



Specialist Homelessness Services Collection e-Newsletter for homelessness agencies

2 October 2023



Validata™ is ready to receive September 2023 extracts

If your August 2023 extract has been submitted to Validata™, you can now upload and submit your September 2023 extract. Please remember to submit your extract once it has been validated and contains zero critical errors.



Agency cut-off date for 2023-24 3-month data

The cut-off date for agencies to load extracts for inclusion in the 3-month Statistical Summaries is **Monday, 6 November 2023**. All data for the period July 2023 to September 2023 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).



New edit rules released to the SHS Collection

Agencies have recently been informed of new edit rules added to the SHS Collection to ensure that responses selected are appropriate for the age of the client. Validation has already been added into SHIP and agencies that use other client management systems may now notice some new critical errors when uploading their September extracts to Validata™. More information about the implementation of these new edit rules in Validata can be found [here](#).

New edit rules for SHS services

Some examples of new edit rules for services needed, provided or referred are:

- Client is aged 18 or older, so 'Childcare' or 'Child specific specialist counselling' is not a valid response. The adult is an indirect beneficiary of this service. Enter this service in the record of the child directly receiving the service. If your service has provided assistance for the adult to seek child care support, then record 'Advocacy/liaison on behalf of the client' as a service provided.
- Client is aged under 12, so 'Employment assistance', 'Parenting skills education', 'Pregnancy assistance' and 'Family Planning support' are not valid responses.



How to fix errors when recording SHS services

Some client management systems, including SHIP, enable you to select services for a group or family that are associated with the same record. This can assist with efficiency of data entry, but errors may be triggered if the service(s) selected are not age appropriate for some members of the group.

Steps to fix errors in services associated with others:

1. View the record to determine which valid services all associated people received.



2. Determine which services the client with the error received.
3. Remove the client who triggered the error from the services record.
4. Create a new individual record for the removed client and select the services they received.



Should a formal assessment process be recorded as a service provided?

A formal assessment is usually undertaken to ensure a person gets the services they need or to allow intake services to refer a person to another service agency. Formal assessments usually involve a significant review of the person's situation and needs and are therefore considered to be a service provided by the agency. In these cases the person should be treated as a client.

Further information relating to **SHS services and assistance** can be found on the [SHS Data Definitions](#) page of the AIHW website.



New SHS client pathways analysis insights

The SHS Collection includes information about clients receiving homelessness services support from 1 July 2011 onwards. These data have been analysed to examine service usage patterns and demographics for specific cohorts. Click on the links below to learn more about these cohorts. Additional insights will be added regularly to this report.

[Clients experiencing persistent homelessness in 2019–20](#)

[Clients returning to homelessness in 2019–20](#)

[Young clients aged 18 to 24 in 2018–20](#)

[Young clients aged under 18 in 2011–13](#)



Newly released Australia's welfare 2023 report

Australia's welfare 2023 is the AIHW's 16th biennial flagship welfare report. It explores topical welfare issues and brings together multiple data sources to serve as a report card on the welfare of Australians. See link below:

[Australia's welfare 2023](#)



What is an Agency ID?

An Agency ID is assigned and managed by your state or territory jurisdiction. It will be used to combine information on all the clients supported by a single SHS agency. The AIHW SHS Hotline team will ask for your Agency ID when assisting you with your enquiry.

Locating your Agency ID in SHIP

You can locate your Agency ID through utilising the **Reports** page within SHIP and selecting the SHS tab.



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	17 October 2:00 to 4:00pm AEDST	10 October	Opening a client support period, SHSC concepts and definitions	Staff new to agency, staff requiring refresher training
	21 November 2:00 to 4:00pm AEDST	14 November		
Advanced Register here	18 October 2:00 to 4:00pm AEDST	10 October	SHIP administrative functions	Managers or coordinators with basic SHIP experience
	22 November 2:00 to 4:00pm AEDST	14 November	SHIP Reports	Managers or anyone responsible for SHS reporting
Validata™ Webinar Register here	14 November 2:00 to 3:00pm AEDST	7 November	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 2021-22 can be found [here](#).

Fact sheets and Infographics for your state or territory can be found [here](#).

