



Specialist Homelessness Services Collection e-Newsletter for homelessness agencies

1 September 2025



Annual statistical summary reports for 2024-25 available

The 2024-25 annual snapshot has been successfully taken. The national submission rate was 100% for July 2024 to March 2025 and 99.8% for April to June 2025. Thank you very much everyone for your work in achieving another great result!

Annual 2024-25 SHS Statistical Summary reports will be available to download from Validata™ in early September 2025. You can access these reports by logging in and selecting the 'Reports' tab. The Validata™ Manual provides information about the 'Reports' tab on pages 58-64 and can be accessed [here](#).



Validata™ is ready to receive August 2025 extracts

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



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 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.



Search functions within SHIP

To search for Clients and client records within SHIP, there are a number of options available, allowing you to search by Name, Identifier (Alpha Code), Address, Phone and DOB (Date of Birth). When searching for a Client or client record, SHIP has 2 useful features to assist you. These are the Fuzzy box and the Wildcard (%) and they can be used in the Name and Address fields.



Note: when searching by phone number, the Wildcard (%) cannot be used. A minimum of 4 numbers is required, rather than the whole phone number.

Search By Name

When searching by Name, it is recommended that you use either the Given name or Family name and always keep the Fuzzy box ticked. This ensures that SHIP returns names with similar sounds or spellings to what was searched. The Fuzzy box can be applied within the Name field.

Search By: Name Identifier Address Phone DOB

Given name Family name Male Female Other Fuzzy

Search Results					
Given Name	Family Name	Sex	DOB	Alias?	Match ↑
Amy	Smith	Female	10/04/1972		0
Emma	Gray	Female	22/01/1971		3

1 to 2 of 2 results

Search By Address

The Wildcard (%) can replace any sequence of letters. For example, searching for “Thy%” will return all addresses beginning with “Thy”. The Wildcard (%) can be applied within the Name and Address fields.

Search By: Name Identifier Address Phone DOB

Street Suburb Current Address

Search Results					
Street ↑	Suburb	Given Name	Family Name	Sex	DOB
26 Thynne St	BRUCE	Daisy	Wang	Female	01/01/1982

1 to 1 of 1 results





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 September 2:00 to 4:00pm AEST	16 September	Opening a client support period, SHSC concepts and definitions	Staff new to agency, staff requiring refresher training
	21 October 2:00 to 4:00pm AEDT	14 October		
Advanced Register here	24 September 2:00 to 4:00pm AEST	16 September	SHIP administrative functions	Staff new to agency. Managers or coordinators with basic SHIP experience.
	22 October 2:00 to 4:00pm AEDT	14 October	SHIP case management functions	Managers or coordinators with basic SHIP experience.
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](#).

