

Dear Manager/Coordinator

As you would be aware the Specialist Homelessness Services Collection (SHSC) will replace the current Supported Accommodation Assistance Program (SAAP) data collection. The new collection will support national reporting under the National Affordable Housing Agreement (NAHA) and the National Partnership Agreement on Homelessness (NPAH). This new collection is scheduled to commence on 1 July 2011.

To ensure all Tasmanian Specialist Homelessness Services agencies are fully prepared for the new collection, training courses will be conducted during May and June. (Note that further training will be conducted in August to assist with the new data submission processes, but more about that later). The training courses scheduled for May and June will cover the following:

Module 1 – approximately 3 hours

- Concepts and data items in the SHS  
*Agencies not using the new SHS Client Management System (CMS) – that is agencies who will continue to use paper forms or their own CMS – will attend this half-day training session only.*

Module 2 – full day

- Functionality of the new CMS for the SHS collection.  
*Agencies using the new CMS will need to attend both modules 1 and 2, and module 1 will need to be undertaken before module 2.*

In Tasmania, we are aiming to train all staff working with clients and/or data from each Specialist Homelessness Service, and hence approximately 260 sector staff will need to be trained over a six week period.

You will need to nominate all staff requiring training from your agency and indicate their preferred dates of attendance. We will then formally allocate placements in the training sessions based on the number of nominations and their respective preferences. At the time of the training it will be important that all nominated staff attend the courses in their allotted timeslots, thereby keeping any re-scheduling due to sickness, etc. to a minimum. Further training courses will be conducted for any staff that cannot make the scheduled times in May/June after the July 2011 implementation.

### **Nominations for Training Places**

Nominations for training should be made with regard to the following:

- Agencies can stagger their overall staff attendance according to staff rosters/schedules.
- Three date preferences for each nominated staff member are given to assist allocation.
- Nominated staff must be available to attend any of the days they nominate.
- There are 15 places available for each Module 1 sessions, and 10 places for Module 2 sessions.
- Formal allocation of placements will be made on a 'first in, first served' basis.

Please note that on the day of training, if a staff member is unable to attend the course on their allocated day they should organise for another staff member to attend in their place (an alternative training place cannot be guaranteed prior to 30 June if it this does not occur).

Attached are the flyers for Module 1 training and Module 2, and a combined nomination form. Please complete the nomination form (preferably by electronic text) and **send by email to David Knox at [David.Knox@dhhs.tas.gov](mailto:David.Knox@dhhs.tas.gov) by COB Thursday, 21 April 2011.**

## SPECIALIST HOMELESSNESS SERVICES COLLECTION (SHSC)

### MODULE 1 – SHS CONCEPTS AND DATA ITEMS

This training is applicable to all agencies, including those agencies using their own client management system or paper forms to collect the SHS collection data



#### Module 1 – SHS concepts and data items

**Duration: 3 hours**

**Prerequisite:** Reading all of the communications sent to your agency, copies are on the Shelter website.

#### Course content:

- Why the data collection is changing
- Understanding new key concepts
- How to interpret new data definitions
- How to accurately record data using paper forms
- How to accurately link forms and how to link 'presenting units'
- When to collect and submit data
- How to complete the Unassisted Persons form

**Hobart (venues TBA) – 15 places each session**

Session ID	Day	Date	Session	Time
NA	Monday	23 May	Afternoon	1:30pm – 4:30pm
NB	Tuesday	24 May	Morning	9:30am – 12:30pm
NC	Wednesday	25 May	Morning	9:30am – 12:30pm
ND	Thursday	26 May	Afternoon	1:30pm – 4:30pm
NO	Tuesday	14 June	Afternoon	1:30pm – 4:30pm
NP	Wednesday	15 June	Morning	9:30am – 12:30pm
NQ	Thursday	16 June	Morning	9:30am – 12:30pm
NR	Thursday	16 June	Afternoon	1:30pm – 4:30pm
NT	Friday	24 June	Morning	9:30am – 12:30pm
NU	Monday	27 June	Afternoon	1:30pm – 4:30pm
NV	Tuesday	28 June	Morning	9:30am – 12:30pm

For any queries please contact David Knox on 6233 8460, or email at [David.Knox@dhhs.tas.gov.au](mailto:David.Knox@dhhs.tas.gov.au)

**Burnie (venues TBA) – 15 places each session**

Session ID	Day	Date	Session	Time
NE	Monday	30 May	Afternoon	1:30pm – 4:30pm
NF	Tuesday	31 May	Morning	9:30am – 12:30pm
NG	Tuesday	31 May	Afternoon	1:30pm – 4:30pm
NH	Wednesday	1 June	Morning	9:30am – 12:30pm
NI	Wednesday	1 June	Afternoon	1:30pm – 4:30pm

