



Australian Government
**Australian Institute of
Health and Welfare**



Specialist Homelessness Services collection e-Newsletter for homelessness agencies

22 September 2011



Update on your July data

Thanks to all agencies who submitted their data for the month of July and have been patiently waiting for the next step – we've been busily analysing this data and doing a lot of behind-the-scene fixes with the help of Infoxchange (developers of the SHIP client management system).

SHIP has recently been updated to reduce the number of errors generated and hence workload on agencies to fix them. Some of the errors that have been fixed related to data that was automatically migrated from the former client management system (SMART) into SHIP; for example, some fields that were allowed to be blank or null under the SAAP collection have had to be changed to "don't know" or "not applicable" for the SHS collection.

We've just completed a trial validating data from the ACT for the month of July through the secure AIHW website SHOR (Specialist Homelessness Online Reporting), and are pleased to say almost all ACT agency extracts are now 'clean'. We'll now progress through the July data submitted by all other states and territories, and will tell you if you have any errors, and if so how to fix them. The next step will then be to ask you to submit your data for the month of August.

Once you are ready to load your August data into SHOR, if you get a message about the SHED file not being loaded, please just ignore this – it just means we're still working through July files to validate the data.

SHIP password requirements

In line with the recent improvements made to the security of SHIP, the new standard for passwords is:

- at least 8 characters
- must contain 1 upper case letter
- must contain 1 lower case letter
- must contain 1 number
- and not be the same as your current password.

The next version of SHIP to be released will also include a statement of 'Terms and Conditions' that you will be asked to acknowledge or accept when you log in. These terms and conditions are standard for sites of this kind, and are basically about acknowledging that you will use the system with integrity, and will not share your password or any client data.

Thanks also to those agencies that have been helping the AIHW and state and territory departments to clean up any potential duplicate logins for SHIP. Tidying up duplicate accounts helps maintain the security of SHIP and ensures states and territories are not paying for unused or unnecessary licences.






Latest news on SHOR

Relevant news from this and past e-Newsletters are now available under the 'Latest news' section on SHOR (Specialist Homelessness Online Reporting), the secure AIHW website where you submit your data: <https://validatashpsp.aihw.gov.au>

And check out the latest SHOR manual at www.aihw.gov.au/shor/

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**](mailto:homelessness@aihw.gov.au)
-  or visit [**www.aihw.gov.au/shsc**](http://www.aihw.gov.au/shsc)