



Specialist Homelessness Services Collection e-Newsletter for homelessness agencies

4 January 2023



Validata™ is ready to receive December extracts

If your November 2022 extract has been submitted to Validata™, you can now upload and submit your December 2022 extract. Please remember to submit your extract once it has been validated and contains zero critical errors.



Cut-off date for 2022-23 6-month data

The cut-off date for agencies to submit extracts for inclusion in the 6-month Statistical Summary report is Monday, 6 February 2023. Please ensure all extracts for July to December 2022 are submitted to Validata™ by this date.

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



Security of SHIP client data

The AIHW is serious about data safety and privacy. IT security, cybersecurity and privacy protection are vital to ensure the protection of your data. The AIHW contracts Infoxchange as the provider of SHIP and ensures that Infoxchange takes many cybersecurity and data privacy steps to ensure that information security and data privacy is upheld.

SHIP uses encryption technology (encryption in transition, encryption at rest) as well as many other security features in SHIP, such as multi-factor authentication. Multi-factor authentication is a security measure that requires two proofs of identity to grant access to the SHIP online system. It significantly provides more security and protection against criminals and has been implemented into SHIP since April 2022.

The AIHW also ensures that Infoxchange operates an Information Security Management System (ISMS) and is accredited to the **ISO 27001:2013** standard. ISO 27001 is the world's best-known standard for information security management systems (ISMS). ISMS is a set of policies, procedures, processes, and systems that manage information security risks, such as cyber-attacks, hacks, data leaks, or theft.

The infrastructure externally hosted by Infoxchange is maintained in a secure environment which meets the Australian Government Protective Security Protocols. This includes:

- a dedicated physical environment providing isolation of the systems
- comprehensive backup and disaster recovery facilities
- controlled physical access to these systems via passcode and pass card for authorised Infoxchange staff only
- automated monitoring of system access and performance
- automated monitoring and logging of intrusion attempts.



The data transmitted to the AIHW is kept protected through comprehensive data governance, privacy, and cyber security programs, in line with Australian Government requirements.

It is also important that agency staff are aware of actions they can take to better protect themselves. Free cybersecurity awareness training provided by the Digital Transformation Hub and Infoxchange can be accessed via these links: [Digital Transformation Hub](#) and [Digital transformation | Infoxchange \(AU\)](#)



3-month SHS Statistical Summary reports

The 2022-23 3-month Statistical Summaries for the period *July 2022 to September 2022* are ready for viewing.

You can access these 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](#).



Specialist Homelessness Services 2021-22 Annual Report is out now

The Specialist Homelessness Services Annual Report 2021-22 was released on 8 December 2022. Select links below to access these:

- [Specialist homelessness services annual report 2021-22](#)
- [SHS Collection data cubes 2011-12 to 2021-22](#)
- [On any given day infographics](#)
- [Fact sheets by state and territory](#)
- [Supplementary Data Tables](#)
- [Historical Data Tables](#)



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 January 2:00 to 4:00pm AEDT	17 January	Opening a client support period, SHSC concepts and definitions	Staff new to agency, staff requiring refresher training
	21 February 2:00 to 4:00pm AEDT	14 February		
Advanced Register here	25 January 2:00 to 4:00pm AEDT	17 January	Data quality and fixing errors	Managers or coordinators with basic SHIP experience
	22 February 2:00 to 4:00pm AEDT	14 February	SHIP Reports	Managers or anyone responsible for SHS reporting
Validata™ Webinar Register here	17 January 2:00 to 3:00pm AEDT	10 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](#).

