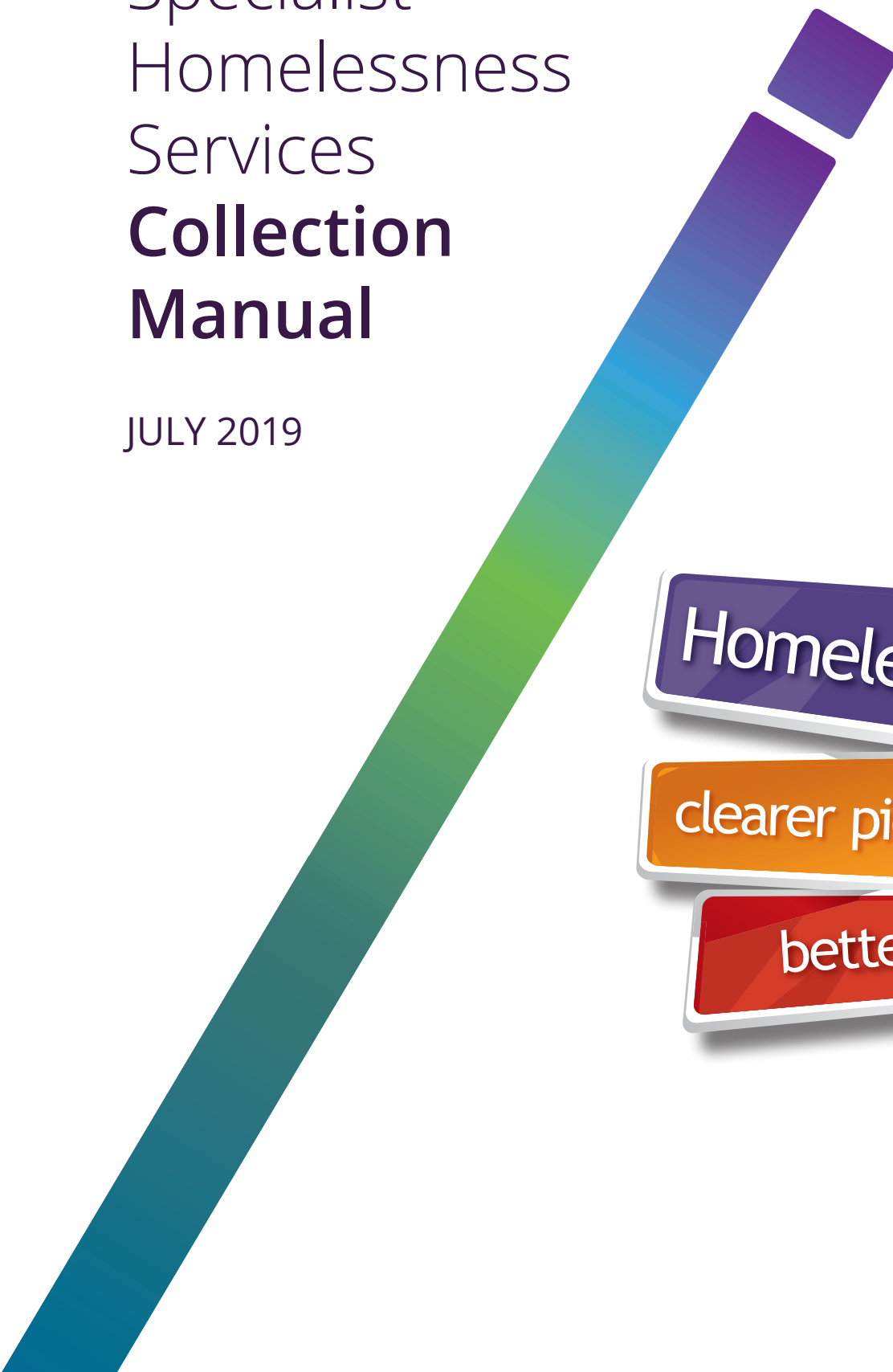




Australian Government  
Australian Institute of  
Health and Welfare

# Specialist Homelessness Services Collection Manual

JULY 2019







**Australian Government**

**Australian Institute of  
Health and Welfare**

# **Specialist Homelessness Services Collection manual**

**July 2019**

Australian Institute of Health and Welfare  
Canberra

Cat. no. HOU 313

**The Australian Institute of Health and Welfare is a major national agency whose purpose is to create authoritative and accessible information and statistics that inform decisions and improve the health and welfare of all Australians.**

© Australian Institute of Health and Welfare 2019



This product, excluding the AIHW logo, Commonwealth Coat of Arms and any material owned by a third party or protected by a trademark, has been released under a Creative Commons BY 3.0 (CC-BY 3.0) licence. Excluded material owned by third parties may include, for example, design and layout, images obtained under licence from third parties and signatures. We have made all reasonable efforts to identify and label material owned by third parties.

You may distribute, remix and build upon this work. However, you must attribute the AIHW as the copyright holder of the work in compliance with our attribution policy available at [www.aihw.gov.au/copyright/](http://www.aihw.gov.au/copyright/). The full terms and conditions of this licence are available at <http://creativecommons.org/licenses/by/3.0/au/>.

A complete list of the Institute's publications is available from the Institute's website [www.aihw.gov.au](http://www.aihw.gov.au).

ISBN 978-1-76054-550-5

#### **Suggested citation**

Australian Institute of Health and Welfare 2019. Specialist Homelessness Services Collection manual—July 2019. Cat. no. HOU 313. Canberra: AIHW.

#### **Australian Institute of Health and Welfare**

Board Chair  
Mrs Louise Markus

Chief Executive Officer  
Mr Barry Sandison

Any enquiries relating to copyright or comments on this publication should be directed to:

#### **Housing and Homelessness Collection Operations Unit**

Australian Institute of Health and Welfare  
GPO Box 570  
Canberra ACT 2601  
Tel: (02) 6244 1000  
Email: [info@aihw.gov.au](mailto:info@aihw.gov.au)

This publication is printed in accordance with ISO 14001 (Environmental Management Systems) and ISO 9001 (Quality Management Systems). The paper is sourced from sustainably managed certified forests.



**Please note that there is the potential for minor revisions of data in this report.  
Please check the online version at [www.aihw.gov.au](http://www.aihw.gov.au) for any amendments.**

# Contents

- Abbreviations .....viii**
- 1 Introduction .....1**
- 2 The Specialist Homelessness Services Collection .....2**
  - Background to the Specialist Homelessness Services Collection .....2
  - What is the SHSC? .....2
  - The Client collection .....2
  - The Unassisted Person collection .....2
  - Benefits of collecting data .....3
  - Why collect data? .....3
  - How does the data collection benefit clients? .....3
  - How does the data collection benefit your agency? .....3
  - How does the data collection benefit government program managers? .....4
- 3 Understanding the Specialist Homelessness Services Collection .....5**
  - Key concepts and definitions used in the SHSC .....5
  - Specialist homelessness services agency .....5
  - Client .....5
  - Determining who is a client .....5
  - Unassisted Person .....6
  - Determining who is a client .....7
  - Support period .....8
  - Collection month .....8
  - Relationship between support period and collection period .....8
  - Presenting unit .....9
  - Presenting unit head .....9
  - Homelessness .....10
  - At risk of homelessness .....11
  - When to collect information for the SHSC—Client collection .....12
  - Start of the support period .....12
  - Each month during the support period .....13
  - End of the support period .....13
  - What information is collected when .....14
- 4 Client privacy, confidentiality and consent .....16**
  - How is the information used? .....16
  - Consent—what is it and why is it necessary? .....16

Items that require consent .....	16
Obtaining client consent.....	17
Consent for children/young people .....	18
People with a cognitive impairment/intellectual disability/mental illness /communication issues .....	18
Protecting the confidentiality of clients and specialist homelessness agencies .....	18
Confidentiality—the AIHW’s role .....	18
Individual clients will not be identified.....	18
Agencies will need permission to get information about another specialist homelessness agency .....	19
Privacy will be ensured in the handling of data at the AIHW .....	19
Privacy information card .....	19
Further privacy information .....	22
<b>5 Completing and submitting SHSC information .....</b>	<b>23</b>
Who records the information?.....	23
Who do you collect information from?.....	23
From whose perspective is information recorded?.....	23
Collecting information from a new client .....	24
Collecting information at the last service provision date of each month .....	24
Collecting information at the end of a support period.....	24
Changes to a client’s circumstances during the support period.....	24
Changes to the presenting unit.....	25
Submitting data extracts to Validata™ .....	25
<b>6 Client information collected in the SHSC .....</b>	<b>26</b>
General conventions.....	26
‘Don’t know’ responses.....	26
‘Not applicable’ responses .....	26
No consent .....	26
Collection management information .....	27
Support Period ID .....	27
Agency ID.....	27
Collection month.....	27
Date assistance requested .....	27
Date support period commenced.....	27
Whether the client is new to the agency.....	28
Support period ongoing at the end of the collection month.....	28
First day of service in the collection period .....	29

Last day of service in the collection period.....	29
Client details.....	30
Client's alpha code .....	30
Sex of client.....	30
Date of birth.....	31
Presenting Unit ID.....	32
Relationship to presenting unit head.....	32
Aboriginal or Torres Strait Islander origin.....	34
Facilities/institutions the client has lived in during the last 12 months .....	35
Whether the client has ever been diagnosed with a mental health issue by a health professional.....	36
Time period a client has received services or assistance for a mental health issue.....	37
Any additional information, informal or formal, that indicates the client currently has a mental health issue .....	37
Country of birth.....	39
Year first arrived in Australia.....	39
Main language other than English spoken at home (added July 2019) .....	40
Proficiency in spoken English (added July 2019).....	41
Source of formal referral to this agency .....	42
Reason(s) for seeking assistance .....	45
Main reason for seeking assistance.....	48
Residential address .....	48
How long has it been since the client last had a permanent place to live? .....	48
Suburb/town/locality name of the last permanent place to live .....	49
Postcode .....	50
State or territory.....	50
Whether last permanent address was where the client resided last week.....	50
Suburb/town/locality name of where the client resided last week.....	51
Postcode where the client resided last week.....	51
State or territory where the client resided last week.....	52
Disability Flag: Need for help/supervision with activities in a life area (added July 2013).....	52
Participation in National Disability Insurance Scheme indicator (added July 2019).....	55
Australian Defence Force (ADF) indicator (added July 2017) .....	56
Client situation.....	57

Episode(s) of homelessness before presenting to agency .....	57
Living arrangement of the client.....	58
Determining a client’s housing status.....	59
Type of residence/dwelling the client lived in .....	59
Client’s tenure.....	61
Conditions of occupancy for client’s dwelling .....	64
Examples of how to record living situations .....	66
Labour force status of the client.....	67
Whether worked full time or part time.....	68
Client’s main source of income .....	69
Client currently registered for a government benefit, pension or allowance, but awaiting their first payment .....	71
Client undertaking formal study or training.....	71
Type of education/training the client is enrolled in.....	72
School enrolment and attendance status .....	73
Type of care arrangements—children under 18 with a care or protection order .....	74
Client support information.....	76
Services and assistance .....	76
Dates accommodation was provided .....	83
Type and amount of financial assistance provided to the client.....	85
Case management plan for the client.....	86
Reason why there is no current case management plan for the client.....	86
Extent to which the client’s case management goals achieved .....	87
Episode of homelessness in last month .....	88
Reason the support period ended.....	88
<b>7 Unassisted Persons information collected in the SHSC .....</b>	<b>90</b>
Unassisted Person ID.....	90
Agency ID.....	90
Collection month.....	90
Date service requested.....	90
Person’s alpha code .....	90
Sex of the person .....	91
Date of birth .....	92
Presenting Unit ID.....	92
Relationship to presenting unit head.....	93
Whether first request for services on this date .....	94



	Service(s) requested.....	95
	When service requested for .....	96
	Reason(s) services not provided.....	96
<b>8</b>	<b>Further information .....</b>	<b>98</b>
<b>9</b>	<b>Glossary.....</b>	<b>99</b>
<b>10</b>	<b>Appendix: Collection forms.....</b>	<b>118</b>
	Sample SHSC client forms .....	118

# Abbreviations

AIHW	Australian Institute of Health and Welfare
ADF	Australian Defence Force
CMS	Client management system
ID	Identification
NAHA	National Affordable Housing Agreement
NPAH	National Partnership Agreement on Homelessness
SHIP	Specialist Homelessness Information Platform
SHS	Specialist Homelessness Services
SHSC	Specialist Homelessness Services Collection
SLK	Statistical linkage key

# 1 Introduction

This manual was developed to assist specialist homelessness services (SHS) agency workers and the broader SHS sector understand what information is collected as part of the Specialist Homelessness Service Collection (SHSC), as well as how and why this information is collected. Further, this manual was developed to improve the sectors' understanding and application of SHS concepts and definitions within their everyday work. Doing so is the key to improving the quality of the information captured within the SHSC that in turn results in improved outcomes for the health and welfare of Australians who are homeless or at risk of homelessness.

This manual provides guidance on how to provide the information required for the SHSC. It provides information about:

- key concepts and definitions, collection procedures and maintaining client privacy
- the data items collected in the Client and Unassisted Persons components of the SHSC.

Companion manuals to the SHSC manual are:

- Specialist Homelessness Information Platform (SHIP) manual
- SHS Validata™ manual.

For agencies that use a client management system (CMS), other than SHIP, please refer to the product documentation for that system.

As the way in which agencies operate and the interaction they have with clients vary, these instructions do not aim to give a definitive guide for how to collect the information required for the SHSC. Instead, this manual describes the underlying concepts and definitions of the collection and describes the information required for each client. This will allow agencies to manage the collection in a manner which best integrates with their day-to-day operations.

Information is an inherent part of client case management and most of the information that is part of the collection is also important to your agency for managing your clients.

As a data collector, you have a critical role in ensuring the quality of the information collected from SHS clients is of a high standard. Therefore, it is important that you understand the purpose of the SHSC, the definitions used in each question or data item, and how and when to return the data you have collected.

Please take the time to familiarise yourself with this manual and use it when completing information required for this collection.

## 2 The Specialist Homelessness Services Collection



### Background to the Specialist Homelessness Services Collection

The Australian Institute of Health and Welfare (AIHW) was tasked by the Australian Government to establish the Specialist Homelessness Services Collection (SHSC) to contribute to the reporting requirements outlined in the former National Partnership Agreement on Homelessness (NPAH) and the National Affordable Housing Agreement (NAHA). The SHSC began in July 2011, replacing the previous Supported Accommodation Assistance Program (SAAP) collection.

In the 2017–18 Budget, the Federal Government announced the establishment of a new National Housing and Homelessness Agreement (NHHA), which came into effect on 1 July 2018. This agreement reformed previous NPAH and NAHA funding agreements with states and territories.

### What is the SHSC?

The SHSC collects information about all people who are referred to, or seek assistance from, specialist homelessness services (SHS) agencies. There are two elements to the SHSC; a Client collection and an Unassisted Person collection.

The AIHW manages the SHSC and produces reports using this data to report on specialist homelessness services. National reports are produced annually and can be accessed through the AIHW website [www.aihw.gov.au](http://www.aihw.gov.au).

### The Client collection

The Client collection captures information on adults and children who receive a service from a SHS agency. Data collected includes basic socio-demographic information and the services required by, and provided to, each client. Information is also collected about client circumstances before, during and after receiving support from an agency—this information is collected as a measure to assess client outcomes.

### The Unassisted Person collection

The Unassisted Person collection is used to gain information about adults and children whose request for service is not able to be met by a SHS agency. It measures the level of unmet demand for specialist homelessness services.

This collection runs continuously and reports on all people who are unable to access any services from SHS agencies, not just accommodation services. Existing clients are not included in this collection.

# Benefits of collecting data

## Why collect data?

Information gathered through the SHSC provides an understanding of the issues experienced by people who are homeless or at risk of homelessness, what services were required to assist them and what were the outcomes for people having received assistance.

The SHSC provides information that can be used to answer questions such as:

- How many people access specialist homelessness services?
- Why do people seek assistance from SHS agencies?
- What services are provided in response to clients' demands and needs?
- What are clients' circumstances during their support periods?
- Where do clients go when they leave SHS agencies and how does their situation change?
- Why are SHS agencies unable to provide services to some people?

## How does the data collection benefit clients?

The SHSC helps to improve the services that are available to people who are homeless or at risk of homelessness. Reliable data is used to determine need and ensure adequate funding is provided to specialist homelessness services to ensure effective service delivery. For people accessing specialist homelessness services this can mean the difference between having a safe place to sleep and sleeping rough. Quality data within the SHSC can help ensure that SHS agencies:

- are established in locations where there is need for services
- are funded according to need
- can identify service needs within the community and provide services aimed at meeting those needs.

## How does the data collection benefit your agency?

Some of the information your agency collects as part of client case management is also used to create the SHSC.

The SHSC provides agencies with valuable and reliable information regarding:

- the number of people who use the agency
- where clients were referred from and to
- the services clients receive
- how many people are turned away from the agency
- why these people are turned away.

Agencies can use SHSC information to help improve service delivery. SHSC information may be used by an agency to:

- evaluate the operations of their agency and make improvements
- be recognised and acknowledged for the work they do
- provide solid data to support funding applications

- demonstrate to funding bodies the level and type of client assistance provided
- demonstrate the problems of homelessness and other issues to the media and the community
- plan for future developments in their agency.

It is important to note that the SHSC is just one source of information that can be used for planning and evaluation. While the collection includes a broad range of information about services and clients, it cannot provide a complete picture of client needs, their circumstances and the assistance they are provided.

## **How does the data collection benefit government program managers?**

Governments are accountable for the way in which public funds are spent. Continued funding relies on the ability of departments to provide observable and objective measures of program performance. The SHSC helps state, territory and Australian government departments demonstrate how well their aims are being achieved and where improvements are required.

The SHSC provides state, territory and Australian governments with reliable data used to develop effective housing and homelessness policy aimed at assisting people affected by homelessness.

With information derived from the SHSC, state, territory and Australian governments can:

- demonstrate accountability by providing government ministers, senior public officials and the public with information about specialist homelessness services
- analyse existing funding levels and requests for increased funding
- provide a source of accurate information about homelessness to the media, researchers, educators and the general public.

# 3 Understanding the Specialist Homelessness Services Collection



## Key concepts and definitions used in the SHSC

This section provides key definitions used in the SHSC. Complete definitions of the information collected are described in 'Chapter 6 Client information collected in the SHSC' and in 'Chapter 7 Unassisted Person information collected in the SHSC'.

### Specialist homelessness services agency

A SHS agency is an organisation which receives government funding to deliver specialist homelessness services to a client.

### Client

A client is any person who receives a service from a SHS agency with the intention of responding to, or preventing, homelessness. A client can be of any age, as long as they receive a direct service from a SHS agency.

A direct service is one in which someone is provided with a service from a SHS agency in response to their need for homelessness assistance or because an agency has identified a need for services.

People who benefit as a result of another person receiving services are generally not considered to be clients until such time as they themselves receive a direct service aimed at responding to their particular needs and situation.

Children who present with a parent or guardian and receive a service are considered to be clients. This includes a service that they share with their parent or guardian, such as meals or accommodation (including purchased accommodation).

### Determining who is a client

Determining who is a client can be difficult. It is up to the discretion of your agency and its workers to make this decision based on whether the person is provided with a service or not. If your agency determines a person to be a client, the services your agency provides to the client must then be reported in the SHSC.

If you are uncertain whether a person is a client, below are some guidelines to aid agencies to determine whether or not a person should be considered a client.

- If you are planning to, or are in the process of providing case management to someone, that person is your client.
- If you provide emergency accommodation to a person or group of people, everyone who is housed in your accommodation is your client.
- If you arrange and pay for a person or group of people to be accommodated, everyone whose accommodation was paid for by your agency is your client.

- If you provide rent assistance to a person, generally only the person you provide rent assistance to is your client.
- If you provide emergency funding to a person, only the person who applies for emergency funding is your client.

## Unassisted Person

An Unassisted Person is any person who seeks services from a SHS agency and does not receive any service. There are several reasons why a person may not receive a service from an agency, including but not limited to:

- the service requested by the person is not provided by the agency
- the service requested by the person is not currently available at the agency due to high demand
- the person is ineligible for service because they do not fit the criteria for assistance (for example, a father and son who seek emergency accommodation at a women's refuge).

A client cannot be an Unassisted Person if they received at least one direct service from an agency. If a person has received at least one service, even if it is not the service they requested, they are a client.

Children who seek specialist homelessness services and are not assisted by an agency for the same or similar reasons to those listed above should be recorded as an Unassisted Person. Children are not considered to be unassisted persons when they do not require a specialist homelessness service even if they present to your agency with a parent or guardian who does require a specialist homelessness service.

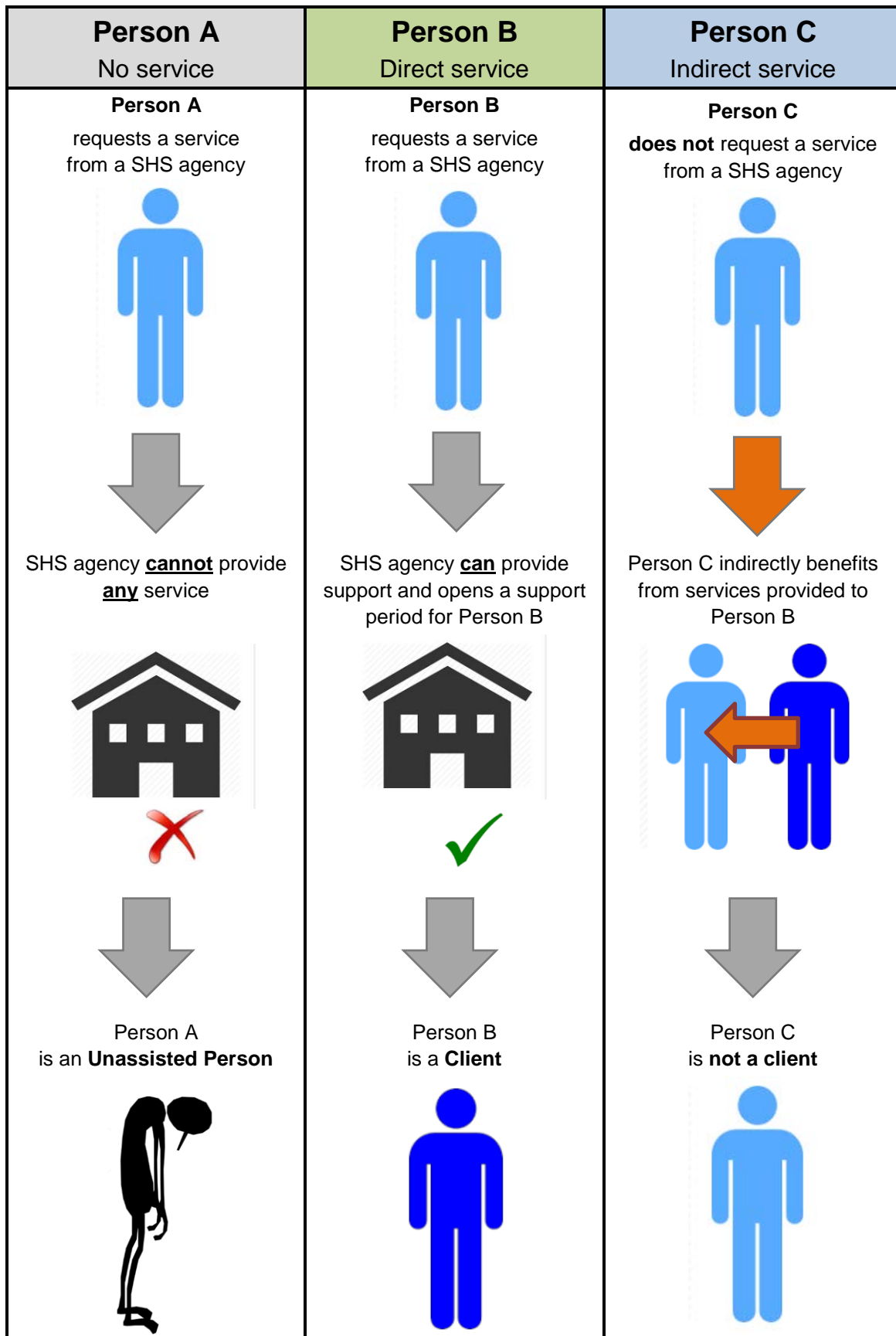
### Summary

- A client is someone who receives a direct service from a SHS agency.
- A direct service is one aimed at responding to the needs of the particular person.
- An indirect service is when another person benefits from agency support intended to meet the needs of a client. Persons who receive indirect services are not clients.
- An Unassisted Person is someone who requests assistance from a SHS agency but does not receive any service, for whatever reason.

The flowchart below provides an overview of the most common outcomes when a person requests a service from a SHS agency. This may assist you to determine when to report a person as a client.



## Determining who is a client



## Support period

The support period is the length of time a client receives services from your agency. A support period commences on the day a person becomes a client by receiving a direct service from your agency and it ends on the last day on which services are provided.

Reasons why a support period ends include:

- the relationship between the client and your agency ends
- the client has reached the 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.

### Tip

Where a client has an appointment with your agency which is more than a calendar month in the future, it is not necessary to close the support period. This is because it is expected that there is an ongoing relationship with the client. There may also be case work undertaken in the client's absence or phone calls to the client. This work done on the client's behalf should always be recorded as services provided to the client.

**If there are no services or assistance given to the client for the calendar month between appointments the support period must be closed.**

## Collection month

A collection month is the calendar month in which a client receives services. In the Client collection, information is recorded each month a client has an ongoing relationship with your agency and continues to receive direct services from your agency.

## Relationship between support period and collection period

The table below shows an example of a support period that spans 3 collection months. It shows how the first and last days of service are recorded 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		
→	<b>Start: 15th—Month 1</b>	<b>End: 7th—Month 3</b> ←
Collection month 1	Collection month 2	Collection month 3
1 2 3	1 2 3	1 2 3
4 5 6 7 8 9 10	4 5 6 7 8 9 10	4 5 6 7 8 9 10
11 12 13 14 15 16 17	11 12 13 14 15 16 17	11 12 13 14 15 16 17
18 19 20 21 22 23 24	18 19 20 21 22 23 24	18 19 20 21 22 23 24
25 26 27 28 29 30 31	25 26 27 28 29 30 31	25 26 27 28 29 30 31
First day of service = 15th Last day of service = 20th	First day of service = 22nd Last day of service = 22nd	First day of service = 5th Last day of service = 7th

A support period may:

- start and end within one collection period—where a client starts and ends their support within a calendar month
- start in one collection month and end in the next collection month—span over 2 calendar months
- start in one collection month and end after several collection months—span over multiple calendar months
- remain open as long as there is an ongoing relationship with the client, that is, the client is receiving direct services.

## **Presenting unit**

### **Client collection**

In the Client collection a presenting unit is a client or group of clients that together, all receive a service from a SHS agency. People who do not receive a direct service are not included in the presenting unit. This may include children who present with a parent or guardian but do not receive any services themselves.

People who present to an agency who are not part of the presenting unit might include relatives or friends of the people requiring direct services. They may be there to support the client but do not themselves require assistance.

Presenting units may be:

- a person alone
- a person with child(ren)
- a couple with child(ren)
- a couple without child(ren)
- siblings
- multigenerational family members
- a group including unrelated persons.

### **Unassisted Persons collection**

In the Unassisted Persons collection the presenting unit is the same as described above however, it relates to all persons who did not receive a service from a SHS agency.

