**Additional Data Extract**

Webinar Recording Transcript

**[Transcript begins]**

1. **Introduction**

**Anuradha Saggar:**

Now for today's training session, you are attending the additional data extract, HDC reporting, training session, get to its family violence funded agencies.

Before we go into it further, I would like to acknowledge the country and, on my end, I would like to start with acknowledging the traditional custodians of the land I present from today. The Ngunnawal people and pay my respects to the ancestors and Elders, past and present. I extend this acknowledgement and respect to all Aboriginal or Torres Strait Islander people here today within the chat box. I would certainly encourage ourselves to place the lens that you're joining us from today and I'll be pretty curious to

hear where you're joining us from today's session. And please feel free to include them into the chat box as well.

But today's training session, I will be a facilitator, and my name is Anuradha and I'm the SHSC Training manager at the AHIW, we do have Toni and Betty from FSV as well, who are joining our session and will be facilitating the chat box monitoring if there's any questions and they will be jumping in to respond to questions as well, once we come into those parts throughout our session for today as well.

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**001:33 Overview**

**Anuradha:**

But today's training session it is a 2-hour session where I will be covering changes to the data reporting requirements for funded family violence agencies within Victoria for the five additional fields, including the Multi-Agency Risk Assessment and Management the MARAM Tool. Accommodation type. Family violence. Fund type. Service hours and Program related fields.

This session will also cover extracting and submitting the additional data extract to the homelessness data collection, the HDC for data custodians. There is time allocated at the end of the session to discuss any questions that you might have, and I encourage you to jot them down as we go through the presentation, but we're certainly will open the floor up for questions as well when we go through quite a number of the content today.

In today's training as well. We will try to cover as many questions as we can during the allocated time in terms of break. We have scheduled a 10 to 15 minutes

break. As I've mentioned, you will receive a copy of the recording for today's training, along with resources as part of the package for attending today's training session.

And in regard to today's training session, we will have a PowerPoint presentation as

well as I will be demonstrating some basic SHIP data entry in terms of a case scenario and there will be 3 polls that I will open the flow up as well and I would

encourage yourself to participate, but that will happen after the break that

we will have and schedule for today. So certainly, there will be audience participation in terms of the polls and so forth.

But in regard to the overview and the background of changes and why this has taken place. The specialist family violence Services in Victoria receives funding under the

National Agreement on Social Housing and Homelessness. This agreement requires services to CAP, to contribute to the national minimum data set, which we primarily use SHIP to capture. Victoria has made several changes to their version of SHIP. These data points are not part of the national minimum data set and therefore have not been available to the Department of Family Fairness and Housing.

The additional data extract was introduced to address this data gap. Agencies were required to align themselves to the additional reporting from the 1st of December 2024,

so that's a bit of an overview and the background of the changes that have taken

place in regard to the data field, the first step, one that we will be having a look at will be the MARAM Tool.

**005.09 MARAM Tool**

**Anuradha:**

In regard to the MARAM Tool. There is no change to how MARAM risk

assessments are completed. Agencies provide information such as age range, for a user of family violence, relationship type between a victim survivor and a user of family violence and risk level present for a victim survivor. When the MARAM Risk Assessment tool has been completed, the user must select ‘save final’. If a user does not select ‘save final’, the MARAM Tool will be reported as incomplete, which is an inaccurate representation and contributes to underreporting the number of MARAM assessments being undertaken. The MARAM Tool has been designed to report

on risk levels at different points in time.

For example, a client arrives at a refuge and the risk level is determined to be the risk

requiring immediate intervention. Overtime and after receiving support from the agency, the risk level may show an improvement for the victim survivor and reduce to elevated risk. So, the message here is when you do complete your MARAM Tool, do ensure to save final to enable your agency to report accurately on the number of MARAM assessments being undertaken.

In relation to the MARAM Tool, if you do have any questions, please feel free to place them into the chat box or you could raise your hand and Teegan and Toni will facilitate any questions that they may be on your mind. So please feel free to ask away if you have any questions regarding the MARAM.

**Toni Buck:**

We have Teegan online, from the MARAM Team. Has anybody got any questions about that, the process of saving final once you've completed a MARAM assessment?

**Toni:**

Any hands?

No comments.

Ohh, here we go, Cathy.

**Cathy Blewitt:**

Sorry for every little bit of like if we need to add a little small amount of information we have to create a whole new MARAM risk assessment.

**Toni:**

Let's throw to you Teegan.

**Tegan Leeder:**

Ohh yes, um.

Now within the if it's within the seven days, no. You can use an existing one, but after seven days when the assessment locks are, yes, you would need to do a new one. That is because risk assessment is a is a point in time and so you need to talk accurately capture that pointing time assessment. Does that answer the question?

**Cathy:**

Yeah, yeah, yeah.

