

SHS E-LEARNING

New and updated SHS
collection items
July 2017



Australian Government

**Australian Institute of
Health and Welfare**



SHS e-learning module looks at:

- Australian Defence Force Indicator
- Updated data items for 'Main source of income'
- Updates to other data items

This module is divided into sections and we recommend that you work your way through them all.

Once completed, you can review a topic by clicking on the tabs at right to return directly to that section.

Use arrow keys or click your mouse to navigate through this presentation.

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Australian Defence Force Indicator



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Australian Defence Force Indicator

What is the ADF indicator?

- The ADF indicator will identify whether a SHS client is either a current or former member of the Australian Defence Force (ADF).
- This does not include non-Australian defence forces, or reservists who have never served full-time in the ADF.

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Australian Defence Force Indicator

Why is collecting information on ADF veterans important?

- ADF veterans represent a potentially vulnerable group who may experience homelessness at some stage in their lives.
- Information will be used to better coordinate the delivery of services to ADF veterans.

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Australian Defence Force Indicator

How will the ADF indicator be used?

Information collected will be used to better understand:

- the extent to which ADF veterans access and receive support from SHS agencies
- the circumstances of ADF veterans before, during and after they receive SHS agency support.

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Australian Defence Force Indicator

When is the ADF indicator collected?

- At the beginning of each support period SHS clients will be asked:

Are you a current or former Australian Defence Force (ADF) member? This does not include non-Australian defence forces, or reservists who have never served full-time in the ADF.

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Australian Defence Force Indicator

How to collect ADF indicator responses

- Record whether the client is either a current or former Australian Defence Force (ADF) member.
- Do not include non-Australian defence forces, or reservists who have never served full-time in the ADF.
- SHS clients under 18 years of age are not asked this question.

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Australian Defence Force Indicator

Responses for the ADF indicator

Yes

- The client is a current or former ADF member.

No

- The client is neither a current nor a former ADF member
- the client has been a reservist who has never served full-time in the ADF
- the client has been in the defence force of another country but not the ADF.

Don't know

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

Not applicable

- The client is under 18 years of age.

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Updates to data item

Main source of income:
DVA pension or payment



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Main source of income

Changes to 'Main source of income'

- The sources of income listed will be updated to reflect income types currently paid by the Department of Veterans' Affairs (DVA).
- The new response 'DVA pension or payment' will replace the existing DVA payment options.

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Main source of income

What options will be replaced?

- Disability pension (DVA)
- Service pension (DVA)
- War widow(er)'s pension (including income-support supplement) (DVA)

will be
replaced by

DVA pension or payment

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Main source of income

'DVA pension or payment' definition

- A payment made by the Department of Veterans' Affairs (DVA) to eligible clients in the current and former Australian veteran and defence force community.
- Detailed information regarding a person's eligibility to receive a DVA pension or payment can be found on the [DVA webpage](#).

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Updates to other collection items

Reasons for seeking assistance:
Housing Crisis

Services and assistance:
Assertive outreach



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Reasons for seeking assistance

Reasons for seeking assistance updates

- 'Housing crisis' option has been updated to include 'e.g. eviction' to ensure the correct interpretation of this response.



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Reasons for seeking assistance

Definition of 'Housing crisis (e.g. eviction)'

- The client was formally evicted from their previous accommodation arrangement (for example, by a landlord or public housing official).
- The client was asked to leave their previous accommodation (for example, they were asked to leave by flatmates).

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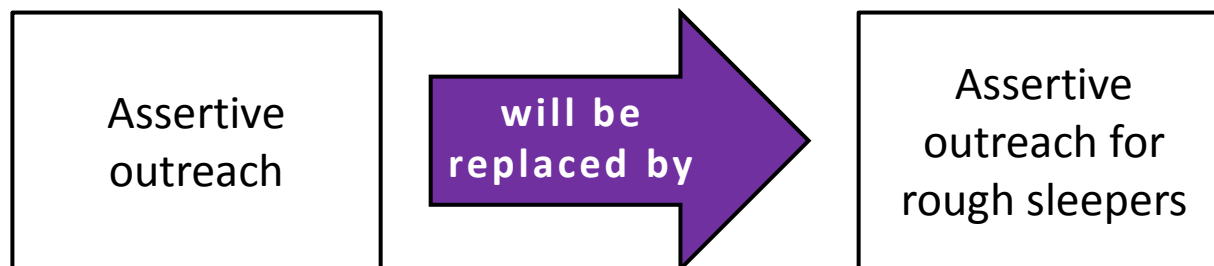
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Services and assistance

Services and assistance updates

- ‘Assertive outreach’ option has been updated to include ‘for rough sleepers’. This is to indicate that this service only applies to outreach services for rough sleepers, and not all outreach services.



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Definition of 'Assertive outreach for rough sleepers'

- Targeted at rough sleepers and refers to agency workers visiting clients in their usual or familiar environment to find flexible and creative ways of meeting their needs.
- Service delivery is generally intensive and not dependent on the client turning up to the service centre for appointments.
- Do not select *Assertive outreach for rough sleepers* if the client does not have a history of sleeping rough and you are visiting a client to assist them to sustain their tenancy.

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Homelessness:

clearer picture,

better future

Thank you for using this
SHS e-Learning presentation

Click on tabs on right to review
sections of this module

Please click on below links to learn more
about the SHS collection.

[Specialist Homelessness Services
collection \(AIHW\)](#)

<http://www.aihw.gov.au/shsc-resources>

For more information
AIHW Hotline: 1800 627 191
Email: homelessness@aihw.gov.au

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