



Specialist Homelessness Services collection e-Newsletter for homelessness agencies

1 September 2011

Submitting your data for July through SHOR

As mentioned in our [5 August and 25 August e-Newsletters](#), we've disabled the 'SHS summary' tab in SHOR (the secure AIHW website) so for now you won't be able to view the results of data validation. We've done this while we analyse the types of error messages we're getting, and we will only be asking you to fix those that are the most important and that will impact on the quality of data in the long-term.

If your data contains any errors that must be fixed, you'll get an email over the next week or so asking you to log in to SHOR to see what those errors are. You'll then need to fix the errors (please!) in SHIP (or your own client management system) and resubmit the data through SHOR.

Submitting your data for August through SHOR

If your July data contains no errors that need fixing, you'll get an email notifying you of this. Until you receive this email, SHOR won't allow you to submit your data for the month of August (since we need to process files in chronological order). If you *do* try to submit your August data in SHOR, you will get an error message – please ignore this message and just hold on to your August data until you receive the email mentioned above.

Once you receive the email saying your July data was valid, it may take a day or two before you can submit your August data – we acknowledge that this is a nuisance, but ask you to please be patient and bear with us during these first few months as things settle down with the new Specialist Homelessness Services (SHS) collection.




Not logged into SHOR yet?

To keep your data secure in SHOR, remember the person nominated to be the 'administrator' can't use a generic email address if it's shared between multiple users. For example manager@agencyname.org.au would not be ok if that address is accessed by more than one person (but would be ok if only *one* person accesses it). It's preferable to use an individual email address such as joe.bloggs@agencyname.org.au to remove any doubts.

Today's tip

When recording information on a client, remember the 'Presenting Unit ID' is the same as the 'Support Period ID' of the presenting unit head (this 'Support Period ID' will then also become the 'Presenting Unit ID' for *each member* of the entire group).

AIHW hotline

-  phone the AIHW hotline on **1800 627 191**
-  email homelessness@aihw.gov.au
-  or visit www.aihw.gov.au/shsc