

# SHIP data quality enhancements

August 2023



**Contents**

- 1. Overview and background of changes..... 1
- 2. Where are the age edits being implemented in SHIP?..... 1
- 3. Edits within the Support Period tabs ..... 2
  - 3.1 Reasons tab ..... 2
  - 3.2 Week Before/Presenting tabs ..... 3
- 4. Edits within the Notes tab (SHS Services) ..... 6
  - 4.1 Age edits within the Notes tab (SHS Services) ..... 6
  - 4.2 How to identify errors within an associated Note..... 8
  - 4.3 Errors that may appear when SHS services are selected ..... 10
  - 4.4 Resolving errors in the Notes tab..... 11
- 5. Edits within the Status tab ..... 12
  - 5.1 Housing tab ..... 13
  - 5.2 Work & Income tab ..... 14
  - 5.3 Study & Family tab..... 14
  - 5.4 Services tab..... 15
- 6. Edits confirming a client’s status for the SHS collection ..... 17
  - 6.1 Service provided or referral arranged in a collection period ..... 17
- 7. Edits within the Extract process ..... 19
  - 7.1 SHS Validation Report..... 19
  - 7.2 Required Re-Extractions..... 20
- 8. Further information and support..... 24

# Introduction

1. Overview and background of changes
2. Where are the age edits being implemented in SHIP?

## 1. Overview and background of changes

The Australian Institute of Health and Welfare (AIHW) has an ongoing program of reviewing the Specialist Homelessness Services Collection (SHSC) to ensure that good quality data is collected, and privacy and confidentiality measures are correctly implemented.

As a result of this ongoing program of continuous improvement, the AIHW will add new edits within SHIP in August 2023.

### Overview of data quality (age edits) enhancements

The new edits will improve the quality of the data collected in the SHSC by ensuring the data collected is valid for the age of the client.

The new edits will:

- Check the age of the client to determine whether information about the client or services received by a client are valid given the age of the client.
- Provide messages to identify what information is not valid for the age of the client.
- Implement validation to prevent the creation of status updates and/or monthly extracts until errors within client records have been resolved.

The age-related edits are being added to improve the quality of the data collected in the SHSC. Analysis of the data collected for the SHSC shows that some responses are not appropriate given the age of the client. Some of the invalid responses in the collection are shown below:

- 112,295 children under the age of 15 were receiving assistance to obtain/maintain a government allowance.
- 781 children under the age of 12 were receiving employment assistance.

## 2. Where are the age edits being implemented in SHIP?

The new age-edits checks will be applied in various parts of SHIP:

- [Edits within the Support Period tabs](#)
- [Edits within the Notes tab \(SHS Services\)](#)
- [Edits within the Status Update tab](#)
- [Edits within the Extract process](#)

In each of these areas, the new checks will appear slightly differently and may require different methods to resolve them. This is detailed in the next section.

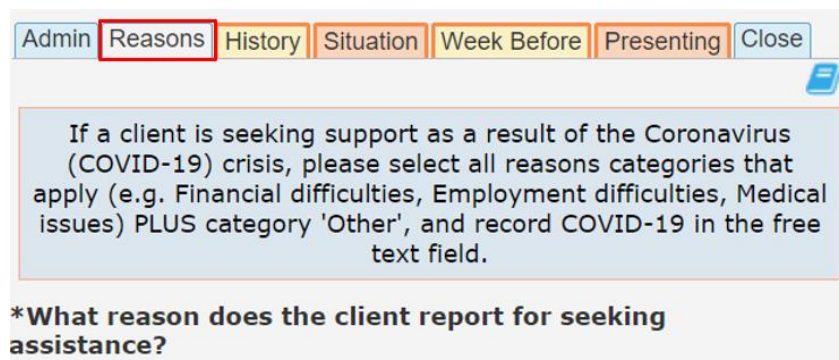
## 3. Edits within the Support Period tabs

3.1 Reasons tab

3.2 Week Before/Presenting tabs

### 3.1 Reasons tab

These edits ensure that the reasons that you select for a client seeking assistance are age appropriate.



Admin **Reasons** History Situation Week Before Presenting Close

If a client is seeking support as a result of the Coronavirus (COVID-19) crisis, please select all reasons categories that apply (e.g. Financial difficulties, Employment difficulties, Medical issues) PLUS category 'Other', and record COVID-19 in the free text field.

**\*What reason does the client report for seeking assistance?**

### Errors that may appear in the Reasons tab

#### Employment difficulties

Error: A "Reason for assistance" value of 'Employment difficulties' is not a valid option for a person under 12-years old.

#### Transition from foster care and child safety residential placements

Error: A "Reason for assistance" value of 'Transition from foster care/child safety residential placement' is not a valid option for a person 19-years-old and over.

### Resolution of errors

Check the age of the client. If the age is correct, then you need to unselect the specified reason for seeking assistance.

