reassure clients that they will get the same services no matter what they decide and that they can still refuse to answer any questions.

Sensitive items covered by consent

Only sensitive information collected from clients requires their consent. While the client cannot be identified, they can choose at any time during their support period to not have the following information provided to the AIHW as part of the SHS collection:

- Indigenous status
- country of birth
- type of institution recently left
- care arrangements for child under care and protection order
- formally diagnosed mental health condition
- timeframe mental health services received
- additional source of information on a mental health condition

Consent for children

All children are now considered to be clients in their own right when they receive a service from a SHS agency. Children may not be able to comprehend the purpose of the collection and therefore cannot make an informed decision about consent.

The decision not to provide sensitive information to AIHW can be made by either the parent/guardian or the child, depending on family circumstances and whether or not the child is judged able to understand what is being asked of her/him. This decision can be made in consultation with the parent/guardian and the child.

Privacy legislation varies and case workers should become familiar with requirements that apply in their state/territory, for example, age limits imposed for providing information to agencies.

Other clients who may be unable to make an informed decision

As well as children, there may be adult clients who might be unable to comprehend the purposes of the collection, and are not in a position to make an informed decision about consent. These clients include people with a cognitive impairment, an intellectual disability, a mental illness, or communication issues.

The Statistical Linkage Key

When the alpha code is combined with the date of birth and the sex of the client, it creates a record identifier key called a SLK. The SLK enables data from two or more support periods belonging to the same client to be brought together. This avoids double counting of clients. It also enables analysis of outcomes for a client across multiple support periods.

For example, if the same SLK is attached to three records, we can tell that this particular client has had three support periods, but we do not know his/her identity.

The SLK is also used to determine whether clients have received services from other agencies, and whether they have received services in previous years. This can provide governments and researchers with valuable information about pathways through homelessness.

Alpha codes protecting confidentiality

To protect your client's privacy, the AIHW collects an alpha code instead of your client's name.

The alpha code is a five-letter code derived from the:

- 2nd and 3rd letters of the first name
- 2nd, 3rd and 5th letters of the last name
- if the name is too short, fill in the missing letters with the number 2
- if the name is missing, fill in the missing letters with the number 9.

How to accurately record the alpha code

- Always record the client's name consistently when creating the alpha code on a paper form or entering the client's name into SHIP.
- It is recommended that you use the formal name of a client wherever possible – for example, ask what name is used on their Medicare or Centrelink card.
- If the client refuses to give their name, record 99999 for the letters of their first and last name.
- Write in CAPITAL letters and complete all six boxes.
- Do not count hyphens, apostrophes, blank spaces or any other such character that may appear in a name which is not a letter of the alphabet. For example, a last name such as van der Donk should be treated as one name with the code ANE.
- In some cultures it is traditional to state the family name first. To overcome discrepancies, ask the client to specify their given name and their family name separately.

Exercise 4: Creating an alpha code



Create the alpha code for your own name in the box below:

Letters of given name	<div style="display: inline-block; width: 20px; height: 20px; background-color: #ccc;"></div>	<div style="display: inline-block; width: 20px; height: 20px; background-color: #fff;"></div>	<div style="display: inline-block; width: 20px; height: 20px; background-color: #fff;"></div>	<div style="display: inline-block; width: 20px; height: 20px; background-color: #ccc;"></div>	<div style="display: inline-block; width: 20px; height: 20px; background-color: #ccc;"></div>	<div style="display: inline-block; width: 20px; height: 20px; background-color: #ccc;"></div>
		2nd	3rd			
Letters of family name	<div style="display: inline-block; width: 20px; height: 20px; background-color: #ccc;"></div>	<div style="display: inline-block; width: 20px; height: 20px; background-color: #fff;"></div>	<div style="display: inline-block; width: 20px; height: 20px; background-color: #fff;"></div>	<div style="display: inline-block; width: 20px; height: 20px; background-color: #ccc;"></div>	<div style="display: inline-block; width: 20px; height: 20px; background-color: #fff;"></div>	<div style="display: inline-block; width: 20px; height: 20px; background-color: #ccc;"></div>
		2nd	3rd		5th	

Create alpha codes for the following clients:

Donald de la Salle	
Ms Lizzie O'Brien (formal name Elizabeth)	
Mr T. Hall	
Mr Ng Tien	

Date of Birth

Date of birth is recorded using the DD/MM/YYYY format – 2 numbers for the day, 2 numbers for the month, and 4 numbers for the year.

- If the date of birth is accurate, enter A in all three boxes under the day, month and year.
- If the exact date of birth is unknown or estimated, all three boxes under the day, month, and year should be completed:
 - enter U to indicate unknown
 - enter E to indicate estimated.

Exercise 5: Recording date of birth

Complete the dates of birth for the clients below.



- A. Lachlan is 20 years old but month and day of birth is unknown. Can you be sure what year he was born?

	D	D	M	M	Y	Y	Y	Y
DATE OF BIRTH OF CLIENT								

- B. Aida was a refugee who did not know her exact birth date when she arrived in Australia. Australian authorities have determined that her birthdate is 01/01/1986.

	D	D	M	M	Y	Y	Y	Y
DATE OF BIRTH OF CLIENT								

- C. June looks about 60, knows she was born in May, but is not sure if she was born in 1950 or 1951.

	D	D	M	M	Y	Y	Y	Y
DATE OF BIRTH OF CLIENT								



Completing data collection forms

Unassisted Persons form

The Unassisted Persons collection is part of the SHS collection and data is collected on an Unassisted Persons form throughout the year.

- An Unassisted Persons form should be completed for every person who seeks a SHS from your agency but does not receive it.
- Unassisted Persons forms should be submitted at the end of each collection month.
- An individual form should be completed for each person.
- An unassisted person does not become a client.
- Existing clients of an agency cannot be an unassisted person of that agency.

The types of unmet services that are recorded are:

- Short-term or emergency accommodation
- other housing/accommodation
- general assistance and support
- specialised services.

The form also records the urgency of the services requested and the reason(s) the service could not be provided.

Exercise 6: Unassisted Persons scenario



Complete the following scenario about Michelle Orr and her partner Joe Morris on two Unassisted Persons forms.

Michelle Orr (DOB about 1978) and her partner Joe Morris (DOB 7 August 1974) have been living with Michelle's aunty since they were evicted last month.

The house is overcrowded and they present at your agency on 12 April to request assistance to obtain more suitable long-term housing.

- They presented at another agency earlier this morning and the agency was unable to be assisted because they only supported single young women.
- Michelle and Joe want to move out 4 days from now.
- Your agency only provides emergency accommodation and does not offer a service to help clients access long-term housing so you cannot meet their request.

Initial Client Form

The Initial Client Form collects all information for the first collection month. Complete one form for each client, including children who receive a service.

The Initial Client Form collects:

- demographic information about the client – such as age, sex, Indigenous status, country of birth
- the client's situation a week before, and at the start of the support period
- services and assistance provided during the first month of a client's support period
- the client's situation at the last service provision date during the first month
- reason for ending the support period, if the client's support period ended in the same calendar month that it started.

All information is collected on one form if a client's support period starts and ends within the same calendar month.

When to complete the Initial Client Form

The Initial Client Form is completed in stages:

- complete the first half of the form at the start of the support period
- enter services and assistance provided throughout the collection month
- complete the rest of the form at the last service date for the month, if known at the time or otherwise at the end of the month.

Can I photocopy data collection forms if our agency runs out?

