



Specialist Homelessness Services Collection e-Newsletter for homelessness agencies

1 May 2026



Cut-off date for 2025-26 9-month data

The cut-off date for agencies to load extracts for inclusion in the 9-month Statistical Summaries is Monday, 4 May 2026. All data for the period July 2025 to March 2026 must be uploaded and submitted to Validata™ by this date.

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



Validata™ is ready to receive April 2026 extracts

If your March 2026 extract has been submitted to Validata™, you can now upload and submit your April 2026 extract. Please remember to submit your extract after it has been validated and contains zero critical errors.



Ensuring children are linked to a Presenting Unit

If you are providing a direct service to a child or young person not presenting alone, it is important to check that they are properly linked to a Presenting Unit. Each client management system will enable you to link children with parents or guardians, including linking a child to a parent/guardian who already has an open support period.

If children are not properly linked with a Presenting Unit, they will be reported as presenting alone. This impacts the accuracy of data on families who are homeless or at risk of homelessness.

Further information relating to the Presenting Unit can be found in the [SHS Collection Manual](#) on pages 9-10 and 32-34. Guidance on how to link children to Presenting Units in SHIP/CIMS/SRS is provided in the following links: [Support Periods for Family Members](#) and [How to add extra family members to an open support period](#).



SHIP Coordinators – Quarterly User Access Review

All SHIP users with coordinator access must conduct quarterly reviews and re-approval of all SHIP user accounts for agency staff. This review applies to all SHIP users, regardless of their access level.

The purpose of the quarterly review is to assess whether agency staff still need access to sensitive client information in SHIP. This process helps ensure that individuals who have left your organisation or no longer require access are promptly removed from the system which helps maintain the security of the system. Please note that removing access to SHIP user accounts will not result in any loss of client data.

Due to the review date occurring every 90 days, it is recommended that **at least two** staff members at your agency have coordinator access. This allows the review



responsibilities to be completed in the necessary timeframe in the event one coordinator is unavailable due to competing work priorities, leave, or holidays.

Coordinators can also **adjust review dates** so that all user accounts are due for review on the same date, making the process more efficient.

Beyond quarterly reviews, coordinators can also assist staff within their workgroup by **resetting SHIP passwords**, helping minimise disruptions to service delivery. For more information please refer to [Managing SHIP User Accounts](#) on the [Training & resources - Australian Institute of Health and Welfare](#) 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.

Training type	Webinar date	Register by	What is covered?	Who should attend?
Basic Register here	19 May 2:00 to 4:00pm AEST	11 May	Opening a client support period, SHSC concepts and definitions	Staff new to agency, staff requiring refresher training
	23 June 2:00 to 4:00pm AEST	15 June		
Advanced Register here	20 May 2:00 to 4:00pm AEST	11 May	SHIP administrative functions	Staff new to agency. Managers or coordinators with basic SHIP experience.
	24 June 2:00 to 4:00pm AEST	15 June	SHIP case management functions	Managers or coordinators with basic SHIP experience
Validata™ Webinar Register here	16 June 2:00 to 3:00pm AEST	9 June	Validata™ introduction: extract upload and submission, reporting, and user account administration	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](#).



Excerpt from [Specialist Homelessness Services annual report 2024–25](#):

Children and young people receiving support alone

Key findings and insights

In 2024-25:

- SHS agencies assisted 40,500 children and young people receiving support alone, the fourth largest SHS client group, making up around 14% of all SHS clients.
- Among children and young clients who received support alone, over half (57% or 6,200) of those aged 12-17 and two-thirds (69% or 20,400) of those aged 18-24 needed accommodation-related assistance.
- The rate of children and young people receiving support alone was 91 per 10,000 people, the highest among all SHS client groups.
- Client characteristics for children and young people receiving support alone were most likely to be female (65%); aged 18-24 years (73%); and not enrolled in any form of education or training (72%)

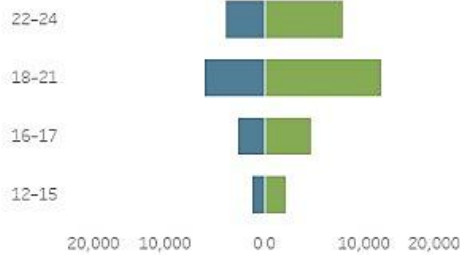
Figure YOUNG.1: Key demographics, children and young people receiving support alone, 2024-25



In 2024–25, around **40,500** young clients who presented alone received support from specialist homelessness services (**14.0% of all SHS clients**).

Clients were more likely to be female than male

Two-thirds of clients (65% or 26,404) were females, one-third (35% or 14,133) were males.



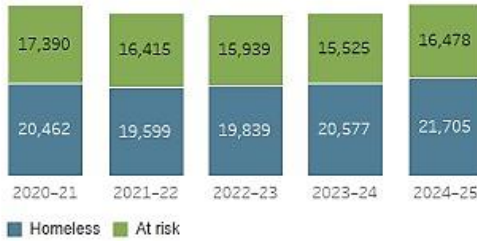
New South Wales had the greatest number of clients

SHS agencies based in New South Wales had the greatest number of clients and the Northern Territory had the highest rate of clients.



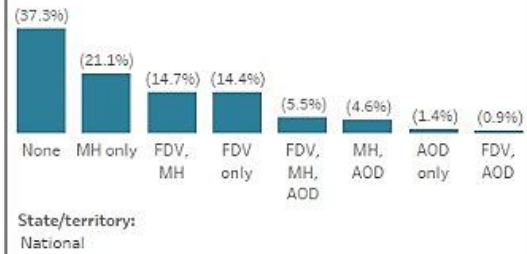
Most clients were experiencing homelessness when they sought support

2 in 5 (43%) of clients were at risk of homelessness at the start of support.



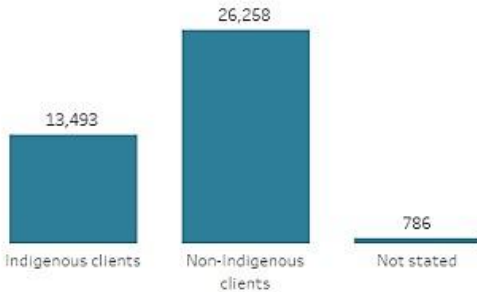
Clients often experienced multiple vulnerabilities

Around half (48% or 19,600) of clients in Australia experienced alcohol or drug issues, a current mental health issue, or both.



A high proportion of clients were First Nations people

Around one-third (34%) of clients identified as being First Nations (Indigenous) Australians.



Most young people presenting alone were not enrolled in any form of education or training