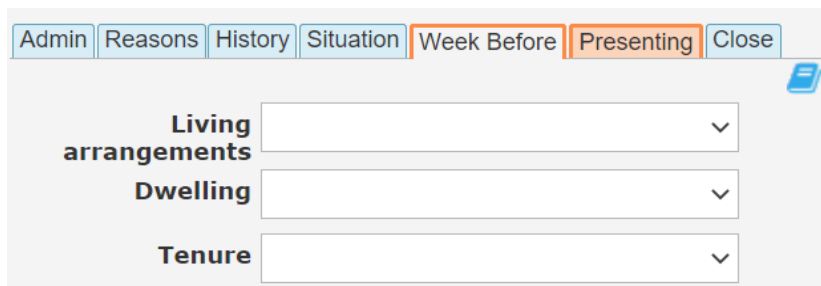


Some errors are caused when reasons are copied over from the presenting unit head record. Always review the reasons copied over to other members of the presenting unit to ensure they are appropriate.

## 3.2 Week Before/Presenting tabs

These edits are in place to ensure that the response that you have selected are age appropriate for the client.

The following image shows where the edits will be in place.



Admin | Reasons | History | Situation | Week Before | Presenting | Close

Living arrangements

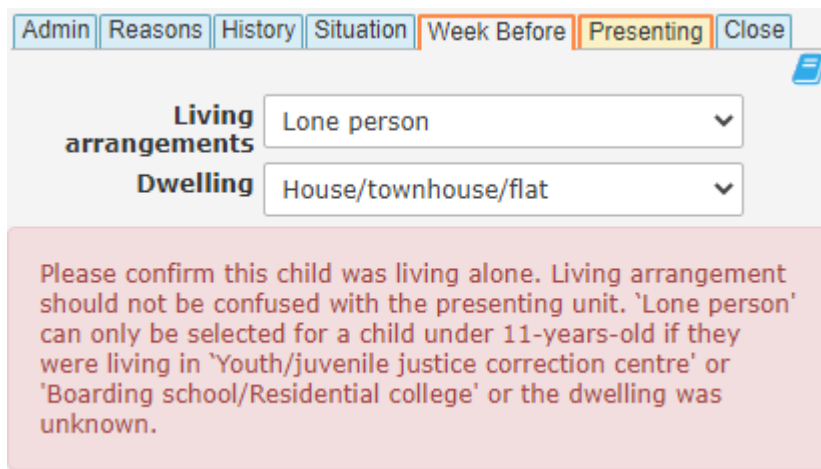
Dwelling

Tenure

### Errors that may appear in either the Week before or Presenting tab

The following edit checks the “Living arrangements” and “Dwelling” responses to ensure that a child under 11-years-old is not incorrectly recorded as being a ‘Lone person’.

#### Living arrangements / Dwelling



Admin | Reasons | History | Situation | Week Before | Presenting | Close

Living arrangements

Dwelling

Please confirm this child was living alone. Living arrangement should not be confused with the presenting unit. 'Lone person' can only be selected for a child under 11-years-old if they were living in 'Youth/juvenile justice correction centre' or 'Boarding school/Residential college' or the dwelling was unknown.

The living arrangement selected for the client best describes the group of people with whom the client usually lives with. If you are unsure, you can select 'Don't know' as a response to this question.

A child under 11-years-old in emergency accommodation who is not with family would normally be expected to be in a 'Group' environment.

#### Tenure – Renter

Error: A “Tenure” value of ‘Renter – private housing’ is not a valid option for a person under 13-years-old.

This error will also appear where a client under 13-years-old is recorded as a ‘Renter’ for public, community or transitional housing, caravan park, boarding/rooming house, or emergency accommodation. A client who has a tenure of 'Renter' must be 13 years or older.

## Labour Force Status

Error: A "Labour force status" value other than 'Not applicable' is not a valid option for a person under 15-years-old.

Error: A "Labour force status" value of 'Not applicable' is not a valid option for a person 15-years-old or over.

Labour force status

Error: A "Labour force status" value of 'Not applicable' is not a valid option for a person 15-years-old or over.

In the SHS collection, a client's Labour force status is only collected for clients who are aged 15 years or older. For these clients, Labour Force Status must be Employed, Unemployed or Not in the labour force.



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Further advice on how to complete this question is located within the [SHS Data Definitions page](#). This can be accessed via the Reference Book icon in SHIP.

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## Main income source

Error: A "Main income source" value of 'Newstart allowance' is not a valid option for a person under 22-years-old.

Error: A "Main income source" value of 'Disability Support Pension' is not a valid option for a person under 16-years-old.

Error: A "Main income source" value of 'Youth Allowance' is not a valid option for a person under 16-years-old.

Error: A "Main income source" value of 'Age pension' is not a valid option for a person under Age Pension eligibility age.

Error: A "Main income source" value of 'Sickness allowance' is not a valid option for a person under 22-years-old.



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Pensions and allowance have strict eligibility requirements with respect to age. Clients who do not meet these requirements cannot be recorded as receiving these payments.

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## Awaiting benefit

Error: A "Awaiting government payment" value other than 'Not applicable' is not a valid option for a person under 15-years-old.

Error: A "Awaiting benefit" value of 'Not applicable' is not a valid option when the "Main income source" is 'Nil income' for a person 15-years or older.

## **Enrolled in**

Error: A “Student Type” value of ‘Preschool student’ is not a valid option for a person over 6-years-old.

Error: A “Student Type” value of ‘Primary school student’ is not a valid option for a person over 15-years-old.

Error: A “Student Type” value of ‘Secondary school student’ is not a valid option for a person under 11-years-old.

