

Homelessness:

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Specialist Homelessness Services collection

Commencing 1 July 2011

Supplied by
Australian Institute of Health and Welfare

April 2011

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Overview



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- The new collection
 - Why is the Specialist Homelessness Services (SHS) collection being developed?
 - What will the SHS collection tell us?
 - Differences between SAAP and SHS
 - Data improvements and NMDS
- New client management system

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Overview



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- Change process
 - Training
 - Support to agencies
- Sector engagement
 - Communications

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SAAP collection



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- The Supported Accommodation Assistance Program (SAAP) is the National Data Collection that collects nationally consistent information about homelessness
 - established 1996
- SAAP Management and Reporting Tool (SMART) enables agencies to collect and record information
 - Introduced 1998 & SMART 5 currently in use
- Approximately 1,500 non-government organisations (NGOs) funded nationally under program
- SAAP will be maintained until SHS collection is up and running

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Why is the SHS being developed?



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- Improved data requirements under 2008 COAG reforms and new policy and funding agreements
 - National Affordable Housing Agreement
 - National Partnership Agreement on Homelessness
- A very important part of the information base on homelessness as recognised in the White Paper on Homelessness
- Replace SMART
 - Old unsupported software

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What will the SHS collection tell us?



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- How many people are using specialist homelessness services?
- Why do they seek these services?
- What are their characteristics?
- What other needs do they have?
- What services are provided to them, including referrals?
- Who are not able to be provided with services?
- More frequent and earlier data

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Differences between SAAP and SHS



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- Better reporting on clients rather than support periods
- Updated and new data items
- Children as clients
- Monthly data submission to AIHW
- Presenting (family) unit

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Children as clients



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- In SHS collection, a client is a person who receives a specialist homelessness service
- Children are now considered to be clients in their own right when they
 - receive a service or
 - are part of the presenting unit
- There will be differences in the number of children reported in SHS collection compared to SAAP



Monthly data submission



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- SHS data will be submitted for all clients to AIHW monthly
- This will provide:
 - more timely and complete information about agencies and their clients
 - improved data submission and feedback processes for agencies

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Presenting unit



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- A presenting unit is:
 - the person or group of people who request services
 - E.g. a person alone, person with children or group of unrelated persons
- Did not exist in SAAP



Consent for the SHS collection



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- As with SAAP, consent will be sought to provide data to AIHW
- More standardised approach
- A consent statement will be provided to case workers
- Clients will be given the opportunity to inform their case worker at the initial interview that they do not want their information to be forwarded to AIHW

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Data improvements



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- Expanded and updated list of service activities
- Better identification of types of homelessness
 - Identification of the type of homelessness (primary, secondary, tertiary) - before, during and after support
- Previous homelessness identified
- Greater accuracy on housing, tenure, employment and education status
- New data on mental health
- More accurate and complete data on children
- Future enhancements - disability status, refugee status

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New client management system



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- SMART will no longer be supported and is unable to collect new data
- Infoxchange is developing a new client management system: Specialist Homelessness Information Platform (SHIP)
- Free to agencies using SMART or any agencies who wish to use it
- Will provide enhanced client and case management functionality
- Will collect and submit the new SHS data to AIHW