It was just a with us. We noticed we had to like, even if it was just one small thing, we had to update after seven days. We'd have to create and then sometimes a profile might have 5-6 MARAMs.

**Tegan:**

Yeah. And that's fine. But just that just shows it you're doing the work as you should be.

**Cathy:**

Yeah.

**Tegan:**

You've also got the order population function as well, so that brings across information from the previous risk assessment. So that might help with the data entry side effects. We know it is onerous.

**Toni:**

Any other questions there on the MARAM assessments.

No.

OK. We'll hand back to you Anuradha, thank you.

**009.17 Accommodation type**

**Anuradha:**

Thank you, Toni, and will move along to the next data field and we'll discuss the Accommodation type. If your agency is providing accommodation support, you must remember to record the Accommodation, stay in SHIP after creating a case. Note this is to capture specific accommodation types provided to clients. For example, a hotel or a motel? A family violence refuge. Transitional housing. Rooming, housing and etcetera.

At present there is no visibility of the type of accommodation provided to clients

and often end dates are missing in submitted data. The department needs to be able to

identify motel or hotel type Accommodation. The cost of providing this short term or

emergency accommodation and the number of adults and children being accommodated. Therefore, in the Accommodation tab and under edit stay details users are required to select the dwelling sub type from the drop-down list. When a user selects short term or emergency accommodation, it is expected that the respective sub

type data field is selected. Users then need to associate the Accommodation record with any. Sorry, with any other adults or children staying in the accommodation.

Uses should not record whether client is residing at in terms of their address. Yes

However, they should record where there in terms of stay if it's a Holiday Inn motel,

so, allow me to repeat myself again for that point.

So, users should record where the client is residing. Adds. So for example,

a Holiday Inn motel or Airbnb, but must not record the address of the

accommodation. It is compulsory to record the Accommodation, exit date and users need to complete this field when the client leaves the accommodation.

In relation to the data field for the accommodation type, if you do have any questions, please feel free to raise your hand or you can place them in the chat box and we

will attend to your question as well.

**Toni:**

Any questions on Accommodation and completing the subtypes associating children with um, the presenting user head? No, and exit dates. Probably and most people are going back and entering exit dates.

Obviously, you don't put that in at the beginning, but once the client leaves.

The key thing here is that we need to be able to calculate how many nights of

accommodation and the average cost of accommodation. So without an exit date,

we don't know how long the stay has been.

All right, I'll hand back to you Anuradha.

**Anuradha:**

Thank you, Toni.

**00:13:09 – Support Periods for members of a presenting unit**

**Anuradha:**

And I'll move along in terms of support periods for members of a presenting unit,

the Victorian family Violence Data Collection framework highlights the

importance of identifying and recording children and young people as individual

victim survivors rather than secondary to adult cases.

It is important to incorporate children's voices in data collection and service

responses to ensure the experiences are accurately captured and addressed.

If your agency is providing accommodation support to children, you must create individual client records for them through the presenting unit head person's profile to associate the record. Children and young people who are also receiving accommodation support must be reported on and should have their own

support period. The process to open a support period for

family members are demonstrated in an eLearning module titled support period

for Family members. In relation to the support periods for family members,

just having a quick check if there's any questions that you may have, please feel free to utilise this time to ask your questions.

**Toni:**

Has anybody got any questions about creating support periods for children and family members associating Records?

Anything like that?

Very quiet. here we go Jyos.

**Jyosthsna Rao:**

Yeah, I am. I'm just wondering that what how is a child or a young person without a

protective parent recorded in SHIP? Is there another? Do we make a note or how does that work? Thanks.

**Toni:**

With an out the protective parent I um, I think it would probably be a child protection issue, so I don't know that they would be presenting unless they're 17 or you know,

in an old, almost nearing an adulthood. It would be unlikely that we would be working just with children and no um parent, but if they were in that 17 sort of 16–17-year-old age group then it would be recorded in the same way as an adult.

**Jyosthsna:**

Thank you.

**Toni:**

Any other questions?

Back to you Anuradha.

**00:16:14 - Family violence fund type (FVCB, FSP etc)**

**Anuradha:**

Sure, thing and we’ll move along towards the family violence fund type. Previously,

while agencies were required to record expenditure incurred to support their

clients, we understand that these would typically cost estimates and agencies often group costs together with under other. Now agencies must record the actual costs

incurred when supporting a client, not estimates. For instance, if a client stays in a motel, record the exact amount charged by the motel rather than estimating the cost based on the projected number of nights.

It is essential to select the correct fund type that was used to support the client, so that funding usage is accurately reported. We're going to have a look at a fictional

database, and I have a client is a fictional client of mine whose name is Angela Smith. Just to put it into practise in terms of what it looks like within SHIP, under the Payments tab. For instance if the agency is providing short term or emergency accommodation, they should select the corresponding fund type that was utilised to support the client and for payment purpose it would be selecting the short term or emergency accommodation and the sub type that best represents the situation for the client in terms of payments for material aid it should be selected under other payments and selecting the one that fits the criteria that best represents the situation for your client.

