

Homelessness:

clearer picture,

better future



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Australian Institute of  
Health and Welfare

# Specialist Homelessness Services Collection

*Commencing 1 July 2011*

National Implementation Workshop  
17 February 2011

Geoff Neideck  
Australian Institute of Health and Welfare

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# Overview of presentation



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- The new collection
  - Why is the SHSC being developed?
  - What the SHSC will tell us?
  - Differences to SAAP
  - Data improvements and NMDS
- Client Management System (CMS)
- AIHW web portal

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# Overview of presentation cont.



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- Change process
  - Training / e-learning
  - Support to agencies
  - Agency registration
  - Responsibilities
- Sector engagement
  - Future communications

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# SAAP collection



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- The National Data Collection to collect nationally consistent information about the Supported Accommodation Assistance Program (SAAP)
  - 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
- Maintaining SAAP Collection until SHSC up and running

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# Why is the SHSC 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
  - Prime Minister's Council on Homelessness
- Replace SMART
  - Old unsupported software

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# What the SHSC will 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 reporting

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# Differences between SAAP and SHSC



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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 SAAP children presenting with an adult were
  - accompanying children
  - not as clients
- In SHSC, 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 SHSC compared to SAAP



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# 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 from an SHS agency, such as a person alone, person with children or group of unrelated persons
- This data item did not exist in SAAP and presenting groups could not be identified in this collection

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# Presenting unit cont.



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- SHSC can report on families more accurately with more diverse information
  - SHSC will link individuals in a presenting unit so that their collective experience of homelessness can be reported
  - SAAP identified whether a person was an individual or part of a family unit

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# Consent for the SHSC



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- As with SAAP consent will be sought to provide data to AIHW
  - 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
- More standardised approach
- A consent statement will be developed

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# Development of the SHSC



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- National Minimum Dataset (NMDS) / collection content
- Client Management System (CMS)
- SHS Web portal

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# NMDS 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 CMS



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- SMART will no longer be supported and is unable to collect new data
- New CMS is being procured
- Free to homeless services agencies
- Will provide enhanced client and case management functionality
- Will collect and submit the new SHS data to AIHW
- Agencies still using paper forms will be encouraged to switch to electronic reporting

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# CMS functionality



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- Client details and family structures
- Store case notes
- E-referrals
- Store attached files or extra information (e.g. court orders)
- Run agency level reports
- Extract data for SHS collection reporting



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# AIHW Web Portal



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- An AIHW internet site is under development
- This website will be utilised by agencies to submit and manage SHS information
- The agencies will:
  - get access via internet
  - log in
  - upload extracts
  - receive validation report from AIHW
  - data validation (make corrections)
  - reporting tool

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# Log in



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## Specialist Homelessness Data Submission System

### Overview of the system

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### Please log in


User ID

Password

- [Forgot Password](#)
- [Confidentiality Disclaimer](#)

LOGIN

CANCEL


 Your session will time-out after 15 mins of inactivity.

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# Upload extract



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Australian Institute of Health and Welfare

Logged in as Joe Blogs from NSW Births Deaths & Marriages  
Role: Agency User | Latest activity: 20/10/2010 | [Edit Details](#) / [Password](#) [LOGOUT](#)

## Specialist Homelessness Data Submission System

[Home](#) [Upload extract](#) [Client reports](#) [Help](#)

Home > Upload extract

### Upload extract

- 1 Upload extract
- 2 Await extract status
- 3 Note errors
- 4 Amend errors in own
- 5 Upload corrected extract
- 6 Await extract status
- 7 Finish

Collection type:

Organisation name:

Collection period:

Accepted file formats: csv, txt, xml, xls

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# Submission summaries



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Role: Administrator | Latest activity: 20/10/2010 | [Edit Details](#) / [Password](#)

LOGOUT

## Specialist Homelessness Data Submission System

Home

Upload extract

Client reports

User management

News items

Help

### Submission summaries

- ➔ [Progress Summary for AIHW](#)
  - ➔ [Status Summary for AIHW](#)
  - ➔ [Progress Summary for Jurisdiction](#)
  - ➔ [Status Summary for Jurisdiction](#)
  - ➔ [Progress Summary for Legal Entity](#)
  - ➔ [Status Summary for Legal Entity](#)
  - ➔ [Agency Submission Summaries](#)
- 
- ➔ [SHED Summary Link One](#)
  - ➔ [SHED Summary Link Two](#)
  - ➔ [SHED Summary Link Three](#)

### Latest news

- 10-Nov-2010** Lorem ipsum dolor sit amet, consectetur adipiscing elit vivamus et risus.
- 10-Nov-2010** Lorem ipsum dolor sit amet, consectetur adipiscing elit. Quisque nec magna porttitor tortor venenatis tempor ac sit amet nunc.
- 10-Nov-2010** Lorem ipsum dolor sit amet, consectetur adipiscing elit. Vivamus et risus odio. Quisque nec magna porttitor tortor venenatis tempor ac sit amet nunc. Nulla commodo gravida sapien nec viverra. In nibh nunc, pellentesque quis feugiat at, dapibus quis risus.

