



Australian Government

Australian Institute of
Health and Welfare

Homelessness:

clearer picture,

better future

Specialist Homelessness Services

COLLECTION MANUAL

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1 Introduction

This manual provides guidance on how to provide the information required for the Specialist Homelessness Services (SHS) collection.

It provides information about:

- The SHS collection, its key concepts and definitions, collection procedures and maintaining client privacy.
- Descriptions of all the data items collected in the SHS Client and Unassisted Persons components of the SHS collection.

Companion manuals to the SHS Collection manual are:

- Specialist Homelessness Information Platform (SHIP) manual
- Specialist Homelessness Online Reporting (SHOR) manual

For agencies that use their own client management system, please also 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 SHS collection. Instead this manual describes the underlying concepts and components 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. It is important, therefore, that you understand the purpose of the SHS collection, 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 on the SHS Collection

In 2008 the Council of Australian Governments (COAG) agreed to reform federal financial relations 'aimed at improving the quality and effectiveness of government services' (COAG 31 July 2009). The reforms in the area of housing and homelessness are set out in the National Affordable Housing Agreement (NAHA). COAG also agreed to a National Partnership Agreement on Homelessness (NPAH), which establishes specific performance measures in relation to homelessness.

In conjunction with these COAG Reforms, the Australian Government initiated a comprehensive policy review of the national approach to reducing homelessness. The findings of this review are described in the *White Paper: The Road Home, A National Approach to Reducing Homelessness*.

Associated with this new focus on homelessness and an increased level of funding for the sector, is an increase in the reporting requirements.

The Australian Institute of Health and Welfare (AIHW) was tasked by the Australian Government to establish the new data collection to contribute to the new reporting requirements outlined in the NAHA and the NPAH. This development was undertaken in conjunction with Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA), all state and territory departments responsible for homelessness policy and service delivery.

The introduction of the SHS Collection in July 2011 replaced the previous Supported Accommodation Assistance Program (SAAP) collection.

What is the SHS Collection?

The SHS collection provides information about all people, both adults and children, who seek assistance from Specialist Homelessness agencies. It is comprised of a Client collection and an Unassisted Person collection.

The AIHW manages the collection of data and produces reports on the data to all stakeholders.

The Client Collection

This component of the collection captures information on all clients, both adults and children, who receive a service from a Specialist Homelessness agency. Data collected includes basic socio-demographic information and the services required by and provided to each client. Additionally, information is collected about client circumstances before, during and after receiving support – such information will assist in assessing client outcomes.

The Unassisted Person Collection

The Unassisted Person collection is used to gain information about all people, both adults and children, whose request for service is not able to be met by a Specialist Homelessness 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 Specialist Homelessness agencies, not just accommodation services. Existing clients are not included in this collection.

Benefits of collecting data

Why collect data?

The SHS collection provides agencies and policy planners with information to support them in what they do. Information gathered provides an understanding of homeless people and their needs and can also be used to help provide the most appropriate and adequate services to people who are homeless.

The SHS Collection provides information which is vital to inform policy programs, reflect the work of Specialist Homelessness agencies and evaluate client outcomes. It can be used to answer questions such as:

- How many people use Specialist Homelessness services?
- Why people seek assistance from Specialist Homelessness agencies?
- What services are provided in response to clients' demands and needs?
- What clients' circumstances are during their support periods?
- Where clients go when they leave Specialist Homelessness agencies, and how their situation changes?
- Why Specialist Homelessness agencies are not able to provide services to some people?

The SHS Collection provides information to governments, peak bodies in the homelessness sector, community groups, and interested researchers to assist in public debate about homelessness.

How does the data collection benefit clients?

Reliable data helps improve the services that are available to people who are homeless or in crisis. For example:

- Agencies are established in locations where potential clients are likely to be.
- Agencies are funded to provide new services for clients where it is shown there is a high need.
- Agencies can identify a need for improving a particular service and make changes to their existing approach.

How does the data collection benefit your agency?

The data collection relates closely to case management. Much of the information discussed with the client as part of case management forms part of the data collection.

The SHS collection provides agencies with reliable information to support them in what they do, such as:

- 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.

With this type of information, agencies will be in a better position 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 SHS collection 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 needs and circumstances of clients and the assistance they are provided.

How does the data collection benefit government program managers?

Australian and state/territory governments need reliable information to develop policies and make decisions about future directions of programs aimed at assisting people affected by homelessness. The data collection provides the reliable information they need to monitor and evaluate specialist homelessness services in their jurisdiction.

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 SHS collection helps state, territory and Australian government departments to demonstrate how well its aims are being achieved and where improvements are required.

With information from the data collection, program managers can:

- Demonstrate accountability by providing government ministers, senior public officials and the public with information about the specialist homelessness services.
- Justify existing funding levels and requests for increased funding.
- Provide evidence in discussions about homelessness in the media and other forums.

3 Key definitions used in SHS collection

This section provides key definitions used in the SHS collection. Complete definitions of the information collected are described in sections 8, 9 and 10.

Specialist Homelessness Agency

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

Client

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

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

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

Homelessness

A person is **homeless** if they are either:

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

Non-conventional accommodation

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.

This definition aligns closely with the cultural definition of primary homelessness.

Short-term or emergency accommodation

Short-term or emergency accommodation includes:

- refuges
- crisis shelter

- couch surfing
- living temporarily with friends and relatives
- insecure accommodation on a short-term basis
- emergency accommodation arranged by a Specialist Homelessness agency (e.g. in hotels, motels etc.).

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 usual residence or building a new residence (e.g. weekenders, caravans).

This definition aligns closely with the cultural definition of secondary homelessness.

Tertiary homelessness

Tertiary homelessness is not collected in the SHS collection but can be derived from information gathered in the collection.

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 or triggers that can contribute to homelessness.

Risk factors include:

- financial stress (including due to 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 which 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 (e.g. Aboriginal people in the urban rental market)
- 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.

Presenting unit

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

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

Presenting units may be:

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

Presenting unit head

To be able to understand the composition of a group presenting to your agency it is important to be able to relate people within this group. This is done by relating the members of the group to a person who is nominated as the presenting unit head.

If a person presents alone, he/she is the presenting unit head.

If there is a child(ren) under 18 years old present the presenting unit head is the spokesperson who is:

- the parent/guardian representing any child(ren) under 18 years old
- the most direct relation to any child(ren) if there is no parent/guardian present.

If there are no child(ren) under 18 years old 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.

Support period

The period of time a client receives services from your agency is referred to as a support period. Services are listed in the Initial Client Form and the Ongoing Form and are described in 'Services and Assistance' (p73).

A support period starts on the day the client first receives a service from your agency.

A support period ends when:

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

Where a client has an appointment with your agency which is more than a calendar month in the future then it is not necessary to close the support period. This is because it is expected that there is an ongoing relationship with the client. There may still be some work undertaken in the intervening period on the client's behalf, such as checking on the client or updating case notes, and this should be recorded as services provided. **However if there are no services or assistance given to the client for the calendar month between appointments the support period must be closed.**

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

Collection month

A collection month refers to the actual calendar month about which the information is collected. In the Client collection information is captured every month a client continues to receive services from your agency.

Unassisted person

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

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

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

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

4 Collection and reference time periods

There are a number of important collection and reference time periods in the Client collection. These are described below.

Information collected at different times during the support period

The period of time a client receives services from your agency is referred to as a support period and it starts on the day the client first receives a service from your agency.

The SHS collects information about clients throughout their support period. This includes:

1. a week before the start of the support period
2. when the support period starts
3. during each month
4. at the last service provision date each month
5. at the end of the support period.

At each of these times, new information about your client should be collected. This is described in the following pages.

It is important that you collect all of the information that is required about a client at each particular point in time during their support period.

Collecting data about a client at these different times allows changes in clients' circumstances before and during their relationship with your agency to be analysed. It will also capture services provided to the client over time.

Where there is little information collected about clients at particular points of time during their support period, the analysis of the data is limited or cannot be undertaken. For instance clients' outcomes are assessed by using the information you provide about a client when their support period starts. This is compared to the information that you provide about a client at the end of their support period. If there is little information about the client at the start or at the end of their support period there can be no assessment of how the support you provided contributed to client outcomes.

A week before start of the support period

The following information is collected about the client's situation a week (or 7 days) prior to first receiving services from your agency.

- care or protection order arrangements that may have been in place for a child under the age of 18 years
- living arrangements
- type of residence/dwelling lived in

- tenure
- conditions of occupancy of dwelling
- labour force status
- full-time/part-time employment
- income
- government benefit/pension
- study/training
- type of education/training.

When the support period starts

The following information about the client is collected at the start of the support period. This information reflects the situation of the client at the beginning of the support period and enables the collection to measure how the client's situation changes during the time they receive services from your agency.

- client's alpha code
- date of birth
- relationship to the presenting unit head
- number of people in the presenting unit
- Aboriginal or Torres Strait Islander origin
- care or protection order arrangements that may have been in place for a child under the age of 18 years
- facilities/institutions in the last 12 months
- whether diagnosed with a mental health issue
- time period received assistance for mental health issue
- other indications of a mental health issue
- country of birth
- year of arrival in Australia
- source of formal referral to the agency
- reasons for seeking assistance from the agency
- previous episodes of homelessness
- time since last permanent place to live
- address of last permanent place to live
- current address
- living arrangements
- type of residence/dwelling lived in
- tenure
- conditions of occupancy of dwelling
- labour force status
- full-time/part-time employment
- income

- government benefit/pension
- study/training
- type of education/training
- school enrolment and attendance.

During the month

The following information is collected about services a client receives during the collection month. This should be updated continually throughout the month.

- services and assistance need by the client
- services and assistance provided by your agency
- referrals arranged
- dates accommodation was provided
- financial assistance provided to the client.

