



Australian Government

**Australian Institute of
Health and Welfare**



Specialist Homelessness Services collection e-Newsletter for homelessness agencies

2 June 2011

How do I access SHIP and SHOR?

In the lead up to the new Specialist Homelessness Services (SHS) collection starting 1 July, the AIHW is working with Infoxchange Australia to implement the new client management system (SHIP – Specialist Homelessness Information Platform). In June, one contact person per agency will be given an Administrator account for SHIP. The Administrator will then create all User accounts for your agency staff with the appropriate access levels to log in to SHIP. All SHIP users will have a unique username and password.

Your agency will be advised of your new agency ID for the new collection in early June. Your state or territory government agency will provide the ID. You'll need this ID if you are migrating client information from SMART to SHIP. It will also be helpful to quote this ID if you contact the AIHW hotline.

All agencies will also need this new agency ID to log in to SHOR, the Specialist Homelessness Online Reporting website, to submit the client information required for the SHS collection each month. The AIHW is setting up Administrator accounts for SHOR and will notify agencies of login details and instructions on how to use SHOR in late June.

If your agency is using its own client management system (or electronic or paper forms) you will not need access to SHIP and will therefore only receive Administrator account details and instructions for SHOR.

Will your client information be safe?

All client information will remain safe, both when it's stored in SHIP and once it's been submitted to the SHOR website.

SHIP is a more secure system than its predecessor SMART – information is stored, audited, and backed up in a controlled and centralised way (rather than being backed up to individual agencies' own computers). SHIP is a web-based system hosted by Infoxchange that offers a secure web link for every session that you are entering and accessing client information. As well as being password-protected, SHIP has strict access restrictions appropriate for different agency staff, and users will be timed-out if the session is inactive for too long. In addition, all SHIP infrastructure hosted by Infoxchange is maintained in a secure environment which meets or exceeds Australian Government Protective Security Protocols.

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SHOR is a secure AIHW website that also meets all AIHW security standards (password-protection, encryption, monitoring of all access). In SHOR:

- all names and detailed addresses are removed before data is submitted to AIHW so clients cannot be identified.
- authorised staff in agencies will only have access to Error Reports (the results of the validation tests) relating to data submitted by your own agency for the previous 12 months. This will tell you whether you need to fix and resubmit the file (each month's file has to pass validation before you can submit the next month's file).
- only authorised AIHW staff will have access to the SHS data submitted to the AIHW.

For more details:

- Visit www.aihw.gov.au/shsc (including information on how to migrate basic client information for agencies moving from SMART to SHIP)
- phone the AIHW hotline on 1800 627 191
- or email homelessness@aihw.gov.au