



Specialist Homelessness Services Collection e-Newsletter for homelessness agencies

1 December 2021



Merry Christmas and Happy New Year

The AIHW would like to thank the SHS sector for your amazing effort in maintaining exceptionally high data submission rates throughout the year. COVID-19 has presented the sector with many challenges and your contribution to quality homelessness data is very much appreciated. We wish you all a safe and well-deserved break over the Christmas and New Year period.



SHIP and SHS Collection Support over the Festive Season	
SHIP Support (option 1)	Closed Monday 27 December 2021, Tuesday 28 December 2021 and Monday 3 January 2022
SHS Hotline including Validata™ support (option 2)	Closed from COB Thursday 23 December 2021, re-opening on Tuesday 4 January 2022



Validata™ is ready to receive November extracts

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



Two Factor Authentication – SHIP security enhancement coming

Recent correspondence was sent to all SHIP users and agency managers with information regarding the implementation of 2 Factor Authentication (2FA) in SHIP. The implementation of 2FA will ensure stronger security, protection against phishing and brute-force attacks, and securing logins against attackers exploiting weak or stolen credentials.

A requirement for 2FA is that each SHIP user must have a valid and unique email address recorded in SHIP. Managers with 'Coordinator' access are advised to check all user email addresses via the Admin>Users tab to ensure that staff members have access to their own individual email address.

The AIHW will provide further information and detailed training material about 2FA prior to its introduction in April/May 2022.



Specialist Homelessness Services 2020-21 Annual Report coming soon

Keep your eyes peeled for the Specialist Homelessness Services Annual Report 2020-21 being released on 7 December 2021. Each year, the AIHW is improving the SHS Annual Report to contain more interactive data content.



From 7 December 2021, all annual SHS data products will be updated to include 2020-21 data, and will be available from the links below:

- [Specialist homelessness services annual report 2020–21](#)
- [SHS Collection data cubes 2011-12 to 2020–21](#)
- [Fact sheets by state and territory](#)
- [On any given day infographics](#)
- [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	14 December 2:00 to 4:00pm AEDT	7 December	Opening a client support period, SHSC concepts and definitions	Staff new to agency, staff requiring refresher training
	18 January 2:00 to 4:00pm AEDT	11 January		
Advanced Register here	15 December 2:00 to 4:00pm AEDT	7 December	Data quality and fixing errors	Managers or coordinators with basic SHIP experience
	19 January 2:00 to 4:00pm AEDT	11 January	SHIP case management functions	Managers or coordinators with basic SHIP experience
Validata™ Webinar Register here	20 January 2:00 to 3:00pm AEDT	13 January	Basic functions within Validata™ including uploading and submitting extracts, viewing reports & user admin	All Validata™ users



Links to training resources and SHS 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 2019-20 can be found [here](#).