At last service provision date each month

Information is collected about a client's situation each calendar month they continue to receive services from your agency. This enables the collection to show changes in the client's situation during the period they are a client of your agency. This information is collected at the last service provision date each 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 was leaving to live elsewhere, you should record the living situation of where they were going to – i.e. their situation on the night of the last day they received a service.

Information collected at last contact/service provision date:

- care or protection order arrangements that may have been in place for a child under the age of 18 years
- whether a case management plan was in place
- reason for no case management plan
- extent client management goals achieved
- episodes of homelessness in the last month
- living arrangements
- type of residence/dwelling lived in
- tenure
- conditions of occupancy of dwelling
- labour force status
- full-time/part-time employment
- income
- government benefit/pension

- study/training
- type of education/training.

At the end of the support period

A support period ends when:

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

If the client does not return to receive a service during a collection month, end the support period on the day the client last received a service from your agency.

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

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

The following information is required about the client after their support has ended. This information enables the collection to measure how the client's situation has changed after receiving services from your agency.

- care or protection order arrangements that may have been in place for a child under the age of 18 years
- whether a case management plan was in place
- reason for no case management plan
- extent client management goals achieved
- episodes of homelessness in the last month
- living arrangements
- type of residence/dwelling lived in
- tenure
- conditions of occupancy of dwelling
- labour force status
- full-time/part-time employment
- income
- government benefit/pension
- study/training
- type of education/training
- reason the support period ended.

Support period and collection period

The support period is the total period of time a client receives services from your agency.

A collection month relates to the calendar month during which a client receives services.

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

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

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

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

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 period and end in the next collection period
- start in one collection period and end after several collection periods.

5 Privacy and Confidentiality

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

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

Consent—What is it and why is it necessary?

Part of the SHS collection's protocols requires consent for information that may be considered sensitive. It helps to promote individual client rights and is consistent with the prevailing views about the ethics of data collection.

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

Although it is lawful for agencies to record personal information without the client's permission, it is good practice to adhere to the Information Privacy Principles specified in the *Commonwealth Privacy Act 1988*. In particular, Principle 2 states that the information provider should be aware of the purpose for which the information is being collected and who will have access to that information.

Items that require consent

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

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

How is the data used?

Information provided to the AIHW will only be used for research and statistical purposes to inform government regarding housing and homelessness needs (current and future) and to manage homelessness programs. The collection also includes a Statistical Linkage Key (SLK) to avoid double counting individuals but not to identify an individual.

Specialist Homelessness agencies can also use the data to inform their own operations, report to management committees and funders, assist in planning and evaluation, and generally better meet their own clients' needs.

Importance of consent

Consent is critical to the success of the SHS collection, which aims to report more detailed data about homelessness. The most sensitive data items require consent, and without them, the quality and effectiveness of the collection will be diminished.

Clients' rights and consent

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

- Be told about the collection, and how information will be used.
- Decide for themselves whether to provide sensitive information.
- Be assured that they will get the same services no matter what they decide.
- Have their privacy protected if they choose to provide sensitive information, by:
 - being able to talk in a private space
 - having their information kept confidential and only used by people who need the information
 - having any information kept secure.

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

- Collecting the data is very important to the agency and to the SHS collection.
- Clients should be advised that at any time during their support period they can choose to not have the sensitive information provided to the AIHW as part of the SHS collection.
- 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.
- This information does not contain their name – instead, an alpha code is used.
- Clients 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.

Wherever possible, you should obtain information from clients directly. However you need to make it clear to the client that there may be times when workers add information (such as dates of providing services, what services were provided, what happened to the client after exiting the service) without consulting them directly.

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 being 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 on the front page of the Initial Client Form or in your electronic Client Management System (CMS). If the client indicates that they do not wish to

provide information, the 'No' box should be marked. If the client does not specifically state that they refuse to provide information, the 'Yes' box should be marked.

Consent for children/young people

In the SHS collection, children/young people under 18 years of age are clients in their own right. However, consent for these clients is more complicated than for adults.

Consent can only be collected from the child/young person if they have the capacity to make the decision and they are sufficiently mature so as to warrant the decision to be made by a parent or guardian. Young children are not able to understand the purpose of the collection and cannot, therefore, make a determination on consent.

The decision not to provide sensitive information can be made by either the parent/guardian or the child/young person, depending on family circumstances and whether or not the child/young person is judged able to comprehend what is being asked of her/him. This decision can be made in consultation with the parent/guardian and the child or young person. In cases where there is a strong objection from the parent about the data collection, the wishes of the parent will take precedence. If the child/young person is not presenting with a parent/guardian and they lack the capacity to understand the purpose of the collection and to make a decision, consent cannot be made by the client.

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

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

Consent can only be collected from this group of people if they have the capacity to make a decision about consent.

Privacy information card

A sample of an information card about the SHS collection 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 (SHS) COLLECTION?

The SHS collection provides data to 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 collects information about your circumstances, and the type of help you asked for and are given by this agency.

WILL I BE IDENTIFIED?

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

WILL MY INFORMATION BE GIVEN TO CENTRELINK OR THE POLICE?

No. By law, the AIHW cannot pass on any information in the SHS collection that can be used to identify you to the police, Centrelink or any other government department, organisation or individual.

DO I NEED TO AGREE?

While you cannot be identified, 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 SHS collection remains confidential.

KEEPING YOUR INFORMATION CONFIDENTIAL

Your name is not part of the SHS collection 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.

Only the 2nd and 3rd letters of your first name and 2nd, 3rd and 5th letters of your family name are provided to the AIHW.

Letters of given name	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
	2 nd	3 rd				
Letters of family name	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
	2 nd	3 rd	5 th			
Sex	Male	<input type="radio"/>	1	Female	<input type="radio"/>	2

HOW IS THE ALPHA CODE USED?

The alpha code is combined with your sex and date of birth to create a statistical linkage key (SLK) — 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.

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:

- 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, third and fifth letters of the last name and the second and third letters of the first given name.

HOW A NAME BECOMES A STATISTICAL LINKAGE KEY (SLK)	
Name:	JOAN MURDOCH
+ Date of birth:	10 th December 1969
+ Sex:	2
= SLK:	OAURO101219692

- The client’s date of birth, sex and their alpha code is used by the AIHW to create a completely unidentifiable 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 SHS services on several occasions, a unique code for each client helps to ensure that the number of people in Australia who need and use SHS services can be counted accurately. By law, the AIHW cannot release any information that can be used to identify an individual – an unauthorised release of information is punishable by fine and/or imprisonment. This is outlined in Section 29 of the *Australian Institute of Health and Welfare Act 1987*.
- Section 29 of the *Australian Institute of Health and Welfare Act 1987* also ensures that unconfidentialised data from the AIHW database cannot be shared with other government or non-government organisations. Any information released to other persons or organisations will contain only statistical information that cannot identify individuals. Such information will only be used for statistical purposes and will not be used as a basis for any legal, administrative or other purposes.

Agency names will not be used

Data reports (apart from the one produced for the agency itself) will not identify individual agencies – a further measure to protect client confidentiality.

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.
- SHS collection data are kept secure at all times and forms are destroyed in relation to AIHW Forms Retention Policy.

6 Collection Forms

SHS information is collected in several ways. Specialist Homelessness agencies may use paper forms, electronic versions of these forms or one of a number of client management systems. This section describes only the paper forms and electronic versions of these forms used in the SHS collection.

Paper forms and electronic forms used in the SHS collection are:

Client Collection:

1. Initial Client Form
2. Ongoing Client Form
3. Resubmission Form

Unassisted Person Collection:

1. Unassisted Person Form

Use only original forms

When using paper forms to submit information for the SHS collection you **MUST** only use original printed forms. **DO NOT** photocopy forms to submit information to AIHW.

Each printed form has a unique number which is checked during scanning. Photocopied forms will be rejected during this scanning process.

If you require more forms please contact the AIHW on the hotline and request more forms.

Initial Client Form

The Initial Client Form is used to collect information about new clients. This form captures the initial information about a client at the time of presenting and any relevant information for the remainder of the first collection month.

The Initial Client Form collects:

- demographic information about the client
- the client's situation a week before presenting to the agency
- the client's situation at the time of presentation to the agency
- services and assistance provided during the first month of a client's support period
- the client's situation at the last service provision date during the collection month
- reason and outcome for the client if the support period ends in the initial month.

The Initial Client Form collects all information for the first collection month. The information is on one form if a client's support period starts and ends within the same calendar month.

Ongoing Client Form

The Ongoing Client Form captures information about clients in subsequent calendar months of a support period.

The Ongoing Client Form collects:

- services and assistance provided during the month
- the client's situation at the last service provision date during the month
- reason for ending support period and outcome for the client, if the client's support period ended during the month.

Resubmission Form

Agencies are able to resubmit any of the demographic information about the client collected in the first collection period.

This may occur when:

- not all information was available during the first month
- it was subsequently found that some information in the Initial Client Form was incorrect and needed to be corrected
- the client decided at a later date not to allow information to be passed to the AIHW.

Agencies are able to resubmit:

- demographic information about the client
- the client's situation a week before presenting to the agency
- the client's situation at the time of presentation to the agency.

If there is a resubmission to change initial information about an ongoing client an Ongoing Form needs to be completed for that collection period as well. The entire form must be completed for any resubmission.

Unassisted Person Form

The Unassisted Person Form is used to collect information about any person who approaches the agency for services but is not able to be provided with any services.

A separate record is required for each such person, including children.

Keeping a copy of the Initial Client Form

Agencies using paper forms should keep a copy of the information submitted in the Initial Client Form. Photocopying the completed forms is suggested.

Agencies using electronic forms should keep a copy of the file on their computer network.

The information you submit on the Initial Client Form will be required if you have to make a resubmission to change any of this information.

7 Completing and submitting SHS information

This section describes the process for completing and submitting the information for the SHS collection.

Who records the information?

You, as the worker in an agency, record information on the client. It is not appropriate for clients to complete a form on their own. This is because some of the items need explanation and you should use the definitions in this manual to help ascertain the correct information from the client.