Error: A “Student Type” value of ‘University student’ is not a valid option for a person under 11-years-old.

## **School enrolment and attendance status (only on Presenting tab)**

Error: A “School enrolment” other than ‘Not applicable’ is not a valid option for a person under 3 years old.

Error: A “School enrolment” value of ‘Not applicable’ is not a valid option for a person 5-years-old or over but still not older than 15-years-old.

Error: A “School enrolment” other than ‘Not applicable’ is not a valid option for a person over 18 years old.

This data item is only completed for children aged between 4 and 18 years of age. Clients outside this range should be recorded as ‘Not applicable’.

## **Care and Protection Order**

Error: A “Child Protection order” value other than ‘Not Applicable’ is not a valid option for a person 18-years-old and over.

A client on a Care and Protection Order must be under 18 years of age.

## **Resolution of errors**

Check the age of the client. If the age is correct, then you need to select a different option for any item that shows an error message.



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Many of the questions outlined above are also asked in the client’s Status Update about their circumstances after receiving their last service for the month.


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# 4. Edits within the Notes tab (SHS Services)

- 4.1 Age edits within the Notes tab (SHS Services)
- 4.2 How to identify errors within an associated Note
- 4.3 Errors that may appear when SHS services are selected
- 4.4 Resolving errors in the Notes tab

These edits ensure that the SHS services selected for a client are appropriate, given their age.

Edits in the Notes tab work slightly differently than those in the Support Period tabs. This is because a Note can record services for a single client or services that are related to more than one client.



To avoid errors, always ensure everyone associated with a Note has received exactly the same services.  
Create a separate Note for clients who did NOT receive **all** services selected.

## 4.1 Age edits within the Notes tab (SHS Services)

The example below shows a Note viewed from within the presenting unit head’s record. Paul Smith has his son associated with this record.

Paul Smith Male, DOB: 08/02/1984 (Age 39 yrs)

Search Details **Notes** Payments Accommodation Status Alerts Referrals Plans Tasks Documents Memo

**Edit Note Details**

Date: 08/05/2023

\* Worker/s: AIHW Trainer, UAT 4 A ✖

\* Contact type: Client meeting

\* Program: Yes

Notes

Housing | FDV | **General** | Specialised

Needs Identified | Support Provided | Referral Arranged

Housing / Accommodation			
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Short term or emergency accommodation
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Medium term/transitional housing
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Long term housing
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Assistance to sustain tenancy or prevent tenancy failure or eviction
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Assistance to prevent foreclosures or for mortgage arrears

This note is also associated with (tick):

Name	Relationship	Associate record with	SHS Service	Support Period
Paul Smith	Self	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Neil Smith	Child	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>



**How associated Notes record services**

The highlighted “General” tab at the bottom of a Note indicates whether the services recorded are also associated with another client. In this example, the Note is associated with both Paul and Neil Smith, meaning all the services recorded relate to both clients.

The same Note, viewed from Neil Smith’s record, shows Neil Smith as having a relationship of ‘Self’ (and Paul being a ‘Parent’)- as shown below.

Neil Smith Male, DOB: 12/11/2018 (Age 4 yrs)

Search Details **Notes** Payments Accommodation Status Alerts Referrals Plans Tasks Documents Mer

**Edit Note Details**

Date 08/05/2023

\* Worker/s AIHW Trainer, UAT 4 A

\* Contact type Client meeting

\* Program Centre-based

Notes

Housing FDV **General** Specialised

Needs Identified	Support Provided	Referral Arranged	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<b>Housing / Accommodation</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Short term or emergency accommodation
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Medium term/transitional housing
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Long term housing
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Assistance to sustain tenancy or prevent tenancy failure or eviction
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Assistance to prevent foreclosures or for mortgage arrears

This note is also associated with (tick):

Name	Relationship	Associate record with	SHS Service	Support Period
Neil Smith	Self	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Paul Smith	Parent	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	



A relationship of ‘Self’ indicates whose record the Note is being viewed from. In the example above, the Note is being viewed from Neil Smith’s record. Hence Neil is noted as ‘Self’.

## 4.2 How to identify errors within an associated Note

Understanding how Notes are associated is important because, if there is more than one client associated with a Note, SHIP will apply edits against the services for **all** clients. However, only those errors relating to the client who has a relationship of 'Self' will be displayed at the bottom of the record.

For example, only a message about 'Child care' is shown where Paul Smith is marked as 'Self' – as shown below.

Paul Smith Male, DOB: 28/10/1983 (Age 39 yrs)

Search Details **Notes** Payments Accommodation Status Alerts Referrals Plans Tasks Documents Memo

**Edit Note Details** 📄 ?

Date:  📅

\* Worker/s

\* Contact type

Notes 📄

Housing **FDV** **General** Specialised

Needs Identified	Support Provided	Referral Arranged	
<b>General assistance and support</b>			
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Assertive outreach for rough sleepers
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Assistance to obtain/maintain government allowance
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Employment assistance
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Training assistance
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Educational assistance
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Financial information
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Material aid/brokerage
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Assistance for incest/sexual assault
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Family/relationship assistance
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Assistance for trauma
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Assistance with challenging social/behavioural problems
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Living skills/personal development
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Legal information
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Court support
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Advice/information
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Retrieval/storage/removal of personal belongings
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Advocacy/liaison on behalf of client
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	School liaison
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Child care
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Structured play/skills development
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Child contact and residence arrangements
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Meals
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Laundry/shower facilities
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Recreation
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Transport
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Other basic assistance

Error: 'Child care' can only be recorded for a person under 18-years-old. Create a separate Note for the child, if required.

