



advance to zero

aaeh australian alliance
to end homelessness

AAEH AtoZ Housing Status Changes Guide

Supporting Communities through the latest AAEH AtoZ Database update on the housing status field.

Last updated: Mar 19, 2026

Why this document exists

This guide provides a clear reference for all updates related to the housing status in the AAEH AtoZ database, helping ensure data is accurate, consistent, and easy to understand.

Audience: Frontline workers, case workers, and service staff

Purpose: To guide users on how to correctly create and update the housing status in the AAEH AtoZ Database.

Important: Client consent must be recorded before entering any housing status information.

Note: All screenshots are created from the 'Sandbox' training website; all data is fabricated and not linked with real people or circumstances.

Key Changes

There have been five key changes to the AAEH AtoZ Database, summarised below:

1. The Housing Status field now has additional options and appears in both the 'Person Information' tab and the 'Housing' tab.
2. The 'Housing' and 'Support' tabs now display less information, as these fields have been moved to the 'Person Information' tab.
3. The Summary tab has been renamed 'Person Information' and now contains more client-related fields.
4. The Housing Status, Suburb and Zero Project fields are now mandatory
5. The option 'I don't know' has been added to Suburb and should only be used if the 'Housing Status' selected is 'Unknown (Unable to Locate/Contact)'

Housing Status: Overview and Data Entry

How to Enter Housing Status

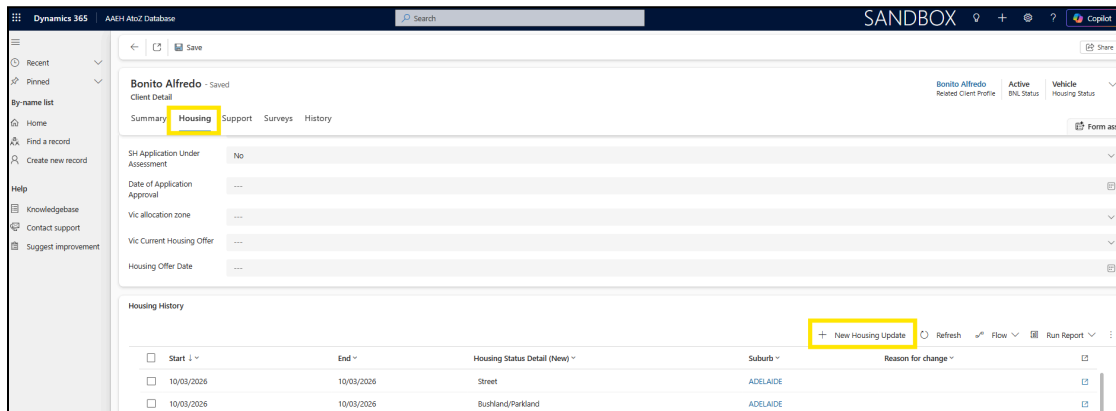
The Housing Status field appears in two places in the system. These fields are synced and display the same information:

- Person Information tab
- Housing tab

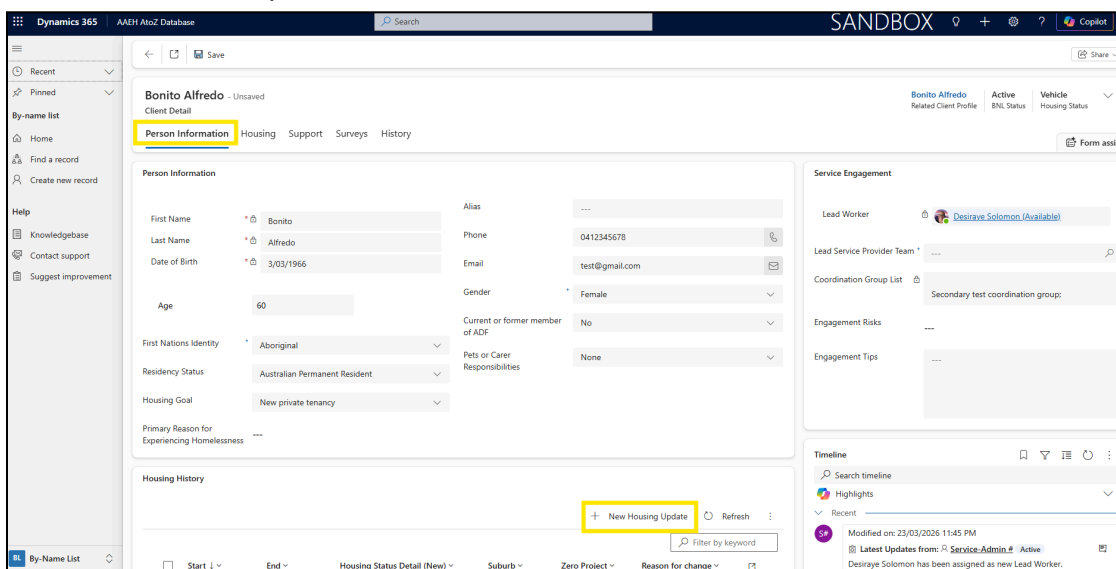
Housing Status can be updated in either of these tabs.

To create a new housing status:

- Click on 'New Housing Update'
 - a. Screenshot of this shows the 'Housing' tab but it is also on the 'Person Information' tab (you'll need to scroll to the bottom of the page):



b. Example of this on the 'Person Information' tab:



- Complete the mandatory fields
 - a. Select the appropriate 'Housing Status' from the dropdown. Definitions can be found [here](#)
 - b. Select the 'Suburb' where the person is experiencing homelessness.
 - c. Select the 'Zero Project' the client is associated with

Note: Only change the Zero Project when these conditions are met:

- i. The client plans to settle in that area
- ii. Support will be provided by that Zero Project
- iii. A positive handover has occurred

Clients in crisis accommodation outside the area do not require a Zero Project change.

- d. Enter the reason for the housing status
- e. Enter the date the person started in this housing status

Screenshot of how the completed form should look:

The aim is to build a clear picture of the client's journey over time. If there is a gap in housing information, you can record the housing status as 'Unknown (Unable to Locate/Contact)' for that period. An example is shown in the screenshot below.

Screenshot of a person's housing journey:

Start	End	Housing Status Detail (New)	Suburb	Zero Project	Reason for change
13/03/2026		Staying with Family/Friends (Short Term)	GEELONG	Geelong Zero	Client presented at the hub and is currently staying w...
15/10/2025	13/03/2026	Unknown (Unable to Locate/Contact)	GEELONG	Geelong Zero	Haven't seen client for some time
8/10/2025	15/10/2025	Crisis Accommodation	MELBOURNE	Geelong Zero	7 days Crisis Accommodation
25/05/2025	8/10/2025	Street	GEELONG	Geelong Zero	Vehicle impounded so client now sleeping on the street
1/04/2025	25/05/2025	Vehicle	GEELONG	Geelong Zero	Unsafe at home, started living in their car

To update an existing housing status:

1. Click on the 'Go to record' icon for the housing status row you need to update
 - a. Example of this on the 'Housing' tab:

Start	End	Housing Status Detail (New)	Suburb	Reason for change
10/03/2026	10/03/2026	Street	ADELAIDE	[Go to record icon]
10/03/2026	10/03/2026	Bushland/Parkland	ADELAIDE	[Go to record icon]
10/03/2026	10/03/2026	Street	ADELAIDE	[Go to record icon]
10/03/2026	10/03/2026	Bushland/Parkland	ADELAIDE	[Go to record icon]
10/03/2026	10/03/2026	Street	ADELAIDE	[Go to record icon]

- b. Example of this on the 'Person Information' tab:

Start	End	Housing Status Detail (New)	Suburb	Zero Project	Reason for change
23/02/2026		Vehicle	ADELAIDE	Adelaide Zero Project	Person's friend gave them an o...
13/02/2026	14/02/2026	Train Sleeper	ADELAIDE	Adelaide Zero Project	Spoke to person on outreach th...
23/08/2025	12/02/2026	Bushland/Parkland	ADELAIDE	Adelaide Zero Project	Person's brother gave them a te...
1/06/2025	22/08/2025	Street	ADELAIDE	Adelaide Zero Project	Spoke to person on outreach th...