For whom do you collect information?

- a) You collect client information for every person, including children, who receive a service from your agency.
- b) You collect Unassisted Persons information for every person, including children, who seek services from your agency but are not assisted.

Collecting information from a new client

You will normally record many items during your first meeting with the client. The assessment meeting is the ideal time to begin the data collection. If there is no assessment meeting, you should commence the data collection as soon as there is sufficient trust developed with the client to gather the required information.

The complete information may only be obtained through a series of meetings with the client. You might record the basic details (e.g. alpha code, sex and date of birth) at the time of first meeting with the client. Other information might be obtained as 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 which 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, 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 in the next month but they do not. In these cases you are still required to complete an Ongoing Form for that month. Mark on the Ongoing Form for the next month that the client's support period ended 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 status in the responses you give to relevant items on the ongoing client form for that collection month. For example, changed living arrangements, labour force status, income or educational arrangements.

If you need to update information submitted in the first month of a client's support period then you can submit a Resubmission Form with the new information. This includes a change about whether sensitive information can be provided 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.
- Record the Support Period ID of the presenting unit head as the Presenting Unit ID on the form of the new client(s). The presenting unit head CANNOT change and must be the same as determined for the initial presenting unit.
- Record the client's relationship to the presenting unit head and record the number of clients in the presenting unit. This number will include the new clients who have joined the presenting unit. This number does not need to be updated for other clients of the presenting unit.
- Do not change the information for any other client in the presenting unit.

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

- Complete the ongoing client form for that client, including the reason the support period ended. You do not need to do anything with respect to changing information on 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. Information for existing clients in the presenting unit does not need to be changed.

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 on the form refers to clients' circumstances and what 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 the client agreed to a case management plan and the extent to which case management goals were achieved from the perspective of workers at your agency.

Tips for completing paper forms

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

Circles

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

Boxes

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

The paper scanning process

Paper forms are scanned and the way you fill out the form affects the capacity of the scanner to interpret what is written on the form. To assist the scanning process please:

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

Completing alpha codes

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

Accuracy of date of birth

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

Accommodation errors

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

Support periods IDs

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

Support period ongoing

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

No extra information

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

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

Example of a correctly completed item:

9 What is the client's country of birth?

* Please cross one circle only

Australia 1101

Other country X

Don't know 0000

Not applicable 9999

If 'Other country' please specify

N	E	W	Z	E	A	L	A	N	D										

Returning completed forms to the AIHW

All completed forms should be sent to AIHW by the end of the next calendar month. For example, paper forms for the collection month of July should be submitted by 31 August. We then scan and process all forms, and upload the data to our database.

All forms should be sent using the reply paid envelopes provided. A Form Return Sheet with contact details must accompany forms to enable AIHW staff to contact agencies to resolve form errors. AIHW also needs to check that the number of included forms correlates with the Form Return Sheet.

Before mailing the forms to the AIHW please check that all forms have been fully completed. It is important that each form has your correct agency number, completed start and end dates for service during the collection month and support period dates as required.

Submitting data extracts to SHOR (Specialist Homelessness Online Reporting)

Your extract file should be uploaded to SHOR 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 SHOR 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. SHOR is ready to receive extracts for that collection month only once this information is checked and uploaded to SHOR.

You can check the Latest News on SHOR to see when you can submit your next extract – generally SHOR is ready by the 10th of the following month.

General Conventions

Client unwilling to provide information

Clients have the right to refuse to provide information for any item. In such cases mark 'Don't Know' (see below). This does not preclude you from providing any information which is collected from the agency's perspective.

'Don't know' responses

Some items allow 'Don't know' responses. This response should be used when you are unable to obtain the information required to complete this item. Reasons may include:

- client refuses to provide the information
- client cannot remember information
- you were unable to get the information from the client before having to send forms/extract to AIHW at the end of the 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 of Arrival.

When consent is 'No', all responses to items that require consent should be 'Not applicable' on paper forms.

8 Collection Management Information

Support Period ID

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

The Support Period ID is printed on the Initial Client Form and is unique to each individual Initial Client Form. The Support Period ID from a client's Initial Client Form will need to be entered onto any Ongoing Forms you complete for this client in the second, and any subsequent, month during the client's support period. Therefore it is important that you keep a record of the unique Support Period ID assigned to each client.

To assist you to keep record of Support Period IDs, a SHS Client Register Form is available for download from the AIHW web site.

If you are using SHIP or another client management system the Support Period ID is automatically generated and linked.

Agency ID

This is collected because:

- The Agency ID will be used to combine information on all the clients of a single Specialist Homelessness 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 AIHW.

How to complete

- Write your Agency ID (5 numbers and an alpha character) on the form.
- Do not put the name of your agency on the form.
- It is essential that you record your correct Agency ID on all forms, otherwise forms cannot be accepted and reports to your agency will not be accurate.

Further information

- Agency IDs are assigned and managed by your state or territory jurisdiction.
- When a new agency is created, the AIHW sends the agency a New Agency Starter Pack, which consists of SHS collection reference materials and advice on how to submit data for the SHS collection.

Collection Month

This is collected because:

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

How to complete

- Record the calendar month during which the information is collected using the MM YYYY format.
 - For example, if the form is completed for a client you are working with during September 2011, record as 09 2011.

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 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.
- Record the calendar date using the DD MM YYYY format.
 - For example 2nd September 2011, record as 02 09 2011.

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 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.
- In the date commenced boxes write the day, month and year using the DD MM YYYY format.
- If you are unsure about the exact date, please estimate as close as possible to the actual date.
- A support period can begin and end on the same day, or last for several months or even years.

Date support period commenced continued

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 new client

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 period

This is collected because:

- This indicates whether a form will be expected for this client next collection period or that a client's support period ended the previous month.
- This is important to enable 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.

Support period ongoing at the end of the collection period continued

- 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 (Q19) to complete the form.

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 period

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

No – support ended during the previous collection period

- The client was expected to return to receive further support this month but they did not show.
- Complete the reason support ended item (Q19) at the end of the Ongoing Client Form.

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

- Using the DD MM YYYY format write the day, month and year of the day 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

- Using the DD MM YYYY format write the day, month and year of the day 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.

9 Information about the client

Relating items to the forms

Most of the items described in this section will note the questions it refers to on the Initial Client Form and the Ongoing Form, where it is also included on this form. For example, 'Living arrangement of the client (Q23/Q9)' indicates this item is Q23 on the Initial Client Form and Q9 on the Ongoing Form.

Where an item only relates to a question on the Initial Client Form, there will only be one question number noted.

Use only original forms

When using paper forms to submit information for the SHS collection you **MUST** only use original printed forms. **DO NOT** photocopy forms to submit information to AIHW.

Each printed form has a unique number which is checked during scanning. Photocopied forms will be rejected during this scanning process.

If you require more forms please contact the AIHW on the hotline and request more forms.

Client's alpha code

This is collected because:

- This is a part of the Statistical Linkage Key (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.

How to complete

- Record the 2nd and 3rd letters of the client's given name and the 2nd, 3rd and 5th letters of their family name in the boxes provided.
- Do not record their whole name.
- Where the client first or family name is not long enough, fill in any remaining boxes with a '2'.
- Where part of the name is missing or unknown, fill in any missing boxes with a '9'.
- If a client refuses to give their name, fill in all boxes with '9's.

Example of 'Alpha Code' and 'Sex' for John Doe:

The image shows a form with three rows of input fields. The first row is labeled 'Letters of given name' and contains five boxes. The second and third boxes contain the letters 'O' and 'H' respectively, with '2nd' and '3rd' labels below them. The second row is labeled 'Letters of family name' and contains five boxes. The first, second, and third boxes contain the letters 'O', 'E', and '2' respectively, with '2nd', '3rd', and '5th' labels below them. The third row is labeled 'Sex' and contains two radio buttons. The first radio button is labeled 'Male' and has a checked box next to it, with the number '1' below it. The second radio button is labeled 'Female' and has an unchecked box next to it, with the number '2' below it.

Sex of client

This is collected because:

- This 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.
- This identifies the sex of the client. Sex is the distinction between male and female, as reported by the person or as determined by the agency worker. It is used to determine how many men and woman use Special Homelessness Services. Sex of the client can also be used in conjunction with Australian population data to determine whether there are enough services for men and women.

How to complete

- Asking the sex of the client is usually unnecessary and may be inappropriate, or even offensive. It usually a simple matter to infer the sex of the client through observation, their first name, or on the sex nominated by the client themselves.
- A person's sex may change during their lifetime as a result of procedures known alternatively as sex change, gender reassignment, transsexual surgery, transgender reassignment or sexual reassignment. Throughout the process, which may be over a considerable time, sex could be recorded as either male or female.

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.

How to complete

- Record the client's date of birth using DD MM YYYY format.
- If the day and/or month are unknown leave the DD and/or MM boxes 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 two years or less and estimate the year for anyone older than 2 years.
- Record how accurate the information for day/month/year are:
 - A – information is accurate
 - E – information is an estimate
 - U – information is unknown.
- 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 marked as 'A – 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 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.

How to complete

- Always complete a client record for the presenting unit head first.
- Record the Support Period ID of the presenting unit head as their own Presenting Unit ID, and also as the Presenting Unit ID of all other members of the presenting unit.
- The presenting unit head is the best person within the group to enable a description of the various relationships to other persons with whom he/she is presenting to request services. He/she is not considered to be more important than any other persons in the group.

Further information

The Presenting Unit head cannot change during the support period.

If there is a child(ren) under 18 years old present the presenting unit head is the spokesperson who is:

- the parent/guardian representing any child(ren) under 18 years old
- the most direct relation to any child(ren) if there is no parent/guardian present.

If there are no child(ren) under 18 years old 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 (Q1)

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 group can be formed.

How to complete

- After identifying the presenting unit head record the 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.

