



Specialist Homelessness Services collection e-Newsletter for homelessness agencies

21 April 2011

A new client management system

The Specialist Homelessness Information Platform (SHIP) is the new client management system being developed by Infoxchange Australia ahead of the new Specialist Homelessness Services (SHS) collection commencing 1 July 2011. SHIP will be free to all agencies who wish to use it. SHIP is web-based so you'll need certain minimum IT requirements (see [31 March e-Newsletter](#)).

Helping you manage your clients

SHIP is designed specifically for the homelessness sector, and will include case management and planning features such as case notes, linking individuals to family members, ability to add attachments to client notes (e.g. court orders), and client numbers and history (e.g. previous residence).

SHIP will be easy and quick for users to navigate, and will include a 'Recent client' list and 'My Clients' for easy access to client records for case workers. Other features will be:

- a copy function where information which is the same for all family members can be copied from one member to the others
- 'fuzzy matching' search facility to help you find clients: for example if you're searching for 'John', it will also search for 'Jon', 'Jonn' etc.

If you're using SHIP, you can run reports at any time to see how many clients your agency has and what information you have about them. The AIHW will also produce agency reports quarterly.

Your client information will be safe and secure

SHIP will ensure your client data is safe and secure by:

- adhering to national security and privacy standards
- providing access permissions to ensure privacy of client data
- protecting passwords
- hosting data online rather than on your own system, meaning you will no longer have to rely on or maintain your own data back-ups.

Migrating data from SMART into SHIP

For many agencies using the current client management system (SMART), some data can be migrated into SHIP to start the new SHS collection. However much of the data required for the SHS is new, so agencies will be required to enter this from 1 July (e.g. previous homelessness, mental health etc.)

Want to know more?

If you're considering using or developing your own client management system, it must be certified by the AIHW so you can submit the data required by the SHS collection. Phone the AIHW hotline on 1800 627 191, email homelessness@aihw.gov.au, or visit www.aihw.gov.au/shsc