



Specialist Homelessness Services Collection e-Newsletter for homelessness agencies

2 April 2024



Validata™ is ready to receive March 2024 extracts

If your February 2024 extract has been submitted to Validata™, you can now upload and submit your March 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).



Connecting people with services: Ask Izzy

The Ask Izzy website (askizzy.org.au) allows service providers, government agencies and corporate hardship teams across Australia to help their clients to find support.

There are thousands of services listed in Ask Izzy, including:

- food
- housing support
- health and mental health services
- Centrelink offices

The website about.askizzy.org.au has information, downloads and resources for service providers.

Want to add or edit your details on Ask Izzy?

If you're a service provider and you're not listed on Ask Izzy you can add your service details via [this simple form](#) on the Ask Izzy website. If you'd like to edit your existing details, please email Infoxchange at database@infoxchange.org.



Language other than English spoken at home

This is collected because:

- it identifies whether the client speaks a language other than English at home. If the client speaks English as well as another language at home, then this item aims to identify the non-English language that is regularly spoken at home with other residents and regular visitors to the home
- the information can be used to indicate how many clients may suffer disadvantage in terms of their ability to access services due to language and/or cultural difficulties.

If a client is aged under **2 years** and is expected to learn to speak a language other than English at home, then select that language. Otherwise, select 'English'.



If the client only speaks English at home or is aged less than 5 years, record **'Not applicable'** for the Proficiency in spoken English.

Further information can be found in the [SHS Collection Manual](#) on pages 38 – 39.

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	23 April 2:00 to 4:00pm AEST	16 April	Opening a client support period, SHSC concepts and definitions	Staff new to agency, staff requiring refresher training
	21 May 2:00 to 4:00pm AEST	14 May		
Advanced Register here	24 April 2:00 to 4:00pm AEST	16 April	Data quality and fixing errors	Managers or coordinators with basic SHIP experience
	22 May 2:00 to 4:00 AEST	14 May	SHIP case management functions	Staff new to agency. Managers or coordinators with basic SHIP experience.
Validata™ Webinar Register here	16 April 2:00 to 3:00pm AEST	9 April	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](#).

