



From SHIP to SHOR



Australian Government

**Australian Institute of
Health and Welfare**

What is SHOR?

Specialist Homelessness Online Reporting

- **SHOR** is the website operated by **AIHW** where data from agencies are uploaded and stored
- This website checks (**‘validates’**) the data and enables agencies to view errors
- Agencies can download AIHW agency Statistical Summary Reports from SHOR

Specialist Homelessness Services (SHS) collection: SHIP to SHOR

SHIP

Specialist
Homelessness
Information
Platform

or your own client management system:
collects client information

Information for agencies:

- case notes
- personal information
- name
- contact detail

retained by agencies

Information for SHS collection:

- education
- income
- employment status
- previous homelessness
- unique identifier
- services needed/provided/referred

forwarded monthly by agencies

Submitted to AIHW via:

Specialist
Homelessness
Online
Reporting

SHOR website



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Australian Institute of Health and Welfare

Setting up agency access to SHOR

- Each agency will have an Administrator User who can create users for their agency (usually the manager)
- The manager contact details provided by the State/Territory funding departments will be used to create an administrator account in each agency
- SHOR will email the agency Administrator with:
 - User ID details
 - temporary password
 - url link to access SHOR
- Agency Administrator then contacts AIHW Hotline to activate his/her account



Extracting data in SHIP



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Homelessness:

clearer picture,

better future



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SHIP: Validating data prior to running Extract

- Log on as Coordinator
- Go to Reports – SHS
- Select required Collection Period
- A mini report will appear

The screenshot shows the SHIP Reports interface. A red box highlights the 'Reports' menu item in the left sidebar. Another red box highlights the 'SHS' tab and the 'Collection Period' dropdown menu, which is set to 'May' for the year '2011'. A warning message in a pink box states: 'The following persons have an open support period but no Status Update for this month. You must complete a status update before you run an extract report.' Below the message is a table of clients and their episode start dates.


Client	Episode Start Date
↳ Taylor Swift	05/05/11
Colin Mahoney	25/05/11
↳ Mary-Jane O'Riordan	25/05/11
Lena Taylor	20/05/11
↳ Mary Robinson	20/05/11
↳ Luke Taylor	20/05/11
↳ Sophie Taylor	20/05/11
↳ Anna Walker	20/05/11
Colin Mahoney	25/05/11
↳ Mary Jane O'Riordan	25/05/11

1 to 10 of 10

The screenshot shows the SHIP Reports interface. A red box highlights the 'Reports' menu item in the left sidebar. Another red box highlights the 'SHS' tab and the 'Collection Period' dropdown menu, which is set to 'May' for the year '2011'. The page title is 'Specialist Homelessness' and the 'Collection Period' is 'May' for '2011'. The 'Workgroup' is 'UAT 1 A' and the 'SHS Agency Name' is 'UAT 1 A'. The 'SHS Agency ID' is '99999T'. There are buttons for 'Validate Data' and 'Summary Rep'.

SHIP: Complete missing records

- Complete Status updates for all missing records
- Click on client's name to go directly to their client record

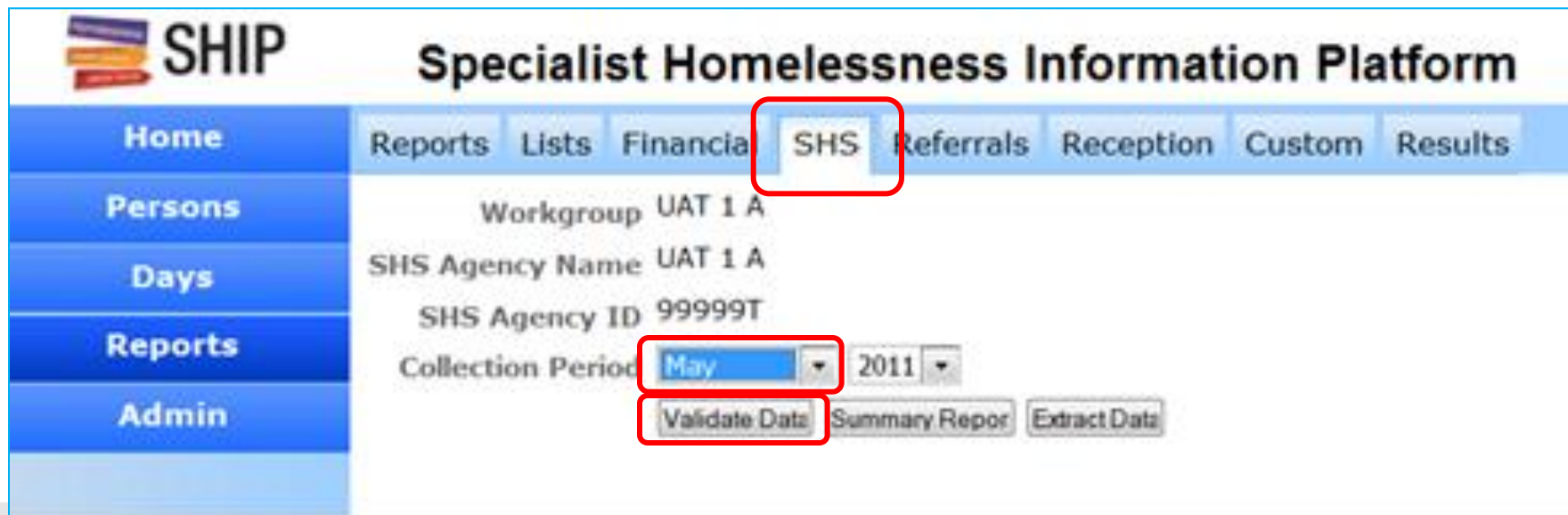


The screenshot shows a web interface for the SHIP system. At the top right is a 'Refresh' button. Below it are four tabs: 'Missing Records', 'Included Records', 'Unassisted', and 'Submission Log'. A red message box states: 'The following persons have an open support period but no Status Update for this month. You must complete a status update before you run an extract report.' Below the message is a table with two columns: 'Client' and 'Episode Start Date'. The table lists ten clients with their names and corresponding dates. At the bottom right of the table area, it says '1 to 10 of 10'.

Client	Episode Start Date
Taylor Swift	05/05/11
Colin Mahoney	25/05/11
Mary-Jane O'Riordan	25/05/11
Lena Taylor	20/05/11
Mary Robinson	20/05/11
Luke Taylor	20/05/11
Sophie Taylor	20/05/11
Anna Walker	20/05/11
Colin Mahoney	25/05/11
Mary Jane O'Riordan	25/05/11

SHIP: Validation Report prior to running Extract

- Go to Reports – SHS
- Select required ‘Collection Period’
- Select ‘Validate Data’
- Note – it is also possible to run a Summary Report first



SHIP Specialist Homelessness Information Platform

Home Reports Lists Financial **SHS** Referrals Reception Custom Results

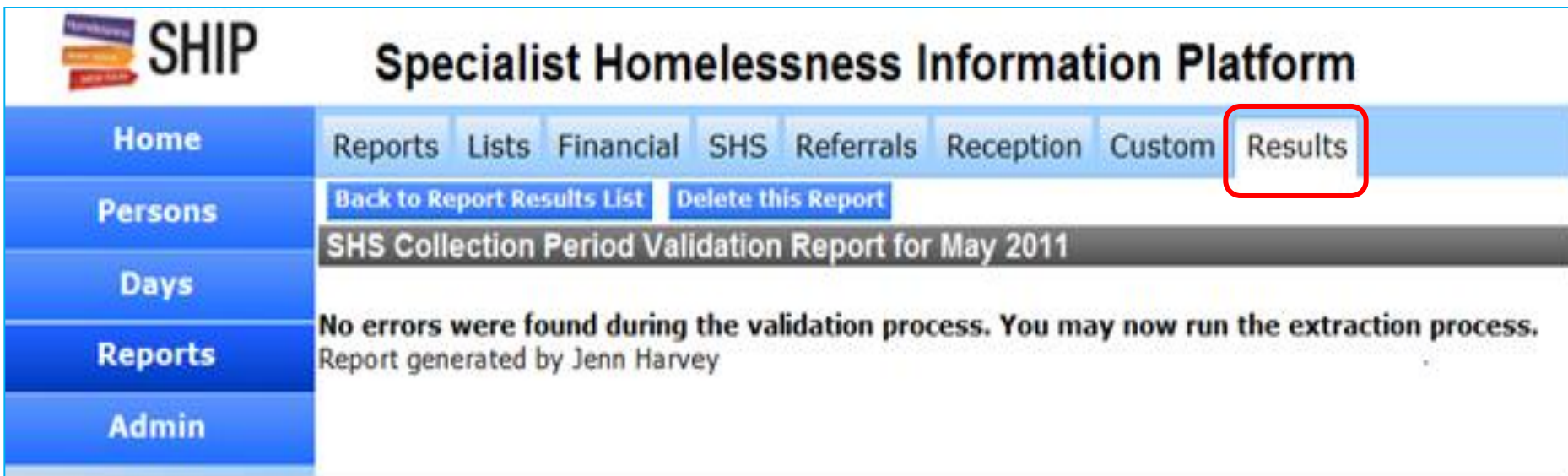
Persons
Days
Reports
Admin

Workgroup UAT 1 A
SHS Agency Name UAT 1 A
SHS Agency ID 99999T
Collection Period **May** 2011

Validate Data Summary Report Extract Data

SHIP: Validation Report results

- Go to the Results tab to view the report
- Correct errors before running the Extract
- In this example, no errors were found



The screenshot displays the SHIP (Specialist Homelessness Information Platform) interface. The main header reads "SHIP Specialist Homelessness Information Platform". A navigation menu on the left includes "Home", "Persons", "Days", "Reports", and "Admin". The top navigation bar contains tabs for "Reports", "Lists", "Financial", "SHS", "Referrals", "Reception", "Custom", and "Results", with "Results" highlighted and circled in red. Below the navigation, there are buttons for "Back to Report Results List" and "Delete this Report". A dark banner indicates "SHS Collection Period Validation Report for May 2011". The main content area displays the message: "No errors were found during the validation process. You may now run the extraction process. Report generated by Jenn Harvey".