So certainly, it's utilising the fund type and the payment purpose to record the. Reason in terms of why the funding was utilised and the payment, for example, if it's a short term or emergency accommodation, selecting the corresponding type in terms of the one type or payment purpose. If you do have any questions, feel free to raise your hand or pop them in the chat box and we shall attend to your questions as well.

**Toni:**

If you do have any. Any? Any questions to do with Crisis brokerage entry? Payments into the system recording actuals rather than estimates.

**Deanna D:**

Can I please ask a question?

**Toni:**

Yes.

**Deanna:**

so with that the payment type.

**Toni:**

Ohh.

**Deanna:**

Alright, I'm looking at the option travel commuting, including cars, driving lessons and Myki cards with the cars. Are you only wanting the cab vouchers that we offer clients, or is it even when we do in house, when any of us drive clients to and from places?

**Toni:**

It's just expenditure. So um, yeah. Not not use of your own vehicles and things.

**Deanna:**

OK, okay. Thank you.

**Toni:**

And any other questions?

Zahra.

**Zahra Abdurahman:**

Yeah. My question is in regard to a flexible support package. If we access us through external agency, do we have still to add it to the SHIP?

**Toni:**

No, no, it's interesting. I don't think it should be a drop down on the on the list at all, but it's not essential. I mean, some people might want to record it there, but if you have an expended the money it doesn't belong in SHIP. It belongs in the FSP portal. And anybody else? No, thanks very much. Back to you Anuradha.

**Anuradha:**

Thanks, Toni.

**00:20:30 – Service Hours**

**Anuradha:**

And we’ll, we are going to move towards service hours, and I will present three slides and

we'll discuss service hours before we open the floor to any questions. So certainly, there will be opportunities to ask questions regarding service hours. After I go to the content,

but in the meantime, just give me a quick second to have a quick save of water. Alrighty. Thank you. Then in terms of service hours, agencies must capture the accurate hours

of engagement with their clients to better track the intensity of case management,

including direct and non-direct support. This includes recording accurate travel

contact and casework time. Where are two worker outreach response has been provided. The second worker should be added to the case note.

Where multiple case workers worked with or on behalf of the client, you can add each case worker to the case note by clicking on the blue person icon within SHIP. However,

only a sign additional case workers where time duplication is anticipated and if

this time has not been documented in a separate case note. Additional workers do not include administration staff or secondary consultations, only direct client support workers. Service hours do not include non-client case worker time such as attending

supervision or administrative functions. Further information, including running service hours report is found in the service hours training sheet. To enable all activities delivered by your agency and that it is reported on, we acknowledge that not all clients provide consent, and a case note might not be created in that situation.

In order to capture all service hours delivered by your agency, the support actions page within SHIP can assist you in these circumstances. An example of a situation includes a

consultation with a third party or a professional about a client where consent

to obtain a client record is not provided. This is termed as secondary consultation

and consultation time can be recorded in minutes.

Another consultation type under support actions is the direct person consultation. Direct person consultation includes a consultation with a client or a group of clients where consent to obtain the client's record is not provided. In these circumstances or instances, record details about the consultation and the consultation length. In this form, time can be entered in intervals. It is important to record the time spent

on all client support, including where a case note has not been possible due to not obtaining client consent. This ensures that the additional data extract captures all service hours delivered by your agency.

 In relation to service hours, if you do have any questions, please feel free to raise your hand or place them into the chat box and we will attend to your questions as well regarding service hours.

**Toni:**

Anybody got any questions on service hours?

**Deanna:**

I've got a question. Thank you. Ohh so I'm just trying to understand this one. So with the consultations we're talking about here, are we talking about, say for example, I try to find different psychologist or say therapist in the area. So I'm just calling different centres and checking for availability and all those kinds of things, so I haven't gone to the client and got consent yet because I'm just random calls to see if we've got availability at the nearest and things like that. So that go in here. Is that what we're saying?

**Toni:**

Uh, so I guess if you've already taken a client into servers, they've provided consent at that point.

**Deanna:**

Yes.

**Toni:**

So if I haven't ever come into service then you would use support actions. But in the situation where you've taken a client into service and you're making all of those calls,

then that would become a case note.

**Deanna:**

OK.

**Toni:**

So once you agree with the client and you put that those phone calls and all that

**Deanna:**

Yep.

**Toni:**

Time you've spent under casework, so the three, the three contacts in the box on the

right hand side their contact is actual direct time engaging with the client and

that can be via phone, by email or in in person.

**Deanna:**

Yep.

**Toni:**

Then you'll casework. Would be all of those additional phone calls, secondary consultations? Anything that you case noting all of that sort of stuff goes in casework and then obviously travel is travel time.

**Deanna:**

Sure.

