



Specialist Homelessness Services Collection e-Newsletter for homelessness agencies

1 November 2023



Validata™ is ready to receive October 2023 extracts

If your September 2023 extract has been submitted to Validata™, you can now upload and submit your October 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).



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](#).



SHIP user reviews due soon

In December 2021, a new user review function was implemented in SHIP to ensure staff who no longer need access to sensitive client information are removed in a timely manner.

Managers with 'Coordinator' access will receive emails 4 and 2 weeks prior to the review date to inform them when they need to review user accounts. Each user must be reviewed to ensure they have continued access to SHIP. Users with 'Coordinator' access can reset a user password if required.

Detailed instructions for reviewing user accounts are provided in the following link:

[Managing SHIP User Accounts](#)



Advice prior to backdating support periods

Sometimes it will come to an agency's attention that someone whom they have been supporting for a number of months has not had a support period opened for them. When a backdated support period is opened, all extracts will need to be re-run and resubmitted to Validata™ in chronological order, commencing with the collection period in which the support period was opened.



Whilst the AIHW welcomes data about everyone who receives SHS services, we suggest you seek advice from the SHS Hotline (1800 627 191 Option 2) before opening a support period that will be backdated for a significant period, such as 12 months or more. The hotline can provide advice regarding the resubmission process, which may entail a request to unlock Validata™ collection periods to allow re-submissions.

Agencies that use SHIP and SRS

It is important to note that the age-related validation released in August has been applied to **all previous months** and new errors will need to be resolved before an extract can be generated for each affected collection period.

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 November 2:00 to 4:00pm AEDT	14 November	Opening a client support period, SHSC concepts and definitions	Staff new to agency, staff requiring refresher training
	12 December 2:00 to 4:00pm AEDT	5 December		
Advanced Register here	22 November 2:00 to 4:00pm AEDT	14 November	SHIP Reports	Managers or anyone responsible for SHS reporting
	13 December 2:00 to 4:00pm AEDT	5 December	Data quality and fixing errors	Managers or coordinators with basic SHIP experience
Validata™ Webinar Register here	14 November 2:00 to 3:00pm AEDT	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](#).

Specialist homelessness services client pathways: Young clients aged 18 to 24 in 2018-20 [link](#)

