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# 18 Homelessness services

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### Attachment tables

Attachment tables are identified in references throughout this chapter by a '18A' prefix (for example, table 18A.1). A full list of attachment tables is provided at the end of this chapter, and the attachment tables are available from the Review website at [www.pc.gov.au/gsp](http://www.pc.gov.au/gsp).

Homelessness has multiple causes. Some of the social and personal factors associated with homelessness include a shortage of affordable housing, family and relationship breakdown, unemployment and financial hardship, mental health problems, and drug and alcohol abuse (COAG Reform Council 2010).

Australian, State and Territory governments fund services to assist people who are homeless or at risk of homelessness.

Between 1985 and 2009, the Australian Government and State and Territory governments funded the Supported Accommodation Assistance Program (SAAP) to alleviate the difficulties of people who are homeless or at risk of homelessness and reduce the potential for their recurrence.

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The National Affordable Housing Agreement (NAHA) commenced on 1 January 2009 as part of the Intergovernmental Agreement on Federal Financial Relations. The NAHA is associated with the National Affordable Housing Specific Purpose Payment (NAHSPP), which is an indexed ongoing payment by the Australian Government to the states and territories to be spent in the housing and homelessness sector. To support the NAHA, the National Partnership Agreement on Homelessness (NPAH) commenced on 1 July 2009. Government funding for specialist homelessness services is provided through the NAHSPP.

The NAHA and NPAH provide the framework for Australian Government and State and Territory governments to work together to reduce homelessness and improve housing outcomes for Australians.

Under the NAHA, governments have committed to undertake reforms in the housing sector to improve integration between homelessness services and mainstream services, and reduce the rate of homelessness. The NAHA outcomes include:

- people who are homeless or at risk of homelessness achieve sustainable housing and social inclusion
- people are able to rent housing that meets their needs
- people can purchase affordable housing
- people have access to housing through an efficient and responsible housing market
- Aboriginal and Torres Strait Islander people have the same housing opportunities (in relation to homelessness services, housing rental, housing purchase and access to housing through an efficient and responsive housing market) as other Australians
- Aboriginal and Torres Strait Islander people have improved housing amenity and reduced overcrowding, particularly in remote areas and discrete communities.

The NPAH contributes to the NAHA outcome to help “people who are homeless or at risk of homelessness achieve sustainable housing and social inclusion”. The NPAH outcomes are:

- fewer people will become homeless and fewer of these people will sleep rough
- fewer people will become homeless more than once
- people at risk of or experiencing homelessness will maintain or improve connections with their families and communities, and maintain or improve their education, training or employment participation
- people at risk of or experiencing homelessness will be supported by quality services, with improved access to sustainable housing.

The 2009–13 NPAH reflected a major reform of the way the Australian Government and State and Territory governments worked together to tackle homelessness. As part of wider Council of Australian Governments (COAG) reforms, the NPAH clarified that States and

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Territories were responsible for day to day delivery of services, as they are best placed to consider local context. One of the critical features of the new COAG approach was that the achievement of outcomes would not be narrowly defined, but focused on improving the delivery of services to prevent and respond to homelessness.

Under the initial NPAH (\$1.1 billion over four years), which concluded on 30 June 2013, more than 180 initiatives provided housing and support services for people who would otherwise have been homeless.

Following a one-year transitional NPAH 2013–14, a further one year Agreement was implemented for 2014–15 in which the Australian Government provides \$115 million in funding. States and territories are required to match this funding, and some may exceed this requirement.

This chapter presents data on government-funded specialist homelessness services and the people accessing these services. Homelessness services that do not receive government funding and other non-specialist homelessness services are not included in this Report.

Data from the Specialist Homelessness Services data collection (SHSC) commenced in 2011–12 and are included in this Report. The SHSC replaced the SAAP National Data Collection which concluded in 2010–11. SAAP data were last published in the 2013 Report.

Improvements to the reporting of homelessness services in this edition include:

- the expansion of the ‘access of special needs groups to homelessness services’ indicator to include a measure for people with disability, enumerated by data from the SHSC
- the inclusion of data quality information (DQI) for the measure ‘access to homelessness services by clients with disability’ and the indicator ‘clients experiencing repeat periods of homelessness’.

