



Specialist Homelessness Services Collection e-Newsletter for homelessness agencies

1 June 2026



Validata™ is ready to receive May 2026 extracts

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

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This will open a window with validation details. Finally, click on the blue 'Submit' button at the bottom right-hand corner of this window.



Presenting units and presenting unit heads

A presenting unit within the SHS Client collection is a client or group of clients that approach an SHS agency together and **all** receive a service.

On the other hand, a presenting unit within the Unassisted Person collection relates to a group of persons who approached an SHS agency but **did not** receive any service.

To understand the composition of a presenting unit, it is important to know the relation between each person. This is done by selecting a Presenting Unit Head (PUH) from among members of the presenting unit. Anyone within the unit may be selected to be the PUH. However, the group member best suited to the role is the person who has the strongest relationship with all other group members.

Further information relating to Presenting Units and PUH can be found in the [SHS Collection Manual on pages 9-10](#).



Completing monthly status updates in SHIP

Status updates are completed once per month for each client. Status updates are where client outcomes are measured, by comparing the client's current situation to their situation at the start of the support period. This process must be undertaken each month to enable the SHS data to be extracted from SHIP.

When undertaking the status update:

- Work from the **Admin** through to the **Study & Family** tab.



- Refer to the **Services** tab to locate errors and missing data. This tab provides you with an overview of the client's support for the month.
- It is important to remember that for a client to have an ongoing support period, there must be at least one **Service Provided** or **Referral Arranged** per month.

The **Status** tab is to be used when closing a support period for a client who is no longer receiving SHS services from your agency. To close a support period, you will need to select 'closed (support ended this month)'. When closing a support period, you will also need to select a 'Reason for closing'.

If you have prematurely closed a support period and need to re-open it, you must change the status from 'closed' to 'ongoing', before undertaking the status update. You will need to re-extract and re-submit the data for that month to Validata™, to accurately report on the services delivered by your agency.

Detailed instructions for undertaking a status update are provided in the following eLearning materials: [Status Update](#) and [SHIP data quality enhancements](#) (chapters 5 & 6).



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	23 June 2:00 to 4:00pm AEST	15 June	Opening a client support period, SHSC concepts and definitions	Staff new to agency, staff requiring refresher training
	21 July 2:00 to 4:00pm AEST	13 July		
Advanced Register here	24 June 2:00 to 4:00pm AEST	15 June	SHIP case management functions	Managers or coordinators with basic SHIP experience. Open to agency staff.
	22 July 2:00 to 4:00pm AEST	13 July	SHIP reports	Managers or anyone responsible for SHS reporting
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

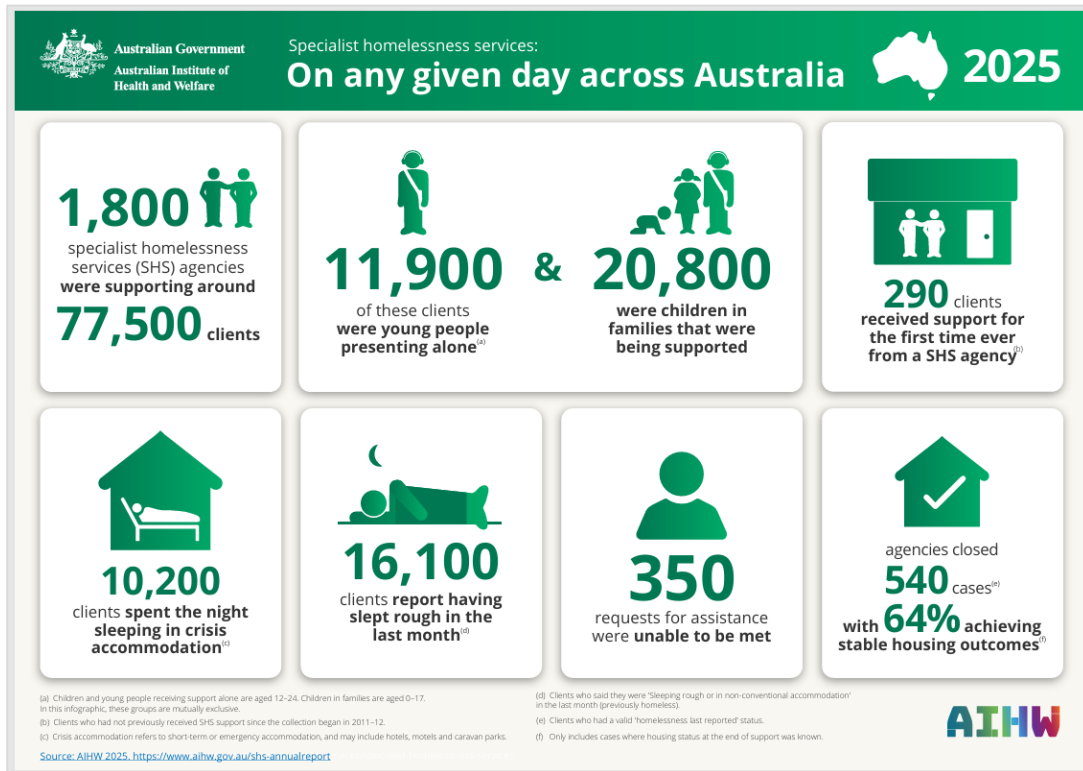


Links to training resources and reports



- 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](#).

A snapshot of 'On any given day across Australia in 2025'



State-specific infographics are available in the [Specialist Homelessness Services Annual Report 2024-25: On any given day infographics](#)