



Specialist Homelessness Services Collection e-Newsletter for homelessness agencies

1 March 2023



Validata™ is ready to receive February 2023 extracts

If your January 2023 extract has been submitted to Validata™, you can now upload and submit your February 2023 extract. Please remember to submit your extract once it has been validated and contains zero critical errors.



6-month SHS Statistical Summary reports

The 2022-23 6-month snapshot has been successfully taken. The submission rate was 100% for July – November 2022 and 99.8% for December 2022. Thank you all for your valuable cooperation.

Statistical Summaries are scheduled for release to Validata™ in early March 2023.

You can access these reports in Validata™ by logging in and selecting the 'Reports' tab. The Validata™ manual provides information about the 'Reports' tab on pages 58-64 and can be accessed [here](#).



What is a Support Period

The support period is the length of time a client receives services from your agency. A support period commences on the day a person becomes a client by receiving a direct service from your agency and it ends on the last day on which services are provided.

Where a client has an appointment with your agency which is more than a calendar month in the future, it is not necessary to close the support period. This is because it is expected that there is an ongoing relationship with the client. There may be case work undertaken in the client's absence or phone calls to the client. This work done on the client's behalf should always be recorded as services provided to the client.

If there are no services or assistance given to the client for the calendar month between appointments the support period must be closed.

Further information on services and assistance can be found on the [SHS Data Definitions page](#) of the AIHW website.



Should a formal assessment process be recorded as a service provided?

A formal assessment is usually undertaken to ensure a person gets the services they need or to allow intake services to refer a person to another service agency. Formal assessments usually involve a significant review of the person's situation and needs and are therefore considered to be a service provided by the agency. In these cases, the person should be treated as a client.

If no other services are provided at an initial assessment, then record the service as 'Advice/Information' and tick 'Provided'.





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	28 March 2:00 to 4:00pm AEDT	21 March	Opening a client support period, SHSC concepts and definitions	Staff new to agency, staff requiring refresher training
	18 April 2:00 to 4:00pm AEST	11 April		
Advanced Register here	29 March 2:00 to 4:00pm AEDT	21 March	SHIP administrative functions	Managers or coordinators with basic SHIP experience
	19 April 2:00 to 4:00pm AEST	11 April	SHIP case management functions	Staff new to agency. Managers or coordinators with basic SHIP experience.
Validata™ Webinar Register here	4 April 2:00 to 3:00pm AEST	28 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 2021-22 can be found [here](#).

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

