



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

1 April 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.

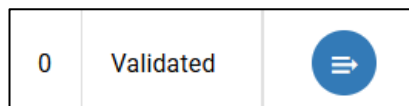
If you have any queries or require assistance, please contact the SHS Hotline team by emailing your query to [homelessness@aihw.gov.au](mailto:homelessness@aihw.gov.au), or calling 1800 627 191 (opt 2).



### Validata™ is ready to receive March 2026 extracts

If your February 2026 extract has been submitted to Validata™, you can now upload and submit your March 2026 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.



### Impacts of improper use of copy-over functions in Client Management Systems (CMS) such as, SHIP and SRS

Copy-over functions in a CMS can support efficient data entry. However, care is needed to ensure information is accurate for all clients, particularly children. Inaccurate copy-over responses can result in validation or critical errors once an extract has been uploaded to Validata™. These errors can misrepresent the client's circumstances and reduce data quality and reporting confidence.

Common example:

A common critical error that occurs in Validata™ is related to the question 'Time since last permanent address' – see below:

C07.025.04	Please check DOB and Time since most recent address: if client is aged under 1, do not select 'More than 1 year to 5 years ago' for 'How long has it been since the client last had a permanent place to live?' (1)
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This critical error may occur when the copy over function is used to open a support period for a baby or infant. In the example below, 'More than 1 year, to 5 years ago' has been selected for the parent but this response is incorrect when copied over to the child, who is less than 1 year old.



**Mother Jones (female 30 yrs)**


The following questions refer to the client's most recent residential address, where they had a permanent place to live

Time since last permanent address: More than 1 year, to 5 years ago

State: Australian Capital Territory

Locality: KAMBAH

Postcode: 2902



**Baby Jones (female 6 mths)**


The following questions refer to the client's most recent residential address, where they had a permanent place to live

Time since last permanent address: More than 1 year, to 5 years ago

State: Australian Capital Territory

Locality: KAMBAH

Postcode: 2902



Note: In the example above, because of the baby's age, the correct response would be **'Not applicable'**, as the baby has never had a permanent place to live.

If you require further assistance, please contact the SHS Hotline team on 1800 627 191 (opt 2) or email [homelessness@aihw.gov.au](mailto:homelessness@aihw.gov.au)



### 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?
<b>Basic</b> Register <a href="#">here</a>	<b>14 April</b> 2:00 to 4:00pm AEST	6 April	Opening a client support period, SHSC concepts and definitions	Staff new to agency, staff requiring refresher training
	<b>19 May</b> 2:00 to 4:00pm AEST	11 May		
<b>Advanced</b> Register <a href="#">here</a>	<b>15 April</b> 2:00 to 4:00pm AEST	6 April	Data quality and fixing errors	Managers or coordinators with basic SHIP experience
	<b>20 May</b> 2:00 to 4:00pm AEST	11 May	SHIP administrative functions	Staff new to agency. Managers or coordinators with basic SHIP experience.
<b>Validata™ Webinar</b> Register <a href="#">here</a>	<b>16 June</b> 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](#):

#### Homelessness status

When a client receives a service, clients are considered at risk of homelessness or experiencing homelessness at the start of a support period.

In 2024–25, of the 25,700 affordability-stressed clients whose housing status was known at the start of support, a higher number and proportion of clients were experiencing homelessness (53% or 13,500 clients) compared with at risk of homelessness (47% or 12,100 clients) at the start of support (Figure 5).

In 2024–25, compared with all SHS clients whose housing status was known at the start of support, affordability-stressed clients were more likely to be homeless at the start of support (53% compared with 49%) (CLIENTS.12).

Between 2014–15 and 2024–25, an increasing proportion of affordability-stressed clients were experiencing homelessness at the start of support, increasing from 32% in 2014–15 to 53% in 2024–25 (Figure 5).

Among all SHS clients, housing affordability stress increased among those experiencing homelessness or at risk of homelessness at the start of support; increasing from 3.8% of clients who were experiencing homelessness and 6.7% of clients at risk of homelessness in 2014–15 to 10% and 8.7% in 2024–25, respectively.

