

# Fact sheet: AAEH Advance to Zero (AtoZ) database

*A dynamic platform supporting communities to end homelessness*

Last updated: Jul 18, 2025

**Audience:** For communities interested in or eligible to use the AAEH Advance to Zero database specifically (WA, SA, regional Victoria; NT, ACT, TAS on a case-by-case basis).

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## What is the AAEH AtoZ database?

The **Australian Alliance to End Homelessness (AAEH) Advance to Zero (AtoZ) database** is a secure software platform that helps communities take action to end homelessness. It supports person-centered, collaborative care and real-time community-level data tracking, and provides tools to:

- Know every person experiencing homelessness in a community by name using a **by-name list**
- Coordinate support across agencies and services
- Track how many people are entering homelessness, moving into housing or leaving the system and measure whether homelessness is becoming rare, brief and once-off
- Plan, improve and advocate based on local data.

Currently, the AAEH AtoZ database is in use by communities across WA, SA and regional Victoria.

Although referred to as a “database”, the system is more like a comprehensive toolkit that supports all parts of the Advance to Zero approach, from identifying people sleeping rough to measuring what’s working.




A **by-name list (BNL)** is a locally managed, person-specific list that tracks individuals’ housing needs and outcomes over time. It enables communities to see and respond to homelessness in real time – the essential first step to ending it.

## What does the database do?

The platform, developed in partnership with the **End Street Sleeping Collaboration**, was rolled out in WA in May 2025, replacing its previous iteration. Key improvements include full integration with the Australian Homelessness Vulnerability Triage Tool (AHVTT), stronger security and permission controls, better collaboration tools for frontline workers, improved user experience and visual dashboards and insights into population-level trends and cross-regional movement.

Currently, the system supports two main types of information:

1. **By-name list data:** Personal details, history and support needs of people experiencing homelessness (with informed consent)
2. **Triage tool data:** Collected using the Australian Homelessness Vulnerability Triage Tool (AHVTT), a standardised assessment of need and vulnerability.

 The **Australian Homelessness Vulnerability Triage Tool (AHVTT)** is a standardised survey used by homelessness services to understand a person's needs and level of vulnerability. It helps services triage support and provides data to inform local planning and advocacy.

This data is collected and entered by trained local service providers in communities who are participating in Advance to Zero. It's used to:

- Triage support
- Track housing outcomes
- Improve service delivery
- Inform advocacy and planning.

The data can be displayed in real-time dashboards, giving communities a clear, high-level view of homelessness and system performance at any moment.

## What else can the platform do?

While these two data types form the core of the system today, the database is part of a broader platform that is designed to grow with the needs of communities. New tools and features are developed on an ongoing basis and made available to participating communities as part of the platform. These may include:

- Service coordination tools to help frontline workers collaborate
- Leadership and governance tools to support local decision-making
- Outreach or health integration modules
- Enhanced visual reporting and policy-focused insights.



As we learn more about what works to end homelessness, the system evolves so communities always have access to the latest tools and improvements. The development of new features is shaped by the needs and feedback of participating communities, ensuring the system continues to reflect local priorities and real-world practice.

## **Built for local use, adaptable to local needs**

The AAEH AtoZ database is a shared platform, adapted for use across states and territories. While the core features are consistent, the platform is tailored to reflect the different ways homelessness is addressed in each jurisdiction. For example:

- South Australia and WA have unique social housing pathways
- Victoria's local governance structures shape how support is coordinated
- Each state has different privacy and legal requirements.

The system is designed to be locally responsive and place-based while staying aligned with national goals.

## **Privacy and data protection**

The AtoZ database prioritises the dignity, safety and privacy of the people it supports by ensuring:

- Information is collected and shared only with informed consent
- Access is restricted to trained users from authorised organisations
- Data is securely stored and backed up in Australia.

Importantly, people experiencing homelessness own their own data. They control what information they share, which organisations can see it and whether they want to be removed at any time.

Any data used for public advocacy or reporting is fully de-identified and aggregated so individuals can't be recognised.

Governance is provided through formal data agreements and oversight from AAEH and local data leads.

## **Availability and access**

The AAEH AtoZ database is currently licensed for use in Western Australia, South Australia and regional Victoria. Communities in ACT, NT or Tasmania should contact AAEH directly to discuss potential use. Other states operate their own aligned systems (see national fact sheet for more information).

## Costs and sustainability

Until 2024, the previous version of the database was provided at little or no cost to communities thanks to support from Micah Projects and state governments. With the new database, AAEH must now cover:

- One-off costs for migration and setup
- Ongoing licensing, hosting, support and security costs
- Development of new features.

These costs are shared with communities using the database. AAEH is actively working with government and philanthropic partners to reduce these costs and ensure every community can participate.

### Learn more

- Contact us at [info@aaeh.org.au](mailto:info@aaeh.org.au).
- Join the **AtoZ Data Community of Practice** for support and updates.
- Talk to your [local lead](#) about your state's approach to the database.