2. Edit the appropriate field that needs to be updated:



Dynamics 365 | AAeH AtoZ Database | Search | SANDBOX | Copilot

Save Save & Close + New Flow

New Housing Update - Unsaved

Bonito Alfredo Client Detail

General

Drop files or smart paste for Copilot to make suggestions

Housing Status	* Street	Start	* 19/03/2026
Suburb	* ADELAIDE	End	---
Zero Project	* Adelaide Zero Project	Created On	
Reason for change	Client's car was impounded so is now sleeping on the street	Modified by	

Housing Status New Options and their Definitions

Below is the full list of housing statuses now available and the definitions for their use. If you are unsure which housing status suits a specific person please reach out to your data lead for guidance.

Housing Status	Description	Amenity	Landlord	Tenure	BNL Status
ROUGH SLEEPING¹					
Street	Sleeping on the street or other open spaces (includes sleeping in tents).	None	None	None	Active
Bushland/ Parkland	Sleeping outdoors in parks, bushland, riverbanks, reserves, beaches, or similar natural environments (includes sleeping in tents).	None	None	None	Active
Vehicle	Sleeping overnight in a car, van, truck, motor home, or other vehicle. This does not include anyone in a caravan park.	None	None	None	Active
Other Rough Sleeping	Sleeping in other places not intended for habitation (e.g., abandoned buildings, stairwells, sheds, construction sites), which are not covered by one of the previously defined statuses. An example would be squats.	None	None	None	Active
TEMPORARILY SHELTERED					
Temporary Accommodation	Very short-term temporary or emergency accommodation. May include short-term support provision, external to the accommodation. (E.g. staying in a hotel, arranged by a case manager)	Shared or very limited	Private provider or service provider	None (booked nightly or on a periodic basis)	Active
Crisis Accommodation	Crisis shelter/accommodation or indigenous hostel with a short to medium term stay. Typically includes support provision.	Shared or very limited	Service provider	None (can be asked to leave with no notice)	Active

¹ Previous versions included Train sleeper (people sleeping on trains or other forms of transport), and “Unknown” (current housing is unknown but last identified as rough sleeping) but was decided by WAAEH, Adelaide Zero Project, Geelong Project, and Ballarat Zero in March 2026 to remove.