Yeah, OK.

**Toni:**

That makes sense.

**Deanna:**

Yes, it does.

Thank you.

**Toni:**

No worries. Any other questions?

Okay back to you, Anuradha.

**00:27:12 – Program Field**

**Anuradha:**

Thank you, Toni. Moved onto the program field. In terms of the data for Program field, let's have a discussion on this one here and for programs, it enables agencies to create Program subtypes within the one workgroup to track performance such as service hours of payments for separate programmes of work, for example, crisis response or case management. When both responses are provided by the same work group, you must select the respective programme in the drop-down selection to be able to report accurately on each program. SHIP users with coordinator access can create programme options for further information on creating Program fields.

eLearning modules are available in the additional data extract how to guide. When you are delivering services, if you choose the correct programme type, your agency will have visibility of the service hours being delivered under that specific programme.

In relation to programme and its functionality, if you do have any questions, please feel free to raise your hand. Please send me to the chat box and we will be able to respond to any questions regarding programme and its functionality within SHIP.

**Toni:**

Any questions on Program fields are essentially Program fields are created locally and so they can in the categories of programmes are determined by your agency. Um, so drop downs will vary across you know agencies, but it is a way of being able to see different programmes of work in your data. So, if by selecting the programme drop down you could for example download a service hours report and identify different programmes of work that are all within the one workgroup.

**Cathy Blewitt:**

Hi. So, if your SHIP form does not have the program drop down, is that because your organisation hasn’t set that up with SHIP?

**Toni:**

If your organisations on their own SRS, so SRS is the parent product of SHIP or

if they're on a different platform like CS NET or Samus, then potentially they may not have that drop down all SHIP Vic users should have that drop down. It was one of the changes, or it's actually been there for a very long time, so I'm surprised. It's not there,

but maybe that's a phone call you could make to Info exchange to see if they can

rectify that. And we've got the email and contact details which we’ll put up at the end of the session. Ash.

**Ash Milne:**

Hello, my question is so if when you're running the kind of end of month reports with the does everything that gets put in the different programme?

Drop down report all on the still the one. I guess reporting category at the end when you are uploading the reports. Or can you run the reports for different like say you wanted to have you know the case management as a programme and then another programme, but you didn't want the report to be the same as in you needed to split that for the end? Or does it still kind of report as it under the one?

**Toni:**

So yeah, so work groups the whole of the work group report when you're creating,

you're talking about creating your SHS reports for submission.

**Ash:**

Yep.

**Toni:**

Yeah. So the whole work group, regardless of what programme you've selected, will be reported on as a whole. The programme field is really for more local analysis, so you can by having that programme filled, you'll be able to, when you extract the data it's in Excel

template and you'll be able to create pivot tables, and that programme would

be a category within that so that then you can drill down into the data further,

but you would the whole work group capture is what would be submitted in the

the data sets through valid data and HDC.

**Ash:**

Yeah. Yeah. Ok.

Thank you.

**Toni:**

No worries. Any other questions?

Back to you Anuradha.

**Anuradha:**

00:32:30:14 - 00:32:31:12

Thanks Toni.

And would you like me to place the eLearning module link for the program for or is it in the chat box at the moment?

**Toni:**

I grabbed it from yesterday.

**00:32:35 [Chat box link posted]** [**https://www.youtube.com/watch?v=QgKRpiliJQQ**](https://www.youtube.com/watch?v=QgKRpiliJQQ)

**Anuradha:**

Ohh you did OK lovely. Alrighty. Well done then. Alrighty.

Now in terms of our time, so we are travelling pretty well for time. We've covered what we needed to for the first half of the session, and we've gone through the various data fields in terms of break. I'm pretty flexible with the break time and allow Toni if you like to lead the timing for the break. It is almost 10:40 and in terms of whether the timing to resume the session.

**Toni:**

Yeah. But we'll just have 10-minute break and come back at 10:50.

**Anuradha:**

10.50 Alright, sure, we'll come back in at 10:50. Until then, I'll just mute myself.

Thank you. See you soon. Bye.

**Toni:**

See you soon.

**00:33:23 [Break time begins]**

**00:33:25 [Break time ends]**

**Anuradha:**

Welcome back everyone. I do hope that you're back in your seats and ready for the second half of the session during your break. If you did have any questions that came

up to your mind, please feel free to place them into the chat box and there will certainly be some time available before we conclude our session today for further questions as well. So certainly if there's any questions that's come up to your mind, do you place them into the chat box, and we will attend to your questions during the Question Time that we have allocated for today's training session as well.