This note is also associated with (tick):

Name	Relationship	Associate record with	SHS Service	Support Period
Paul Smith	Self	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Neil Smith	Child	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

### How to identify errors for other presenting unit members

To see any errors related to the son's note, you need to go to Neil Smith's client record and then go to this Note. This will display the error relating to 'Employment assistance' – as shown below.

Neil Smith Male, DOB: 12/11/2018 (Age 4 yrs)

Search Details **Notes** Payments Accommodation Status Alerts Referrals Plans Tasks Documents Memo

Housing FDV **General** Specialised

Needs Identified	Support Provided	Referral Arranged	
			<b>General assistance and support</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Assertive outreach for rough sleepers
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Assistance to obtain/maintain government allowance
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Employment assistance
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Training assistance
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Educational assistance
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Financial information
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Material aid/brokerage
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Assistance for incest/sexual assault
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Family/relationship assistance
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Assistance for trauma
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Assistance with challenging social/behavioural problems
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Living skills/personal development
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Legal information
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Court support
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Advice/information
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Retrieval/storage/removal of personal belongings
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Advocacy/liaison on behalf of client
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	School liaison
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Child care
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Structured play/skills development
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Child contact and residence arrangements
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Meals
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Laundry/shower facilities
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Recreation
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Transport
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Other basic assistance

Error: 'Employment assistance' is not a valid option if the person is under 12-years-old.

This note is also associated with (tick):

Name	Relationship	Associate record with	SHS Service	Support Period
Neil Smith	Self	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Paul Smith	Parent	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

### 4.3 Errors that may appear when SHS services are selected

Many of the errors that occur on the Notes tab are likely to result from a Note being associated with both a parent(s) and a child(ren). Associating a note indicates that ALL services were provided to the clients associated with the Note.

#### **General tab**

##### **Assistance to obtain/maintain government allowance**

Error: *'Assistance to obtain/maintain government allowance' is not a valid option for a person under 15-years-old.*

##### **Employment assistance**

Error: *'Employment assistance' is not a valid option for a person under 12-years-old.*

##### **Child care**

Error: *'Child care' can only be recorded for a person under 18-years-old. Create a separate Note for the child, if required.*

Note: While this service may be provided to assist a parent, the actual service is provided to a child.

#### **Specialised tab**

##### **Parenting skills education**

Error: *'Parenting skills education' is not a valid option for a person under 12-years-old.*

##### **Child specific specialist counselling**

Error: *'Child specific specialist counselling' can only be recorded for a person under 18-years-old. Create a separate Note for the child, if required.*

##### **Pregnancy assistance**

Error: *'Pregnancy assistance' is not a valid option for a person under 12-years-old.*

##### **Family planning support**

Error: *'Family planning support' is not a valid option for a person under 12-years-old.*



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Further information relating to SHS services is found within the [SHS Collection Manual](#) and on the [SHS Data Definitions page](#). These can be accessed via the Reference Book icon in SHIP.



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## 4.4 Resolving errors in the Notes tab

Resolving errors in the Notes tab depends upon whether the service/s provided is for a single client OR for multiple clients.

### 1. Notes that record services for only a single client



This note is also associated with (tick):

Name	Relationship	Associate record with	SHS Service	Support Period
Paul Smith	Self	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Neil Smith	Child	<input type="checkbox"/>	<input type="checkbox"/>	

If errors occur in this type of Note, then you will need to check the age of the client. If the age is correct, then you need to untick any service that causes an error.

### 2. Notes where the recorded services are associated with more than one client

This note is also associated with (tick):

Name	Relationship	Associate record with	SHS Service	Support Period
Paul Smith	Self	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Neil Smith	Child	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

Errors on this type of Note are more complex to resolve. If you were to untick a service that causes an error then you would be indicating that neither of these clients received the service, which could be incorrect and not properly record services being provided by your agency.

The correct way to resolve errors in this type of Note is to firstly determine whether the service with the error was provided to one client BUT NOT to the other client. For example, 'Employment assistance' was provided to the parent but not the child.

If this is the situation, then to resolve the errors you need to create separate Note records for these services for each client. To do this:

- I. Go to the child's record and create a new Note for the child. Only record the services provided to the child. Do not associate this record with the parent.
- II. Go to the parent's record and open the initial Note. Now delete the services that relate only to the child. Then untick the 'Associate record with' checkbox for the child.

If the Note is locked, then it is not possible to untick the 'Associate record with' checkbox. In this situation, untick the 'SHS Service' checkbox instead.



When a Note is associated with others, un-ticking the SHS service that caused the error will remove that service from everyone's record. It is vital to ensure that this process is undertaken very carefully. Removing an SHS service from a record may lead to under-reporting of services delivered by your agency.

