



Specialist Homelessness Services Collection e-Newsletter for homelessness agencies

1 August 2024



Data cut-off date for 2023-24 annual report

The cut-off date for agencies to load extracts for inclusion in the Annual Statistical Summaries is **Monday 5 August, 2024**. To continue the high submission rates achieved in previous reports, please ensure all extracts for the period July 2023 to June 2024 are uploaded and submitted to Validata™ by this deadline.



Validata™ is ready to receive July 2024 extracts

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



Housing data dashboard user feedback

Do you use the [Housing data dashboard](#)? We want to hear from you! The AIHW is conducting a survey to understand how and why you visit and use the site, how helpful and relevant the content is for you, and how we can enhance it. If you want to share your views, please take the survey [here](#), it will take about 5 minutes.



Free webinar series – protect yourself from scams

Scams are becoming increasingly sophisticated, targeting both individuals and organisations. Infoxchange have released a webinar on how to protect yourself from scams that is designed to provide you with the knowledge and tools you need to protect yourself from a wide range of fraudulent activities.

The webinar is free, but seats are limited. Each webinar is limited to a maximum of 20 participants. Learn more and book [here](#).

This webinar covers topics including:

- Understand fraud, scams and data breaches
- Spot scams
- Guard and protect yourselves from scammers
- Know your rights and responsibilities when it comes to scams



Who is a client?

A client is any person who receives a **direct** SHS service from your agency. A direct service is where someone is provided with a service aimed at responding to the needs of that particular person.

It is important to note that it is not just the provision of accommodation that makes someone a client. Any direct service provided by your agency to a person makes them a client and all these services should be recorded in the support period. This gives an accurate picture of the work being undertaken within your agency.

Individuals who only benefit **indirectly** from assistance are not included as clients. For example, if a parent receives tenancy support from your agency, that parent would



become a client, as they have received a direct service. Although the children have benefitted from this assistance, the service was not directly provided to them. Therefore, they would not become clients.

All accommodation your agency provides is a **direct** service. Therefore, if you provide accommodation to a parent and their children, then the children are also considered to be clients.

All clients **MUST** have at least one service recorded as being provided or referred each calendar month.

Further information relating to the definition of a client can be found in the [SHS Collection Manual on pages 5-7](#).



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	20 August 2:00 to 4:00pm AEST	13 August	Opening a client support period, SHSC concepts and definitions	Staff new to agency, staff requiring refresher training
	24 September 2:00 to 4:00pm AEST	17 September		
Advanced Register here	21 August 2:00 to 4:00pm AEST	13 August	Data quality and fixing errors	Managers or coordinators with basic SHIP experience
	25 September 2:00 to 4:00pm AEST	17 September	SHIP case management functions	Staff new to agency. Managers or coordinators with basic SHIP experience
Validata™ Webinar Register here	3 September 2:00 to 3:00pm AEST	27 August	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](#).