## **18.1 Profile of homelessness services**

### **Services to assist people who are homeless or at imminent risk of becoming homeless**

Specialist homelessness services aim to provide support to people who are homeless or at imminent risk of becoming homeless as a result of a crisis, including women and children escaping domestic and family violence.

Some of the main developments of SAAP that have influenced the current service environment include:

- 
- expansion of target groups and increasing specialisation of services
  - the provision of non-accommodation support services
  - responding to the individual needs of clients through an emphasis on case management and an integrated service response — a form of service delivery that involves an assessment process to identify the specific needs of clients and to connect them with appropriate services (AIHW 2011).

Government and non-government service providers (including community organisations) deliver a variety of homelessness services to clients, including supported accommodation, counselling, advocacy, links to housing, health, education and employment services, outreach support, brokerage and meals services, and financial and employment assistance.

## **Homelessness services and the link with other services**

Close links exist between homelessness services and other forms of housing assistance reported in the Housing chapter of this Report (chapter 17). Some individuals and families access both homelessness and housing services, as people can move from homelessness to social housing, or might be in receipt of homelessness services and accommodated in social housing.<sup>1</sup> Some community housing organisations provide short-term and transitional accommodation and some specialist homelessness agencies provide long-term accommodation. The Housing and homelessness sector overview provides some information on the interconnections between these and other services.

## **Size and scope**

### **Definition of homelessness**

Data on homelessness from the 2011, 2006 and 2001 Census are based on the Australian Bureau of Statistics (ABS) methodology (ABS 2012a) and statistical definition of homelessness (ABS 2012b), which were both developed following consultation with the homelessness sector.

When a person does not have suitable accommodation alternatives they are considered homeless if their current living arrangement:

- is in a dwelling that is inadequate; or
- has no tenure, or if their initial tenure is short and not extendable; or
- does not allow them to have control of, and access to space for, social relations (ABS 2012b).

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<sup>1</sup> Social housing includes public and community housing. For further information on these forms of housing assistance, see chapter 17 (box 17.1).

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This definition applies to the general population and includes aspects of adequacy, security, stability and privacy (ABS 2012b).

In 2011, 105 237 people were estimated to be homeless on Census night (ABS 2012c).

Data on homeless people are categorised by the ABS according to homelessness operational groups. The majority of homeless people in 2011 were ‘persons living in severely crowded dwellings’<sup>2</sup> (39 per cent). Homeless people who were staying in supported accommodation accounted for 20 per cent of the homeless population. Similar proportions of homeless people were staying temporarily in other households (17 per cent) and in boarding houses (17 per cent). Only 6 per cent of homeless people were in improvised dwellings, tents or sleepers out and 1 per cent were in other temporary lodgings on Census night.

Estimates of homelessness from the Census provide a point-in-time prevalence measure of homelessness and information about the characteristics of those who were likely to have been homeless. However, estimates of people who are homeless on Census night may be over- or under-estimated if the data collected about a person are not sufficient to be certain about whether or not they were homeless on Census night, or under-enumerated (not counted in the Census at all). Aboriginal and Torres Strait Islander people are more likely to be both under-enumerated and overrepresented in the homeless population (ABS 2012c).<sup>3</sup>

All clients of specialist homelessness services are either homeless or at risk of homelessness. ‘Homeless’ status is derived for a client based on the client’s housing circumstances at the beginning of their first support period in 2013–14 (or at the beginning of 2013–14 for clients who were existing clients on 1 July 2013). All other clients not meeting these criteria are considered to be at risk of homelessness (excluding clients who did not provide sufficient information to make this assessment).

A client in the SHSC is considered ‘homeless’ if their housing situation was any of the following:

- no shelter or improvised dwelling: includes where dwelling type is no dwelling/street/park/in the open, motor vehicle, improvised building/dwelling, caravan, cabin, boat, tent; or tenure type is renting or living rent-free in a caravan park
- short-term temporary accommodation: dwelling type is boarding/rooming house, emergency accommodation, hotel/motel/bed and breakfast; or tenure type is renting or

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<sup>2</sup> The ABS categorises a dwelling as severely crowded if it requires four or more extra bedrooms to accommodate the number of people who usually live there, based on the Canadian National Occupancy Standard (ABS 2012b).