No, because each person is required to have a unique Support Period ID or Unassisted Persons ID. Each of the data collection forms must have a unique ID and the AIHW will not accept forms with a duplicate ID.

If you expect to run out of forms in the near future:

- email a request to the AIHW Hotline at homelessness@aihw.gov.au
- state your Agency ID
- state the number and type of forms required.

Note: Agencies can photocopy existing forms in order to keep a record of the information that they sent to the AIHW. The information you submit on the Initial Client Form will be required if you have to make a resubmission to change any of this information.



Completing the Initial Client Form

The following section provides some useful information to complete some of the more complex items on the Initial Client Form. Many of these items also appear on the Ongoing Client Form.

A full set of instructions for completing each item is provided in the SHS Collection Manual from page 28. The manual includes definitions to assist you to select the most appropriate responses.

Boxes and circles on paper forms

Circles on forms denote single answer questions – only one circle can be crossed.

Boxes on forms denote multiple answers – any number of boxes can be crossed.

Completing all the items on the form

The forms will be scanned and go through a data validator to be checked for errors.

Apart from some exceptions, all items on the form need to be completed. An error report will be generated if the form is not completed.

Exceptions exist where instructions on the form advise that data items be skipped.

The options of 'Don't know' and/or 'Not applicable' are included for most items to enable an answer to be selected.

Select 'Not applicable' when:

- The question does not apply to your client – for example, if the client has an income and the question asks if they are registered for a government benefit but are waiting for their first payment.
- The question is age inappropriate – for example: when the client is an adult and the question is about school attendance; when the client is a young child and the question is about labour force status, which is only asked of people aged 15 and over.
- The client has refused to provide consent to pass on information to the AIHW about sensitive items that require consent (marked with an asterisk on the form).

Select 'Don't know' when:

- The information is unknown.
- The client refuses to answer that particular question.

Tips for completing paper forms

Please note the following advice to help you to complete paper forms accurately.

Circles

- Circles are used to indicate that only one response is required.
- Please place a cross in the circle next to the applicable question.

Boxes

- Boxes are used to indicate that more than one response can be marked.
- 'Please cross as many boxes as apply' is noted next to the question.

The paper scanning process

Paper forms are scanned and the way you fill out the form affects the capacity of the scanner to interpret what is written on the form.

To assist the scanning process please:

- use a cross ('X') instead of a tick – the end of a long tick might go into the next box and the scanner cannot tell which box you have ticked.
- always use upper case (capitals) and keep within the box.
- do NOT use pencil.

Completing alpha codes

- Always use capitals and enter a '2' if the name is not long enough. Every box must have a character in it.

Accuracy of date of birth

- This should be fully completed by entering 'A' for accurate, 'E' for estimated, or 'U' for unknown in the boxes provided.

Accommodation errors

- If you did not PROVIDE accommodation, do not select 'Provided' for 'Short term or emergency accommodation', 'Medium term/transitional housing' or 'Long term housing'.

Support periods IDs

- Please transfer Support Period IDs from every client's Initial form onto their corresponding Ongoing forms.

Support period ongoing

- Remember to select 'Support period ongoing' at the end of the collection month if the client is ongoing.

No extra information

Please do not write any extra information on the forms, except where the form provides a space to specify another response. The forms will be scanned and only information marked in the boxes or spaces provided will be processed.

For these data items record only a single letter in each box, and do not enter text such as '&' and 'etc'.

Exercise 7: Client form scenario



Read the scenario below and work together as a class to complete an Initial Client Form for Deanne.

Refer to the SHS Collection Manual, the training slides, and the following information in this workbook to assist you to complete the form accurately.

Note: Deanne's daughter Jane would also become a client and an Initial Client Form would be completed for Jane as well. After completing the form for Deanne, discuss how you would fill in the form for Jane.

Women's Services—Deanne Stockwell

Background

Deanne Stockwell (born 13 May 1988) has lived in the Townsville area for several years (Queensland 4810). Deanne was born in New Zealand and moved to Australia with her family in 1994.

- She is not of Aboriginal or Torres Strait Islander descent.
- Her daughter Jane was born on 5 December 2009 in Australia.
- Deanne is a stay-at-home mother.
- She locked her de facto (Mark) out of her home five days before you first meet her on 7 July.
- Deanne is living in public housing and is nominated on the lease but her husband is not. She has been supported by her husband but she has not had any money from him for some time.
- Deanne feels well now but was treated in hospital for postnatal depression late 2011.

July Collection month

Deanne has not indicated that she has any objections to having data that requires consent being passed on to the AIHW (consent = Yes).

You first happen to meet Deanne and her daughter Jane whilst doing court support on 7 July – the day Deanne takes out an Apprehended Violence Order against her husband.

- **7 July:** You talk to Deanne about various strategies for keeping herself safe in her home and tell her about the funding available to make her home more secure. After assisting her through the court process, Deanne agrees to keep in touch.
- **10 July:** You meet with Deanne and work out a case management plan to assist her to work through her domestic violence issues and financial difficulties.
- **10 July:** You provide assistance to access Centrelink payments as she has attempted to apply but does not have all the necessary identification needed. She starts to receive Parenting payments early next month.
- **10 July:** You provide food vouchers valued at \$200 to help Deanne until her Centrelink crisis payment comes through.

- **10 July:** You organise for her daughter Jane to see a counsellor to assist her with the issues around the domestic violence she has witnessed being perpetrated against her mother.
- On the nights of **19 and 20 July** you accommodate Deanne and Jane at your agency after her husband threatens violence and demands to gain access to her home.

The next morning after breakfast at your agency Deanne and Jane go to stay with Deanne's mother for a few days (in a privately owned home).
Deanne arranges to meet with you again on 4 February.

Recording information for children who are clients

When a child receives a service he/she becomes a client. For example, if a child is accommodated he/she becomes a client.

Children's client forms should be completed from the perspective of the child, rather than the presenting unit as a whole.

Some questions may not be applicable or appropriate to ask, such as:

- Labour force/employment status if under 15
- Source of income.

Some responses may be different to that of the parent, such as:

- If a child becomes a client **ONLY** because they receive the same services as their parent/guardian, do not record the reason of the parent/guardian as this is usually not appropriate for the child. Record 'Other' and specify 'WITH PARENT' or 'WITH GUARDIAN'.

For example, a family might have to be accommodated because the parent has alcohol issues, but it would be misleading if the children have 'Problematic alcohol use' recorded as their 'Reason for seeking assistance'.

- Tenure and conditions of occupancy. For example, when the parent's tenure is 'Renter – public housing' the child's tenure is recorded as 'Rent free – public housing'.
If the parent has a lease in place, their 'Conditions of occupancy' is recorded as 'Leased tenure – nominated on lease', whereas the child is recorded as 'Living with relative fee free'.
- Only record services and assistance provided directly to the child.

Child Client Form discussion

Refer to the Deanne and Jane Stockwell scenario.

Discuss how you would complete a client form for the daughter Jane.



Initial Client Form: Stage 1

Agency ID

Agency IDs are assigned by your state or territory funding department.

They have five numbers and a check digit.

The use of an ID rather than the agency name helps in protecting the confidentiality of your data, as neither the client's name nor your agency name appears on the form.

Collection month

Information will be collected each month and the collection month refers to the corresponding calendar month. The collection month is recorded in the MM/YYYY format. For example, August 2011 is recorded as 08 2011.

