



advance to zero

local communities  
ending homelessness



## Advance to Zero Database Fact Sheet

Advance to Zero (A to Z) Database has been developed to support the efforts of local communities to use quality data to improve local support systems ability to house and support people experiencing homelessness. Knowing the names and needs of everyone in your community is the first step towards being able to reduce and end homelessness. Using the data collected to inform decision making, policy and practices within local community health and housing systems is an essential next step. The Advance to Zero Database has been developed to communities to take these important first steps.

### Information for Service Providers

#### The Advance to Zero Database

- » The A to Z Database is used to record information about people who have been in contact with outreach teams or homelessness services (**Regional Members**) throughout a local, specified region, through the use of a standardised tool, the Vulnerability Index Service Prioritisation Decision Assistance Tool (VI-SPDAT).
- » The A to Z Database is designed to house the By Name List and capture 6 key data points for individuals or families with children experiencing homelessness:
  - Number of those Newly Identified
  - Number of those Returned to Active from being Housed
  - Number of those returned to Active from being Inactive
  - Number of those Actively Homeless
  - Number of those who acquire Permanent Housing Placements
  - Number of those who are moved to the Inactive List

#### By Name List

- » The By Name List allows Regional Members working in a community to know all individuals and families with children in your community experiencing homelessness in real time.

- » Data captured through the By Name List allows the region to understand the scope of homelessness, and how individuals are moving in and out of the system on an ongoing basis.
- » A By Name List also ensures accurate information to set goals to reduce homelessness and be able to track changes and progress over time through community collaboration.

### Information is recorded in the A to Z Database

- » Information recorded in the A to Z Database includes that which is gathered through the completion of the Vulnerability Index – Service Prioritisation Decision Assistance Tool, as well as:
  - Basic personal details such as name, date of birth, and nationality, and some ‘sensitive’ details, such as ethnicity
  - Information such as whether you have any physical health, mental health or substance use support needs.
  - Other information that will help to ensure workers understand the services an individual may need, such as whether you have been in the armed forces, care or prison.

### Access to the Information in the A to Z Database

- » Information held in A to Z Database is only available to specific organisations and agencies that have signed the Database Management Agreement to participate as **Regional Members** in their local Campaigns. Each **Regional Member** will nominate specific users to obtain data entry access to the Database.
- » **Regional Members** will be services that are proactively engaging with people who are experiencing homelessness in a community or defined region through a structured interview process using the VI-SPDAT to understand each person’s history of homelessness, needs and service utilisation so as to efficiently match people with access to housing, health care and community services.
- » **Regional Members** will only have access to their local region and will not be able to see any information entered by any other region across Australia.

### Consent to Enter Information into the A to Z Database

- » It has been identified by the State Privacy Legislation that consent to enter a person's name and date of birth into a database is not required.
- » Consent is required, however, to gather any further information about a person, and for that reason, the VI-SPDAT tool will not allow any users to enter information prior to confirming that consent has been acquired.
- » Consent can be provided in the form of verbal consent, or written consent through the use of the consent form attached to the paper version of the survey. These can be stored in the Service Provider's client management system.

### Development of the A to Z Database

- » The A to Z database is housed through Microsoft, and was developed through NEC with ongoing input from AAEH Partner regions across Australia.
- » The database is built in Microsoft Dynamics 365 and has a mobile application available for download so that it can be accessed and used on a tablet or iPad.
- » This ensures that any participating Regional Member is able to view and update the information in the database in real-time, either in the office or while on outreach.

### Reporting Capabilities

- » The A to Z Database allows for real time reports to be obtained through the use of Power BI, an interactive data visualisation tool.
- » Some key data that can be drawn will not only be the 6 data points described earlier, but also key demographic data such as Indigenous status, age, length of time experiencing homelessness and chronic risks or health concerns experienced.
- » The A to Z Database also generates a unique identifier so that de-identified data can be drawn for regional or national reporting purposes.
- » The A to Z Database, also allows for regional comparisons through the analysis of de-identified data drawn from the database at a National level. This will depict variations between populations in different regions and can be used to accurately report on homelessness in Australia and advocate for systemic change.

### Management of the A to Z Database

- » The A to Z Database is managed in two ways; Regionally and Nationally.

- » Regionally, a **Regional Administrator** for a specific region can be appointed to manage membership and user access to the database.
- » **The Regional Administrator** will be able to provide information to Regional Members to assist in the induction and training of the new workers and volunteers who will be involved in gathering data or inputting data into the A to Z Database
- » **The Regional Administrator** will also be responsible for convening meeting with Regional Members, managing compliance by Regional Members of their obligations under the memorandum of understanding, as well as creating and providing reports for regional members as needed.
- » **The National Administrator** will provide the administration function for the domain and database to support the Advance to Zero Campaign at a national level and will process requests for the appointments of Regional Administrators, as well as be responsible for developing, hosting and maintaining the database.
- » **The National Administrator** will provide ongoing technical and training support to **Regional Administrators**.

### Have more questions?

The **National Administrator** for the A to Z Database is Micah Projects, located in Queensland. Micah Projects has built and manages the database on behalf of the Australian Alliance to End Homelessness and the communities we work with.

Should you have any further questions in the use or administration of the A to Z Database, please email us at [admin.atoz@micahprojects.org.au](mailto:admin.atoz@micahprojects.org.au) and one of our team will get back to you as soon as possible.