



Specialist Homelessness Services Collection e-Newsletter for homelessness agencies

1 July 2025



Data cut-off date for 2024-25 annual report

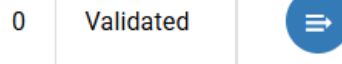
The cut-off date for agencies to load extracts for inclusion in the annual report on Specialist Homelessness Services is **Monday 4 August 2025**. To continue the high submission rates achieved in previous reports, please ensure all extracts for the period July 2024 to June 2025 are uploaded and submitted to Validata™ by this deadline.



Validata™ is ready to receive June 2025 extracts

If your May 2025 extract has been submitted to Validata™, you can now upload and submit your June 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.



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



Important information in Validata™ - manager contact details

It is important that the manager contact details for each agency are reviewed and updated on a regular basis. The AIHW uses this information to authorise new users who are seeking access to Validata™.

Manager details for each agency can be found on the **Summary** tab in Validata™.

Upload	Summary	Reports	User Admin	Collection Admin	Data Source	Help
Organisation activity						
Collection period name	2025 May					

Select the 'information' icon next to the name of the agency to view the manager's contact details:

<input type="checkbox"/>	>	AIHW Training Crisis Accommodation Service		99914D	99902F
<input type="checkbox"/>	>	AIHW Training Multi-Service Delivery Agency		99916A	99902F

If the manager's details require updating, if for example a new manager has taken over this role, please contact the SHS Hotline on 1800 627 191 (option 2) or homelessness@aihw.gov.au to update these details.





SHS Agency ID

An Agency ID is a unique identifier that is used to consolidate data for all clients of a single Specialist Homelessness Services (SHS) agency. By using an Agency ID instead of the agency's name, confidentiality is maintained, as neither the client's name nor the agency's name is submitted to the Australian Institute of Health and Welfare (AIHW).

When you contact the Specialist Homelessness Services (SHS) Hotline on 1800 627 191 (option 2) or register for a SHS webinar training session via the monthly newsletter on the [Training & resources](#) webpage, you will need to provide your Agency ID.

If you use SHIP, once you have logged in you can hover your cursor over your name (to the right of the SHIP icon) to display your Agency ID. Alternatively you can go to the reports page, select the SHS tab and your Agency ID will be in the third row.

The screenshot shows the SHIP Homelessness Information Platform interface. The left sidebar has a 'Reports' tab highlighted. The main content area displays the following information:

- Workgroup: SHIP Training 8
- SHS Agency Name: SHIP Training 8
- SHS Agency ID: 99908V
- Collection Period: April 2025

If you use a different Client Management System (CMS) you can find your Agency ID in Validata™. Once you have logged in to Validata™, click on the “Welcome” in the top left corner to open your user profile. This profile contains information including your Organisation Name and Agency ID.

The screenshot shows the Validata user profile page. The 'Welcome' text is highlighted in a red box. The page header includes 'Upload queue', 'Help', and 'Log out' links. The footer features the Australian Government and Australian Institute of Health and Welfare logos, along with the Validata logo.

If you do not have access to Validata™ and are still have issues locating your Agency ID, please speak to the coordinator at your agency.





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	22 July 2:00 to 4:00pm AEST	15 July	Opening a client support period, SHSC concepts and definitions	Staff new to agency, staff requiring refresher training
	26 August 2:00 to 4:00pm AEST	19 August		
Advanced Register here	23 July 2:00 to 4:00pm AEST	16 July	SHIP reports	Managers or anyone responsible for SHS reporting.
	27 August 2:00 to 4:00pm AEST	20 August	Data quality and fixing errors	Managers or coordinators with basic SHIP experience
Validata™ Webinar Register here	14 August 2:00 to 3:00pm AEST	7 August	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](#).