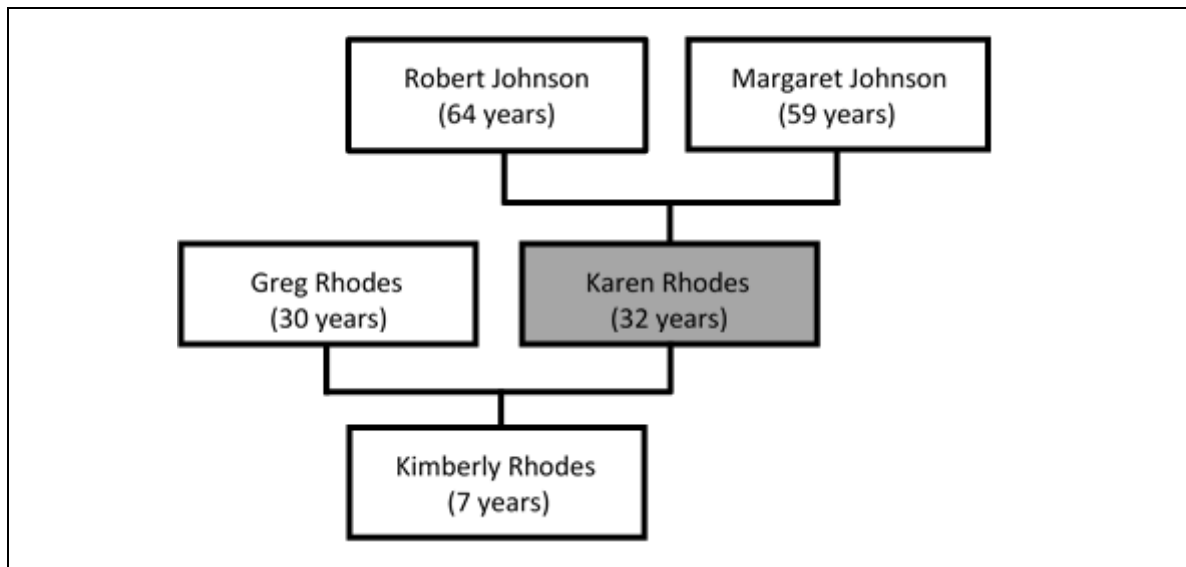
## **Presenting unit head**

In order to understand the composition of a group presenting to your agency, it is important to know how people within this group interrelate to one another. This is done by selecting a presenting unit head from among members of the presenting unit. Anyone within the group may be selected to be the presenting unit head but the group member best suited to the role is the person who has the strongest relationship with all other group members.

Below are some guidelines for selecting a presenting unit head:

- If a person presents alone, he/she is the presenting unit head.
- If there are child(ren) under 18 in the group/family, the presenting unit head is generally the person who is:
  - the parent/guardian representing any child(ren) under 18

- the most direct relation to any child(ren) if there is no parent/guardian present.
- If there are no child(ren) under 18 present, the presenting unit head could be:
  - the spouse/partner of another person within the presenting unit
  - related in some way to another person within the presenting unit
  - the person with the strongest relationship with all other group members if the presenting unit is a group of unrelated people.



The figure above shows a family that presented together and all received a service from your agency. In this example, Karen Rhodes is the most suitable person to be presenting unit head as she is the parent of a child under 18 and has the most central relationship in the presenting unit.

## Homelessness

A person is homeless if they are either living in:

- non-conventional accommodation ('sleeping rough'), or
- short-term or emergency accommodation due to a lack of other options.

Non-conventional accommodation is defined as:

- 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 includes:

- refuges
- crisis shelters
- couch surfing
- living temporarily with friends and relatives

- insecure accommodation on a short-term basis
- emergency accommodation arranged by a specialist homelessness agency (for example, in hotels, motels and so forth).

The following short-term accommodation options are NOT considered to be homeless:

- hotels, motels, caravan parks and other temporary accommodation used when a person is on holiday or travelling
- custodial and care arrangements, such as prisons and hospitals
- temporary accommodation utilised by a person while renovating their usual residence or building a new residence (for example, weekenders, caravans).

## **At risk of homelessness**

A person is at risk of homelessness if they are at risk of losing their accommodation or they are experiencing one or more of a range of factors that can contribute to homelessness. Any person seeking assistance from a SHS agency who is not homeless is considered to be at risk of homelessness.

Risk factors include:

- financial stress (including loss of income, low income, gambling, change of family circumstances)
- housing affordability stress and housing crisis (pending evictions/foreclosures, rental and/or mortgage arrears)
- inadequate or inappropriate dwelling conditions, including accommodation that is unsafe, unsuitable or overcrowded
- previous accommodation ended
- relationship/family breakdown
- child abuse, neglect or environments where children are at risk
- sexual abuse
- domestic/family violence
- non-family violence
- mental health issues and other health problems
- problematic alcohol, drug or substance use
- employment difficulties and unemployment
- problematic gambling
- transitions from custodial and care arrangements, including out-of-home care, independent living arrangements for children aged under 18, health and mental health facilities/programs, juvenile/youth justice and correctional facilities
- discrimination, including racial discrimination
- disengagement with school or other education and training
- involvement in, or exposure to, criminal activities
- antisocial behaviour
- lack of family and/or community support
- staying in a boarding house for 12 weeks or more without security of tenure.

# When to collect information for the SHSC—Client collection

A support period commences on the day a client first receives a direct service and ends on the day services cease for the client.

SHS agencies collect information about a client’s circumstances at different times throughout their support period. This includes a client’s situation:

- a week before the start of the support period
- immediately before the start of the support period
- at the last service provision date each month during a support period
- upon exiting at the end of the support period.

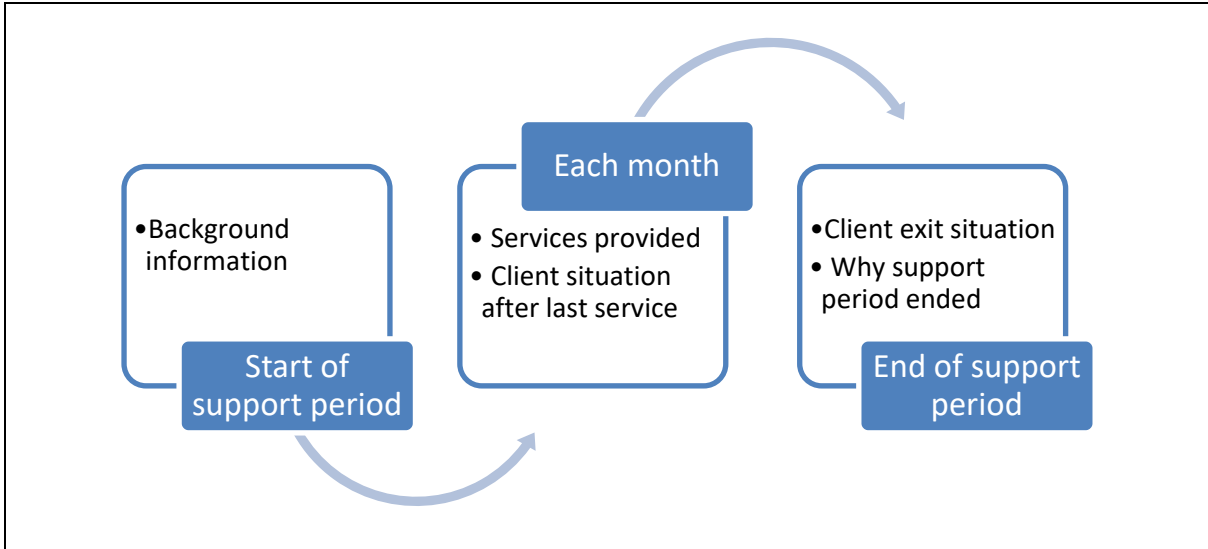
Services provided to the client are recorded throughout the support period.

It is important that you collect all of the information that is required about your client’s situation at each of the above mentioned collection points for the duration of the support period.

Collecting data about a client’s circumstance and the services received at these different collection points assists researchers and data analysts at the AIHW to observe how agency support affects client outcomes. This is done by comparing the client’s circumstances and needs for homelessness services immediately before and after engaging with a SHS agency. It will also capture services provided to the client throughout their support period.

If there is little information about the client at the start or end of their support period, no assessment can be made on how the support your agency provided contributed to the client’s outcome.

The figure below shows what information is collected at the different points in time during a support period.



## Start of the support period

Background information about the client is collected once at the start of the support period. This information reflects the situation of the client immediately before the start of the support period. When recording where the client had been living, you may need to record where the client was staying the night before the support period began.

Information collected at this stage also captures the circumstances of the client a week (7 days) before the start of the support period.

Collecting this information enables agencies and data analysts to understand how the client's circumstances changed during the time they received services from your agency.

## **Each month during the support period**

For each calendar month during the support period, information about the services your agency provided to the client and information about the client's situation should be collected. This information is collected monthly so the SHSC can determine what services have been provided to the client and how the client's situation has changed during their support period. This information is important for the effective case management of clients as well as data analysis.

As an agency worker you should try to record the services you provided as they occur throughout each month during the support period. A service is any action undertaken by a SHS agency worker that responds to, or aims to prevent homelessness.

The client's situation should be recorded at the last contact or last provision of service for each month in the support period. Last provision of service is the date a client receives their last service in a calendar month.

### **Note**

'Last service provision date' refers to the last day a service was provided to the client in each calendar month. In order to measure any progress or outcomes, you need to record the client's situation after you provided this last service. For example, if a client was accommodated at your agency and is leaving to live elsewhere, you should record the living situation of where they are going to—that is, their situation on the night of the last day they received a service.

## **End of the support period**

Information about the client's exit situation after their support period has ended (that is, the client has finished receiving services from your agency) is collected along with information on why the support period ended. It is important to collect this information so that the SHSC can measure how the client's situation has changed after receiving services from your agency.

## What information is collected when

The table below outlines what information should be collected at the different stages in a support period.

	Start of support period	After last service provision each month	End of support period
<b>Client's background</b>			
Alpha code	✓		
Sex	✓		
Date of birth	✓		
Relationship to presenting unit head	✓		
Aboriginal or Torres Strait Islander origin	✓		
Facilities/institutions the client has lived in during the last 12 months	✓		
Client ever diagnosed with a mental health issue by a professional	✓		
Time period a client has received services or assistance for a mental health issue	✓		
Any other indication that client has a mental health issue	✓		
Country of birth	✓		
Year first arrived in Australia	✓		
Source of formal referral to this agency	✓		
Reason(s) for seeking assistance	✓		
Main reason for seeking assistance	✓		
Residential address	✓		
Time since the client last had a permanent place to live	✓		
Suburb/town/locality name of the last permanent place to live	✓		
Postcode	✓		
State or territory	✓		



	Start of support period	After last service provision each month	End of support period
Whether last permanent address was where the client resided last week	✓		
Suburb/town/locality name of where the client resided last week	✓		
Postcode where the client resided last week	✓		
State or territory where the client resided last week	✓		
Disability flag	✓		
Australian Defence Force (ADF) indicator	✓		
National Disability Insurance Scheme (NDIS) indicator	✓		
Main language other than English spoken at home	✓		
Proficiency in spoken English	✓		
<b>Client's situation</b>			
Living arrangement of the client	✓	✓	✓
Type of residence/dwelling the client lived in	✓	✓	✓
Client's tenure	✓	✓	✓
Conditions of occupancy for client's dwelling	✓	✓	✓
Labour force status	✓	✓	✓
Whether worked full time or part time	✓	✓	✓
Client's main source of income	✓	✓	✓
Client currently registered for a government benefit, pension or allowance, but awaiting their first payment	✓	✓	✓
Client undertaking formal study or training	✓	✓	✓
Education/training client is enrolled in	✓	✓	✓
School enrolment and attendance status	✓	✓	✓
Type of care arrangements—children under 18 with a care or protection order	✓	✓	✓
Previous episode(s) of homelessness	✓	✓	✓

## 4 Client privacy, confidentiality and consent



The information in this section of the manual is to inform you about how information provided to the AIHW is used and of the importance of consent and why it is sought to:

- inform clients why their information is important
- inform clients of their right to not provide certain information
- assist you in answering any questions that clients may have.

### How is the information used?

Information provided to the AIHW will be used for research and statistical purposes to inform government and the public regarding housing and homelessness needs (current and future) and to manage homelessness programs. The collection also includes a statistical linkage key (SLK). The SLK is designed to avoid double counting individuals but not to identify an individual. It can also be used to bring together data from different sources to gain a greater understanding of client profiles and service usage.

### Consent—what is it and why is it necessary?

Consent, in respect of SHS data, means that a client agrees that sensitive information about them may be sent to the AIHW for the purpose of inclusion in the SHSC and for research and reporting by AIHW.

With some exceptions, under the Commonwealth privacy legislation, the AIHW is required to have a person's consent before it collects sensitive information about that person. The basis of this requirement is that it helps to promote individual client rights in respect of privacy and is consistent with the prevailing views about ethical data collection.

The process of obtaining consent entails: clients being informed about what data is considered to be sensitive, why this information is important to the AIHW, how it will be used and who will have access to it. A privacy information card is included in the manual for case workers to read to clients so that the client can make an informed decision about whether they want sensitive data items to be submitted to the AIHW.

### Items that require consent

Only sensitive information collected from clients requires consent. Consent is required for:

- Is the client of Aboriginal or Torres Strait Islander origin?
- If the client is under the age of 18 and has a care or protection order, what were their care arrangements?
- Has the client been in any of the following facilities/institutions in the last 12 months?
- Has the client ever been diagnosed with a mental health issue by a health professional (for example, psychiatrist, psychologist or doctor)?
- What time period has the client received services or assistance for their mental health issue?

- Was there any additional information, informal or formal, that indicates the client has a mental health issue?
- What is the client's country of birth?

Clients can choose at any time during their support period to not have any further sensitive information provided to the AIHW.

## Obtaining client consent

Obtaining client consent for collection and use of sensitive data is critical to the success of the SHSC, which aims to report more detailed data about homelessness. Without that sensitive data, the quality and effectiveness of the collection will be diminished.

Clients have a number of important rights in relation to the SHSC. They have the right to:

- be told about the collection, and how information will be used
- decide for themselves whether to provide sensitive information.

When you discuss consent with clients, it is important to emphasise that:

- providing the data to the AIHW is very important for the SHSC as it feeds back as statistical data about homelessness
- clients should be advised that they are able to change their mind about whether they consent to further sensitive information being provided to the AIHW as part of the SHSC
- statistical reports contain only combined information from many clients and will not identify an individual
- their data will be sent to the AIHW, an independent Australian government organisation, for processing
- their information will only be used for statistical purposes—it will not be used for any legal, administrative or other purposes
- the information sent to the AIHW does not contain their name—instead, an alpha code is used
- they will not be discriminated against if they decide not to have the sensitive information provided to the AIHW
- clients choosing to provide sensitive information can still choose to ask that particular pieces of information not be provided to the AIHW. This situation would apply where a client only wanted some of the sensitive information provided to the AIHW.

After discussing the issues above with clients, you should tell them the following information, which can be read directly to clients if appropriate:

*'If you do not want the sensitive data items to be provided to the AIHW, you should inform your case worker of this decision during your period of support.'*

This only needs to be done verbally. You should record whether information requiring consent can be provided to the AIHW in your electronic client management system (CMS). If the client indicates that they do not wish to provide information, 'no' should be entered in your CMS. If the client does not specifically state that they refuse to provide information, 'yes' for consent provided should be entered in your CMS.

## Consent for children/young people

In the SHSC, children/young people under 18 are clients in their own right. However, they may not be able to provide consent because of lack of legal capacity.

Consent can only be collected from the child/young person if they have sufficient understanding and maturity to understand what is being proposed and its implications. Young children (under 15) are usually taken not to have capacity to give consent.

Where a young person is not capable of providing consent, a parent or guardian will be required to give consent before the young person's information can be provided to the AIHW.

In cases where a young person and a parent or guardian disagree, the decision of the parent or guardian will take precedence.

State and territory privacy legislation varies and case workers should become familiar with specific requirements that apply within their jurisdictions, such as age limits that are imposed.

## People with a cognitive impairment/intellectual disability/mental illness/communication issues

As with young children, consent can only be collected from this group of people if they have the capacity to understand what is being proposed and its implications.

## Protecting the confidentiality of clients and specialist homelessness agencies

### Confidentiality—the AIHW's role

The AIHW has an important responsibility to ensure the confidentiality of individual client data. There are a number of ways in which security is assured and these are listed below.

### Individual clients will not be identified

The AIHW has taken the following steps to ensure that individual clients will not be identified from data in the collection:

How a name becomes a statistical linkage key (SLK)	
Name:	<u>J</u> <u>O</u> <u>A</u> N <u>M</u> <u>U</u> <u>R</u> <u>D</u> <u>O</u> <u>C</u> <u>H</u>
+ Date of birth:	10 December 1969
+ Sex:	<u>2</u>
= SLK:	UROOA210121969

- No client names will be provided to the AIHW. Instead, each client will be given an alpha code by the specialist homelessness agency. The alpha code is formed by using the second and third letters of the first given name and the second, third and fifth letters of the family name. No client names will be provided to the AIHW. Instead, each client will be given an alpha code by the specialist homelessness agency.

- The client's date of birth, sex and these letters of family name and first given name are used by the AIHW to create a de-identified code, or SLK. This is done so that, as far as possible, each individual client has a unique code. Because clients may need to access specialist homelessness services on several occasions, a unique code for each client helps to ensure that the number of people in Australia who need and use specialist homelessness services can be counted accurately.
- In accordance with its legal obligations, the AIHW does not release any information outside the Institute which could potentially identify an individual or organisation, except with the permission of the data provider or for research purposes that have been approved by its Ethics Committee and which do not contravene any conditions placed by data providers. This is outlined in section 29 of *The Australian Institute of Health and Welfare Act 1987*.

### **Agencies will need permission to get information about another specialist homelessness agency**

Where a specialist homelessness agency wishes to receive information about another specialist homelessness agency, written permission must first be obtained from the donor agency and lodged with the AIHW.

### **Privacy will be ensured in the handling of data at the AIHW**

The AIHW handles a great deal of sensitive, confidential information and has many procedures to ensure the security of data. As a result:

- the AIHW's building and computer systems are secure
- employees are required by law to maintain the privacy of individuals and are required to sign a confidentiality undertaking on commencement
- SHSC data are kept secure at all times.

### **Privacy information card**

A sample of an information card about the SHSC and privacy, data security, consent and other relevant issues that you could read to clients or provide to them appears on the following pages.



## PRIVACY INFORMATION CARD

### Specialist Homelessness Services Data

### WE NEED YOUR HELP

*We need information to help people who experience homelessness or who are at risk of homelessness.*

*Your story is important and the information you provide can help develop programs to prevent homelessness, improve services and help people find the way out of homelessness.*

#### **What is the Specialist Homelessness Services Collection?**

The Specialist Homelessness Services Collection (SHSC) includes data collected by the Australian Institute of Health and Welfare (AIHW) from agencies such as this one that are funded to assist homeless people and/or help maintain their accommodation. It includes information about your circumstances, and the type of help you asked for and is given by this agency.

#### **Will I be identified?**

No. The SHSC does not contain information that identifies you. Although you provide your name to this agency, it is not passed to the AIHW.

#### **Will my information be protected?**

The AIHW operates under a strict privacy and confidentiality regime which has its basis in the *Privacy Act 1988* and section 29 of *The Australian Institute of Health and Welfare Act 1987*. Our record of protecting the security of the data we hold on the health and welfare of Australians is exemplary.

#### **Do I need to agree?**

While your name is not provided to the AIHW, you may consider that some information is sensitive and that you do not want this information to be passed on to the AIHW. You can choose at any time during your support period to not have the following information provided to the AIHW:

- Indigenous status
- country of birth
- living arrangement of children on care or protection orders
- type of institution recently left
- formally diagnosed mental health condition
- source of information on a mental health condition
- when mental health services were received.

If you choose not to provide the above information to the AIHW, you will still be able to use this agency's services.



## KEEPING YOUR INFORMATION SECURE

### Specialist Homelessness Services Collection

*Many steps have been taken to ensure that the information you provide to the SHSC remains confidential.*

#### Keeping your information confidential

Your name is not part of the SHSC and will not be provided to the AIHW. The following 'alpha code' is used to distinguish between individuals for statistical purposes but not to identify an individual.

Given name	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
		2nd	3rd		
Family name	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
		2nd	3rd		5th

#### How is the alpha code used?

The alpha code components (second and third letters of your first name and second, third and fifth letters of your family name) are combined with your sex and date of birth to create a statistical linkage key (SLK) which is provided to the AIHW—almost every person will have a unique SLK. This provides a method to avoid double counting individuals in the statistics that are reported.

#### What happens to my information?

All information is kept strictly confidential. The AIHW has strict policies and practices to protect data and its building is protected by an electronic security system. Any information kept electronically is stored on secure servers.

#### Where can I get more information?

If you would like more information, please ask.

## Further privacy information

Links to the policies, protocols and codes regarding privacy can be found in the table below.

	<b>Privacy policies/legislation</b>	<b>Statutory body</b>
<b>AIHW</b>	Section 29 of the <i>Australian Institute of Health and Welfare Act 1987</i> AIHW Privacy Policy	
<b>DHS</b>	Department of Human Services Privacy Policy	
<b>AUS</b>	<i>Privacy Act 1988</i>	The Office of the Australian Information Commissioner
<b>ACT</b>	<i>Information Privacy Act 2014 (ACT)</i>	The Office of the Australian Information Commissioner (acting as the ACT Information Privacy Commissioner)
<b>NSW</b>	<i>Privacy and Personal Information Protection Act 1998 (PPIP Act)</i> and <i>Health Records and Information Privacy Act 2002 (HRIP Act)</i>	Information and Privacy Commission
<b>NT</b>	<i>Information Act 2002 (NT)</i>	Office of the Information Commissioner
<b>QLD</b>	<i>Information Privacy Act 2009 (QLD)</i>	Queensland Office of the Information Commissioner
<b>SA</b>	Information Privacy Principles Instruction (IPPI) (Code government agencies must comply with)	Privacy Committee of South Australia
<b>TAS</b>	<i>Personal Information Protection Act 2004 (TAS) (PIP Act)</i>	The Tasmanian Ombudsman
<b>VIC</b>	<i>Privacy and Data Protection Act 2014 (Vic (PDPA Act)</i>	Office for the Commissioner for Privacy and Data Protection (CPDP)
<b>WA</b>	<i>Freedom of Information Act 1992 (WA)</i>	Office of the Information Commissioner (WA)



## 5 Completing and submitting SHSC information



Your CMS is a powerful tool that collects SHSC data from the information recorded through the course of case management. Learning how to use your CMS as a case management tool will also improve the quality of data in the SHSC.

### Who records the information?

The agency worker involved with the case management and support of clients records the information. It is not appropriate for clients to record the information themselves. This is because the information collected from clients requires an understanding of SHSC concepts and definitions. The main aim of this collection manual is to provide SHS agency workers with a sound understanding of SHSC concepts and definitions along with the importance of using them correctly when recording client information.

### Who do you collect information from?

- You collect client information from every person, including children, who receives a direct service from your agency.
- You collect unassisted persons information from every person, including children, who seeks services from your agency but are not assisted.

For more information on Clients and Unassisted Persons, see page 5–7 of ‘Chapter 3, Understanding the SHSC’.

### From whose perspective is information recorded?

Some information is recorded from the client’s perspective. Factual information about the client will need to be provided by the client—for example, whether they are of Aboriginal or Torres Strait Islander origin, their date of birth or who the client was living with immediately before and after the support period.

Other questions, such as the labour force status of the client, may require you to explain definitions to the client or to ask the question in such a way that information is obtained consistently in accordance with this manual. For example, rather than asking ‘What’s your labour force status?’ you might ask ‘Last week, did you work for more than 35 hours either for money or some other kind of payment?’ This would indicate the person was employed full time.

A third group of questions refers to clients’ circumstances and what services they might need. Answers to these questions should reflect the needs of a client as identified by workers in your agency. It is also appropriate for you to record all services provided and referrals arranged by your agency on behalf of the client.

You should also record whether there is a case management plan for the client and the extent to which case management goals were achieved from the perspective of workers at your agency.

## **Collecting information from a new client**

The initial intake meeting at which you undertake an assessment of the client's needs is the ideal time to begin the data collection.

All the information for SHSC will be obtained over the course of your working relationship with your client. You might record the basic details (for example, name, sex, date of birth, Indigenous status and needs) at the time of first meeting with the client and other information in following meetings as your relationship develops with the client.

## **Collecting information at the last service provision date of each month**

Client information is collected in relation to the last service provision date of each month. This allows changes in the client's situation to be recorded to better understand the effect of the services they are receiving.

Determining whether a particular service provision is the last time you will see a client that month may be difficult. Sometimes the service provision date may only become clear at the end of the collection month. Also, some service provision—for example, accommodation—may not require you to meet with the client. Therefore, it is important that you are aware of the information that is required about the client each month and monitor any changes in the client's situation.

Where a client is receiving support up to (or beyond) the end of the month; for example, accommodation, then the last service provision date will be the last day of the month.

## **Collecting information at the end of a support period**

On some occasions, you may expect a client to return to your agency in the next month but, for whatever reason, they do not present. In instances where this does occur, you are still required to submit a collection period update for the client for that collection month. For the next collection month, record that the client's support period ended in the previous month and record the reason why the support period ended.

## **Changes to a client's circumstances during the support period**

Generally, changes in a client's circumstances will mean that you record these changes to the client's situation in the responses you give to relevant items for that collection month; for example, changed living arrangements, labour force status, income or educational arrangements.

You may also need to update information submitted in the first month of a client's support period if you later obtain information which was not available at that time. This includes situations where a client wishes to change consent on providing sensitive information to the AIHW.

## Changes to the presenting unit

If there are changes to the presenting unit during the support period for members of that group, you do not need to 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:

- a new client can only be added to a presenting unit if the presenting unit head is still a client of your agency; that is, their support period has not ended
- 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
- 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 do anything with respect to changing information for other clients of that presenting unit.

If the support period of the presenting unit head ends, you will not be able to add any additional clients to that presenting unit.

## Submitting data extracts to Validata™

Your extract file should be uploaded to Validata™ by the end of the month following the collection month. For example, an extract for the collection month of July should be submitted by 31 August.

Data managers should note that there is sometimes a delay at the beginning of a new collection month before Validata™ is ready to receive extracts for the previous month. This is because the AIHW receives listings from all states and territories of all the agencies they expect to submit extracts for the current collection month. Validata™ is ready to receive extracts for that collection month only after this information is checked and uploaded to Validata™.

You can check the Latest news on Validata™ to see when you can submit your next extract—generally Validata™ is ready by the beginning of the following month.

## 6 Client information collected in the SHSC



### General conventions

#### 'Don't know' responses

Some items in the SHSC allow for a 'Don't know' response. This response should be used when you are unable to obtain the information required from your client to complete these items. Reasons may include:

- client refuses to provide the information
- client cannot remember the information
- you were unable to get the information from the client before submitting your extract to the AIHW at the end of the collection month.

#### 'Not applicable' responses

A 'Not applicable' response is allowed for some items. This response is used when the item does not apply to the client due to their age or a response to a previous item. For example, for all clients born in Australia, mark 'Not applicable' in the next item—'Year first arrived in Australia'.

When to record 'Not applicable' due to age:

Collection item	If under 5	If under 15	If under 18	If 18 or over
Labour force status of the client		✓		
Whether worked full time or part time		✓		
Client currently registered for a government benefit, pension or allowance, but awaiting their first payment		✓		
Australian Defence Force (ADF) indicator			✓	
Type of care arrangements—children under 18 with a care or protection order				✓
Proficiency in spoken English	✓			

#### No consent

When the client does not give consent for sensitive information to be provided to the AIHW, all responses to items that require consent should be recorded as 'Not applicable'. These items are:

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

# Collection management information

## Support Period ID

### This is collected because:

- the Support Period identification (ID) is used to link a client's information across collection months for the support period.

