



Australian Government
Australian Institute of
Health and Welfare



Specialist Homelessness Services Collection e-Newsletter for homelessness agencies

2 February 2026



Today is the cut-off date for 2025-26 6-month data

The cut-off date for agencies to submit extracts for inclusion in the 6-month Statistical Summary report is today, **Monday 2 February 2026**. Please ensure all monthly extracts for July to December 2025 are submitted in Validata™ by COB today.

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 January 2026 extracts

If your December 2025 extract has been submitted to Validata™, you can now upload and submit your January 2026 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.



Reminder: Validata™ update and password change

An update to Validata™, including important infrastructure upgrades, is planned for late February 2026 (tentative). The exact date and time are still being finalised, and we will share this information as soon as it becomes available.

As part of this update, all Validata™ users will be required to reset their password before logging back in. Please keep an eye on the Validata™ webpage and your inbox for further details.



FDV Pilot Insights: What Services Need to Know

Some of you may be aware that the AIHW Family and Domestic Violence team is running a pilot data collection on specialist crisis FDV services this year. Data collection for Phase 1 of the pilot is scheduled to begin in March 2026 for 3 months. Over 100 service outlets are participating – many of them also report to the SHS Collection (SHSC).

Please note that the FDV Pilot is a separate process to all existing data collection and reporting obligations, such as the SHSC. If you are participating in the pilot, you will also need to continue collecting and supplying data for the SHSC according to usual requirements.

The FDV pilot is designed to test some new definitions relating to clients, service use and support periods. If you are participating in the pilot you will need to record FDV pilot data items in a way that is different from other collections. In preparation, the AIHW will be delivering training sessions that cover how the pilot's data items should be collected and supplied.

SHS Hotline  1800 627 191 (opt. 2) | www.aihw.gov.au

 homelessness@aihw.gov.au |  [@aihw](https://twitter.com/aihw) |  [aihw](https://www.linkedin.com/company/aihw)



Shortly, the AIHW will also be consulting separately with staff who work at mainstream specialist crisis FDV services with a focus on supporting Aboriginal and Torres Strait Islander peoples and communities. If your service is in-scope of this consultation, you will receive an invitation shortly, via email.

Questions about the FDV Pilot should be directed towards the FDV team directly at fdvpilot@aihw.gov.au



Why are services and assistance information collected in the SHS Collection?

The SHSC gathers essential information about people who are experiencing homelessness or are at risk of homelessness. This data helps build a clear picture of the challenges they face, the services they need, and the outcomes achieved after receiving support.

The information collected through the SHSC is used to strengthen homelessness services. Reliable data helps identify community needs and ensures appropriate funding is allocated to specialist homelessness services, supporting effective and responsive service delivery.

As part of the SHSC, agencies are required to report monthly on the services and assistance requested by clients, the support provided, and any referrals arranged. This information helps capture client needs over time, track the support delivered by agencies, and identify referrals made to other services.

Comparing client needs with the services provided and referrals arranged helps identify unmet needs, informing future service planning and improvement.

For more detailed guidance on Needs Identified, Services Provided, and Referrals Arranged, please refer to pages [74–81 of the SHS Collection Manual](#).





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 February 2:00 to 4:00pm AEDT	9 February	Opening a client support period, SHSC concepts and definitions	Staff new to agency, staff requiring refresher training
	17 March 2:00 to 4:00pm AEDT	9 March		
Advanced Register here	18 February 2:00 to 4:00pm AEDT	9 February	SHIP case management functions	Managers or coordinators with basic SHIP experience.
	18 March 2:00 to 4:00pm AEDT	9 March	SHIP Reports	Managers or anyone responsible for SHS reporting.
Validata™ Webinar Register here	10 March 2:00 to 3:00pm AEDT	3 March	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](#).



Excerpt from [Specialist Homelessness Services annual report 2024–25](#):

Throughout 2024–25, some people who sought assistance from SHS agencies did not receive all the services they needed – referred to as unmet need for services. There are many reasons for an agency not fully meeting a client’s needs. These can include limited resources, such as insufficient or available beds, or that the client needed a specialist service, such as counselling or legal support, that the agency was not set up to provide. Services are either provided to the client directly by the agency or the client is referred to another agency for support.

Figure UNMET.1: Client need for accommodation and housing assistance services, 2024–25



Figure UNMET.2: Clients’ need for general and specialised services and service provision status, 2024–25

