



Specialist Homelessness Services Collection e-Newsletter for homelessness agencies

1 December 2025



Merry Christmas and Happy New Year!

The AIHW would like to take this opportunity to thank all SHS agencies, state and territory contacts and the SHS sector at large for your continued effort in maintaining exceptionally high data submission rates throughout the year. Your continued contribution to timely and quality homelessness data is greatly appreciated. We wish you a safe and well-deserved break over the Christmas and New Year period.

SHIP and SHS Collection Support over the Christmas period	
SHIP Support (option 1)	Closed Thursday 25 December 2025, Friday 26 December 2025 and Thursday 1 January 2026
SHS Hotline including Validata™ support (option 2)	Closed from COB Tuesday 23 December 2025, and re-opening on Monday 5 January 2026



Validata™ is ready to receive November 2025 extracts

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

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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.



Delayed: Validata™ update and password change

The update planned for Validata™, including infrastructure upgrades, that was scheduled to take place towards the end of November 2025 has now been delayed until early in 2026. The exact date and time of this update has not been finalised yet, but we will circulate this information when it becomes available.

When this update takes place, it will be necessary for all Validata™ users to reset their password before they are able to log back in. In the weeks leading up to the update we will distribute a detailed guide, with screenshots, to support all users to undertake this task. Please keep an eye out on the Validata™ web page and in your inbox for more information.





Specialist Homelessness Services 2024-25 Annual report coming soon

The Specialist Homelessness Services Annual report for 2024-25 is due for release on 4th December 2025.

This yearly report describes the characteristics of clients of specialist homelessness services, including services required, outcomes achieved, and unmet requests for services during the year.

Upon release, all annual SHS data products will be updated to include 2024-25 data, and will be available using the links below:

- [Specialist homelessness services annual report](#)
- [Fact sheets by state and territory](#)
- [On any given day infographics](#)
- [Supplementary Data Tables](#)



Reasons for seeking assistance

When a new support period is created, agencies record reason(s) for seeking assistance, as stated by the client. This information is reported on through the Specialist Homelessness Services (SHS) Collection to provide insight into why a person presents to a SHS agency.

Reason(s) for seeking assistance focusses on the client's immediate needs and reason(s) for seeking help, rather than the long-term or underlying causes of their situation. Understanding why a client has presented to your agency, allows for tailored services to meet the clients' needs from their own perspective.

When completing this information:

- Focus on the client's perspective of why they requested assistance from your agency as opposed to the underlying reasons or causes which may have built up over a lifetime.
- Record all reasons the client provides.
- You do not need to ask the client about every category on the list. It may be sufficient just to ask the client why they are seeking assistance.
- If a child becomes a client ONLY because they receive the same services as their parent/guardian, do not record the reason(s) of the parent/guardian as this is usually not appropriate for the child. Record Other and specify 'With parent or 'With guardian.

For example, if you create a support period for a client and they inform you they presented to your agency as they do not have the financial resources to meet rental commitments and were formally evicted from their previous accommodation arrangement, you could record their reasons for seeking assistance as **financial difficulties** and **housing crisis**.

For more definitions of the various reasons for seeking assistance, please refer to the [SHS data definitions](#) on the AIHW website.





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	9 December 2:00 to 4:00pm AEDT	2 December	Opening a client support period, SHSC concepts and definitions	Staff new to agency, staff requiring refresher training
	13 January 2:00 to 4:00pm AEDT	5 January		
Advanced Register here	10 December 2:00 to 4:00pm AEDT	2 December	Data quality and fixing errors	Managers or coordinators with basic SHIP experience.
	14 January 2:00 to 4:00pm AEDT	5 January	SHIP administrative functions	Staff new to agency. 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](#).

