



Specialist Homelessness Services Collection e-Newsletter for homelessness agencies

1 December 2023

Merry Christmas and Happy New Year



The AIHW would like to take this opportunity to thank our SHS agencies, state and territory jurisdiction contacts and the SHS sector at large for your continued effort in maintaining exceptionally high data submission rates throughout the year. Your continued contribution to timely and quality homelessness data is greatly appreciated. We wish you a safe and well-deserved break over the Christmas and New Year period.

SHIP and SHS Collection Support over the Christmas period	
SHIP Support (option 1)	Closed Monday 25 December 2023, Tuesday 26 December 2023 and Monday 1 January 2024
SHS Hotline including Validata™ support (option 2)	Closed from COB Thursday 21 December 2023, and re-opening on Wednesday 3 January 2024



Validata™ is ready to receive November 2023 extracts

If your October 2023 extract has been submitted to Validata™, you can now upload and submit your November 2023 extract. Please remember to submit your extract once it has been validated and contains zero critical errors.

Specialist Homelessness Services 2022-23 Annual report coming soon



Keep your eyes peeled for the Specialist Homelessness Services Annual report 2022-23, due for release on the 12th of December 2023.

The report describes the characteristics of clients of specialist homelessness services, the services requested, outcomes achieved, and unmet requests for services during 2022-23.

Once released, all annual SHS data products will be updated to include 2022-23 data, and will be available from the links below:

- [Specialist homelessness services annual report 2022–23](#)
- [Fact sheets by state and territory](#)
- [On any given day infographics](#)
- [Supplementary Data Tables](#)
- [Historical Data Tables](#)





How to record a previous episode of homelessness

The SHSC includes the following question: *Has the client experienced homelessness before presenting for this service episode?*

The [SHS Data Definitions](#) webpage provides advice on how to complete this question. Some response options are self-explanatory, however some may not be aware of the full definition of the 'Short-term or emergency accommodation' response, which is highlighted below.

Has the client experienced homelessness before presenting for this service episode?

In last month	In last 12 months	
<input type="checkbox"/>	<input type="checkbox"/>	Sleeping rough or in non-conventional accommodation
<input type="checkbox"/>	<input type="checkbox"/>	Short-term or emergency accommodation, due to a lack of other options
<input type="checkbox"/>	<input type="checkbox"/>	Not homeless
<input type="checkbox"/>	<input type="checkbox"/>	Don't know

Definition of 'Short-term or emergency accommodation, due to a lack of other options'

This option applies when a client has been living in the following situations, due to a lack of other options:

- in refuges
- in crisis shelters
- couch surfing
- living on a temporary basis with friends and relatives, in insecure accommodation on a short-term basis (generally up to 3 months)
- in emergency accommodation arranged in hotels, motels and so forth by a specialist homelessness 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	12 December 2:00 to 4:00pm AEDT	5 December	Opening a client support period, SHSC concepts and definitions	Staff new to agency, staff requiring refresher training
	23 January 2:00 to 4:00pm AEDT	16 January		
Advanced Register here	13 December 2:00 to 4:00pm AEDT	5 December	Data quality and fixing errors	Managers and coordinators with basic SHIP experience
	24 January 2:00 to 4:00pm AEDT	16 January	SHIP case management functions	Staff new to agency. Managers or coordinators with basic SHIP experience
Validata™ Webinar Register here	30 January 2:00 to 3:00pm AEDT	23 January	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 2021-22 can be found [here](#).

Fact sheets and Infographics for your state or territory can be found [here](#).