## 5. Edits within the Status tab

5.1 Housing tab

5.2 Work & Income tab

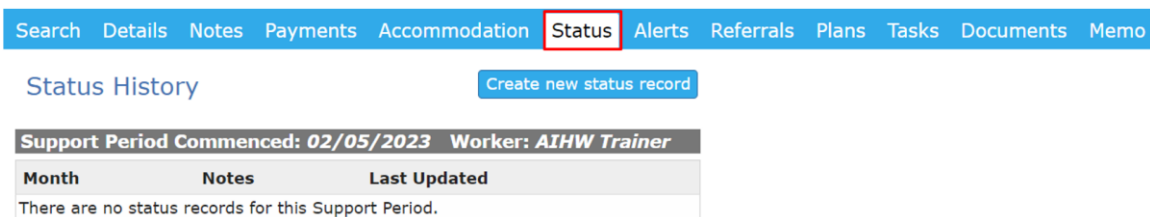
5.3 Study & Family tab

5.4 Services tab

When you create a new Status record, SHIP will check that all errors in the Support Period tabs and the Notes tab have been resolved. You will be required to fix all errors before you are able to proceed. Please note that your coordinator WILL NOT be able to extract the data for monthly reporting until all errors have been resolved.

The questions outlined below are also asked on the Week Before and Presenting tabs about the client's circumstances before their support period commenced and the same errors may have appeared on those tabs as well.

When you create a new status record from within the Status tab



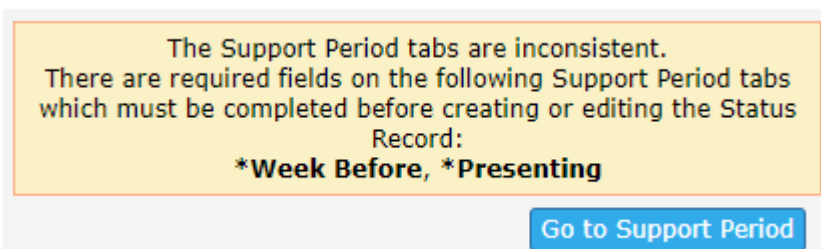
Search Details Notes Payments Accommodation **Status** Alerts Referrals Plans Tasks Documents Memo

Status History [Create new status record](#)

Support Period Commenced: 02/05/2023 Worker: AIHW Trainer

Month	Notes	Last Updated
There are no status records for this Support Period.		

The following message will appear if there are any unresolved errors in the Support Period tabs.



The Support Period tabs are inconsistent.  
There are required fields on the following Support Period tabs  
which must be completed before creating or editing the Status  
Record:  
**\*Week Before, \*Presenting**

[Go to Support Period](#)

If this occurs, you need to click the button 'Go to Support Period'. This will then show the Support Period tabs, with the tabs where the errors occur being highlighted.



Beth Tunstill Child

Admin Reasons History Situation **Week Before Presenting** Close

When the highlighted tab is selected, the error will be displayed, as shown below.

**Student or trainee**  Yes  No  Don't know

**Enrolled in**  ▼


Error: A "Student Type" value of 'Secondary school student' is not a valid option for a person under 11-years-old.


When errors have been resolved, you will be able to create a new status record.

While completing the Status Update, errors may occur in the following tabs:

## 5.1 Housing tab

### Living arrangements / Dwelling

**Living arrangements**  ▼ 

**\*Dwelling**  ▼ 

Please confirm this child is living alone. Living arrangement should not be confused with the presenting unit. 'Lone person' can only be selected for a child under 11-years-old if they are living in 'Youth/juvenile justice correction centre' or 'Boarding school/Residential college' or the dwelling is unknown.


This edit checks the "Living arrangements" and "Dwelling" responses to ensure that a child under 11-years-old is not incorrectly recorded as being a 'Lone person'.

The living arrangement selected for the client best describes the group of people with whom the client usually lives with. If you are unsure, you can select 'Don't know' as a response to this question.

A child under 11-years-old in emergency accommodation who is not with family would normally be expected to be in a 'Group' environment.

### Tenure – Renter

Error: A "Tenure" value of 'Renter – private housing' is not a valid option for a person under 13-years-old.

**\*Tenure**  ▼ 

Error: A "Tenure" value of 'Renter - private housing' is not a valid option for a person under 13-years-old.

This error will also appear where a person under 13-years-old is recorded as a 'Renter' for public, community or transitional housing, caravan park, boarding/rooming house, or emergency accommodation. A client who has a tenure of 'Renter' must be 13-years-old or over.

## 5.2 Work & Income tab

### Labour Force Status

Error: A “Labour force status” value other than ‘Not applicable’ is not a valid option for a person under 15-years-old.

Error: A “Labour force status” value of ‘Not applicable’ is not a valid option for a person 15-years-old or over.

In the SHS collection, a client's Labour force status is only collected for clients who are aged 15 years or older. For these clients, Labour Force Status must be Employed, Unemployed or Not in the labour force. Further information is located within the [SHS Data Definitions page](#).

### Main income source

Error: A “Main income source” value of ‘Newstart allowance’ is not a valid option for a person under 22-years-old.

Error: A “Main income source” value of ‘Disability Support Pension’ is not a valid option for a person under 16-years-old.

Error: A “Main income source” value of ‘Youth Allowance’ is not a valid option for a person under 16-years-old.

Error: A “Main income source” value of ‘Age pension’ is not a valid option for a person under Age Pension eligible Age.

