Government of South Australia

homeless2HOME

Guidelines for Recording Employment, Education and Training Assistance

Contents

Why is this important?

The Australian Institute of Health and Welfare (AIHW), who are responsible for collection of client data for all Specialist Homelessness Services (SHS) in Australia, require that all SHS report any employment, education and training related assistance that has been provided to clients.

Employment, education and training assistance is measured as a Key Performance Indicator (KPI) as part of agency contract management, so it is important that provision of assistance for clients in this area is recorded accurately.

In South Australia, employment, education and training assistance is recorded on the H2H System through the adding of **provided** or **referred** Services or tasks. SHS staff can also capture where there is an unmet need for employment, education and training assistance through the **unmet need** function.

Accurate recording of employment, education and training assistance is important, as it indicates to the AIHW whether a client who is homeless, or at risk of homelessness has been assisted to engage with employment, education and training during their period of support. Information regarding the provision of assistance with employment, education and training to clients is not captured by any other means in the H2H system, so it is important that staff ensure they are inputting this information. This document is designed as a guide for SHS staff to ensure that this information is captured correctly.

Definitions of Employment, Education and Training Assistance

The AIHW defines employment, education and training assistance in the SHS Collection manual as follows;

Employment assistance

- Assistance to obtain a job and/or access to employment assistance programs

Educational Assistance

- Assistance to access education or assisting the client to remain in education

Training assistance

- Assistance to access training programs

These three types of assistance may be provided either by the lead agency, a consented agency, or an external agency.

How to record Employment, Education or Training at the start of support

If your client is already engaged with employment, education or training when they present to you, this should be entered into their personal details as part of the intake process on H2H.

The client's employment status is recorded in the income panel in the intake. You will be asked to record the client's labour force status and employment type at both presentation and at the week before presentation to your agency, as seen below;

Labour force status and employment type can also be edited during the client's pathway from the income page in the client menu as shown below;

Information from these panels is used to pre-fill the exit information when a client's pathway ends, so it is useful to keep this information as up to date as possible at all times.

To record a client that is already engaged with formal education and training, both at presentation, and at the week before presentation, you will complete the education section of the intake;

To enter in the details of the education or training, select the 'add education' button as indicated above. The following panel will appear where you can enter the information. For example;

These details can be edited at any time during the client pathway by navigating to the personal details page in the client menu and selecting the edit button at the bottom of the screen, as seen below;

Personal details

Client
Client summary
Personal details
Contact details
Income
Housing
Notes
Assignments
Alerts
Consents
Client pathway
Refer client
Referral history
Unassisted history

| Intake |
| Assessment |
| Case plan |
| End support |

Personal details

Jenna Brown   ♀

| Client number | 55686235 (Casual) | **Date of birth** | 10/10/1995 (18) |
| **Lead agency** | Eastern Adelaide Generic Homelessness Service | | |

| Date of first contact | 22/09/2014 | Marital status | |

Cultural identity

Aboriginal	No
Torres Strait Islander	No
Spoken language	English

Does not read English ☐   Does not write English ☐   Needs help completing forms ☐

| Country of birth | Australia |

External agency details

Medicare #

| Centrelink CRN | | DVA | |

Housing SA client ☐

Families SA client ☐

Disability or assistance

| Needs help or supervision | No |

Education

Formal education / training	Yes
Education type	Vocational education and training
Enrolment status	Enrolled and attending
Facility	Adelaide Central TAFE
Address	10 North Terrace
Student ID	1235649	Exemption ☐

Additional client information

✏ **Edit personal details**

You can then edit the education or training details as required.

How to record Employment, Education or Training Assistance during support

Assistance with employment, education and training can be recorded in a number of ways in the H2H System;

- A provided service/task

- A referral within H2H

- A referral external to H2H

- An unmet need

A service and task in H2H are the same function, with services being entered at the intake/assessment stage, and tasks being entered once the client has moved on to the case plan stage. For the purposes of this guideline, both will be referred to as 'services'.

Entering a provided Employment, Education or Training Assistance Service

If the client has already received the employment, education or training assistance from your agency, you can record this immediately on H2H as a 'provided service', as seen below;

> *Note:* The example below demonstrates adding the assistance as a case plan task. Employment, education or training assistance can also be recorded as an intake service.

Unemployment: add task

Lindsay Amber   ♀

Client number	55664059 (Active) **Date of birth** 1985 (29)
Lead agency	Eastern Adelaide Generic Homelessness Service

Unemployment   more +

Goal	Employment stability

ℹ️ **Adding or referring a service**
Select a delivery type from the options below, then use the 'Lookup service' button to select the requested service. For 'Required' services, use the drop-down to specify the service to request.