Step child

- The client is the step child 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.

Relationship to presenting unit head (Q1) continued

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 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.
- Include 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 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.

Number of people in presenting unit (Q2)

This is collected because:

- It is used to determine how many people are in the presenting group.
- It is used to check that information about all clients in the group has been completed.

How to complete

- Record the total number of clients in the presenting unit seeking homelessness specialist homelessness services together.
- Children who are clients are included in this total.
- Only include people who will receive a service from your agency, that is, clients.

Data requiring consent can be provided to AIHW

This is collected because:

- The SHS collection operates under strict protocols, which specify that clients have the right to:
 - be told why the collection is being conducted and how the information will be used
 - refuse to provide sensitive information for the collection without affecting their right to receive services.

How to complete

- Explain consent to the client using the information provided in Section 4 of this manual.
- Only the information from certain items will be used in reports if clients indicate that they do not wish to provide information to the AIHW.
- In some cases it may not be possible to discuss the collection with the client at the start of the support period (if, for example, they are in extreme crisis or under the influence of alcohol). However, the issue of consent may be raised later in the support period. A client can inform you of their decision concerning consent at any time during the support period.
- Even if clients refuse to provide information to the AIHW, many of the questions are still completed. If a client indicates that they refuse to provide information to the AIHW at first but changes his or her mind later on, you can change the answer to this item at any time to indicate the client's consent status. On the other hand, if a client decides to withdraw his or her consent, you can change this item to indicate this adjustment.
- You are required to complete a resubmission form each time you make any changes to this item.

Response definitions

Yes

- If information has been provided to the client about the recording of personal information and the client has not specifically stated that they refuse to provide information to the AIHW.

No

- If the client indicates that sensitive information is not to be provided to the AIHW.

Aboriginal or Torres Strait Islander origin (Q3)

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 of the client or their family background.
- It is strongly recommended that this question be asked directly wherever possible.

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 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 refuses to provide the information.

Not applicable

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

Further information

The following definition, commonly known as 'The Commonwealth Definition', was given in a High Court judgement 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.

Type of care arrangements—children under 18 years with a care or protection order (Q4)

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 years and is 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, for example 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 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 is reimbursed by the state/territory.
- Reimbursed means that the carers are paid some money to offset the costs of caring for a person.

Type of care arrangements—children under 18 years with a care or protection order (Q4) continued

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 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’.

Parent(s)

- The child is living with 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 years old.
- There is no consent for information to be provided to the AIHW.

Facilities/institutions the client has lived in during the last 12 months (Q5)

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 units whose primary role is disability support.

Rehabilitation facility

- Includes facilities that cater for drug and alcohol rehabilitation, but excludes rehabilitation in prisons and correctional facilities.

Adult correctional facility (prison)

- Includes those facilities whose main function 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 ever been diagnosed with a mental health issue by a health professional (Q6)

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, or community housing 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 to have a mental health condition by a health professional.
- If the client is aged less than 15 years old 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 years.

Time period a client has received services or assistance for a mental health issue (Q7)

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 provided

- 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 (Q6).
- You recorded 'Not applicable' for the previous question (Q6) because there is no consent for information to be provided to the AIHW or the question was not asked of a child under 15 years.

Any additional information, informal or formal, that indicates the client currently has a mental health issue (Q8)

This is collected because:

- It identifies the source of the information which indicates a client has a mental health issue at the beginning of/ during the support period.
- It enables identification of a mental health issue which may not have been formally diagnosed by a health professional and would otherwise not be reported.

Any additional information, informal or formal, that indicates the client currently has a mental health issue (Q8)

How to complete

- This relates to the client's situation at the beginning of the support period.
- This should be answered from the perspective of the agency worker.
- Only select one source. If there are number of sources of information you should mark the source you consider to be the most reliable source, 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 and schizophrenia, etc.
- 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, carers, friends, or others who know the client well, are concerned that he/she 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 (Q9)

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.
- Write the name of the country in the boxes provided.

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 (Q10)

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 one 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.

Source of formal referral to this agency (Q11)

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 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.

Reason(s) for seeking assistance (Q12)

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

Response definitions

Financial difficulties

- The client sought assistance because they had insufficient money 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.

Reason(s) for seeking assistance (Q12) continued

- The client is having difficulty meeting mortgage repayments, creating stress with general living expenses.

Housing crisis

- The client was formally evicted from her/his previous accommodation arrangement (for example, by a landlord or public housing official).
- The client was asked to leave their previous accommodation (for example, if the person was 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 breakup of a group home or rental property being sold by owner).

Time out from family/other situation

- The client needed some time away from her/his 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 abuse

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

Reason(s) for seeking assistance (Q12) continued

Problematic alcohol use

- The client sought assistance as a result of his/her 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.
- Include 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 etc.; bullying or harassment; unsafe employment conditions (i.e. health safety risks), or unfair or illegal workplace practices/conditions (i.e. 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 one-off instance or an ongoing gambling problem.

Transition from custodial arrangements

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

Transition from foster care and child safety residential placements

- Child safety placements include a range of services provided to children and young people under 18 years of age 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 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 (e.g. wet season flooding, bushfires).

Reason(s) for seeking assistance (Q12) continued

Disengagement with school or other education and training

- The client sought assistance for 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 has led them to seek agency support.

Other

- The client sought assistance for a reason not included above, for example:
 - as a result of his/her sexuality or sexual identification
 - the client 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 (Q13)

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

- In the boxes provided record the code relating to the reason which is the main cause of the client seeking assistance from your agency.
- The code is the number to the right hand side of the list of reasons in Q12.
- 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 what is their main reason for seeking assistance.
- If the client has given more than one reason 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 do not record the reason of the parent/guardian as this is usually not appropriate for the child. Record 'Other' and specify 'WITH PARENT' or 'WITH GUARDIAN'.

Episode(s) of homelessness before presenting to agency (Q14)

Episode of homelessness in last month (Q8 Ongoing form)

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 which have occurred in the last month AND in the last 12 months.
- You must select at least one response in each column.
- 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 (generally up to 3 months)
 - in emergency accommodation arranged in hotels, motels etc. 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.

Residential Address (Q15-18)

A series of questions are asked about:

- a) Where the client lived when they last had a permanent place to live.
- b) Where the client lived a week before their support period began.

Most recent residential address

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? (Q15)

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

- Mark 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.

How long since the client last had a permanent place to live? (Q15) continued

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 (Q16)

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.
- When using a paper form record the name within the write-in boxes provided.
- Record 'Overseas' if the last permanent place the client lived was not in Australia.
- Record 'Unknown' when the locality name or geographic area is not known.
- Record 'No fixed address' if the client has never had a permanent place to live.

Postcode (Q17)

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.
- Leave postcode blank:
 - if the address was overseas
 - if the address was unknown
 - if the client has never had a permanent place to live.

State or territory (Q18)

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

- Mark the state or territory of the suburb/town/locality where the client lived.
- Leave state or territory blank:
 - if the address was overseas
 - if the address was unknown
 - if the client has never had a permanent place to live.

Whether last permanent address was where the client resided last week (Q19)

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 Q16 – Q18.
- Leave Q20, Q21 and Q22 blank.

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 in Q20, Q21 and Q22.

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 (Q20)

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.
- 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.
- When using a paper form record the name within the write-in boxes provided.
- Record 'Overseas' if the client was not in Australia 7 days before the start of their support period.
- Record 'Unknown' when the locality name or geographic area is not known.
- Record 'No fixed address' if the client had no fixed address or was in non-conventional accommodation (sleeping rough).

Postcode (Q21)

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.
- Leave postcode blank:
 - if the address was overseas
 - if the address was unknown
 - if the client had no fixed address or was in non-conventional accommodation (sleeping rough).

State or territory (Q22)

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.

State or territory (Q22) continued

How to complete

- Mark the state or territory of the suburb/town/locality where the client resided 7 days before the start of their support period.
- Leave state or territory blank:
 - if the address was overseas
 - if the address was unknown
 - if the client had no fixed address or was in non-conventional accommodation (sleeping rough).

10 Client support information

- **The week before support period commences**
- **Start of the support period**
- **For each month service is ongoing**

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

- a) One week before the start of the support period.
- b) At the start of the support period.
- c) At the last service provision date of each month.

Relating items to the forms

Each of the items described in this section will note the questions it refers to on both the Initial Client Form and the Ongoing Form. For example, 'Living arrangement of the client (Q23/Q9)' indicates this item is Q23 on the Initial Client Form and Q9 on the Ongoing Form.

Living arrangement of the client (Q23/Q9)

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 which 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 which best describes their situation (i.e. if living with both parents you should record '*Couple with children*').

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.

Living arrangement of the client (Q23/Q9) continued

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 a 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 clients' housing status and their tenure – their legal right to occupy a dwelling. When reporting, this information can then be used to distinguish between primary, secondary and tertiary homelessness. It also identifies clients who are in stable accommodation.

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 'Examples of how to record living situations' on page 64 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 (Q24/Q10)

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 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

House/townhouse/flat

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

No dwelling/street/park/in the open

- Includes those people who are sleeping in public transport, e.g. riding on trains/buses etc. because they have no other option.

Emergency accommodation

- Includes night shelter/women's refuge/youth shelter.

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 units whose primary role is disability support.

Rehabilitation facility

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

Adult correctional facility

- Includes those facilities whose main role is to detain and rehabilitate adult prisoners, such as a prison.

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.

Type of residence/dwelling the client lived in (Q24/Q10) continued

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 (Q25/Q11)

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 residence/ dwelling that has been recorded for Q24/Q10.
- Type of tenure (the legal right to live in a residence or dwelling) 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' – the client is not paying rent. Record 'No tenure'.
- 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 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.

Client's tenure (Q25/Q11) continued

Renter-Community housing

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

Renter-Transitional housing

- A client renting accommodation provided through government funded agencies.
- 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 renting for emergency accommodation, a night shelter, a women's refuge or youth refuge.