**00:33:59 - SHIP Data entry and Polls exercise**

**Anuradha:**

Now in regard to today, at this point in time, what I am going to do now is I'm going to

demonstrate some basic SHIP data entry and this is in regard to the accommodation support. Thereafter, I will be putting up three polls and one that very shortly,

but in the meantime in regard to the case scenario that I'll be discussing here, I will demonstrate, as I've mentioned, how to record Accommodation support information in SHIP, in this case scenario. I have provided accommodation support to Angela and her children. The three of them are considered clients of the agency as they all have an open support period. I have created a case note within SHIP relating to accommodation support and associated this note with Angela and her children. This is because all of them are considered clients, and they have all received the same set of services.

To ensure that I am recording this day accurately, I will need to record the Accommodation, stay within SHIP. Now let's have a look at a fictional database, and I'm just going to hit back into the details page here for Angela Smith, my client and these are her children, Lily and Amanda. The three of them have open support

periods as they are all considered clients I had placed, and they Accommodation support case note here, and I had ensured to associate this to the children as well. Amanda and Lily - Angela's children and I have placed my timing as well in terms of service hours of ensure I've done all of those bits there now in regard to the next steps

which is the Accommodation tab, I’m going to head into the Accommodation tab over here and I need to record this day as well. Now in regard to create the new stay,

the stay commences today and the type of stay it's going to be a short term or

emergency accommodation in terms of the sub type, I will need to select the one that's best fits the situation for my clients within your agencies.

Please have a look at the sub type to select the one that corresponds with the Accommodation sub type that you are providing to your clients as part of the service within your agency. But let's say they're going to be staying in a Holiday Inn motel.

So I'm going to state this here. And I will associate this with Amanda and

Lily as the three of them will be residing together with mum at the Holiday

Inn Motel in regard to the Accommodation exit date, I will need to complete this when the family leaves the accommodation support. As part of this, I will need to ensure that I do have a look at my payment stab to record the corresponding fun that was utilised to

support the clients in terms of accommodation support as well as I will need to have a look at the payment purpose and select the corresponding one that suits the situation here. That's part of what I'll need to do within my data entry and SHIP.

However, I am looking at the accommodation support and ways to record it within today's training session and just highlighting the sub type is vital to be completed and

don't forget to record the Accommodation exit date when your clients leave the

accommodation. Now, in regard to some participation on your end, we're now going to have a look at.

**00:38:20 Poll 1 – Accommodation exercise**

**Anuradha:**

Some polls as well, and the very first one that we're going to have a look at is on Accommodation. Now what I shall do is I'm going to read

through the scenario and thereafter I'll open the poll.

**Anuradha:**

Open the poll. It goes for about two minutes per poll, each of them. Once you click on it in terms of when it's launched live within our session today and I'll be giving everyone sometime to have a look at the poll, right?

Your answers and we will have a look at the responses together as well. Now in regard to the Accommodation poll situation, here is my agency supported Jennifer and

her child, which short term accommodation. After creating a case note within SHIP,

I entered the information in the accommodation tab. Did I leave out any important or

essential details? So this is an accommodation support where the mum and the child have left. I've gone in just to have a look at.

Have I done everything correctly?

Have I undertaken my data entry correctly? Just wanting to have a look at it,

but what I am going to do now is I'm going to head into Microsoft forms on my end.

I'll pull up the Accommodation poll and I'll present it. There are three options for you to consider from.

**00:40:03 [Poll link posted in chat box** <https://forms.office.com/r/RP0FiqLsKP?origin=lprLink>]

**Anuradha:**

I'm going to place the link into the chat box, and I will have the QR code available for a couple of seconds. For those of us that may need to utilise a mobile device instead, but for the rest of us, the link is currently available in the chat box. What I shall do very quickly is I'm going to hit back into the image on the slide so that you'll be able to have a look at the image. Have a look at the options to provide your responses to, but if you need the QR code, please have a look at it now and some responses coming in.

That's great.

And I'm going to head back to the image as well. So I'm going to move away now from the QR code. Instead what I will do on my end,

I'll just do that. So it's easy for me later on, but until then I shall be quiet for about

a minute and a half. Two minutes max but please pop in your responses and we

will have a look at the results together as well. We'll give it another couple of seconds

before we head into the results I've seen, I believe there's some differing

viewpoints, which is great and fantastic, so that allows us to have a look at the

responses and look through what's missing. Or did I leave out any important or

essential details?

But what I shall do now is I'm going to head into the results, but if you're about to click send to your results, please feel free. Continue to do so.

We will receive your results on our end as well, so please don't hesitate to do so. But in the meantime, we have about 19 responses. 20 there you go.

It's live information, great and different viewpoints, which is wonderful. So over here it says.

Did I leave out any important or essential details?

And 75% of us felt that I have not chosen the Accommodation sub type and associated the stay with Ali.

25% felt that I have not chosen the Accommodation sub type associated to stay

with Ali and included an end date as well for the Accommodation. So 71% felt this was the response. This is what I've missed out on and 28% was about the Accommodation sub type associated this stay with Ali and included an end date okay so I'm going to have a look at the image and let's have a look at what's missing. I'm going to jump back in here now and thank you to everyone that has participated. Different viewpoints are fantastic.

