



Specialist Homelessness Services collection e-Newsletter for homelessness agencies

15 July 2011

Accessing SHOR

Please note the process for accessing the secure AIHW website SHOR (Specialist Homelessness Online Reporting) has changed since our last e-Newsletter, dated 29 June. These new instructions are for all agencies reporting under the Specialist Homelessness Services (SHS) collection, except those who will be submitting their SHS data on paper forms only.

Over the next week, one administrator in each agency and legal entity will receive an email containing both your User ID and password for SHOR. This is where you'll submit your SHS data electronically each month (your July data submission is due in August).

To activate your SHOR account:

1. phone the **AIHW hotline on 1800 627 191** between **9am-12noon** and **2pm-4pm** (AEST).
2. make sure you have your User ID ready, plus you'll be asked for your new agency ID to verify who you are. If you don't know your agency ID for the SHS collection (which is different to the agency ID under the SAAP collection), contact your state or territory department.

This process only applies when the first administrator in each agency is created. After that, agency administrators can create new users who will be able to access SHOR when they receive their User ID and passwords.

Troubleshooting SHIP

If you're using the new client management system SHIP (Specialist Homelessness Information Platform) and your access seems slow:

- check your broadband connection with your internet provider
- ensure your screen resolution is 1024 x 768 or above (1280 x 1024 is recommended).

Avoiding duplicate client records

A reminder: each agency can only submit its monthly SHS data via the one method they have already nominated (that is, paper forms, eForms, or an electronic extract from a client management system). Submitting data via more than one method can duplicate client records.

Contact

- Visit www.aihw.gov.au/shsc
- Phone the AIHW hotline on 1800 627 191
- Email homelessness@aihw.gov.au