



Specialist Homelessness Services collection e-Newsletter for homelessness agencies

29 June 2011

Guide for the Commencement of the SHS collection

In the lead up to the new Specialist Homelessness Services (SHS) collection starting this Friday 1 July, all agencies should read the 'Guide for the Commencement of the Specialist Homelessness Services Collection for Agencies' on the AIHW website (<http://www.aihw.gov.au/shsc/>). This details what's changed and what you need to do to comply with the new collection for new and ongoing clients.

Registering for SHOR and SHIP

Next week, all agencies will get an email from the AIHW with your account login details for the secure website SHOR (Specialist Homelessness Online Reporting), followed by a letter in the mail with your password. If you haven't received these by 15 July, contact AIHW hotline – see below. Please note these will go to one administrator only per agency.

Those agencies using the new client management system SHIP (Specialist Homelessness Information Platform) should already have received an email from Infochange with your login details for SHIP. If you haven't received it, contact the AIHW hotline – see below. You'll also get an email on Thursday 30 June with the URL for SHIP.

Submit your SHS client information via *one* method only

For any agency who has nominated to use paper forms, please do not download forms from the AIHW website – these are *samples* only. You must use the official AIHW, uniquely-numbered paper forms that should have already been posted to you.

For any agency who has nominated to use a client management system but for whatever reason you aren't ready to use SHIP or your own CMS from 1 July, you will still need to collect SHS client information. As a suggestion, you may be able to do this by using a dummy or *sample* form (e.g. downloaded from the AIHW website) until you're ready to enter it into your CMS. If you use a sample form to initially collect information, please ensure that forms from the same presenting unit are kept together and indicate which form is the presenting unit head to assist your data entry into your CMS. For assistance, contact the AIHW hotline – see below.

Either way, each agency can only submit their monthly SHS data via the one method they have nominated: paper, e-form or an electronic extract from a client management system.

Other tips

What to do if:

- you lost your SHIP password: your administrator can reset your password or if you have a recorded email address and secret question you can also access a password reset function
- don't know who your administrator is: contact your jurisdiction (state or territory department)

- your administrator is on leave and you don't have a log in: contact your jurisdiction.

If you're using paper forms for the new SHS collection:

- use capitals throughout, especially with the ALPHA code
- write inside the square
- use black pen.

How to access historical SMART data

See detailed instructions on 'How to access historical SMART data' on the AIHW website under '[SHIP: questions and answers](http://www.aihw.gov.au/ship-questions-answers/)':Q9 (<http://www.aihw.gov.au/ship-questions-answers/>)

Contacts:

- Visit www.aihw.gov.au/shsc
- phone the AIHW hotline on 1800 627 191
- email homelessness@aihw.gov.au