Housing Status	Description	Amenity	Landlord	Tenure	BNL Status
Transitional Accommodation	Short to medium term stay while waiting to transition into permanent, stable accommodation. Can include ongoing support from a service provider.	Self-contained or shared	Service provider or housing provider	Tenancy (short, fixed term with limited/no option for renewal)	Active
Staying with Family/Friends (Short-term)	Staying temporarily with family or friends in one location in an arrangement that is not intended to be permanent and does not provide housing stability.	Shared or very limited	Informal	None (ad hoc.)	Active
Couch Surfing	Staying temporarily with different friends, family, or acquaintances without a formal or stable arrangement and unlikely to be able to stay long term.	Shared or very limited	Informal	None (ad hoc.)	Active
Boarding House (Temporary)	Staying in a boarding, lodging, or rooming house with shared amenities and no secure tenancy. Can be a short term arrangement but people are not generally required to leave in a set time frame. Typically this is not a person's preferred choice for long-term housing.	Some shared facilities	Private provider or service provider	None (can be asked to leave with no notice)	Active
Caravan Park (Temporary)	Staying in a caravan park or campsite with shared amenities, on a short-term or insecure basis. Typically this is not a person's preferred choice for long-term housing.	Some shared facilities	Private provider	None (can be asked to leave with no notice)	Active
Refuge (FDV)	Staying in a family and domestic violence refuge or safe house with a time limited length of stay (short to medium term) and usually includes support provision.	Some shared facilities	Service provider	None (can be asked to leave with no notice)	Active
Inpatient (Short-term)	A person is admitted to a hospital or another medical facility for short-term treatment, including residential and AOD rehabilitation, for under 90 days.	n/a	n/a	n/a	Active
Incarcerated (Remand)	A person held in custody on remand or awaiting court proceedings or sentencing for under 90 days.	n/a	n/a	n/a	Active
OUTFLOW: STABLY HOUSED					
Public Housing	Public or social housing provided and managed by a government housing authority.	Self-contained	State government	Tenancy	Inactive
Community Housing	Community sector provided housing taken from joint waitlists, includes Indigenous Community Housing.	Self-contained or some	Housing provider	Tenancy	Inactive

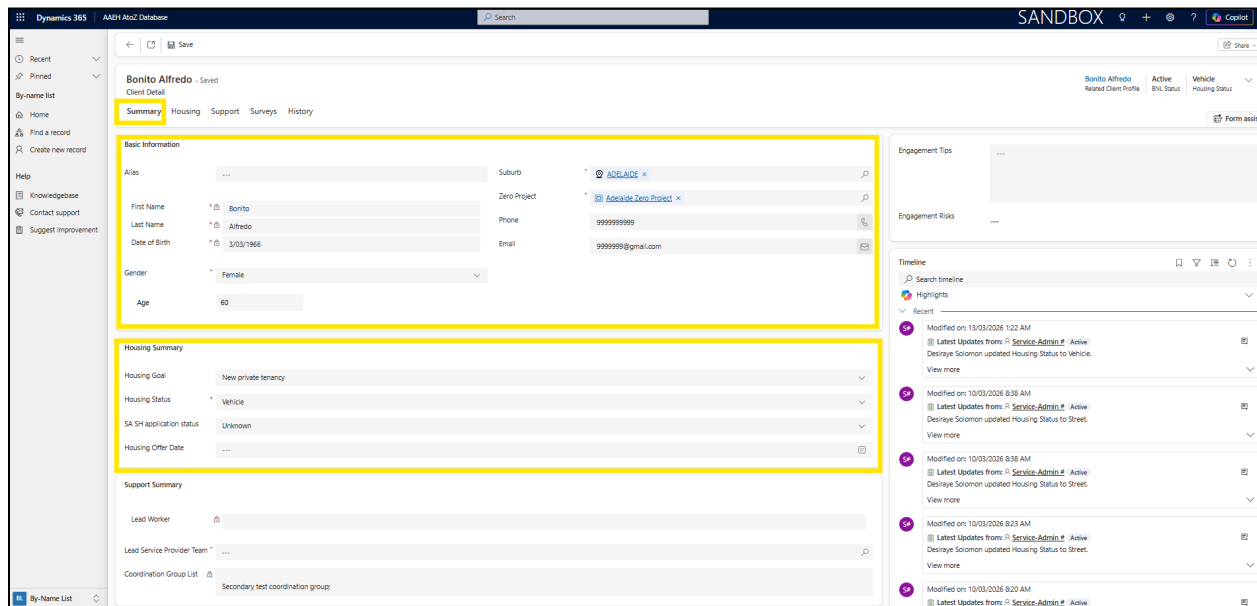
Housing Status	Description	Amenity	Landlord	Tenure	BNL Status
		shared facilities			
Private Rental	Independent housing in the private market, preferably self-contained but may include shared house arrangements if this is the person's preferred housing options and they are on the lease; includes NRAS rentals or head lease properties. It must include a lease or formal rental agreement.	Self-contained or some shared facilities	Private provider	Tenancy	Inactive
Aged Care	Permanent residence in an aged care facility or nursing home.	Self-contained or some shared facilities	Service provider	Tenancy	Inactive
Group Home	A long-term shared house or purpose-built facility for people with disabilities, mental health, social disadvantages, or other barriers to independent living which provides support on-site with life skills and tenancy. It is a residential setting where multiple people live together and receive ongoing support or supervision from a service provider or care organisation (e.g. Supported Independent Living, Specialised Residential Services).	Self-contained or some shared facilities	Private provider or service provider	Tenancy	Inactive
Supportive Housing - Permanent	Permanent housing that includes ongoing support services to maintain housing stability (e.g. Housing First property). Supportive housing provides cost-effective housing, peer support, and structured programs.	Self-contained or some shared facilities	Private provider or service provider	Tenancy	Inactive
Staying with Family/Friends (Long-term)	Living with family or friends in a stable, long-term arrangement.	Self-contained or some shared facilities	Informal	None (can be asked to leave with no notice)	Inactive
Caravan Park (Long-term)	Long-term or permanent residence in a caravan park or similar setting.	Some shared facilities	Private provider	Permanent site/longstay resident agreements or	Inactive

