

2021 Census Guide for Homelessness Support Workers

Where was your client staying on 10 August (Census Night)?	What to ask?	What should you/your client do?	
Were they couch surfing/staying with friends/family on Tuesday 10 August?	Will they be included in the Census Household Form for that household?	Yes	Ask them to write ' none ' in the suburb/locality box for their part of the "Where does the person usually live?" question*
		No/Don't know	Let them know they can fill in a Personal Form** and should write ' none ' in the suburb/locality box of the "Where does the person usually live?" question
Were they brokered (HEF) into emergency accommodation (hotel/motel/backpackers/caravan park/rooming house) on Tuesday 10 August?	Were they asked to fill in a Census form at the accommodation?	Yes	They should write ' none - crisis ' in the suburb/locality box of the "Where does the person usually live?" question*. If they complete an online form, they will also need to enter the state and postcode of the address they stay on Census night
		No	Let them know they will need to fill in Personal Form** and should write ' none - crisis ' in the suburb/locality box of the "Where does the person usually live?" question. If they complete an online form, they will also need to enter the state and postcode of the address they stay on Census night
Were they living in transitional housing on Tuesday 10 August?	Let them know that they will be receiving a letter about the Census and a Household Form or letter telling them how to fill in the Census online	Ask them to write ' none ' in the suburb/locality box of the "Where does the person usually live?" question, no matter how long they have lived at this address.	
Were they staying in a rooming house ?	Were they asked to fill in a Census form at the rooming house?	Yes	Great, let them know the importance of the Census and encourage them to fill it in
		No	Let them know they will need to fill in a Personal Form** and should write the rooming house address in the suburb/locality box of the "Where does the person usually live?" question
Were they sleeping rough on 10 August?	Have they been interviewed by a Census Community Field Officer?	Yes	Great, they don't need to do anything else
		No	If not, you can check with your Census contact on locations/times to advise the individual where they can be interviewed between 10 and 15 August

* Note if the client has already completed a form and have not written "none" or "none-crisis", there is no further follow up for you.

** To assist clients to request paper forms or additional Personal or Household Forms or to access an online form, contact your local Census contact or visit <https://www.census.abs.gov.au/help>

2021 Census Household Form

Every household in Australia will receive either a Census letter with a code that explains how to complete the Census online or a household form like this. There are also instructions on the letter about how to request a paper form.

2021 Census Personal Form

Anyone in a non-private dwelling such as a hotel, rooming house, crisis accommodation, etc will receive a paper form like this.

Key Census messages:

- A person is considered to be homeless if they live in a dwelling that
 - is inadequate; or
 - has no tenure, or if their initial tenure is short and not extendable; or
 - does not allow them to have control of, and access to space for social relations (i.e they live in a room in a rooming house so have nowhere to entertain friends).
- It is important to accurately count people experiencing homelessness because of the role Census data plays in planning and the allocation of funds to services. including refuges, domestic violence programs, transitional housing, and programs for young people.
- The Census is compulsory. Every household and every person in Australia on Census night must be included, excluding foreign diplomats and their families. People should complete the Census wherever they are on Census night.
- Sector staff can help clients fill in the Census form if they are asked for assistance.
- **The personal information collected in the Census is protected by law and isn't shared with anyone. This includes other government agencies, landlords, Centrelink and the Police.**