That's good to see, and let's have a look here. So we've got the start date okay there

isn't an end date. Good. There is a type, yes. Now the sub type is missing. I did not undertake that. That's not right. Um, and for Ali?

I did not associate the record with her, although she was residing with mum. So what's missing here is the sub type and the associating with the child and if we have a look at the response, it would be. I have not chosen the Accommodation sub type and associated this day with Ali, so that's what's missing within my note and thank you to everyone that participated and jumped in. That was great to see the participation there and just highlighting when we do complete our accommodation information in SHIP to ensure that we are completing the sub type associating the stay with any

other adults or children that are residing there as well. And it's when the clients leave the Accommodation do ensure that you do include the date as well but thank you everyone that has participated in the poll.

**00:45:12 – Poll 2 Case Notes**

**Anuradha:**

We are going to move on to the next poll, which is on a case note, but on my end, I'm going to head back into my favourites tab and I'm going to pull up the corresponding one.

Just give me a moment. It's on a case note and we'll come back to this shortly, but let's have a look at the situation here for a case note. OK case. So the situation over here is Penelope Lee called my agency to discuss mental health services available to her. After speaking with Penelope over the phone, I arranged a referral for her. I created a note in SHIP to record this interaction.

Did I leave out any important or essential details? Or perhaps I've completed this accurately and correctly, so this is the case? Note over here we will come back to have

a look at this image very shortly. However, I will open up the poll. It will go for two minutes as well, and I will pull up the QR code for a couple of seconds for those of us that need to utilise it before I'll bring up the image once again.

**00:46:27 [Poll link posted in chat box** [**https://forms.office.com/r/ug1hf8cENY?origin=lprLink**](https://forms.office.com/r/ug1hf8cENY?origin=lprLink)**]**

**Anuradha:**

So that's the poll up there within the chat box. For those of us that need a QR code,

I'm just going to leave this on our screens for a couple of seconds. Please feel free to utilise it if required and do submit in your responses as well. This is moving, so that means that we're getting in responses, which is great. I'm going to move away from the QR code now and I'm going to just have a look at. We've got 9 submitted. That's wonderful. And for those of us that need the image, it's on the screen for you and we'll touch base again in about a minute and a half or so, but I'll be quiet till then.

Alrighty, let's have a look at the results together, and if you're about to click send to your

results on your polls, please feel free to do so. Don't hesitate and let's have a look at

what's currently available so 19 responses submitted. OK, and differing viewpoints. That's wonderful.

Let's have a look at it together here. So 95% felt that I have forgotten to

select the programme sub type 5% felt that I have completed the note correctly. OK,

so let's have a look at it together and thank you to everyone that has

participated. 20 submitted responses. That's lovely to see,

but let's have a look at the case note together.

Have I completed this correctly?

Did I miss out on anything a case?

So there is a date.

Good contact type. I had a need identified and referral. That's good, but I have forgotten. Just select the corresponding program. So that's what's missing within my

data entry. So in terms of the case notes though, having a look at the responses, it's right 95% of us that felt I have forgotten to select the programme type.

That's right.

Within the case note that's what I have forgotten. I have forgotten to select the programme sub type, so it's really important that when we do complete our case notes that we do include the programme subtitle for the data field to ensure that we are accurately reporting on the service hours that is captured within each programme for the services that you deliver within your agencies.

And thank you to everyone that has participated, and we're going to have a look at a final

poll. And with this poll, it's going to be on a payment. But I'm going to make sure that I pull up the corresponding one on my end as well to just give me a couple of seconds while

I pull up my favourites and it's going to be on the Accommodation. Sorry payment, not Accommodation, but let's hit back in here now in regard to payment.

So what's this poll going to be about?

**00:50:32 Poll 2 - Payment exercise**

**Anuradha:**

The final one for today, it's on payment. The situation is that my agency is supporting Emma and her two children. OK, initially we provided them with short term accommodation in a Holiday Inn motel for three nights at the cost of $200 per night.

This stay extended by a further five nights before Emma and her children entered a refuge. I approximated the cost for my agency to be $600.00 for three nights.

Is there any significant information that I may have overlooked?

We will have a look at this image shortly, but in the meantime, I'm just going to.

Make this live on my end for the poll and there's two responses to copy.

I mean to consider not copy from two responses to consider. That's put the link in the chat box.

**00:51:37 [Poll link posted in chat** [**https://forms.office.com/r/QfBSAhBwKh?origin=lprLink**](https://forms.office.com/r/QfBSAhBwKh?origin=lprLink)

**Anuradha:**

I'm going to just zoom into the QR code. If you require this for a couple of

seconds and um will hit back into the image as well, so a couple of seconds there for those that require this. And I'm now going to move back to the image on our slide and just going to move up there and this 9 submitted responses, 10 alrighty. So I'm going to be quiet now for another minute and a half and we'll have a look at the results together as well. Let's give it another couple of seconds and we're going to have a look at the responses. We've got 17 responses so far, and if you're about to click send and submit in your response, please feel free to do so.

