# Specialist Homelessness Services Collection
# e-Newsletter for homelessness agencies

*1 October 2024*

## Cut-off date for 2024-25 3-month data

The cut-off date for agencies to submit extracts for inclusion in the 3-month Statistical Summary report is Monday, 4 November 2024. Please ensure all monthly extracts for July to September 2024 are submitted to Validata™ by this date.

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

## Validata™ is ready to receive September 2024 extracts

If your August 2024 extract has been submitted to Validata™, you can now upload and submit your September 2024 extract. Please remember to click the "Submit" button after your extract has been validated and contains zero critical errors.

## Important information in Validata™ - manager contact details

It is important that the manager contact details for each agency are reviewed and updated on a regular basis. The AIHW uses this information to authorise new users who are seeking access to Validata™.

Manager details for each agency can be found on the **Summary** tab in Validata™.
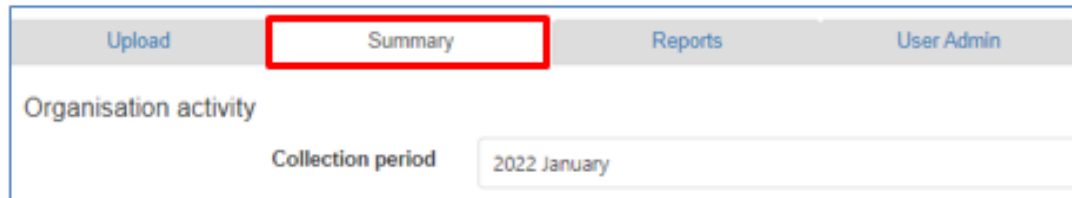


Select the 'information' icon next to the name of the agency to view the manager's contact details:



If the manager's details require updating, if for example a new manager has taken over this role, please contact the SHS Hotline on 1800 627 191 (option 2) or homelessness@aihw.gov.au to update these details.

## Confidentiality of client information

The AIHW does not collect, nor distribute, any identifiable information regarding SHS clients or unassisted persons. The AIHW only collects responses to questions in SHIP that are shown in **bold text**. All other questions that are in ordinary font are for the benefit and use of agency staff.

To ensure the confidentiality of clients, SHIP creates an **Alpha Code** for each client, which is collected by AIHW instead of their full name. The **Alpha Code** is made up of the **2nd and 3rd letters** of a client's first name, and the **2nd, 3rd and 5th letters** of their family name. This code then forms a part of a statistical linkage key, which is used to count and report the number of clients receiving services.

When entering client details in SHIP, it is important to use your client's formal name as stated on their Medicare or Centrelink card. Recording nicknames or a person's alias increases the likelihood of creating duplicate client records.

## 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**<br>Register<br>here | **15 October 2:00 to 4:00pm AEDT** | 8 October | Opening a client support period, SHSC concepts and definitions | Staff new to agency, staff requiring refresher training |
| | **12 November 2:00 to 4:00pm AEDT** | 5 November | | |
| **Advanced**<br>Register<br>here | **16 October 2:00 to 4:00pm AEDT** | 8 October | SHIP administrative functions | Managers or coordinators with basic SHIP experience |
| | **13 November 2:00 to 4:00pm AEDT** | 5 November | SHIP reports | Managers or anyone responsible for SHS reporting |
| **Validata™ Webinar**<br>Register<br>here | **26 November 2:00 to 3:00pm AEDT** | 19 November | 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.