SHIP: Running the SHS Extract

- Ensure the Validation Report does not contain any errors
- Select the collection period you want to extract
- Select 'Extract Data'



SHIP Specialist Homelessness Information Platform

Home Reports Lists Financial SHS Referrals Reception Custom Results

Persons

Days

Reports

Admin

Workgroup UAT 1 A

SHS Agency Name UAT 1 A

SHS Agency ID 99999T

Collection Period **May** 2011

Validate Data Summary Report **Extract Data**

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Message during Extract Data



Specialist Homelessness Information Platform

Worker:
Change v

Home

Reports Lists Financial SHS Referrals Reception Custom Results

Persons

Workgroup UAT 1 A

Days

SHS Agency Name UAT 1 A

Reports

SHS Agency ID 99999T

Admin

Collection Period May 2011

Validate Date Summary Report Extract Data

Refresh

Missing Records Included Records Unassisted Submission Log

There are no missing status update records.

Extract Submitted

This extract may take a few minutes to run. If the extract has been correctly validated it will be available for download from the results tab.

The extract ID number is: 162

Please save the extract to a location on your hard drive.

You then need to submit it to the Australian Institute of Health and Welfare (AIHW) through the [Specialist Homelessness Online Reporting \(SHOR\)](#) website.

Extract Submitted

This extract may take a few minutes to run. If the extract has been correctly validated it will be available for download from the results tab.

The extract ID number is: 162

Please save the extract to a location on your hard drive.

You then need to submit it to the Australian Institute of Health and Welfare (AIHW) through the [Specialist Homelessness Online Reporting \(SHOR\)](#) website.

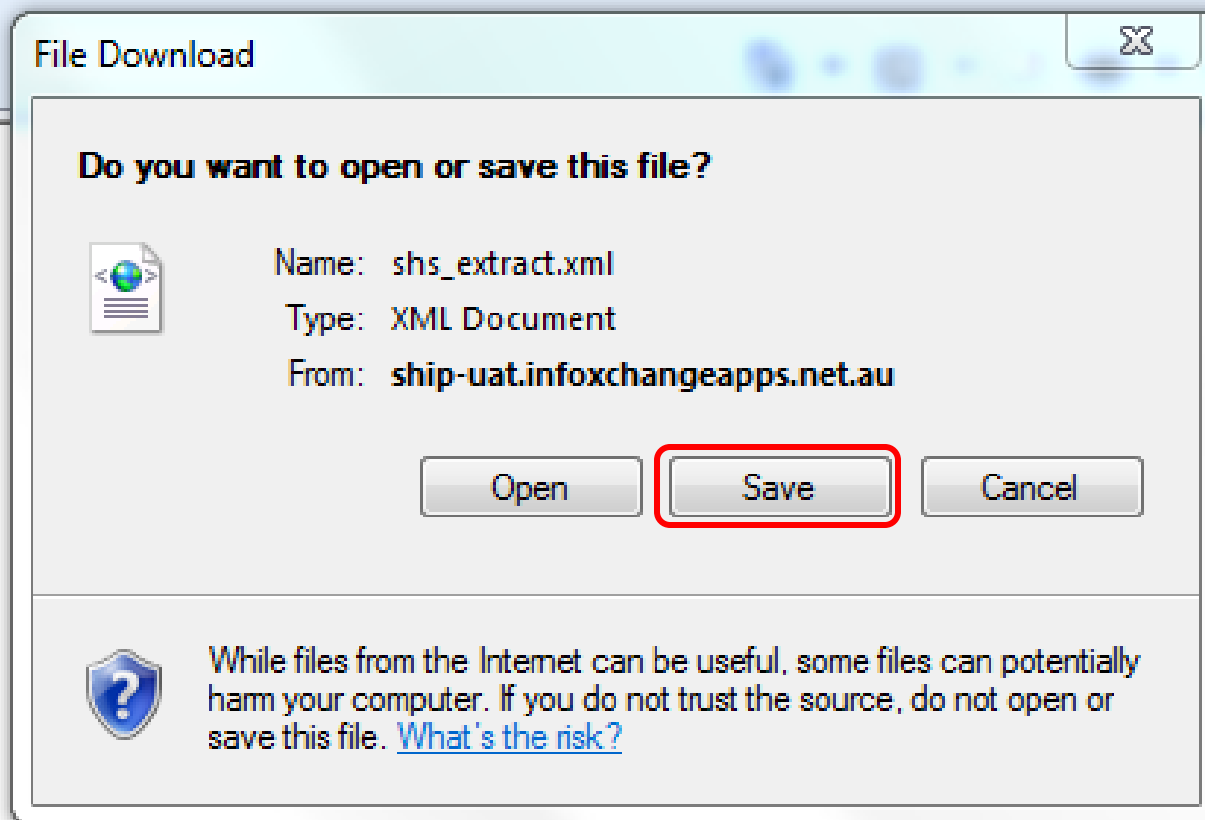


Results Tab – select Export Data

Extract 162 11/07/2011 16:26	Jenn Harvey	11/07/2011 16:26 0.26 secs	From: To:	01/05/2011 31/05/2011	UAT 1 A	SHS Report	SHS Collection Period Extract for May 2011	Delete Extract	Export Data
---------------------------------	-------------	-------------------------------	--------------	--------------------------	---------	------------	--	-------------------	----------------

Saving the Extract file


Grade Your Browser ▼

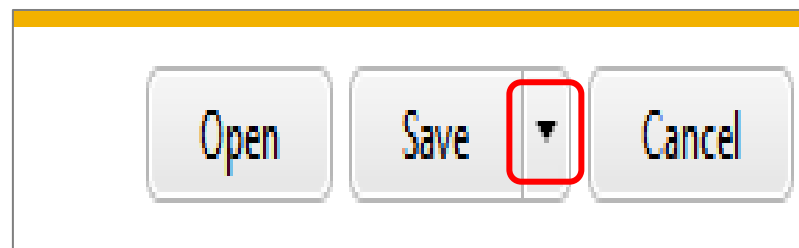


Page ▼ Safe

Saving the Extract file

Different browsers have different options

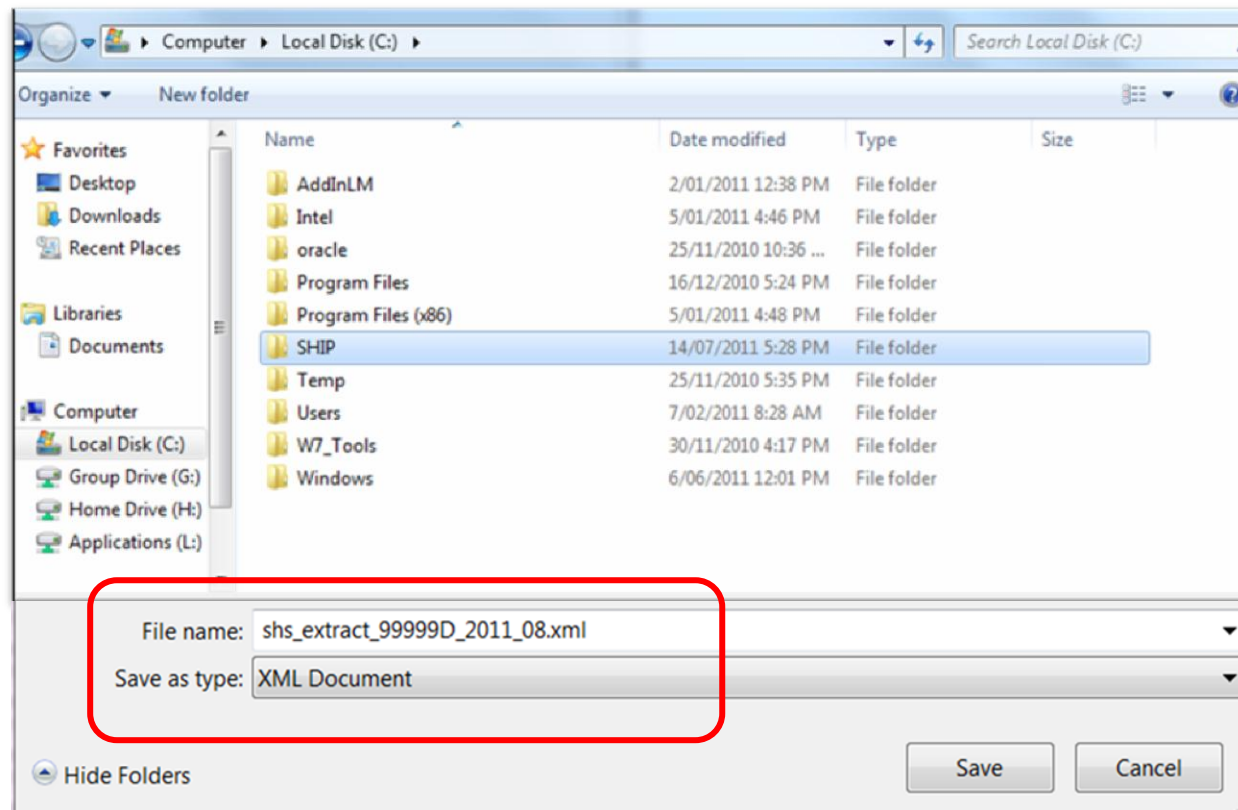
- In this example, click on  and select 'Save as'



- Sometimes extracts are automatically saved to your 'Downloads' folder

Saving the Extract file to your computer network drive

- Create a new SHIP folder in agency network drive
- Save Extract file to SHIP folder
- In this example saved to C:\SHIP



Note: Extract is a XML file


- SHIP names the file for you
 - Agency ID
 - Year
 - Month
 - File type – ‘.xml’



shs_extract_999999D_2011_08.xml

- The extract is ready to be uploaded to SHOR

Online support for SHIP

- When you are in SHIP you can click on  on the top right of your screen and you can access the SHIP online help page from the SHIP User Guide that relates to that screen on SHIP.
- SHIP User Guides are online and available for download from
- <http://www.aihw.gov.au/shsc-resources/>
- and <http://srs-support.infoxchangeapps.net.au/user-guides>



SHOR Specialist Homelessness Online Reporting



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SHOR Login

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Specialist Homelessness Online Reporting



Overview of the system

This website supports the requirements of the Council of Australian Governments (COAG) performance indicators reporting and the broader requirements of the homelessness sector, including policy evaluation and development. The collected data will form a vital component of the evidence base used to assess the COAG achievements in reducing the levels of homelessness.