Error: A “Main income source” value of ‘Sickness allowance’ is not a valid option for a person under 22-years-old.



---

Pensions and allowance have strict eligibility requirements with respect to age. Clients who do not meet these requirements cannot be recorded as receiving these payments.

---

### Awaiting benefit

Error: A “Awaiting government payment” value other than ‘Not applicable’ is not a valid option for a person under 15-years-old.

Error: A “Awaiting benefit” value of ‘Not applicable’ is not a valid option when the “Main income source” is ‘Nil income’ for a person 15-years or older.

## 5.3 Study & Family tab

### Enrolled in

Error: A “Student Type” value of ‘Preschool student’ is not a valid option for a person over 6-years-old.

Error: A “Student Type” value of ‘Primary school student’ is not a valid option for a person over 15-years-old.

Error: A “Student Type” value of ‘Secondary school student’ is not a valid option for a person under 11-years-old.



Error: A “Student Type” value of ‘University student’ is not a valid option for a person under 11-years-old.

### Care and Protection Order

Error: A “Child Protection order” value other than ‘Not Applicable’ is not a valid option for a person 18-years-old and over.

A person on a Care and Protection Order must be under 18 years of age.

### Resolution of errors

Check the age of the client. If the age is correct, then you need to select a different value for any item that shows an error message.

## 5.4 Services tab

Within the status record, when the Services tab is red it will identify any errors in Notes records that have not been resolved.

Click on the error message to go directly to the Notes record that requires fixing and resolve the error(s) within the associated note.

The screenshot shows the 'SHS Status Update' interface for Paul Smith (male 39 yrs). The 'Services' tab is highlighted in red. Below the tabs, there is a summary of services provided for May 2023, with the first day of service on 08/05/2023 and the last day on 26/05/2023. A table lists services provided, including Educational assistance, Advice/information, School liaison, and Child care. An error message is displayed at the bottom, stating: 'Error: 'Child care' can only be recorded for a person under 18-years-old. Create a separate Note for the child, if required. Please click on this error to directly navigate to the Note that requires fixing.'

	Needs Identified	Service Provided	Referral Arranged
<b>General assistance and support</b>			
Educational assistance	✓	✓	
Advice/information	✓	✓	
School liaison	✓	✓	
Child care	✓	✓	

Error: 'Child care' can only be recorded for a person under 18-years-old. Create a separate Note for the child, if required. Please click on this error to directly navigate to the Note that requires fixing.

## How errors are displayed on the Notes tab

On the Notes tab, note(s) with errors are now highlighted. You will be able to access the Note to identify the error(s).

Neil Smith Male, DOB: 12/11/2018 (Age 4 yrs)

Search Details **Notes** Payments Accommodation Status Alerts Referrals Plans

### Notes

Filter Create New Note

Date ↑	Worker / Type	Notes
01/06/2023	AIHW Trainer	Appointment
29/05/2023	AIHW Trainer	Client meeting
29/05/2023	AIHW Trainer	Phone

## How to edit a locked Note

If the Note is locked, error(s) will be displayed on the front of the Note.

Click on the 'Edit Services' button to access the Note and fix the error.

	Needs Identified	Support Provided	Referral Arranged
<b>Housing / Accommodation</b> Assistance to prevent foreclosures or for mortgage arrears	✓	✓	
<b>General assistance and support</b> Assistance to obtain/maintain government allowance	✓		✓

Error: 'Assistance to obtain/maintain government allowance' is not a valid option if the person is under 15-years-old.

This note is associated with:

Name	Relationship	SHS Service
Neil Smith	Self	✓
Paul Smith	Parent	✓

May be viewed by: Workgroup

Contact length: Contact Case Work Travel mins

Edit locked: 01/06/2023

Last update: AIHW Trainer, UAT 6 A  
01/06/2023 16:51:29 AEST

Print View **Edit Services**

Red tab(s) within the Note will then show which tab contains the error.

## 6. Edits confirming a client's status for the SHS collection

### 6.1 Service provided or referral arranged in a collection period

There are additional new edits that will be applied for reporting SHS services on the Notes tab. These edits do not relate to the age of the client.

A new edit will check that at least one service has been either provided to a client or a client has been referred for at least one service in the current Collection Period.

Please note that any client recorded as ongoing in the current Collection Period must also be included in the extract for the previous Collection Period.

### 6.1 Service provided or referral arranged in a collection period

These edits ensure that for a person to be reported as a client of your agency, an SHS service must be provided, including if a referral was arranged. The definition of a client is a person who receives a service from a SHS agency with the intention of responding to or preventing homelessness.

If the person is not provided with an SHS service, then that person is not considered to be a client. Clients whose support period includes more than one Collection Period must have a service provided or referral arranged in each Collection Period.

In the example below, the Services tab is red because a service has not been recorded for Neil Smith.