Don't hesitate, and we're going to have a look at the results. Now, so let's have a look at the results together just to determine if there's any significant information that I may have overlooked. 18 responses are rightly so. Please keep them coming in and differing viewpoints as well. Alrighty, so let's have a look at our responses so far. And for this one here. So 94% of us felt that I should report the accurate cost incurred by my agency to support the client. 6% felt that I have completed the case note or the note correctly. So 94% felt that I should report an accurate cost and 6% was well, I felt that I've completed the note correctly, okay. So let's have a look at the image together and the situation here. They've got my date in there $600.00. That's my fund type subtypes.

All done OK $600. Now in terms of $600 to $200 per night, that would be. Three time, three nights sums $200 per night. So would equate to $600 and that's initially we provided them. However, the stay was further extended by five nights, so in total the family resided in the Holiday Inn Motel for eight nights. In this situation,

what has happened here is that I had not gone back in and corrected the figure

here, which has now resulted in seeing myself under reporting $1000 for this stay, so that it should have been $1600 and it's now been underreported. So in terms of the response over here, so if I have a look at it here, that's right for 94% of us, that felt that I should report the accurate cost incurred by my agency to support the client.

That's correct.

Because what I've done over here is I've not gone back in. I've not updated the figure and what has happened is that I have not ensured that my agency is reporting accurately on the expenses that's been occurred by the agency to support the family. So the take home message here is to ensure that we are reflecting the figures accurately to ensure that we are providing an accurate representation of the expenses incurred by the agency in regard to the payments.

If you have any questions, please feel free. Place them into the chat box. Might be something that you may want to discuss. I'm going to just leave that for yourselves

to think about. I'm, but if you don't have any questions, I'll proceed forward as well. Regarding this scenario here.

**Toni:**

 Any questions about any of those examples before we move on? Nope.

**00:57:00 Summary**

**Anuradha:**

Which then leads me to the Question Time the in regard to what we have covered so far and before I bring up a slide that's informing us in terms of further support for today's training session, we have covered the MARAM Tool. Accommodation type, the family violence fund type, service hours, programs, related fields. The next section of the training will be specifically for data custodians relating to extracting and submitting the

additional HDC data file before we move on to that section of the training for

today. If you have any questions regarding the content that we have covered so far, the data fields that we've spoken about, please feel free to raise your hand.

Place them into the chat box and we are happy to take further questions as well.

Thereafter, I'll jump back in and discuss about further supports, but in the meantime,

please utilise this time to ask any questions that may be in your mind and

feel free to utilise this for yourselves as well.

**00:58:10 [Evaluation link posted in the chat box https://forms.office.com/r/c9SSLVdLvK]**

**Anuradha:**

There will be an evaluation form link that will be dropped into the chat box shortly and we would appreciate your responses to the evaluations as well, but today's session but in the meantime, I'll shall be quiet for a couple of seconds, and I'll be led by yourselves.

 If you have any questions regarding what we have covered so far.

**Toni:**

Final thoughts, questions. Anything you want to ask from today's training session?

As Anuradha said the next part of the session is going to be for data custodian, so if you are a practitioner, you won't be required to stay, and Betty has popped the

evaluation. The Training evaluation survey and the chat. We'd really appreciate your feedback. So any other questions?

Alright, back to you Anuradha.

**Anuradha:**

Thank you, Toni.

Now, in relation to further support post our training session today, there are further supports available as well.

If it's a question regarding ship for help with SHIP, you are able to email them at apps@infoexchange.org and you can contact them at SHIP

support at 1800 627 191 option (1)

If it is a question regarding help with the HDC Secure data exchange, including access,

please email your request to HDC@support.vic.gov.au

But it was a question regarding valid data and how to upload extracts or resolve critical errors. Email homelessness@aihw.gov.au or you can contact the AIHW SHS hotline team at 1800 627 191option (2)

Both of these land lines operational from Mondays through Fridays during business

hours, but if you do have any questions, feel free to utilise the remainder of the time.

As Toni mentioned, the next part of it which will be recommencing at 11:45 it would be for data custodians. But what I shall do is I'm going to stop sharing my screen for those of us that might be heading out the door for today's

training session, you might have an early mark, but if you have any questions, please utilise this time as well to ask away. But I shall stop sharing my screen in the meantime.

**Toni:**

And if you're a practitioner and not involved in uploading the data extracts, you won't be required at the next part of the training session. And because we have advertised that the data custodian starts at 11:45, we will just pause the training until 11:45 in case anybody joins us at that time. So thank you very much for attending. Today we will send the slides around. It'll be a Monday job for us, so anybody that's participated or received the slides and we thank you for your time today.

