



Specialist Homelessness Services collection e-Newsletter for homelessness agencies

25 August 2011

Getting ready to submit your data in SHOR

The AIHW is currently experiencing delays in getting all agencies ready to submit their Specialist Homelessness Services (SHS) data in SHOR, AIHW's secure website.

More than half the 1,500 or so agencies across Australia that need to submit their data through SHOR have received login details and have activated their account. Please note that we have received a larger than anticipated number of queries about this process and many of these are taking longer than expected to resolve, particularly in verification of contact details (which is required to maintain security of the system). This means that there is a backlog both in queries made to the AIHW hotline as well as in the number of accounts that need to be created. We are working through these as quickly as possible, and we thank you for your patience.

To help you get up and running in SHOR:

- remember only the nominated 'administrator' can activate an account in SHOR – once you've received our email with your login and password, phone the AIHW hotline on 1800 627 191 between 9am–12noon and 2pm–4pm to activate your account. The administrator can then set up user accounts for other staff in your agency.
- if you want to change who's been nominated as the administrator for your agency, please contact your state or territory department. The AIHW is receiving an extremely high volume of such requests and is trying to process these as quickly as possible by batching them once a week – so please call back after a week if the new administrator still hasn't received login details.
- please note you can't use generic email addresses such as "ceo@agencyname.org.au"; each email address must relate to an individual, for example "joe.bloggs@agencyname.org.au", and cannot be shared between multiple users.

Due date for submitting SHS data

Since the AIHW is experiencing a high volume of work to ensure all agencies have secure access to SHOR, the due date has been extended and **we will keep you informed when SHS submissions are due**.

For those agencies that are ready to submit data through SHOR, you will get a message onscreen stating whether your file upload has been successful or not. If it failed, you'll also get an email telling you what to do next. You won't be able to view the results of data validation yourself – we've disabled the 'SHS summary tab' for the first month of collection so we can assess the types of validation failures we get. We will contact you if any data needs to be corrected.

For help in submitting your data through SHOR, visit the [AIHW website](#) to download 'From SHIP to SHOR', 'SHOR account management guide' and 'SHOR eForms user guide'.

continued...



Using paper forms? Avoid some of the pitfalls.

If your agency is using paper forms to collect SHS data, ensure your data is valid by making sure you:

- write the new **6-digit** agency or organisation ID (not the 5-digit ID used in the previous SAAP collection) on the form
- use the **correct printed form** for the right person:
 - **blue** - 'Initial client form'
 - **green** - 'Ongoing client form'
 - **yellow** - 'Unassisted person form'
 - **pink** - 'Resubmission form'.

The forms are supplied by AIHW and can be re-ordered. Do not use a photocopied form.

- remember to fill out the **sex (gender)** field for each client
- in the client's alpha code section - where the client's first or family name is not long enough, fill in any remaining boxes with a '2'
- get your client's **consent** where indicated on the form
- when filling in the forms, use **BLOCK LETTERS** and cross one circle (or box) only – don't colour in or tick
- **do not staple** forms or place one set of forms within another set of forms
- do not put any adhesive tape or post-it notes on the pages
- to avoid confusion, each agency should **include a completed Form Return Sheet** in each envelop that they send to AIHW
- **wait for 'white out' to dry** completely before closing forms. Wet white out will glue pages together which makes it difficult to deal with the forms
- before you send in your forms make certain that you have **recorded the Support Period ID separately for each client**, as this will need to be entered on future forms.

AIHW hotline

For help with and information on the Specialist Homelessness Services (SHS) collection:



- phone the AIHW hotline on **1800 627 191**



- email homelessness@aihw.gov.au



- or visit www.aihw.gov.au/shsc