

**Information Sheet August 2020**

**SHIP Enhancements: August – November 2020**

### Resource register into SHIP

The Resource Register will be rolled into SHIP from November to create a Vacancy Management System within SHIP. Non-SHIP agencies will receive a license to the Vacancy Management System in SHIP. The new system will be tested from 21st September.

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Vacancies will be listed by workgroup so, if one workgroup in an agency advertises multiple vacancy types (i.e case management support, IR 2, brokerage, HEART support), then the information about these vacancies will be combined in one place. Similarly, e referrals will all be forwarded to one place per workgroup.

Agencies can request that additional SHIP workgroups be established. Information can be shared across workgroups by creating clusters. The creation of additional workgroups will lead to separate SHIP reporting for each workgroup.

**Action:**

* + **WLASN agencies** should contact Sarah (sarah@wombat.org.au), if they think they need additional workgroups in SHIP to help differentiate between vacancies and ereferrals to different programs.

### MARAM into SHIP

The MARAM tools will be introduced into SHIP from 31st August. The CRAF tools will be removed after four months. Staff must have completed MARAM training prior to using the tools.

You can find the an Introduction to the MARAM Tools, a MARAM Cheat sheet, a FAQ document and a MARAM in SHIP user guide by accessing the **“MARAM Tools in SHIP” folder** [here](https://counciltohomelesspersons-my.sharepoint.com/personal/andrewe_chp_org_au/_layouts/15/onedrive.aspx?id=%2Fpersonal%2Fandrewe%5Fchp%5Forg%5Fau%2FDocuments%2FMARAMIS%20Resources&originalPath=aHR0cHM6Ly9jb3VuY2lsdG9ob21lbGVzc3BlcnNvbnMtbXkuc2hhcmVwb2ludC5jb20vOmY6L2cvcGVyc29uYWwvYW5kcmV3ZV9jaHBfb3JnX2F1L0V2Y0pNWWREc3dWQ29hdDZrazJlWm1jQnBMeDZvcWlxYWFaMnRUaERJWTZIdEE_cnRpbWU9N1JQeHJBeFAyRWc) . MARAM Guides can be found at: <https://www.vic.gov.au/maram-practice-guides-and-resources>.

**MARAM Training** - It is encouraged that all practitioners complete the MARAM Brief and Intermediate Assessment training before using the tools. This training is being delivered by CFECFW. All of the current sessions are booked out. I will make some enquiries as to whether further opportunities will be made available and keep you all in the loop. The link to the training is - <https://www.cfecfw.asn.au/maram-training-2020/> - if you’d like to make your own enquiries.

The MARAM tools are available for inclusion as part of an e-referral for any agencies that are configured for e-referrals.

When you’re in the e-referrals window there’s a button under Attachments that says ‘Client file’. If you press this, a window displays that allows you to select things from the client’s file that you want to add to an e-referral, including any MARAM assessments/plans that may have been created for the client. When you select a MARAM assessment/plan to be added and press ‘Attach file’, the system will automatically create a PDF document of the risk assessment / plan and include it as part of the e-referral.

### Case note changes

The AIHW has determined that too many services are creating case notes for clients for whom a support period is not created for. The ‘SHS’ service button below will be ‘on’ as a default, which will require that a support period is created. To avoid having to create a case note, untick ‘SHS’ service.

The AIHW would be interested to know about circumstances in which services write case notes without creating a support period.

From 1 September 2020 the Note form will be changed to include:

* a ‘SHS Service’ check box, which indicates whether services reported in that Note are SHS services or are not SHS services
* a visual indicator (ie. house icon) of whether a support period exists for the client.



If services want to record a case note but not create a support period, they will need to ‘untick’ the ‘SHS service’ box.

A detailed description of the changes and how to complete the new Note form is provided on the AIHW website and can be accessed via this [**link**](https://www.aihw.gov.au/about-our-data/our-data-collections/specialist-homelessness-services-collection/shs-elearning) **(**<https://www.aihw.gov.au/about-our-data/our-data-collections/specialist-homelessness-services-collection/shs-elearning>).

 An e-learning video showing these data quality enhancements can be accessed via this [**link**](https://www.youtube.com/watch?v=v-Y4WtwN6XA&feature=youtu.be) **(**<https://www.youtube.com/watch?v=v-Y4WtwN6XA&feature=youtu.be>). The lesson has also been added to the SHS eLearning course under the topic Recording Services (**link**).

### SHIP Custom data query tool

### A new tool has been released to SHIP, providing users with the ability to conduct detailed data analysis. The new tool enables a user to:

### Create custom queries of client data, which can be written for execution immediately, or saved for future use.

### Output individual client records into lists.

### Join data from SHS client, support period and collection period tables.

### A document explaining the new tool and to assist users to navigate the new function is available on the SHIP help pages, search ‘Custom query tool’. Please contact the SHIP support hotline 1800 627 191 (opt. 1) if you require any additional support.