Presenting Unit ID

The Support Period ID of the presenting unit head will be the Presenting Unit ID for each member of the entire group.

For further information, see pages 7–10. Also refer to the SHS Collection Manual.

Consent

'Data requiring consent can be provided to AIHW' – select 'Yes' or 'No'.

This item is located on top of page 2 of the form and questions covered by consent are located on this page.

Note: If your client does not want the information to be provided to AIHW, select 'Not applicable' for questions marked with an asterisk because these items no longer apply to your client.

For further information about consent, see pages 11–12 of this workbook, and pages 14–20 of the SHS Collection Manual.

Indigenous status

This information is important to show whether the needs of the Aboriginal and Torres Strait Islander client group are being met.

- Indigenous status must always be asked regardless of your perception of the client based on appearance or other factors.
- Generally, Indigenous status is defined as whether a client identifies as an Aboriginal or Torres Strait Islander person.
- Refer to the SHS Collection Manual on page 38 for more details.

Child's care arrangements if on care or protection order

This question is intended for children aged under 18 who are on a care or protection order.

It is also asked at the last service date in each collection month.

Select 'Not applicable' if:

- the client is aged 18 and over
- a child is under 18 but NOT on a care or protection order
- consent is refused and the child IS on a care or protection order.

Select 'Don't know' if:

- the client is under 18 and the answer is unknown.

Refer to page 39 of the SHS Collection Manual for more details.

4 If the client is under the age of 18 and has a care or protection order, what were their care arrangements?

Please cross one circle only in each column

	Week before	When presenting	
Residential care	<input type="radio"/>	<input type="radio"/>	1
Family group home	<input type="radio"/>	<input type="radio"/>	2
Relatives/kin/friends who are reimbursed	<input type="radio"/>	<input type="radio"/>	3
Foster care	<input type="radio"/>	<input type="radio"/>	4
Other home-based care (reimbursed)	<input type="radio"/>	<input type="radio"/>	5
Relatives/kin/friends who are not reimbursed	<input type="radio"/>	<input type="radio"/>	6
Independent living	<input type="radio"/>	<input type="radio"/>	7
Other living arrangements	<input type="radio"/>	<input type="radio"/>	8
Parents	<input type="radio"/>	<input type="radio"/>	9
Don't know	<input type="radio"/>	<input type="radio"/>	99
Not applicable	<input type="radio"/>	<input type="radio"/>	0

Mental health questions

There are three questions about the client's mental health condition:

- Q 6. Has the client ever been diagnosed with a mental health issue?
- Q 7. What time period has the client received services or assistance for their mental health issue?
- Q 8. Was there any additional information, informal or formal, that indicates the client currently has a mental health issue? (This refers to the client's mental health condition at the beginning of/ during their support period).

Refer to pages 42–44 of the SHS Collection Manual for more details.

Not applicable

If your client withdraws consent to provide information about ALL items that require consent select 'Not applicable'. Also select 'Not applicable' if the client is under 15 and you think it inappropriate to ask whether he/she has been diagnosed with a mental illness.

Don't Know

Select 'Don't know' when the information is unknown or when the client has not withdrawn consent but does not want to answer a particular question.

Reasons for seeking assistance

This question is answered from the client's perspective and more than one reason can be recorded. Some useful tips for completing this item:

- Do not confuse reasons for seeking assistance with services that are then provided to the client.
- Try to find a category on the list that best fits your client's situation to avoid recording 'Other' reasons.
- Don't forget to complete 'Main reason' for seeking assistance.
- If a child becomes a client ONLY because they receive the same services as their parent/guardian do not record the reason of the parent/guardian as this is usually not appropriate for the child. Record 'Other' and specify 'WITH PARENT' or 'WITH GUARDIAN'.
- Refer to page 46–49 of the SHS Collection Manual for more details.

Homelessness history

An understanding of the definition of homeless will assist you in completing the item about the client's homelessness history – 'Has the client had an episode of homelessness before presenting for this service episode?'

- Go to page 5 of the SHS Collection Manual and read the definition of homelessness.
- Note that there are two categories of homelessness recorded for this item:
 - sleeping rough or in non-conventional accommodation
 - living in short-term or emergency accommodation due to lack of other options.
- Note that these categories closely align with the definitions of primary and secondary homelessness.

Primary Homelessness	Secondary Homelessness
Non-conventional accommodation: <ul style="list-style-type: none">• Living on the streets• Sleeping in parks• Squatting• Staying in cars or railway carriages• Living in improvised dwellings• Living in the long grass	Short-term or emergency accommodation: <ul style="list-style-type: none">• Refuges• Crisis shelter• Couch surfing• Living temporarily with friends and relatives• Insecure accommodation on a short-term basis• Emergency accommodation arranged by a specialist homelessness agency (e.g. in hotels, motels etc.)

Has the client had an episode of homelessness before presenting for this service episode?

When completing this item, remember that 'Short-term or emergency accommodation, due to lack of other options' includes couch surfing and living on a temporary basis with friends and relatives.

- If you select that a client has been homeless in the last month, then you must select that he/she has been homeless in the last 12 months.

14 Has the client had an episode of homelessness before presenting for this service episode?			
<i>Please cross as many boxes as apply</i>			
	In last month	In last 12 months	
Sleeping rough or in non-conventional accommodation	<input type="checkbox"/>	<input type="checkbox"/>	1
Short-term or emergency accommodation, due to a lack of other options	<input type="checkbox"/>	<input type="checkbox"/>	2
Not homeless	<input type="checkbox"/>	<input type="checkbox"/>	3
Don't know	<input type="checkbox"/>	<input type="checkbox"/>	99

Living arrangement of the client

The intention of this question is to determine who the client was living with, the week before, at the start of the support period and at the last support provision date each month.

It refers to the entire household in which a client was living.

It is very important to collect the family/group composition.

For example:

- If a client who has children receives assistance and the children do not become clients – this question shows that the client is living with children. This will provide a broader indication of the number of children affected by homelessness.
- If a young person presents alone, it would be useful to know if he/she was living with his/her family. It is then possible to ascertain how many young clients are reconciled with their families through the support period.

When the client is a child, describe in terms of the entire group they were living with.

For example:

For children who were living with parent(s), select either:

- 'One parent with child(ren)'

OR

- 'Couple with child(ren)'



Type of residence/dwelling

Type of tenure

Conditions of occupancy

These three questions are asked to gain detailed information about clients' housing status and their tenure – their legal right to occupy a dwelling.

When reporting, this information can then be used to distinguish between primary, secondary and tertiary homelessness. It also identifies clients who are in stable accommodation.

If asked about the last service provision date each month then it relates to the client's situation on the night of that date.

Type of residence/ dwelling

As well as describing the type of dwelling or residence in which the client lived, this question can provide useful information about the client's tenure and level of homelessness. For example, when it indicates that clients have been sleeping rough, living in an institution or in emergency accommodation it is also possible to determine their tenure and level of homelessness.

Type of tenure

When the client is living in a house/townhouse/flat, the type of tenure question collects information on whether a dwelling is owned or rented, and whether the client was living there rent free. It also provides more detailed information on emergency accommodation – whether a client is paying a fee or living rent free.

Conditions of occupancy

This question provides more detailed information about a client's tenure. For example:

- If the client was renting in public housing, was their name on the lease?
- If the client's tenure was rent free in private housing, were they couch surfing or living with a relative rent free?
- If a client has been living rough select 'Not applicable' for 'Conditions of occupancy'.