Housing Status	Description	Amenity	Landlord	Tenure	BNL Status
				none (can be asked to leave with no notice)	
Boarding by Choice (Long-term)	Living in a boarding, lodging, or rooming house by choice as a stable long-term housing arrangement.	Some shared facilities	Private provider or service provider	Agreement or none (can be asked to leave with no notice)	Inactive
Other Housed (Long-term)	Another form of stable housing not captured by the categories above and is by choice as a stable long-term housing arrangement. For example, shared housing arrangement but not on the lease.	Self-contained or some shared facilities	Informal or private provider or service provider	None (can be asked to leave with no notice)	Inactive
OUTFLOW: INACTIVE					
Moved Out of Area	Person has moved outside the geographic area covered by the zero project and is no longer receiving support from the project.	n/a	n/a	n/a	Inactive
Returned to Country	Aboriginal or Torres Strait Islander who has returned to Country.	Other	Other	Other	Inactive
Inpatient Bed (Long-term)	Person admitted for treatment in a medical facility including residential rehabilitation for over 90 days. Includes; AOD rehabilitation.	Shared or very limited	Institution	None (length of stay determined by institution)	Inactive
Incarcerated (Long-term)	Person serving custodial sentence in prison or correctional facility for over 90 days.	Shared or very limited	Institution	None (length of time determined by institution)	Inactive
Unknown (unable to locate/contact)	The person's current whereabouts and housing status are unknown and attempts to locate or contact them have been unsuccessful over the last 90 days.	n/a	n/a	n/a	Inactive
Deceased	A person who has been confirmed as deceased by either a state coroner or an agency which is a member of the AtoZ community or the wider service system.	n/a	n/a	n/a	Inactive

