

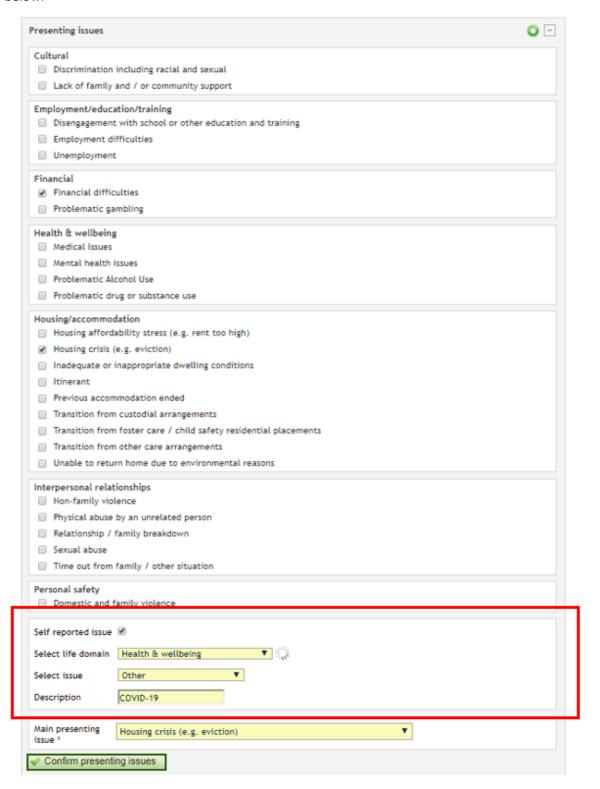




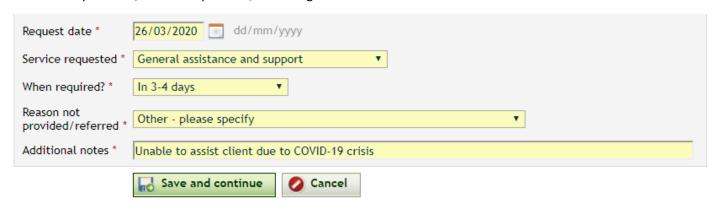
How to Record COVID-19 as an issue for clients

It is important for SA Housing Authority and the AIHW to be able to assess the impact of the COVID-19 pandemic on the Specialist Homelessness Sector (SHS) in South Australia.

At Intake: if a client seeking support is affected by the Coronavirus (COVID-19) crisis, select all relevant presenting issues (e.g. Financial difficulties, Employment difficulties, Housing crisis) PLUS self-reported issues>select the relevant life domain> select issue of 'Other', and record COVID-19 in the free text description field as shown in the example below.



For unassisted Clients: If a person presents to an agency and cannot be assisted at all as a result of the Coronavirus (COVID-19) crisis, record them as an unassisted person, select the relevant service requested, then 'other' for the 'reason not provided/referred' question, recording 'COVID-19' in the free text field.



At assessment and case plan: For clients whose health is impacted by COVID-19, or are being placed in quarantine, you can add a new issue to your case plan in the health and wellbeing section, to record your assistance in;

Case plan: plan summary Jennifer Example Consented Block (Example Consented) Client number 55680462 (Active) Date of birth 01/01/2000 (20) H2H Generic Training East Lead agency Case plan status In progress Completion factor Financial Assessed risk indicator: High Problematic gambling No goal set Health & wellbeing Assessed risk indicator: Medium Mental health issues Services incomplete Problematic Alcohol Use No goal set 0 Problematic drug or substance use Services incomplete Assessed risk indicator: High Housing/accommodation Housing crisis (e.g. eviction) Services incomplete Personal safety Assessed risk indicator: High Services incomplete Add strengths / issues



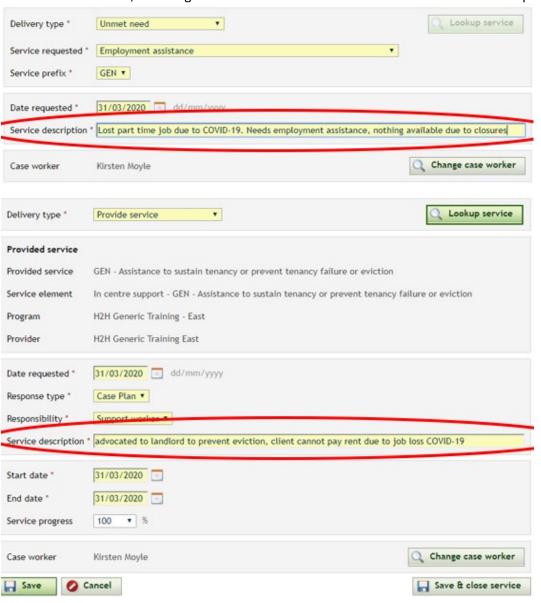
How to Record COVID-19 related services for clients

Record the assistance (provided, referred services or unmet need) in the relevant issues in your case plan, ensure your free text service description field also includes the text **COVID-19** or **Coronavirus**.

Examples of scenarios where a client might be affected by COVID-19 could be where they;

- Need assistance to access accommodation for quarantine/self-isolation
- Lost employment due to COVID-19, business closures, & their housing is now at risk, or are experiencing a financial crisis
- Domestic and/or family violence situations affected by the COVID-19 crisis
- Mental health or wellbeing is being affected by the COVID-19 crisis

Record the assistance, including COVID-19 or Coronavirus in the free text service description



Data will be collated on the free text terms "COVID-19" or "Coronavirus" in the following areas of H2H to determine the overall impact on the SHS sector, for new and existing clients;

- Provided or referred services and unmet needs, in the service description free text field
- · Self-reported presenting issues in the free text 'description' field
- Assessments or Case plans issues of 'other' or 'any other' in the free text 'description' field.

Any questions regarding these changes can be directed to the Homelessness Systems Support team at **1300 885 912** – **select 3** or email HousingH2H@sa.gov.au