Notes:



The table below provides some examples of how to accurately record different types of situations that your clients might be living in.

Type of living situation	Type of dwelling	Type of tenure	Conditions of occupancy
Client has been living in prison	Adult correctional facility	No tenure	Not applicable
Living in emergency accommodation in a motel which has been paid for by your SHS agency	Hotel/motel/ Bed and breakfast	Rent free – emergency accommodation/ night shelter/ refuge	Other
Living rough on the streets	No dwelling/street/ park/open	No tenure	Not applicable
Couch surfing with friends who are in private rental housing	House/townhouse /flat	Rent free – private housing	Couch surfer
Client living in a refuge where a small fee is charged for utilities	Emergency accommodation	Rent free – emergency accommodation – utilities not counted	Other
Family living in community housing with friends due to lack of other options and not paying rent	House/townhouse/flat	Rent free – community housing	Lease in place – not nominated on lease (if friends have lease) Otherwise, 'Other'
Client under 18 who has been living in a privately owned townhouse with his parents	House/townhouse/flat	Rent free –private housing	Living with relative fee free
Person who has been living with extended family who are renting privately	House/townhouse/flat	Rent free – private rental	Living with relative fee free
Person has been squatting in a vacant property	Improvised building/ dwelling	No tenure	Not applicable
Child/young person is in a foster home –the foster parents are in public housing	House/townhouse/flat	Rent free – public housing	If foster parents are considered relatives, then 'Living with relatives fee free.' If not then Other

Labour force status

Sometimes there is some confusion about labour force status and a client who is unemployed is mistakenly recorded as 'Not in the labour force'. The concepts of employed/unemployed/not in the labour force are quite complex and you should refer to the definitions on pages 65–66 of the SHS Collection Manual.

The following may provide a working summary for this item:

- **Employed** means worked for one hour or more in a week for pay, worked without pay in a family business or on a farm, or had a job but was not at work.
- **Unemployed** refers to clients who have been actively seeking work and were able to have started work last week. They are often on Newstart benefits.
- **Not in labour force** refers to clients who are neither employed nor unemployed. For example, on disability pension, doing unpaid work in the home, retired, persons in institutions such as prisons and hospitals.
- **Not applicable** is selected when the client is under 15 years.

Registered for a government benefit but awaiting their first payment

This question is to determine whether clients who have no income have registered for a government benefit, pension or allowance, but awaiting their first payment.

Select 'Not applicable' when:

- the client already has an income
- if the client is under 15 years, and therefore not expected to have an income.

30 Was the client currently registered for a government benefit, pension or allowance, but awaiting their first payment?		
<i>Please cross one circle only in each column</i>		
	Week before	When presenting
Yes	<input type="radio"/>	<input type="radio"/> 1
No	<input type="radio"/>	<input type="radio"/> 2
Don't know	<input type="radio"/>	<input type="radio"/> 99
Not applicable	<input type="radio"/>	<input type="radio"/> 0

Initial Client Form: Stage 2

Completed during the collection month

The information collected on the second half of the form is almost exactly the same as that collected by the Ongoing Client Form. There are some very useful instructions on how to fill in the remainder of the form located at the bottom of page 7 of the Initial Client Form.

The following section of the form should be completed in stages:

- Services and assistance and accommodation can be entered throughout the collection month.
- The remaining information should be completed at the last day of service to report on changes in the client's situation – see Initial Client Form: Stage 3.

Is the support period ongoing at the end of the collection month?

- Leave the support period open if you expect a client to receive more services in the next collection month and indicate 'Yes – ongoing support'. You will then need to complete an Ongoing Client form for the next collection month.
- If the support period ended this collection month indicate 'No – support ended during the collection month' and complete the rest of the form, including the reason the support period ended.

First and last day of service provided

The last day of service may be difficult to identify at the time and may need to be completed at the end of the collection period.

Sometimes a client is in SHS accommodation but contact with the support worker is irregular. If the client is living in accommodation provided by your agency, remember to include that in the service dates. If the client receives a service on the morning they leave accommodation, this date is included as the last day of service.

Services and assistance

This question reports the needs of the client, services that were provided and also identifies unmet need. Services can be recorded throughout the collection month. For the next collection month, services and assistance will be recorded on the next Ongoing Client Form.

Some useful tips for completing services and assistance:

- Please take the time to study all the service and assistance categories and their definitions and see how they can capture all the important services you provide.
- Go to pages 73–79 of the SHS Collection Manual and view the definitions of all the types of services and assistance available.
- Needs are identified from the case worker's perspective.
- If housing or accommodation is provided, tick 'needs identified' and 'provided' then record accommodation dates in next question. If your agency paid to accommodate a client elsewhere (at a hotel or motel for example), also record the type and amount under the 'Financial assistance' item.
- If financial assistance is provided to, or on behalf of, the client, select 'material aid/brokerage' and record the type and amount of financial assistance.

Note: For the purposes of the SHS collection, clients must receive services and assistance every collection month or the support period should be closed.

Recording assistance to access housing

A specific service type is not available to record assistance to obtain housing or accommodation in the SHS collection. It is inherent in the work that agencies do and does not require a specific category on the list of services and assistance.

When contacting a housing department or real estate agent, for example, to see how an application is progressing, or preparing a reference for a client:

- Record the type of accommodation or housing as 'Needs identified'.
- Record 'Advocacy/liaison on behalf of client' as 'Needs identified' and 'Provided'.

When assisting a client to fill in housing application forms:

- Record the type of accommodation or housing as 'Needs identified'.
- Record 'Advice/information' as 'Needs identified' and 'Provided'.

Accommodation provided

If housing or accommodation was indicated as provided under Question 1 – Services and assistance, then the same type of accommodation and number of **nights** needs to be recorded here.

- Ensure only the nights are recorded – not the next morning when the client leaves.
- Record a separate accommodation period if the client moves from one type of accommodation to another.
- If your agency pays for accommodation, also record type and amount in Question 3 – 'Financial assistance'.

Initial Client Form: Stage 3

Completed at the end of the month

Financial assistance

This is to record any financial assistance provided to the client or payments made on the client's behalf.

- Record the total amount at the end of month.
- Include the value of any vouchers provided to the client.
- Include the cost of accommodation/ brokerage paid for by your agency.

3 What was the type and amount (total dollars for the collection month) of financial assistance provided to the client (including vouchers)?

Please complete as many as apply

Total (Dollars)

Payment for short term or emergency accommodation	\$,			
Payment for establishing/maintaining a tenancy	\$,			
Payment for training/education/employment	\$,			
Payment for accessing external specialist services	\$,			
Other payment	\$,			

Client situation at last service date

The remainder of the form refers to the client's circumstances on the last day of service provided to the client in that collection month and should reflect their situation/outcomes at that point in time.

Sometimes this last day might be quite early in the month, but if this is the last time the client received a service, then record their circumstances at that date.

If the support period ends, report on client outcomes and also collect Question 19 – the reason the support period ended.

End of Initial Client Form

If applicable, complete the reason support period ended.

Remember to complete these items on page 7 of the Initial Client Form:

- 'Is the support period ongoing at the end of this collection month?'
- 'First day of service provided to client in this collection month'
- 'Last day of service provided to client in this collection month'.

Ongoing Client Form

A client who is still being supported at the end of a collection month is defined as an ongoing client. An Ongoing Client Form reports services provided during the month and changes in client circumstances at their last service day for each collection month or at the end of their support period.