Other renter

- A client renting for 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 in return.

Rent free-Transitional housing

- A client staying rent free at accommodation provided through government funded agencies.
- 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, a women's refuge or youth refuge.

Client's tenure (Q25/Q11) continued

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 his/her life but without the full rights of ownership and usually with limited or no equity in the dwelling. This is a common arrangement in retirement villages.

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 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, rehabilitation, adult correctional facility, youth/juvenile justice detention 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 64 for useful advice on how to record tenure for a number of different living situations.

Conditions of occupancy for client's dwelling (Q26/Q12)

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 (conditions of occupancy) that are attached to the client's legal right (the client's tenure) to live in the residence/dwelling the client has been living in. This is the residence/dwelling that has been recorded for Q24/Q10.
- If the response to Q25/Q11 is no tenure and the client is not a 'Couch Surfer' or 'Living with a relative rent 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 '*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 a 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 - named on lease

- A client who is renting and is listed on the contract for the lease.
- A client having 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 nominated 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.

Conditions of occupancy for client's dwelling (Q26/Q12) continued

Boarder

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

Living with relative rent 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 hospital, psychiatric hospital/unit, disability support, rehabilitation, 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 next page 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 that your clients might be living in.

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

Labour force status of the client (Q27/Q13)

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 less than 15 years mark '*Not applicable*'.
- The reference week is the week before the reference date (a week before the start of the support period, the start of the support period or the last service date each month).

Response definitions

Employed

- Includes clients aged 15 years and over who during the reference week:
 - a) Worked for one 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').
 - b) Worked for one hour or more without pay in a family business or on a farm (i.e. 'Contributing Family Worker'.)
 - c) Were 'Employees' who had a job but were not at work and were:
 - on paid leave
 - on leave without pay, for less than four 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 four 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.
 - d) 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 who are aged 15 years and over, were not employed, and:
 - a) Had actively looked for full-time or part-time work at any time in the four 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 (i.e. lasting for less than four weeks to the end of the reference week).
 - b) Were waiting to start a new job within four weeks from the end of the reference week and would have started in the reference week if the job had been available then.

Labour force status of the client (Q27/Q13) continued

- c) 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 four 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 years 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, gaols, sanatoriums etc.), trainee teachers, members of contemplative religious orders, and whose only activity during the reference week was jury service or unpaid voluntary work for a charitable organisation.

Don't know

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

Not applicable

- The client is aged less than 15 years.

Whether worked full time or part time (Q28/Q14)

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 socio-economic 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 status is/was '*Employed*'.
- If the client was not employed or aged less than 15 years 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.

Whether worked full time or part time (Q28/Q14) continued

Don't know

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

Not applicable

- The client is aged less than 15 years.
- The client was not employed.

Client's source of income (Q29/Q15)

This is collected because:

- It is an indicator of 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 only the main source of income.
- Do not include income in kind e.g. barter for goods or services.
- If the client is aged less than 15 years old only complete this question if you, the agency worker, think it appropriate.
- If this question is not asked of a person aged less than 15 years old, mark '*Nil income*'.

Response definitions

Government pensions and allowances

Newstart

- Australian government payment for unemployed aged 21 years and over but under Age Pension age.

Parenting Payment

- Australian government payment to a parent, grandparent, foster carer who is supporting at least one child.
- Only paid to one member of a couple.
- When the youngest child is aged 6 years or over, the parent must enter into an Employment Pathway Plan allowing participation in a broad range of activities.

Disability Support Pension (Centrelink)

- Australian government payment to people aged 16 years 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 two years due to their impairment.
- Also made to people 16 years and over but under Age Pension age, who are permanently blind.

Youth Allowance

- Australian government payments to young people including students and those looking for work. This includes full-time students 16–24 years or unemployed people

Client's source of income (Q29/Q15) continued

aged under 21 years who are undertaking job search or a combination of approved activities.

- Some people aged 15 years 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.
- *ABSTUDY* refers to an Australian government payment paid to people of Australian Aboriginal or Torres Strait Islander descent aged 14 years or more and studying or undertaking a full-time Australian Apprenticeship.

Disability Pension (DVA)

- Department of Veteran's Affairs disability pension, which is a tax-free benefit paid to Australian veterans who have had an illness or injury accepted by DVA as being caused by their service.
- The rate of disability pension payable depends on how severe the illness or injury is. Veterans who are unable to work solely because of the effects of their service related disabilities may be paid pension at the Special Rate (also known as 'T&PI').

Service Pension (DVA)

- Department of Veteran's Affairs pension paid to eligible veterans on the grounds of age or invalidity, and to eligible partners, widows and widowers.
- Subject to an income and assets test.
- Paid to veterans earlier than the Age Pension paid by Centrelink.
- The invalidity service pension may be granted at any age before the person turns Age Pension age.
- Eligible veterans include Australian Veterans, Commonwealth Veterans, Allied Veterans, Australian Mariners and Allied Mariners.

War Widow(er)'s Pension (Including income support supplement) (DVA)

- Department of Veteran's Affairs pension or supplement paid to the partners of deceased veterans who had been receiving Special Rate pension, Extreme Disablement Adjustment, or were former prisoners of war, or whose deaths have been accepted as service related. Pension can also be paid to dependent children of deceased veterans.
- Income support supplement (ISS) provides a regular income additional to the war widow's pension for Australian war widows and widowers with limited means. It is also subject to an income and assets test.

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.

Client's source of income (Q29/Q15) continued

Carer Allowance

- A supplementary payment for carers, including for most recipients of 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 he/she cares for.
- There are two categories of Carer Payment – Carer Payment (Child) – caring for a person under 16 years and Carer Payment (Adult) – caring for a person 16 years or older. 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

- 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

- 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 and annuities etc.

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 less than 15 years old.

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 (Q30/Q16)

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.

How to complete

- This question is only asked of those clients aged 15 years or over who answered that they had '*Nil income*' as their source of income.
- If a client reported a source of income then record '*Not applicable*'.
- If a client is less than 15 years 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 reported a source of income
- If the client is less than 15 years.

Client undertaking formal study or training (Q31/Q17)

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 are important outcomes 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 of training.

Type of education/training the client is enrolled in (Q32/Q18)

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 client is undertaking formal study or training.
- Record '*Not applicable*' if 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 January 1 to December 31, 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 New 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 January 1 to December 31, 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 New Year.
- Includes undertaking secondary school education at a TAFE.

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 are 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, i.e. non-award study (including post-school options).

Type of education/training the client is enrolled in (Q32/Q18) continued

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 (Q33)

This is collected because:

- This 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 4–18 years.
- If the client is aged less than 4 years, or is aged 4 years and has not started schooling yet, mark '*Not applicable*'.
- If the client is aged over 18 years or has completed secondary schooling, mark '*Not applicable*'.

Response definitions

Enrolled and attending school

- Client is enrolled in school and regularly attends school.

Enrolled in school but not always attending

- 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.
- May also refer to 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 years 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.

School enrolment and attendance status (Q33) continued

Not applicable

- The client is aged less than 4 years or is 4 years old and has not started schooling yet.
- The client is aged over 18 years or has completed secondary schooling.
- Client information collected for each month service is ongoing.

Relating items to the forms

Items described in this section will have the same question number on both the Initial Client Form and the Ongoing Form.

Services and Assistance (Q1)

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.
- It 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 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.
- 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.

Services and Assistance (Q1) continued

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

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.
- Only select 'Provided' if accommodation was provided or paid for by your specialist homelessness service. Complete the 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. Complete accommodation dates.

Long term housing

- 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. 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, e.g. Centrepay.
- Also includes mediation with housemates and/or neighbours, and advocacy and liaison with housing agencies, landlords or real estate agents etc.

Services and Assistance (Q1) continued: Housing /accommodation

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

A specific service type is not available to record assistance to obtain housing or accommodation in the SHS collection. This is because general assistance to obtain housing or accommodation is the fundamental role of SHS 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'.

GENERAL ASSISTANCE AND SUPPORT

Assertive outreach

- 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.
- Workers might visit clients in a boarding house, an inner city homelessness agency, a coffee shop, a park bench, or any other place that the client may be located.
- 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 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.

Services and Assistance (Q1) continued – General assistance and support

Financial information

- Informal discussions aimed at helping the client to understand their financial affairs and raise awareness of some options to address 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 Specialist Services section).

Material aid/brokerage

- Money given to or on behalf of the client for bond/rent/transport etc. 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

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

Assistance for domestic/family violence

- One-to-one discussion or group sessions with the client, usually provided on more than one occasion, focused around violence inflicted on the client by a family member.
- Includes referring the client for counselling to a domestic violence support group, or specialised DV support service.
- Note: Exclude children if not the victim themselves. (Include in '*Assistance for trauma*' if counselling required).

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 which 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.
- Exclude 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 with challenging social/behavioural problems

- Assistance with managing behaviour that is disruptive and/or verbally or physically harmful to other people or animals.
- Includes assistance for children's behavioural problems and may include teaching social skills (i.e. 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.

Services and Assistance (Q1) continued – General assistance and support

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* 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.
- Include 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

- Workers' time to assist with clients' 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 etc.
- Excludes liaison with schools on behalf of a child – include this in next category.

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 children'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.

Services and Assistance (Q1) continued– General assistance and support

Meals

- Actual provision of food for the client.
- Exclude money or vouchers to purchase food as this should be included under the category *Material aid/brokerage*.

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.
- Exclude money for a tram, train or bus – should be included under the category *Material aid/brokerage*.

Other basic assistance

- Other support that is not specialised and is not listed in the categories above.

SPECIALISED 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.

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.
- Include the statutory Child Protection Service and Placement Service for children who are unable to live at home.

Parenting skills education

- Refers to teaching skills to care for children, such as 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 services 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.

Services and Assistance (Q1) continued – Specialised services

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 advisor 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 (Q2)

This is collected because:

- It records dates you provided accommodation to a client.

