



Specialist Homelessness Services Collection e-Newsletter for homelessness agencies

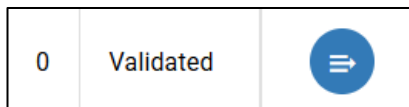
2 March 2026



Validata™ is ready to receive February 2026 extracts

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



6-month SHS Statistical Summary reports

The 2025-26 6-month snapshot has been successfully taken. The submission rate was 99.9% for July and 99.8% for August to December 2025. This is an amazing result for 1828 SHS agencies.

Statistical Summaries (Agency reports) covering the period of July to December 2025 can now be viewed in Validata™. You can access these reports by logging in to Validata™ and selecting the 'Reports' tab. The Validata™ manual provides information about the 'Reports' tab on pages 59-65 and can be accessed [here](#).

In response to stakeholder feedback received from the Statistical Summary survey, the following 3 new tables have been added to the agency-level and jurisdictional-level statistical summaries:

- Length of short-term accommodation
- Length of medium-term accommodation
- Length of long-term accommodation

These new tables complement existing information on length of support and length of all accommodation.



Reminder: upcoming Validata™ update and password change

An update to Validata™, including important infrastructure upgrades, was planned for late February 2026 but has been pushed back until at least March 2026. The exact date and time are still being finalised, and we will share this information as soon as it becomes available.

As part of this update, all Validata™ users will be required to reset their password before logging back in. Please keep an eye on the Validata™ webpage and your inbox for further details.



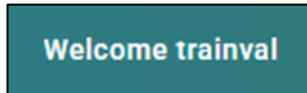


The importance of having an accurate contact phone number in your Validata™ account, and how to update your contact phone number

Maintaining a current contact phone number associated with your Validata™ account is essential. This ensures the SHS Hotline team can efficiently communicate with you regarding any required actions, such as submitting data or resolving critical errors. Follow-up on outstanding data is also conducted by phone.

To update your contact phone number on Validata™:

Log in and click on 'Welcome [username]' in the top left corner of the screen. Example below:



After the 'My profile' window has opened, click on the 'Edit my details' button and enter your updated phone number into the text box.



Once your phone number has been updated, click on the blue 'save' button in the bottom right corner of the 'My profile' window.



If you require assistance with updating contact details in Validata™, please contact the SHS Hotline on 1800 627 191 (Opt 2), or alternatively email them at 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? |
|---|---|-------------|--|---|
| Basic Register here | 17 March 2:00 to 4:00pm AEDT | 9 March | Opening a client support period, SHSC concepts and definitions | Staff new to agency, staff requiring refresher training |
| | 14 April 2:00 to 4:00pm AEST | 6 April | | |
| Advanced Register here | 18 March 2:00 to 4:00pm AEDT | 9 March | SHIP Reports | Managers or anyone responsible for SHS reporting |
| | 15 April 2:00 to 4:00pm AEST | 6 April | Data quality and fixing errors | Managers or coordinators with basic SHIP experience |
| Validata™ Webinar Register here | 10 March 2:00 to 3:00pm AEDT | 3 March | 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](#).