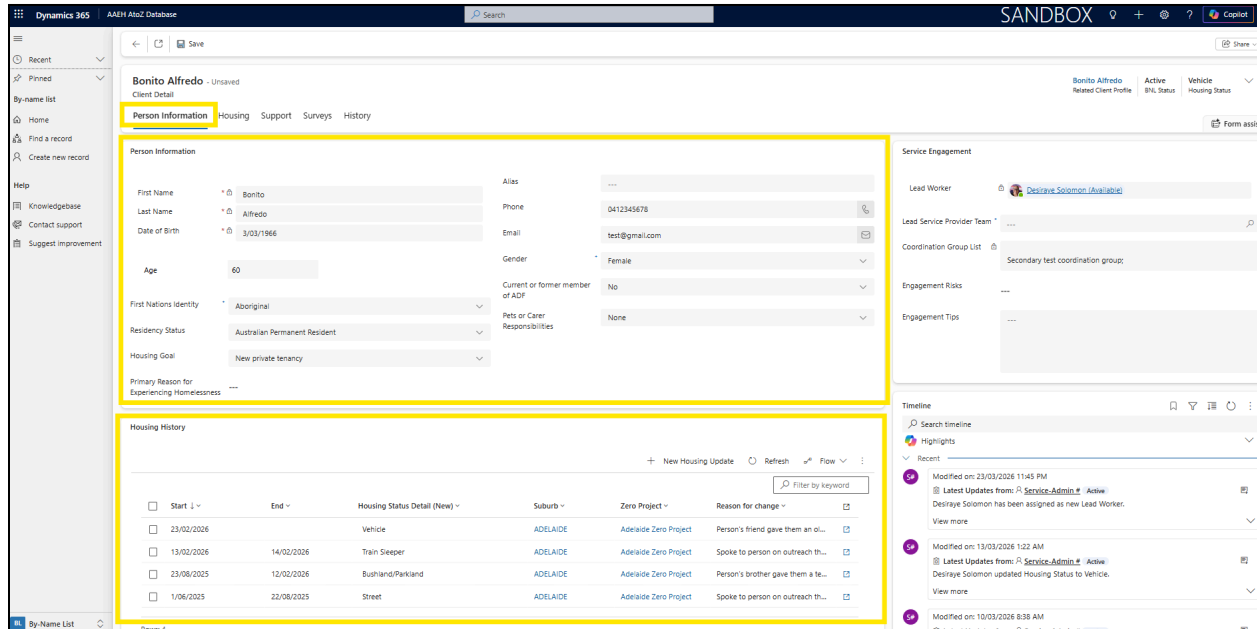
Person Information Tab Changes

The following tab has been renamed from 'Summary' to 'Person Information'. Please see below screenshots of how this page looked previously and what it looks like now:

Previous 'Summary' tab:



New 'Person Information' tab:



Some data previously shown at the top of the 'Housing' tab has now been moved to the 'Person Information' tab.

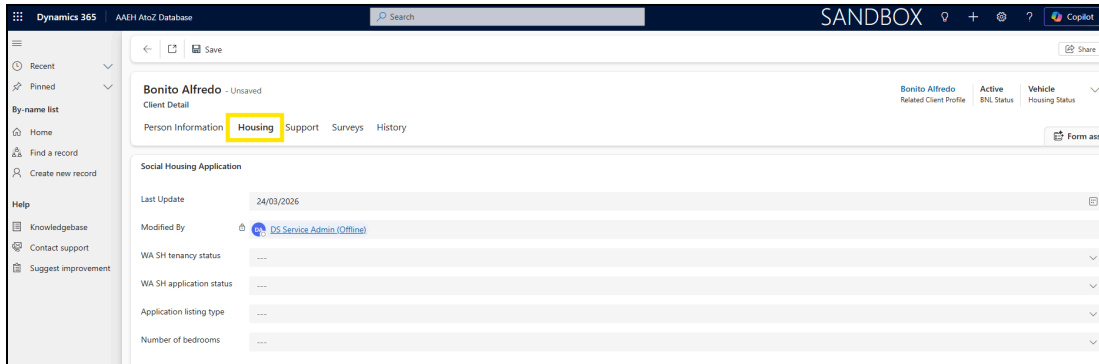
Housing Tab Changes

The housing tab has also changed with some of the fields moving to the 'Person Information' tab.

