



## **Specialist Homelessness Services collection e-Newsletter for homelessness agencies**

*12 May 2011*

### **Will you be ready for the start of the new SHS collection on 1 July?**

From 1 July, the type of information you collect on clients will change when the new Specialist Homelessness Services (SHS) collection replaces SAAP. We're changing the data collection so it's more client-focused and relevant, with extra valuable information to help address homelessness.

To be ready for this change, make sure key staff from your agency are registered to participate in training. Your state or territory department will arrange and conduct this training, so if you haven't received registration information please make contact with the relevant department.

**For agencies who choose to use the new client management system** (the Specialist Information Platform – SHIP – which replaces SMART), you need to make sure you meet the IT requirements (see the [31 March e-Newsletter on our website](#)).

**For agencies using your own client management system**, make sure it's certified to collect the new information on clients (email us or phone the hotline for further information- see below).

**For agencies wanting to use paper forms** to collect client information, make sure you understand the new information to be collected (see samples of the new collection forms on our [website](#)). Now is also the time to consider moving to electronic means of collecting your client information.

### **What's new online?**

Check the [AIHW website \(www.aihw.gov.au/shsc\)](http://www.aihw.gov.au/shsc) for more information including:

- sample collection forms
- questions and answers on SHIP, the new client management system
- how to submit your client information to AIHW through a new website called Specialist Homelessness Online Reporting (SHOR)
- a diagram showing how SHS, SHIP and SHOR fit together.

The new SHS collection will paint a better picture of homelessness by recording children as clients and getting additional information on clients (for example on mental health, previous type of residence and previous experience of homelessness), while continuing to protect the confidentiality and privacy of client information. It will also provide more information on services provided, so we have a better idea of how resource-intensive some services are.

**For details, phone the AIHW hotline on 1800 627 191 or email [homelessness@aihw.gov.au](mailto:homelessness@aihw.gov.au)**