How to complete

- Record all the accommodation provided during this reporting period (calendar month).
- On paper forms record dates according to the number of nights for which accommodation was provided. For example, if a client entered accommodation on the 3rd and left on the 4th then only record the one night they spend in the accommodation – the night of the 3rd.
- In SHIP 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.
- On paper forms, when the client is accommodated for the entire month, mark the 'Whole month' box.

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, 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.

Long term housing

- 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.

Dates accommodation was provided (Q2) continued

- 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 (Q3)

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 this 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 on each client form, if possible. If it is not possible to split this amount record the whole amount only on one client's form.
- Record the amount in whole Australian dollars.

Response definitions

Payment for short term or emergency accommodation

- Includes emergency accommodation your agency arranged and paid for in places such as hotels, motels, 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.

Type and amount of financial assistance provided to the client (Q3) continued

Payments 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 include payments to access specialist 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 (Q5)

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 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 (Q6)

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 (Q7)

This is collected because:

It is important to identify whether your client has a case management plan or support agreement in place for the client because this information, along with other information, is used to understand how a client's circumstances change with support.

How to complete this question

- 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.

Response definitions

Not at all

- No case management goals were achieved.

Extent to which the client's case management goals achieved (Q7) continued

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.

Client information for the end of the support period

Q19 below is the only question that is asked specifically about the end of a client's support period.

As outlined in Section 4, at the end of the support period the other information you have collected about your client is used to understand what your client's circumstances are once you have finished supporting them. Therefore it is important that the information you have recorded about a client at the end of their support period reflects what the clients' situation is after support has ended.

At the end of the support period check that the following information about your client is an accurate reflection of your client after support has ended (the first night they are not receiving your support).

- care or protection order arrangements that may have been in place for a child under the age of 18 years
- whether a case management plan was in place
- reason for no case management plan
- extent client management goals achieved
- episodes of homelessness in the last month
- living arrangements
- type of residence/dwelling lived in
- tenure
- conditions of occupancy of dwelling
- labour force status
- full-time/part-time employment
- income
- government benefit/pension
- study/training
- type of education/training
- reason the support period ended.

Reason the support period ended (Q19)

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 is referred to another Specialist Homelessness agency or to another SHS program within the same organisation/agency that has a different agency id

Client referred to a mainstream agency

- The client is 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 has 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.

Reason the support period ended (Q19) continued

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 he/she was 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.

11 Unassisted Person Form

Unassisted person definition

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

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

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

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

Use only original forms

Agencies using paper forms to submit information for the SHS collection MUST only use original printed forms. DO NOT photocopy forms.

Forms submitted to the AIHW will be scanned and photocopied forms will not be able to be scanned.

If you require more forms please contact the AIHW on the hotline and request more forms.

SHIP users: Always create a new record. Do not modify a record from a previous collection period.

Unassisted Person ID

The Unassisted Person ID is printed on the Unassisted Person Form and is unique to each individual form.

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 AIHW.

How to complete

- Write your Agency ID (5 numbers and an alpha character) on the form.
- Do not put the name of your agency on the form.

Agency ID continued

- It is essential that you record your correct Agency ID on all forms, otherwise forms cannot be accepted and reports to your agency will not be accurate.

Further information

- Agency IDs are assigned and managed by your state or territory jurisdiction.
- When a new agency is created, the AIHW sends the agency a New Agency Starter Pack, which consists of SHS collection reference materials and advice on how to submit data for the SHS collection.

Collection Month

This is collected because:

- The SHS collection 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.

How to complete

- Record the calendar month during which the information is collected using the MM YYYY format.
 - For example, if the form is completed for a client you are working with during September 2011, record as 09 2011.

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.
- Record the calendar date using the DD MM YYYY format.
 - For example 2nd September 2011, record as 02 09 2011.

Person's alpha code

This is collected because:

- This is a 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.

Person's alpha code continued

How to complete

- Record the 2nd and 3rd letters of the client's given name and the 2nd, 3rd and 5th letters of their family name in the boxes provided.
- Do not record their whole name.
- Where the client's first or family name is not long enough, fill in any remaining boxes with a '2'.
- Where part of the name is missing or unknown, fill in any missing boxes with a '9'.
- If a client refuses to give their name, fill in all boxes with '9's.

Sex of the person

This is collected because:

- This identifies the sex of the person. Sex is the distinction between male and female, as reported by the person or as determined by the agency worker. It is used to determine how many men and woman request assistance from Specialist Homelessness Services.
- Sex of the person can also be used in conjunction with Australian population data to determine whether there are enough services for men and women.
- This is a 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

- Asking the sex of the person is usually unnecessary and may be inappropriate, or even offensive. It usually a simple matter to infer the sex of the person through observation, their first name, or on the sex nominated by the person themselves.
- A person's sex may change during their lifetime as a result of procedures known alternatively as sex change, gender reassignment, transsexual surgery, transgender reassignment or sexual reassignment. Throughout the process, which may be over a considerable time, sex could be recorded as either male or female.

Date of birth

This is collected because:

- Date of birth is also 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.
- The age of the person is very important in any analysis of data about homelessness.

How to complete

- Record the person's date of birth using DD MM YYYY format.
- If the day and/or month is unknown leave the DD and/or MM boxes blank.

Date of birth continued

- 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 two years or less and estimate the year for anyone older than 2 years.
- Record how accurate the information for day/month/year are:
 - A – information is accurate
 - E – information is an estimate
 - U – information is unknown.
- 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 marked as ‘A – 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.

How to complete

- Record the Unassisted Person ID of the presenting unit head on all forms for the presenting unit.

Further information

If there is a child(ren) under 18 years old present the presenting unit head is the spokesperson who is:

- the parent/guardian representing any child(ren) under 18 years old
- the most direct relation to any child(ren) if there is no parent/guardian present.

If there are no child(ren) under 18 years old 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 (Q1)

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.

Step child

- The person is the step child 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.

Relationship to presenting unit head (Q1) continued

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.
- Include 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.

Number of people in presenting unit (Q2)

This is collected because:

- It is used to determine how many people are in the presenting group.
- It is used to check that information about all persons in the group has been completed.

How to complete

- Record the total number of people in the presenting unit seeking homelessness specialist homelessness services together.
- Children are included in this total.
- Do not count a group member for whom you did not create an unassisted person record.

Whether first request for services on this date (Q3)

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 data 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'.

Whether first request for services on this date (Q3) continued

Response definitions

'Yes'

- This is the first request for services made by a person to any Specialist Homelessness agency on that date.

'No'

- This is not the first request for services made by a person to any Specialist Homelessness agency on that 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 that date.

Service(s) requested (Q4)

This is collected because:

- It indicates the type of services which are requested and enables analysis of the types of services which were not able to be provided to persons.

How to complete

- Record the category which best describes the types of services which 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 etc. 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 (i.e. prevent foreclosure on a mortgage, assistance with rental arrears etc.).

General assistance and support

- A wide range of support provided by an agency worker that it 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 the SHS Client form, Question 47. Services and Assistance).

Service(s) requested (Q4) continued

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.

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 are not provided to the person.

Response definitions

Person did not accept service

- The person did not accept the service which was offered to them.

Person wanted different services

- The person wanted different services from which are 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 which 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 these 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.

Reason(s) services not provided continued

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 prevents 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.

12 Further information

Where to go for information:

Specialist Homelessness Services collection website at AIHW:

www.aihw.gov.au/shsc

AIHW Hotline:

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

Hotline can advise and assist with:

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

SHIP Support :

- Email: ship-support@infoxchange.net.au
- Phone: 1800 627 191
- Open 9am to 6pm weekdays (AEST/AEDT)

Information to include when contacting the AIHW Hotline:

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

Appendix: Sample collection forms



INITIAL CLIENT FORM

July 2011 – June 2012

Support Period ID

Specialist Homelessness Services collection

Agency ID

Collection month

M M / Y Y Y Y

Date assistance requested

D D / M M / Y Y Y Y

Date support period commenced

D D / M M / Y Y Y Y

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 with 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	

Sex

Male 1 Female 2

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 the boxes provided:

- A if details are accurate
- E if details are estimated
- U if details are unknown

Date of birth

D D / M M / Y Y Y Y

Accuracy of date of birth (A,E,U)

Day Month Year

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 PU 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; If no children are present, the presenting unit head is the spouse/partner, or the spokesperson of the group who is related in some way to the client.

Presenting Unit ID

1 What is the client'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?



Data requiring consent can be provided to AIHW

Yes 1 No 2

Only answer the questions on this page if consent data can be provided to AIHW

3 Is the client of Aboriginal or Torres Strait Islander origin?

* **Please 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?

* **Please cross one circle only in each column**

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

5 Has the client been in any of the following facilities/institutions in the last 12 months?

* **Please 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)?

* **Please 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?

* **Please 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?

* **Please 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?

