



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



Specialist Homelessness Services collection e-Newsletter for homelessness agencies

1 November 2011

Calling all July, August & September data!

Have we received your July, August & September data? Data for these 3 months can all be loaded to SHOR now – and it's important we receive it all by Monday 14th November.

This is so that we can report on the main findings of the first quarter of data collection on schedule in early 2012, as agreed to by all governments. If for any reason you cannot provide data for any of these months by then, please let us know via the hotline or email (see 'For help' below).

Note that we're not quite ready for your October data just yet – we'll let you know when we are ready to receive that.



Some tips for SHIP users:

1. Your data files need to be loaded in chronological order (July data has to be loaded and validated before you can load your August data, etc.). Please note you will not be able to load your data for all three months in one session, even if there are no problems with your data (see point 3 below).
2. When you successfully load your data to SHOR you will get a message to confirm this straight away on the screen. If there's a problem loading your file you will be sent an email with more information about the possible reasons for this.
3. Once your data is loaded into SHOR, it is run through an automatic validation process to make sure there are no problems with the data. After this has happened:
 - *if there are no problems with the data* – you will get an email to tell you this (this may take up to a day). After this, you will have to wait another day (until your data is fully processed within the system) before you can load your next month's file.
 - *if there are problems that need to be fixed* – you will get an email to tell you this (this may take up to a day). To see what the problems are, you will need to log in to SHOR and view the results (under the SHS Summary tab) so you can fix the problems in SHIP and re-submit the data.

Checking your files in SHOR

At any time, you can check in SHOR (the secure AIHW website at <https://validatashp.aihw.gov.au>) to see what data your agency has already submitted, and the status of these files (whether there are errors that need to be fixed, or whether the data is are 'clean').

SHOR tip:

1. When you check on the status of your files in SHOR, make sure you first choose a collection period, then look at the information under the 'Submission' or 'Errors' tab in the SHS Submission Summary section.
2. You may notice that your 'SHED status' is listed as 'valid' or 'outstanding'—this just means that your state department has confirmed (or has not yet confirmed) that your agency is expected to submit data relating to that month. It does not mean that your data has not yet been received, or that the data file is clean. For that information, you must look under the 'Submission' or 'Errors' tab.

1. Choose a collection period

2. Check validation details here

Ignore this

If you have any questions about how to use SHOR, you can refer to the latest user manual (available from our [website](#)), or you can contact us directly.



If you use paper forms:

You can send in all your paper forms for July, August and September straight away. AIHW staff will contact you directly about any errors in the data.



If you use another client management system:

If you use another client management system, please keep collecting and recording data for all clients and unassisted people. We are currently finalising systems testing and will be in contact with your organisation soon to discuss arrangements for submitting data.

For help

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



Phone us on
1800 627 191



Email us at
homelessness@aihw.gov.au



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

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