

ENTERING CHILDREN ON THE SPECIALIST HOMELESSNESS INFORMATION PLATFORM

a guide on when to enter and open support periods on SHIP for children



This resource has been created by the Statewide Children's Resource Program to support the Specialist Homelessness Services of Victoria to ensure children are being recorded correctly. We are consistently asked a number of questions about when to add children and open support periods on SHIP, this document will address these questions and provide the most appropriate avenue to ensure we are capturing our most vulnerable. Remember each case is different but if you follow the guidelines from the Australia Institute of Health and Welfare (AIHW) you can ensure that children are being captured correctly.

A parent has presented with their children to your service seeking general support, do I need to add the children onto ship?

Yes, when a parent has presented to a SHS service, you will need to add their children as a relationship on SHIP. At this point you will not need to open a support period, unless the support is relating to the children.

If I open a support period for the whole family, do I need to do an assessment of the children?

Yes, as you are collecting information on the whole family you will need information about the children's situation as well. It is good practice to ensure you can collect this information by asking the parents specific questions about their children's situation including education, health and wellbeing, and any other relevant information. If you need assistance with an assessment please contact the Statewide Children's Resource Program.

A service has referred a client to me, the client identified their children are staying with grandparents or other family members, do I need to open a support period for them?

No, as the children are not in their care currently you will not be providing direct assistance to them. If the children come into their care whilst you are working with your client you may need to open a support period for them if you provide assistance around the children.

I provide direct support to children, should I include parents in their support period?

No, as your service is direct to children you will not need to open a support period for the parent.

An adult has presented alone seeking supports for emergency accommodation for them and their children; will I need to create a support period for the children even if they are not here?

Yes, as the children are being supported in emergency accommodation all children will need to have a support period as well as the parent.

An adult presented to my service alone and has requested assistance to sustain their tenancy and has identified they have children, do I need to add the children onto SHIP and complete a support period even though they are not present at the appointment?

As the adult has identified the children as being a part of the family unit they can be added as a family member under their profile. As you will be working directly with the adult to support their tenancy, you will not need to open a support period for the children, however, if the parent asks you for support around their children (i.e. Child care assistance, parenting supports, school assistance, brokerage for children's needs, advocacy for their child, or referral to a child specific service) you will then need to open a support period for them and document the services provided to the children and parent.

I provide counseling to people who experience family violence, should I be opening a support period for their children?

No, as you are providing a service to one individual person, you won't need to open a support period for their children; you should still add them as a family member. If your client asks you for supports around their children then you should open a support period as your services will be directly supporting the children.