This system receives data from specialist homelessness services agencies. It caters for the storage and administration of this data, and the reporting of summarised data to the Commonwealth, state/territory jurisdictions and the specialist homelessness services agencies.

This site is not designed for general access - see the [Homelessness](#) section of the AIHW website for general public information.

Welcome

[LOGIN](#)

[Forgot Password](#)

 Your session will time-out after 15 mins of inactivity.

Click here to LOGIN

<https://validatashsp.aihw.gov.au>

Entering/ changing your password

1. Enter your new password
2. Verify your new password
3. Click on 'Logon'
4. Do not use any part of your name
5. Do not enter a password used in the past



Your password has expired and needs to be changed.

Remember your password must be at least 8 characters long and include upper-case, lower-case and numeric characters.

New Password

Verify Password

Logon

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SHOR Home Page

- Latest SHOR news – tells when ready to receive extract
- Agency and user details appear on top right of screen

The screenshot shows the SHOR Home Page interface. At the top left is the Australian Government logo and the text "Australian Government" and "Australian Institute of Health and Welfare". At the top right, the user is logged in as "Jane Doe from Queeny Agency" with a role of "Administrator". A "LOGOUT" button is visible. Below the header is a navigation menu with "Home", "Upload Extract", "SHS Summary", "User Management", "Reports", and "Help". The main content area features a "You've made it to the SHOR!" message and a "Latest news" section. The "Latest news" section contains a list of news items, with the item "11-Oct-2011 August data can now be loaded:" highlighted. At the bottom, there is a footer with links for "About Us", "Contact Us", "Copyright", "Terms of Use", "Privacy", "Confidentiality", "FAQs", "aihw.gov.au", and "Version 1.9.5.0".

Logged in as Jane Doe from Queeny Agency | [Switch Role](#)
Role: Administrator | [Edit Details](#) | [Change Password](#) **LOGOUT**

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Specialist Homelessness Online Reporting

Home Upload Extract SHS Summary User Management Reports Help

Home

You've made it to the SHOR!

New to SHOR? [Click here to find some help.](#)

Latest news

- ▶ 30-Nov-2011 Hotline phones out!
- ▶ 11-Nov-2011 July, August & September data all needed by 21st November
- ▶ 13-Oct-2011 How to view error results on SHOR:
- ▶ 11-Oct-2011 August data can now be loaded:
- ▶ 11-Oct-2011 Validation emails.

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SHOR Home Page

- Check that you are logged in with the correct role
- Useful links:
 - Switch role
 - Edit details
 - Change Password

Logged in as **Jane Doe** from **Queeny Agency**

Switch Role

LOGOUT

Role: Administrator | [Edit Details](#) | [Change Password](#)

Specialist Homelessness Online Reporting

Help

SHOR Home Page

- Users responsible for more than one agency will have a **Switch Role** link
- You do not have to log out to switch roles
- Always make sure you are logged in with the relevant role

Logged in as Jane Doe from Queeny Agency | **Switch Role**

Role: Administrator | Edit Details | Change Password

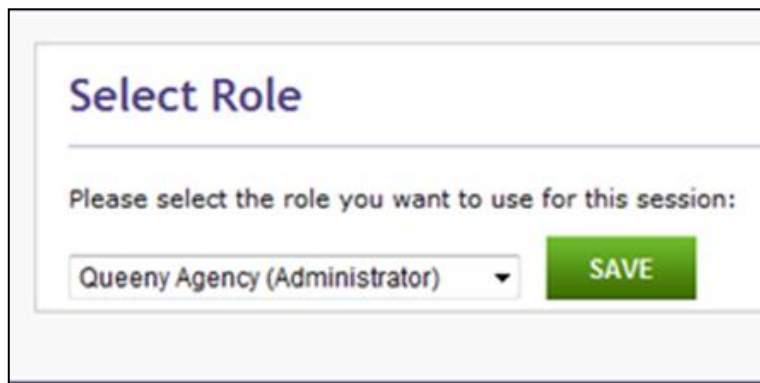
LOGOUT

Specialist Homelessness Online Reporting

Help

Uploading an extract

- Choose role of the agency that you want to upload an extract for
- Generally, do not use legal entity role to upload an extract



Select Role

Please select the role you want to use for this session:

Queeny Agency (Administrator)

- Select 'Upload Extract' tab



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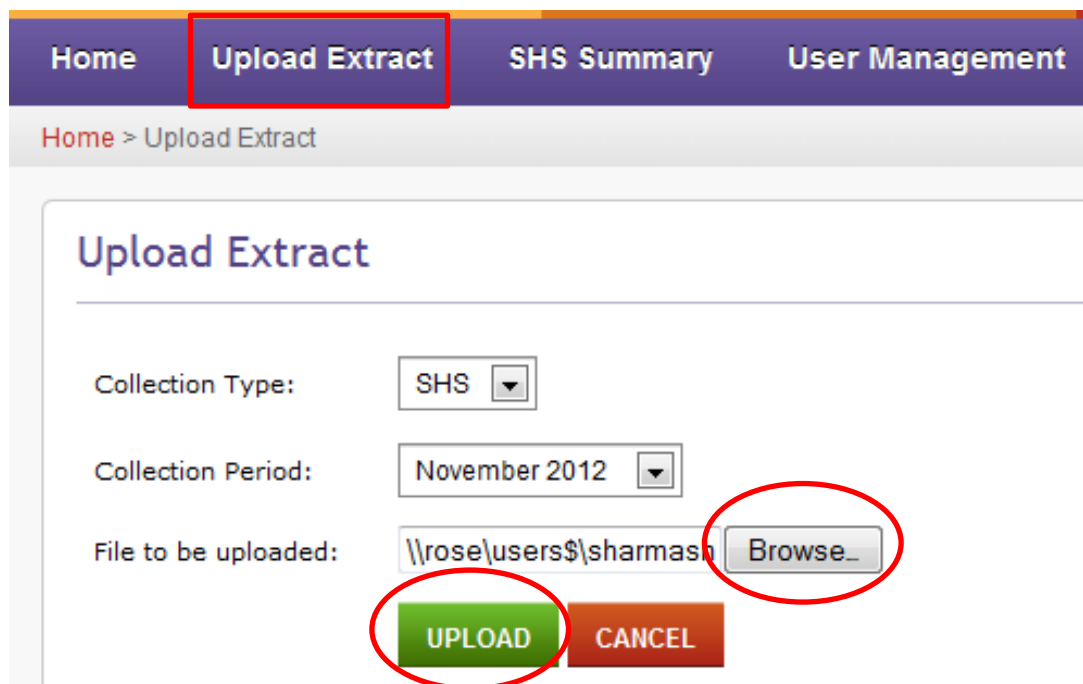
Logged in as **Jane Doe** from **Queeny Agency** | [Switch Role](#)
Role: Administrator | [Edit Details](#) | [Change Password](#)

Specialist Homelessness Online Reporting

Home **Upload Extract** SHS Summary User Management Reports Help

Uploading an extract

1. Select 'Collection Period'
2. Click on 'Browse' button and locate the data extract file
3. Select the data extract file and click on 'Upload' button



Home Upload Extract SHS Summary User Management

Home > Upload Extract

Upload Extract

Collection Type: SHS

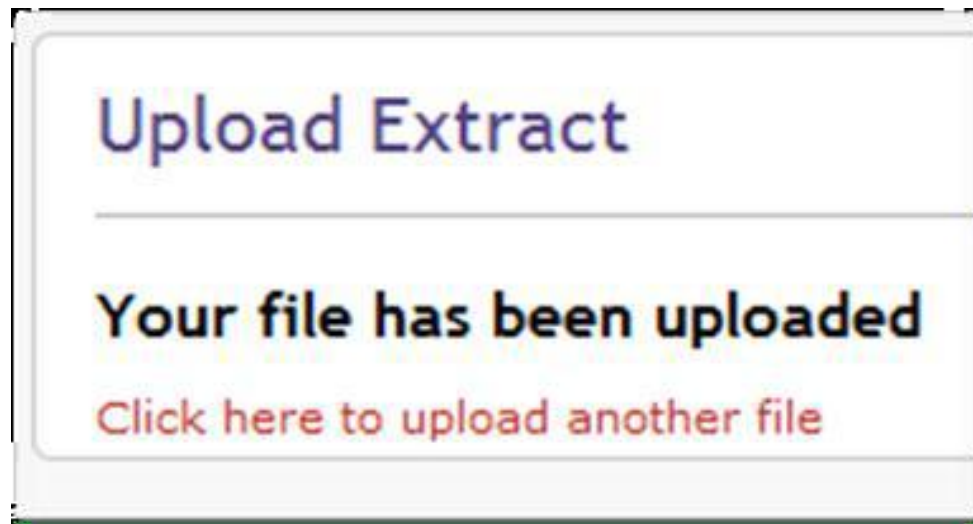
Collection Period: November 2012

File to be uploaded: \\rose\users\$\sharmash Browse...

