



Specialist Homelessness Services Collection e-Newsletter for homelessness agencies

2 December 2019



Merry Christmas and Happy New Year!

The AIHW would like to acknowledge the fantastic effort that all SHS agencies have provided with their data submissions throughout the year. We wish you all a safe and restful break over the Christmas and New Year period.



| SHIP and SHS Collection Support over the Festive Season | |
|--|--|
| SHIP Support (option 1) | Closed Christmas, Boxing, and New Year days |
| All other enquiries including Validata™ support (option 2) | Closed from COB Monday 23 December 2019, re-opening on Thursday 2 January 2020 |



Validata™ is ready to receive November extracts

If your September and October extracts have been submitted to Validata™, you can now upload and submit your November data.



AIHW reports available in December

The Statistical Summary reports for the 3-month period 1 July 2019 to 30 September 2019, are scheduled to be available on Validata™ on 4 December 2019. Validata™ users with 'Reports' access can view their SHS agency Statistical Summary reports by selecting the 'Reports' tab. If you have any queries or require assistance, please contact the SHS collection support team on 1800 627 191 (option 2).

The Specialist Homelessness Services annual report 2018-19 is due to be released on the AIHW website on **18 December 2019**. This will be the eighth annual report from the Specialist Homelessness Services Collection (SHSC).



Monthly tip

Clients in the SHS Collection?

A client is any person who receives a direct service from your agency. This service is not limited to accommodation. It can be any service you provide to the client that is aimed at assisting them, or preventing homelessness. However, the service must be direct – any person who benefits indirectly from the service you provide, should not be included as your client.

For example, if a parent receives a food voucher from your agency, that parent would be your client, as they have received a direct service. Whilst children may also get food as a result of the voucher, the children do not become your clients as they are not receiving a direct service.



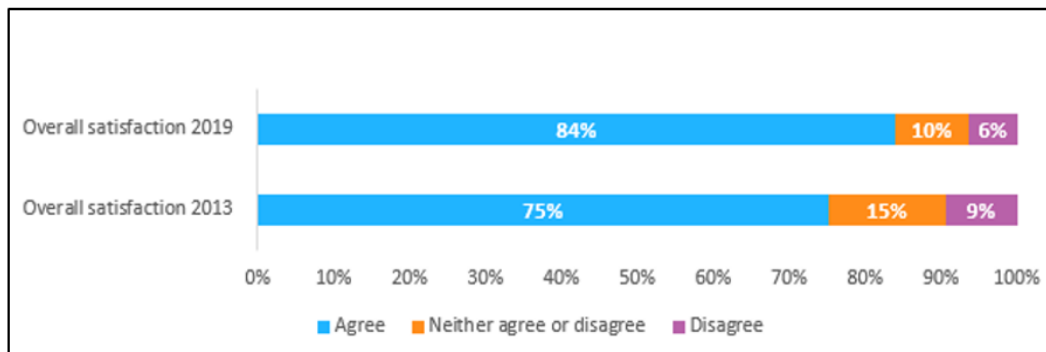
However, if you provide accommodation for a parent and their children, then the children are your clients, as you are providing a direct service for the entire family. Further information on what to record in your client management system can be found on the [Data Definitions Page](#) of the AIHW website.



SHIP satisfaction survey results are out

From April to May 2019, the AIHW conducted a survey to gauge the satisfaction level of SHIP users. Thank you to everyone who took the time to provide responses to this survey.

The survey results show a high level of satisfaction with SHIP. Overall, 84% of respondents indicated they were satisfied with SHIP. This is an increase from the last survey conducted in 2013, where the overall satisfaction was 75%.



SHS webinars

Register for a webinar now by clicking on the registration links in the table below.

| | Webinar date | Register by | What is covered? | Who should attend? |
|--|---------------------------|---------------------|---|---|
| Validata™ Webinars Register here | 17 December 11 am AEDT | 10 December 2019 | Basic functions within Validata™ including uploading and submitting extracts, viewing reports & user admin. | All Validata™ users |
| | 22 January 2 pm AEDT | 15 January 2020 | | |
| Basic Register here | 11 December 2 pm AEDT | 4 December 2019 | Opening a client support period, SHSC concepts and definitions. | Staff new to agency, staff not able to attend face to face training, new to CMS |
| | 14 January 2 pm AEDT | 7 January 2020 | | |



| | Webinar date | Register by | What is covered? | Who should attend? |
|--|--|--------------------|--|---|
| Advanced Register here | 12 December 2 pm AEDT | 4 December 2019 | Understanding and interpreting SHSC data, Fixing errors in SHIP, exporting data and Submitting to the AIHW | Managers or coordinators with basic SHIP experience |
| | 15 January 2 pm AEDT | 7 January 2020 | SHIP reports, lists and case management functions | |

SHS concepts and basic data entry eLearning modules can be found [here](#)

Description of new SHS data items can be found [here](#)

Additional eLearning modules and resources can be found on the [AIHW website](#)

