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| Communication on the Homelessness Data Collection Additional Data Extract  |

# Background and Context

The National Agreement on Social Housing and Homelessness (NASHH) requires funded homelessness providers in Australia to make monthly client data submissions to the Australian Institute of Health and Welfare for the national minimum data set, by participating in the Specialist Homelessness Services Collection (SHSC).

The Specialist Homelessness Information Platform (SHIP) and other Client Management System (CMS) produce the monthly agency data submission extracts, known as the Specialist Homelessness Services (SHS) extracts, which are submitted via Validata™.

The family violence sector in Victoria receives funding under the NASHH and is required to provide the SHS monthly data submissions under this agreement.

In Victoria, family violence and homelessness services are also required to provide their monthly data extracts to the department via the Homelessness Data Collection (HDC).

## Why is the department wanting more data?

Data enables the department to monitor demand for funded services and understand gaps across the service system. Importantly it also provides insights into client journeys and outcomes.

Victoria has gradually added fields to the version of SHIP used by Victorian agencies (Vic-SHIP) to capture data that enhances our understanding of case management and client outcomes, providing more granular information in areas such as the type of support offered to clients.

## What new data will be submitted to the department?

There are five new data points that will be submitted to the department in the Additional Data Set including:

* accommodation
* service hours
* program
* payment types and
* Multi-Agency Risk Assessment and Management Framework Matrix (MARAM).

Whilst this data is already collected by agencies, it is not part of the SHSC minimum data set and therefore not included in (and cannot be added) the Standard SHS extracts or available to the department in the HDC.

The Additional data extract will provide these five additional fields to the department to enhance HDC reporting.

The following table provides further information regarding the five additional fields:

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| **Field Name and Type**  | **Description and Rationale**  |
| **Accommodation Type**  | To capture specific accommodation types provided to clients (e.g. Motel/hotel, family violence refuge, transitional housing, rooming house, etc.). At present, there is no visibility of the type of accommodation provided to clients.  |
| **Service Hours**  | To capture hours of engagement between the specialist family violence service and the client to enable better tracking of the intensity of case management, including direct and non-direct support. These fields align to the client support key performance measure for case management. |
| **Family Violence Fund Type (e.g. FVCB, FSP etc)**  | To track expenditure of different brokerage funds. This is currently only available to the department via individual reports provided by agencies. Accurate data capture of actuals (rather than estimates) will reduce reporting burden for specialist family violence services.  |
| **Program**  | To track client engagement across different programs delivered by the same agency. For example, After Hours crisis support as opposed to Client Support delivered during standard business hours when these programs are delivered in the same workgroup. |
| **Multi-Agency** **Risk Assessment and** **Management Framework** **(MARAM)**  | To provide insights relating to the number of MARAM assessments being undertaken and client risk levels.  |

## How much additional work will be involved?

It is expected that there will be minimal additional work to be undertaken by practitioners as the data is already being captured, however agency staff responsible for submitting the monthly data extracts will be required to submit an Additional data file together with the Standard data file to the HDC.

The Additional data file will include the fields listed in the above table not contained in the Standard data file.

## How will the data be submitted?

Since December 2024, agencies have been required to submit two separate data extracts to the HDC, one being the ‘Standard SHS extract’ and the second being the new ‘Additional ‘HDC extract’ containing the five new data fields.

Both files must be submitted to our HDC support team via the Secured Data Exchange (SDE). If you do not have access to the SDE please contact HDC@support.vic.gov.au and email both data extracts to this address until access to the SDE is obtained.

The two files have separate file names. Further information on file names 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>>.

## What does this mean for non-SHIP/SRS users?

For non-SHIP users, technical adjustments are required to your CMS. The department will communicate separately to non-SHIP users regarding the technical adjustments and a negotiated go-live date.

## What are the key dates of implementation?

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| **Milestone**  | **Anticipated Date**  |
| Go-live with SHIP users  | July 2024  |
| Compulsory submission of the Additional data extract for SHIP/SRS users | December 2024 |
| Go-live for non-SHIP users (following technical adjustments to CMS)  | To be advised |

## Has there been any previous communication or consultation with the sector?

During 2023-24, the Sector Data Working Group convened by Council to Homeless Persons was consulted on the changes.

In May 2024, Homes Victoria sent communications out to funded service providers via COPL outlining the changes.

In June 2025, Family Safety Victoria sent communications out to funded service providers via Safe and Equal, and SAMS2 key contacts and the workgroup key contacts distribution list to highlight training sessions in data capture and file upload of the Additional data extract.

## Who do I contact if I have questions?

The HDC Support Team at Department of Health are available to provide any support and clarification.

The HDC Support Team can be contacted via emailon HDC@support.vic.gov.au.

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