- A new Ongoing Client Form must be completed in the second and every subsequent collection month of a support period.
- The form must include the original Support Period ID – transferred from the Initial Client Form. It is important to keep a record of each client's Support Period ID at your agency.

When to complete the Ongoing Client Form

The **Ongoing Client Form** is completed in stages:

1. Collect services and assistance provided throughout the collection month.
2. Rest of form completed at end of collection month:
 - Collect changes in client situation at last service contact.
3. If support period ends:
 - Collect client situation/outcomes on last day.
 - Reason support period ended.

What if a client does not return?

An agency will leave a support period open when it expects to be providing services to a client the next collection month.

However, sometimes the client does not show up, and the AIHW will be expecting more data to be submitted about this client.

It is quite easy to close a support period in this situation using a new **Ongoing Client Form**:

- Submit an **Ongoing Client Form** for the current collection month.
- Remember to transfer the Support Period ID.
- Find item at the top right of the form: 'Support period ongoing at the end of the collection month?'
- Indicate that support period closed last collection month – AIHW will already have support end date because it will have been recorded as the last service date of the previous collection month.
- Complete 'Reason the support period ended'.

Exercise 8: Ongoing Client Form scenario



Complete an **Ongoing Client Form** for Deanne Stockwell for the August collection month.

Deanne and Jane Stockwell

August collection month

- **4 August:** You enrol Jane in a local preschool, and work with Jane and Deanne around some of the behavioural issues displayed by Jane.
- **6 August:** Deanne starts to receive Parenting Payments.
- **12 August:** Deanne is behind with her rent and you organise and attend a meeting with the client service officer at the Department of Housing to discuss the re-payment of the rental arrears. You provide Deanne with \$300 to help out.
- **14 August:** You refer Deanne to a financial counsellor to assist her to manage her finances.

Deanne agrees to keep in touch for the next few months.

September collection month

- **7 September:** Deanne's mother moves in and Deanne rings to tell you that she should be alright from now on.

Exercise 9: When to close a support period

Refer to the scenario above for the September collection month and discuss how you would go about closing support periods for Deanne and her daughter Jane:

- When would you close Deanne's support period?
- When would you close Jane's support period?
- Would you submit Ongoing Client Forms for September?

Resubmission form

This form is used to resubmit, update or change data that has already been sent to AIHW.

- All questions must be completed.
- It is the same as the first half of the Initial Client Form.
- It must include the original Support Period ID from the Initial Client Form.
- The Resubmission Form is used if any of the demographic information about the client, which is only collected in the first collection period (i.e. only collected on the Initial Client Form), needs to be changed.

This may occur when:

- Not all information was collected during the first month.
- It was subsequently found out that some of the information in the Initial Client Form was wrong and this needs to be corrected.
- The client changed their mind on consent, allowing information to be passed to the AIHW.

Exercise 10: Services and Assistance exercise

If time allows, complete the following supplementary exercise to learn about the new services and assistance definitions:

- Go to pages 73–79 of the SHS Collection Manual and view the definitions of all the types of services and assistance available.
- Complete the services and assistance provided in the table below.

Note: Some supports need more than one service to be selected.

- Answers are on page 44.

Service activities	Services and assistance	Needs identified	Provided	Referral arranged
Paying emergency accommodation for a client at a motel				
Helping a client to develop a resume				
Arranging for clients to attend Australia Day activities				
Client agrees that they need mental health services but a referral is not available				
Helping clients to budget by arranging Centrepay payments				
Visiting clients on the streets rather than arranging for them to visit the agency				
Talking to Centrelink on behalf of a client to stop them being breached				
Assisting the client to obtain legal identification to enable them to be eligible for Centrelink benefits				
Arranging and attending a case meeting with a mother and community services worker to assist in arranging access visit with her children				
Mediating with occupants of a share-house who want your client to leave				

Specialist Homelessness Online Reporting (SHOR)

What is SHOR?

Under the SHS collection, agencies are required to submit data on a monthly basis. This is irrespective of the mode of collecting client data, for example paper forms, electronic forms or extracts from client management systems. Data submitted to AIHW will be validated to ensure it is of a reasonable level of quality and completeness. To assist in receiving and validating data AIHW has built a website called SHOR (Specialist Homelessness Online Reporting). SHOR contains a series of edit checks and validations of the data. The results of those checks will then be available on the website so that any errors can be resolved.

Data for all clients of an agency will be submitted in a single submission each month. These submissions will be made by an agency Administrator or Data Manager. Agency workers (operators) can also be provided with access to SHOR to view validation reports.

Setting up agency access to SHOR

Each agency will have an Administrator User who will have system permissions to add, delete or change user details for workers within their agency. The process for creating an Administrator User is:

1. State/Territory funding departments will advise AIHW of agency name/ID, location and details of Agency User name and email address
2. SHOR will create an account for the agency and the Administrator User
3. SHOR will email the agency Administrator User with a User ID and a link to access SHOR
4. A separate email will be sent to the Administrator User containing a temporary password.

Setting up user accounts for agency workers

Each agency will need to determine how many workers are to be provided with access to SHOR. Administrators can create accounts for Administrator and Operator roles.

These roles are:

- Administrator – can access all SHOR functions.
- Operator – can upload data, view news items and data validation reports, but cannot create or manage accounts for other users.

Submitting an extract: From SHIP or own CMS to SHOR

Steps in submitting a data extract:

1. Run a data extract on SHIP or your own CMS and save the file on your agency's computer or network.
2. Log on to SHOR in the relevant agency role and go to the 'Upload Extract' page.
3. Select the correct collection month, then click on the 'Browse' button and locate the data extract file on your computer or network.
4. Select the data extract file and click on the 'Upload' button.
5. A message confirms that the file has been successfully uploaded, ready for validation.
6. An email will be sent to the user when the validation process has been run and results are available.

Validating data: SHIP or own CMS extracts

Steps in correcting critical errors:

1. An email will be sent when the validation process has been run and results are available.
2. Agencies log onto SHOR to view validation results.
 - Any critical error results in a validation status of 'Failed'.
 - If there are no critical errors then the data is considered 'Valid'.
 - Information to describe what critical errors mean and how to fix them is available on SHOR.
3. Agencies must fix 'Critical' errors on their CMS and re-run and resubmit the new extract. This process is repeated until a 'Valid' result is obtained.

NOTE: An agency cannot submit next month's extract until all critical errors are fixed – data for support periods that span more than one month must be validated.

Validating data: paper forms

The process of validating paper and electronic versions of paper forms is similar to extracts. After agencies have mailed or emailed the forms to AIHW, staff from AIHW will contact the agency to work through correcting any errors identified in the validation process.

How to avoid critical errors:

- Complete all items on the form where indicated.
- Ensure Support Period IDs and Presenting Unit IDs are recorded accurately.
- Submit forms/records for all ongoing clients.
- Ensure the number of records/forms submitted for presenting unit matches number reported as being in presenting unit – see Question 2 on the Initial Client Form.
- Ensure that answers are consistent.

Examples of inconsistent data:

Agencies can keep down the rate of errors if workers take care to select consistent responses.

The following examples will be inconsistent if:

- client's dwelling is selected as 'living rough' then tenure cannot be reported as owning or renting a house
- country of birth is outside Australia then 'Year of Arrival in Australia' cannot be 'not applicable'
- client is undertaking study/training then the type of training cannot be 'Not applicable'
- you select 'Don't know' then that must be the only answer you select for that question
- client is aged under 12 then cannot be enrolled in university as 'Type of Education /Training'.

