



Specialist Homelessness Services Collection e-Newsletter for homelessness agencies

5 January 2026



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 Monday, 2 February 2026. Please ensure all monthly extracts for July to December 2025 are submitted in Validata™ by this date.

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 December 2025 extracts

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



Specialist Homelessness Services 2024-25 Annual report is out now

The Specialist Homelessness Services Annual report 2024-25 was released on the 4th of December 2025.

The report describes the characteristics of clients of specialist homelessness services, the services requested, outcomes achieved, and unmet requests for services during 2024-25.

The report is available online using the links below:

- [Specialist homelessness services annual report](#)
- [Fact sheets by state and territory](#)
- [On any given day infographics](#)
- [Supplementary Data Tables](#)



Infoxchange Service Seeker

Infoxchange Service Seeker is Australia's most comprehensive directory of electronic health, welfare, and community services. It provides up-to-date information across a wide range of categories, including aged care, counselling, disability, drug and alcohol support, education and training, employment, family services, financial assistance, health, housing, legal services, multicultural support, recreation, and youth services.

With access to over 450,000 support services, you can search the directory via [Infoxchange Service Seeker](#), [Ask Izzy](#), or the **Service Directory tab** within the **SHIP** home page.





Infochange Service Seeker supports a wide range of organisations across Australia in helping clients find the support they need. In the past year, there have been 8 million searches across the national service directory.

Ask Izzy is a free and anonymous tool used by service providers, government agencies, corporate hardship teams, and individuals across Australia to locate support services. If you're on the Telstra or Vodafone mobile networks, you can access Ask Izzy on your phone without credit or Wi-Fi.

The Service Directory tab is integrated within SHIP, the Client Management System (CMS) used by many service providers across Australia. To learn how to search using this tab, click the question mark at the top right corner of your screen to access the Infochange help page.



If you come across a service that is not currently listed in Infochange Service Seeker, you can add it by clicking the **+ Add Service** button located at the top right corner of the [Infochange Service Seeker](#) website.

For further information, please access the [Service directory | Infochange \(AU\)](#) webpage.





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	13 January 2:00 to 4:00pm AEDT	5 January	Opening a client support period, SHSC concepts and definitions	Staff new to agency, staff requiring refresher training
	17 February 2:00 to 4:00pm AEDT	9 February		
Advanced Register here	14 January 2:00 to 4:00pm AEDT	5 January	SHIP administrative functions	Staff new to agency. Managers or coordinators with basic SHIP experience
	18 February 2:00 to 4:00pm AEDT	9 February	SHIP case management functions	Managers or coordinators with basic SHIP experience.
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](#).