UPLOAD CANCEL

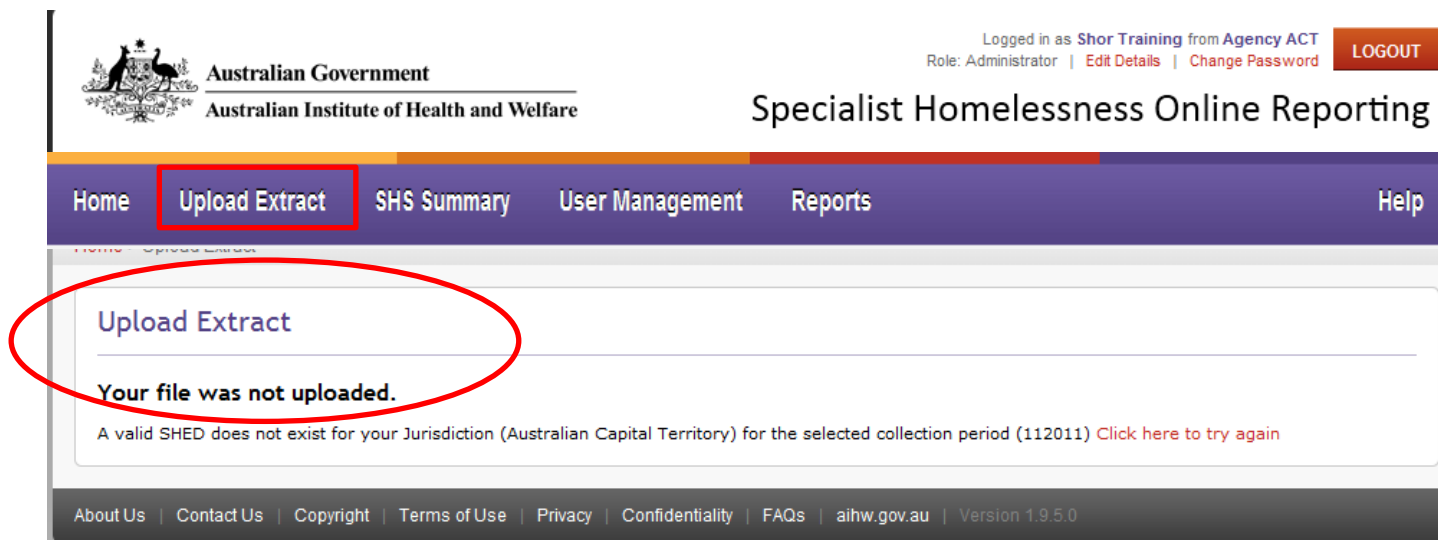
Uploading an extract

- Pre-validation stage
- Message indicates your file has been uploaded
- You cannot upload another file until this file is 'Valid'



Failing pre-validation

- 'Your file was not uploaded ' message appears
- SHOR also sends an automated email
- File needs to have '.xml' extension
- Collection period selected must match month in extract file

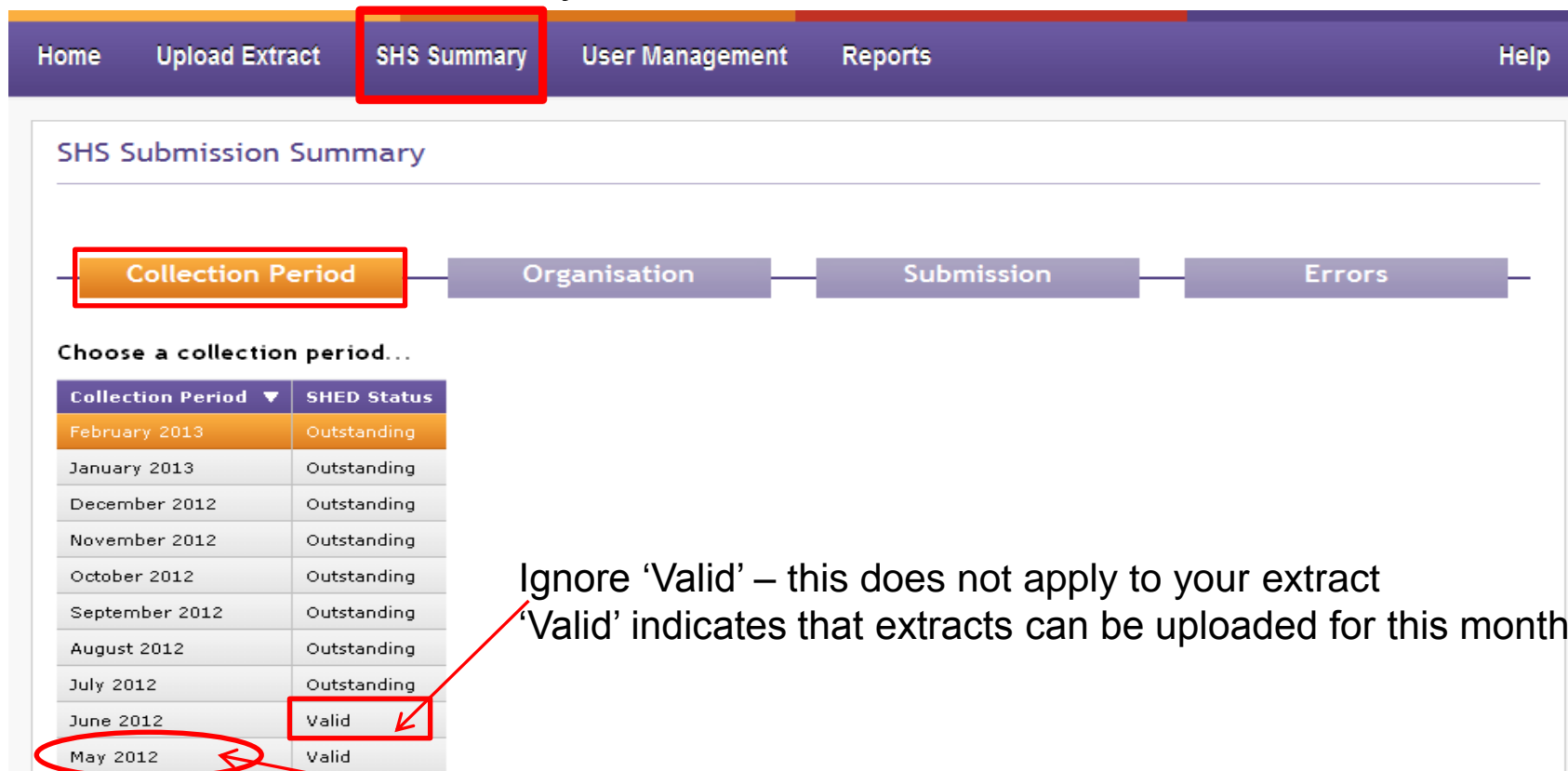


The screenshot shows the SHOR system interface. At the top right, it indicates the user is logged in as 'Shor Training' from 'Agency ACT' with the role of 'Administrator'. Below this, there are links for 'Edit Details' and 'Change Password', and a 'LOGOUT' button. The main header includes the Australian Government logo and the text 'Specialist Homelessness Online Reporting'. A navigation menu at the top contains 'Home', 'Upload Extract', 'SHS Summary', 'User Management', 'Reports', and 'Help'. The 'Upload Extract' menu item is highlighted with a red box. Below the navigation menu, the 'Upload Extract' section is circled in red. It displays the message: 'Your file was not uploaded.' followed by a sub-message: 'A valid SHED does not exist for your Jurisdiction (Australian Capital Territory) for the selected collection period (112011) [Click here to try again](#)'.

Note: If the upload has been successful, the file will then go through validation.

SHS Summary tab

- Go to SHS Summary tab - Ignore 'Valid' on this first screen
- Click on the month you want to view



SHS Submission Summary

Collection Period Organisation Submission Errors

Choose a collection period...

Collection Period ▼	SHED Status
February 2013	Outstanding
January 2013	Outstanding
December 2012	Outstanding
November 2012	Outstanding
October 2012	Outstanding
September 2012	Outstanding
August 2012	Outstanding
July 2012	Outstanding
June 2012	Valid
May 2012	Valid

Ignore 'Valid' – this does not apply to your extract
'Valid' indicates that extracts can be uploaded for this month

Click on a Collection Period month

Validation results

- If not uploaded submission results will be blank
- Shows date uploaded, by whom, Status, Errors etc
- If Status 'Valid' – you can upload next month's extract
- If Status 'Failed' – click on 'Failed' to see more details

Collection Period

Organisation

Submission

Errors

...select a submission...

Id	Uploaded on	Uploaded by	Upload Number	Status	Critical Errors	Warnings	Support Periods	Turnaways	Source System
1840	4/11/2013 1:43:35 PM	sharmash	2	Failed	1	0	3	0	Infexchange Service Record System - SHIP 4.3

Note: Options at the bottom of the table to “Show all” submissions

Looking at critical error messages step 1

- Click on 'Support Periods' tab
- Sometimes errors are found under 'Unassisted Persons'

Logged in as Shor Vic from Training Domestic Violence Service VIC | Switch Role
Role: Administrator | Edit Details | Change Password **LOGOUT**

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Home Upload Extract SHS Summary User Management Reports Help

SHS Submission Summary

[022013] [1845]

Collection Period Submission Errors

General **Support Periods** Unassisted Persons

Support Period ID	Alpha Code	Date of Birth	Sex	Country Of Birth	Episode Start Date	Episode End Date
762	PIAN2	01051940	1	0000	10012013	10022013

Looking at critical error messages step 2

- Click on the  symbol next to individual records to display more details

[072011]

[376]

Collection Period

Submission

Errors

General

Support Periods

Unassisted Persons

Support Period ID	Alpha Code	Date of Birth	Sex	Country Of Birth	Episode Start Date	Episode End Date
1034567	AAMIH	18081990	1	1101	23072011	26072011

Error Code

Priority

Error Message

Details

C07.004.04

Critical

Inconsistent values: Support Period Submission Indicator in previous collection clashes with Ongoing Support indicator

More detail...

Looking at critical errors step 3

- Note 'Episode Start Date' to see which month's extract is affected

Specialist Homelessness Online Reporting

Error Details

Error Code: C07.004.04

Error Message
Inconsistent values: Support Period Submission Indicator in previous collection clashes with Ongoing Support indicator

Technical Rule
You have an ongoing client record in this collection period that does not have a matching support period record in the previous collection period.

