



## Specialist Homelessness Services Collection e-Newsletter for homelessness agencies

3 November 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 today, Monday, 3 November 2025. Please ensure all monthly extracts for July to September 2025 are submitted in Validata™ by close of business today.

If you have any queries or require assistance, please contact the SHS Hotline by emailing your query to [homelessness@aihw.gov.au](mailto:homelessness@aihw.gov.au), or calling 1800 627 191 (opt.2).



### Validata™ is ready to receive October 2025 extracts

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



### Action required: Validata™ update and password change

There is an update planned for Validata™, including infrastructure upgrades, that is scheduled to take place towards the end of November 2025. The exact date and time of this update has not been finalised yet, but we will circulate this information when it becomes available.

When this update takes place, it will be necessary for all Validata™ users to reset their password before they are able to log back in. In the coming weeks we will distribute a detailed guide, with screenshots, to support all users to undertake this task. Please keep an eye out on the Validata™ web page and in your inbox for more information.



### What to do when you cannot contact a Referred person

If your agency has received a referral from another organisation, such as the police, to support an individual but has been unable to establish contact with that person, the individual does **not** meet the criteria to be classified as either a client or an unassisted person for the Specialist Homelessness Services (SHS) collection.

Under SHS collection definitions:

- A **client** is an individual who has received a direct SHS service from your agency. This includes services such as advice, information, or other SHS services.



- An **unassisted person** is someone who actively seeks services from a SHS agency but does not receive any assistance.

If you are using SHIP, you can still record information relating to this person and any work you have done in SHIP, but DO NOT open a support period or create an Unassisted Person's form.

For detailed definitions of a 'client' and an 'unassisted person', please refer to the [SHS Collection Manual \(August 2023\)](#).



## 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?
<b>Basic</b> Register <a href="#">here</a>	<b>18 November</b> 2:00 to 4:00pm AEDT	11 November	Opening a client support period, SHSC concepts and definitions	Staff new to agency, staff requiring refresher training
	<b>9 December</b> 2:00 to 4:00pm AEDT	2 December		
<b>Advanced</b> Register <a href="#">here</a>	<b>19 November</b> 2:00 to 4:00pm AEDT	11 November	SHIP Reports	Managers or anyone responsible for SHS reporting.
	<b>10 December</b> 2:00 to 4:00pm AEDT	2 December	Data quality and fixing errors	Managers or coordinators with basic SHIP experience.
<b>Validata™ Webinar</b> Register <a href="#">here</a>	<b>13 November</b> 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](#).

