



Specialist Homelessness Services Collection e-Newsletter for homelessness agencies

3 June 2025



Validata™ is ready to receive May 2025 extracts

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



9-month SHS Statistical Summary reports

The 9-month snapshot for 2024-25 has been successfully taken. The national submission rates were 100% for July 2024 – January 2025, 99.9% for February 2025 and 99.8% for March 2025. Thank you everyone for another great result!

You can now access the 9-month Statistical Summary reports in Validata™ by logging in and selecting the 'Reports' tab. The Validata™ Manual provides information about the 'Reports' tab on pages 58-64 and can be accessed [here](#).



Changes to Statistical Summary reports

Some improvements have been made in the recently released 9-month Statistical Summary reports in Validata™. These changes are aimed at making the reports more user-friendly. The changes include:

- A Table of Contents has been added to each report, both PDF and Excel, with links to each individual table. Please be sure to use Adobe Acrobat Reader to open the PDF files to ensure that the links work correctly.
- A new table has been added for the accuracy of day, month and year of birth data items.
- Blank/zero count rows have been included in all tables, to allow easier comparison across reports.

We hope that these changes help you to utilise these reports more effectively.

Online training via 'Connecting Up'



To complement the security within SHIP, it is also important that agency staff are aware of actions they can take to better protect themselves. Free cyber security awareness training can be accessed via the **Connecting Up** platform. Further details can be found [here](#).





SHIP Coordinators

All SHIP users with coordinator access must conduct a quarterly review 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. Please note that removing 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, even in the event of other work priorities, leave, or holidays.

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.

| | Webinar date | Register by | What is covered? | Who should attend? |
|---|--|-------------|--|---|
| Basic Register here | 24 June 2:00 to 4:00pm AEST | 17 June | Opening a client support period, SHSC concepts and definitions | Staff new to agency, staff requiring refresher training |
| | 22 July 2:00 to 4:00pm AEST | 15 July | | |
| Advanced Register here | 25 June 2:00 to 4:00pm AEST | 17 June | SHIP administrative functions | Managers or coordinators with basic SHIP experience. |
| | 23 July 2:00 to 4:00pm AEST | 16 July | SHIP reports | Managers or anyone responsible for SHS reporting. |
| Validata™ Webinar Register here | 14 August 2:00 to 3:00pm AEST | 7 August | 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](#).