<sup>3</sup> The Post Enumeration Survey (PES) only covers people in private dwellings at the time of the PES and therefore cannot be used to estimate underenumeration of the homeless population in the Census (ABS 2012c).

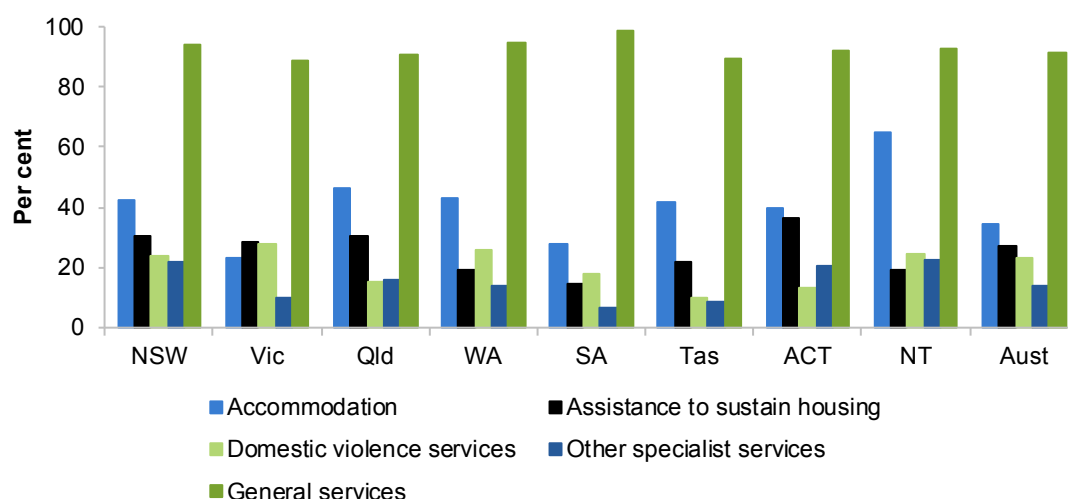
living rent-free in boarding/rooming house, renting or living rent-free in emergency accommodation or transitional housing

- house, townhouse or flat (couch surfing or with no tenure): tenure type is no tenure; or conditions of occupancy are living with relatives fee free, couch surfing.

Homeless status in the SHSC is determined by aligning as closely as possible with the ABS's statistical definition of homelessness (ABS 2012c).

Nationally, specialist homelessness services agencies provided support to an estimated 254 001 people in 2013–14 (table 18A.1). Besides general services (91.5 per cent), services commonly provided included accommodation (34.4 per cent), assistance to sustain housing (26.9 per cent), domestic violence services (22.9 per cent), and other specialist services (13.7 per cent). These results varied across jurisdictions (figure 18.1).

Figure 18.1 **Composition of support provided, all clients, 2013–14**



Source: AIHW (unpublished) *Specialist Homelessness Services Collection*, Australia; table 18A.1.

## Funding

Government funded specialist homelessness services are jointly funded by the Australian Government and State and Territory governments, through the NAHA and NPAH.

Direct expenditure on specialist homelessness services is undertaken by State and Territory governments. Recurrent government expenditure on specialist homelessness services for 2013–14 was \$619.1 million, compared to \$587.8 million in 2012–13 (2013–14 dollars) (table 18A.3). Most of this expenditure (97.4 per cent) was funding provided to agencies to deliver services for people who are homeless or at risk of homelessness, while the

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remaining expenditure (2.6 per cent) was attributed to State and Territory governments' administration costs (table 18A.2).

Nationally, real recurrent funding per person in the population was \$27 in 2013–14, though the amount of funding per person varied across jurisdictions (table 18A.4).

## **18.2 Framework of performance indicators for government funded specialist homelessness services**

The performance indicator framework for government funded specialist homelessness services is based on shared government objectives for homelessness services delivered under the NAHA (box 18.1).

COAG has agreed six National Agreements to enhance accountability to the public for the outcomes achieved or outputs delivered by a range of government services, (see chapter 1 for more detail on reforms to federal financial relations).

The NAHA covers the areas of housing and homelessness services. Performance indicators reported in this chapter are aligned with homelessness services performance indicators in the most recent version of the NAHA, where relevant.

