Australian Government
Australian Institute of
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AIHW
Stronger evidence,
better decisions,
improved health and welfare

Homelessness:
clearer picture,
better future

Specialist Homelessness Services Collection
e-Newsletter for homelessness agencies
1 May 2024

Validata™ is ready to receive April 2024 extracts

If your March 2024 extract has been submitted to Validata™, you can now upload and submit your April 2024 extract. Please remember to submit your extract once it has been validated and contains zero critical errors.

Cut-off date for 2023-24 9-month data

The cut-off date for agencies to load extracts for inclusion in the 9-month Statistical Summaries is Monday, 6 May 2024. All data for the period July 2023 to March 2024 must be uploaded and submitted to Validata™ by this date.

If you have any queries or require assistance, please contact the SHS Hotline by emailing your query to homelessness@aihw.gov.au, or calling 1800 627 191 (opt 2).

SHIP Status update error message

Are you receiving the following error in SHIP:

> There have been services provided this month based upon information recorded in the Notes, Payments and Accommodation tabs. However, it appears that a record of services needed, provided or referred has not been completed. Please tick the appropriate Services and Assistance in the Notes tab.

This message is noting that within the Notes, Payments and/or Accommodation tabs information has been recorded that indicates the client has received services, however the corresponding record of SHS Services needed, provided or referred within the Notes tab has not been completed or is omitting the payment or accommodation information.

To resolve this error, you need to create a corresponding Note, or review the existing Note, and ensure the appropriate Needs identified, Support Provided and Referral Arranged check boxes are ticked. This will ensure that the SHS Service provided/referral arranged is reported as a service delivered by your agency.

Postcode where the client resided last week

This is collected because it is important to know the area where the client lived before the start of their support period as this information may be useful in better targeting homelessness services across regions.

How to complete:
- Record '0097' (Not applicable) when:
  - ➢ the address was overseas
  - ➢ the client has never had a permanent place to live
- Record '0098' (Unknown) when the address is unknown.

- Record '0099' (Not stated/inadequately described) when the client does not provide their address information.

Further information can be found in the SHS Collection Manual on page 49

SHS webinar training

Register for a webinar now by selecting the registration links in the table below. Webinar invitations will be sent **after** the 'Register by' date.

	Webinar date	Register by	What is covered?	Who should attend?
Basic Register here	**21 May** **2:00 to 4:00pm** **AEST**	14 May	Opening a client support period, SHSC concepts and definitions	Staff new to agency, staff requiring refresher training
	25 June **2:00 to 4:00pm** **AEST**	18 June		
Advanced Register here	**22 May** **2:00 to 4:00pm** **AEST**	14 May	SHIP case management functions	Staff new to agency. Managers or coordinators with basic SHIP experience
	26 June **2:00 to 4:00pm** **AEST**	18 June	SHIP administrative functions	Managers or coordinators with basic SHIP experience
Validata™ **Webinar** Register here	**18 June** **2:00 to 3:00pm** **AEST**	19 June	Basic functions within Validata™ including uploading and submitting extracts, viewing reports & user admin	All Validata™ users

Links to training resources and reports

SHS concepts and basic data entry e-Learning modules can be found here.

Additional e-Learning modules and resources can be found on the AIHW website.

SHS Annual Report 2022-23 can be found here.

Fact sheets and Infographics for your state or territory can be found here.