## Agency ID

### This is collected because:

- the Agency ID will be used to combine information on all the clients of a single SHS agency, so that this information can be returned to agencies
- the use of a number rather than the agency name helps ensure the confidentiality of the information because neither the client's name nor your agency name is submitted to the AIHW.

### Further information

- Agency IDs are assigned and managed by your state or territory jurisdiction.

## Collection month

### This is collected because:

- the SHSC obtains information about the client on a monthly basis and it is important to be able to identify each month's information separately.

## Date assistance requested

### This is collected because:

- it is important to measure the immediacy of response times to people's requests for assistance
- the date assistance was requested and the start of the support period can be compared to determine how long a client had to wait before receiving services.

### How to complete

- Record the date on which a client made the initial request for assistance.

## Date support period commenced

### This is collected because:

- measuring the length of time a client receives support is very important in analysing outcomes
- the date assistance was requested and the start of the support period can be compared to determine how long a client had to wait before receiving services.

### **How to complete**

- The support period starts on the first day a client receives support from your agency.
- Record the date on which a client first receives support from your agency. If you are unsure about the exact date, please estimate as close as possible to the actual date.

### **Further information**

- A support period relates to the provision of services that may be provided with or without accommodation.
- A support period can begin and end on the same day, or last for several months or even years.
- The support period end date will be the last day a client receives support from your agency. There is no need to record this as it will be the same as the last day of service you record in the client's last collection month.

## **Whether the client is new to the agency**

### **This is collected because:**

- this information will identify whether the client has accessed services from your agency previously
- this helps to get a picture of the client's experience of homelessness.

### **How to complete**

- If possible, refer to records to help answer this item.

### **Response definitions**

#### **No**

- The client has received a service from this agency at some time prior to the current episode.

#### **Yes**

- There is no record or no knowledge of the client ever receiving any services from this agency before.

## **Support period ongoing at the end of the collection month**

### **This is collected because:**

- this indicates whether it is expected for a client to receive services in the next collection month or that a client's support period ended during the previous month
- this is important to enable the AIHW to manage the collection.

### **How to complete**

- The support period for a client is ongoing if you have made an appointment to see them in the next calendar month or if you have an expectation that they will return to receive further support in the next calendar month.
- At the end of the collection month, indicate whether the client is expected to receive further support next month or that the support period ended during the current month.

- If a client was expected to receive further support this month but they did not return, then you can indicate this and need only note the reason for the support period ending.

## **Response definitions**

### ***Yes—ongoing support***

- The client is receiving ongoing assistance or support by the agency and you expect the client to be supported during the next calendar month.

### ***No—support ended during the collection month***

- The client's support period ended in this calendar month and the reason for the support period ending has been completed

### ***No—support ended during the previous collection month***

- The client was expected to return to receive further support this month but they did not show.
- Complete the reason support ended item.

## **First day of service in the collection period**

### **This is collected because:**

- it provides information about the time during the collection period where services were first provided to the client.

### **How to complete**

- Record the date that the client first received support in the collection period.
- In the first collection period of a new support period, the first day of service will be the same as the date the support period commenced.

## **Last day of service in the collection period**

### **This is collected because:**

- it provides information about the time during the collection period where services were provided to the client.

### **How to complete**

- Record the date that the client last received support in the collection period.
- This may be difficult to identify at the time and may need to be completed at the end of the collection period.

## Client details

### Client's alpha code

#### This is collected because:

- the alpha code is used to create the client's SLK which is used to enable the SHSC to identify the number of clients receiving services, which will not be the same as the number of support periods, as some clients have more than one support period
- the alpha code is to protect the confidentiality of clients. The alpha code and SLK is to ensure that individual clients will not be identified from the data in the collection.

#### What is an alpha code?

- Alpha codes are created using the second and third letters of the client's first given name and the second, third and fifth letters of their family name.
- If the client's name is not long enough, a '2' will be entered into the missing field.
- Where a part of the name is missing or unknown, a '9' will be entered into any missing fields.

#### Example of alpha code for John Doe:

Given name	J	O	H	N	
		2nd	3rd		
Family name	D	O	E		2
		2nd	3rd		5th
Alpha code =	<b>OHOE2</b>				

### Sex of client

This question relates to the client's sex—how they identify at the beginning of a support period.

#### This is collected because:

- it identifies the sex of the client at the time of presenting to an SHS agency. Sex is the distinction between male, female and others who do not have biological characteristics typically associated with either the male or female sex, as reported by the client
- it is used to count and report on the sex of clients who use specialist homelessness services. Sex of the client can also be used in conjunction with Australian population data to determine whether there are enough services available for each client group
- it forms a part of the SLK which is used to enable the collection to identify the number of clients receiving services.

#### How to complete

- The sex of the client should be recorded according to the client's sex at the time of presentation, as reported by the client. A person's sex may change during their lifetime as a result of procedures known alternatively as sex change, gender reassignment,



gender affirmation, transsexual surgery, transgender reassignment or sexual reassignment. Throughout the process, which may be over a considerable period of time, sex could be recorded as male, female or other.

- Parents or carers may respond to this question on behalf of children.

## **Response definitions**

### ***Male***

- Persons who have male or predominantly masculine biological characteristics, or male sex assigned at birth.

### ***Female***

- Persons who have female or predominantly feminine biological characteristics, or female sex assigned at birth.

### ***Other***

- Persons who have mixed or non-binary biological characteristics (if known), or a non-binary sex assigned at birth.
- Persons identifying as 'indeterminate', 'intersex', 'non-binary' and 'unspecified'.
- 'Other' is used because a more descriptive term has not been widely agreed within the general community.

## **Date of birth**

### **This is collected because:**

- date of birth is used to determine the age of the client
- the age of the client is important in any analysis of data about homelessness
- date of birth is a part of the SLK which is used to enable the collection to identify the number of clients receiving services, which will not be the same as the number of support periods, as some clients have more than one support period. The SLK is also used to ensure that individual clients will not be identified from data in the collection.

### **How to complete**

- Record the client's date of birth.
- If the day and/or month are unknown, leave these fields blank.
- If the year of birth is not known, you should make an estimate of the month and year to the nearest 3 months for children aged 2 or younger and estimate the year for anyone over 2.
- Record whether the information is an estimate.
- Some immigrants who have no birth records will have been 'given' a date of birth to allow the immigration papers to be completed. In such circumstances, the date of birth stated on official papers should be considered accurate.

## Presenting Unit ID

### This is collected because:

- the Presenting Unit ID is used to link the records of clients who present to your agency together as a group
- it is important to understand the composition of different groups of people who request homelessness services
- family groups facing homelessness are of particular interest and these groups can be identified by capturing the presenting unit
- it provides very important information about the relationships between members of the presenting group.

### Further information

- 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. They are not considered to be more important than any other person in the group.
- The presenting unit head cannot change during the support period.
- If there are child(ren) under 18 present, the presenting unit head is the spokesperson who is:
  - the parent/guardian representing any child(ren) under 18
  - the most direct relation to any child(ren) if there is no parent/guardian present.
- If there are no child(ren) under 18 present, the presenting unit head is the spokesperson who is:
  - the spouse/partner of another person within the presenting unit
  - related in some way to another person within the presenting unit.
- Members may be added to a presenting unit after the initial presentation date as long as the presenting unit head still has an open support period.

## Relationship to presenting unit head

### This is collected because:

- it is important to understand the composition of different groups of people who request homelessness services
- by finding out the relationship of each client to the presenting unit head, a picture of the presenting unit can be formed.

### How to complete

- After identifying the presenting unit head, record each client's relationship to that unit head.
- If *Other relationship* is selected, ask what the relationship is and record it.
- In situations where the support period start date is after the presenting unit head's support period start date, you can only record the relationship to the presenting unit head while the presenting unit head has an open support period.

## **Further information**

- Very young children are unlikely to be clients presenting by themselves (which means that they are a presenting unit head). If you intend to record this information, it is suggested that you refer to your records to verify whether the child is in fact presenting by themselves (the presenting unit head).

## **Response definitions**

### ***Self***

- A client presents by themselves.
- The client is the presenting unit head.

### ***Spouse/partner***

- A client has a relationship to the presenting unit head akin to a 'married' or 'partner' relationship. This includes same sex couples.

### ***Parent/guardian***

- The client is the parent or guardian of the presenting unit head.

### ***Child***

- The client is a natural or adopted child, or ward, of the presenting unit head.

### ***Stepchild***

- The client is the stepchild of the presenting unit head.

### ***Foster child***

- The client is the foster child of the presenting unit head.

### ***Sibling***

- The client is either the brother or sister of the presenting unit head.

### ***Aunt or uncle***

- The client is either the aunt or uncle of the presenting unit head.

### ***Niece or nephew***

- The client is either the niece or nephew of the presenting unit head.

### ***Grandparent***

- The client is a grandparent of the presenting unit head.

### ***Grandchild***

- The client is the grandchild of the presenting unit head.

### ***Other relative***

- The client is a more distant relative to the presenting unit head; for example, cousin or second cousin.

### ***Unrelated person***

- If the client is unrelated to the presenting unit head but is a flatmate or co-tenant, record them in the category 'Unrelated flatmate or co-tenant'.
- The client accompanying the presenting unit head is not related to them.
- Includes those clients who are friends of the presenting unit head.

### **Unrelated flatmate or co-tenant**

- The client is not related to the presenting unit head and is either a flatmate or co-tenant with the presenting unit head.

### **Other relationship**

- The client has another type of relationship to the presenting unit head that has not been described above.
- Specify the relationship in the space provided.

### **Don't know**

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

## **Aboriginal or Torres Strait Islander origin**

### **This is collected because:**

- Aboriginal and Torres Strait Islanders represent important demographic groups
- this information enables the identification of the needs of these client groups and analysis of the availability and appropriateness of homelessness services for them.

### **How to complete**

- 'Are you of Aboriginal or Torres Strait Islander origin?' should be asked of all clients regardless of appearance, country of birth or whether staff know the client or their family background.
- This question should be asked directly wherever possible.

### **Further information**

The following definition, commonly known as 'The Commonwealth Definition', was given in a High Court judgment in the case of *Commonwealth v Tasmania* (1983) 46 ALR 625.

'An Aboriginal or Torres Strait Islander is a person of Aboriginal or Torres Strait Islander descent who identifies as an Aboriginal or Torres Strait Islander and is accepted as such by the community in which he or she lives.'

In practice, it is not realistic to collect information on the community acceptance part of this definition and therefore standard questions on Indigenous status relate to descent and self-identification only.

### **Response definitions**

#### **Aboriginal, but not Torres Strait Islander origin**

- The client identifies themselves as being of Aboriginal descent, but not Torres Strait Islander descent.

#### **Torres Strait Islander, but not Aboriginal origin**

- The client identifies themselves as being of Torres Strait Islander descent, but not Aboriginal descent.

#### **Both Aboriginal and Torres Strait Islander origin**

- The client identifies themselves as being of both Aboriginal and Torres Strait Islander descent.

***Neither Aboriginal nor Torres Strait Islander origin***

- The client identifies themselves as being of neither Aboriginal nor Torres Strait Islander descent.

***Don't know***

- There is consent for information to be provided to the AIHW but the information is not known or the client has refused to provide the information.

***Not applicable***

- There is no consent for information to be provided to the AIHW.

**Facilities/institutions the client has lived in during the last 12 months**

**This is collected because:**

- people leaving facilities or institutions, like hospitals or correctional facilities, can be highly vulnerable to homelessness
- this information enables the identification of the needs of this client group and analysis of the availability and appropriateness of homelessness services for them.

**How to complete**

- Indicate all types of facilities a client has resided in during the past 12 months.
- Only include instances where the client stayed at least one night.
- More than one response can be marked.

**Response definitions**

***Hospital (excluding psychiatric)***

- Includes hospitals and other health-care facilities but not specialised prison health facilities.

***Psychiatric hospital/unit***

- Includes mental health units and forensic health units of corrective services systems.

***Disability support***

- Includes all facilities whose primary role is disability support.

***Rehabilitation***

- Includes facilities that cater for drug and alcohol rehabilitation.
- Excludes rehabilitation in prisons and correctional facilities.

***Adult correctional facility (prison)***

- Includes those facilities whose main role is to detain and rehabilitate adult prisoners.

***Youth/juvenile justice correctional centre***

- Includes those facilities whose main role is to detain and rehabilitate youth or juveniles. Community custodial facilities are included in this category.

***Immigration detention centre***

- Includes immigration residential housing and immigration transit accommodation.

**No institution**

- The client has not been living in any type of facility during the past 12 months.

**Don't know**

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

**Not applicable**

- There is no consent for information to be provided to the AIHW.

**Whether the client has ever been diagnosed with a mental health issue by a health professional****This is collected because:**

- people with mental health issues represent a potentially vulnerable group with respect to homelessness
- evidence suggests that the longer persons with mental health issues are supported by specialist homelessness services, the more likely they are to move into public, community or rental housing rather than return to rough sleeping
- access to a range of longer term supports and community-based services will increase the early intervention and recovery support options for people who are homeless with a mental illness.

**How to complete**

- Ask whether the client has EVER been diagnosed with a mental health condition by a health professional.
- If the client is aged under 15, only complete this question if you, the agency worker, think it appropriate. Select 'Not applicable' if the question is not asked.
- Health professionals who may diagnose a mental health condition include:
  - psychologists
  - psychiatrists
  - general practitioners
  - mental health registered nurses.

**Response definitions****Yes**

- The client has been formally diagnosed by a health professional as having a mental health issue.

**No**

- The client has never been formally diagnosed by a health professional as having a mental health issue.

**Don't know**

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

**Not applicable**

- There is no consent for information to be provided to the AIHW.
- The question was not asked of a child under 15.

## **Time period a client has received services or assistance for a mental health issue**

### **This is collected because:**

- it will identify how recently the client has received mental health services.

### **How to complete**

- Ask how long it has been since the client has received services for their mental health issue.
- This should be answered from the perspective of the agency worker.
- It relates to the agency worker's knowledge of whether or when the client has received mental health services or assistance.

### **Response definitions**

#### ***Currently receiving services***

- Receiving ongoing services at the time the support period started.

#### ***Received services in the last 12 months***

- Not currently receiving services but has received services in the last 12 months.

#### ***Received services more than 12 months ago***

- The last services the client received were more than 12 months ago.

#### ***Received services—no timeframe reported***

- The client has received services but you are not able to determine when this took place.

#### ***No services ever received***

- The client has never received any services or assistance for a mental health issue.

#### ***Don't know***

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

#### ***Not applicable***

- There is no consent for information to be provided to the AIHW.
- The client has never been formally diagnosed by a health professional as having a mental health issue; that is, you recorded 'No' for the previous question.
- The question was not asked of a child under 15.

## **Any additional information, informal or formal, that indicates the client currently has a mental health issue**

### **This is collected because:**

- it enables identification of a mental health issue that may not have been formally diagnosed by a health professional and would otherwise not be reported.

### **How to complete**

- This relates to the client's situation at the beginning of the support period.
- It should be answered from the perspective of the agency worker.

- Only select one source. If there are a number of sources of information, you should mark the source you consider to be the most reliable; for example, a formal diagnosis or a formal referral from an agency or institution would take precedence.
- A mental health condition is a medical condition that impairs thought, mood or behaviour resulting in distress or impaired functioning. It may include depression, anxiety disorders, bipolar disorder, psychosis, schizophrenia and so forth.
- If there is not enough information to answer this question for children, select 'No information indicating mental illness'.

## **Response definitions**

### ***Agency worker***

- The client appears to the agency worker to have an undiagnosed mental health condition.

### ***Health professional***

- The client has been diagnosed with a mental health condition by a doctor, nurse or other health professional.

### ***Non-government agency***

- Information is received from a non-government agency who offers disability support programs, or from a local community support program, whose target population includes those with a mental illness.

### ***Family/friends/carers***

- Family friends and carers are people who know the applicant well, and are concerned that the person may have an undiagnosed mental illness.

### ***Self-identified***

- The client reports that they have a mental illness but does not have contact with a specialised mental health service or other relevant service providers at this point in time.

### ***Other***

- There is information to indicate that the client has a mental health condition but the source of information is not included in the list above.

### ***No information indicating mental illness***

- There is no information available to the agency worker to indicate that the client currently has a mental health condition. This does not necessarily mean that the client does not have a mental health issue—just that the worker does not have information to indicate that they do.

### ***Not applicable***

- There is no consent for information to be provided to the AIHW.



## Country of birth

### This is collected because:

- it identifies the country in which the client was born, which is important in analysis of the needs of different client groups.

### How to complete

- Record the country in which the client was born.

### Response definitions

#### *Australia*

- The client was born in Australia.

#### *Other country*

- The client was born in a country other than Australia.
- Record the country of birth.

#### *Don't know*

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

#### *Not applicable*

- There is no consent for information to be provided to the AIHW.

## Year first arrived in Australia

### This is collected because:

- it is important to know when a client moved to Australia as clients may have particular needs that relate to them having only lived in Australia for a short time.

### How to complete

- Record the calendar year the client first arrived in Australia with the intention of staying for 1 year or more.
- If there is uncertainty about this, record the first time the client arrived in Australia.
- If born in Australia, mark 'Not applicable'.

### Response definitions

#### *Don't know*

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

#### *Not applicable*

- The client was born in Australia.

## **Main language other than English spoken at home (added July 2019)**

### **This is collected because:**

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

### **How to complete**

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

### **Response definitions**

#### ***No language other than English is spoken at home***

- Record 'English'.

#### ***Language other than English is spoken at home***

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

#### ***Not stated***

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

## Proficiency in spoken English (added July 2019)

### This is collected because:

- for clients who speak a language other than English at home, this item indicates how well they speak English
- the information can be used to indicate how many clients may suffer disadvantage in terms of their ability to access services as a result of a lack of competence in spoken English.

### How to complete

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

### Response definitions

#### ***Very well***

- The client considers that they speak English very well.

#### ***Well***

- The client considers that they speak English well.

#### ***Not well***

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

#### ***Not at all***

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

#### ***Don't know***

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

#### ***Not applicable***

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

## Source of formal referral to this agency

### This is collected because:

- it indicates how the client was referred to your agency
- it is used to provide information about the links between specialist homelessness services and other parts of the welfare, corrective services and health systems.

### How to complete

- Formal referral means that another person, group or organisation contacted the agency on behalf of the client. This may include a verbal referral or a letter which the client presented to the agency.
- Select the source of formal referral from the list.
- Select 'No formal referral' if there was no contact from another person, group or organisation on behalf of the client.

### Response definitions

#### ***Specialist Homelessness Agency/outreach worker***

- Includes information and referrals (including for those seeking services for victims and/or perpetrators of family and domestic violence) by other specialist homelessness services agencies or outreach workers.
- Specific family and domestic violence services that are NOT Specialist Homelessness Services agencies should not be included in this category, but in the 'Family and domestic violence service (non SHS)' category below.

*Note:* This includes children and accompanying family members if they themselves are victims or are clients receiving perpetrator support services.

#### ***Family and domestic violence service (non SHS) (added July 2019)***

- A family and domestic violence service which is not a SHS agency, that delivers services to a specific target group – people experiencing family and domestic violence (for both victims and perpetrators).
- Includes information and referrals by a family and domestic violence service (for services for victims and perpetrators).
- This does NOT include Specialist Homelessness Services agencies that provide family and domestic violence services. These should be recorded under 'Specialist Homelessness Agency/outreach worker'.

*Note:* This includes children and accompanying family members if they themselves are victims or are clients receiving perpetrator support services.

#### ***Telephone/crisis referral agency***

- Includes any type of telephone/crisis referral agency such as Lifeline and MensLine Australia.

#### ***Centrelink or employment service case worker***

- Information and referrals from Centrelink or case workers from employment service agencies such as CoAct.

**Child protection agency**

- Includes referrals and information from dedicated child protection agencies such as Australian Childhood Foundation.
- Includes state or territory departments responsible for child protection.

**Family and child support agency**

- Includes referrals and information from dedicated family and child support services such as Relationships Australia and Families NSW.
- Includes state or territory departments responsible for family and children's services.

**Hospital**

- Includes referrals from public and private hospitals and health-care professionals, including general practitioners, working at these establishments.
- Excludes dedicated mental health units and rehabilitation and detoxification centres.

**Mental health service**

- Includes information and referrals from dedicated mental health-care units, psychiatric hospitals or ward, residential mental health services and community mental health-care services.

**Disability support service**

- Includes referrals and information from dedicated disability support services such as the National Disability Insurance Scheme (NDIS), Multiple Sclerosis Society and Life Without Barriers.

**Drug and alcohol service**

- Includes all specialised alcohol and other drug (AOD) treatment services that provide a range of AOD treatments such as rehabilitation, detoxification and AOD counselling which can be provided either on a residential or non-residential basis.

**Aged care service**

- Includes referrals and information from residential care or nursing homes such as Calvary Retirement Community, transitional care services, home care packages and home support programs, such as At Home Services Feros Care.

**Social housing**

- The government department in your state or territory responsible for administering housing assistance programs and community housing organisations such as Liberty Community Connect.

*Note:* Social housing includes Community housing (CH), Public housing (PH), State owned and managed Indigenous housing (SOMIH) and Indigenous community housing (ICH).

**Youth/juvenile justice correctional centre**

- Includes those facilities whose main role is to detain youths or juveniles. Community custodial facilities are included in this category.

**Adult correctional facility**

- Refers to facilities whose main role is to detain adult inmates, such as prisons.

**Legal unit (including legal aid)**

- Includes legal aid commissions, community legal centres, and advocacy groups, such as Tenants Victoria.
- Includes Indigenous legal assistance programs, pro bono legal services, Law Societies, the Law Council of Australia, private sector lawyers, and legal units providing specialist services.

**School/other education institution**

- Refers to referrals or information from a teacher, other staff member, college (including TAFE), university and other training institutions.

**Police**

- Includes members of both state and federal police departments, and local Council rangers.

**Courts**

- Includes any officer of a court of law, the Director of Public Prosecutions (DPP), tribunal, dispute resolution or mediation service, such as the ACT Conflict Resolution Service.

**Immigration department or asylum seeker/refugee support service**

- Referrals or information from Australia's immigration department or refugee/humanitarian entrant support services such as Australian Refugee Association and Asylum Seeker Resource Centre (ASRC).

**Other agency (government or non-government)**

- Includes referrals from other government agencies not listed above.
- Includes referrals and information from non-SHS-funded organisations and resource centres such as Kari and Soldier On.

**Family and/or friends**

- The client was referred by or heard about your agency from family members or friends.

**Other**

- Includes any other source of referral that is not listed in the above categories.

**No formal referral**

- Your agency did not receive any verbal or written contact from anyone besides the person(s) seeking assistance.
- This includes clients who self-refer to your agency. They may be previous clients of your agency.

**Don't know**

- The referral source is not known or the information cannot be obtained.

## **Reason(s) for seeking assistance**

### **This is collected because:**

- it provides reason(s) why a person presents to a specialist homelessness agency to seek assistance
- this is important information which is used to better understand clients and why they are in need of assistance and the services agencies provide in response to their needs.

### **How to complete**

- This focuses on the client's perspective of why they requested assistance from your agency as opposed to the underlying reasons or causes which may have built up over a lifetime.
- Record all reasons the client provides.
- You do not have to ask the client about every category on the list. It may be sufficient just to ask the client why they are seeking assistance.
- If a child becomes a client ONLY because they receive the same services as their parent/guardian (for example, accommodation), you do not have to record the same reason as the parent/guardian if this is not appropriate for the child. In these cases, record 'Other' and specify 'WITH PARENT' or 'WITH GUARDIAN'.

## **Response definitions**

### ***Financial difficulties***

- The client sought assistance because they had insufficient finances to pay for accommodation, food, bills or other essentials.
- The client has adequate financial resources but has difficulties managing these resources.
- The client doesn't have the financial resources to meet rental commitments.

### ***Housing affordability stress***

- The client sought assistance as a result of the current rent on the leased property being too high.
- The client is having difficulty meeting mortgage repayments, creating stress with general living expenses.

### ***Housing crisis (for example, 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).

### ***Inadequate or inappropriate dwelling conditions***

- The client sought assistance as a result of household stress from overcrowded, unsuitable or unsafe dwelling conditions.

### ***Previous accommodation ended***

- The client's previous accommodation was no longer available (for example, the break-up of a group home or rental property being sold by owner).

***Time out from family/other situation***

- The client needed some time away from their family or needed some time away from non-related individuals.

***Relationship/family breakdown***

- The client sought assistance because of the dissolution of a spouse/partner relationship or other family relationship.

***Sexual abuse***

- The client sought assistance as a result of sexual abuse inflicted on the client by a family member or non-related individual.

***Domestic and family violence***

- The client sought assistance as a result of physical or emotional abuse inflicted on the client by a family member.

***Non-family violence***

- The client sought assistance as a result of physical or emotional abuse inflicted on the client by a non-related individual.
- The client sought assistance as a result of violence or a threat of violence inflicted by a non-related individual.

***Mental health issues***

- The client sought assistance because of a mental health issue.
- This does not include a situation in which the client sought assistance as a result of another person's mental health issues.

***Medical issues***

- The client sought assistance because of any conditions that are, or have been, treated or diagnosed by a health professional.

***Problematic drug or substance use***

- The client sought assistance as a result of their drug-related problem.
- This does not include a situation in which the client sought assistance as a result of drug abuse by another person.

***Problematic alcohol use***

- The client sought assistance as a result of their alcohol-related problem.
- This does not include a situation in which the client sought assistance as a result of alcohol use by another person.

***Employment difficulties***

- The client is experiencing difficulties or changes to their employment that negatively impact on their ability to work or on their life outside work.
- Includes cases where employment difficulties are creating current or future financial problems, such as: difficulty maintaining employment; recently losing employment, or a change in employment conditions, such as reduction in pay/hours and so forth; bullying or harassment; unsafe employment conditions (that is, health safety risks); or unfair or illegal workplace practices/conditions (such as excessive workload, inflexible hours).

***Unemployment***

- The client sought assistance because of difficulties obtaining or maintaining employment and is currently unemployed.



***Problematic gambling***

- The client was homeless or sought assistance because they had insufficient means to cover the cost of living, as a consequence of a gambling problem (either a one-off instance or an ongoing problem).

***Transition from custodial arrangements***

- The client was recently released from a custodial institution such as a prison detention centre/immigration detention centre.

***Transition from foster care/child safety residential placements***

- Child safety placements include a range of services provided to children and young people under 18 who are in need of care and protection.
- This service provides alternative overnight accommodation for children and young people who are unable to live with their parents.
- These arrangements include foster care, placements with relatives or kin, and residential care.

***Transition from other care arrangements***

- The client was recently released from a care institution such as a hospital or disability care arrangement.

***Discrimination, including racial and sexual discrimination***

- The client was homeless or sought assistance because of discrimination based on their sex, age, race, religion or other personal attributes.

***Itinerant***

- The client was moving from place to place or had no fixed address.

***Unable to return home due to environmental reasons***

- The client is unable to return home due to environmental reasons (for example, wet season flooding, bushfires).

***Disengagement with school or other education and training***

- The client sought assistance because of their difficulty with engaging within their education or training, creating difficulties for the client to establish connection with community and develop skills that will help them find future employment.

***Lack of family and/or community support***

- The client has no family or community support structure and this led them to seek agency support.

***Other***

- The client sought assistance for a reason not included above, for example:
  - as a result of their sexuality or sexual identification
  - they recently arrived in the area (from another town or another country) and had nowhere to stay.
- Specify the reason in the space provided.

