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| Additional HDC Data Extract: Frequently asked questions – June 2025 |
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# Purpose

The Department of Families, Fairness and Housing (DFFH), in collaboration with the Australian Institute of Health and Welfare (AIHW), held live webinar training sessions in June 2025 dedicated to the implementation of the new Additional Data Set and related reporting requirements in Specialist Homelessness Information Platform (SHIP).

This document aims to answer frequently asked questions that agencies had relating to the new Additional Data Set reporting requirements and uploading data sets to Validata™ and the Homeless Data Collection (HDC).

# Questions

## MARAM

### **If we need to update the MARAM risk assessment within the first 5 days due to risk changing, is it ok to unlock it, update it and then save final again?**

A MARAM risk assessment can be completed in one service engagement or over a period of time (noting that the victim survivor tools in SHIP auto lock after 7 days if not saved final). Risk assessment is a point-in-time assessment of the level of risk. Risk is dynamic and can change over time, which means that risk should be regularly reviewed, and any changes should inform future assessment.

If risk changes while a MARAM risk assessment is still open for editing, you can update the open assessment. To get a more accurate picture of changes to risk over time however it is recommended that you do a new risk assessment. A MARAM risk assessment that has been saved final should only be unlocked and edited if the information entered into it is incorrect. If risk changes after the assessment has been saved final, please complete a new risk assessment using the auto-populate function.

### **When a MARAM is closed using the auto-populate function, does the old record Save final?**

A MARAM risk assessment can only be auto-populated from a previous, **incomplete or complete** risk assessment from the last 6 months. The previous risk assessment would need to already be in either of these statuses for the auto-population function to work.

### **When do the MARAM tools archive into ‘view prior’?**

The auto-populate function triggers moving a risk assessment into ‘view prior’ so that only the most recent version is visible on the Details tab.

### **Once the MARAM tool is archived into ‘view prior’ is the copy function still available?**

If there a risk assessment visible on the Details tab that was completed within the last six months, the auto-populate function will be available. As the auto-populate function triggers moving a risk assessment into ‘view prior’, it is not possible to auto-populate from an assessment that has already moved into ‘view prior’.

### **Is it mandatory to complete the MARAM assessment tool on SHIP? We have been using the manual assessment template and upload it to SHIP in the documents tab.**

It is not mandatory to complete MARAM risk assessments in SHIP; it is however preferable as it helps FSV to understand how to improve the online tools and its family violence risk assessment tools. From time to time, FSV, either directly or through approved research partners, may also use de-identified statistics and data from use of MARAM tools in SHIP for the purpose of research and system improvements. Use of the MARAM tools in SHIP can also support organisations in understanding family violence presentations and prevalence across the organisation’s service users.

## Accommodation type

### **When opening a support period of a child, in tenure and conditions of occupancy, do you put what Mum’s situation is, or ‘not applicable’ as children cannot pay rent or be on a lease?**

When opening a support period for a child associated to a parent’s support period, you will need to select the appropriate response for a child, based on their age. If the client is a child is living with a parent, then record the child as living ‘rent free’ in the appropriate type of dwelling. Further information is found in the [SHS Collection Manual](https://www.aihw.gov.au/getmedia/43f4e03d-d229-46ae-938a-b508aff89e26/shs-collection-manual-2023.pdf.aspx) <https://www.aihw.gov.au/getmedia/43f4e03d-d229-46ae-938a-b508aff89e26/shs-collection-manual-2023.pdf.aspx> pages 59-61.

### **We acquit the number of household support periods for our funding agreement. Won’t opening child support periods mean that we count multiple support periods instead of one household?**

To ensure that your agency is not overreporting the number of Support Periods, you will need to count the Presenting Unit Head’s support period when running a SHIP report. This is because the child’s support period is associated within the household. This is to ensure that your agency is meeting its funding agreement without seeing an increase to the number of support periods created within SHIP.

### **If the family stays longer than the original stay, do we just add notes to the existing stay? For example, if the stay is ongoing weekly for 4 weeks we add notes with dates and then when they exit, we add that as exit date?**

Yes, you should record case notes with dates to demonstrate the number of extensions to the stay. Exit dates should be recorded once the family has departed the accommodation.

### **Do you need an accommodation exit date if the victim survivor continues to stay on but is self-funding the accommodation, or the final date the agency pays?**

The accommodation exit date will need to be recorded on the final date that the agency pays for the accommodation. The purpose of the entry and exit days is to determine how many nights of emergency accommodation are provided by the agency.

### **If the referral is from Safe Steps for outreach support, do we need to complete the Accommodation tab?**

No, you won’t need to complete the Accommodation tab. This only needs to be completed when your agency places the victim survivor into accommodation. In this situation Safe Steps will have completed the Accommodation tab for this victim survivor stay.

## Family Violence Fund Type

### **If we purchase several material aid items on the one receipt, do we need to itemise each item or can we leave that as ‘other’?**

You will not need to itemise each item if you have purchased multiple items relating to material aid. However, you must ensure to separate payments provided for Short-Term accommodation and not group them together under Other. This is to ensure that your agency is accurately reporting on accommodation costs.

### **Do we need to separate out the costs of meals provided at accommodation sites from the nightly accommodation expense?**

 If these costs are an addition to the nightly accommodation expenses, you will need to

 capture this within SHIP under Payment Purpose> Other and select the corresponding

 support provided (e.g.: food vouchers/ food purchases).

### **If we are providing a Flexible Support Package, do we need to enter this payment type into SHIP?**

No, you do not need to capture FSP expenses in SHIP. FSP expenses are captured in the FSP Portal.