**SHS Status Update**

Update for June 2023

**Neil Smith (male 4 yrs)**

	Paul Smith	male	Self
	Neil Smith	male	Child

Admin | Plan | **Housing** | Work & Income | Study & Family | **Services**

**Support Period**

ongoing at end of month

closed (support ended previous month)

There have been no services provided this month based upon information recorded in the Notes, Payments and Accommodation tabs

[Visit our online help page for an explanation of the SHS Status Update error messages](#)

The following error message will be displayed on the Services tab:

The screenshot shows the 'SHS Status Update' interface for June 2023 for Neil Smith (male, 4 yrs). It lists two individuals: Paul Smith (male, Self) and Neil Smith (male, Child). The 'Services' tab is selected. A yellow message box states: 'There have been no services provided this month based upon information recorded in the Notes, Payments and Accommodation tabs'. A blue message box provides a link to an online help page. A red error message box at the bottom reads: 'Error: A person must have (at least 1) "Service Provided" or "Referral Arranged" value during the Collection Period. Please record a note with a Service Activity to resolve this issue'.

**Resolution of errors**

If the client was being supported, record a service which has been provided and/or referred on the Notes tab.

OR

If the client did not receive any services during that month, select 'closed (support ended previous month)'.

This screenshot shows the same 'SHS Status Update' interface as above, but with the 'Support Period' section visible. It contains two radio button options: 'ongoing at end of month' and 'closed (support ended previous month)'. The 'closed (support ended previous month)' option is selected and highlighted with a red rectangular box.

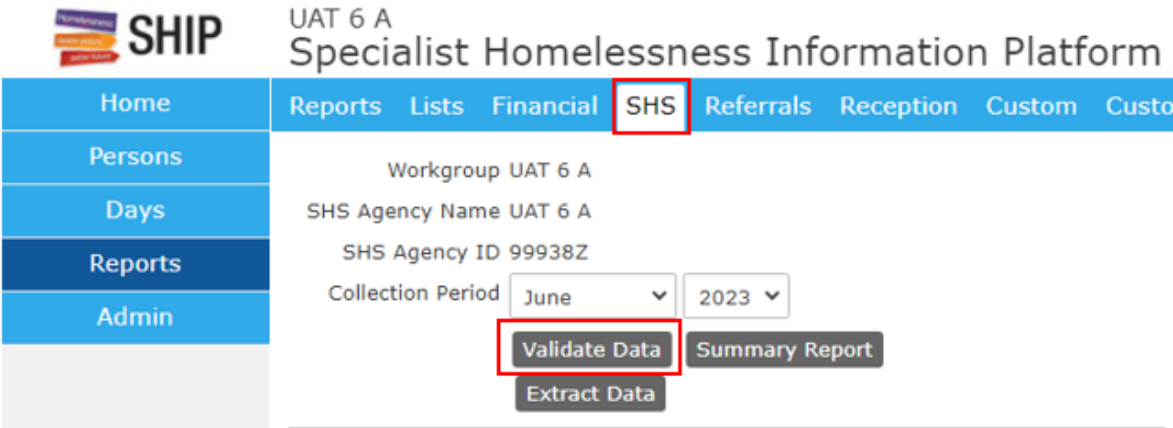
# 7. Edits within the Extract process

- 7.1 SHS Validation Report
- 7.2 Required Re-Extractions

## 7.1 SHS Validation Report

Any errors that have not been fixed will be identified when a Validation Report is run in preparation for generating the monthly extract.

Select a collection period and click on the 'Validate Data' button to generate a Validation Report.



Errors will be displayed on the 'Results' tab. The report shows the location of all the errors that will need fixing before an extract can be generated.





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A validation report can be run at any time during the month to begin the process of identifying and fixing errors. All case workers can run a report and do not need to have Coordinator level access.

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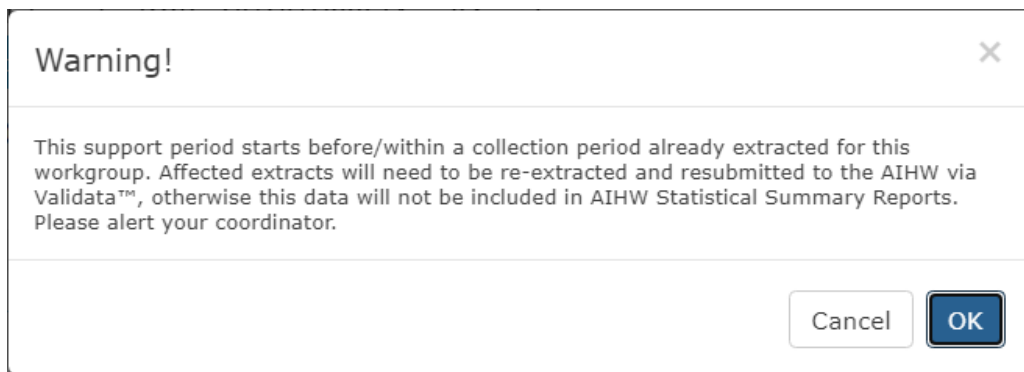
## 7.2 Required Re-Extractions

Occasionally, a support period is added, starting in a Collection Period that has already had an extract submitted to Validata™. Some new functionality has been added to assist agencies to avoid one of the most common critical errors when loading an extract to Validata™. An example of the error message is included below:

**C07.04.04:** You have included an ongoing client record in this collection period which cannot be found in the previous month. Please re-run and re-submit all extracts to Validata™ starting from the first month of this client's support

In the following example, extracts have already been run up until June and a case worker has realised that she forgot to add a client, Sophie Jones, whom the agency began supporting in April.