***Don't know***

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

## **Main reason for seeking assistance**

### **This collected because:**

- where a client has given more than one reason for seeking assistance, it is important that the main reason for seeking assistance can be identified.

### **How to complete**

- Record the main cause of the client seeking assistance from your agency.
- If the client has only given one reason for seeking assistance, record this reason as the main reason for seeking assistance.
- If the client has given more than one reason for seeking assistance, ask which is their main reason for seeking assistance.
- If the client has given one or more reasons for seeking assistance you should not be recording 'Don't know' as a response.
- If a child becomes a client ONLY because they receive the same services as their parent/guardian (for example, accommodation), you do not have to record the same reason as the parent/guardian if this is not appropriate for the child. In these cases, record 'Other' and specify 'WITH PARENT' or 'WITH GUARDIAN'.

## **Residential address**

A series of questions are asked about: (a) how long it has been since the client last had a permanent place to live; (b) where the client lived when they last had a permanent place to live; and (c) where the client lived a week before their support began.

A number of these questions collect information on a client's residential address in order to more fully understand a client's status with respect to a permanent place to live.

### **A permanent place to live**

- Is defined as a conventional dwelling, typically with its own residential address.
- Refers to a person's usual residence that lasts for at least 3 months.
- The characteristics of the accommodation must be such that it is considered outside the scope of the definition of homelessness.
- Does not include a place where the client has been sleeping rough or in non-conventional accommodation, living in short-term or emergency accommodation, or living on a temporary basis with friends and relatives.

## **How long has it been since the client last had a permanent place to live?**

### **This is collected because:**

- determining when a client last had a permanent place to live indicates the length of time a client has experienced homelessness.

### **How to complete**

- Select the category which relates to the time since the client last had a permanent place to live.
- The time period is in relation to the date the client's support period started.
- If a client has never had a permanent place to live, select 'Not applicable'.
- If a client currently has a permanent place to live, select 'Not applicable'.

## **Response definitions**

### ***Less than 1 week ago***

- The client does not currently have a permanent place to live but did have a permanent place to live within the last 6 days.

### ***1 week to 1 month ago***

- The client does not currently have a permanent place to live and last had a permanent place to live 7 days to 1 calendar month ago.

### ***More than 1 month, to 6 months ago***

- The client does not currently have a permanent place to live and last had a permanent place to live more than 1 calendar month to 6 calendar months ago.

### ***More than 6 months, to 1 year ago***

- The client does not currently have a permanent place to live and last had a permanent place to live more than 6 calendar months to 1 year ago.

### ***More than 1 year, to 5 years ago***

- The client does not currently have a permanent place to live and last had a permanent place to live more than 1 year to 5 years ago.

### ***More than 5 years ago***

- The client does not currently have a permanent place to live and last had a permanent place to live more than 5 years ago.

### ***Don't know***

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

### ***Not applicable***

- The client has never had a permanent place to live.
- The client currently has a permanent place to live.

## **Suburb/town/locality name of the last permanent place to live**

### **This is collected because:**

- it is important to know the area where the client lived before becoming homeless
- this information may be useful in better targeting homelessness services across regions

### **How to complete**

- Record the full name of the suburb/town/locality where the client last had a permanent place to live or their current permanent place to live.
- The suburb/town/locality name may be a town, city, suburb or commonly used location name, such as a large agricultural property or Aboriginal community.

## Postcode

### This is collected because:

- it is important to know the area where the client lived before becoming homeless
- this information may be useful in better targeting homelessness services across regions.

### How to complete

- Enter the postcode of the suburb/town/locality where the client last had a permanent place to live.
- Record '0097' (Not applicable) when:
  - the address was overseas
  - the client has never had a permanent place to live.
- Record '0098' (Unknown) when the address is unknown.
- Record '0099' (Not stated/inadequately described) when the client does not provide their address information.

## State or territory

### This is collected because:

- it is important to know the area where the client lived before becoming homeless
- this information may be useful in better targeting homelessness services across regions.

### How to complete

- Select the state or territory of the suburb/town/locality where the client lived.
- Select 'Don't know' if the:
  - address was overseas
  - address was unknown, not stated or inadequately described
  - client has never had a permanent place to live.

## Whether last permanent address was where the client resided last week

### This is collected because:

- if the last permanent address is where the client was residing the week before the start of the support period, then the address information does not need to be collected again
- this provides information about the client's situation a week before their support period started, particularly whether they had a permanent place to live.

### How to complete

- This refers to the address of where the client was residing 7 days before the start of the client's support period.
- It does NOT have to have been a permanent place where the client was living.

## **Response definitions**

### **Yes**

- The client was living at the same address given in the last permanent place the client lived.

### **No**

- The client did not have a permanent place to live 7 days before the start of their support period.
- Complete details of where they were residing last week.

### **Don't know**

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

## **Suburb/town/locality name of where the client resided last week**

### **This is collected because:**

- it is important to know the area where the client lived before the start of their support period
- this information may be useful in better targeting homelessness services across regions.

### **How to complete**

- Record the full name of the suburb/town/locality where the client resided 7 days before the start of their support period—use upper case (capital) letters.
- The suburb/town/locality name may be a town, city, suburb or commonly used location name, such as a large agricultural property or Aboriginal community.

## **Postcode where the client resided last week**

### **This is collected because:**

- it is important to know the area where the client lived before the start of their support period
- this information may be useful in better targeting homelessness services across regions.

### **How to complete**

- Enter the postcode of the suburb/town/locality where the client resided 7 days before the start of their support period.
- Record '0097' (Not applicable) when:
  - the address was overseas
  - the client has never had a permanent place to live.
- Record '0098' (Unknown) when the address is unknown.
- Record '0099' (Not stated/inadequately described) when the client does not provide their address information.

## **State or territory where the client resided last week**

### **This is collected because:**

- it is important to know the area where the client lived before the start of their support period
- this information may be useful in better targeting homelessness services across regions.

### **How to complete**

- Record the state or territory of the suburb/town/locality where the client resided 7 days before the start of their support period.
- Select 'Don't know' if the:
  - address was overseas
  - address was unknown, not stated or inadequately described
  - client had no fixed address or was in non-conventional accommodation (sleeping rough).

## **Disability Flag: Need for help/supervision with activities in a life area (added July 2013)**

### **This is collected because:**

- it is helpful to know if a person has a disability as clients may have particular needs that result in them needing help or supervision with everyday activities
- this information allows the identification of the needs of this client group and analysis of the availability and appropriateness of homelessness services for them.

### **How to complete**

- All three parts MUST be completed.
- Select only ONE answer for each life area (self-care, mobility and communication).
- This relates to the client's condition at the beginning of the support period.
- For children who only need help/supervision because of their young age, select 'Have no difficulty'.
- For young children who have a disability and/or long-term health condition, select the appropriate level of difficulty.

### **How to ask this question**

- The question should be asked of all clients.
- The question should be answered from the perspective of the client. A carer can answer on behalf of the client.
- The question should always be introduced in the following way:
  - This question is about whether a long-term health condition or disability restricts your everyday activities. A long-term health condition is one that has lasted, or is expected to last, 6 months or more.
  - Examples of long-term health conditions that might restrict your everyday activities include severe asthma, epilepsy, mental health condition, hearing loss, arthritis, depression, autism, kidney disease, chronic pain, speech impairment and stroke.

## **Need for help/supervision with activities in a life area**

After this introduction, ask the question:

'For each of the following everyday activities do you:

- always/sometimes need help and/or supervision
- have difficulty, but don't need help/supervision
- don't have difficulty, but use aids/equipment or medication
- have no difficulty.'

Please refer to the information on the following pages for response definitions for 'Everyday activities in a life area' (including self-care, mobility and communication) and 'Degree of help/supervision needed'.

### **Further information**

- Disability is a general term that covers: impairments in body structures or functions (for example, loss or abnormality of a body part); limitations in everyday activities (such as bathing or managing daily routines); and restrictions in participation in life situations (such as, needing special arrangements to attend work).
- Where the area of everyday activities includes a range of components (for example, self-care includes showering or bathing, undressing, toileting, eating food), if a person requires assistance in more than one of these activities, record the highest level of assistance needed.
- Where a person's need for assistance varies over time (for example, episodic psychiatric conditions such as depression and bipolar disorder), record the usual level of assistance needed. However, if there is a long period between episodes then the person's situation at the start of the support period should be recorded.
- This item is intended to capture data about restrictions to everyday activities caused by a long-term health condition or a disability—not to record the need for help/supervision which is normally required for all children in their usual stages of development.

## **Response definitions**

### **Everyday activities in a life area**

#### ***Self-care***

- Activities such as showering or bathing, dressing or undressing, toileting and eating food.

#### ***Mobility***

- Activities such as moving around the house, moving around outside the home, getting in or out of a chair, and using public transport.

#### ***Communication***

- The ability to understand or be understood by other people, including people the client knows. This can refer to the client's native language or their preferred method of communication.

### **Degree of help/supervision needed**

The response definitions below refer to the three life areas listed above (that is, self-care, mobility and communication).

#### ***Always/sometimes need help and/or supervision***

- The client always or sometimes needs help/supervision to perform activities in this life area.
- Do not select for children if help/supervision is required only because of their young age and they do not have a disability or long-term health condition.

#### ***Have difficulty, but don't need help/supervision***

- The client has difficulty, but does not need help/supervision to perform activities in this life area.

#### ***Don't have difficulty, but use aids/equipment or medication***

- The client does not need help/supervision but uses aids/equipment to enable them to perform everyday activities in this life area.
- Examples of aids/equipment include animals used for personal mobility (such as guide dogs and companion animals), prosthetic and orthotic devices, wheelchairs, transfer devices and so forth.
- Examples of medications are, blood pressure medication, renal dialysis, and so forth.




#### ***Have no difficulty***

- The client has no difficulty and does not need help/supervision and does not use aids or equipment to perform activities in this life area.
- Select for all young children who do not have a long-term health condition or disability, who still need help/supervision because of their young age.

#### ***Don't know***

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



Supervision for children	When English is NOT the client's first language	Pregnancy
 <p>If the child is developing normally for their age (does not have a long-term health condition or disability), 'Have no difficulty' should be recorded for the 3 life areas.</p>	 <p>If language barriers are the only reasons for communication issues, record 'Have no difficulty' for the 'Communication' life area.</p>	 <p>Pregnancy is not considered a long-term health condition or a disability. If the client only needs help/supervision due to their pregnancy, 'Have no difficulty' should be recorded for the 3 life areas.</p>

## Participation in National Disability Insurance Scheme indicator (added July 2019)

### This is collected because:

- it indicates whether a person is a participant in the National Disability Insurance Scheme (NDIS) and is receiving a package of support from the National Disability Insurance Agency (NDIA)
- the NDIS provides people with permanent and significant disability with support they need for an ordinary life
- the data collected may be used to understand more about SHS clients who are NDIS participants, so that policy and service responses can be developed that are effective for this particular group of clients.

### How to complete

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

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

### Response definitions

#### Yes

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

#### No

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

#### Don't know

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

## **Australian Defence Force (ADF) indicator (added July 2017)**

### **This is collected because:**

- Australian veterans represent a potentially vulnerable group with respect to homelessness
- this information will be used to better understand the extent to which veterans may need support from SHS agencies and their particular circumstances before, during and after receiving support.

### **How to complete**

- Record whether the client is either a current or former ADF member.
- This does include both full-time and part-time ADF members.
- This does not include non-Australian defence forces, or reservists who have never served full-time in the ADF.
- This is not asked of clients under 18 years.

### **Response definitions**

#### **Yes**

- The client is a current ADF member.
- The client is a former ADF member.

#### **No**

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

#### ***Don't know***

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

#### ***Not applicable***

- The question is not asked of a child under 18 years.

## Client situation

The following information is collected about the client's situation relating to different time periods:

- one week before the start of the support period
- immediately before the start of the support period
- at the last service provision date of each month.

## Episode(s) of homelessness before presenting to agency

### This collected because:

- it provides vital information about the client's homelessness history—if they have been homeless before or if this is their first episode of homelessness
- information about the last month and the last year are collected to understand how recent experiences compare to experiences over the last year.

### How to complete

- This collects information about episodes of homelessness that have occurred in the last month AND in the last 12 months.
- You must select at least one response for both the last month and the last year.
- If a client has experienced a type of homelessness in the last month, then this must also be recorded for the last 12 months. For example, if a client has been sleeping rough or in non-conventional accommodation in the last month, record they have also experienced this in the last 12 months.
- If this is being completed for the last service contact of the month, 'last month' refers to the last 30 days.

## Response definitions

### ***Sleeping rough or in non-conventional accommodation***

- The client has been living on the streets, sleeping in parks, squatting, living in cars or railway carriages, living in improvised dwellings, or living in the long grass.

### ***Short-term or emergency accommodation***

- The client has been living in the following situations, due to a lack of other options:
  - in refuges
  - in crisis shelters
  - couch surfing
  - living on a temporary basis with friends and relatives, in insecure accommodation on a short-term basis
  - in emergency accommodation arranged in hotels, motels and so forth by a specialist homelessness agency.

### ***Not homeless***

- The client has not been homeless within the last month/last 12 months.

### ***Don't know***

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

## Living arrangement of the client

### This is collected because:

- it indicates the group of people the client lives with and hence what support may be available.

### How to complete

- Record the category that best describes the group of people with whom the client lives.
- This should not be confused with the presenting unit.
- Children are recorded in the group that best describes their situation (that is, if living with both parents, you should record 'Couple with child(ren)').

### Response definitions

#### ***Lone person***

- The client lives alone. This includes living alone (without family) in an institution.

#### ***One parent with child(ren)***

- The client is a single parent living with their child(ren).
- The client is a child living with a single parent.
- Includes step and adopted parent/child relationships.

#### ***Couple with child(ren)***

- The client is a parent living with their spouse/partner and their child(ren).
- The client is a child living with both parents.
- Includes step and adopted parent/child relationships.

#### ***Couple without child(ren)***

- The client is living with their spouse/partner only.

#### ***Other family***

- Includes all other groups with related individuals, including siblings and families of more than two generations.

#### ***Group***

- Includes two or more unrelated persons who live together.
- Situations where boarders or lodgers live with a family.
- Excludes persons living alone (without family) in institutions.

#### ***Don't know***

- Where you are unable to determine the living arrangements of the client.

## Determining a client's housing status

The following three questions are asked to gain detailed information about a client's housing status and their tenure—their legal right to occupy a dwelling. It also identifies clients who are in stable accommodation.

### a) The type of residence/dwelling the client lived in

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, if 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.

### b) 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.

### c) Conditions of occupancy for client's dwelling

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'.

See Table 'Examples of how to record living situations' on page 66 for useful advice on how to record these three items for a number of different living situations.

## Type of residence/dwelling the client lived in

### This is collected because:

- this information is required to help determine homelessness
- when used with other information it can show, in particular:
  - the standard of housing that clients had been living in
  - the types of services that can help clients who are housed, but at risk of becoming homeless
  - how a client's access to secure and independent accommodation is improving; an important outcome indicator.

### How to complete

- This refers to the physical structure of the residence/dwelling in which the client lived.
- When recording the client's dwelling for 'When presenting' immediately before the start of the support period, you should record where your client stayed the night before.
- When recording this at the last service provision date each month, record the client's situation for the night of the day that you last provided them with services.

## **Response definitions**

### ***Caravan***

- All mobile units on land occupied on a permanent or semi-permanent basis by people. Includes caravans, campervans and mobile houses.

### ***Tent***

- Includes all portable shelters made of canvas or fabric, supported by one or more poles or a frame.

### ***Cabin***

- Includes small houses or shelters of simple construction.

### ***Boat***

- All mobile water units occupied on a permanent or semi-permanent basis. Includes small boats and houseboats.

### ***House/townhouse/flat***

- Includes bedsits, and flats attached to houses or shops.

### ***Improvised building/dwelling***

- Includes a structure or building not intended for the purpose of housing people.

### ***No dwelling/street/park/in the open***

- Includes those people who are sleeping on public transport, such as riding on trains/buses and so forth, because they have no other option.

### ***Motor vehicle***

- Includes all road vehicles that are not equipped for living in.
- Excludes campervans, caravans and mobile houses.

### ***Boarding/rooming house***

- Includes self-contained units within a boarding house with separate cooking, bathroom, and toilet facilities.
- This refers to the individual rooms in a boarding/rooming house, not the complete building.

### ***Emergency accommodation***

- Includes night shelters/women's refuges/youth shelters.

### ***Hotel/motel/bed and breakfast***

- Includes all commercial establishments that provide paid lodging, and usually meals and other guest services.

### ***Hospital (excluding psychiatric)***

- Includes hospitals and other health-care facilities but not specialised prison health facilities.

### ***Psychiatric hospital/unit***

- Includes mental health units and forensic health units of corrective services systems.

### ***Disability support***

- Includes all facilities whose primary role is disability support.

**Rehabilitation**

- Includes facilities that cater for drug and alcohol rehabilitation. Excludes rehabilitation in prisons and correctional facilities.

**Adult correctional facility (prison)**

- Includes those facilities whose main role is to detain and rehabilitate adult prisoners.

**Youth/juvenile justice correctional centre**

- Includes those facilities whose main role is to detain and rehabilitate youth or juveniles. Community custodial facilities are included in this category.

**Boarding school/residential college**

- Includes educational institutions where students reside during the academic year.

**Aged care facility**

- Refers to nursing homes, aged care hostels or non-self-contained accommodation for the aged.

**Immigration detention centre**

- Includes immigration residential housing and immigration transit accommodation.

**Other**

- Refers to a type of dwelling that is not listed in the categories above.

**Don't know**

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

**Client's tenure****This is collected because:**

- information about the client's legal right to live in the residence/dwelling they lived in—the client's tenure—can help show the extent to which clients have access to secure and independent accommodation. This information is required to help determine the extent of the client's homelessness.

**How to complete**

- Record the client's legal right (tenure) to live in the residence/dwelling the client has been living in. This is the type of residence/dwelling that has been recorded for the client.
- Type of tenure collects information on whether a dwelling is owned, being purchased or rented. If the client is staying temporarily with friends or relatives, do not confuse this with the tenure that the friends or relatives have for that dwelling. For example, if the client is couch surfing in a house that is rented privately by friends, do not record 'Renter—private housing' because the client is not paying rent. Instead, record 'Rent free—private housing' for tenure and 'Couch surfing' for the client's conditions of occupancy.
- If the client is a child living with a parent, then record the child as living 'rent free' in the appropriate type of dwelling.
- When recording the client's tenure for 'When presenting' immediately before the start of the support period, you may need to record the tenure of the dwelling where your client stayed the night before.
- When recording this at the last service provision date each month, record the client's situation for the night of the day that you last provided them with services.

## **Response definitions**

### ***Renter—private housing***

- A client renting a dwelling owned by a private individual(s) or a private business.
- It is NOT owned by a government body or a housing association, housing cooperative or other not-for-profit community service organisation.

### ***Renter—public housing***

- A client renting a dwelling owned/controlled by a government body or government authority.

### ***Renter—community housing***

- A client renting a dwelling owned/controlled by a housing association, housing cooperative or other not-for-profit community service organisation.

### ***Renter—transitional housing***

- A client renting accommodation provided through a government-funded agency.
- The accommodation is generally more stable and provided for longer than crisis accommodation, and is linked to external support through an agency.

### ***Renter—caravan park***

- A client renting a cabin or caravan in a caravan park.

### ***Renter—boarding/rooming house***

- A client renting a room or rooms in a boarding or rooming house.

### ***Renter—emergency accommodation/night shelter/women's refuge/youth shelter***

- A client paying rent for emergency accommodation, a night shelter, women's refuge or youth refuge.

### ***Other renter***

- A client renting accommodation that is not included in the categories listed above.

### ***Rent free—private housing***

- A client staying rent free at a dwelling owned by a private individual(s) or a private business.
- It is NOT owned by a government body or a housing association, housing cooperative or other not-for-profit community service organisation.

### ***Rent free—public housing***

- A client staying rent free at a dwelling owned/controlled by a government body or government authority.

### ***Rent free—community housing***

- A client staying rent free at a dwelling owned/controlled by a housing association, housing cooperative or other not-for-profit community service organisation.

### ***Rent free—transitional housing***

- A client staying rent free at accommodation provided through a government-funded agency.
- The accommodation is generally more stable and provided for longer than crisis accommodation, and is linked to external support through an agency.



**Rent free—caravan park**

- A client staying rent free in a cabin or caravan in a caravan park.

**Rent free—boarding/rooming house**

- A client staying rent free in a room or rooms in a boarding or rooming house.

**Rent free—emergency accommodation/night shelter/women's refuge/youth shelter**

- A client staying rent free in emergency accommodation, a night shelter, women's refuge or youth refuge.

**Other rent free**

- A client staying rent free at accommodation that is not included in the categories listed above.

**Life tenure scheme**

- A client with a contract to live in the dwelling for the term of their life but without the full rights of ownership and usually with limited or no equity in the dwelling. This is a common arrangement in retirement villages.

**Owner—shared equity or rent/buy scheme**

- A client who is purchasing a proportion of the equity in the dwelling, and paying rent for the remainder.

**Owner—being purchased/with mortgage**

- The client owns their dwelling and is repaying a mortgage or loans secured against the dwelling, regardless of the purpose of the mortgage or secured loan.

**Owner—fully owned**

- The client owns their dwelling and is not making any payments on mortgages or loans secured against the dwelling.
- A client who has repaid a loan, but technically not discharged the associated mortgage, is included in this category.

**Other tenure type not elsewhere specified**

- A client with tenure that does not fit any of the above categories.
- Includes clients who are house-sitting or receiving payment in kind for a specific service, such as live-in nanny.

**No tenure**

- The client is sleeping rough or does not have a legal right to occupy a dwelling and can be asked to leave at any time.
- Includes living on the streets, sleeping in parks, squatting, using cars or railway carriages, improvised dwellings, or living in the long grass.
- Includes living in an institutional setting, such as a hospital, psychiatric hospital/unit, disability support unit, rehabilitation facility, adult correctional facility, youth/juvenile justice correctional centre, boarding school/residential college, aged care facility or immigration detention centre.

**Don't know**

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

See 'Examples of how to record living situations' on page 66 for useful advice on how to record tenure for a number of different living situations.

## Conditions of occupancy for client's dwelling

### This is collected because:

- information about conditions of occupancy together with client's tenure can help show the extent to which clients have access to secure and independent accommodation
- this information is used, in conjunction with other information about a client's residence or dwelling and tenure, to determine homelessness or at risk of homelessness.

### How to complete

- Conditions of occupancy are conditions that are attached to the client's legal right (the client's tenure) to live in a residence/dwelling:
  - for example, the type of tenure a client may have is that they are a renter of a private house but their right to rent the private house is further defined by being named on the rental lease.
- Record the conditions of occupancy that are attached to the client's legal right (tenure) to live in the residence/dwelling the client has been living in. This is the residence/dwelling that has been recorded for the client.
- When recording the client's conditions of occupancy for 'When presenting' immediately before the start of the support period, you may need to record their conditions of occupancy for the dwelling where your client stayed the night before.
- If the response to Client's tenure was 'No tenure' and the client is not a 'Couch surfer or Living with a relative fee free', then select 'Not applicable'.
- 'Leased tenure—nominated on lease' and 'Lease in place—not nominated on lease' can only be selected if there is a lease in place.
- If there is no lease in place then choose the most appropriate response; that is, 'Couch surfer, Boarder, Living with relative fee free' or 'Other'.
- If the client is a child living with a parent, record the child as 'Living with relative fee free'. Where the child is living with a parent whose conditions of occupancy is 'Couch surfer', record the child as 'Couch surfer'.
- If the client is in a life tenure scheme, owns their own home or has no tenure, then mark 'Not applicable'.
- When recording this at the last service provision date each month, record the client's situation for the night of the day that you last provided them with services.

### Response definitions

#### ***Leased tenure—nominated on lease***

- A client who is renting and is listed on the contract for the lease.
- A client who has tenure with a rent/buy scheme.

#### ***Lease in place—not nominated on lease***

- A client who is living in accommodation where a lease is in place but the client is not named on the lease agreement.

#### ***Couch surfer***

- A client who typically moves from household to household intermittently, who is not regarded as being part of those households, and who does not have any form of leased tenure over any accommodation.

**Boarder**

- A client who is boarding, and who is supplied with meals and/or lodging in return for payment.

**Living with relative fee free**

- A client who is related to a member of a household, and who is not paying a fee for their lodging.
- A child who is living with a parent who either owns or is renting the dwelling.

**Other**

- A type of arrangement that is not listed in the categories above.

**Don't know**

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

**Not applicable**

- A client has no tenure and they are not a 'Couch surfer' or 'Living with a relative fee free'.
- A client's tenure is a life tenure scheme.
- A client has no tenure where they have been living in an institutional setting such as a hospital, psychiatric hospital/unit, disability support unit, rehabilitation facility, adult correctional facility, youth/juvenile justice detention centre, boarding school/residential college, aged care facility or immigration detention centre.
- A client who owns their own home.

See 'Examples of how to record living situations' on page 66 for useful advice on how to record conditions of occupancy for a number of different living situations.

## Examples of how to record living situations

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

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 specialist homelessness agency	Hotel/motel/bed and breakfast	Rent free emergency accommodation/ night shelter/ women's refuge/youth shelter	Other
Living rough on the streets	No dwelling/street/ park/in the open	No tenure	Not applicable
Couch surfing with friends who are in private rental housing—same for parent and child(ren)	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
Client under 18 who has been living in a privately owned townhouse with 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 housing	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 of the client

### This is collected because:

- whether a client is employed or not is an important indicator of the socioeconomic status of a person and is a key element in assessing the circumstances and needs of individuals and families
- by comparing the client's employment status before, during and after receiving support, it can measure whether support services were able to improve the employment status of clients; an important outcome indicator.

### How to complete

- If a client is aged under 15, mark 'Not applicable'.
- The reference week is the week before the reference date (a week before the start of the support period, the immediately before the start of the support period or the last service date each month).

### Response definitions

#### ***Employed***

- Includes clients aged 15 and over who, during the reference week:
  - worked for 1 hour or more for pay, profit, commission or payment in kind in a job or business, or on a farm (comprising 'employees', 'employers' and 'own account workers').
  - worked for 1 hour or more without pay in a family business or on a farm (that is, 'contributing family worker').
  - were 'employees' who had a job but were not at work and were:
    - on paid leave
    - on leave without pay, for less than 4 weeks, up to the end of the reference week
    - stood down without pay because of bad weather or plant breakdown at their place of employment, for less than 4 weeks up to the end of the reference week
    - on strike or locked out
    - on workers compensation and expected to be returning to their job, or
    - receiving wages or salary while undertaking full-time study
    - Were 'employers', 'own account workers' or 'contributing family workers' who had a job, business or farm, but were not at work.

#### ***Unemployed***

- Refers to clients aged 15 and over, who were not employed, and:
  - had actively looked for full-time or part-time work at any time in the 4 weeks up to the end of the reference week and were available for work in the reference week, or would have been available except for temporary illness (that is, lasting for less than 4 weeks to the end of the reference week)
  - waiting to start a new job within 4 weeks from the end of the reference week and would have started in the reference week if the job had been available then
  - waiting to be called back to a full-time or part-time job from which they had been stood down without pay for less than 4 weeks up to the end of the reference week (including the whole of the reference week) for reasons other than bad weather or plant breakdown.

*Note:* Actively looking for work includes writing, telephoning or applying in person to an employer for work. It also includes answering a newspaper advertisement for a job, checking factory or job placement agency notice boards, being registered with a job placement agency, checking or registering with any other employment agency, advertising or tendering for work or contacting friends or relatives.