## Service hours and Case Notes

### **Is "contact” hours only meant for direct contact with client? How do I record case coordination activities associated for the client?**

Contact hours are recorded all types of contact associated with supporting a client, including emails, phone calls and in person meetings. Case Coordination activities such as Secondary Consultations can be recorded as ‘Case Work’. If consent is not provided, you are able to utilise the Support Actions page to capture service hours for both Direct Person consultations and Secondary Person consultations. Further information including running the Service Hours report is found in the [Service hours training sheet](https://providers.dffh.vic.gov.au/service-hours-training-sheet) <https://providers.dffh.vic.gov.au/service-hours-training-sheet>.

### **How are service hours recorded in a refuge where there is 24/7 accommodation support?**

Service hours are not utilised to acquit targets for refuges. Refuges acquit funding based on household stays and bed nights. Data capture for refuge clients should always be held in a separate workgroup to Client Support (Case Management) clients. You may collect service hours for refuge clients in case notes within SHIP for your own agency purposes, but the department does not require this under the service agreement.

### **I am getting errors in children’s case notes where I haven’t associated them with the adult victim survivor?**

 You will need to ensure that the children’s support periods are associated to the Presenting

 Unit Head’s profile. If the errors in the case notes are relating to an SHS service, please look

through the [SHIP data quality enhancements - August 2023,](https://www.aihw.gov.au/getmedia/1616b36d-2557-4223-a10a-6e0f4f9dbab5/ship-data-quality-enhancements-training-material-august-2023.pdf.aspx) <https://www.aihw.gov.au/getmedia/1616b36d-2557-4223-a10a-6e0f4f9dbab5/ship-data-quality-enhancements-training-material-august-2023.pdf.aspx>, chapter 4 to ascertain if the errors are age-related.

### **Should we add the Team Leader or Manager to a Case note where we do a case consultation?**

You should add the Team Leader or Manager to a Case note where time duplication is required. So, the initial client contact case note would not include the Team Leader or Manager, but a separate case note with the case consultation should be created with both the Practitioner and Team Leader and service hours captured under ‘case work’.

### **Where to we capture care team or professional meetings such as supervision?**

Professional meetings and supervision do not contribute to service hours for the acquittal of Client Support responses. Only direct client support, case work such as case noting and secondary consultations and travel time contribute to service hours for acquittal purposes.

### **Is there a way to report separately on service hours provided in the after-hours to the service hours provided during standard business hours?**

Yes, the after-hours program has their own After-hours Profile. When completing case notes for an after-hours response you must make sure you do this from within the After-hours Profile rather than from the top tool bar. You will then be able to download an After-hours List Report which will detail service hours relating to after-hours responses. Further information is available at [DFFH Providers - Family violence services training](https://providers.dffh.vic.gov.au/family-violence-services-training) <https://providers.dffh.vic.gov.au/family-violence-services-training>

### **If you add multiple workers to a case note, does it split the service hours across the workers or duplicate them?**

Service hours are duplicated within a case note if there are multiple workers associated to a case note. Additional workers should only be added where direct client contact, or case work has been undertaken and should not include administrative staff.

### **When creating a case note should you tick workgroup or cluster?**

Where workgroups are clustered together there is only one client record. By ticking workgroup, the case note will only be available for viewing to that workgroup. If you tick cluster the case note will be available for viewing to all workgroups across the cluster. You will need to decide if the content in your case note is appropriate to share across all workgroups in your cluster.

### **How do we case note a child without a protective parent in SHIP?**

In the most cases children will present with a protective parent or be referred to Child Protection. Where a service is supporting a youth nearing 18 years that has not been picked up by Child Protection they should be recorded in SHIP as an adult with their own support period.

## Program field.

### **What happens if our organisation doesn’t have a program drop down in SHIP?**

 SHIP users with Coordinator access can create Program options in SHIP. Further information is available in the [Custom Fields e-learning](https://youtu.be/QgKRpiliJQQ) <https://youtu.be/QgKRpiliJQQ> module.

### **Do clients in individual programs have data submitted separately or as part of the Standard and Additional data extracts?**

The Standard data extract includes data for all clients in a workgroup regardless of if the Program field is utilised. As there is no visibility in the Program field data this data has been captured in the Additional data extract. Clients with the Program field selected will appear in both the Standard and Additional data extract.

## Extracting and submitting the Additional HDC data extract

### **Does the deadline for uploading the data extracts (10 business days following the end of the month) include Public Holidays?**

The deadline for uploading the data extracts excludes Public Holidays so you may add an extra day if there is a Public Holiday. The 2025 due dates can be found in the [Additional HDC Data Extract – How to Guide](https://providers.dffh.vic.gov.au/additional-hdc-data-extract-how-guide) <https://providers.dffh.vic.gov.au/additional-hdc-data-extract-how-guide>

### **Can you confirm which files we have to send to Validata™ and which we send to the HDC?**

 The Standard extract (SHS file) is submitted to Validata™. The Standard extract (SHS file) and Additional extract (HDC file) are submitted to the HDC.

### **Our agency has had difficulty logging into the Secure Data Exchange (SDE) or at time had errors. When this happens do we attach both files in one email to the HDC support inbox or do they need to be separate emails?**

You may attach both files in the one email and forward to the HDC Supportinbox. Email should only be used as a backup for when an agency experiences issues submitting to the SDE.

### **Our agency has had situations where the SDE has "lost" files at times and we were advised to email them into HDC support.  Should we always email all files or only if there has been an error to the SDE upload?**

Only email the files to HDC support if there is an issue with uploading files to the SDE, you will receive confirmation emails for each file submitted. If after a second upload attempt, you do not receive the confirmation email then forward to the HDS support inbox.

### **Who do we contact if we have not had a response to requests to the HDC Support email?**

If you have been unable to resolve queries with the SDE or workgroups through the HDC support email you should raise the matter with your Agency System Support Manager

(APSS).