

# Census kit for Homelessness workers



## What is attached?

- A flow chart showing which forms people should fill in and
- Information on how you can help someone get a new form
- ABS information about supporting people experiencing homelessness to complete the Census.

## Contacts for questions?

Sarah Langmore  
([sarah@wombat.org.au](mailto:sarah@wombat.org.au) or on 0407 832 169) or Meredith Gorman  
([Meredith.gorman@launchhousing.org.au](mailto:Meredith.gorman@launchhousing.org.au) or on 0424 112 455).

## Census night is Tuesday 10<sup>th</sup> August 2021

Once every **5 years** we have the opportunity to identify how many people are experiencing homelessness and/or in impermanent housing in Melbourne.

Homelessness workers have a key role in gathering this information.

People have until 1<sup>st</sup> October 2021 to complete a Census form, stating where they were staying/living on 10<sup>th</sup> August.

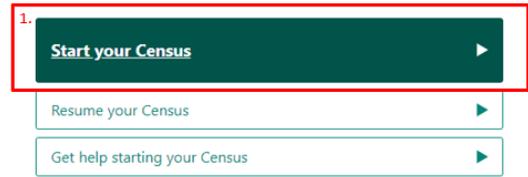
### What can you do?

- Talk to **every client** who you speak to **between now and 10<sup>th</sup> August** about the Census and why it is so important to participate.
- Let clients know that we want to know if people are couch surfing, living in over crowded situations and/or don't have stability of tenure.
- Reassure clients that Census information is not shared with other Government departments and that they don't have to give their real name.
- Talk to **every client you speak to between 10<sup>th</sup> August and late September** to ask whether they completed a Census form. If they didn't, you can offer to help them get a form and, if they ask, help them to fill it in.
- **The most important question in the Census form is 'what is your usual address'. People should write 'none' in the suburb section if they don't have permanent housing.** (Q.12 on household form and Q.10 on the personal form)
- Let Sarah or Meredith know, by 13<sup>th</sup> August, of any places in which people are sleeping rough or places where young people experiencing homelessness are hanging out.

# How to help someone order a new Census form

You can either help someone ring the Census Helpline (1800 512 441) to get a new paper form or help them get an online form on the spot:

- Go to the Census website: Census | Australian Bureau of Statistics: [www.abs.gov.au/census](http://www.abs.gov.au/census) click "Start your Census"
- Select "Get a Census Number"



Select an option below to log in

## Start your Census

Use the **Census number** and **temporary password** from the letter or paper form delivered to your household.

## Get a Census number

You can request a Census number and start without a letter or paper form.

- First, enter their mobile number. **(You cannot use your own mobile number to help them)**

Next, enter the address of the dwelling where they stayed on Census night. Start typing and select the address from the list that appears or enter it manually if it does not show up.

- They will then be sent a one time PIN to confirm their mobile.
- Once confirmed, they will get their Census number and Temporary password sent to them via SMS.
- Once they receive these login details, they can start their form online.
- Next, enter the Census number that was provided and the temporary password they were issued.
- Next, create their own password **(they should not share this with you or anyone else)**. They can use this to resume their form later if they can't finish their form all at once.
- They need to make sure they meet all the password requirements (contains lower case, uppercase, minimum 9 digits and number).
- Next, select a password recovery option.
- They can use this later if they need to reset their password.
- If they don't set a recovery option, they won't be able to reset their password.
- They will be sent a one-time PIN to confirm their recovery option.

**They are now ready to start their Census.**

**Write 'none' in the suburb box**