

# Tip Sheet

## Quality Recording of Housing Need

for entry point, IAP and other staff using SRS and SHIP



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 services needed/referred/provided (including housing) in SRS/SHIP

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.

**“Needs identified” means Any services or assistance the SHS worker assesses the client as needing**

You should record service needed:

- whether or not the client accepts or agrees to participate in this support
- service - whether a service can or cannot be provided or referred

**“Needs 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)

**“Needs referred” 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

### Explainer

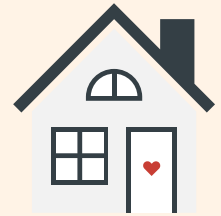
Governments use housing need data from homelessness services to determine need and funding for specialist homelessness services.

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



Housing/Accommodation tab in SHIP

**Housing/Accommodation Needed**     **Record all need for short-term, medium-term and long term housing whether the client is likely to access this accommodation or not. Tick all that apply**

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 and record dates for all accommodation provided**

**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 Referred**     **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

**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**

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