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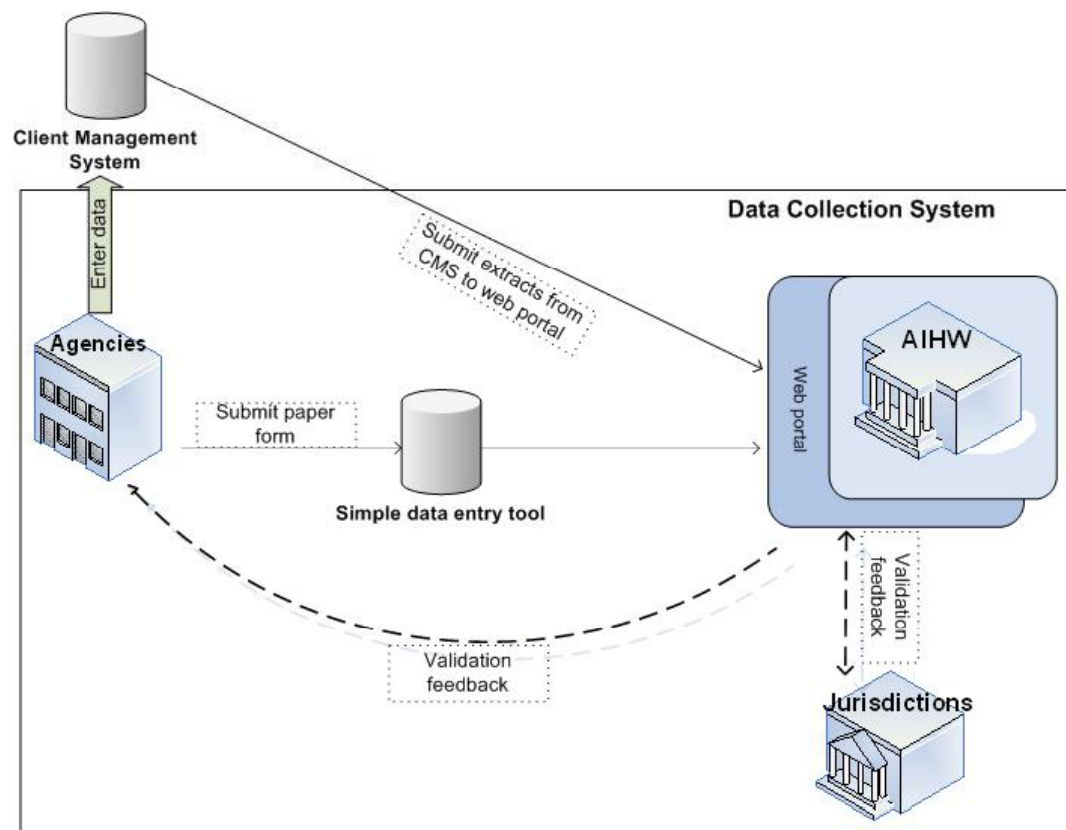
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How will it work?



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SHS data collection



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- AIHW is developing a web portal
- Agencies will use the web portal to submit and manage SHS information
- Agencies will:
 - get access via internet
 - log in to upload extracts
 - receive validation report from AIHW and make corrections
 - use it as a reporting tool



Change process



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- New client management system will support better business processes for agencies
- Less IT support required for agencies
- Training and familiarisation with the new collection will be required
- Migration of data will impose some additional workload at the start of the collection
- AIHW will provide support through helpdesk, website, manuals

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Training



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- AIHW will prepare the training curriculum and training materials
- States/territories will provide the direct training to agencies in the sector
- 2 days of face-to-face training will take place in May-June 2011
 - Day 1: data collection content training (NMDS), paper form and web portal
 - Day 2: client management system



Training modules



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- Data collection content training (NMDS)
 - New collection concepts
 - New data items and how to collect them
 - Data collection manual
- The SHS collection Paper form
- SHS web portal training
 - Logon, user administration
 - Data validation reports
- Client management system training
 - How to manage client information
 - How to extract the SHS data



Support to Agencies



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- AIHW will be providing technical support and a helpline to agencies

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Implementation timeline



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- **May 2011:** registration for new collection
- **May-June 2011:** training for SHS collection
- 1 July 2011: go-live for the new SHS collection
- (15 July 2011: close off for AIHW receiving all SAAP data)
- **August 2011:** 1st submission of SHS collection data to AIHW

*details will be confirmed closer to the time



Communications



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- New information online
- Regular e-Newsletters to cover:
 - Training modules and training dates
 - Registration
 - Sector engagement from states /territories
 - Data migration
 - Transmission specifications



Contact the AIHW



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For queries on the SHS collection and the CMS, contact the AIHW via:

- hotline 1800 627 191
- email homelessness@aihw.gov.au
(Please note this replaces ndca@aihw.gov.au)
- www.aihw.gov.au/homelessness/