



Specialist Homelessness Services Collection e-Newsletter for homelessness agencies

1 November 2021



Validata™ is ready to receive October extracts

If your September extract has been submitted to Validata™, you can now upload your October 2021 extract. Please remember to **submit** your extract once it has been validated and has 0 critical errors.



Cut-off date for 2021-22 3 month data submissions

The cut-off date for agencies to submit extracts for inclusion in the 2021-22 3 month Statistical Summaries is **Monday, 8 November 2021**. Please ensure all extracts for July to September 2021 are submitted before this date.



When to open a support period

Anyone who receives a **direct** service from a SHS agency aimed at assisting or preventing homelessness should have a support period opened for them, including children.

- Open a support period for someone for whom you are:
 - planning to, or in the process of, providing case management
 - providing an active referral to receive additional services elsewhere.
- Open a support period for **everyone**:
 - who is housed in your refuge or emergency accommodation, if your agency provides accommodation to a person or group of people
 - whose accommodation was arranged and paid for by your agency in a motel, hotel, boarding house, caravan park and so on.



When NOT to open a support period

Sometimes children or other associated people only **indirectly** benefit from a service provided to your client, and should **NOT** have a support period opened for them, for example, in situations where:

- the parent or guardian has a support period and receives assistance to prevent tenancy failure or eviction but you are not working directly with any of the children
- a parent has a support period and receives a food voucher from your agency, and the other members within the family unit indirectly benefit from the groceries purchased, but you are not working directly with any of the children.

Note: Should a family member's situation change and you need to begin working directly with them to provide SHS services, then a support period can be opened for them at any time.



Searching by a client's mobile number in SHIP



The search functionality in SHIP allows users to search for a client by their mobile phone number. You are able to use the “%” (wildcard) and the last four digits of a mobile phone number when running a search for a client.

SHIP Training 10 A Trainer
Specialist Homelessness Information Platform

Search

Search By: Name Identifier Address Phone DOB

Phone: Current Phone Numbers

Search Results

Econtact	Type	Given Name ↑	Family Name	Sex	DOB
416555222	Mobile	Ibrahim	Mubarak	Male	14/09/1994

1 to 1 of 1 results

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	23 November 2:00 to 4:00pm AEDT	16 November	Opening a client support period, SHSC concepts and definitions	Staff new to agency, staff requiring refresher training
	14 December 2:00 to 4:00pm AEDT	7 December		
Advanced Register here	24 November 2:00 to 4:00pm AEDT	16 November	SHIP administrative functions	Managers or coordinators with basic SHIP experience
	15 December 2:00 to 4:00pm AEDT	7 December	Data quality and fixing errors	Managers or coordinators with basic SHIP experience
Validata™ Webinar Register here	25 November 2:00 to 3:00pm AEDT	18 November	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](#).