Previous 'Housing' tab:



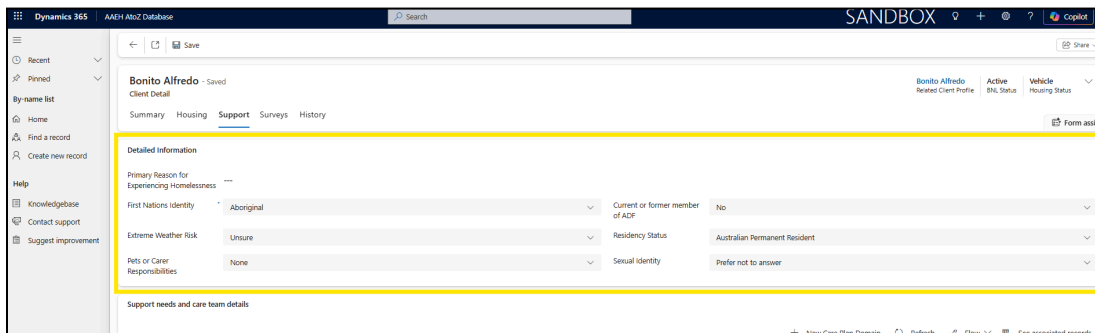
Current 'Housing' tab:



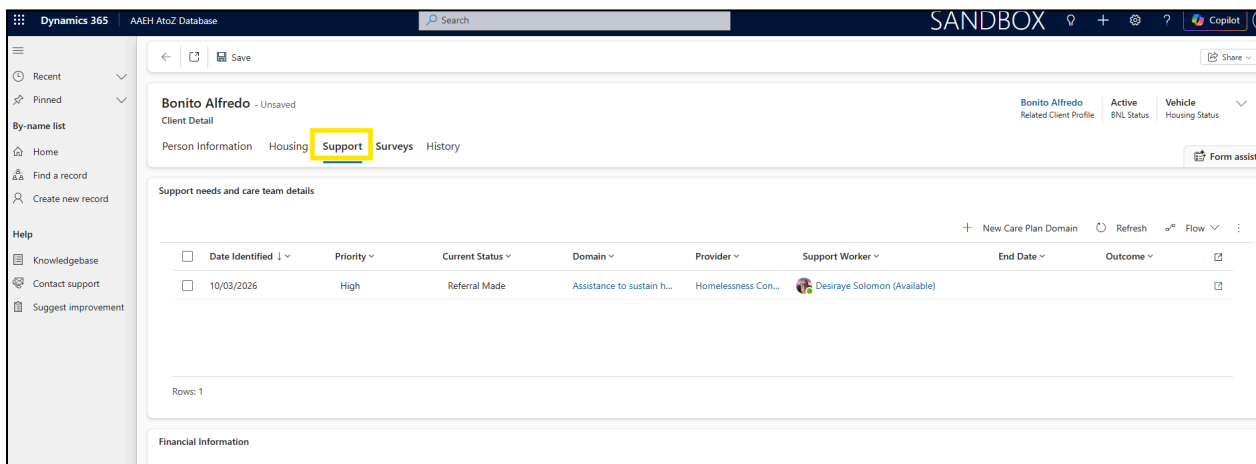
Support Tab Changes

The Support tab has also changed with some of the fields moving to the 'Person Information' tab.

Previous 'Support' tab:



Current 'Support' tab:





Training and Support

Alongside this guide, we will be rolling out **online training** to help users understand and confidently apply these changes in their day-to-day work.

We will also be scheduling **drop-in sessions**, where users can ask questions, clarify any uncertainties, and troubleshoot issues in real time with support from the team.

These sessions are designed to provide practical, hands-on support and ensure everyone feels comfortable using the updated system.

Training session details and schedules will be shared separately.

For a comprehensive overview of the AAEH AtoZ Database, please refer to the draft guide: [AAEH AtoZ Database Guide - Draft](#) (awaiting official sign-off).

Housing Status Checklist

- Update Housing Status in the Person Information tab or Housing tab.
- Do not change Zero Project without consulting a coordinator or team member.
- Use 'I don't know' for Suburb only if Housing Status = 'Unknown (Unable to Locate/Contact)'.
- Ensure client consent is recorded before entering or updating any housing information.