



Specialist Homelessness Services collection e-Newsletter for homelessness agencies

6 September 2011



SHIP passes extra security tests

Following recent privacy breaches in the new client management system SHIP (see [5 August e-Newsletter](#)), further security testing has been conducted by an independent security expert in addition to that conducted by AIHW and by Infoxchange (developers of SHIP). We've tightened the overall security of the system even further, and removed other possible vulnerabilities that may have occurred from either intentional or inadvertent use.

We are confident no more breaches can occur, and those reporting functions that were temporarily disabled have now been turned back on.

What can you do to ensure security?




When you next log on, you'll notice much more detail has been added to the terms and 'conditions of use', including the responsibilities of all people using SHIP. To help increase security from your end, we also recommend you have your own antivirus software.

Optimise the use of your SHIP user IDs

In line with the tightened security, administrators should also now review their user accounts and delete any that are no longer required (if, for example, any user has left your organisation, moved into a different role, or no longer requires the level of access initially granted). If you are unsure of the various access levels available, please refer to pages 86 and 87 of the SHIP User Guide (<http://www.aihw.gov.au/ship-manuals/>).

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