Relevant Data Fields

Name	Value
SP_Submission_Ind	1

Support Period Details

Support Period ID:	40931
Alpha Code:	FAKE2
Date of Birth:	25021999
Sex:	1
Country of Birth:	1101
Episode Start Date:	23112011
Episode End Date:	

Fixing critical error C07.004.04

- Client records do not have to be fixed
- Additional clients have been added into SHIP for the previous month(s), after that month's extract has already been run and uploaded to SHOR
- SHOR validator fails extract when an 'ongoing client' record in this month's collection period does not have a matching record in the previous month's extract
- Simply re-run and re-upload the affected extracts
- 'Episode start date' indicates what extracts have been affected



Managing SHOR user accounts



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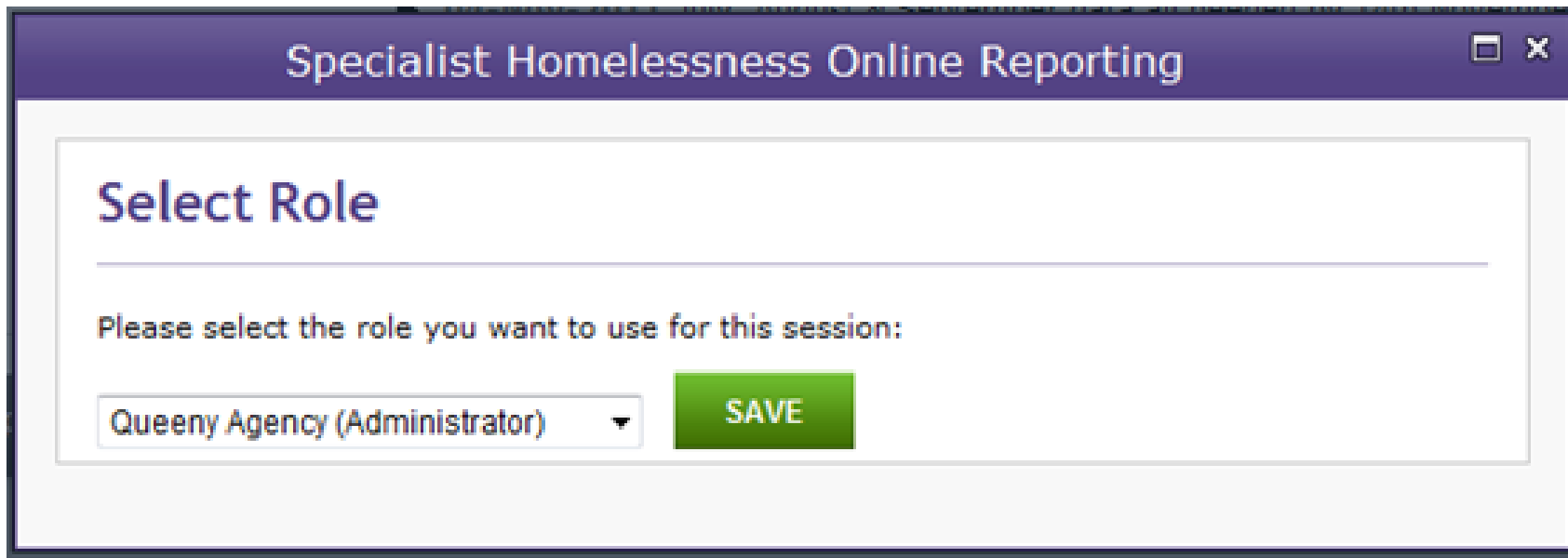
Setting up user accounts

- Make sure a SHOR user is available at all times
- SHOR Administrator account users can:
 - Create new users and add existing users
 - Change access levels, remove user roles and reset passwords
 - Download agency statistical summary reports
 - Perform all functions available to an Operator
- SHOR Operator account users can:
 - Update their own details
 - Submit extract files
 - View validation errors

Note: Remember to remove roles from staff members when they leave your organisation

Creating a new user account

- Log on in the role of the agency that you want to create a new user for
- Go to User management tab



Specialist Homelessness Online Reporting

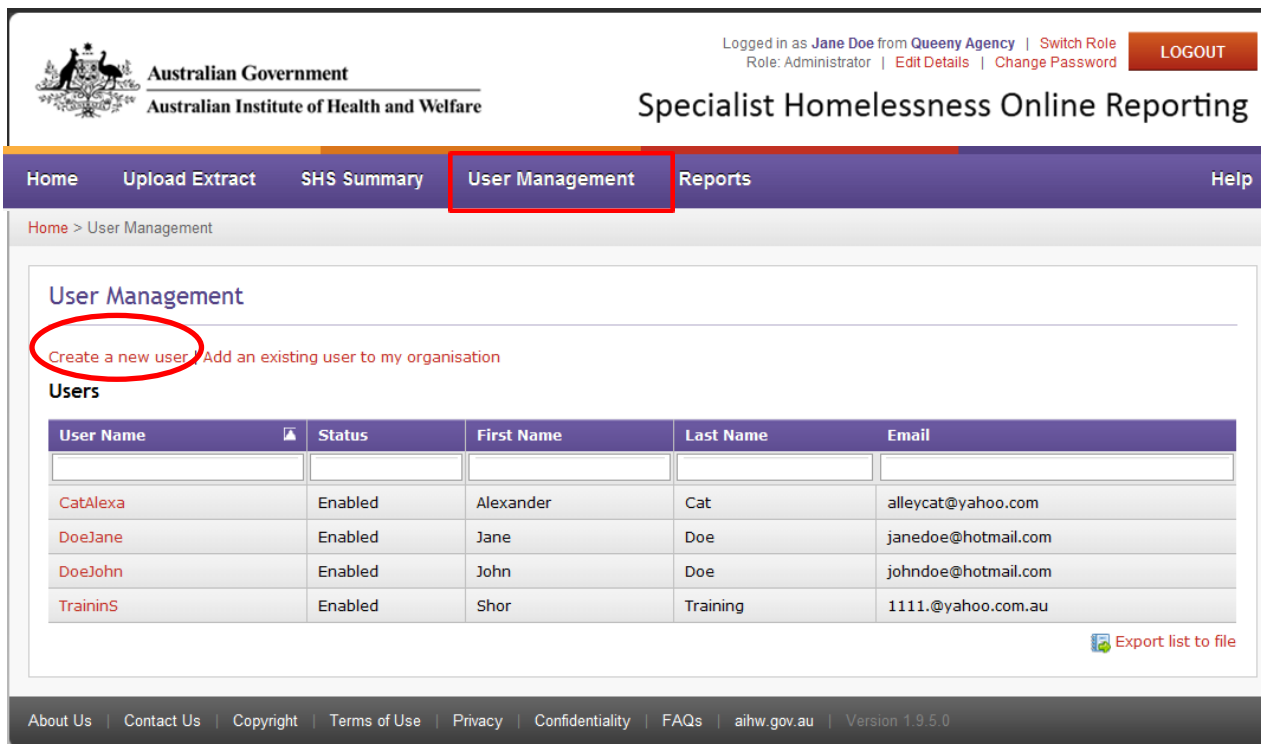
Select Role

Please select the role you want to use for this session:

Queeny Agency (Administrator)

Creating a new user

- Existing users will be displayed under Users
- Click on 'Create a new user'



The screenshot shows the 'Specialist Homelessness Online Reporting' interface. At the top, it indicates the user is logged in as 'Jane Doe' from the 'Queen Agency' with the role of 'Administrator'. The 'User Management' menu item is highlighted with a red box. Below the navigation bar, the 'User Management' page is displayed, featuring a 'Create a new user' link circled in red. A table of existing users is shown below, with columns for User Name, Status, First Name, Last Name, and Email. An 'Export list to file' button is located at the bottom right of the table area.

Logged in as **Jane Doe** from **Queen Agency** | [Switch Role](#)
Role: Administrator | [Edit Details](#) | [Change Password](#) **LOGOUT**

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Specialist Homelessness Online Reporting

Home Upload Extract SHS Summary **User Management** Reports Help

Home > User Management

User Management

[Create a new user](#) [Add an existing user to my organisation](#)

Users

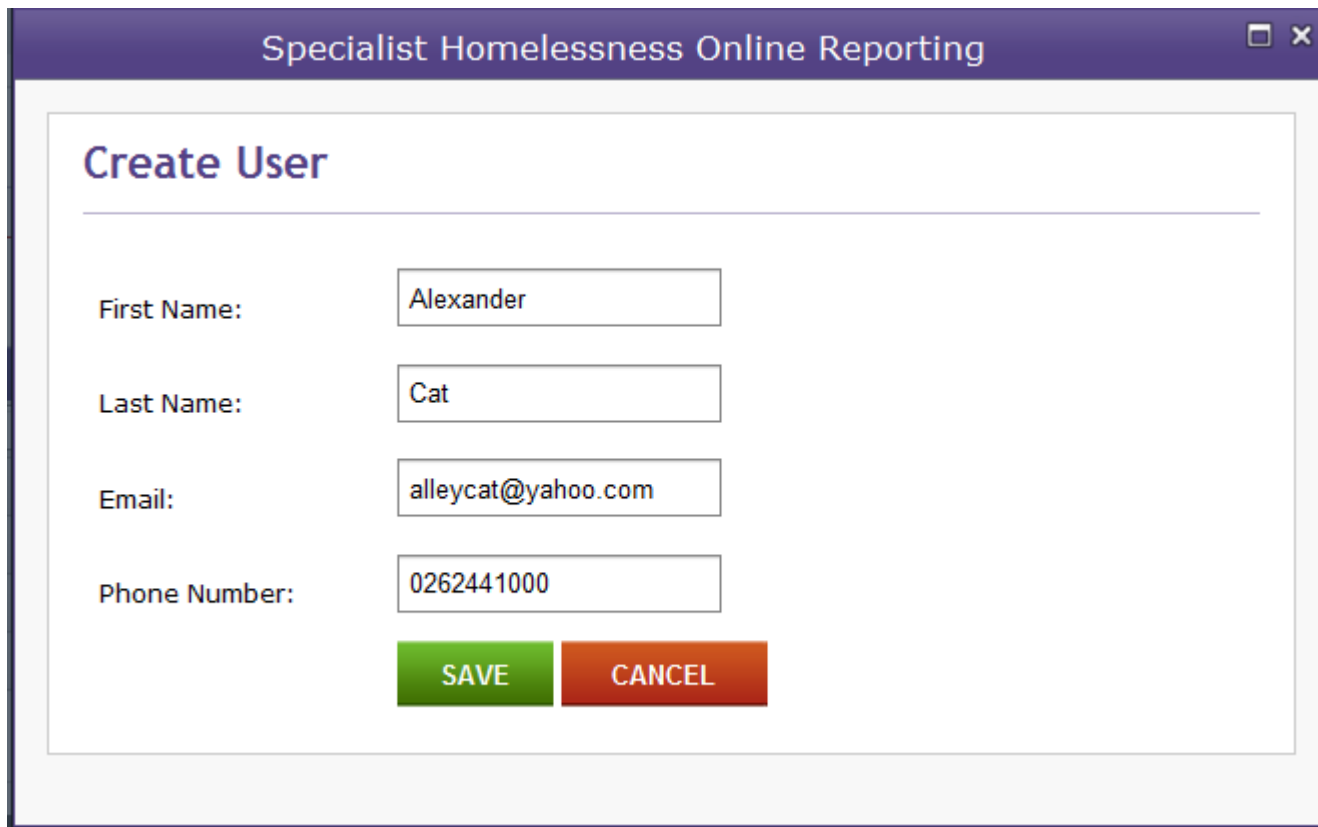
User Name	Status	First Name	Last Name	Email
CatAlexa	Enabled	Alexander	Cat	alleycat@yahoo.com
DoeJane	Enabled	Jane	Doe	janedoe@hotmail.com
DoeJohn	Enabled	John	Doe	johndoe@hotmail.com
TraininS	Enabled	Shor	Training	1111.@yahoo.com.au