***Not in the labour force***

- Refers to clients aged 15 and over who were not employed or unemployed, as defined above.
- Includes clients who were keeping house (unpaid), retired, voluntarily inactive, permanently unable to work, in institutions (hospitals, prisons, sanatoriums and so forth), trainee teachers, members of contemplative religious orders, and clients whose only activity during the reference week was jury service or unpaid voluntary work for a charitable organisation.
- Does not include clients who are actively looking for work.

***Don't know***

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

***Not applicable***

- The client is aged under 15.

## **Whether worked full time or part time**

**This is collected because:**

- whether a client works full-time or part-time hours is an indication of the extent of their employment and their level of attachment to the labour force. As mentioned previously, employment is an important indicator of the socioeconomic status of a person and is a key element in assessing the circumstances and needs of individuals and families.

**How to complete**

- Applies only to clients whose labour force status was recorded as 'Employed'.
- If the client was not employed or under 15, then mark 'Not applicable'.

**Response definitions**

***Full-time***

- The client usually works 35 hours or more in a week (in all paid jobs).
- Although usually working less than 35 hours a week, the client actually worked 35 hours or more during the week before the reference date.

***Part-time***

- Usually works less than 35 hours a week (in all paid jobs) and either did so during the reference week, or was not at work in the reference period.

***Don't know***

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

***Not applicable***

- The client is aged under 15.
- The client was not employed.

## Client's main source of income

### This is collected because:

- when used with other information, it can indicate the socioeconomic status of a person and is a key element in assessing the needs and circumstances of individuals. It can also be used to indicate how clients are supported to become more independent.

### How to complete this question

- Record the main source of income—only one response is possible.
- Do not include income in kind, such as barter for goods or services.
- If the client is aged under 15, only complete this question if you, the agency worker, think it appropriate.
- If this question is not asked of a person aged under 15, mark 'Nil income'.
- If the client only has a small and/or irregular amount of money coming in, mark 'Nil income'.

### Response definitions

#### Government pensions and allowances

##### ***Newstart allowance***

- Australian Government payment for unemployed people aged 22 and over, but under Age Pension age.

##### ***Parenting payment***

- Australian Government payment to a parent, grandparent or foster carer who is the principal carer of a child:
  - as a single parent, the person must care for at least one child younger than 8
  - as a couple, the person must care for at least one child younger than 6.
- Only paid to one member of a couple.

##### ***Disability support pension (Centrelink)***

- Australian Government payment to people aged 16 and over but under Age Pension age, who have an assessed impairment and are unable to work full time or undertake educational or vocational training for at least 2 years due to their impairment.

##### ***Youth allowance***

- Australian Government payments to young people including students and those looking for work. This includes full-time students aged 16–24 or unemployed people aged under 21 who are undertaking job search or a combination of approved activities.
- Some people aged 15 may be eligible for Youth Allowance.

##### ***Age pension***

- Australian Government payment to people who qualify for the Age Pension—the age will be increasing incrementally over the coming years.

##### ***Austudy/ABSTUDY***

- *Austudy* refers to an Australian Government payment generally paid to people who are aged 25 or over and are undertaking approved full-time studies or a full-time Australian Apprenticeship or trainee.
- *ABSTUDY* refers to an Australian Government payment paid to people of Australian Aboriginal or Torres Strait Islander descent aged 14 or over and studying or undertaking a full-time Australian Apprenticeship.

***DVA pension or payment (added July 2017)***

- A payment made by the Department of Veterans' Affairs (DVA) to eligible clients in the current and former Australian veteran and defence force community.

***Sickness allowance***

- Australian Government payment to assist employed people aged 22 but under pension age, including the self-employed, who are temporarily unable to work because of a medical condition. In some cases, a full-time student may qualify for Sickness Allowance.

***Carer allowance***

- Australian Government supplementary payment for carers, including most recipients of a Carer Payment. Carer Allowance is not means tested and is paid as general recognition of the caring role.
- Recipients of these payments may also be entitled to a Pensioner Concession Card and pharmaceutical benefits.

***Carer payment***

- Australian Government payment provided to carers who generally provide constant care in the home of the person they care for.
- There are two categories of Carer Payment: Carer Payment (Child)—caring for a person under 16; and Carer Payment (Adult)—caring for a person 16 or over. It is subject to income and asset testing (means testing).
- Carer Payment is not intended to compensate for the costs of caring but is an income support payment for carers, who because of their caring responsibilities are unable to support themselves through substantial participation in the workforce.

***Other government pensions and allowances (not elsewhere classified)***

- Government pensions and allowances not listed above.

**Other sources of income*****Employee income***

- Refers to income derived from regular employment.
- Directors who work in their own business, which is incorporated, are included as employees.

***Unincorporated business income***

- Refers to income derived from profits from a private business, including farms or properties where the business has not been incorporated.

***Other income (not elsewhere classified)***

- Refers to other sources of income not listed above, such as interest, dividends from shares, royalties, workers compensation, payments from accident/sickness insurance, scholarships, superannuation pensions, annuities and so forth.

***Nil income***

- The client has no money coming in or has only a small and irregular amount of money coming in.
- The client has no money coming in and is dependent upon someone else's income.
- If the question was not asked of a client aged under 15.

***Don't know***

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



## **Client currently registered for a government benefit, pension or allowance, but awaiting their first payment**

### **This is collected because:**

- it determines whether clients who reported having no income have applied to Centrelink for assistance and are awaiting their first payment
- when used with other information, it is an important indicator of the client's socioeconomic status before, during and after receiving support. Comparing the socioeconomic status at these different times can measure whether support services were able to improve the client's financial situation.

### **How to complete**

- This question is only asked of those clients aged 15 or over who answered that they had 'Nil income' as their source of income in the question, Client's source of income.
- If a client reported a source of income in the question, Client's source of income, then record 'Not applicable'.
- If a client is under 15, then record 'Not applicable'.

### **Response definitions**

#### **Yes**

- The client has no income and has applied for a government benefit.

#### **No**

- The client has no income and has not applied for a government benefit.

#### **Don't know**

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

#### **Not applicable**

- If the client has reported a source of income in the question, Client's source of income.
- If the client is under 15.

## **Client undertaking formal study or training**

### **This is collected because:**

- it is important to identify whether a person can maintain formal study during a period of homelessness or if a client can begin formal study after receiving support
- participation in education and training is an important outcome for people who have experienced homelessness. Involvement in education and training can increase access to economic resources and opportunities for social contact and social engagement.

### **How to complete**

- Record if the client is enrolled/undertaking formal study or training. Formal study or training includes school, university or vocational studies such as TAFE.
- The client must be formally enrolled in an academic institution or technical college, or other accredited teaching institution, and/or engaged in employment-related formal training.
- Migrant English classes should be recorded as formal study or training.
- Children's attendance at preschools, primary and secondary schools should be recorded as formal study or training.

## **Type of education/training the client is enrolled in**

### **This is collected because:**

- it is important to identify the type of study or training that the client is undertaking.

### **How to complete**

- Only complete if the client is undertaking formal study or training.
- Record 'Not applicable' if the client is not undertaking formal study or training.
- Select the category which best describes the type of education or training the client is enrolled in/undertaking.

### **Response definitions**

#### ***Preschool student***

- Enrolled, either full time or part time, in an accredited preschool teaching institution, during the school year.

#### ***Primary school student***

- Enrolled, either full time or part time, in an accredited teaching institution providing instruction up to the end of primary school.
- The school year is counted from 1 January to 31 December, so a school student finishing school and waiting to go on to secondary school would still be considered a primary school student until the start of the following year.

#### ***Secondary school student***

- Enrolled, either full time or part time, in an accredited teaching institution providing instruction from the start of secondary schooling up to year 12.
- The school year is counted from 1 January to 31 December, so a school student finishing school and waiting to go on to further training would still be considered a school student until the start of the following year.
- Includes undertaking secondary school education at a TAFE or college.

#### ***University student***

- Part-time or full-time attendance at university.
- Excludes vocational education students.

#### ***Vocational education and training***

- Receives a training allowance such as Newstart or is required by their employer to attend a post-secondary institution for job training.
- Participating in education in order to enhance employment opportunities (such as, migrant English classes and job readiness training).
- Enrolled in a vocational education course at a TAFE or other type of vocational institution.
- Includes undertaking an apprenticeship.
- Excludes students studying secondary school education at a TAFE or vocational education and training (VET) institution; these students are classified as secondary school students.

### ***Other education or training***

- Undertaking any other education and training not classified above; that is, non-award study (including post-school options).

### ***Don't know***

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

### ***Not applicable***

- The client was not undertaking any formal study or training.

## **School enrolment and attendance status**

### **This is collected because:**

- it is used to measure the effect of homelessness on children's schooling.
- engagement with school is recognised as an important factor in enabling young people to exit homelessness.

### **How to complete**

- Only complete for children aged between 4 and 18.
- If the client is aged under 4, or is aged 4 and has not yet started schooling, mark 'Not applicable'.
- If the client is aged over 18 or has completed secondary schooling, mark 'Not applicable'.

### **Response definitions**

#### ***Enrolled and attending school***

- The client is enrolled in school and regularly attends school.

#### ***Enrolled in school but not always attending***

- The client is enrolled in school but regularly does not attend school for other than health-related reasons.

#### ***Enrolled in school but not attending***

- The client is not attending school and the school year or term is considered to be fully commenced.

#### ***Enrolled in school but waiting to commence***

- The client is enrolled in school but the school year or term has not yet commenced.

#### ***Home schooled***

- Refers to the education of children at home, typically by parents but sometimes by tutors, rather than in other formal settings of public or private school.
- Includes instruction in the home under the supervision of correspondence schools, distance education or School of the Air.

#### ***Neither enrolled nor home schooled***

- If a child aged 18 or under is neither enrolled in a school nor is home schooled.

### ***Don't know***

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

### ***Not applicable***

- The client is aged under 4 or is 4 and has not yet started school.
- The client is aged over 18 or has completed secondary schooling.

## **Type of care arrangements—children under 18 with a care or protection order**

### **This is collected because:**

- young people leaving care arrangements provided by child protection systems are recognised as being particularly vulnerable to homelessness
- this information enables the identification of the needs of this client group and analysis of the availability and appropriateness of homelessness services for them.

### **How to complete**

- Only complete if the client is aged under 18 and was under a care or a protection order.
- If the child was not on a care or a protection order, select 'Not applicable'.
- Record the situation 7 days before the support period started, at the beginning of the support period and at the last support date in each collection month.

### **Further information**

- Care and protection orders are legal orders or arrangements that give child protection departments some responsibility for a child's welfare.
- Placing a child on a care and protection order is usually taken only as a last resort in situations where the relevant department believes that continued involvement with the child is warranted.
- 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, such as foster care, but will not have a care and protection order.

### **Response definitions**

#### ***Residential care***

- Placement is in a residential building where the purpose is to provide placements for children and where there are paid staff.

#### ***Family group home***

- Family group homes provide care to children in a departmental or community sector agency-provided home.
- These homes have live-in, non-salaried carers who are reimbursed and/or subsidised for the provision of care.

#### ***Relatives/kin/friends who are reimbursed***

- Includes family members (other than parents) or a person well known to the child and/or family (based on a pre-existing relationship) who are reimbursed by the state/territory.
- Reimbursed means that the carers are paid some money to offset the costs of caring for a person.

**Foster care**

- Includes situations in which a child is living with foster parent(s) who receive a foster care allowance from a government or non-government organisation for the care of a child.
- Excludes children in family group homes.

**Other home-based care (reimbursed)**

- Includes any other type of reimbursed home-based care that does not fit into the above categories.
- Reimbursed means that the carers are paid some money to offset the costs of caring for a person.

**Relatives/kin/friends who are not reimbursed**

- Includes family members (other than parents) or a person well known to the child and/or family (based on a pre-existing relationship) who ARE NOT reimbursed by the state/territory.

**Independent living**

- Includes private board and lead tenant households.

**Other living arrangements**

- Includes any living arrangements not mentioned above unless the child is living with parents on a care or protection order—record as 'Parents'.

**Parents**

- The child is living with their parent(s) while under a care or protection order.
- Includes natural or adoptive parent(s) of the child.

**Don't know**

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

**Not applicable**

- For children who are not under a care or protection order.
- If the client is not a child under 18.
- There is no consent for information to be provided to the AIHW.

# Client support information

## Services and assistance

### **This is collected because:**

- this describes the services the client needs each month they remain a client of your agency
- this describes the services and assistance your agency provides to a client each month they remain a client of your agency
- this describes any referrals you have arranged for the client each month they remain a client of your agency
- comparing the needs identified with the services provided and referrals arranged is a means of identifying unmet need.

### **How to complete**

- Record all the services and assistance needed, provided and/or referred during the collection period.
- Services and assistance needed, provided and/or referred may vary each month a client receives ongoing support.
- If accommodation was provided, then accommodation dates need to be reported in the next question.

## Response selection definitions

### ***Needs identified***

- This refers to any services or assistance the agency worker assesses the client as needing, whether or not the client accepts or agrees to participate in this support service. Even when a service cannot be provided or referred, it is important to record the client's needs because this helps to identify unmet needs.

### ***Provided***

- This refers to a support service which is provided directly by your agency.
- All support provided should be recorded—even if the client does not acknowledge a need for services.

### ***Referral arranged***

- If you refer a client to another service provider AND that service provider accepts the client for an appointment or interview.
- You do not need to know whether the client kept the appointment, nor whether the appointment led to the client receiving a service.
- Do not select this item if the client is not accepted for an appointment or interview.
- You only record accommodation has been referred if you have referred the client to another service to provide the client with actual accommodation.

## Response definitions

### Housing/accommodation

#### Tip

Only record accommodation as 'Provided' if your agency has:

- provided the client with accommodation at your agency
- paid for the client to be accommodated, for example, at a motel.

If accommodation has been provided, you need to record the dates on which the accommodation was provided.

#### ***Short-term or emergency accommodation (services and assistance)***

- Homelessness accommodation that is owned or directly managed by your specialist homelessness service, such as a refuge or crisis shelter.
- Includes emergency accommodation your agency arranged and paid for in places such as hotels, motels and caravan parks.
- Does not include financial assistance for rent or other housing costs.
- Only select 'Provided' if accommodation was provided or paid for by your specialist homelessness service.
- If accommodation was provided or paid for, complete accommodation dates.

#### ***Medium-term/transitional housing***

- Medium-term accommodation provided or managed by your specialist homelessness agency or other medium-term housing that is not expected to be long term.
- Generally, this would be longer than 3 months in duration.
- Transitional housing refers to when a client is paying money to occupy accommodation for transition towards independent living or towards returning home.
- The accommodation is generally more stable and provided for longer than crisis accommodation, and is linked to external support through another agency.
- Only select 'Provided' if accommodation was provided or paid for by your specialist homelessness service.
- If accommodation was provided or paid for by your specialist homelessness service, complete accommodation dates.
- This accommodation is not expected to be ongoing. That is, when the person first receives this accommodation the intention is that the accommodation will be provided to support the person's transition to more permanent accommodation. The person will not be able to be in this accommodation for an indefinite period.

#### ***Long-term housing***

- This refers to accommodation that is generally provided for 3 months or longer and with the expectation that it will be ongoing.
- The client may generally stay in the accommodation for as long as they require it. It includes accommodation provided under programs such as Common Ground.
- It includes long-term, independent housing, such as public housing, private rental accommodation, community housing or owner-occupied housing.
- Does not refer to assistance to sustain a tenancy in long-term housing—see 'Assistance to sustain tenancy or prevent tenancy failure or eviction' below.

- Only select 'Provided' if accommodation was provided or paid for by your specialist homelessness service.
- If accommodation was provided or paid for by your specialist homelessness service, complete accommodation dates.

***Assistance to sustain tenancy or prevent tenancy failure or eviction***

- Support to maintain a tenancy by assisting the client to meet rental payments or arrears, maintain property standards and/or organise their finances to meet rental payments, such as using Centrepay.
- Also includes mediation with housemates and/or neighbours, and advocacy and liaison with housing agencies, landlords or real estate agents and so forth.

***Assistance to prevent foreclosures or for mortgage arrears***

- Support such as assisting the client to assess his/her financial situation and advocating and liaising with lenders.

**Assistance to access housing**

'Assistance to access housing or accommodation' is not available to record under 'Services and assistance' in the SHSC. This is because general assistance to obtain housing or accommodation is the fundamental role of specialist homelessness services agencies, so all agencies will be providing this service to all clients. Therefore, it 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'.

**Family/Domestic Violence (added July 2019)**

***Assistance for family/domestic violence — victim support services***

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

***Assistance for family/domestic violence — perpetrator support services***

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



## **General assistance and support**

### ***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.

### ***Assistance to obtain/maintain government allowance***

- Help or support aimed at obtaining social security income, such as completing Centrelink applications or accompanying a client to an interview with a Centrelink officer.

### ***Employment assistance***

- Assistance to obtain a job and/or access to employment assistance programs.

### ***Training assistance***

- Assistance to access training programs.

### ***Educational assistance***

- Assistance to access education or assist the client to remain in education.

### ***Financial information***

- Informal discussions aimed at helping the client to understand their financial affairs and raise awareness of some options to deal with their financial management issues.
- Includes assisting the client to budget using Centrepay.
- For referrals for more specialised advice, select 'Financial advice and counselling' (in the 'Specialised services' section below).

### ***Material aid/brokerage***

- Money given to, or on behalf of, the client for bond/rent/transport and so forth and other non-monetary assistance, such as clothing, food vouchers and bus/train tickets.
- This assistance is not expected to be repaid.

### ***Assistance for incest/sexual assault***

- One-to-one discussion sessions with the client, usually provided on more than one occasion, dealing with incest or sexual assault.

### ***Family/relationship assistance***

- Discussion sessions or support dealing with family and relationship problems or issues.

### ***Assistance for trauma***

- Assistance for clients who have experienced or witnessed an event that threatened their life or safety, or that of others around them.
- Events include serious accidents, physical or sexual assault, child abuse, suicide of a family member or friend, natural disasters such as bushfires or floods, acts of violence such as an armed robbery, torture, war or terrorism.
- Excludes sexual assault and family and domestic violence against the client themselves as these should be recorded in the 'Family/domestic violence' section above or 'Assistance for incest/sexual assault' category.
- Includes children who have witnessed domestic violence.

### ***Assistance with challenging social/behavioural problems***

- Assistance with managing behaviour that is disruptive or harmful to other people or animals.
- Includes assistance for children's behavioural problems and may include teaching social skills (that is, building friendships), anger management and conflict resolution skills.

### ***Living skills/personal development***

- Help to enhance clients' independence or self-esteem.
- This help is more than normal everyday contact with the client and includes assistance to develop cooking skills, literacy skills and personal care.

### ***Legal information***

- Information about legal issues, such as family law matters or information from a tenancy advice service, where the information provider is not actively working on behalf of the client.
- Also includes assistance to obtain legal documentation of a client's identity.
- Does not include specialised legal assistance—see 'Professional legal services' (in 'Specialised services' section below).

### ***Court support***

- Attending, or assisting with, court hearings.

### ***Advice/information***

- Advice or information for the client relating to their needs as identified by the worker.
- Includes information about other services where it is left to the client to follow up the information. For example, if you gave a client the names of three counselling services and left it up to the client to contact those services.
- In the case of a child, it refers to information given to the child or parent/guardian on behalf of the child that relates to the needs of the child as identified by the worker.

### ***Retrieval/storage/removal of personal belongings***

- Worker's time to assist with the client's personal effects.

### ***Advocacy/liaison on behalf of client***

- Involves work on behalf of a client to ensure the client has proper representation and access to services.
- Includes liaison with police, probation officers, legal services, Centrelink, housing agencies and so forth.
- Excludes liaison with schools on behalf of a child—include this in next category ('School liaison').

### ***School liaison***

- Work on behalf of a child that is related to the child's education.
- Includes, for example, assistance with enrolments, and discussion with teachers, administrators or counsellors concerning the child's progress or behaviour.

**Child care**

- Care of a child by someone other than the child's parents (where parent is taken to mean biological, adoptive or step-parent of the child, the child's legal guardian, or the de facto partner of the child's parent).
- Includes care of a school-aged child after school (after-school care) or during school vacations or holidays (holiday/vacation care).

**Structured play/skills development**

- Play or skill development for a child's development, such as building social skills and living skills, or to achieve particular goals.

**Child contact and residence arrangements**

- Support to the client to negotiate and facilitate child access arrangements.
- Support may include ensuring that both parents have adequate access to the child, and ensuring that access is provided in such a way that satisfies the terms set out in a court order, protects the child and guarantees the return of the child to the appropriate custodian. This includes arranging or supervising access visits.

**Meals**

- Actual provision of food for the client.
- Excludes money or vouchers to purchase food as this should be included under the category 'Material aid/brokerage' above.

**Laundry/shower facilities**

- Use of such facilities that are managed by the specialist homelessness agency.

**Recreation**

- Provision and coordination of leisure activities for clients.

**Transport**

- Includes driving a client to an appointment or location.
- Excludes money for a tram, train or bus as this should be included under the category 'Material aid/brokerage' above.

**Other basic assistance**

- Other support that is not specialised and is not listed in the categories above.

**Specialised services**

- Specialised services refer to assistance that can be provided only by a person with formal, specialised training in that area of assistance.
- Specialised services may range from Psychological/psychiatric services to Professional legal services.
- Specialised services may be provided by agency workers, or may require an agency worker to assist the client in receiving external services.
- This does not include assistance for family and domestic violence.

**Child protection services**

- Services for children who are, or may be, at risk of significant harm and for whom intervention is needed for their ongoing safety.
- Includes the statutory Child Protection Service and Placement Service for children who are unable to live at home.

**Parenting skills education**

- Teaching skills to care for children, including referring clients to baby health-care clinics, running groups or enrolling parents in classes to teach parenting skills.

**Child-specific specialist counselling services**

- Support from a specialist counselling service that specifically caters for children's issues.

**Psychological services**

- Support or assistance from a qualified psychologist.

**Psychiatric services**

- Support or assistance from a qualified psychiatrist.

**Mental health services**

- Support from mental health services.

**Pregnancy assistance**

- Advice, support and assistance relating to pregnancy issues.

**Family planning support**

- Advice, support and assistance relating to family planning issues.

**Physical disability services**

- Support and assistance specifically for the client's physical disability.

**Intellectual disability services**

- Support and assistance specifically for the client's intellectual disability.

**Health/medical services**

- Includes assessment of the client's health and medical needs and any treatment provided.

**Professional legal services**

- Support provided by professional legal services.

**Financial advice and counselling**

- Support from a specialised financial counselling adviser or service for advice focused around financial management issues.
- Includes referral to a Centrelink Financial Information Service officer.

**Counselling for problem gambling**

- Counselling, support or assistance provided to clients who have a gambling addiction/habit/problem and need to develop skills to cope with the problem on a day-to-day basis.

**Drug/alcohol counselling**

- Support and assistance specifically to address problems related to the client's problematic drug, alcohol or substance use.

### ***Specialist counselling services***

- Counselling provided other than financial, gambling or drug/alcohol counselling (recorded in categories above).

### ***Interpreter services***

- Assistance to facilitate communication with clients from non-English-speaking backgrounds, or clients who are hearing impaired.

### ***Assistance with immigration services***

- Support or assistance provided to clients who need help liaising with government departments or other assistance regarding immigration issues.

### ***Culturally specific services***

- Support and assistance delivered in a way that is sensitive to the client's ethnic or cultural background.

### ***Assistance to connect culturally***

- Helping clients of all ages, linguistically diverse and cultural backgrounds to participate in the broader community.
- Also includes assisting Indigenous Australians and clients from diverse cultural backgrounds to connect with their cultures.

### ***Other specialised services***

- Other specialised support that is not listed in the categories above.

## **Dates accommodation was provided**

### **This is collected because:**

- it records dates you provided accommodation to a client
- it shows to what extent this service was provided.

### **How to complete**

- Record all the accommodation provided during each calendar month.
- Accommodation dates are recorded in a similar manner to a hotel—using arrival and exit dates.
- A separate period of accommodation should be recorded if the accommodation type changes during the reporting period—for example, if the client moves from short-term accommodation to long-term accommodation, two accommodation periods are recorded.

### **Response definitions**

#### ***Short-term or emergency accommodation***

- Homelessness accommodation that is owned or directly managed by your specialist homelessness service, such as a refuge or crisis shelter.
- Includes emergency accommodation your agency arranged and paid for in places such as hotels, motels and caravan parks.
- Does not include financial assistance for rent or other housing costs.
- If accommodation was provided or paid for, complete accommodation dates.

### ***Medium-term/transitional housing***

- Medium-term accommodation provided or managed by your specialist homelessness agency or other medium-term housing that is not expected to be long term.
- Generally, this would be longer than 3 months in duration.
- Transitional housing refers to when a client is paying money to occupy accommodation for transition towards independent living or towards returning home.
- The accommodation is generally more stable and provided for longer than crisis accommodation, and is linked to external support through another agency.
- If accommodation was provided or paid for by your specialist homelessness service, complete accommodation dates.
- Only select 'Provided' if accommodation was provided or paid for by your specialist homelessness service.
- This accommodation is not expected to be ongoing. That is, when the person first receives this accommodation the intention is that the accommodation will be provided to support the person's transition to more permanent accommodation. The person will not be able to be in this accommodation for an indefinite period.

### ***Long-term housing***

- This refers to accommodation that is generally provided for 3 months or longer and with the expectation that it will be ongoing.
- The client may generally stay in the accommodation for as long as they require it and includes accommodation provided under programs such as Common Ground.
- It includes long-term, independent housing, such as public housing, private rental accommodation, community housing or owner-occupied housing.
- Does not refer to assistance to sustain a tenancy in long-term housing.
- Only select 'Provided' if accommodation was provided or paid for by your specialist homelessness service.
- If accommodation was provided or paid for by your specialist homelessness service, complete accommodation dates.

## **Type and amount of financial assistance provided to the client**

### **This is collected because:**

- it is important to identify the extent of financial assistance to the client or payments made on the client's behalf.

### **How to complete**

- Record the financial assistance/material aid/brokerage provided to, or on behalf of, the client during the reporting period (calendar month).
- For any amount recorded, there should be a corresponding service recorded in the services and assistance question.
- If vouchers are given instead of cash, then record the value of the voucher.
- Include Housing Establishment Funds (HEF) if your agency receives a direct HEF allocation. If the HEF is sourced from another agency/organisation, then it is the responsibility of that organisation to record the HEF.
- If the client presented as part of a couple and both clients benefited, then record half of the amount against each client, if possible. If it is not possible to split this amount, record the whole amount only against one client.
- Record the amount in whole Australian dollars.
- Do not include amounts that you expect the client to repay.

### **Response definitions**

#### ***Payment for short-term or emergency accommodation***

- Includes emergency accommodation your agency arranged and paid for in places such as hotels, motels and caravan parks, where your agency does not have an ongoing arrangement to provide such accommodation.
- Excludes homelessness accommodation that is owned or directly managed by your specialist homelessness service, such as a refuge or crisis shelter.
- Does not include financial assistance for rent or other housing costs.

#### ***Payment for establishing/maintaining a tenancy***

- Support aimed at finding long-term, independent housing, such as public housing, private rental accommodation, community housing or owner-occupied housing.
- Support to maintain a tenancy by assisting the client to meet rental payments or arrears, maintain property standards and/or organise their finances to meet rental payments.

#### ***Payment for training/education/employment***

- Assistance to obtain a job and/or access to employment assistance programs.
- Assistance to access training programs.
- Assistance to access education or assist the client to remain in education.

#### ***Payment for accessing external specialist services***

- Specialised services refer to those services which require knowledge or skills and are usually undertaken by someone with qualifications to provide the particular service.
- Only includes payments to access specialised services not provided by your agency.

### ***Other payment***

- Payments your agency made to, or on behalf of, the client which are not included in the categories above.