* **Please cross one circle only**

- Australia 1101
- Other country
- Don't know 0000
- Not applicable 9999

If 'Other country' please specify



10 What year did the client first arrive in Australia?

Enter year of arrival OR don't know OR not applicable

Y	Y	Y	Y
---	---	---	---

Don't know 9999
Not applicable 0000

11 What was the client's source of formal referral to this agency?

Please cross one circle only

- Specialist Homelessness Agency/outreach worker 1
- Telephone/crisis referral agency 2
- Centrelink or employment services case worker 3
- Child protection agency 4
- Family and child support agency 5
- Hospital 6
- Mental health service 7
- Disability support service 8
- Drug and alcohol service 9
- Aged care service 10
- Social housing 11
- Youth or juvenile justice correctional centre 12
- Adult correctional facility 13
- Legal unit (including Legal Aid) 14
- School/other education institution 15
- Police 16
- Courts 17
- Immigration department or asylum seeker/refugee support service 18
- Other agency (government or non-government) 19
- Family and/or friends 20
- Other 21
- No formal referral 88
- Don't know 99

12 What reasons does the client report for seeking assistance?

Please cross as many boxes as apply

- Financial difficulties 1
- Housing affordability stress (e.g. rent too high) 2
- Housing crisis (e.g. recently evicted) 3
- Inadequate or inappropriate dwelling conditions 4
- Previous accommodation ended 5
- Time out from family/other situation 6
- Relationship/family breakdown 7
- Sexual abuse 8
- Domestic and family violence 9
- Non-family violence 10
- Mental health issues 11
- Medical issues 12
- Problematic drug or substance use 13
- Problematic alcohol use 14
- Employment difficulties 15
- Unemployment 16
- Problematic gambling 17
- Transition from custodial arrangements 18
- Transition from foster care/child safety residential placements 19
- Transition from other care arrangements 20
- Discrimination including racial and sexual discrimination 21
- Itinerant 22
- Unable to return home due to environmental reasons 23
- Disengagement with school or other education and training 24
- Lack of family and/or community support 25
- Other 26
- Don't know 99

If 'Other' please specify

13 Of these reasons, which does the client report as being the main reason for seeking assistance?

Use codes from Question 12

--	--

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

Please cross as many boxes as apply

In last month	In last 12 months
---------------	-------------------

- 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

Questions 15 – 18 refer to the client's most recent residential address, where they had a permanent place to live

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

Please cross one circle only

- Less than 1 week ago 1
- 1 week to 1 month ago 2
- More than 1 month, to 6 months ago 3
- More than 6 months, to 1 year ago 4
- More than 1 year, to 5 years ago 5
- More than 5 years ago 6
- Don't know 99
- Not applicable 0

16 What was the suburb/town/locality name, where the client last had a permanent place to live?

17 What was the postcode where the client last had a permanent place to live?

--	--	--	--	--	--	--	--	--	--

18 What was the State or Territory where the client last had a permanent place to live?

Please cross one circle only

- New South Wales 1
- Victoria 2
- Queensland 3
- South Australia 4
- Western Australia 5
- Tasmania 6
- Northern Territory 7
- Australian Capital Territory 8
- Other Territories (Cocos (Keeling) Islands, Christmas Island and Jervis Bay Territory) 9
- Don't know 99

Questions 19 – 22 refer to the clients most recent residential address, where they were living last week

19 Was the client's last permanent address also where they were residing last week?

- Yes 1 ⇒ GO TO Q23
- No 2
- Don't know 99

20 What was the suburb/town/locality name, where the client resided last week?

21 What was the postcode where the client resided last week?

--	--	--	--	--	--

22 What was the State or Territory where the client resided last week?

Please cross one circle only

- New South Wales 1
- Victoria 2
- Queensland 3
- South Australia 4
- Western Australia 5
- Tasmania 6
- Northern Territory 7
- Australian Capital Territory 8
- Other Territories (Cocos (Keeling) Islands, Christmas Island and Jervis Bay Territory) 9
- Don't know 99

23 What were the living arrangements of the client?

Please cross one circle only in each column

- | | Week before | When presenting |
|----------------------------|-----------------------|--------------------------|
| Lone person | <input type="radio"/> | <input type="radio"/> 1 |
| One parent with child(ren) | <input type="radio"/> | <input type="radio"/> 2 |
| Couple with child(ren) | <input type="radio"/> | <input type="radio"/> 3 |
| Couple without child(ren) | <input type="radio"/> | <input type="radio"/> 4 |
| Other family | <input type="radio"/> | <input type="radio"/> 5 |
| Group | <input type="radio"/> | <input type="radio"/> 6 |
| Don't know | <input type="radio"/> | <input type="radio"/> 99 |

24 In what type of residence/dwelling did the client live?

Please cross one circle only in each column

	Week before	When presenting
House/townhouse/flat	<input type="radio"/>	<input type="radio"/> 1
Caravan	<input type="radio"/>	<input type="radio"/> 2
Tent	<input type="radio"/>	<input type="radio"/> 3
Cabin	<input type="radio"/>	<input type="radio"/> 4
Boat	<input type="radio"/>	<input type="radio"/> 5
Improvised building/dwelling	<input type="radio"/>	<input type="radio"/> 6
No dwelling/street/park/in the open	<input type="radio"/>	<input type="radio"/> 7
Motor vehicle	<input type="radio"/>	<input type="radio"/> 8
Boarding/rooming house	<input type="radio"/>	<input type="radio"/> 9
Emergency accommodation	<input type="radio"/>	<input type="radio"/> 10
Hotel/motel/bed and breakfast	<input type="radio"/>	<input type="radio"/> 11
Hospital (excluding psychiatric)	<input type="radio"/>	<input type="radio"/> 12
Psychiatric hospital/unit	<input type="radio"/>	<input type="radio"/> 13
Disability support	<input type="radio"/>	<input type="radio"/> 14
Rehabilitation	<input type="radio"/>	<input type="radio"/> 15
Adult correctional facility	<input type="radio"/>	<input type="radio"/> 16
Youth/juvenile justice detention centre	<input type="radio"/>	<input type="radio"/> 17
Boarding school/residential college	<input type="radio"/>	<input type="radio"/> 18
Aged care facility	<input type="radio"/>	<input type="radio"/> 19
Immigration detention centre	<input type="radio"/>	<input type="radio"/> 20
Other	<input type="radio"/>	<input type="radio"/> 21
Don't know	<input type="radio"/>	<input type="radio"/> 99

25 Which of the following best describes the client's tenure?

Please 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 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

26 What were the conditions of occupancy for the client's dwelling?

Please 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

27 If the client is 15 or over, what was their labour force status?

Please 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	<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

28 If the client is 15 or over, what was the employment (full/part time) status?

Please 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"/> 3
Not applicable	<input type="radio"/>	<input type="radio"/> 99

29 Which of the following best describes the client's main source of income?

Please cross one circle only in each column

Government pensions and allowances

	Week before	When presenting
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
Disability pension (DVA)	<input type="radio"/>	<input type="radio"/> 7
Service pension (DVA)	<input type="radio"/>	<input type="radio"/> 8
War widow(er's) Pension (Including income support supplement) (DVA)	<input type="radio"/>	<input type="radio"/> 9
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

Other sources of income

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

30 Was the client currently registered for a government benefit, pension or allowance, but awaiting their first payment?

Please 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

31 Was the client undertaking formal study or training (e.g. school, university or vocational studies such as TAFE)?

Please 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

32 What type of education/training was the client enrolled in?

Please 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

33 What was the school enrolment and attendance status when the client presented for service?

Please cross one circle only

Enrolled and attending school	<input type="radio"/> 1
Enrolled in school but not always attending	<input type="radio"/> 2
Enrolled in school but not attending	<input type="radio"/> 3
Enrolled in school but waiting to commence	<input type="radio"/> 4
Home schooled	<input type="radio"/> 5
Neither enrolled nor home schooled	<input type="radio"/> 6
Don't know	<input type="radio"/> 99
Not applicable	<input type="radio"/> 0



NOTE

The following section of the form relates to service provided during this collection month and the client's status at the last service provision date of this collection month or end of support period.

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

Yes – ongoing support

1

No – support ended during the 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 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 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.

Questions 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

Please cross as many boxes as apply

	Needs Identified	Provided	Referral Arranged	
Housing/accommodation				1
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
General assistance and support				6
Assertive outreach	<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
Assistance for domestic/family violence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	14
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
Specialised services				33
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 assistance	<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

Dates 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

Dates 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

Dates 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"/>
Payment for establishing/maintaining a tenancy	\$	<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"/>
Payment for accessing external specialist services	\$	<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"/>

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
- 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?

Please cross one circle only

- Yes 1
 No 2

6 What is the reason that no case management plan existed for this client?

Please 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

7 To what extent were the client's case management plan goals achieved?

Please 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?

Please 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

9 What were the living arrangements of the client?

Please 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

10 In what type of residence/dwelling did the client live?

Please 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

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 clients 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 3
- Not applicable 99

15 Which of the following best describes the client's 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
- Disability pension (DVA) 7
- Service pension (DVA) 8
- War widow(er's) pension (Including income support supplement) (DVA) 9
- 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
- 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 7 of this form before submitting.





Australian Government

Australian Institute of Health and Welfare

ONGOING CLIENT FORM

July 2011 – June 2012

Support Period ID

Input boxes for Support Period ID

Specialist Homelessness Services collection

Agency ID

Input boxes for Agency ID

Collection month

Input boxes for Collection month (MM/YY)

Initial date support period commenced

Input boxes for Initial date support period commenced (DD/MM/YY)

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

Do not answer any questions other than Q19 if 'support ended during previous collection month'

First day of service provided to client in this collection month

Input boxes for First day of service (DD/MM/YY)

Last day of service provided to client in this collection month

Input boxes for Last day of service (DD/MM/YY)

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 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.

Questions 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

Please cross as many boxes as apply

	Needs Identified	Provided	Referral Arranged	
Housing/accommodation				1
Short term or emergency accommodation				1
Medium term/transitional housing				2
Long-term housing				3
Assistance to sustain tenancy or prevent tenancy failure or eviction				4
Assistance to prevent foreclosures or for mortgage arrears				5
General assistance and support				6
Assertive outreach				6
Assistance to obtain/maintain government allowance				7
Employment assistance				8
Training assistance				9
Educational assistance				10
Financial information				11
Material aid/brokerage				12
Assistance for incest/sexual assault				13
Assistance for domestic/family violence				14
Family/relationship assistance				15
Assistance for trauma				16
Assistance with challenging social/behavioural problems				17
Living skills/personal development				18
Legal information				19
Court support				20
Advice/Information				21
Retrieval/storage/removal of personal belongings				22
Advocacy/liaison on behalf of client				23
School liaison				24
Child care				25
Structured play/skills development				26
Child contact and residence arrangements				27
Meals				28
Laundry/Shower facilities				29
Recreation				30
Transport				31
Other basic assistance				32
Specialised services				33
Child protection services				33
Parenting skills education				34
Child specific specialist counselling services				35
Psychological services				36
Psychiatric services				37
Mental health services				38
Pregnancy assistance				39
Family planning assistance				40
Physical disability services				41
Intellectual disability services				42
Health/medical services				43
Professional legal services				44
Financial advice and counselling				45
Counselling for problem gambling				46
Drug/alcohol counselling				47
Specialist counselling services				48
Interpreter services				49
Assistance with immigration services				50
Culturally specific services				51
Assistance to connect culturally				52
Other specialised services				53

SAMPLE



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

Dates 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

Dates 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

Dates 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
- 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?