**Ereferral**

In July 2018 DHHS introduced an e referral capacity into SHIP. ‘Ereferral’ refers to an enhancement to the referral tab on SHIP that enables SHIP and SRS users to send, receive and respond to referrals from other SHIP/SRS users electronically.

The aim of this enhancement is to reduce time taken processing referrals and improve of the security of client information that has is currently being transferred by email/fax.

Some things to note are:

* Call ahead before you send an ereferral! This is very important for a number of reasons. A key one is you will need to check if the provider is set up to receive ereferrals and knows to check their referral tab. Otherwise ereferrals may go unnoticed.
* Services will be identified by their current Service Seeker description. Make sure you are configured as best reflects your service including the contact person. Check on Service Seeker [website (https://www.serviceseeker.com.au/)](https://wombathss.sharepoint.com/Program%20Delivery/NWHW/Info%20sheets/website%09%20%28https%3A/www.serviceseeker.com.au/%29)  and report changes if necessary using the form provided

DHHS has developed ***Ereferral Instructions*** and an ***Ereferral Guideline and Implementation Protocol***. In the first phase of implementation only access point services could send ereferrals but, in Phase 2, this facility was opened to all SHIP users. A copy of the *Ereferral instructions* can be found at the end of this page: <http://www.nwhn.net.au/Guiding-documents-for-homelessness-services/Statewide-guidelines.aspx>

If you experience any technical issues with ereferral, call 1 800 627 191.

If your provider description/contact needs updating, fill out the Service Seeker form

Sarah Langmore
Western Homelessness Networker

31st August 2020

**Improving SHIP Data Integrity**

DHHS has provided funding to the Council to Homeless Persons to run a SHIP champions group. One of the roles of the SHIP champions is to improve the integrity of SHIP data – to ensure that the data is as accurate as possible so that it provides an effective tool for advocacy and sector development.

There is a role for the LASN both in monitoring data integrity but also in providing information to DHHS about factors impacting perceived data integrity issues i.e the impact of short contacts with clients at IA&P services.

No formal information has been provided about the ways in which our Victorian SHIP data is lacking integrity but below are some of the issues identified through SHIP Champions and at the Western LASN meeting impacting data integrity:

**Counting children as clients**

The count of children accessing homelessness services is likely to be an under representation of the numbers of children accompanying adults supported by homelessness services as each child now needs to be listed separately in SHIP, that is, if they receive a service as per the SHSC Guidelines.

**Housing situation at beginning and end of the support period**

DHHS is particularly interested in data relating to ‘housing situation’ before and after support. This data is used to help determine whether the homelessness sector is making a difference for those presenting as homeless. About 30% of responses are currently ‘don’t know’ or ‘other’ at the beginning and/or the end of support. It is therefore particularly important to limit the number of ‘don’t knows’ in this category.

***Action: SHIP users to identify a consumer’s housing situation at the beginning and end of the support period.***

**Reasons for presenting to homelessness service**

Staff generally complete the ‘reason’ and ‘reasons’ for seeking assistance with a consumer early in their support period. Although this data is meant to assist a consumer to provide their worker with information about why they are accessing homelessness services, this data is often used in policy to determine the complexity of issues leading to consumers becoming homeless. It is therefore very important to encourage a consumer to list all the reasons that have contributed to them being homeless i.e family violence, family breakdown, mental health issues etc.

***Action: SHIP users to encourage consumers to identify as many issues as they can that have contributed to a consumer becoming homeless or being at risk of homelessness.***

**Time since (and location) since last permanent address**

DHHS has identified that this is a very useful field but that the integrity of this field is not high. DHHS draws on this field for information about level of need in different LGAs.

***Action: SHIP users to note the time and location for consumers prior to becoming homeless, or being at risk of homelessness.***

**Reason support ended**

A very high response rate of “other” is listed for this question. In the Western SHIP report, 15.6% responses are recorded as “other” and 10.4% as “not stated” so we are missing this data for 25% of clients. It would be very useful to know whether staff are recording ‘’other or don’t know” because the list of options is inadequate

it has been indicated that amongst clients of family violence services, 50% of responses to the reason support ended is “other”. This could reflect the high volume of L17 work.

DHHS would be interested in a list of options that are not included in the drop down for this field.

***Action: SHIP users to note*** ***whether there are responses to this question that are not listed in the options provided and to select from the current range of options where possible***.

**Updates**

·        DHHS is seeking to include a voluntary drop down box that will assist services to differentiate between programs.  This will particularly help in separating IA&P, IR 2 and support data in services that run all those programs.

·        DHHS sought to include the option to have ‘assistance to establish a private rental tenancy’ included the list of needs identified, referred and provided. This was rejected by other states and jurisdictions so not being added to minimum data. It doesn't make sense to go alone on this. Advocacy and material aid it how AIHW say we should record it.

Sarah Langmore

Western Homelessness Networker

19 April 2017