When the support period is opened and backdated to a month that has already been extracted, the following warning message appears:



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A case worker should always tell their manager when a backdated support period has been added because they will need to re-extract data and re-submit extracts to Validata™.

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## New data extract functionality

New edits in the extract process will default to the Collection Period on the Reports>SHS tab to the month the backdated support period was added. It is important to note that extracts within SHIP must be withdrawn and re-run in chronological order before an extract for the current month can be generated.

In the example below, the Collection Period has been changed to April and the Coordinator will be unable to select the current month of July 2023.

SHIP UAT 6 A Specialist Homelessness Information

Home Reports Lists Financial **SHS** Referrals Reception

Persons

Days

Reports

Admin

Workgroup UAT 6 A

SHS Agency Name UAT 6 A

SHS Agency ID 99938Z

Collection Period April 2023

Validate Data Summary Report

Extract Data

## Required Re-extractions tab

The message located on right of screen explains that a client with a backdated support period has been added and provides the following information to resolve the issue:

1. Collection Periods are required to be re-extracted and MUST be resubmitted to Validata™ in chronological order.
2. The current Collection Period is unable to be extracted until the required re-extractions on this page are completed.
3. Clients who were backdated can be viewed in 'Backdated Clients' tab.

Refresh ?

Missing Records Non-SHS Services Included Records Unassisted

Submission Log **Required Re-Extractions** Backdated Clients

Collection Period	Backdated on	Worker
April 2023	05/06/23	AIHW Trainer
May 2023	05/06/23	AIHW Trainer
June 2023	05/06/23	AIHW Trainer <a href="#">Withdraw</a>

1 to 3 of 3

A client was added with a backdated support period. The above Collection Periods are required to be re-extracted and MUST be resubmitted to Validata™ in chronological order. The current Collection Period is unable to be extracted until the required re-extractions on this page are completed. Clients who were backdated can be viewed in Backdated Clients tab.

## Backdated Clients tab

The details of the backdated client will be displayed on the 'Backdated Clients' tab, showing which Collection Period the record was backdated to and the worker who opened the support period.

Client	Backdated From	Last Status Update	Worker
Sophie Jones	April 2023	05/06/23	AIHW Trainer

## The re-extraction process

Return to the Required-Re-extraction tab to begin the re-extraction process and click on 'Withdraw'.

Click on 'OK' to confirm you wish to withdraw the extract, noting there is never a need to withdraw your Validata™ submission, as your next submission will overwrite it.

Are you sure you wish to withdraw this extract.  
NOTE: This will allow you to edit status records for this collection period. It does not withdraw your Validata™ submission.

Cancel OK

## Submission Log

Note the Submission Log only lists extracts up until March 2023, as more recent submissions must be withdrawn.

Collection Period	Extract Date	Worker
March 2023	05/06/23	AIHW Trainer
February 2023	02/06/23	AIHW Trainer
January 2023	01/06/23	AIHW Trainer



Return to the 'Required-Re-extractions' tab and continue withdrawing extracts until the list is cleared and you are advised there are no more required re-extractions.

Refresh ?

Missing Records Non-SHS Services Included Records Unassisted

Submission Log **Required Re-Extractions** Backdated Clients

Click here to access the Australian Institute of Health and Welfare (AIHW) Validata™ website.

There are no required re-extractions

When the Required Re-extractions list is cleared, you will be free to commence re-extracting data. In the example below, commencing with April 2023.

SHIP UAT 6 A Specialist Homelessness Information Platform

Home Reports Lists Financial **SHS** Referrals Reception Custom Cust

Persons

Days

Reports

Admin

Workgroup UAT 6 A

SHS Agency Name UAT 6 A

SHS Agency ID 99938Z

Collection Period April 2023

Validate Data Summary Report

Extract Data



Extracts **MUST** be resubmitted to Validata™ in chronological order.  
Contact the SHS Hotline on 1800 627 191 (option #2) if you need assistance.

## 8. Further information and support

### Support for SHS agencies

Messages in SHIP have been designed to provide guidance to resolve errors. As always, agencies will also be able to access support via the SHS Hotline and online training material.

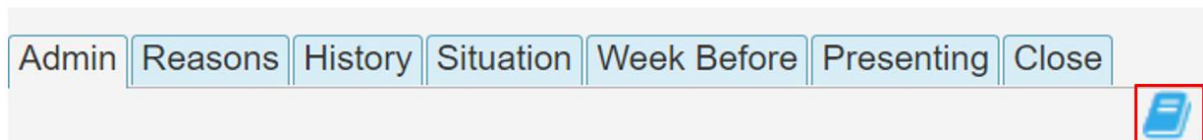
### Online help and training material

[SHS Collection Manual](#)

[SHS Data Definitions page](#)

The above resources can be accessed by clicking on the 'Reference Book' icons in SHIP, which are available on all screens that collect SHS data.

See an example of the Reference Book icon from the Support Period tabs below:



### SHS Hotline

- Open 9am to 5pm weekdays (AEST/AEDT)
- Phone: 1800 627 191
  - Option 1: Help with SHIP errors and updating data.
  - Option 2: Help with data definitions, concepts, and errors in Validata™.
- SHIP Support: [apps@infoxchange.org](mailto:apps@infoxchange.org)
- SHS Hotline: [homelessness@aihw.gov.au](mailto:homelessness@aihw.gov.au)