Delivery type *   [Provide service ▼]   🔍 **Lookup service**

Provided service

Provided service	Gen - Employment assistance
Service element	In centre support - Gen - Employment assistance
Program	Eastern Adelaide Generic Homelessness Service
Provider	Eastern Adelaide Generic Homelessness Service

Date requested *	19/09/2014 🗓️ dd/mm/yyyy
Response type *	[Case Plan ▼]
Responsibility *	[Support worker ▼]
Task description *	Lindsay was provided assistance with searching and applying for jobs using the office computer

Start date *	19/09/2014 🗓️
End date *	19/09/2014 🗓️
Task progress	[▼] %

Case worker	Kirsten Moyle 🔍 **Change case worker**

💾 **Save**   🚫 **Cancel**

This would then appear in the case plan (or services list) as follows;

Tasks

Date requested	Description	Provided service	Provider	Action	Status
19/09/2014	Lindsay was provided assistance with searching and applying for jobs using the office computer	Gen - Employment assistance	Eastern Adelaide Generic Homelessness Service	✏️	🟢

⬅️ **Return to life domain**   💾 Close & save goal

Referring an Employment, Education or Training Service

If your client is being provided with assistance by another agency, this can be recorded as a referred service/task, either by internal referral (if the agency is also a SHS), or by external referral (if the agency is not a SHS).

For example;

*Jessica has been enrolled in a 6 week training course run by her Job network provider. This would be entered into Jessica's case plan as a 'Referral external to H2H' for **training assistance**, to the Job network provider. See below;*

This service would appear in the case plan as follows;

Tasks					
Date requested	Description	Provided service	Provider	Action	Status
23/09/2014	Jessica to attend 6 week administration skills course	Training assistance	Job Skills Australia	✏️	🟢

Return to life domain   Close & save goal

Entering an unmet need for Employment, Education or Training Assistance

Where the client has an unmet need for Education, Employment or training assistance, this can be entered on the H2H System as an **unmet need**.

> The AIHW defines **unmet need** as;
>
> *'any services or assistance the agency worker assesses the client as needing, whether or not the client accepts or agrees to participate in this support service…When a service cannot be provided or referred, it is important to record the client's needs because this helps to identify unmet needs' (AIHW Collection Manual,)*

An unmet need can be entered either as a service when the client is at intake or assessment stage, or as a task within the case plan. Unmet needs that are identified at intake stage can be carried through into the case plan if the need remains unmet.

To add an unmet need, complete the steps below;

The unmet need then appears in the client's intake services menu (or relevant case plan issue if it has been added as a case plan task).

Once the lead agency, or another agency, is able to provide the service that the client requires (i.e meet the unmet need) the user can then edit the unmet need, and either refer it (within H2H or external to H2H), or provide it themselves.

Follow the steps below to convert an unmet need to a provided or referred service.

Navigate to the services screen or case plan issue, and click on the edit pencil on the unmet need that you want to convert;

On the edit service screen, change the delivery type to either provided or referred (depending on who the client is receiving the service from), and complete the details as needed,

Complete the details on the new delivery type that appears;

Edit service

Client Test

Client number	55806978 (Casual)	**Date of birth**	01/01/1990 (29)	♂
Lead agency	H2H Generic Training - East			

ℹ️ **Adding or referring a service**
Select a delivery type from the options below, then use the 'Lookup service' button to select the required service.

Service description	client requires assistance to gain employment but is refusing to engage with job network provider
Date created	20/08/2019

Delivery type *	Referral external to H2H ▼	SA community

Service referral

Service *	Employment assistance
Provider *	Job Networks Australia ▼
Reason for referral *	client requires assistance to gain employment but is refusing to engage with job network provider
Contact name *	Duty Worker
Email address *	HousingH2H@JNA.com.au
Phone #		Fax #	

Date requested *	20/08/2019 📅 dd/mm/yyyy
Responsibility *	Client ▼

Start date *	20/08/2019 📅 dd/mm/yyyy
End date *	20/08/2019 📅 dd/mm/yyyy

Case worker *	Lachlan McConnochie	🔍 **Change case worker**

✅ **Consent for information sharing**
The client has granted consent to share and exchange information with the selected provider.

📄 **Preview referral form**
Preview the PDF referral form that will be automatically emailed to the provider. 📄 **Preview referral form**

💾 **Send and accept**   ⊘ **Cancel**   ❌ **Close service**

After completing the referred or provided service you will be taken back to the services screen, where you will see that the originally entered unmet need now appears as converted;

Services

Client Test				♂
Client number	55806978 (Casual)	**Date of birth**	01/01/1990 (29)	
Lead agency	H2H Generic Training - East			

ℹ There are no unmet needs entered for this client

Services

Service element	Provided service	Provider	Start date/ end date	Action	Status
N/a	Employment assistance	Job Networks Australia	20/08/2019 20/08/2019	✏	⭕

➕ **Add service**   🔴 **End support**

You can find further instruction on how to enter and convert an unmet need in the H2H User Guide.

Questions or queries

As with all matters relating to clients, there can always be scenarios that may fit a number of definitions or processes. If you are uncertain on how to record a particular circumstance of employment, education or training assistance for a client, you can contact H2H Support for guidance, by emailing HousingH2H@sa.gov.au