



Australian Government
**Australian Institute of
Health and Welfare**



Specialist Homelessness Services collection e-Newsletter for homelessness agencies

18 January 2012



Please send in your December data now!

- It is time to send in your December SHS data now. Please upload your December data extracts to SHOR by 31 January (if possible).
- Remember that you need to submit extracts in chronological order (so November data has to be loaded and validated before you can load your December data, etc.).



Manuals and other resources to help you send in your data

Links to manuals and other help guides for SHIP, SHOR and the SHS collection can all be found here:

<http://www.aihw.gov.au/shsc-resources/>

New SHOR eLearning modules

Have a look at the new SHOR eLearning modules on the SHSC resources webpage.

- [Everything you need to know about passwords](#)
- [How to fix the most common validation error \(C07.004.04\)](#)

Please note that when your extract fails because you have added new clients into SHIP after submitting the previous month's extract (error code: C07.004.04) you DO NOT need to go back in to your client records in SHIP. Simply withdraw the extract for the previous month (month 1) in SHIP, then re-run the extract and upload for that month. You can then re-upload your extract for the current month (month 2).



What do you think?

AIHW is trialling these new eLearning modules. Please let us know what you think of them and any suggestions for other eLearning modules.

For help

For help with and information on the Specialist Homelessness Services collection, SHOR and SHIP:



Phone us on
1800 627 191

*Press option 1 for SHIP support OR
option 2 for SHOR or other support*



Email us at
homelessness@aihw.gov.au



Or visit us at
www.aihw.gov.au/shsc