



Specialist Homelessness Services Collection e-Newsletter for homelessness agencies

1 March 2024



Validata™ is ready to receive February 2024 extracts

If your January 2024 extract has been submitted to Validata™, you can now upload and submit your February 2024 extract. Please remember to submit your extract once it has been validated and contains zero critical errors.



6-month SHS Statistical Summary reports

The 2023-24 6-month snapshot has been successfully taken. The submission rate was 100% for July – September 2023, 99.9% for October and November and 99.7% for December 2023. Thank you all for your valuable cooperation.

Statistical Summaries are scheduled for release to Validata™ in early March 2024. 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](#).



Successful rollout of enhancements in SHIP and Validata™

We are pleased to announce that the recent enhancements to the Validata™ system have been successfully implemented, and we wish to extend our thanks for your cooperation and hard work in adapting quickly to these changes. The enhancements, which were introduced in SHIP in August and in Validata™ on 1 October 2023, have improved the quality of the data collected in the Specialist Homelessness Services Collection (SHSC) by ensuring the data collected is valid for the age of the client.

We would like to extend our thanks and congratulations to all agency staff for their part in the successful rollout of these changes. Your dedication and commitment to ensuring the highest quality data collection is greatly appreciated.



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 etc.





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.

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	26 March 2:00 to 4:00pm AEDT	19 March	Opening a client support period, SHSC concepts and definitions	Staff new to agency, staff requiring refresher training
	23 April 2:00 to 4:00pm AEST	16 April		
Advanced Register here	27 March 2:00 to 4:00pm AEDT	19 March	SHIP Reports	Managers or anyone responsible for SHS reporting
	24 April 2:00 to 4:00pm AEST	16 April	Data quality and fixing errors	Managers or coordinators with basic SHIP experience
Validata™ Webinar Register here	16 April 2:00 to 3:00pm AEST	9 April	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 2022-23 can be found [here](#).

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