SHOR: Key messages

- Forms or extracts should be submitted to AIHW by the end of following calendar month, for example July forms and extracts are due by the end of August.
- Agencies should allow enough time to fix critical errors before the next collection month ends.
- Data for next collection month will not be accepted until errors are fixed for the current month.

SHOR manuals and resources:

- Go to www.aihw.gov.au/shsc-resources
- Download SHOR user manual
- Refer to SHOR e-Learning modules
- Refer to Q and As
- Advice is also available from the AIHW Hotline:
Phone: 1800 627 191
Email: homelessness@aihw.gov.au

Additional client form scenarios

The following scenarios are available to practice data entry and give case workers an alternative to discuss a scenario more relevant to the work they regularly do.

Some scenarios can also be used at SHIP training.

- Read the following scenarios and complete client forms for the client below.

Men's Services: Tom Cooper

Background

Tom Cooper is about 40 years old. He was born in Scotland and is not Aboriginal or Torres Strait Islander. Tom has not indicated that he does not want sensitive data items passed on to AIHW.

His full name on his Medicare card is Thomas James Cooper.

Tom used to live in Ryde NSW 2112 but has been living with friends and on and off the streets since his marriage broke down 4 years ago. Tom started using alcohol and ended up losing his job.

He has been living rough around Blacktown NSW 2148 for the past few weeks and was referred to your service by the police on the 7 January, after he was picked up in the park for drinking in an alcohol-free zone.

Tom was on Newstart but Centrelink breached him on 4 January for failing to attend appointments and he has no income at the time of presentation. Tom tells you that he is feeling very anxious and depressed, but has not been diagnosed as having a mental health condition nor had any treatment in the past.

January collection period

Tom arrives on 7 January to stay in your emergency accommodation and leaves again on the 13th to live on the streets because he finds it difficult to abide by the rules. Your service provides meals, shower and laundry facilities.

He returns again for accommodation on 20 January and stays until you assist him to access an alcohol rehabilitation centre on the 29th.

During January you also provide Tom with the following services:

- advocacy with Centrelink to reinstate Newstart
- contact Housing NSW to apply for stable long-term accommodation.

While Tom is in rehab, he agrees to keep in contact with your service for support.

February collection period

- On 4 February you check on the progress of Tom's housing application.
- On 6 February you inform Centrelink that Tom is in rehab and will not be in a position to actively seek work for a while.
- You pick Tom up from the rehab centre on the 24 February and transport him to the Housing NSW bed-sit that you have arranged for him.
- You provide him with \$100 of food vouchers.

Tom agrees to meet you again on the 5 March for ongoing support.

Tenancy support: Molly Brown

Background

Molly Brown suffers from bi-polar and your agency is supporting her as she transitions from a psychiatric unit into a Department of Housing flat. Molly is non-Indigenous, was born in Ireland in July 1989, and moved to Canberra with her parents in 2001.

She was living with her parents at Deakin ACT 2600 until constant conflict caused her to leave home last August and she had been living on and off with various friends until she was hospitalised two months ago as a result of her mental illness.

Molly has not indicated that she does not want sensitive data items passed on to AIHW.

January collection month

During January you provide the following supports:

- Mental Health Services contact you on 7 January and on 10 January you visit Molly at the psychiatric unit at Woden ACT 2606 to meet her and an officer from the Department of Housing.
- You assist Molly to understand the terms of the lease, witness her signature, and discuss her move into public housing the following week.
- On 14 January you pick Molly up and transport her to the flat, then take her shopping to buy groceries, providing \$150 of food vouchers.
- On 18 January you accompany Molly to an appointment with her mental health worker to establish links and become more familiar with Molly's needs.
- On 20 January you realise that Molly cannot manage her finances and arrange her rental payments through Centrepay to avoid risk of rental arrears.
- You visit Molly on 24 January and help her to clean up her untidy kitchen and prepare a meal.

Molly agrees to continue being supported by your agency for the next three months.

February collection month

Molly set some goals to lose weight and increase exercise, do some form of study, become more involved in social activities, to manage the upkeep of her flat, and maintain her tenancy.

- On 6 February Molly attends a living skills workshop at your agency
- You discuss adult learning options and on 16 February assist Molly to enrol in an Adult Learning cooking class to allow her to gain some skills and encourage healthy eating habits.

Molly agrees to continue being supported for the next couple of months and you are pleased with the progress she is making towards her case management goals.

Youth Services: James Black

Background

James was referred to your SHS agency at Brunswick (Melbourne) by a youth telephone hotline on 1 March.

Seven days earlier, James was kicked out of his mother's house (public housing) in Geelong VIC 3220 by his step-father because they were not accepting of his sexuality. He then stayed the next few nights at a school friend's house in Belmont VIC 3216.

James was attending school on an irregular basis and had been financially dependent on his mother.

James wants to live with his cousin Michael, who is 19 and lives in Coburg VIC 3058 in a group house with three others.

James was born 22 November 1995, non-Indigenous and was born in Australia.

James has not indicated that he does not want sensitive data items passed on to AIHW.

March collection month

- You picked James up from the train station and he moved into the refuge the same day.
- You developed a case management plan with James.
- James stayed in the refuge for 4 nights, starting on his first date of contact with your agency.
- James was not interested in reconciling with his mother or step-father, and did not want to discuss the issue. He also refused to return to school.
- In the refuge, James attended daily group workshops, which were about basic living skills for young people, but he didn't engage well with the other residents.
- James was assisted by your agency to register for Youth Allowance.
- James received \$150 from your agency to assist him to move his things into his cousin's private rental share property in Coburg. However, as he was not going on the lease, you were unable to assist with bond or rent in advance.
- James negotiated with his cousin to pay back the funds over time and left your refuge.
- James was provided with clothing, meals and access to all the refuge's amenities while he was with you, as well as \$100 worth of food vouchers when he left.
- Although James was registered, he had not received his Youth Allowance prior to leaving your refuge on 5 March.
- James expressed an interest in looking for a hairdressing apprenticeship and you offered to assist him, but you don't expect him to contact you again.

Youth Services: Luke Simons

Background

Luke Simons is a 17 year old non-Indigenous youth (date of birth 9/02/1995) who has left his home in Crookwell NSW 2583 due to constant conflict and overcrowding.

As a result he has left school and is 'couch surfing' between several friends in Goulburn NSW 2580. He has managed to find a little bit of work for 10 hours a week at a supermarket. He is hoping to enrol at TAFE to complete his School Certificate next semester.

Luke has not indicated that he does not want sensitive data items passed on to AIHW.

January collection month

Luke presents at your youth refuge on 11 January.

He agrees to working with you on some of his goals.

He has been to Centrelink, but only saw the counter staff who gave him a form to fill out.

- He has some literacy issues so you assist him to fill in the forms.

He also mentions that he feels he is wearing out his welcome with his friends and will need to find somewhere else pretty soon and you indicate that you would be willing to help him.

- The next day (12 January) he calls your refuge and is lucky enough to find that you have a vacancy and he moves in the next day and is still there at the end of the month.
- Apart from the basic support that you provide at the refuge, you also assist him to gain a birth certificate.
- On 16 January you also refer him to the local brokerage service to get some new clothing.

February collection month

Luke is still living at your refuge and you assist him to enrol in TAFE and to finally provide all the information needed to gain Youth Allowance, which comes through on 15 February.

Now that his Centrelink payment has come through, he can afford to pay a small amount towards his accommodation.

