



## Specialist Homelessness Services Collection e-Newsletter for homelessness agencies

2 May 2022



### Validata™ is ready to receive April 2022 extracts

If your March 2022 extract has been submitted to Validata™ you can now upload and submit your April 2022 extract. Please remember to **submit** your extract once it has been validated and has zero critical errors.



### Cut-off date for 2021-22 9 month data

The cut-off date for agencies to load extracts for inclusion in the 9 month Statistical Summaries is **Monday, 9 May 2022**. All data for the period July 2021 to March 2022 must be uploaded and 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](mailto:homelessness@aihw.gov.au), or calling 1800 627 191 (opt. 2).



### Who is a client?

A client is any person who receives a **direct** SHS service from your agency. A direct service is one in which someone is provided with a service from an SHS agency in response to their need for homelessness assistance or because an agency has identified a need for services.

It is important to note that it is not just the provision of accommodation that makes someone a client. **Any** service provided by your agency to someone makes them a client and should be recorded in the support period. This gives an accurate picture of the work that is being undertaken within your agency.

Individuals who benefit indirectly from your assistance are not included as your clients. For example, if a parent receives tenancy support from your agency, that parent would become your client, as they have received a direct SHS service. Although the children have benefitted from your assistance, the service was not directly provided to them. Therefore, they would not become your clients.

However, if you provide accommodation for that same parent and their children, then they would all become your clients, as you are providing a direct SHS service for the entire family.

Further information on recording SHS services in your client management system can be found on the [SHS Data Definitions](#) page of the AIHW website.





## Importance of regular user review to maintain Validata™ security

It is very important that managers regularly review agency users of Validata™. In particular, it is vital to remove access for staff who have left an agency or perhaps are on extended leave (and may not return).

A user's access can be removed via the User Admin tab in Validata™ without affecting their access to roles at other agencies where they may still be working.

More advice on how to deactivate user roles is available on page 21 of the [SHS Validata™ Manual](#).

## 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?
<b>Basic</b> Register <a href="#">here</a>	<b>24 May</b> 2:00 to 4:00pm AEST	17 May	Opening a client support period, SHSC concepts and definitions	Staff new to agency, staff requiring refresher training
	<b>28 June</b> 2:00 to 4:00pm AEST	21 June		
<b>Advanced</b> Register <a href="#">here</a>	<b>25 May</b> 2:00 to 4:00pm AEST	17 May	SHIP case management functions	Staff new to agency. Managers or coordinators with basic SHIP experience
	<b>29 June</b> 2:00 to 4:00pm AEST	21 June	SHIP Reports	Managers or anyone responsible for SHS reporting
<b>Validata™ Webinar</b> Register <a href="#">here</a>	<b>2 June</b> 2:00 to 3:00pm AEST	26 May	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 2020-21 can be found [here](#).

Fact sheets and Infographics for your state or territory can be found [here](#).



Excerpt from SHS Annual Report 2020-21 - [link](#)

Key findings: Clients with a current mental health issue, 2020-21

