



Specialist Homelessness Services Collection e-Newsletter for homelessness agencies

1 October 2025



Cut-off date for 2025-26 3-month data

The cut-off date for agencies to submit extracts for inclusion in the 3-month Statistical Summary report is Monday, 3 November 2025. Please ensure all monthly extracts for July to September 2025 are submitted in 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).



Validata™ is ready to receive September 2025 extracts

If your August 2025 extract has been submitted to Validata™, you can now upload and submit your September 2025 extract. Please remember to submit your extract after it has been validated and contains zero critical errors.

To submit your extract, click on the blue circle icon in the 'Details' column.

0

Validated



This will open a window with validation details. Finally, click on the blue "Submit" button at the bottom right-hand corner of this window.



Recording funding for short-term or emergency accommodation

Whenever your agency provides funding for a client to receive short-term or emergency accommodation at a motel, hotel or other location not directly managed by your agency, you should record this payment. In SHIP/SRS this is done by following these steps:

- Go to the **Notes** tab and select **Create a New Note**.
- In the **General** tab, select **Needs Identified** and **Service Provided** for **Material aid/brokerage**.
- Go to the **Payments** tab and select **Create New Payment**.
- Enter details of the payment, including the date and amount, then select **Short term or emergency accommodation** from the **Payment for** drop-down menu.

It is important that you also record that an accommodation service was provided, since it was paid for and organised by your agency. To do this in SHIP/SRS:

- Create a **Note** and in the **Housing** tab, tick the boxes **Needs Identified** and **Service Provided** for **Short term or emergency accommodation**.
- Go to the **Accommodation** tab and select **Create new stay**.
- Enter the details of the accommodation, including start date, end date (if accommodation period has ended) and select **Short term or emergency accommodation** from the **Type** drop-down menu.

Please also remember that any children of clients that are also being provided with accommodation need to have this service recorded in their own support period. If you



do not use SHIP or SRS and require assistance with entering accommodation periods, please contact your CMS provider.

An e-learning module covering these concepts is also available [here](#).



Locating client record when incurring critical errors in Validata™

An extract cannot be submitted in Validata™ unless the status is **Validated** and the extract contains **zero** critical errors. The validation status, along with the number of critical errors, is displayed in the **Organisation activity** table within the **Upload** tab. If the status of an extract is **Validated** but it has critical errors, these errors need to be fixed before an extract can be **Submitted** to Validata™.

Organisation activity		Please select an organisation...				
Collection period: 2024 November.						
<input type="button" value="Submit"/> <input type="button" value="+ Expand"/> <input type="button" value="Refresh Grid"/> <input type="button" value="Clear Filter"/>						
Submission ID	File name	Uploaded ↓	Uploaded by	Crit error	Status	Details
🔍	🔍	🔍 📅	🔍	🔍	🔍	🔍
SHIP Training 11 (99911Y)						
<input type="checkbox"/>	816168	shs_extract_99911Y_2024_11.xml	14/08/2025 02:13:52 PM	Validata-Admin Train	1 Validated	<input type="button" value="⋮"/>

If a critical error appears within a **Validated** extract, click the blue circle in the **Details** column to identify which Client the critical error is associated with. In the **Validation details** window, expand the **Critical (# of errors)** section under **Validation results** using the dropdown arrows. This will display the specific error along with the client's date of birth and Alpha Code.

Validation details

Validation Conditions

Validation Sets Applied

File Validation Details

Validation results

Critical (1)

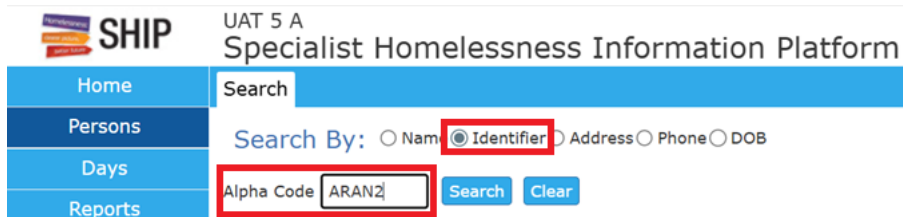
C07.004.02 You have included an initial client record in this collection period however the support period ID has already been used in a previous collection period. (1)

Critical error if SP_Support_Period.SP_Submission_Ind = 0 and record(s) already exist from previous Collection Periods with the same key (Organisation_ID, Support_Period_ID)

Top Level ID	Top Level Type	Variables of Interest
99911Y	Organisation ID	Organisation_Id=99911Y, Support_Period_Id=5666, Date_Of_Birth=08061998, Episode_Start_Date=13112024, Sex=2, Alpha_Code=ARAN2, SP_Submission_Ind=0

To identify the Client record that is associated with the critical error, search for the Client within SHIP/SRS/CIMS using their Alpha Code in the **Person** page, **Search** tab, **Search By: Identifier** (Alpha Code). If you have more than one client with the same Alpha Code, you can use their date of birth to determine which is the correct client. Please note the **Search By: Identifier** field is not case sensitive.





SHIP UAT 5 A Specialist Homelessness Information Platform

Home Search

Persons Search By: Name Identifier Address Phone DOB

Days Alpha Code Search Clear

Reports



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 October 2:00 to 4:00pm AEDT	14 October	Opening a client support period, SHSC concepts and definitions	Staff new to agency, staff requiring refresher training
	18 November 2:00 to 4:00pm AEDT	11 November		
Advanced Register here	22 October 2:00 to 4:00pm AEDT	14 October	SHIP case management functions	Managers or coordinators with basic SHIP experience.
	19 November 2:00 to 4:00pm AEDT	11 November	SHIP Reports	Managers or anyone responsible for SHS reporting.
Validata™ Webinar Register here	13 November 2:00 to 3:00pm AEDT	6 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 can be found [here](#).

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