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# Agency submission summary



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LOGOUT

## Specialist Homelessness Data Submission System

Home Upload extract Client reports Help

Home > Agency submission summary

### Agency submission summary

Next client submission due: 01-10-2010

Summary filters		Last Upload	Submission Attempt	Validation Status	Count of Errors	Count of Warnings	Top Level Records	Source System	Submitted by
Agency	10545	23-10-2011	3	Pass				CMS	blogsjo8
Collection Period	September 2011	20-10-2011	2	Fail	1	1		CMS	blogsjo8
		11-10-2011	1	Fail	3	1		CMS	blogsjo8

Export summary to file

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Donec odio. Quisque volutpat mattis eros. Nullam malesuada erat ut turpis. Suspendisse urna nibh, viverra non, semper suscipit, posuere a, pede.

To update this table, select filters from the drop down lists above and click OK.

OK

RESET

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# Change process



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- New CMS supports 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 additional workload
- Support through helpdesk, website, manuals

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# Training



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- The AIHW in partnership with the state and territory governments will provide training to agencies for the new collection
- AIHW will “train the trainers” in the States and Territories
- States/Territories will provide the direct training to agencies in the sector
- Each State and Territory has developed a training plan

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# Training cont.



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- AIHW will prepare the training curriculum and training materials
- 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 (CMS)



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# 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 SHSC paper form
- SHS web portal training
  - Logon, user administration
  - Data validation reports
- Client management system training
  - How to use the CMS to manage client information
  - How to extract the SHS data



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# E-Learning

- A self e-learner material is being considered to complement the face-to-face training
- On-going training support and refresher training

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# Support to Agencies



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- AIHW will be providing training to S/T and technical support and a helpline to agencies
- 1<sup>st</sup> 3 months
  - Level 1 – simple queries that can be addressed quickly by AIHW
  - Level 2 – AIHW has engaged additional resources to help with more complicated questions

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# SHSC Sector engagement



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- SHS User Advisory Group
- Newsletters, brochures, alerts, AIHW website
- 8 Nov 2010 – Training Workshop (Brisbane)
- SHSC National Implementation Day – 17 Feb 2011
- S/T sector consultations in March / April
- National launch – 1 July 2011

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# Responsibilities



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- AIHW communicate with jurisdictions, national peaks and bodies, agencies, the SHS User Group and the CMS product developer
- S/T – communicate with local peaks and agencies via local networks
- Agencies
  - can seek information through local networks, peaks and jurisdictions on communication, training and other needs
  - AIHW via the hotline for enquiries concerning the NMDS and CMS

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# Implementation timeline for SHSC



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- **May 2011** – registration for new collection
- **May - June 2011** – training for SHSC
- **1 July 2011** – go-live for the new SHSC
- *(15 July 2011 – close off for SAAP data)*
- **August 2011** – 1<sup>st</sup> submission of SHSC data to AIHW

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# Agency Registration for Web Portal



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- Process:
  - jurisdictions will identify agencies
  - jurisdictions will send a list of agencies to AIHW
  - based on this list AIHW will allow agencies to set up user accounts and submit SHS information
  - AIHW will contact agencies
  - agency contact will nominate staff to undertake data submission
  - AIHW sets up accounts for these staff
- Portal registration will occur in May

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# Future Communications



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- New SHSC website
- Frequently asked questions (FAQs)
- Monthly communications, for example:
  - Training modules
  - Training dates
  - Registration
  - Sector engagement from States / Territories
  - Data migration
  - Transmission specifications



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# Contact Us



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## Contact details:

- Homelessness hotline 1800 627 191
- Email  
[homelessness@aihw.gov.au](mailto:homelessness@aihw.gov.au) (Please note this new email address, which replaces [ndca@aihw.gov.au](mailto:ndca@aihw.gov.au).)
- SHS webpage:  
<http://www.aihw.gov.au/housing/sacs/shs/index.cfm>

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# Questions?



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# END



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