



advance to zero

Memo to the movement

Advance to Zero Database Update

To: The Australian Advance to Zero Homelessness Movement

From: Michala McMahon, National AtoZ General Manager

Date: 8th April 2026

Subject: First AtoZ Database Change

Dear Advance to Zero Colleague,

Purpose of this update

This update outlines the first set of improvements being rolled out as part of the ongoing development of the Advance to Zero (AtoZ) database, including what is changing, when these changes will take effect, and how they will be supported.

This release is an important step forward in improving usability, strengthening data quality, and better aligning the system with frontline practice.

What's changing?

The first release has 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 Summary tab has been renamed 'Person Information' and now contains more client-related fields.
3. The Housing Status, Suburb and Zero Project fields are now mandatory
4. 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)'
5. The 'Housing' and 'Support' tabs now display less information, as these fields have been moved to the 'Person Information' tab.

Why is the change happening?

These changes, including the addition of housing statuses identified as missing by frontline workers, are designed to improve consistency in how key data is captured, reduce administrative burden over time, and strengthen confidence in how data is used to support service coordination, reporting and advocacy.



When are the changes happening?

These changes will come into effect on **21st April**.

What support will you receive with the changes?

The updates are currently being implemented in the sandbox (training) environment to support training over the coming weeks, ahead of being placed into the live system. This will allow BNL users to become familiar with the changes and will allow us to update training materials to reflect the changes.

From the **13th to the 17th April**, we will be offering a series of training opportunities for all users. This will include daily 30-minute drop-in sessions (with two sessions available each day) to provide flexible support and multiple opportunities for users to ask questions and build confidence in using the system. **There is also an attached training guide accompanying this memo**, so if you can't make the below session, you can use the guide and other resources when they are shared. If you would like to attend one of these sessions, please save the links below –

- **Link for 9:30am -**
<https://teams.microsoft.com/meet/49110590970305?p=Tjs10s4I2YTiHJG4m2>
- **Link of 1:00pm -**
<https://teams.microsoft.com/meet/41955958112194?p=GGvw8eD5APcoHfmGhz>

What else do you need to know?

To support this work, the online training modules will be temporarily unavailable until we go live on 21st April. We recognise this may cause a short delay for some new users gaining access to the live system, and we appreciate your patience during this time. This pause will allow us to strengthen and streamline training, including developing improved online modules to better support onboarding.

Will there be any further changes?

Further updates will continue to be rolled out in stages as part of the broader database transition. This includes some elements that have been raised but are not yet reflected in the current release, which are being considered as part of upcoming updates.

We will continue to keep you informed as this work progresses, including upcoming opportunities for training and feedback. Our National Data Lead is also preparing an updated BNL Manual, which will support consistent understanding and application of these changes.

If you have any questions in the meantime, please reach out to your local coordinator or contact us directly.

We hope you're as excited about these improvements as we are. We'll continue working through other priority updates and really appreciate your ongoing engagement and support as we strengthen the AtoZ database.

Sincerely,

Michala McMahon, National AtoZ General Manager