Please cross one circle only

Yes 1

No 2

6 What is the reason that no case management plan existed for this client?

Please 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

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

7 To what extent were the client's case management plan goals achieved?

Please 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?

Please 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

9 What were the living arrangements of the client?

Please 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

10 In what type of residence/dwelling did the client live?

Please 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

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 clients 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 3
- Not applicable 99

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
- Disability pension (DVA) 7
- Service pension (DVA) 8
- War widow(er's) pension (Including income support supplement) (DVA) 9
- 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
- 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 the first page of this form before submitting.



RESUBMISSION FORM

July 2011 – June 2012

Support Period ID

--	--	--	--	--	--	--	--

Agency ID

--	--	--	--	--	--	--	--

Original collection month

M	M	/	Y	Y	Y	Y

Original date assistance requested

D	D	/	M	M	/	Y	Y	Y	Y

Original date support period commenced

D	D	/	M	M	/	Y	Y	Y	Y

Is the client new to this agency? Yes 1 No 2 Not sure 3

Specialist Homelessness Services collection

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			

Sex

Male 1 Female 2

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 the boxes provided:

- A if details are accurate
- E if details are estimated
- U if details are unknown

Date of birth

D	D	/	M	M	/	Y	Y	Y	Y

Accuracy of date of birth (A,E,U)

Day	Month	Year

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 PU 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; If no children are present, the presenting unit head is the spouse/partner, or the spokesperson of the group who is related in some way to the client.

Presenting Unit ID

--	--	--	--	--	--	--	--

1 What is the client'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?

--	--



Data requiring consent can be provided to AIHW

Yes 1 No 2

Only answer the questions on this page if consent data can be provided to AIHW

3 Is the client of Aboriginal or Torres Strait Islander origin?

* **Please 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?

* **Please cross one circle only in each column**

- | | Week before | When presenting |
|--|-----------------------|-----------------------|
| Residential care | <input type="radio"/> | <input type="radio"/> |
| Family group home | <input type="radio"/> | <input type="radio"/> |
| Relatives/kin/friends who are reimbursed | <input type="radio"/> | <input type="radio"/> |
| Foster care | <input type="radio"/> | <input type="radio"/> |
| Other home-based care (reimbursed) | <input type="radio"/> | <input type="radio"/> |
| Relatives/kin/friends who are not reimbursed | <input type="radio"/> | <input type="radio"/> |
| Independent living | <input type="radio"/> | <input type="radio"/> |
| Other living arrangements | <input type="radio"/> | <input type="radio"/> |
| Parents | <input type="radio"/> | <input type="radio"/> |
| Don't know | <input type="radio"/> | <input type="radio"/> |
| Not applicable | <input type="radio"/> | <input type="radio"/> |

5 Has the client been in any of the following facilities/institutions in the last 12 months?

* **Please 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)?

* **Please 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?

* **Please 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?

* **Please 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?

* **Please cross one circle only**

- Australia 1101
- Other country
- Don't know 0000
- Not applicable 9999

If 'Other country' please specify

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>



10 What year did the client first arrive in Australia?

Enter year of arrival OR don't know OR not applicable

Y	Y	Y	Y
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Don't know 9999

Not applicable 0000

11 What was the client's source of formal referral to this agency?

Please cross one circle only

Specialist Homelessness Agency/outreach worker 1

Telephone/crisis referral agency 2

Centrelink or employment services case worker 3

Child protection agency 4

Family and child support agency 5

Hospital 6

Mental health service 7

Disability support service 8

Drug and alcohol service 9

Aged care service 10

Social housing 11

Youth or juvenile justice correctional centre 12

Adult correctional facility 13

Legal unit (including Legal Aid) 14

School/other education institution 15

Police 16

Courts 17

Immigration department or asylum seeker/refugee support service 18

Other agency (government or non-government) 19

Family and/or friends 20

Other 21

No formal referral 88

Don't know 99

12 What reasons does the client report for seeking assistance?

Please cross as many boxes as apply

Financial difficulties 1

Housing affordability stress (e.g. rent too high) 2

Housing crisis (e.g. recently evicted) 3

Inadequate or inappropriate dwelling conditions 4

Previous accommodation ended 5

Time out from family/other situation 6

Relationship/family breakdown 7

Sexual abuse 8

Domestic and family violence 9

Non-family violence 10

Mental health issues 11

Medical issues 12

Problematic drug or substance use 13

Problematic alcohol use 14

Employment difficulties 15

Unemployment 16

Problematic gambling 17

Transition from custodial arrangements 18

Transition from foster care/child safety residential placements 19

Transition from other care arrangements 20

Discrimination including racial and sexual discrimination 21

Itinerant 22

Unable to return home due to environmental reasons 23

Disengagement with school or other education and training 24

Lack of family and/or community support 25

Other 26

Don't know 99

If 'Other' please specify

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

13 Of these reasons, which does the client report as being the main reason for seeking assistance?

Use codes from Question 12

<input type="text"/>	<input type="text"/>
----------------------	----------------------

24 In what type of residence/dwelling did the client live?

Please cross one circle only in each column

	Week before	When presenting
House/townhouse/flat	<input type="radio"/>	<input type="radio"/> 1
Caravan	<input type="radio"/>	<input type="radio"/> 2
Tent	<input type="radio"/>	<input type="radio"/> 3
Cabin	<input type="radio"/>	<input type="radio"/> 4
Boat	<input type="radio"/>	<input type="radio"/> 5
Improvised building/dwelling	<input type="radio"/>	<input type="radio"/> 6
No dwelling/street/park/in the open	<input type="radio"/>	<input type="radio"/> 7
Motor vehicle	<input type="radio"/>	<input type="radio"/> 8
Boarding/rooming house	<input type="radio"/>	<input type="radio"/> 9
Emergency accommodation	<input type="radio"/>	<input type="radio"/> 10
Hotel/motel/bed and breakfast	<input type="radio"/>	<input type="radio"/> 11
Hospital (excluding psychiatric)	<input type="radio"/>	<input type="radio"/> 12
Psychiatric hospital/unit	<input type="radio"/>	<input type="radio"/> 13
Disability support	<input type="radio"/>	<input type="radio"/> 14
Rehabilitation	<input type="radio"/>	<input type="radio"/> 15
Adult correctional facility	<input type="radio"/>	<input type="radio"/> 16
Youth/juvenile justice detention centre	<input type="radio"/>	<input type="radio"/> 17
Boarding school/residential college	<input type="radio"/>	<input type="radio"/> 18
Aged care facility	<input type="radio"/>	<input type="radio"/> 19
Immigration detention centre	<input type="radio"/>	<input type="radio"/> 20
Other	<input type="radio"/>	<input type="radio"/> 21
Don't know	<input type="radio"/>	<input type="radio"/> 99

25 Which of the following best describes the client's tenure?

Please 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 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

26 What were the conditions of occupancy for the client's dwelling?

Please 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

27 If the client is 15 or over, what was their labour force status?

Please 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 | <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 |

28 If the client is 15 or over, what was the employment (full/part time) status?

Please 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"/> | 3 |
| Not applicable | <input type="radio"/> | <input type="radio"/> | 99 |

29 Which of the following best describes the client's main source of income?

Please cross one circle only in each column

Government pensions and allowances

- | | Week before | When presenting | |
|---|-----------------------|-----------------------|----|
| 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 |
| Disability pension (DVA) | <input type="radio"/> | <input type="radio"/> | 7 |
| Service pension (DVA) | <input type="radio"/> | <input type="radio"/> | 8 |
| War widow(er's) Pension (Including income support supplement) (DVA) | <input type="radio"/> | <input type="radio"/> | 9 |
| 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 |

Other sources of income

- | | | | |
|---|-----------------------|-----------------------|----|
| 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 |

30 Was the client currently registered for a government benefit, pension or allowance, but awaiting their first payment?

Please 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 |

31 Was the client undertaking formal study or training (e.g. school, university or vocational studies such as TAFE)?

Please 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 |

32 What type of education/training was the client enrolled in?

Please 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 |

33 What was the school enrolment and attendance status when the client presented for service?

Please cross one circle only

- | | | |
|---|-----------------------|----|
| Enrolled and attending school | <input type="radio"/> | 1 |
| Enrolled in school but not always attending | <input type="radio"/> | 2 |
| Enrolled in school but not attending | <input type="radio"/> | 3 |
| Enrolled in school but waiting to commence | <input type="radio"/> | 4 |
| Home schooled | <input type="radio"/> | 5 |
| Neither enrolled nor home schooled | <input type="radio"/> | 6 |
| Don't know | <input type="radio"/> | 99 |
| Not applicable | <input type="radio"/> | 0 |





UNASSISTED PERSON FORM

July 2011 – June 2012

Unassisted Person ID

Agency ID

Collection month

M M / Y Y Y Y

Date service requested

D D / M M / Y Y Y Y

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			

Sex

Male 1 Female 2

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 the boxes provided:

- A if details are accurate
- E if details are estimated
- U if details are unknown

Date of birth

D D / M M / Y Y Y Y

Accuracy of date of birth (A,E,U)

Day Month Year

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;

If no children are present, the presenting unit head is the spouse/partner, or the spokesperson of the group who is related in some way to the person.

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
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