[Export list to file](#)

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Create user

- Add user details -user must have a unique email address
- SHOR will email User Name and temporary password to user



Specialist Homelessness Online Reporting

Create User

First Name:

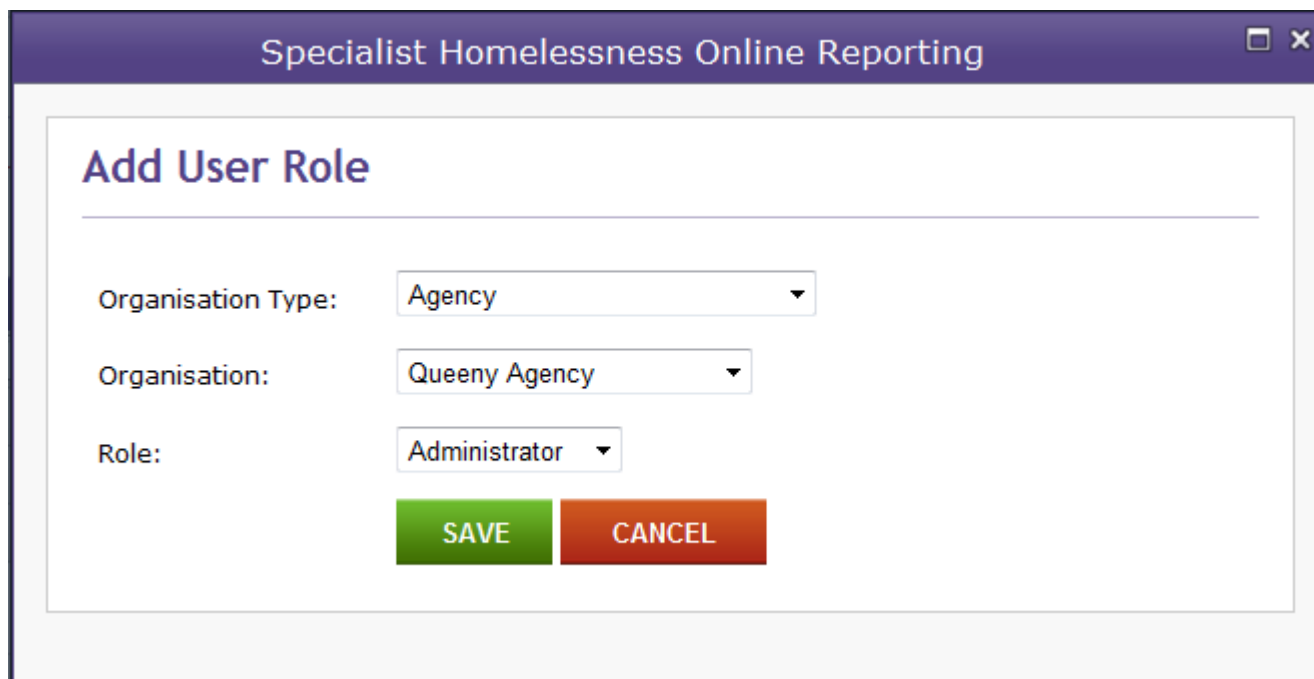
Last Name:

Email:

Phone Number:

Adding a user role

- Select organisation type, name and role
- Note: An Operator will not be able to create other user accounts



Specialist Homelessness Online Reporting

Add User Role

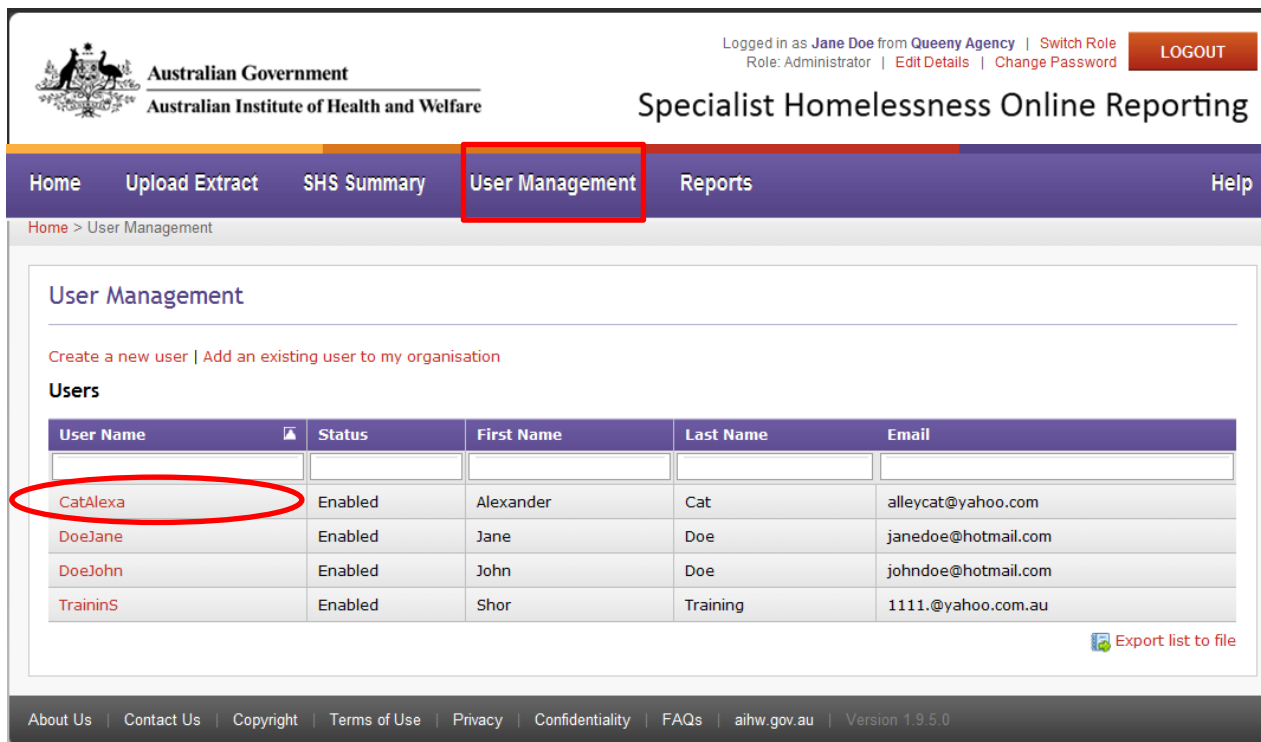
Organisation Type:

Organisation:

Role:

Managing an existing user

- Go to User Management tab
- Search for user and click on User Name



Logged in as Jane Doe from Queeny Agency | [Switch Role](#)
Role: Administrator | [Edit Details](#) | [Change Password](#) [LOGOUT](#)

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Specialist Homelessness Online Reporting

Home Upload Extract SHS Summary **User Management** Reports Help

Home > User Management

User Management

[Create a new user](#) | [Add an existing user to my organisation](#)

Users

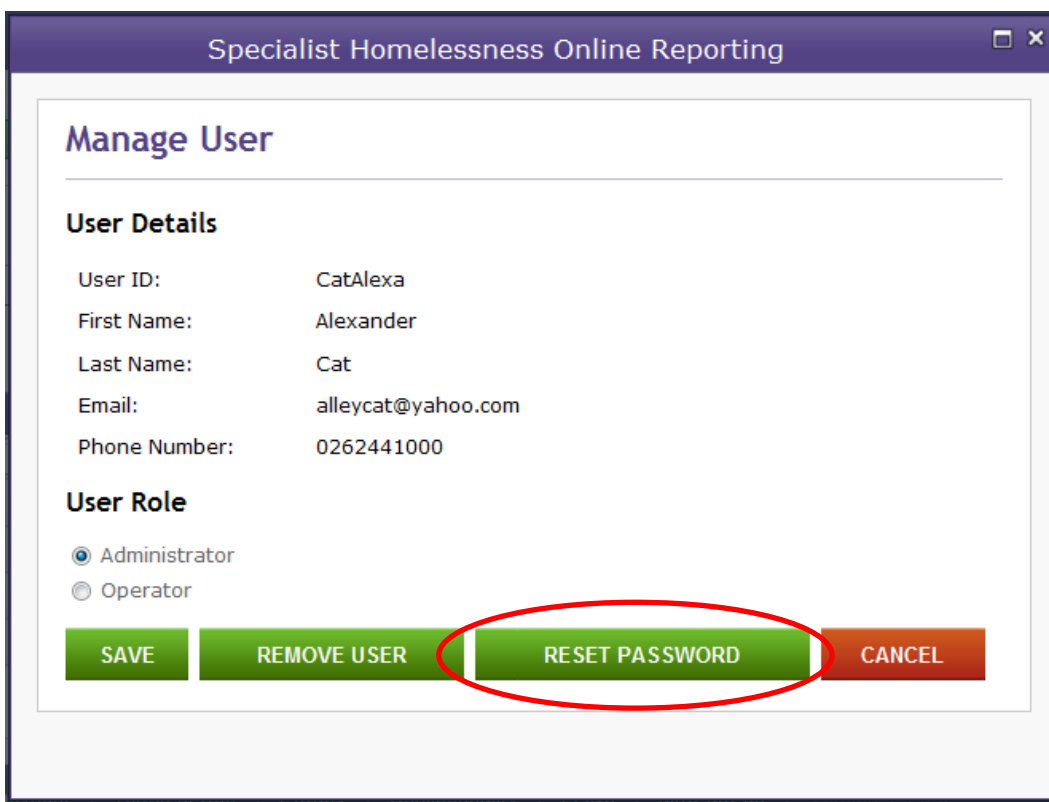
User Name	Status	First Name	Last Name	Email
CatAlexa	Enabled	Alexander	Cat	alleycat@yahoo.com
DoeJane	Enabled	Jane	Doe	janedoe@hotmail.com
DoeJohn	Enabled	John	Doe	johndoe@hotmail.com
TraininS	Enabled	Shor	Training	1111.@yahoo.com.au