- On 12 February you drive him to TAFE and make sure he has everything he needs for the semester.
- On 16 February you refer him to a community housing property and hope that he can gain some accommodation with them by the end of March.

Luke agrees to maintain contact with you for the next three months.

Answers to exercises

Exercise 1 (p9)

Name	Support period number	Presenting Unit ID
Mary Allen	10001	10001
Martin Allen	10002	10001
Jacob Allen	10003	10001
Basil Allen	10004	10001
Christopher Allison	10005	10001

Exercise 2 (p9)

Who will you identify as the presenting unit head? Mark

What is Trevor's Presenting Unit ID? 10007

What is Mark's Presenting Unit ID? 10007

Exercise 3 (p10)

C. The daughter because she is the mother of the children and is best placed to describe the relationships within the presenting group.

Exercise 4 (p13)

Donald de la Salle	ON ELS 1 (de la is part of family name)
Ms Lizzie O'Brien (formal name Elizabeth)	LI BRE 2 (use formal name)
Mr T. Hall	99 AL2 1 (letters of first name are unknown)
Mr Ng Tien	G2 IE2 1 (2 is used because name is too short)

Exercise 5 (p14)

Date of birth exercise:

Lachlan

DATE OF BIRTH OF CLIENT	D	D	M	M	Y	Y	Y	Y
					1	9	9	1
	U		U		E			

Aida

DATE OF BIRTH OF CLIENT	D	D	M	M	Y	Y	Y	Y
	0	1	0	1	1	9	8	6
	A		A		A			

June

DATE OF BIRTH OF CLIENT	D	D	M	M	Y	Y	Y	Y
			0	5	1	9	5	0
	U		A		E			

YEAR OF BIRTH could also be estimated at 1951.

Exercise 6 (p15)

Unassisted Persons scenario:

Answers are discussed throughout data entry into Unassisted Person Forms.

Exercise 7 (p19)

Client form scenario – July collection month:

Answers are discussed throughout data entry into Deanne Stockwell's Initial Client Form.

Exercise 8 (p32)

Client form scenario – August collection month:

Answers are discussed throughout data entry into Deanne Stockwell's Ongoing Client Form.

Exercise 9 (p32)

Client form scenario – September collection month:

- When would you close Deanne's support period? On 14 August

- When would you close Jane's support period? On 4 August
- Would you submit Ongoing Client Forms for September?
Yes. Ongoing forms would be submitted for September for both Deanne and Jane.
Only three items would be completed: Support Period ID; Support period ended during previous collection month; and reason support period ended.

Exercise 10 (p34)

Services and assistance exercise

Service activities	Services and assistance	Needs identified	Provided	Referred
Paying emergency accommodation for a client at a motel	Short-term or emergency accommodation	X	X	
Helping a client to develop a resume	Employment assistance	X	X	
Arranging for clients to attend Australia Day activities.	Assistance to connect culturally	X	X	
	Recreation/transport	X	X	
Client agrees that they need mental health services but a referral is not available.	Mental health services	X		
Helping clients to budget by arranging Centrepay payments	Financial information	X	X	
Visiting clients on the streets rather than arranging for them to visit the agency	Assertive outreach	X	X	
Talking to Centrelink on behalf of a client to stop them being breached	Assistance to obtain/maintain government allowance	X	X	
	Advocacy/liaison on behalf of client	X	X	
Assisting the client to obtain legal identification to enable them to be eligible for Centrelink benefits	Legal information	X	X	
	Assistance to obtain/maintain government allowance	X	X	
Arranging and attending a case meeting with a mother and DoCS to assist in arranging access visit with her children	Child contact and residence arrangements– will have to be recorded on child's client record as well	X	X	X
	Advocacy/liaison on behalf of client	X	X	
Mediating with occupants of a share-house who want your client to leave	Assistance to sustain tenancy or prevent tenancy failure or eviction	X	X	
	Family/relationship assistance	X	X	
	Advocacy/liaison on behalf of client	X	X	

Presentation slides



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Learning outcomes

- Understand key concepts
- Understand clients' rights and consent
- Research and interpret data definitions using SHS Collection Manual
- Accurately record data using SHIP
- Accurately conduct an extract
- How to access SHOR, view critical errors and fix them

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Resources

- SHS Collection Manual
 - Definitions for all questions in Client and Unassisted Person Collections
- Privacy information card
- Collection forms
- SHIP resources available online
- Slide handouts



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Elements of the SHS Collection

- 1. Client Collection**
 - The main collection gathering detailed information about all clients (including children) and the services they received
- 2. Unassisted Person Collection**
 - Runs continuously and is a short form on all people who did not receive a service they requested
 - Covers all unmet requests for service

NOTE: Unassisted persons are not clients

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Client

- A client is a person who is homeless or at risk of homelessness **and**
- Receives a specialist homelessness service aimed at responding to or preventing homelessness
- Can be of any age – children are clients
- Must **directly** receive a service - not just be a beneficiary
- Children who present with a parent/guardian but do not directly receive services are not clients

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Are these children clients?

- You provide emergency accommodation at your agency to a mother and her child
- Your agency pays for a couple and 2 children to be accommodated at a hotel
- You provide a mother with a food voucher and her 2 children eat some of the food
- You provide rental assistance to a couple who have 3 children

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Support Period

A support period is the period of time a client receives services from a SHS agency

- Services are listed on the client form and described in the Collection Manual and include supported accommodation
- Work undertaken on a client's behalf, such as checking on clients or updating case notes should be included as a service.

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Closing a Support Period

A support period ends when:

- the relationship between the client and agency ends **OR**
- the client has reached their maximum amount of support an agency can offer **OR**
- a client has not received any services from a SHS agency for a whole calendar month and there is no ongoing relationship

If the client does not return to receive a service during a collection month:

- The end of the support period is the day the client last received services from your agency.

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Closing a Support Period

What if a client has an appointment with your agency which is more than a calendar month in the future?

- If you have an ongoing relationship, then it is not always necessary to close the support period, so long as you are working in the intervening period on your client's behalf.

Note: If there is **NO** service or assistance provided for the calendar month between appointments then the support period should be closed.

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Collection Month

SHS data is collected and submitted to the AIHW each month and a collection month is defined as one calendar month

- There can be multiple collection months within a support period

July 2011						
M	T	W	T	F	S	S
					1	2
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
1	2	3	4	5	6	7

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Different Time periods

The SHS collects data about clients for a number of different time periods:

- A week before presenting to the agency
- At the start of the support period
- Services provided during the collection month
- At the last contact/service provision date each collection month
- At the end of the support period

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Relationship between support period/collection month

(Shows 3 service events within a support period)

SUPPORT PERIOD		
→ Start: 15 th Month 1	End: 7 th Month 3	←
Collection month 1	Collection month 2	Collection month 3
1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31
First day of service = 15 th Last day of service = 20 th	First day of service = 22 nd Last day of service = 22 nd	First day of service = 5 th Last day of service = 7 th
INITIAL Client form	ONGOING Client form	ONGOING Client form

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Presenting Unit

A client or group of clients who request services from an SHS agency, such as:

- a person or child alone
- person with child(ren)
- couple with or without child(ren)
- multi-generational family
- group of unrelated persons

Presenting unit is used to link family/group records

NOTE: People who do not receive a service are not clients and are not included in the presenting unit

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Identifying the Presenting unit head