**Launceston (venues TBA) – 15 places each session**

Session ID	Day	Date	Session	Time
NJ	Monday	6 June	Afternoon	1:30pm – 4:30pm
NK	Tuesday	7 June	Morning	9:30am – 12:30pm
NL	Tuesday	7 June	Afternoon	1:30pm – 4:30pm
NM	Wednesday	8 June	Morning	9:30am – 12:30pm
NN	Wednesday	8 June	Afternoon	1:30pm – 4:30pm
NS	Monday	20 June	Afternoon	1:30pm – 4:30pm

## SPECIALIST HOMELESSNESS SERVICES COLLECTION (SHSC)

### MODULE 2 – CLIENT MANAGEMENT SYSTEM

This training is applicable to all agencies that will be adopting the nationally provided **Client Management System**. This does not include agencies using their own client management system or paper forms to collect the SHS collection data

#### Module 2 – Client Management System (CMS)

**Duration: 1 full day**

**Prerequisite:** Module 1 – SHS concepts and data items.

#### **Course content:**

- Overview of CMS
- Functionality of the CMS
- New reporting items
- How do I use the CMS
- CMS systems training
- Case studies and scenarios
- Reports



**Hobart (venues TBA) – 10 places each session**

Session ID	Day	Date	Session	Time
CA	Tuesday	24 May	All day	9:00am – 4:30pm
CB	Wednesday	25 May	All day	9:00am – 4:30pm
CC	Thursday	26 May	All day	9:00am – 4:30pm
CD	Friday	27 May	All day	9:00am – 4:30pm
CM	Tuesday	14 June	All day	9:00am – 4:30pm
CN	Wednesday	15 June	All day	9:00am – 4:30pm
CO	Thursday	16 June	All day	9:00am – 4:30pm
CP	Friday	17 June	All day	9:00am – 4:30pm
CU	Monday	27 June	All day	9:00am – 4:30pm
CV	Tuesday	28 June	All day	9:00am – 4:30pm
CW	Wednesday	29 June	All day	9:00am – 4:30pm
CX	Thursday	30 June	All day	9:00am – 4:30pm

For any queries please contact David Knox on 6233 8460, or email at [David.Knox@dhhs.tas.gov.au](mailto:David.Knox@dhhs.tas.gov.au)

**Burnie (venues TBA) – 10 places each session**

Session ID	Day	Date	Session	Time
CE	Tuesday	31 May	All day	9:00am – 4:30pm
CF	Wednesday	1 June	All day	9:00am – 4:30pm
CG	Thursday	2 June	All day	9:00am – 4:30pm
CH	Friday	3 June	All day	9:00am – 4:30pm

**Launceston (venues TBA) – 10 places each session**

Session ID	Day	Date	Session	Time
CI	Tuesday	7 June	All day	9:00am – 4:30pm
CJ	Wednesday	8 June	All day	9:00am – 4:30pm
CK	Thursday	9 June	All day	9:00am – 4:30pm
CL	Friday	10 June	All day	9:00am – 4:30pm
CQ	Tuesday	21 June	All day	9:00am – 4:30pm
CR	Wednesday	22 June	All day	9:00am – 4:30pm
CS	Thursday	23 June	All day	9:00am – 4:30pm
CT	Friday	24 June	All day	9:00am – 4:30pm

**SHSC Training – Staff Nomination Form**

**Agency & Contact\*:**

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Ref	Name	Shiftworker? Y/N	Module <sup>^</sup>	Insert preferred dates (or Session IDs)		
				1 <sup>st</sup> Preference	2 <sup>nd</sup> Preference	3 <sup>rd</sup> Preference
1			1 - SHSC			
			2 - CMS			
2			1 - SHSC			
			2 - CMS			
3			1 - SHSC			
			2 - CMS			
4			1 - SHSC			
			2 - CMS			
5			1 - SHSC			
			2 - CMS			
6			1 - SHSC			
			2 - CMS			
7			1 - SHSC			
			2 - CMS			
8			1 - SHSC			
			2 - CMS			
9			1 - SHSC			
			2 - CMS			
10			1 - SHSC			
			2 - CMS			
11			1 - SHSC			
			2 - CMS			

\* Please provide contact details for a liaison point if there are any questions during the allocation process.

Copy additional rows as needed

<sup>^</sup> Note Module 1 must be completed before undertaking Module 2