[Export list to file](#)

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Reset password

- Administrators can reset passwords for organisation staff
- SHOR will email a new password to the user



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Manage User

User Details

User ID:	CatAlexa
First Name:	Alexander
Last Name:	Cat
Email:	alleycat@yahoo.com
Phone Number:	0262441000

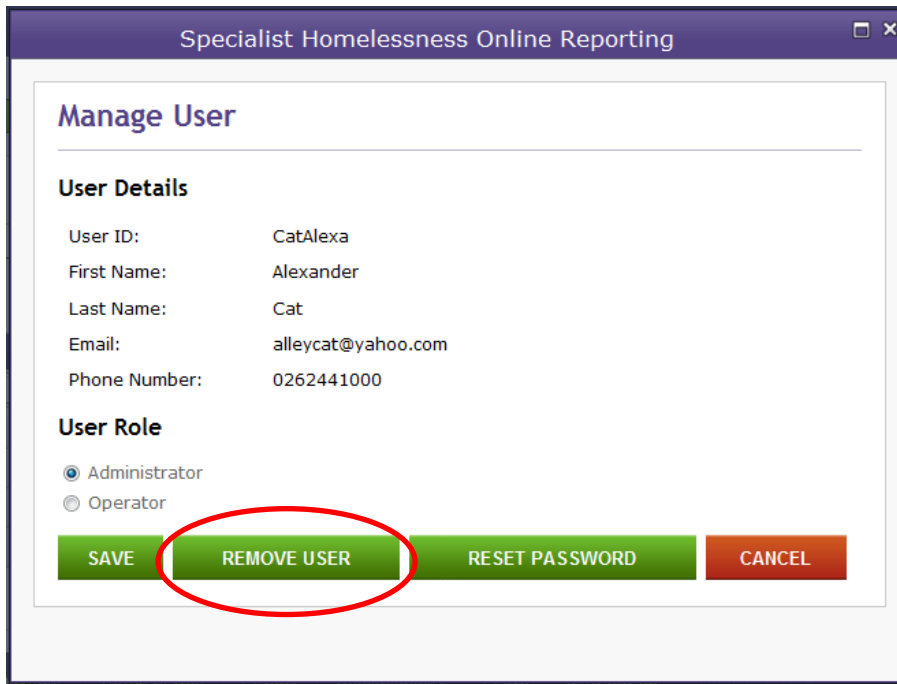
User Role

Administrator
 Operator

SAVE REMOVE USER **RESET PASSWORD** CANCEL

Remove user

- Remember to remove roles from staff members when they leave your organisation
- Remember to switch roles and remove user if you administer more than one agency



Specialist Homelessness Online Reporting

Manage User

User Details

User ID:	CatAlexa
First Name:	Alexander
Last Name:	Cat
Email:	alleycat@yahoo.com
Phone Number:	0262441000

User Role

Administrator
 Operator

SAVE REMOVE USER RESET PASSWORD CANCEL



Downloading Agency Statistical Summary Reports

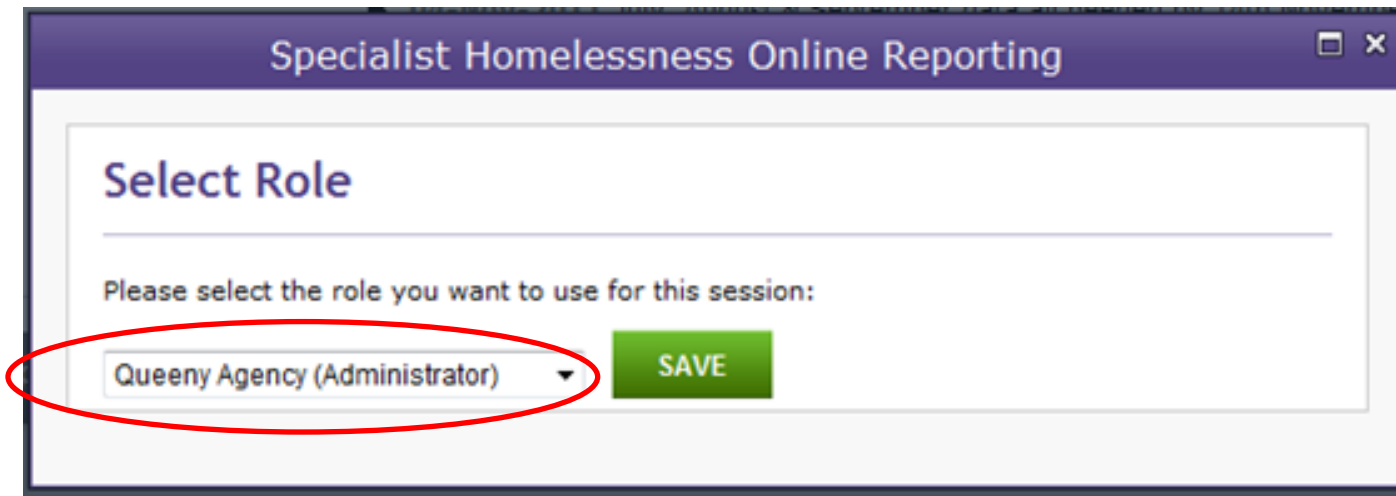


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Reports tab

- Agencies can now view and download their AIHW Statistical Summary reports from SHOR
- Reports tab is available only to users with Admin role
- Log on in the role of agency you want to view and/or download the report for



Specialist Homelessness Online Reporting

Select Role

Please select the role you want to use for this session:

Queeny Agency (Administrator)

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Downloading Reports

- Go to Reports tab



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Logged in as Jane Doe from Queeny Agency | [Switch Role](#)
Role: Administrator | [Edit Details](#) | [Change Password](#)

LOGOUT

Specialist Homelessness Online Reporting

Home

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User Management

Reports

Help

- Conditions of Use Agreement will be displayed
- Only authorised users should download reports

Homelessness:

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Conditions of Use Agreement

Conditions of Use Agreement

In order to access the SHOR Reports function you must agree to the following Conditions of Use. These Conditions of Use apply to all user roles that have been assigned to you.

Conditions of Use

By accepting these Conditions of Use, you certify that you will only access and use SHOR Reports within the parameters of 'acceptable use' and also that:

- you have been authorised to access SHOR by your agency's SHOR Administrator, and that you have reasonable grounds to believe that this authorisation is current
- you will use the system within the parameters of your permission level
- you will not attempt to access agency/client information for which you have no legitimate business requirement to access
- you will protect your password and not share it with anyone else, nor make SHOR available to anyone else, other than as specified in your access permissions
- you will inform your SHOR Administrator immediately if you believe you have seen agency/client information that you were not authorised to see
- you understand that use of the SHOR system is logged and monitored and may be reported to your agency and/or external agencies
- you understand you may become liable to civil and/or criminal penalties if you access the SHOR system without authorisation or misuse or disclose information in the system

The terms of these conditions are further explained below. **This information forms part of the conditions of use:**

Acceptable use:

Access to the SHOR Reports function is provided solely to **authorised users** (as defined below) for the purposes of:

- viewing information regarding an agency providing support in the homelessness services sector and/or
- viewing information regarding clients seeking and receiving support from an agency in the homelessness services sector and/or
- downloading this information to the computer's hard drive, network storage or portable devices such as USB or CD devices

within the permission levels authorised by an agency's SHOR Administrator and in accordance with all legal and ethical obligations.

Authorised users:

These are authorised staff of:

- Australian Institute of Health and Welfare (AIHW)
- state/territory departments, and
- SHS agencies

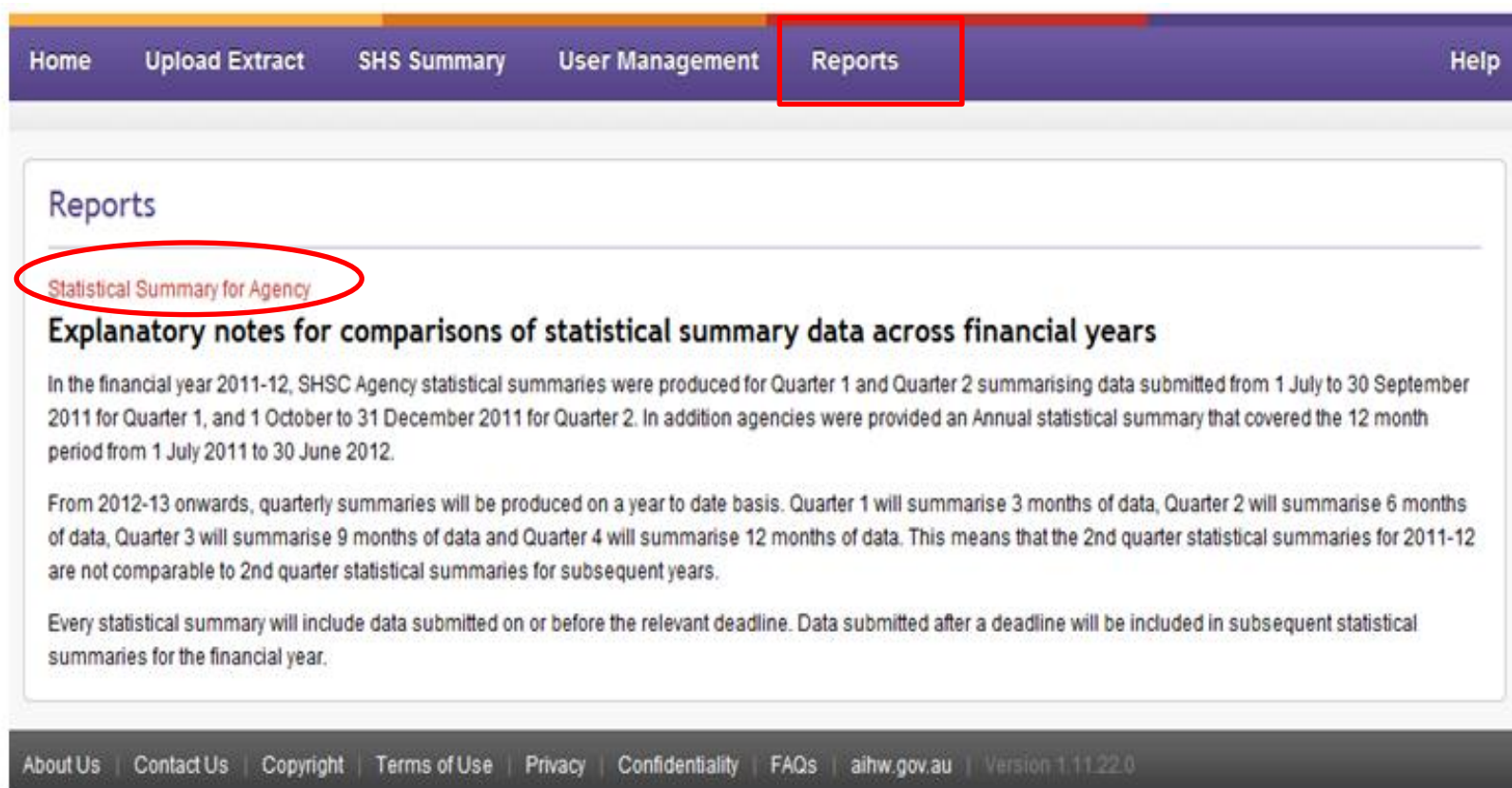
Do you agree with the Conditions of Use?

