

Tip Sheet

Quality Recording of Housing Need

for entry point, IAP and other staff using **SAMIS** (used by the Salvation Army)



The **aim** of this Tip Sheet is to improve the recording of housing need by entry point staff to help show the true picture of housing need in the Southern region.

How to complete data for Status - services provided/referral arranged/unable to provide (including housing) in SAMIS

Entry point staff are under a lot of time pressure and this tip sheet is designed as a **quick reference guide** on recording housing need.

"Provided" means **Any support service (or accommodation) provided directly by your agency**

You should record service provided:

- whether or not the client acknowledges the need for such services
- for all services provided by your agency (not by any other agency)

"Referred Arranged" means **Any referral for a client to another service provider AND that service provider accepts the client for an appointment or interview**

You should record referral arranged:

- whether or not a client kept the appointment with the agency or the client was accepted for a service by the agency
- for accommodation only if the client has been referred to another agency to provide the client with actual accommodation

"Unable to Provide" means **This is a SAMIS-only term and is not used in the SHS Collection Manual**

You should record unable to provide service when:

- need is identified but no service is provided by your agency and no referral has been arranged

Explainer

Governments use housing need data from homelessness services to determine need and funding for specialist homelessness services.

The **data you record** helps to understand the needs of clients, the services that can be provided and where the gaps are. Recording unmet need is as important as recording the services we can provide. This housing need data is looked at by Governments, and if we don't record it accurately for all clients, the data does not show the real situation for our clients and for our everyday work.

Data Example:

According to the 2020/21 data only 36% of Victorian clients identified long term housing as a need while in NSW over 50% of clients identified long term housing as a need. Based on this data, Governments may decide that NSW needs new social housing more than Victoria.

Recording Housing/Accommodation Need



Category	Type	Status
SHS/NMDS - Accommodation	Please Select	Please select
Please Select	Please Select	Please select
Christmas Cheer (NOT RSI-funded)	01 - Short term or emergency	Provided
Financial \$ Housing - Other Agency Funds	02 - Med.term / transitional housing	Referral Arranged
Financial \$	03 - Long-term Housing	Abandoned - Client Cancel
Housing Accom.		Unable to Provide
Pastoral/Spiritual		Please select
SHS/NMDS - Accommodation		
SHS/NMDS - General Services		

Select **Category** - SHS/NMDS - Accommodation, select **Type** of Accommodation and select **Status**. You need to repeat this instruction for every accommodation type required, eg for short, medium AND long term, depending on each client's identified needs.

Recording Housing/Accommodation Record all short-term, medium-term and long term housing needs whether the client is likely to access this accommodation or not.

Note that it is important to record all need for long term housing (where applicable) even if this housing can rarely be provided or referred to. This demonstrates the need and gaps in the availability of long term housing options for our clients. This data is used to fund new social housing.

Housing/Accommodation Provided Record all accommodation provided or paid for by your agency.

Short-term or emergency accommodation includes:

- accommodation owned or directly managed by your agency eg youth or family violence refuge or supported crisis accommodation
- emergency accommodation arranged and paid for including hotels, motels, caravan parks

Medium-term/transitional housing includes:

- medium-term accommodation provided or managed by your agency or any other medium-term housing (that is not expected to be long term).
- Accommodation that is generally longer than 3 months but not expected to be ongoing
- accommodation intended for transition towards independent living or towards returning home

Long term housing includes:

- accommodation that is provided or paid for by your agency for 3 months or longer and which is expected to be ongoing, for example Elizabeth Street Common Ground, the new Viv's Place
- does not include assistance to maintain a tenancy (this recorded as a different service)

Record rooming houses accommodation based on if the accommodation is intended as short, medium or long term accommodation. If there is a rental agreement, then record as long term housing.

Housing/Accommodation Referral Arranged Record all referrals to other agencies for accommodation not provided or paid for by your agency

This includes:

- referral to community housing, private real estate agents, or similar for long term housing
- Referral to another SHS agency for crisis accommodation and transitional housing (see above definitions)

Housing/Accommodation Unable to Provide

Record for all accommodation needs identified that cannot be provided or paid for by your agency or referred to another agency including long term housing

Remember to record all other needs provided/referred/unable to provide, payments and other required data fields, as well as housing.

How to use this tip sheet

- Include this tip sheet in **induction** for new staff
- **Laminate a printed copy** of this tip sheet and **keep** it on your front desk for quick easy staff reference
- Use in staff **refresher training**