## **Case management plan for the client**

### **This is collected because:**

- it is important to identify whether your client has a case management plan or support agreement in place because this information, along with other information, is used to understand how the client's circumstances change with support.

### **How to complete**

- This should be answered from the perspective of the agency worker, as what constitutes a case management plan varies across the sector.
- A case management plan is a personal plan or a support agreement that usually has a statement of the client's problems or needs, some goals for the client and strategies to achieve those goals. It is usually developed between the client and agency as a result of an assessment process.
- The plan or agreement can relate to services provided by one agency or a number of agencies.

### **Response definitions**

#### **Yes**

- A case management plan has been developed and is currently in place for the client.
- The client has a current case management plan in place with another agency.

#### **No**

- A case management plan has not been developed for this client.
- A case management plan is still being developed.
- The client has refused a case management plan.
- The client is a child and is covered by their parent/guardian's case management plan.

## **Reason why there is no current case management plan for the client**

### **This is collected because:**

- it is important to understand why a case management plan has not been developed.

### **How to complete**

- Only complete if there is no case management plan in place.
- This question should be answered from the perspective of the agency worker.



## **Response definitions**

### ***Client did not agree to one***

- The client was asked about formulating a plan, but they did not agree.

### ***Service episode too short***

- A case management plan was not appropriate for the client due to the length of the service episode; for example, when a client stays for a 24-hour period or less.

### ***Part of another person's case management plan***

- The client is covered by another client's case management plan.
- The client is a child and is part of their parent/guardian's case management plan.

### ***Other***

- A case management plan was not formulated for a client for some other reason.
- Specify the reason in the space provided.

### ***Not applicable***

- A case management plan is in place.

## **Extent to which the client's case management goals achieved**

### **This is collected because:**

- it is important to identify the extent to which the client has achieved the objectives of the case management goals for that client
- this information, along with other information, is used to understand how a client's circumstances change with support.

### **How to complete**

- This should be answered from the perspective of the agency worker, as what constitutes the extent to which a case management plan goals is achieved varies across the sector.
- The plan or agreement can relate to services provided by one agency or a number of agencies.

## **Response definitions**

### ***Not at all***

- No case management goals were achieved.

### ***Up to half***

- Less than half the case management goals were achieved.

### ***Half or more***

- At least half the case management goals were achieved.

### ***All***

- All case management goals were achieved.

### ***No case management plan***

- The client did not have a case management plan.

## Episode of homelessness in last month

### This is collected because:

- information about the last month is collected to understand the client's homelessness history.

### How to complete

- Record any episodes of homelessness experienced by the client in the last month.
- If your agency has accommodated the client in short-term or emergency accommodation in the last month this should be recorded.
- 'Last month' refers to the last 30 days.

### Response definitions

#### ***Sleeping rough or in non-conventional accommodation***

- The client has been living on the streets, sleeping in parks, squatting, living in cars or railway carriages, living in improvised dwellings, or living in the long grass.

#### ***Short-term or emergency accommodation***

- The client has been living in the following situations, due to a lack of other options:
  - in refuges
  - in crisis shelters
  - couch surfing
  - living on a temporary basis with friends and relatives, in insecure accommodation on a short-term basis (generally up to 3 months)
  - in emergency accommodation arranged in hotels, motels and so forth by a specialist homelessness agency.

#### ***Not homeless***

- The client has not been homeless within the last month.

#### ***Don't know***

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

## Reason the support period ended

### This is collected because:

- it is important for analysis of client outcomes to understand why the support period ended.

### How to complete

- Only record for clients whose support period has ended.
- For ongoing clients, leave this question blank.

### Response definitions

#### ***Client referred to another specialist homelessness service***

- The client was referred to another specialist homelessness agency or to another specialist homelessness services program within the same organisation/agency that has a different Agency ID.

***Client referred to a mainstream agency***

- The client was referred to an agency other than a specialist homelessness agency and no longer requires support from your agency.

***Client's immediate needs met/case management goals achieved***

- The client no longer requires support because their immediate needs have been met and/or case management goals have been achieved.

***Maximum service period reached***

- The agency ended a support period because the maximum time period for which they can provide a service has been reached. That is, an agency may have conditions placed on their services relating to how long they can provide support to a client—for example, 6 months.

***Service withdrawn from client and no referral made***

- The agency ended the client's support period because of inappropriate behaviour or breaking agency rules.
- Do not select if the client was referred to another specialist homelessness agency.

***Client no longer requested assistance***

- Client may have decided that they no longer required assistance or they may have moved from the state/territory or region.
- Do not select if the client was referred to another specialist homelessness agency.

***Client did not turn up***

- The client had a further appointment with the agency and failed to show up. At the end of the collection period, if there is still no sign of the client, close the support period at the last service contact date.

***Lost contact with client***

- Client may have moved on without notifying the agency. After attempting to contact the client without success, close the support period at the last service contact.

***Client institutionalised***

- The client has been placed in an institution, either voluntarily or involuntarily, such as a rehabilitation facility or psychiatric ward of a hospital, and as a result the client no longer requires a service, or the service can no longer be provided to the client.

***Client incarcerated***

- The client has been placed in a facility, of which the main role is to detain and rehabilitate either adult prisoners, or youth/juveniles, and as a result the client no longer requires a service, or the service can no longer be provided to the client.

***Client died***

- The client died during the period they were receiving assistance from your agency.

***Other***

- The support period ended for a reason not covered by the categories above.

***Don't know***

- The client left unexpectedly and you have no knowledge about the reason.

# 7 Unassisted Persons information collected in the SHSC



## Unassisted Person ID

The Unassisted Person ID is unique to each instance a person was unable to be assisted. Combined with the person's alpha code, it can show how many times a person was unable to receive assistance.

If you are using SHIP or another CMS, the Unassisted Person ID is automatically generated and linked.

## Agency ID

### This is collected because:

- the Agency ID will be used to combine information on all the persons unsuccessfully seeking assistance for a single specialist homelessness agency
- the use of a number rather than the agency name helps ensure the confidentiality of the information, because neither the client's name nor your agency name is submitted to the AIHW.

### Further information

- Agency IDs are assigned and managed by your state or territory jurisdiction.

## Collection month

### This is collected because:

- the SHSC obtains information about the number of people unable to be assisted on a monthly basis and it is important to be able to identify each month's information separately.

## Date service requested

### This is collected because:

- it is important to measure when assistance is sought as this will enable analysis of any trends.

### How to complete

- Record the date on which a person made the request for service.

## Person's alpha code

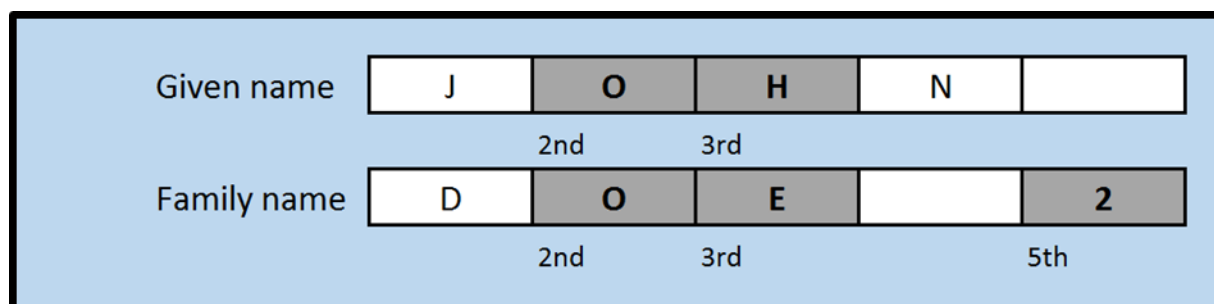
### This is collected because:

- this is part of the statistical linkage key (SLK) which is used to enable the collection to identify the number of persons seeking assistance and whether these people do become clients (receive assistance) at a later time. In order to accurately measure unmet need, the SLK is needed to count the number of individuals who are unassisted.

## What is an alpha code?

- An alpha code is created by the second and third letters of the person's first given name and the second, third and fifth letters of their family name.
- Where the person's name is not long enough, a '2' will be entered into the missing field.
- Where a part of the name is missing or unknown, a '9' will be entered into the missing fields.

## Example of alpha code for John Doe: OHOE2



## Sex of the person

### This is collected because:

- it identifies the sex of the person at the time assistance is requested. Sex is the distinction between male, female and others who do not have biological characteristics typically associated with either the male or female sex, as reported by the person
- it is used to count and report on the sex of persons who request assistance from specialist homelessness services but do not receive assistance. Sex of the unassisted person can also be used in conjunction with Australian population data to determine whether there are enough services available for each population group
- it forms a part of the SLK which is used to enable the collection to identify the number of persons seeking assistance and whether these persons become clients (receive assistance) at a later time.

### How to complete

- The sex of the person should be recorded according to the person's sex at the time of seeking assistance, as reported by the person. A person's sex may change during their lifetime as a result of procedures known alternatively as sex change, gender reassignment, gender affirmation, transsexual surgery, transgender reassignment or sexual reassignment. Throughout the process, which may be over a considerable period of time, sex could be recorded as male, female or other.
- Parents or carers may respond to this question on behalf of children.

## Response definitions

### **Male**

- Persons who have male or predominantly masculine biological characteristics, or male sex assigned at birth.

### **Female**

- Persons who have female or predominantly feminine biological characteristics, or female sex assigned at birth.

### **Other**

- Persons who have mixed or non-binary biological characteristics (if known), or a non-binary sex assigned at birth.
- Persons identifying as 'indeterminate', 'intersex', 'non-binary' and 'unspecified'.
- 'Other' is used because a more descriptive term has not been widely agreed within the general community.

## Date of birth

### **This is collected because:**

- date of birth is used to determine the age of the person
- the age of the person is very important in any analysis of data about homelessness
- date of birth is part of the SLK, which is used to enable the collection to identify the number of persons seeking assistance and whether these people do become clients (receive assistance) at a later time.

### **How to complete**

- Record the person's date of birth.
- If the day and/or month is unknown, leave these fields blank.
- If the year of birth is not known you should make an estimate of the month and year to the nearest 3 months for children aged 2 years or under and estimate the year for anyone over 2.
- Record whether the information is an estimate.
- Some immigrants who have no birth records will have been 'given' a date of birth to allow the immigration papers to be completed. In such circumstances, the date of birth stated on official papers should be considered accurate.

## Presenting Unit ID

### **This is collected because:**

- the Presenting Unit ID is used to link the records of persons who present to your agency as a group
- it is important to understand the composition of different groups of people who request homelessness services
- family groups facing homelessness are of particular interest and by capturing the presenting unit these groups can be identified
- it provides very important information about the relationships between members of the presenting group.

## **Further information**

- If there is a child(ren) under 18 present, the presenting unit head is the spokesperson who is:
  - the parent/guardian representing any child(ren) under 18
  - the most direct relation to any child(ren) if there is no parent/guardian present.
- If there are no child(ren) under 18 present, the presenting unit head is the spokesperson who is:
  - the spouse/partner of another person within the presenting unit
  - related in some way to another person within the presenting unit.

## **Relationship to presenting unit head**

### **This is collected because:**

- it is important to understand the composition of different groups of people who request homelessness services
- by finding out the relationship of each person to the presenting unit head, a picture of the presenting group can be formed.

### **How to complete**

- After identifying the presenting unit head, record the person's relationship to that unit head.
- If 'Other relationship' is selected, ask what the relationship is and record it.

## **Response definitions**

### ***Self***

- A person presents by themselves.
- The person is the presenting unit head.

### ***Spouse/partner***

- A person has a relationship to the presenting unit head akin to a 'married' or 'partner' relationship. This includes same sex couples.

### ***Parent/guardian***

- The person is the parent or guardian of the presenting unit head.

### ***Child***

- The person is a natural or adopted child, or ward, of the presenting unit head.

### ***Stepchild***

- The person is the stepchild of the presenting unit head.

### ***Foster child***

- The person is the foster child of the presenting unit head.

### ***Sibling***

- The person is either the brother or sister of the presenting unit head.

***Aunt or uncle***

- The person is either the aunt or uncle of the presenting unit head.

***Niece or nephew***

- The person is either the niece or nephew of the presenting unit head.

***Grandparent***

- The person is a grandparent of the presenting unit head.

***Grandchild***

- The person is the grandchild of the presenting unit head.

***Other relative***

- The person is a more distant relative to the presenting unit head; for example, cousin or second cousin.

***Unrelated person***

- If the person is unrelated to the presenting unit head but a flatmate or co-tenant, record them in the category 'Unrelated flatmate or co-tenant'.
- The person accompanying the presenting unit head is not related to them.
- Includes those people who are friends of the presenting unit head.

***Unrelated flatmate or co-tenant***

- The person is not related to the presenting unit head and is either a flatmate or co-tenant with the presenting unit head.

***Other relationship***

- The person has another type of relationship to the presenting unit head that has not been described above.
- Specify the relationship in the space provided.

***Don't know***

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

**Whether first request for services on this date****This is collected because:**

- it indicates whether the person has previously sought services from any specialist homelessness agency on this day and will enable a more accurate count of people seeking services by identifying people who have approached more than one agency.

**How to complete**

- This question refers only to the 24-hour reporting period indicated by the date service was requested on this form.
- This information is collected only for persons who have requested assistance but not received any services or assessment; that is, it is collected only for persons known as 'unassisted persons'.



## **Response definitions**

### **Yes**

- This is the first request for services made by a person to any specialist homelessness agency on this date.

### **No**

- This is not the first request for services made by a person to any specialist homelessness agency on this date.

### ***Don't know***

- It is unknown or there is no record of this being the first request for services made by a person to a specialist homelessness agency on this date.

## **Service(s) requested**

### **This is collected because:**

- it indicates the type of services requested and enables analysis of the types of services that were not able to be provided.

### **How to complete**

- Record all types of services that were requested.

## **Response definitions**

### ***Short-term or emergency accommodation***

- A person seeks assistance with accommodation in a refuge, a crisis shelter or in emergency accommodation arranged in hotels, motels and so forth by a specialist homelessness agency.

### ***Other housing/accommodation***

- A person is requiring assistance for any other form of housing or accommodation that is not short-term or emergency accommodation.
- May include assistance to access other forms of accommodation, such as medium-term or transitional accommodation, or assistance to maintain their current form of housing/accommodation (that is, prevent foreclosure on a mortgage, assistance with rental arrears and so forth).

### ***Assistance for family and domestic violence (added July 2019)***

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

### **General assistance and support**

- A wide range of support provided by an agency worker that is not a specialised service. That is, the support is provided without the expectation that the worker has completed formal, specialised training in that area of assistance.
- General assistance may cover a range of assistance including financial assistance/information, employment/training assistance, court support, school liaison and meals. (For a more comprehensive list of possible services see 'Services and Assistance', pages 76–83.)

*Note:* 'General assistance and support' does not include assistance for family and domestic violence.

### **Specialised services**

- Assistance that can be provided only by a person with formal, specialised training in that area of assistance.
- Specialised services may range from psychological/psychiatric services to professional legal services.
- Specialised services may be provided by agency workers, or may require an agency worker to assist the client in receiving external services.

*Note:* 'Specialised services' does not include assistance for family and domestic violence.

## **When service requested for**

### **This is collected because:**

- it provides an indication of the urgency of need for people requesting services.

### **How to complete**

- Record the timeframe within which the person has requested services.

## **Reason(s) services not provided**

### **This is collected because:**

- it provides information about why agencies are unable to meet people's requests for services.

### **How to complete**

- Record all reasons why services were not provided to the person.

## **Response definitions**

### ***Person did not accept service***

- The person did not accept the service that was offered to them.

### ***Person wanted different services***

- The person wanted different services from those offered by your agency and the services the person wanted were not available.

### ***Agency was in the wrong area***

- The agency is not situated in a location that is suitable for the services which have been requested.

***Agency had no accommodation available***

- Accommodation services were requested but there was no accommodation available.

***Agency had no other services available***

- The person requested services other than accommodation but those services were not available at the time the person made the request.

***Agency had insufficient staff***

- The services requested are generally available but the agency did not have sufficient staff available at the time of the request to enable the services to be provided.

***Agency was inappropriate/wrong target group***

- The agency is not set up to provide services for the person's particular circumstances.

***Agency's facilities were not appropriate for a person with special needs***

- The services are generally available, however the agency is not equipped to provide facilities to meet the person's special needs.

***Person was refused service/person did not meet criteria***

- The person was refused service from the agency because they did not meet specific criteria applied before services are provided. This may include the person having been previously banned from your agency or because the person has a particular restriction in place which prevented you from providing assistance.

***No fee-free services available at the time of request***

- The free services were not available at the time the person made the request.

***Other***

- The reason the person did not receive services is not covered by the previous categories.

## 8 Further information

### Where to go for information:

Specialist Homelessness Services Collection website (at the AIHW) [www.aihw.gov.au/shsc](http://www.aihw.gov.au/shsc).

AIHW Collection Support hotline:

- Email: [homelessness@aihw.gov.au](mailto:homelessness@aihw.gov.au)
- Phone: 1800 627 191 (option 2)
- Open 9.00 am to 5.00 pm weekdays (AEST/AEDT).

AIHW Collection Support Hotline can advise and assist with:

- interpreting data definitions
- Validata™: The web portal at AIHW—advice on uploading extracts and fixing critical errors
- downloading agency statistical summary reports from Validata™
- SHIP (Specialist Homelessness Information Platform): The specialist homelessness services client management system—support on running extracts, fixing errors, general information.

SHIP support:

- Email: [srs-support@infoxchange.org](mailto:srs-support@infoxchange.org)
- Phone: 1800 627 191 (option 1)
- Open 8.30 am to 6.00 pm weekdays (AEST/AEDST).

Information to include when contacting the AIHW Collection Support Hotline:

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

## 9 Glossary



### **Aboriginal**

- The client identifies themselves as being of Aboriginal descent.

### **Adult correctional facility**

- Includes those facilities whose main role is to detain and rehabilitate adult prisoners, such as a prison.

### **Advice/information**

- Advice or information for the client relating to their needs as identified by the worker.
- Includes information about other services where it is left to the client to follow up the information. For example, if you gave a client the names of three counselling services and left it up to the client to contact those services.
- In the case of a child, it refers to information given to the child or parent/guardian on behalf of the child that relates to the needs of the child as identified by the worker.

### **Advocacy/liaison on behalf of client**

- Involves work on behalf of a client to ensure the client has proper representation and access to services.
- Includes liaison with police, probation officers, legal services, Centrelink, housing agencies and so forth.
- Excludes liaison with schools on behalf of a child—include this in next category (see **School liaison**).

### **Age pension**

- Australian Government payment to people who qualify for the Age Pension—the age will be increasing incrementally over the coming years.

### **Aged care facility**

- Refers to nursing homes, aged care hostels or non-self-contained accommodation for the aged.

### **Agreed package of support – NDIS**

- An agreed package of support includes an approved plan. This is a written agreement worked out with the participant stating their goals and needs, and the supports the NDIS will fund for them. Each participant has their own individual plan.
- The client must currently be receiving an agreed package of support through the NDIS.

### **Assertive outreach for rough sleepers**

- Mostly 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' if the client does not have a history of sleeping rough and you are visiting a client to assist them to sustain their tenancy.

**Assistance for incest/sexual assault**

- One-to-one discussion sessions with the client, usually provided on more than one occasion, dealing with incest or sexual assault.

**Assistance for trauma**

- Assistance for clients who have experienced or witnessed an event that threatened their life or safety, or that of others around them.
- Events include serious accidents, physical or sexual assault, child abuse, suicide of a family member or friend, natural disasters such as bushfires or floods, acts of violence such as an armed robbery, torture, war or terrorism.
- Excludes sexual assault or domestic/family violence against the client themselves as these should be recorded in categories above.
- Includes children who have witnessed domestic violence.

**Assistance to connect culturally**

- Helping clients of all ages, linguistically diverse and cultural backgrounds to participate in the broader community.
- Also includes assisting Indigenous Australians and clients from diverse cultural backgrounds to connect with their cultures.

**Assistance to obtain/maintain government allowance**

- Help or support aimed at obtaining social security income, such as completing Centrelink applications or accompanying a client to an interview with a Centrelink officer.

**Assistance to prevent foreclosures or for mortgage arrears**

- Support such as assisting the client to assess his/her financial situation and advocating and liaising with lenders.

**Assistance to sustain tenancy or prevent tenancy failure or eviction**

- Support to maintain a tenancy by assisting the client to meet rental payments or arrears, maintain property standards and/or organise their finances to meet rental payments, such as using Centrepay.
- Also includes mediation with housemates and/or neighbours, and advocacy and liaison with housing agencies, landlords or real estate agents and so forth.

**Assistance with challenging social/behavioural problems**

- Assistance with managing behaviour that is disruptive or harmful to other people or animals.
- Includes assistance for children's behavioural problems and may include teaching social skills (that is, building friendships), anger management and conflict resolution skills.

**Assistance with immigration services**

- Support or assistance provided to clients who need help liaising with government departments or other assistance regarding immigration issues.

## **Austudy/ABSTUDY**

- *Austudy* refers to an Australian Government payment generally paid to people who are aged 25 or over and are undertaking approved full-time studies or a full-time Australian Apprenticeship.
- *ABSTUDY* refers to an Australian Government payment paid to people of Australian Aboriginal or Torres Strait Islander descent aged 14 or over and studying or undertaking a full-time Australian Apprenticeship.

## **Boarder**

- A client who is boarding, and who is supplied with meals and/or lodging in return for payment.

## **Boarding/rooming house**

- Includes self-contained units within a boarding house with separate cooking, bathroom, and toilet facilities.
- This refers to the individual rooms in a boarding/rooming house, not the complete building.

## **Boarding school/residential college**

- Includes educational institutions where students reside during the academic year.

## **Boat**

- All mobile water units occupied on a permanent or semi-permanent basis. Includes small boats and houseboats.

## **Cabin**

- Includes small houses or shelters of simple construction.

## **Caravan**

- All mobile units on land occupied on a permanent or semi-permanent basis by people. Includes caravans, campervans and mobile houses.

## **Carer allowance**

- Australian Government supplementary payment for carers, including most recipients of a Carer Payment. Carer Allowance is not means tested and is paid as general recognition of the caring role.
- Recipients of these payments may also be entitled to a Pensioner Concession Card and pharmaceutical benefits.

## **Carer payment**

- Australian Government payment provided to carers who generally provide constant care in the home of the person they care for.
- There are two categories of Carer Payment: Carer Payment (Child)—caring for a person under 16; and Carer Payment (Adult)—caring for a person 16 or over. It is subject to income and asset testing (means testing).
- Carer Payment is not intended to compensate for the costs of caring but is an income support payment for carers, who because of their caring responsibilities are unable to support themselves through substantial participation in the workforce.

### **Child care**

- Care of a child by someone other than the child's parents (where parent is taken to mean biological, adoptive or step-parent of the child, the child's legal guardian, or the de-facto partner of the child's parent).
- Includes care of a school-aged child after school (after-school care) or during school vacations or holidays (holiday/vacation care).

### **Child contact and residence arrangements**

- Support to the client to negotiate and facilitate child access arrangements.
- Support may include ensuring that both parents have adequate access to the child, and ensuring that access is provided in such a way that satisfies the terms set out in a court order, protects the child and guarantees the return of the child to the appropriate custodian. This includes arranging or supervising access visits.

### **Child protection services**

- Services for children who are, or may be, at risk of significant harm and for whom intervention is needed for their ongoing safety.
- Includes the statutory Child Protection Service and Placement Service for children who are unable to live at home.

### **Child-specific specialist counselling services**

- Support from a specialist counselling service that specifically caters for children's issues.

### **Client**

- A client is any person who receives a service from a specialist homelessness agency with the intention of responding to or preventing homelessness. A client can be of any age, so long as they receive a direct service from a SHS agency. A direct service is one in which someone is provided with a service from an agency in response to their needs for homelessness assistance or because an agency has identified a need for services.

### **Collection month**

- A collection month is the calendar month in which a client receives services. In the Client collection, information is captured each month a client has an ongoing relationship with your agency and continues to receive direct services from your agency.

### **Couch surfer**

- A client who typically moves from household to household intermittently, who is not regarded as being part of those households, and who does not have any form of leased tenure over any accommodation.

### **Counselling for problem gambling**

- Counselling, support or assistance provided to clients who have a gambling addiction/habit/problem and need to develop skills to cope with the problem on a day-to-day basis.

### **Court support**

- Attending, or assisting with, court hearings.

### **Culturally specific services**

- Support and assistance delivered in a way that is sensitive to the client's ethnic or cultural background.



**Disability support (type of residence/institution lived in)**

- Includes all facilities whose primary role is disability support.

**Disability support pension (Centrelink)**

- Australian Government payment to people aged 16 and over but under Age Pension age, who have an assessed impairment and are unable to work full time or undertake educational or vocational training for at least 2 years due to their impairment.

**Discrimination, including racial and sexual discrimination**

- The client was homeless or sought assistance because of discrimination based on their sex, age, race, religion or other personal attributes.

**Disengagement with school or other education and training**

- The client sought assistance because of their difficulty with engaging within their education or training, creating difficulties for the client to establish connection with community and develop skills that will help them find future employment.

**Don't know**

- Client refuses to provide the information.
- Client cannot remember the information.
- You were unable to get the information from the client before having to extract to the AIHW at the end of the month.

**Drug/alcohol counselling**

- Support and assistance specifically to address problems related to the client's problematic drug, alcohol or substance use.

**Educational assistance**

- Assistance to access education or assist the client to remain in education.

**Emergency accommodation**

- Includes night shelters/women's refuges/youth shelters.

**Employed**

Includes clients aged 15 and over who, during the reference week:

- worked for 1 hour or more for pay, profit, commission or payment in kind in a job or business, or on a farm (comprising 'employees', 'employers' and 'own account workers')
- worked for 1 hour or more without pay in a family business or on a farm (that is, 'contributing family worker')
- were 'employees' who had a job but were not at work and were:
  - on paid leave
  - on leave without pay, for less than 4 weeks, up to the end of the reference week
  - stood down without pay because of bad weather or plant breakdown at their place of employment, for less than 4 weeks up to the end of the reference week
  - on strike or locked out
  - on workers compensation and expected to be returning to their job, or
  - receiving wages or salary while undertaking full-time study
- were 'employers', 'own account workers' or 'contributing family workers' who had a job, business or farm, but were not at work.

### **Employment assistance**

- Assistance to obtain a job and/or access to employment assistance programs.

### **Employment difficulties**

- The client is experiencing difficulties or changes to their employment that negatively impact on their ability to work or on their life outside work.
- Includes cases where employment difficulties are creating current or future financial problems, such as: difficulty maintaining employment; recently losing employment, or a change in employment conditions, such as reduction in pay/hours and so forth; bullying or harassment; unsafe employment conditions (that is, health safety risks); or unfair or illegal workplace practices/conditions (such as excessive workload, inflexible hours).

### **Family and domestic violence agency (non SHS) (source of formal referral)**

- A family and domestic violence service which is not a SHS agency, that delivers services to a specific target group – people experiencing family and domestic violence (for both victims and perpetrators).
- Includes information and referrals by a family and domestic violence service (for services for victims and perpetrators).
- This does NOT include Specialist Homelessness Services agencies that provide family and domestic violence services. These should be recorded under ‘Specialist Homelessness Agency/outreach worker’.

*Note:* This includes children and accompanying family members if they themselves are victims or are clients receiving perpetrator support services.

### **Family and domestic violence — perpetrator support services**

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

### **Family and domestic violence — victim support services**

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

### **Family group home**

- Family group homes provide care to children in a departmental or community sector agency-provided home.
- These homes have live-in, non-salaried carers who are reimbursed and/or subsidised for the provision of care.