YES, I AGREE

NO, I DO NOT AGREE

Downloading Reports

- Click on Statistical Summary for Agency
- Note that 2011-12 and 2012-13 quarterly reports are not comparable



The screenshot shows a web application interface with a dark purple navigation bar at the top. The navigation bar contains several menu items: Home, Upload Extract, SHS Summary, User Management, Reports, and Help. The 'Reports' menu item is highlighted with a red rectangular box. Below the navigation bar, the main content area has a heading 'Reports' in blue. Underneath this heading, the link 'Statistical Summary for Agency' is circled in red. Below the link is a section titled 'Explanatory notes for comparisons of statistical summary data across financial years'. This section contains three paragraphs of text explaining the reporting periods for 2011-12 and 2012-13, and noting that reports from 2012-13 onwards are produced on a year-to-date basis, making them non-comparable to previous years' reports.

Home Upload Extract SHS Summary User Management **Reports** Help

Reports

[Statistical Summary for Agency](#)

Explanatory notes for comparisons of statistical summary data across financial years

In the financial year 2011-12, SHSC Agency statistical summaries were produced for Quarter 1 and Quarter 2 summarising data submitted from 1 July to 30 September 2011 for Quarter 1, and 1 October to 31 December 2011 for Quarter 2. In addition agencies were provided an Annual statistical summary that covered the 12 month period from 1 July 2011 to 30 June 2012.

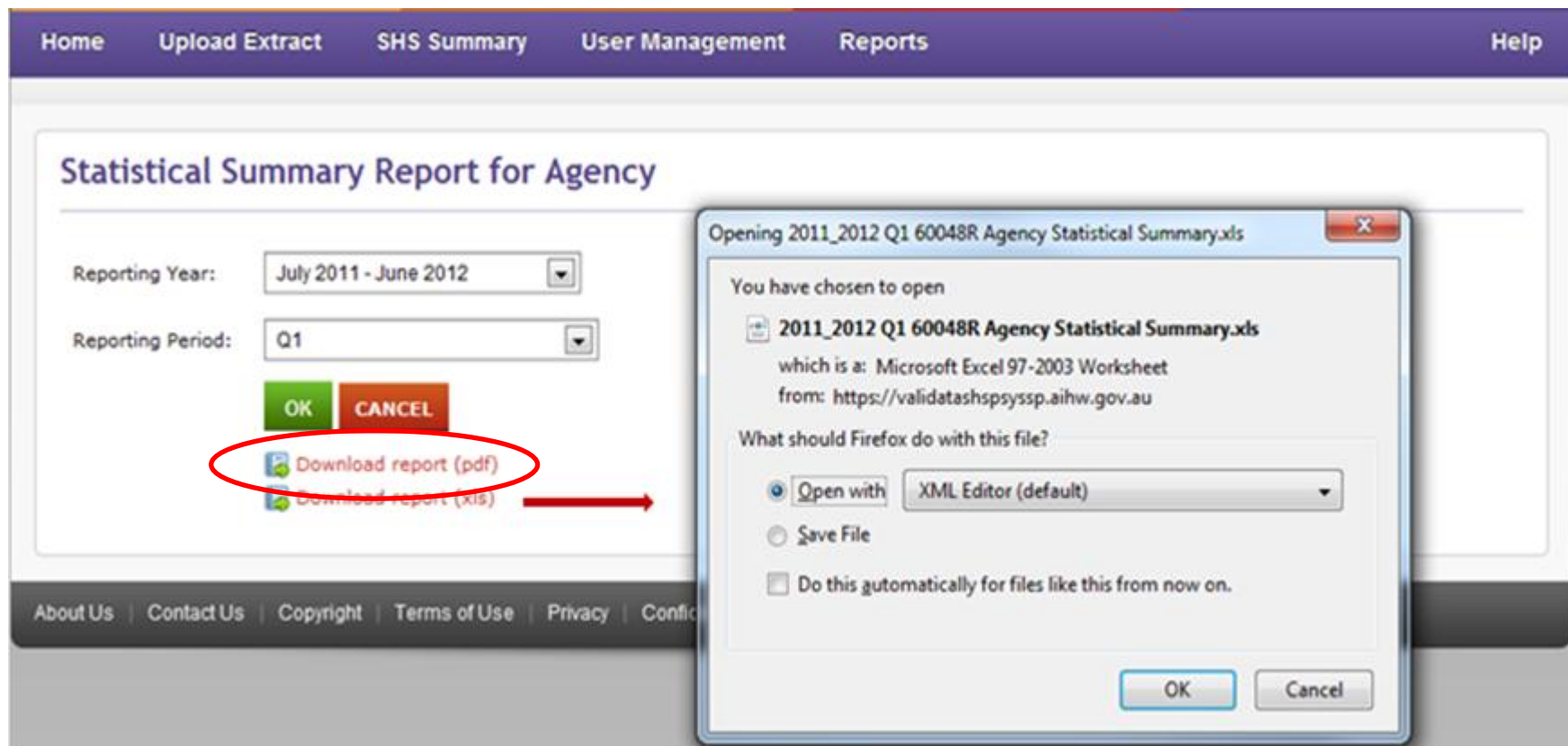
From 2012-13 onwards, quarterly summaries will be produced on a year to date basis. Quarter 1 will summarise 3 months of data, Quarter 2 will summarise 6 months of data, Quarter 3 will summarise 9 months of data and Quarter 4 will summarise 12 months of data. This means that the 2nd quarter statistical summaries for 2011-12 are not comparable to 2nd quarter statistical summaries for subsequent years.

Every statistical summary will include data submitted on or before the relevant deadline. Data submitted after a deadline will be included in subsequent statistical summaries for the financial year.

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Downloading Reports

- Select Reporting Year and Reporting period then download report
- Pop up box will give you the option to open or save the report



The screenshot displays a web application interface with a purple navigation bar containing links for Home, Upload Extract, SHS Summary, User Management, Reports, and Help. The main content area is titled 'Statistical Summary Report for Agency' and features two dropdown menus: 'Reporting Year' set to 'July 2011 - June 2012' and 'Reporting Period' set to 'Q1'. Below these are 'OK' and 'CANCEL' buttons. Two download options are listed: 'Download report (pdf)' and 'Download report (xls)'. The 'Download report (pdf)' option is circled in red, and a red arrow points from it to a Firefox file opening dialog box. The dialog box title is 'Opening 2011_2012 Q1 60048R Agency Statistical Summary.xls'. It displays the file name '2011_2012 Q1 60048R Agency Statistical Summary.xls' and identifies it as a 'Microsoft Excel 97-2003 Worksheet' from the URL 'https://validatashpsysp.aih.w.gov.au'. The dialog asks 'What should Firefox do with this file?' and offers three options: 'Open with XML Editor (default)' (selected), 'Save File', and 'Do this automatically for files like this from now on.' (unchecked). 'OK' and 'Cancel' buttons are at the bottom of the dialog.

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Statistical Summary unavailable

- Sometimes reports are unavailable - check SHS Summary tab to see if data was submitted for that reporting period
- Late submissions might not be included in the reports

The screenshot displays the SHOR system interface. At the top left is the Australian Government logo and the text 'Australian Government Australian Institute of Health and Welfare'. At the top right, it shows 'Logged in as User 1 from Agency A' with links for 'Switch Role', 'Role: Administrator', 'Edit Details', 'Change Password', and a 'LOGOUT' button. Below this is a navigation bar with 'Home', 'Upload Extract', 'SHS Summary', 'User Management', 'Reports', and 'Help'. A yellow error banner is circled in red, containing the text: 'Statistical Summary cannot be found. Please check your agency submissions under SHS Summary in SHOR.' Below the banner is a form titled 'Statistical Summary Report for Agency' with two dropdown menus: 'Reporting Year: July 2011 - June 2012' and 'Reporting Period: Q2'. At the bottom of the form are 'OK' and 'CANCEL' buttons. The footer contains links for 'About Us', 'Contact Us', 'Copyright', 'Terms of Use', 'Privacy', 'Confidentiality', 'FAQs', 'aihw.gov.au', and 'Version 1.11.27.3'.

SHOR manuals and resources

- Go to www.aihw.gov.au/shsc-resources
- Download SHOR User Manual
- Check out new SHOR eLearning modules
 - Everything you need to know about passwords
 - How to fix the most common validation error (C07.004.004)