



Specialist Homelessness Services Collection e-Newsletter for homelessness agencies

1 July 2021



Cut-off date for 2020-21 12 month data

The cut-off date for agencies to load extracts for inclusion in the 12-month Statistical Summaries is **Monday, 9 August 2021**. If your agency's extracts are outstanding for this quarter, please upload and submit prior to 9 August 2021.

If you have any queries or require assistance, please contact the SHS Hotline by emailing homelessness@aihw.gov.au or phone 1800 627 191 (opt. 2).



Validata™ is ready to receive June extracts

If your April and May extracts have been uploaded to Validata™, you can now upload your June 2021 extract. Please remember to **submit** your extract once it has been validated and has 0 critical errors.



Importance of regular SHIP/ Validata™ user review to maintain data security

Staff at SHS agencies who have access to SHIP and/or Validata™ have access to personal information about clients of the agency. Agency managers and co-ordinators have responsibility for their agency to ensure that only staff who need access to client information have access to these systems.

It is very important that managers and co-ordinators regularly review agency users for SHIP and Validata™ to ensure that staff who no longer need access to client information are removed from these systems. In particular, it is vital to remove all user access for staff leaving an agency.

All users should review SHIP 'Conditions of Use' on the SHIP landing page to ensure responsibilities related to information in SHIP are well understood.



Care and protection arrangements

Some agencies may be encountering errors in Validata™ due to the care and protection order question being completed incorrectly for clients aged 18 years or over. Care and protection arrangements only relate to clients under the age of 18 years.

To resolve this error, agencies are required to select 'Not applicable' for all clients aged 18 years or over and re-extract, re-upload and submit their data. If you have any queries or require assistance, please contact the SHS collection support hotline on 1800 627 191 (option 2).





SHSC e-learning modules at the AIHW website

A course of e-learning modules on how to collect data for the Specialist Homelessness Services Collection are available through the AIHW website and a link is provided below:

[SHS e-learning modules](#)

These videos are each approximately 3-5 minutes in length. The course is designed to be flexible in meeting training needs, for example a new agency worker can work through each module at their own pace to learn about the collection or a more experienced agency worker can utilise the course to review particular aspects of the data collection. These e-learning modules complement the webinars already offered by the AIHW.

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?
Validata™ Webinar Register here	7 July 11am to 12pm AEST	5 July	Basic functions within Validata™ including uploading and submitting extracts, viewing reports & user admin	All Validata™ users
	16 September 2:00 to 3:00pm AEST	9 September		
Basic Register here	27 July 2:00 to 4:00pm AEST	21 July	Opening a client support period, SHSC concepts and definitions	Staff new to agency, staff not able to attend face to face training, new to CMS
	24 August 2:00 to 4:00pm AEST	18 August		
Advanced Register here	28 July 2:00 to 4:00pm AEST	21 July	Data quality and fixing errors	Managers or anyone with basic SHIP knowledge
	25 August 2:00 to 4:00pm AEST	18 August	SHIP administrative functions	Coordinators responsible for SHS reporting

SHS concepts and basic data entry e-Learning modules can be found [here](#).

Additional eLearning modules and resources can be found on the [AIHW website](#).

