# H2H Top Tips - Services and Tasks

A service and a task on H2H are **the same thing**, but at different points in the client pathway, the following definitions apply to both Services and Tasks.

## DEFINITIONS:

The AIHW collection manual defines services/tasks as;
- The services and assistance your agency provided to a client each month they remain a client of your agency
- Any referrals you have arranged for the client each month they remain a client of your agency
- The services the client needs each month they remain a client of your agency
- A means of identifying unmet need

**Provided Services/Tasks** are recorded through the 'Provided Service' Function on H2H
- This refers to a support service which is provided directly by your agency
- All support provided should be recorded – even if the client does not acknowledge a need for services
- You should only record that accommodation has been provided if you have provided the client with the actual accommodation e.g. services that have onsite crisis accommodation  or medium term/transitional accommodation.

**Referred services/tasks** are recorded through the 'Referral within H2H' or 'Referral External to H2H' functions and are used;
- If you refer a client to another service provider AND that service provider accepts the client for an appointment or interview
- Do not complete a service/task referral if the client is not accepted for an appointment or interview. In that circumstance you would record as a 'Required Service' (see below)
- You only record that accommodation has been referred if you have referred the client to another service to provide the client with actual accommodation

**Required Services/Tasks** are used to record identified needs and unmet need, and are recorded using the 'Required Service' function
- This refers to any services or assistance you assess the client as needing. Even when a service/task cannot be provided, it is important to record the client's needs because this helps to identify unmet need.

Definitions of specific services can be found in detail in the AIHW - SHS collection manual accessible on the H2H support page, or for download at SHS-collection-manual-July-2017.pdf

It is important to remember that Services/Tasks should always have a client focus. The add Services/Tasks functions are there to reflect the services that the client is receiving from the homelessness sector. Please see below for some scenario examples.

*Example 1:*
*Case worker Sally at a generic homelessness service is contacted by single male Matt Smith. Matt has been couch surfing with his sister whilst he looks for a private rental property but this is not a long term option. He has applied for a number of properties with no success and is worried that he will not be able to afford the bond and rent if he does manage to find a place. Matt also states that he does not have enough money left before his next pay to buy bus tickets to continue to attend open inspections. Sally contacts Housing SA on Matt's behalf to see if there are any upcoming appointments for him to apply for bond/rent assistance. She also contacts the Private Rental Liaison Officer (PRLO) to get the date of the next Private Rental Workshop. Sally also gives Matt some information on crisis options if his sister does ask him to leave. Finally Sally provides Matt with a bus ticket so that he can attend his appointments and house inspections.*

Sally would enter the services provided to this client as follows:
- Advice/Information: information provided regarding crisis accommodation
- Advocacy/Liaison: liaised with Housing SA regarding housing options appointment
- Advocacy/Liaison: liaised with PRLO regarding workshop dates
- Material aid/Brokerage: provided multi trip bus ticket

ON H2H they would appear as follows:



If Matt is able to access an appointment time at Housing SA, and to attend the Private rental workshop, Sally could also send an external service referral for those appointments.

*Example 2:*

*Case Manager Amy goes on a home visit to her Supportive Housing Packages (Stimulus) client Rory. Amy spends 30 minutes with Rory discussing a number of areas of his case plan. Amy provides Rory with advice on how to deal appropriately with his noisy neighbour, and they discuss his upcoming house inspection. Rory requests that Amy speak with the landlord about changing the day as he has a medical appointment at that time. Amy advises Rory he should mow his backyard before the inspection, as it has become overgrown. Whilst on the visit Amy also provides Rory with a brochure for a local drug and alcohol support group he had requested information about. Rory has agreed he will contact the group himself if he decides to attend. On her return to the office Amy contacts the landlord and reschedules the inspection and texts' Rory the new inspection time.*

Amy would enter the following tasks onto Rory's case plan to reflect the services that Rory was provided during and following the visit. The tasks would be entered in the appropriate life domains, and under the service element 'Supportive Housing Packages'

- Advice/Information: provided client with advice on how to respond to noise disturbances from neighbours
- Advice/Information: advised client on expectations of property condition for upcoming inspection
- Advice/Information: supplied information about local drug and alcohol support group
- Advocacy/Liaison: liaised with landlord to reschedule inspection time

---

*Example 3:*

*Case Manager Jack drives to his client Donna's property for a scheduled appointment. When he arrives at the property Donna does not appear to be home. Jack phones Donna's mobile but she does not pick up. He leaves her a voicemail message stating that he had been there but she was not home, and requesting she call him to reschedule the appointment. He also leaves a calling card in the door. Jack returns to the office.*

Jack does not enter any tasks on to Donna's case plan, as she has not been provided with any services. Jack enters into Donna's case notes that she was not home for the appointment and that he could not get in touch with her.

---

It is important that workers entering services/tasks onto H2H remember that a service/task is not a method of case noting. It is a record of the support services that a client is being provided by the homelessness sector, or that the client needs but is not being provided (i.e. required services).

For example, a phone call made to a client is not a service/task. Advice/Information provided to the client over the phone relating to their support needs, is a service/task. Or as shown in example 2 above, visiting a client is not a service/task, but the advice given, and advocacy completed for the client on and after the visit, is a service/task.

All workers are encouraged to contact H2H Support if they have any questions about how to record the services that they are providing.