### **Family planning assistance**

- Advice, support and assistance relating to family planning issues.

### **Family/relationship assistance**

- Discussion sessions or support dealing with family and relationship problems or issues.

### **Financial advice and counselling**

- Support from a specialised financial counselling adviser or service for advice focused around financial management issues.
- Includes referral to a Centrelink Financial Information Service officer.

### **Financial difficulties**

- The client sought assistance because they had insufficient finances to pay for accommodation, food, bills or other essentials.
- The client has adequate financial resources but has difficulties managing these resources.
- The client doesn't have the financial resources to meet rental commitments.

### **Financial information**

- Informal discussions aimed at helping the client to understand their financial affairs and raise awareness of some options to deal with their financial management issues.
- Includes assisting the client to budget using Centrepay.
- For referrals for more specialised advice, select 'Financial advice and counselling' (see **Specialised services**).

### **Foster care**

- Includes situations in which a child is living with foster parent(s) who receive a foster care allowance from a government or non-government organisation for the care of a child.
- Excludes children in family group homes.

### **Full-time (employment)**

- The client usually works 35 hours or more in a week (in all paid jobs).
- Although usually working less than 35 hours a week, the client actually worked 35 hours or more during the week before the reference date.

### **General assistance and support**

- A wide range of support provided by an agency worker that is not a specialised service. That is, the support is provided without the expectation that the worker has completed formal, specialised training in that area of assistance.
- General assistance may cover a range of assistance from financial assistance/information, employment/training assistance, to assistance for domestic/family violence and family/relationship assistance. (For a more comprehensive list of possible services see ['Services and Assistance'](#), pages 76–83.)

### **Health/medical services**

- Includes assessment of the client's health and medical needs and any treatment provided.

## **Homeless**

- A person is homeless if they are either living in:
  - non-conventional accommodation ('sleeping rough'):
    - 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 due to a lack of other options:
    - refuges
    - crisis shelters
    - couch surfing
    - living temporarily with friends and relatives
    - insecure accommodation on a short-term basis
    - emergency accommodation arranged by a specialist homelessness agency (for example, in hotels, motels and so forth).

## **Home schooled**

- Refers to the education of children at home, typically by parents but sometimes by tutors, rather than in other formal settings of public or private school.
- Includes instruction in the home under the supervision of correspondence schools, distance education or School of the Air.

## **Hospital (excluding psychiatric)**

- Includes hospitals and other health-care facilities but not specialised prison health facilities.

## **Hotel/motel/bed and breakfast**

- Includes all commercial establishments that provide paid lodging, and usually meals and other guest services.

## **House/townhouse/flat**

- Includes bedsits, and flats attached to houses or shops.

## **Housing affordability stress**

- The client sought assistance as a result of the current rent on the leased property being too high.
- The client is having difficulty meeting mortgage repayments, creating stress with general living expenses.

## **Housing crisis (for example, 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).

**Immigration detention centre**

- Includes immigration residential housing and immigration transit accommodation.

**Improvised building/dwelling**

- Includes a structure or building not intended for the purpose of housing people.

**Inadequate or inappropriate dwelling conditions**

- The client sought assistance as a result of household stress from overcrowded, unsuitable or unsafe dwelling conditions.

**Independent living**

- Includes private board and lead tenant households.

**Intellectual disability services**

- Support and assistance specifically for the client's intellectual disability.

**Interpreter services**

- Assistance to facilitate communication with clients from non-English-speaking backgrounds, or clients who are hearing impaired.

**Itinerant**

- The client was moving from place to place or had no fixed address.

**Lack of family and/or community support**

- The client has no family or community support structure and this led them to seek agency support.

**Laundry/shower facilities**

- Use of such facilities that are managed by the specialist homelessness agency.

**Lease in place—not nominated on lease**

- A client who is living in accommodation where a lease is in place but the client is not named on the lease agreement.

**Leased tenure—nominated on lease**

- A client who is renting and is listed on the contract for the lease.
- A client who has tenure with a rent/buy scheme.

**Legal information**

- Information about legal issues, such as family law matters or information from a tenancy advice service, where the information provider is not actively working on behalf of the client.
- Also includes assistance to obtain legal documentation of a client's identity.
- Does not include specialised legal assistance.

**Life tenure scheme**

- A client with a contract to live in the dwelling for the term of their life but without the full rights of ownership and usually with limited or no equity in the dwelling. This is a common arrangement in retirement villages.

### **Living skills/personal development**

- Help to enhance clients' independence or self-esteem.
- This help is more than normal everyday contact with the client and includes assistance to develop cooking skills, literacy skills and personal care.

### **Living with relative fee free**

- A client who is related to a member of a household, and who is not paying a fee for their lodging.
- A child who is living with a parent who either owns or is renting the dwelling.

### **Lone person**

- The client lives alone. This includes living alone (without family) in an institution.

### **Long-term housing**

- This refers to accommodation that is generally provided for 3 months or longer and with the expectation that it will be ongoing.
- The client may generally stay in the accommodation for as long as they require it and includes accommodation provided under programs such as Common Ground.
- It includes long-term, independent housing, such as public housing, private rental accommodation, community housing or owner-occupied housing.
- Does not refer to assistance to sustain a tenancy in long-term housing.
- Only select 'Provided' if accommodation was provided or paid for by your specialist homelessness service.
- If accommodation was provided or paid for by your specialist homelessness service, complete accommodation dates.

### **Material aid/brokerage**

- Money given to, or on behalf of, the client for bond/rent/transport and so forth and other non-monetary assistance, such as clothing, food vouchers and bus/train tickets.
- This assistance is not expected to be repaid.

### **Meals**

- Actual provision of food for the client.
- Excludes money or vouchers to purchase food as this should be included under the category 'Material aid/brokerage'.

### **Medical issues**

- The client sought assistance because of any conditions that are, or have been, treated or diagnosed by a health professional.

### **Medium-term/transitional housing**

- Medium-term accommodation provided or managed by your specialist homelessness agency or other medium-term housing that is not expected to be long term.
- Generally, this would be longer than 3 months in duration.
- Transitional housing refers to when a client is paying money to occupy accommodation for transition towards independent living or towards returning home.
- The accommodation is generally more stable and provided for longer than crisis accommodation, and is linked to external support through another agency.

- Only select 'Provided' if accommodation was provided or paid for by your specialist homelessness service.
- This accommodation is not expected to be ongoing. That is, when the person first receives this accommodation the intention is that the accommodation will be provided to support the person's transition to more permanent accommodation. The person will not be able to be in this accommodation for an indefinite period.
- If accommodation was provided or paid for by your specialist homelessness service, complete accommodation dates.

### **Mental health issues**

- The client sought assistance because of a mental health issue.
- This does not include a situation in which the client sought assistance as a result of another person's mental health issues.

### **Mobility**

- Activities such as moving around the house, moving around outside the home, getting in or out of a chair, and using public transport.

### **Motor vehicle**

- Includes all road vehicles that are not equipped for living in.
- Excludes campervans, caravans and mobile houses.

### **National Disability Insurance Agency (NDIA)**

- The NDIA is the independent statutory agency administering the NDIS.

### **National Disability Insurance Scheme (NDIS)**

- The NDIS provides people, who have a permanent and significant disability, with support they need for an ordinary life.

### **Needs identified**

- This refers to any services or assistance the agency worker assesses the client as needing, whether or not the client accepts or agrees to participate in this support service. Even when a service cannot be provided or referred, it is important to record the client's needs because this helps to identify unmet needs.

### **Newstart allowance**

- Australian Government payment for unemployed people aged 22 and over, but under Age Pension age.

### **Nil income**

- The client has no money coming in or has only a small and irregular amount of money coming in.
- The client has no money coming in and is dependent upon someone else's income.
- If the question was not asked of a client aged under 15.

### **No dwelling/street/park/in the open**

- Includes those people who are sleeping on public transport, such as riding on trains/buses and so forth, because they have no other option.

**No tenure**

- The client is sleeping rough or does not have a legal right to occupy a dwelling and can be asked to leave at any time.
- Includes couch surfing, living on the streets, sleeping in parks, squatting, using cars or railway carriages, improvised dwellings, or living in the long grass.
- Includes living in an institutional setting, such as a hospital, psychiatric hospital/unit, disability support unit, rehabilitation facility, adult correctional facility, youth/juvenile justice detention centre, boarding school/residential college, aged care facility or immigration detention centre.

**Non-family violence**

- The client sought assistance as a result of physical or emotional abuse inflicted on the client by a non-related individual.
- The client sought assistance as a result of violence or a threat of violence inflicted by a non-related individual.

**Not applicable**

- There is no consent for the information to be provided to AIHW.
- The item does not apply to the client due to their age or response to a previous item.

**Not in the labour force**

- Refers to clients aged 15 and over who were not employed or unemployed, as defined above.
- Includes clients who were keeping house (unpaid), retired, voluntarily inactive, permanently unable to work, in institutions (hospitals, prisons, sanatoriums and so forth), trainee teachers, members of contemplative religious orders, and clients whose only activity during the reference week was jury service or unpaid voluntary work for a charitable organisation.

**Outreach worker**

- A worker who assists disadvantaged people to gain access to, and support from specialist homelessness services. They serve as liaisons between disadvantaged members of a community and the agencies providing the support services.

**Owner—being purchased/with mortgage**

- The client owns their dwelling and is repaying a mortgage or loans secured against the dwelling, regardless of the purpose of the mortgage or secured loan.

**Owner—fully owned**

- The client owns their dwelling and is not making any payments on mortgages or loans secured against the dwelling.
- A client who has repaid a loan, but technically not discharged the associated mortgage, is included in this category.

**Owner—shared equity or rent/buy scheme**

- A client who is purchasing a proportion of the equity in the dwelling, and paying rent for the remainder.



### **Parenting payment**

- Australian Government payment to a parent, grandparent or foster carer who is principal carer of a child:
  - as a single parent, the person must care for at least one child younger than 8
  - as a couple, the person must care for at least one child younger than 6
  - only paid to one member of a couple.

### **Parenting skills education**

- Teaching skills to care for children, includes referring clients to baby health-care clinics, running groups or enrolling parents in classes to teach parenting skills.

### **Part-time (employment)**

- Usually works less than 35 hours a week (in all paid jobs) and either did so during the reference week, or was not at work in the reference period.

### **Payment for accessing external specialist services**

- Specialised services refer to those services which require knowledge or skills and are usually undertaken by someone with qualifications to provide the particular service.
- Only includes payments to access specialised services not provided by your agency.

### **Payment for establishing/maintaining a tenancy**

- Support aimed at finding long-term, independent housing, such as public housing, private rental accommodation, community housing or owner-occupied housing.
- Support to maintain a tenancy by assisting the client to meet rental payments or arrears, maintain property standards and/or organise their finances to meet rental payments.

### **Payment for short-term or emergency accommodation**

- Includes emergency accommodation your agency arranged and paid for in places such as hotels, motels and caravan parks, where your agency does not have an ongoing arrangement to provide such accommodation.
- Excludes homelessness accommodation that is owned or directly managed by your specialist homelessness service, such as a refuge or crisis shelter.
- Does not include financial assistance for rent or other housing costs.

### **Payment for training/education/employment**

- Assistance to obtain a job and/or access to employment assistance programs.
- Assistance to access training programs.
- Assistance to access education or assist the client to remain in education.

### **Person was refused service/person did not meet criteria**

- The person was refused service from the agency because they did not meet specific criteria applied before services are provided. This may include the person having been previously banned from your agency or because the person has a particular restriction in place which prevented you from providing assistance.

### **Physical disability services**

- Support and assistance specifically for the client's physical disability.

### **Preschool student**

- Enrolled, either full time or part time, in an accredited preschool teaching institution, during the school year.

**Primary school student**

- Enrolled, either full time or part time, in an accredited teaching institution providing instruction up to the end of primary school.
- The school year is counted from 1 January to 31 December, so a school student finishing school and waiting to go on to secondary school would still be considered a primary school student until the start of the following year.

**Problematic alcohol use**

- The client sought assistance as a result of their alcohol-related problem.
- This does not include a situation in which the client sought assistance as a result of alcohol use by another person.

**Problematic drug or substance use**

- The client sought assistance as a result of their drug-related problem.
- This does not include a situation in which the client sought assistance as a result of drug abuse by another person.

**Problematic gambling**

- The client was homeless or sought assistance because they had insufficient means to cover the cost of living, as a consequence of a gambling problem (either a one-off instance or an ongoing problem).

**Provided (services)**

- This refers to a support service which is provided directly by your agency.
- All support provided should be recorded—even if the client does not acknowledge a need for services.
- You only record accommodation has been provided if you have provided the client with actual accommodation. If accommodation has been provided, you need to record the dates on which the accommodation was provided.

**Psychiatric hospital/unit**

- Includes mental health units and forensic health units of corrective services systems.

**Psychiatric services**

- Support or assistance from a qualified psychiatrist.

**Psychological services**

- Support or assistance from a qualified psychologist.

**Recreation**

- Provision and coordination of leisure activities for clients.

**Referral arranged**

- If you refer a client to another service provider AND that service provider accepts the client for an appointment or interview.
- You do not need to know whether the client kept the appointment, nor whether the appointment led to the client receiving a service.
- Do not select this item if the client is not accepted for an appointment or interview.
- You only record accommodation has been referred if you have referred the client to another service to provide the client with actual accommodation.

## **Rehabilitation**

- Includes facilities that cater for drug and alcohol rehabilitation. Excludes rehabilitation in prisons and correctional facilities.

## **Relationship/family breakdown**

- The client sought assistance because of the dissolution of a spouse/partner relationship or other family relationship.

## **Rent free—boarding/rooming house**

- A client staying rent free in a room or rooms in a boarding or rooming house.

## **Rent free—Caravan Park**

- A client staying rent free in a cabin or caravan in a caravan park.

## **Rent free—community housing**

- A client staying rent free at a dwelling owned/controlled by a housing association, housing cooperative or other not-for-profit community service organisation.

## **Rent free—emergency accommodation/night shelter/women’s refuge/youth shelter**

- A client staying rent free in emergency accommodation, a night shelter, women’s refuge or youth refuge.

## **Rent free—private housing**

- A client staying rent free at a dwelling owned by a private individual(s) or a private business.
- It is NOT owned by a government body or a housing association, housing cooperative or other not-for-profit community service organisation.

## **Rent free—public housing**

- A client staying rent free at a dwelling owned/controlled by a government body or government authority.

## **Rent free—transitional housing**

- A client staying rent free at accommodation provided through a government-funded agency.
- The accommodation is generally more stable and provided for longer than crisis accommodation, and is linked to external support through an agency.

## **Renter—boarding/rooming house**

- A client renting a room or rooms in a boarding or rooming house.

## **Renter—caravan park**

- A client renting a cabin or caravan in a caravan park.

## **Renter—community housing**

- A client renting a dwelling owned/controlled by a housing association, housing cooperative or other not-for-profit community service organisation.

## **Renter—emergency accommodation/night shelter/women’s refuge/youth shelter**

- A client paying rent for emergency accommodation, a night shelter, women’s refuge or youth refuge.

**Renter—private housing**

- A client renting a dwelling owned by a private individual(s) or a private business.
- It is NOT owned by a government body or a housing association, housing cooperative or other not-for-profit community service organisation.

**Renter—public housing**

- A client renting a dwelling owned/controlled by a government body or government authority

**Renter—transitional housing**

- A client renting accommodation provided through a government-funded agency.
- The accommodation is generally more stable and provided for longer than crisis accommodation, and is linked to external support through an agency.

**Residential care (type of care arrangement)**

- Placement is in a residential building where the purpose is to provide placements for children and where there are paid staff.

**School liaison**

- Work on behalf of a child that is related to the child's education.
- Includes, for example, assistance with enrolments, and discussion with teachers, administrators or counsellors concerning the child's progress or behaviour.

**Secondary school student**

- Enrolled, either full time or part time, in an accredited teaching institution providing instruction from the start of secondary schooling up to year 12.
- The school year is counted from 1 January to 31 December, so a school student finishing school and waiting to go on to further training would still be considered a school student until the start of the following year.
- Includes undertaking secondary school education at a TAFE or college.

**Self-care**

- Activities such as showering or bathing, dressing or undressing, toileting and eating food.

**Short-term or emergency accommodation (episodes of homelessness)**

- The client has been living in the following situations, due to a lack of other options:
  - in refuges
  - in crisis shelters
  - couch surfing
  - living on a temporary basis with friends and relatives, in insecure accommodation on a short-term basis
  - in emergency accommodation arranged in hotels, motels and so forth by a specialist homelessness agency.

**Short-term or emergency accommodation (provided to a client)**

- Homelessness accommodation that is owned or directly managed by your specialist homelessness service, such as a refuge or crisis shelter.
- Includes emergency accommodation your agency arranged and paid for in places such as, hotels, motels and caravan parks.
- Does not include financial assistance for rent or other housing costs.

- Only select 'Provided' if accommodation was provided or paid for by your specialist homelessness service.
- If accommodation was provided or paid for, complete accommodation dates.

### **Short-term or emergency accommodation (services requested for unassisted persons)**

- A person seeks assistance with accommodation in a refuge, a crisis shelter or in emergency accommodation arranged in hotels, motels and so forth by a specialist homelessness agency.

### **Sickness allowance**

- Australian Government payment to assist employed people, including the self-employed, who are temporarily unable to work because of a medical condition. In some cases, a full-time student may qualify for Sickness Allowance.

### **Sleeping rough or in non-conventional accommodation**

- The client has been living on the streets, sleeping in parks, squatting, living in cars or railway carriages, living in improvised dwellings, or living in the long grass.

### **Specialised services**

- Assistance that can be provided only by a person with formal, specialised training in that area of assistance.
- Specialised services may range from psychological/psychiatric services to professional legal services.
- Specialised services may be provided by agency workers, or may require an agency worker to assist the client in receiving external services.
- This does not include assistance for family and domestic violence.

### **Specialist counselling services**

- Counselling provided other than financial, gambling or drug/alcohol counselling.

### **Specialist homelessness services agency**

- A SHS agency is an organisation which receives government funding to deliver specialist homelessness services to a client.
- A SHS agency delivers services to specific target groups, such as to young people or people experiencing family and domestic violence, and/or provides more generic services, for example, to people facing housing crisis or assistance to maintain tenancies.

### **Structured play/skills development**

- Play or skill development for a child's development, such as building social skills and living skills, or to achieve particular goals.

### **Support period**

- The support period is the period of time a client receives services from your agency. A support period commences on the day a person becomes a client by receiving a direct service from your agency and it ends on the last day on which services are last provided.
- Reasons why a support period ends:
  - the relationship between the client and your agency ends
  - the client has reached the 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.

**Tent**

- Includes all portable shelters made of canvas or fabric, supported by one or more poles or a frame.

**Time out from family/other situation**

- The client needed some time away from their family or needed some time away from non-related individuals.

**Torres Strait Islander**

- The client identifies as being of Torres Strait Islander descent.

**Training assistance**

- Assistance to access training programs.

**Transition from custodial arrangements**

- The client was recently released from a custodial institution such as a prison or detention centre/immigration detention centre.

**Transition from foster care/child safety residential placements**

- Child safety placements include a range of services provided to children and young people under 18 who are in need of care and protection.
- This service provides alternative overnight accommodation for children and young people who are unable to live with their parents.
- These arrangements include foster care, placements with relatives or kin, and residential care.

**Transition from other care arrangements**

- The client was recently released from a care institution such as a hospital or disability care arrangement.

**Transport**

- Includes driving a client to an appointment or location.
- Excludes money for a tram, train or bus as this should be included under the category **Material aid/brokerage**.

**Unable to return home due to environmental reasons**

- The client is unable to return home due to environmental reasons (for example, wet season flooding, bushfires).

**Unassisted Person**

- An Unassisted Person is any person who seeks services from a specialist homelessness agency and does not receive any service. There are several reasons why a person may not receive a service from an agency, including but not limited to:
  - the service requested by the person is not provided by the agency
  - the service requested by the person is not currently available at the agency due to high demand
  - the person is ineligible for service because they do not fit the criteria for assistance (for example, a father and son who seek emergency accommodation at a women's refuge).

## **Unemployed**

- Refers to clients aged 15 and over, who were not employed, and:
  - had actively looked for full-time or part-time work at any time in the 4 weeks up to the end of the reference week and were available for work in the reference week, or would have been available except for temporary illness (that is, lasting for less than 4 weeks to the end of the reference week)
  - were waiting to start a new job within 4 weeks from the end of the reference week and would have started in the reference week if the job had been available then
  - were waiting to be called back to a full-time or part-time job from which they had been stood down without pay for less than 4 weeks up to the end of the reference week (including the whole of the reference week) for reasons other than bad weather or plant breakdown.

## **University student**

- Part-time or full-time attendance at university.
- Excludes vocational education students.

## **Vocational education and training**

- Receives a training allowance such as Newstart or is required by their employer to attend a post-secondary institution for job training.
- Participating in education in order to enhance employment opportunities (such as migrant English classes and job readiness training).
- Enrolled in a vocational education course at a TAFE or other type of vocational institution.
- Includes undertaking an apprenticeship.
- Excludes students studying secondary school education at a TAFE or vocational education and training (VET) institution; these students are classified as secondary school students.

## **Youth allowance**

- Australian Government payments to young people including students and those looking for work. This includes full-time students aged 16–24 or unemployed people aged under 21 who are undertaking job search or a combination of approved activities.
- Some people aged 15 may be eligible for Youth Allowance.

## **Youth/juvenile justice correctional centre (institutions lived in)**

- Includes those facilities whose main role is to detain and rehabilitate youth or juveniles. Community custodial facilities are included in this category.

# 10 Appendix: Collection forms

## Sample SHSC client forms

SHSC no longer uses paper forms as a method of collecting data. The sample forms below are provided as a visual representation of all the items collected for the SHSC, including new items introduced on 1 July 2019. The associated codes for each item are listed on the forms, providing a useful reference.

These forms can also provide a useful means of recording client data which can then be entered into your agency's CMS:

- Initial client form—SAMPLE
- Ongoing client form—SAMPLE
- Unassisted person form—SAMPLE.





Australian Government

Australian Institute of Health and Welfare

# INITIAL CLIENT FORM

Form Version 4

Support Period ID

Specialist Homelessness Services collection

Agency ID

Collection month

Date assistance requested

Date support period commenced

Is the client new to this agency?

Yes  1 No  2 Not sure  3

## Client's alpha code

The alpha code consists of the 2nd and 3rd letters of the client's given name, and the 2nd, 3rd and 5th letters of the client's family name. Where a name is not long enough please fill in any remaining squares with a 2.

For example, a male client called Ng Tien will become G2 IE2

Where part of the name is missing or unknown please substitute a 9.

For example, a female client known to you only as Jane will become AN 999

Do not count hyphens, apostrophes, blank spaces or any other such characters as a letter of the alphabet.

Letters of given name

2nd 3rd

Letters of family name

2nd 3rd 5th

## Client's sex

Cross one circle only

Male  1 Female  2 Other  3

## Date of birth

Complete date of birth as best as you can. For the day, month and year of birth please write one of the following letters in each of the boxes provided

- A if details are accurate
- E if details are estimated
- U if details are unknown

Date of birth

Accuracy of date of birth (A,E,U)

## Presenting Unit ID

The Presenting Unit ID is the **Support Period ID** of the presenting unit head. The presenting unit head is the spokesperson within the presenting unit and identified by their relationship to the client. If children (under 18) are present, the presenting unit head is the parent/guardian representing the child(ren); Or if there is no parent/guardian, the most direct relationship to the child(ren), e.g. sibling, is considered the spokesperson of the presenting unit.

Presenting Unit ID

## 1 What is the client's relationship to the presenting unit head?

Cross one circle only

- Self  1
- Spouse / partner  2
- Parent / guardian  3
- Child  4
- Step child  5
- Foster child  6
- Sibling  7
- Aunt or uncle  8
- Niece or nephew  9
- Grandparent  10
- Grandchild  11
- Other relative  12
- Unrelated person  13
- Unrelated flatmate or co-tenant  14
- Other relationship  15
- Don't know  99

If 'Other relationship' please specify

## 2 How many people are there in the presenting unit?

# Questions requiring consent can be provided to AIHW

Yes  1 No  2

**Only answer the questions on this page if consent information can be provided to AIHW**

**3** Is the client of Aboriginal or Torres Strait Islander origin?

**\***

*Cross one circle only*

- Aboriginal, but not Torres Strait Islander origin  1
- Torres Strait Islander, but not Aboriginal origin  2
- Both Aboriginal and Torres Strait Islander origin  3
- Neither Aboriginal nor Torres Strait Islander origin  4
- Don't know  99
- Not applicable  0

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

**\***

*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  |

**5** Has the client been in any of the following facilities/ institutions in the last 12 months?

**\***

*Cross as many boxes as apply*

- Hospital (excluding psychiatric)  1
- Psychiatric hospital/unit  2
- Disability support  3
- Rehabilitation  4
- Adult correctional facility  5
- Youth/juvenile justice correction centre  6
- Immigration detention centre  7
- No institution  88
- Don't know  99
- Not applicable  0

**6** Has the client ever been diagnosed with a mental health issue by a health professional (e.g. psychiatrist, psychologist or doctor)?