**Anuradha:**

Thank you for your time, everyone.

And I'll pop the screen back on turning

for data custodians and the break time.

Do you get back at 11:45?

**Toni:**

No worries.

Thanks very much

**01:01:41Break time before HDC session**

**01:01:45 Break time over -HDC sessions starts now**

**Anuradha:**

Thanks everyone.

Welcome data custodians to the additional data extract, HDC reporting training session catered to family violence funded agencies.

My name is Anuradha and I'm the training manager at the AIHW. I’ll be your

facilitator for today's training session. I do have Toni and Betty from FSV as well,

who will be joining us in today's session and will be monitoring the chats as well

as responding to any questions that you might have for today's training session, it is recorded, and you will receive a copy of the recording in the next couple of days together with additional resources and for yourselves. While we prefer for you to have your

cameras switched on throughout the entire training session, if you would like to turn yours off if you don't feel comfortable, feel free to do so, but you will receive a recording of today's session as well. I will need to shut to share a couple of my screens and slides and on my end to assist with any bandwidth and not having any lags on my end. I'm just going to turn off my camera at this stage, but I am about to commence sharing my

screen. Just give me a moment and there we go. Just going to hide my chat box. OK,

now in relation to the extracting and submitting the additional HDC data file. Previously,

agencies were required to generate one SHS file and submit it to valid data and

to the HTC to comply with funding requirements. Now agencies continue to submit the

original SHS file by uploading it into valid data. Agencies are also required to submit the

SHS file and a new additional HDC data file via the Secure Data Exchange

platform. In total, data custodians will need to generate 2 files each month per workgroup.

In regard to the process of extracting and submitting the additional HDC data file. Within SHIP we will continue to utilise the reports page. However,

it's found in the reports tab and to locate the HDC extract. Once the data file has been exported from SHIP, data custodians must submit it via the Secure Data exchange.

Do not rename the files as this causes confusion and difficulty in file analysis by the HDC support team. The original file name. Sorry, the original file will have all the required identification details. Where an agency has not had access to the

Secure data exchange or has had a change in staff, they should complete the SD E3 user registration form. You will need to know your agency stands ID to complete the form. Where access to the SDE is pending or errors are reported when submitting the

extract, the agency can email the HDC support team at HDC@support.vic.gov.au with the data file.

The due date for submission of the SHS and HDC extracts is 10 business days following the end of each month. A list of due dates for 2025 is available

in the additional data extract.

How to guide?

You will receive an email receipt from both valid data and the HDC for every file submission. The subject line will identify the file type and the work group for the file.

Please check your email receipts each month to ensure your data has been received by both valid data and the HDC. In relation to the process of extracting and submitting the additional HDC data file, if you do have any questions, please do not hesitate to raise your hand or place them into the chat box and we will attend to your questions as well.

**Toni:**

Any questions about what's required to be submitted where?

So just noting we have when we download our files, the file type comes up and you're out. If you could just scroll back up so that SHS file goes to both the valid data and via the secure data exchange and the HDC file only goes by the secure data exchange.

And that was compulsory from December. So if we could make sure we're doing that

for every work group as of this month. Any questions on that?

Nope.

Back to you Anuradha.

**1.09.00 Conclusion**

**Anuradha:**

Thank you, Toni. And in regard to further supports, perhaps if you require further supports post our session today. There are some contact numbers and emails

that you can send to as well. In terms of mailbox for in terms of SHIP

for help with SHIP email apps@infoexchange.org or you can contact them at SHIP

support which is 1800 672 191 option (1) for help with the HDC Secure Data exchange including access. Please email your request to the HDC support team at hdc@support.vic.gov.au for help with valid data to upload extracts or resolve critical errors. Email homelessness@aihw.gov.au or you can phone them at AIHW SHS Hotline team, which is at 1800 672 191 option (2) and both of these landline's here are operational from Mondays through Fridays during business hours. For today's training session there is an evaluation for yourselves to complete as well, and the link is found within the chat box.

**01:09:34 [Evaluation link posted in chat box https://forms.office.com/r/c9SSLVdLvK]**

**Anuradha:**

But if you have any questions, please don't hesitate to utilise this time to ask away. However, you will receive a copy of today's recording for the training session,

along with additional resources that will be made available to you in a couple of

days. But what I shall do in the meantime is I'll stop sharing my screen but and please feel free to ask any questions that you may have during this time.

**Toni:**

Thanks very much for joining us today, everybody. If you don't have any questions,

you get a few minutes back in your day. But thanks very much for attending

today's training and sharing the word around in relation to our data entry and

uploads. Thank you.

**Danielle Lavithis:**

Thanks.

**Toni:**

Have a good day.

**Zahra:**

Thank you.

**Anuradha:**

Thanks everyone. Safe travels. See you then.

**[End of transcript]**