- Presenting unit head is the person within the group who best captures the relationship of other persons with whom he/she is presenting to request services
- Generally identified by agency worker
- PUH must be entered into SHIP first

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Unassisted Person Collection

- An Unassisted Persons record should be completed for every person who seeks a service from your agency but does not receive any services
- Record every request for assistance that cannot be met – not just about accommodation
- One record for each person (including children)
- The person does not become a client
- Existing clients of an agency cannot be an unassisted person of that agency

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Confidentiality and Consent

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Consent



- Consent in the SHS collection relates only to the information to be passed by your agency to AIHW
- Consent for your agency to obtain any information from a client is subject to the privacy legislation in your state and is outside the scope of consent for this collection
- Clients need to be given the opportunity to indicate that they do not want their sensitive information passed to AIHW
- Clients can decide this at any stage during their support period
- Promotes individual client rights

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Sensitive items requiring consent



- Indigenous status
- Country of birth
- Care arrangements for child under care and protection order
- Type of institution recently left
- Formally diagnosed mental health condition
- Timeframe mental health services received
- Source of information on a mental health condition

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Consent for the SHS collection



- Clients have the right to know who their information will be provided to and what it will be used for
- Clients should be advised that they can refuse to provide information to AIHW about sensitive items:
 - Consent can be:
 - verbal
 - given at any time during the support period

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Consent for children- some adults


- Young children may not be able to understand the purpose of the collection and cannot make an informed decision about consent
- Consent can be decided in consultation with the parent/guardian and the child or young person
- Privacy legislation varies and case workers should become familiar with requirements that apply in their state/territory, for example, age limits imposed for providing information to agencies
- Some adult clients also may not be able to make an informed decision



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Alpha codes & confidentiality

- Clients' names are not part of the SHS collection and will not be provided to the AIHW
- The Alpha code is used to distinguish between individuals for statistical purposes but not to identify an individual
- Only the 2nd and 3rd letters of their **first name** and 2nd, 3rd and 5th letters of their **family name** are provided to AIHW
- SHIP will automatically create the alpha code



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Creating an alpha code

In this example, an alpha code is created for John Doe:

First name: John OH
Family name: Doe OE2

- Recommend to use clients' formal name instead of their nickname or a name they prefer to be known by
- For example, ask what the name is on their Medicare or Centrelink card
- Consistently use the same name when creating an alpha code or entering their name into SHIP

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Statistical Linkage Key (SLK)

- Client's alpha code is combined with their date of birth and sex to create a record identifier key - a SLK. Almost every person will have a unique SLK
- SLKs are used to link data from two or more support periods belonging to the same client - without identifying the client
- Changing a client's name will change their SLK and client records cannot be linked
- SHIP has an 'Alias' field where client's preferred name can be recorded





Completing the data collection

Completing SHS client information

Please complete all SHS items

- Select 'Not applicable' when:
 - the question does not apply to your client OR
 - the question is age inappropriate OR
 - there is no consent
- Select 'Don't know' when:
 - The answer is unknown OR
 - The client refuses to answer a particular question



Living arrangements of the client

- Refers to the entire household in which the client was living
- For children who were living with parent(s), select:
 - One parent with child(ren)**
 - OR**
 - Couple with child(ren)**

23 What were the living arrangements of the client?



Please cross one circle only in each column

	Best advice	Other responses
Lone person	<input type="radio"/>	<input type="radio"/> 1
One parent with child(ren)	<input type="radio"/>	<input type="radio"/> 2
Couple with child(ren)	<input type="radio"/>	<input type="radio"/> 3
Couple without child(ren)	<input type="radio"/>	<input type="radio"/> 4
Other family (if not categorised above)	<input type="radio"/>	<input type="radio"/> 5
Group (e.g. friends)	<input type="radio"/>	<input type="radio"/> 6
Don't know	<input type="radio"/>	<input type="radio"/> 99



Recording children as clients

- Client record is to be completed from perspective of the child – not the whole presenting unit
- Responses that may be different to parent:
 - Reasons for seeking assistance
 - Tenure and conditions of occupancy
 - Services and assistance
- Some questions might not be asked:
 - Income and labour force status
 - Enter 'Not applicable'
- Living arrangements for client under 18 and on care on protection order
 - Enter 'Not applicable' if child is not under care and protection order


Care and Protection Orders


- Are legal orders or arrangements that give child protection departments some responsibility for a child's welfare.
- Children with care or protection orders will have different care arrangements. Care arrangements (living arrangements) may be specified in the care or protection order but there is no standard approach with this.
- Some children can be living in out-of-home care, for example foster care but will not have a care and protection order.




Type of dwelling /Tenure/ Conditions of occupancy

- Three questions are asked to gain more information about your clients' housing status and tenure – their legal right to occupy a dwelling:
 1. Type of dwelling
 2. Type of tenure
 3. Conditions of occupancy
- This information can then be used to distinguish between primary, secondary and tertiary homelessness
- See pages 57- 64 of the SHS Collection Manual







Key SHS Information On SHIP

Recording Client Information

Client and support period information collected as part of the SHS includes the following:

1. Client details
2. Information about the client the week before and the day that they receive assistance ([SHIP Support Period](#))
3. Services and assistance that are provided throughout each collection month ([SHIP Notes, Accommodation, Payments](#))
4. Information about the client's progress and changed situation as at the last day of service ([SHIP Status Update](#)) for each collection month

Services and assistance (SHIP Notes tab)



- Indicates the needs of the client as well as services that were provided and/or referred during each collection month
- Services are recorded throughout the month from the case worker's perspective
- Also used to record needs that could not be met




Services and assistance


Tips on entering 'Services and assistance':

- If housing or accommodation is provided, select 'Needs identified' and 'provided' ([SHIP Notes Tab](#)) as well as recording the dates of the stay ([SHIP Accommodation Tab](#)).
- If financial assistance is provided ([SHIP Notes Tab](#)), also record the type and amount – includes value of vouchers
- Clients must receive a service every collection month or the support period should be closed

Recording Accommodation

- Record accommodation dates as per hotels – arrival date and exit date
- Also make sure that the type in the Accommodation Tab is the same as the one recorded under Services and Assistance – 'Needed' and 'Provided' ([SHIP Notes Tab](#))
- Record separate accommodation period if client moves from one type of accommodation to another
- If your agency is paying for accommodation (such as using brokerage funds for a motel or caravan park) for a client, enter the details in SHIP in both the [Accommodation](#) and [Payments](#) Tabs





AIHW Hotline

- Open 9am to 5pm weekdays (AEST/AEDT)
- Help with data definitions, client forms
- Help with SHOR, SHIP, extracts, errors, reports
- Phone: 1800 627 191
- Email: homelessness@aihw.gov.au
- Website: www.aihw.gov.au/shsc

Where to go for information:

SHS collection website at AIHW:

www.aihw.gov.au/shsc-resources

AIHW Hotline:

- Email: homelessness@aihw.gov.au
- Phone: 1800 627 191
- Open 9am to 5pm weekdays (AEST/AEDT)

Hotline can advise and help with:

- interpreting data definitions
- completing data collection forms
- providing additional data collection forms
- SHOR (Specialist Homelessness Online Reporting)
The web portal at AIHW: advice on uploading extracts and fixing critical errors
- SHIP (Specialist Homelessness Information Platform)
The SHS client management system: support on running extracts, fixing errors, general information

Information to include when contacting the AIHW Hotline:

- your name
- Agency ID
- return contact details (phone and email)
- a brief description of your query