**\***

*Cross one circle only*

- Yes  1
- No  2
- Don't know  99
- Not applicable  0

**7** What time period has the client received services or assistance for their mental health issue?

**\***

*Cross one circle only*

- Currently receiving services  1
- Received services in the last 12 months  2
- Received services more than 12 months ago  3
- Received services no timeframe reported  4
- No services ever received  5
- Don't know  99
- Not applicable  0

**8** Was there any additional information, informal or formal, that indicates the client has a mental health issue?

**\***

*Cross one circle only*

- Agency worker  1
- Health professional  2
- Non-government agency  3
- Family/friends/carers  4
- Self-identified  5
- Other  6
- No information indicating mental illness  7
- Not applicable  0

**9** What is the client's country of birth?

**\***

*Cross one circle only*

- Australia  1101
- Other country
- Don't know  0000
- Not applicable  9999

*If 'Other country' please specify*








**28 Which of the following best describes the client's tenure?**

**Cross one circle only in each column**

	Week before	When presenting
Renter – private housing	<input type="radio"/>	<input type="radio"/> 1
Renter – public housing	<input type="radio"/>	<input type="radio"/> 2
Renter – community housing	<input type="radio"/>	<input type="radio"/> 3
Renter – transitional housing	<input type="radio"/>	<input type="radio"/> 4
Renter – caravan park	<input type="radio"/>	<input type="radio"/> 5
Renter – boarding/rooming house	<input type="radio"/>	<input type="radio"/> 6
Renter – emergency accommodation/night shelter/women's refuge/youth shelter	<input type="radio"/>	<input type="radio"/> 7
Other renter	<input type="radio"/>	<input type="radio"/> 8
Rent free – private housing	<input type="radio"/>	<input type="radio"/> 9
Rent free – public housing	<input type="radio"/>	<input type="radio"/> 10
Rent free – community housing	<input type="radio"/>	<input type="radio"/> 11
Rent free – transitional housing	<input type="radio"/>	<input type="radio"/> 12
Rent free – caravan park	<input type="radio"/>	<input type="radio"/> 13
Rent free – boarding/rooming house	<input type="radio"/>	<input type="radio"/> 14
Rent free – emergency accommodation/night shelter/women's refuge/youth shelter	<input type="radio"/>	<input type="radio"/> 15
Other rent free	<input type="radio"/>	<input type="radio"/> 16
Life tenure scheme	<input type="radio"/>	<input type="radio"/> 17
Owner – shared equity or rent/buy scheme	<input type="radio"/>	<input type="radio"/> 18
Owner – being purchased/with mortgage	<input type="radio"/>	<input type="radio"/> 19
Owner – fully owned	<input type="radio"/>	<input type="radio"/> 20
Other tenure not elsewhere specified	<input type="radio"/>	<input type="radio"/> 21
No tenure	<input type="radio"/>	<input type="radio"/> 22
Don't know	<input type="radio"/>	<input type="radio"/> 99

**29 What were the conditions of occupancy for the client's dwelling?**

**Cross one circle only in each column**

	Week before	When presenting
Leased tenure – nominated on lease	<input type="radio"/>	<input type="radio"/> 1
Lease in place – not nominated on lease	<input type="radio"/>	<input type="radio"/> 2
Couch Surfer	<input type="radio"/>	<input type="radio"/> 3
Boarder	<input type="radio"/>	<input type="radio"/> 4
Living with relative fee free	<input type="radio"/>	<input type="radio"/> 5
Other	<input type="radio"/>	<input type="radio"/> 6
Don't know	<input type="radio"/>	<input type="radio"/> 99
Not applicable	<input type="radio"/>	<input type="radio"/> 0

**30 If the client is aged 15 or over, what was their labour force status?**

**Cross one circle only in each column**

	Week before	When presenting
Employed	<input type="radio"/>	<input type="radio"/> 1
Unemployed	<input type="radio"/>	<input type="radio"/> 2
Not in the labour force (e.g. retirees, full time students and those in institutions)	<input type="radio"/>	<input type="radio"/> 3
Don't know	<input type="radio"/>	<input type="radio"/> 99
Not Applicable	<input type="radio"/>	<input type="radio"/> 0

**31 If the client is aged 15 or over, what was their employment (full/part time) status?**

**Cross one circle only in each column**

	Week before	When presenting
Full time	<input type="radio"/>	<input type="radio"/> 1
Part time	<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

**32 Which of the following best describes the client's main source of income?**

**Cross one circle only in each column**

	Week before	When presenting
<b>Government pensions and allowances</b>		
Newstart allowance	<input type="radio"/>	<input type="radio"/> 1
Parenting payment	<input type="radio"/>	<input type="radio"/> 2
Disability support pension (Centrelink)	<input type="radio"/>	<input type="radio"/> 3
Youth allowance	<input type="radio"/>	<input type="radio"/> 4
Age pension	<input type="radio"/>	<input type="radio"/> 5
Austudy/ABSTUDY	<input type="radio"/>	<input type="radio"/> 6
DVA pension or payment	<input type="radio"/>	<input type="radio"/> 18
Sickness allowance	<input type="radio"/>	<input type="radio"/> 10
Carer allowance	<input type="radio"/>	<input type="radio"/> 11
Carer payment	<input type="radio"/>	<input type="radio"/> 12
Other government pensions and allowances (not elsewhere classified)	<input type="radio"/>	<input type="radio"/> 13
<b>Other sources of income</b>		
Employee income	<input type="radio"/>	<input type="radio"/> 14
Unincorporated business income	<input type="radio"/>	<input type="radio"/> 15
Other income (not elsewhere classified)	<input type="radio"/>	<input type="radio"/> 16
Nil income	<input type="radio"/>	<input type="radio"/> 17
Don't know	<input type="radio"/>	<input type="radio"/> 99

**33 Was the client registered for a government benefit, pension or allowance, but awaiting their first payment?**

**Cross one circle only in each column**

	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

**34 Was the client undertaking formal study or training (e.g. school, university or vocational studies such as TAFE)?**

**Cross one circle only in each column**

	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

**35 What type of education/training was the client enrolled in?**

**Cross one circle only in each column**

	Week before	When presenting
Preschool student	<input type="radio"/>	<input type="radio"/> 1
Primary school student	<input type="radio"/>	<input type="radio"/> 2
Secondary school student	<input type="radio"/>	<input type="radio"/> 3
University student	<input type="radio"/>	<input type="radio"/> 4
Vocational education and training	<input type="radio"/>	<input type="radio"/> 5
Other education or training	<input type="radio"/>	<input type="radio"/> 6
Don't know	<input type="radio"/>	<input type="radio"/> 99
Not applicable	<input type="radio"/>	<input type="radio"/> 0

**36 What was the school enrolment and attendance status when the client presented for service?**

**Cross one circle only**

- Enrolled and attending school  1
- Enrolled in school but not always attending  2
- Enrolled in school but not attending  3
- Enrolled in school but waiting to commence  4
- Home schooled  5
- Neither enrolled nor home schooled  6
- Don't know  99
- Not applicable  0

**The next question is about whether, and to what extent, a long-term health condition or disability restricts your client's everyday activities.**

A long-term health condition is one that has lasted, or is expected to last, 6 months or more. Examples of long-term health conditions that might restrict your everyday activities include severe asthma, epilepsy, mental health condition, hearing loss, arthritis, depression, autism, kidney disease, chronic pain, speech impairment, stroke.

Disability is a general term that covers:

- impairments in body structures or functions (for example, loss or abnormality of a body part)
- limitations in everyday activities (such as difficulty bathing or managing daily routines)
- restrictions in participation in life situations (such as needing special arrangements to attend work).

37		Always/sometimes need help and/or supervision	Have difficulty, but don't need help/supervision	Don't have difficulty, but use aids/equipment	Have no difficulty	Don't know
<b>Cross one circle only in each row</b>						
(a)	<b>Self-care</b>	<b>Does the client need help/supervision with self-care (e.g. showering or bathing, dressing or undressing, toileting, eating food)?</b>				
		<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 99
(b)		<b>Does the client need help/supervision with mobility (e.g. moving around the house, moving around outside the home, getting in or out of a chair)?</b>				
		<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 99
(c)	<b>Communication</b>	<b>Does the client need help/supervision with communication (e.g. understanding or being understood by other people, including people they know)?</b>				
		<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 99

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

**Cross one circle only**

- Yes  1
- No  2
- Don't know  99



# NOTE

***This following section of the form relates to service provided during this collection month and the client's status at the end of the collection month or support period.***

**Is this client receiving ongoing support at the end of this collection month?**

Yes – ongoing support  1

No – support ended during this collection month  2

First day of service provided to client in this collection month

D	D	M	M	Y	Y	Y	Y

Last day of service provided to client in this collection month

D	D	M	M	Y	Y	Y	Y

## HOW TO USE THIS SECTION:

**Questions 1 and 2** — the next 2 pages of this form can be entered throughout the collection month:

- Enter services and assistance provided this collection month
- Enter accommodation provided

**Questions 3 to 18** — these questions collect data about the client's situation at the last date they receive service or assistance in this month and is used to record changes in the client's circumstances:

- Complete information about the client's situation on the day they last received a service for this collection month
- If the client was still accommodated at the end of the month, this refers to the last day of the collection month
- If the support period ended this collection month, this refers to the client's situation on the last day of the support period — this data is used to measure client outcomes.
- Financial assistance provided should not be finalised until the end of the month because it records the total amount.

**Question 19** — the last question on the form is only completed if the client's support period ended during this collection month:

- Complete the reason the support period ended

# 1 Services and Assistance

**Cross as many boxes as apply**

Needs identified	Provided	Referral Arranged
------------------	----------	-------------------

<b>Housing / Accommodation</b>	Short term or emergency accommodation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1	
	Medium term/transitional housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	2	
	Long-term housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	3	
	Assistance to sustain tenancy or prevent tenancy failure or eviction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	4	
	Assistance to prevent foreclosures or for mortgage arrears	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5	
<b>Family / domestic violence</b>	Assistance for family/domestic violence – victim support services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	54	
	Assistance for family/domestic violence – perpetrator support services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	55	
<b>General assistance and support</b>	Assertive outreach for rough sleepers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	6	
	Assistance to obtain/maintain government allowance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	7	
	Employment assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	8	
	Training assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	9	
	Educational assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10	
	Financial information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	11	
	Material aid/brokerage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	12	
	Assistance for incest/sexual assault	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	13	
	Family/relationship assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	15	
	Assistance for trauma	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	16	
	Assistance with challenging social/behavioural problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	17	
	Living skills/personal development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	18	
	Legal information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	19	
	Court support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	20	
	Advice/Information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	21	
	Retrieval/storage/removal of personal belongings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	22	
	Advocacy/liaison on behalf of client	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	23	
	School liaison	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	24	
	Child care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	25	
	Structured play/skills development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	26	
	Child contact and residence arrangements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	27	
	Meals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	28	
	Laundry/Shower facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	29	
	Recreation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	30	
	Transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	31	
	Other basic assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	32	
	<b>Specialised Services</b>	Child protection services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	33
		Parenting skills education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	34
		Child specific specialist counselling services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	35
		Psychological services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	36
		Psychiatric services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	37
		Mental health services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	38
Pregnancy assistance		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	39	
Family planning support		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	40	
Physical disability services		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	41	
Intellectual disability services		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	42	
Health/medical services		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	43	
Professional legal services		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	44	
Financial advice and counselling		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	45	
Counselling for problem gambling		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	46	
Drug/alcohol counselling		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	47	
Specialist counselling services		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	48	
Interpreter services		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	49	
Assistances with immigration services		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	50	
Culturally specific services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	51		
Assistance to connect culturally	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	52		
Other specialised services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	53		

**2 If accommodation was provided please record the date(s) for each type of accommodation provided**

*Please cross or put a line through all nights the client was accommodated for.  
Record only one type of accommodation for each night. If a client is marked down as being in two types of accommodation on the same date, this will be recorded as an error.*

**Short term or emergency accommodation**

**Nights of accommodation**

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	

Whole month

**Medium term/transitional accommodation**

**Nights of accommodation**

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	

Whole month

**Long term accommodation**

**Nights of accommodation**

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	

Whole month

**Questions 3 to 18 are about the client's situation on the last day they received service/assistance for this collection month.**

**3 What was the type and amount (total dollars for 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 \$   ,

**Question 4 is a consent only question. Only answer this question if consent data can be provided to AIHW.**

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

*Cross one circle only*

- Residential care  1
- Family group home  2
- Relatives/kin/friends who are reimbursed  3
- Foster care  4
- Other home-based care (reimbursed)  5
- Relatives/kin/friends who are not reimbursed  6
- Independent living  7
- Other living arrangements  8
- Parents  9
- Don't know  99
- Not applicable  0

**5 Was there a case management plan for the client?**

**Cross one circle only**

- Yes  1
- No  2

**9 What were the living arrangements of the client?**

**Cross one circle only**

- Lone person  1
- One parent with child(ren)  2
- Couple with child(ren)  3
- Couple without child(ren)  4
- Other family  5
- Group  6
- Don't know  99

**6 What is the reason that no current case management plan existed for this client?**

**Cross one circle only**

- Client did not agree to one  1
- Service episode too short  2
- Part of another person's case management plan  3
- Other  8
- Not applicable  0

*If 'Other' please specify*


**10 In what type of residence/dwelling did the client live?**

**Cross one circle only**

- House/townhouse/flat  1
- Caravan  2
- Tent  3
- Cabin  4
- Boat  5
- Improvised building/dwelling  6
- No dwelling/street/park/in the open  7
- Motor vehicle  8
- Boarding/rooming house  9
- Emergency accommodation  10
- Hotel/motel/bed and breakfast  11
- Hospital (excluding psychiatric)  12
- Psychiatric hospital/unit  13
- Disability support  14
- Rehabilitation  15
- Adult correctional facility  16
- Youth/juvenile justice correctional centre  17
- Boarding school/residential college  18
- Aged care facility  19
- Immigration detention centre  20
- Other  21
- Don't know  99

**7 To what extent were the client's case management plan goals achieved?**

**Cross one circle only**

- Not at all  1
- Up to half  2
- Half or more  3
- All  4
- No case management plan  88

**8 Has the client had an episode of homelessness in the last month?**

**Cross as many boxes as apply**

- Sleeping rough or in non-conventional accommodation  1
- Short-term or emergency accommodation, due to a lack of other options  2
- Not homeless  3
- Don't know  99

**11 Which of the following best describes the client's tenure?**

*Cross one circle only*

- Renter – private housing  1
- Renter – public housing  2
- Renter – community housing  3
- Renter – transitional housing  4
- Renter – caravan park  5
- Renter – boarding/rooming house  6
- Renter – emergency accommodation/night shelter/  
women's refuge/youth shelter  7
- Other renter  8
- Rent free – private housing  9
- Rent free – public housing  10
- Rent free – community housing  11
- Rent free – transitional housing  12
- Rent free – caravan park  13
- Rent free – boarding/rooming house  14
- Rent free – emergency accommodation/night shelter/  
women's refuge/youth shelter  15
- Other rent free  16
- Life tenure scheme  17
- Owner – shared equity or rent/buy scheme  18
- Owner – being purchased or with mortgage  19
- Owner – fully owned  20
- Other tenure not elsewhere classified  21
- No tenure  22
- Don't know  99

**12 What were the conditions of occupancy for the client's dwelling?**

*Cross one circle only*

- Leased tenure – nominated on lease  1
- Lease in place – not nominated on lease  2
- Couch Surfer  3
- Boarder  4
- Living with relative fee free  5
- Other  6
- Don't know  99
- Not applicable  0

**13 If the client is aged 15 or over, what was their labour force status?**

*Cross one circle only*

- Employed  1
- Unemployed  2
- Not in the labour force  3
- Don't know  99
- Not applicable  0

**14 If the client is aged 15 or over, what was their employment (full/part time) status of the client?**

*Cross one circle only*

- Full time  1
- Part time  2
- Don't know  99
- Not applicable  0

**15 Which of the following best describes the client's main source of income?**

*Cross one circle only*

- |   |   |                          |
|---|---|--------------------------|
| <b>Government pensions and allowances</b> | Newstart allowance  | <input type="radio"/> 1  |
|   | Parenting payment   | <input type="radio"/> 2  |
|   | Disability support pension (Centrelink)                             | <input type="radio"/> 3  |
|   | Youth allowance   | <input type="radio"/> 4  |
|   | Age pension   | <input type="radio"/> 5  |
|   | Austudy/ABSTUDY   | <input type="radio"/> 6  |
|   | DVA pension or payment  | <input type="radio"/> 18 |
|   | Sickness allowance  | <input type="radio"/> 10 |
|   | Carer allowance   | <input type="radio"/> 11 |
|   | Carer payment   | <input type="radio"/> 12 |
|   | Other government pensions and allowances (not elsewhere classified) | <input type="radio"/> 13 |
| <b>Other sources of income</b>            | Employee income   | <input type="radio"/> 14 |
|   | Unincorporated business income                                      | <input type="radio"/> 15 |
|   | Other income (not elsewhere classified)                             | <input type="radio"/> 16 |
|   | Nil income  | <input type="radio"/> 17 |
|   | Don't know  | <input type="radio"/> 99 |

**16** Was the client registered for a government benefit, pension or allowance, but awaiting their first payment?

*Cross one circle only*

- Yes  1  
No  2  
Don't know  99  
Not applicable  0

**17** Was the client undertaking formal study or training?

*Cross one circle only*

- Yes  1  
No  2  
Don't know  99

**18** What is the type of education/training the client was enrolled in?

*Cross one circle only*

- Preschool student  1  
Primary school student  2  
Secondary school student  3  
University student  4  
Vocational education and training  5  
Other education or training  6  
Don't know  99  
Not applicable  0

***If the Support Period has finished please answer the question below***

**19** What was the reason the support period ended?

*Cross one circle only*

- Client referred to another specialist homelessness agency  1  
Client referred to a mainstream agency  2  
Client's immediate needs met/case management goals achieved  3  
Maximum service period reached  4  
Service withdrawn from client and no referral made  5  
Client no longer requested assistance  6  
Client did not turn up  7  
Lost contact with client  8  
Client institutionalised  9  
Client incarcerated  10  
Client died  11  
Other  12  
Don't know  99

***NOTE***

***Please ensure you have answered all questions on page 9 of this form before submitting.***



## ONGOING CLIENT FORM

Form Version 4

Support Period ID

--	--	--	--	--	--

Specialist Homelessness Services collection

First day of service provided to client in this collection month	D	D	M	M	Y	Y	Y	Y

Last day of service provided to client in this collection month	D	D	M	M	Y	Y	Y	Y

*Do not answer any questions other than Q19 if 'support ended during previous collection month'*

Agency ID 

--	--	--	--	--	--

Collection month 

--	--	--	--	--	--

 / 

--	--	--	--	--	--

Initial date support period commenced 

--	--	--	--

 / 

--	--	--	--

 / 

--	--	--	--

Support period ongoing at the end of this collection month?

- Yes – ongoing support  1
- No – support ended during the collection month  2
- No – support ended during previous collection month  3 **▶ GO TO Q19**

### HOW TO USE THIS SECTION:

**Questions 1 and 2** - the next two questions of this form can be entered throughout the collection month:

- Enter services and assistance provided this collection month.
- Enter accommodation provided.

**Questions 3 to 18** - these questions collect data about the client's situation at the last date they receive service or assistance in this month and is used to record changes in the client's circumstances:

- Complete information about the client's situation on the day they last received a service for this collection month.
- If the client was still accommodated at the end of the month, this refers to the last day of the collection month.
- If the support period ended this collection month, this refers to the client's situation on the last day of the support period - this data is used to measure client outcomes.
- Financial assistance provided should not be finalised until the end of the month because it records the total amount.

**Question 19** - the last question on the form is only completed if the client's support period ended during this collection month:

- Complete the reason the support period ended.

**No services this collection month** - if this client did not receive any support during this collection month:

- The support period should be closed at the last service date - this date will have already been submitted on their form from the previous collection month.
- Select "No - support ended during previous collection month" for the question at the top of this page.
- Complete question 19 - the reason the support period ended.

# 1 Services and Assistance

**Cross as many boxes as apply**

Needs identified	Provided	Referral Arranged
------------------	----------	-------------------

<b>Housing / Accommodation</b>	Short term or emergency accommodation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1	
	Medium term/transitional housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	2	
	Long-term housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	3	
	Assistance to sustain tenancy or prevent tenancy failure or eviction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	4	
	Assistance to prevent foreclosures or for mortgage arrears	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5	
<b>Family / domestic violence</b>	Assistance for family/domestic violence – victim support services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	54	
	Assistance for family/domestic violence – perpetrator support services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	55	
<b>General assistance and support</b>	Assertive outreach for rough sleepers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	6	
	Assistance to obtain/maintain government allowance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	7	
	Employment assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	8	
	Training assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	9	
	Educational assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10	
	Financial information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	11	
	Material aid/brokerage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	12	
	Assistance for incest/sexual assault	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	13	
	Family/relationship assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	15	
	Assistance for trauma	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	16	
	Assistance with challenging social/behavioural problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	17	
	Living skills/personal development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	18	
	Legal information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	19	
	Court support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	20	
	Advice/Information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	21	
	Retrieval/storage/removal of personal belongings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	22	
	Advocacy/liason on behalf of client	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	23	
	School liaison	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	24	
	Child care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	25	
	Structured play/skills development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	26	
	Child contact and residence arrangements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	27	
	Meals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	28	
	Laundry/Shower facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	29	
	Recreation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	30	
	Transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	31	
	Other basic assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	32	
	<b>Specialised Services</b>	Child protection services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	33
		Parenting skills education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	34
		Child specific specialist counselling services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	35
		Psychological services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	36
		Psychiatric services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	37
		Mental health services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	38
Pregnancy assistance		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	39	
Family planning support		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	40	
Physical disability services		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	41	
Intellectual disability services		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	42	
Health/medical services		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	43	
Professional legal services		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	44	
Financial advice and counselling		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	45	
Counselling for problem gambling		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	46	
Drug/alcohol counselling		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	47	
Specialist counselling services		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	48	
Interpreter services		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	49	
Assistance with immigration services		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	50	
Culturally specific services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	51		
Assistance to connect culturally	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	52		
Other specialised services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	53		



**2 If accommodation was provided please record the date(s) for each type of accommodation provided\***

*Please cross or put a line through all nights the client was accommodated for  
Record only one type of accommodation for each night. If a client is marked down as being in two types of accommodation on the same date, this will be recorded as an error.*

**Short term or emergency accommodation**

Nights of accommodation

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	

Whole month

**Medium term/transitional accommodation**

Nights of accommodation

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	

Whole month

**Long term accommodation**

Nights of accommodation

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	

Whole month

**Questions 3 to 18 are about the client's situation on the last day they received service/assistance for this collection month**

**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	\$	<input type="text"/>	<input type="text"/>	,	<input type="text"/>	<input type="text"/>	<input type="text"/>
Payment for establishing/maintaining a tenancy	\$	<input type="text"/>	<input type="text"/>	,	<input type="text"/>	<input type="text"/>	<input type="text"/>
Payment for training/education/employment	\$	<input type="text"/>	<input type="text"/>	,	<input type="text"/>	<input type="text"/>	<input type="text"/>
Payment for accessing external specialist services	\$	<input type="text"/>	<input type="text"/>	,	<input type="text"/>	<input type="text"/>	<input type="text"/>
Other payment	\$	<input type="text"/>	<input type="text"/>	,	<input type="text"/>	<input type="text"/>	<input type="text"/>

**Question 4 is a consent only question. Only answer this question if consent data can be provided to AIHW**

**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*

- Residential care  1
- Family group home  2
- Relative(s)/kin who are reimbursed  3
- Foster care  4
- Other home-based care (reimbursed)  5
- Relative(s)/kin who are not reimbursed  6
- Independent living  7
- Other living arrangements  8
- Parents  9
- Don't know  99
- Not applicable  0



**11 Which of the following best describes the client's tenure?**

*Please cross one circle only*

- Renter – private housing  1
- Renter – public housing  2
- Renter – community housing  3
- Renter – transitional housing  4
- Renter – caravan park  5
- Renter – boarding/rooming house  6
- Renter – emergency accommodation/night shelter/women's refuge/youth shelter  7
- Other renter  8
- Rent free – private housing  9
- Rent free – public housing  10
- Rent free – community housing  11
- Rent free – transitional housing  12
- Rent free – caravan park  13
- Rent free – boarding/rooming house  14
- Rent free – emergency accommodation/night shelter/women's refuge/youth shelter  15
- Other rent free  16
- Life tenure scheme  17
- Owner – shared equity or rent/buy scheme  18
- Owner – being purchased/with mortgage  19
- Owner – fully owned  20
- Other tenure not elsewhere classified  21
- No tenure  22
- Don't know  99

**12 What were the conditions of occupancy for the client's dwelling?**

*Please cross one circle only*

- Leased tenure – nominated on lease  1
- Lease in place – not nominated on lease  2
- Couch Surfer  3
- Boarder  4
- Living with relative fee free  5
- Other  6
- Don't know  99
- Not applicable  0

**13 If the client is 15 or over, what was their labour force status?**

*Please cross one circle only*

- Employed  1
- Unemployed  2
- Not in the labour force  3
- Don't know  99
- Not applicable  0

**14 If the client is 15 or over, what was their employment (full/part time) status?**

*Please cross one circle only*

- Full time  1
- Part time  2
- Don't know  99
- Not applicable  0

**15 Which of the following best describes the client's main source of income?**

*Please cross one circle only*

**Government pensions and allowances**

- Newstart allowance  1
- Parenting payment  2
- Disability support pension (Centrelink)  3
- Youth allowance  4
- Age pension  5
- Austudy//ABSTUDY  6
- DVA pension or payment  18
- Sickness allowance  10
- Carer allowance  11
- Carer payment  12
- Other government pensions and allowances (not elsewhere classified)  13

**Other sources of income**

- Employee income  14
- Unincorporated business income  15
- Other income (not elsewhere classified)  16
- Nil income  17
- Don't know  99

**16** Was the client registered for a government benefit, pension or allowance, but awaiting their first payment?

*Please cross one circle only*

- Yes  1  
No  2  
Don't know  99  
Not applicable  0

**17** Was the client undertaking formal study or training?

*Please cross one circle only*

- Yes  1  
No  2  
Don't know  99

**18** What is the type of education/training the client was enrolled in?

*Please cross one circle only*

- Preschool student  1  
Primary school student  2  
Secondary school student  3  
University student  4  
Vocational education and training  5  
Other education or training  6  
Don't know  99  
Not applicable  0

***If the Support Period has finished please answer the question below***

**19** What was the reason the support period ended?

*Please cross one circle only*

- Client referred to another specialist homelessness agency  1  
Client referred to a mainstream agency  2  
Clients immediate needs met/case management goals achieved  3  
Maximum service period reached  4  
Service withdrawn from client and no referral made  5  
Client no longer requested assistance  6  
Client did not turn up  7  
Lost contact with client  8  
Client institutionalised  9  
Client incarcerated  10  
Client died  11  
Other  12  
Don't know  99

***NOTE***

***Please ensure you have answered all questions on the first page of this form before submitting.***



Australian Government

Australian Institute of Health and Welfare

# UNASSISTED PERSON FORM

Form Version 3

Unassisted Person ID

Agency ID

Collection month

Date service requested

## Person's alpha code

The alpha code consists of the 2nd and 3rd letters of the person's given name, and the 2nd, 3rd and 5th letters of the person's family name. Where a name is not long enough please fill in any remaining squares with a 2.

For example, a male person called Ng Tien will become G2 IE2

Where part of the name is missing or unknown please substitute a 9.

For example, a female person known to you only as Jane will become AN 999

Do not count hyphens, apostrophes, blank spaces or any other such characters as a letter of the alphabet.

Letters of given name

2nd 3rd

Letters of family name

2nd 3rd 5th

## Person's sex

Please cross one circle only

Male  1 Female  2 Other  3

## Date of birth

Complete date of birth as best as you can. For the day, month and year of birth please write one of the following letters in each of the boxes provided

- A if details are accurate
- E if details are estimated
- U if details are unknown

Date of birth

Accuracy of date of birth (A,E,U)

## Presenting Unit ID

The Presenting Unit ID is the Unassisted Person ID of the presenting unit head.

The presenting unit head is the spokesperson within the presenting unit and identified by their relationship to the person.

If children (under 18) are present, the presenting unit head is the parent/guardian representing the child(ren);

Or if there is no parent/guardian, the most direct relationship to the child(ren), e.g. sibling, is considered the spokesperson of the presenting unit.

Presenting Unit ID

## 1 What is the person's relationship to the presenting unit head?

Please cross one circle only

- Self 1
Spouse / partner 2
Parent / guardian 3
Child 4
Step child 5
Foster child 6
Sibling 7
Aunt or uncle 8
Niece or nephew 9
Grandparent 10
Grandchild 11
Other relative 12
Unrelated person 13
Unrelated flatmate or co-tenant 14
Other relationship 15
Don't know 99

If 'Other relationship' please specify

## 2 How many people are there in the presenting unit?

**3 Was this the first request for services at any agency on this date?**

*Please cross one circle only*

- Yes  1  
No  2  
Don't know  99

**4 What service(s) had been requested?**

*Please cross as many boxes as apply*

- Short-term or emergency accommodation  1  
Other housing/accommodation  2  
Assistance for family and domestic violence  5  
General assistance and support  3  
Specialised services  4

**5 When had the service(s) been requested for?**

*Please cross one circle only*

- Within 24 Hours  1  
Between 24 and 48 hours  2  
In 3-4 days  3  
In 5-6 days  4  
In 7-14 days  5  
In more than 2 weeks  6  
Don't know  99

**6 Why had the service(s) not been provided?**

*Please cross as many boxes as apply*

- Person did not accept service  1  
Person wanted different services  2  
Agency was in the wrong area  3  
Agency had no accommodation available  4  
Agency had no other services available  5  
Agency had insufficient staff  6  
Agency was inappropriate/wrong target group  7  
Agency's facilities were not appropriate for a person with special needs  8  
Person was refused service/person did not meet criteria  9  
No fee-free services available at time of request  10  
Other  11