



Specialist Homelessness Services Collection e-Newsletter for homelessness agencies

1 June 2023



Validata™ is ready to receive May 2023 extracts

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



9-month SHS Statistical Summary reports

The 2022-23 9-month snapshot has been successfully taken. The submission rates were 100% for July 2022 – February 2023 & 99.9% for March 2023. Thank you everyone for another great result.

Statistical Summaries are scheduled for release to Validata™ in early June 2023.

You can access these reports in Validata™ by logging in and selecting the 'Reports' tab. The Validata™ Manual provides information about the 'Reports' tab on pages 58-64 and can be accessed [here](#).



Importance of regular user review to maintain Validata™ security

It is very important that managers regularly review agency users of Validata™. In particular, it is vital to remove access for staff who have left an agency or perhaps are on extended leave (and may not return).

A user's access can be removed via the User Admin tab in Validata™ without affecting their access to roles at other agencies where they may still be working.

More advice on how to deactivate user roles is available on page 21 of the [SHS Validata™ Manual](#).



Security of SHIP client data

SHIP uses encryption technology (encryption in transition, encryption at rest) as well as many other security features in SHIP, such as multi-factor authentication. Multi-factor authentication is a security measure that requires two proofs of identity to grant access to the SHIP online system. It significantly provides more security and protection against criminals and has been implemented into SHIP since April 2022.

The AIHW also ensures that Infoxchange operates an Information Security Management System (ISMS) and is accredited to the **ISO 27001:2013** standard. ISO 27001 is the world's best-known standard for information security management systems (ISMS). ISMS is a set of policies, procedures, processes, and systems that manage information security risks, such as cyber-attacks, hacks, data leaks, or theft.



The infrastructure externally hosted by Infoxchange is maintained in a secure environment which meets the Australian Government Protective Security Protocols. This includes:

- a dedicated physical environment providing isolation of the systems
- comprehensive backup and disaster recovery facilities
- controlled physical access to these systems via passcode and pass card for authorised Infoxchange staff only
- automated monitoring of system access and performance
- automated monitoring and logging of intrusion attempts.

The data transmitted to the AIHW is kept protected through comprehensive data governance, privacy, and cyber security programs, in line with Australian Government requirements.



Online training via ‘Connecting Up’

To complement the security within SHIP, it is also important that agency staff are aware of actions they can take to better protect themselves. Free cyber security awareness training can be accessed via the **Connecting Up** platform. Further details can be found [here](#).



What data is provided to the AIHW as part of the SHS collection period reporting?

The SHS data collection consists of data from the following records: Person, SHS Support Period, Notes, Payments, Accommodation, SHS Status Update and Unassisted Persons. On each of these records, in SHIP, only data with a **bold black field label** is submitted as part of the SHS data collection. No personal information about the client, such as name, is provided to the AIHW.

An example of data that is sent back to the AIHW as part of the SHS collection:

A screenshot of a web form titled "Edit Stay Details". The form contains several input fields: "Accommodation Start Date" with the value "03/08/2022", "Accommodation Exit Date" which is empty, "Worker/s" with the value "A Trainer, SHIP Training 7", and "Type" which is a dropdown menu. Below these fields is a "Notes" section with a large text area. At the bottom of the form, there are radio buttons for "May be viewed by" with "Workgroup" selected and "Cluster" unselected, a "Last update" label, and a "Save" button. The form has a light blue header and footer.

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	27 June 2:00 to 4:00pm AEST	20 June	Opening a client support period, SHSC concepts and definitions	Staff new to agency, staff requiring refresher training
	18 July 2:00 to 4:00pm AEST	11 July		
Advanced Register here	28 June 2:00 to 4:00pm AEST	20 June	Data quality and fixing errors	Managers or coordinators with basic SHIP experience
	19 July 2:00 to 4:00pm AEST	11 July	SHIP administrative functions	Managers or coordinators with basic SHIP experience
Validata™ Webinar Register here	20 June 2:00 to 3:00pm AEST	13 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 2021-22 can be found [here](#).

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