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### **Box 18.1 Objectives for government funded specialist homelessness services**

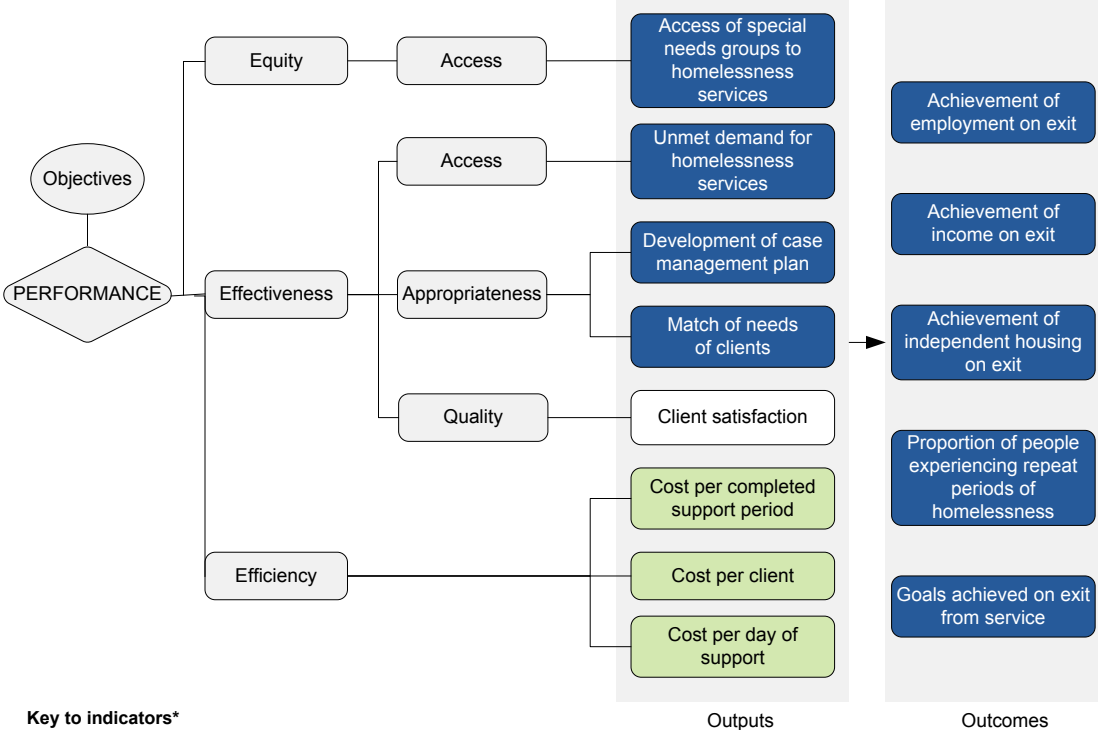
The overall aim of specialist homelessness services is to provide transitional supported accommodation and a range of related support services, to help people who are homeless or at imminent risk of homelessness to achieve the maximum possible degree of self-reliance and independence. Within this aim, the goals are to:

- resolve crises
- re-establish family links where appropriate
- re-establish the capacity of clients to live independently, achieve sustainable housing and social inclusion
- provide homelessness services in an equitable and efficient manner.

The performance indicator framework provides information on equity, efficiency and effectiveness, and distinguishes the outputs and outcomes of homelessness services (figure 18.2). The performance indicator framework shows which data are comparable in the 2015 Report. For data that are not considered directly comparable, text includes relevant caveats and supporting commentary. Chapter 1 discusses data comparability and completeness from a Report-wide perspective (section 1.6).

Different delivery contexts and locations influence the equity, effectiveness and efficiency of homelessness services. The Report’s statistical context chapter contains data that may assist in interpreting the performance indicators presented in this chapter. These data cover a range of demographic and geographic characteristics, including age profile, geographic distribution of the population, income levels, education levels, tenure of dwellings and cultural background (including Aboriginal and Torres Strait Islander and cultural status) (chapter 2).

**Figure 18.2 Government funded specialist homelessness services performance indicator framework**



**Key to indicators\***

- Text Most recent data for all measures are comparable and complete
- Text Most recent data for at least one measure are comparable and complete
- Text Most recent data for all measures are either not comparable and/or not complete
- Text No data reported and/or no measures yet developed

\* A description of the comparability and completeness of each measure is provided in indicator interpretation boxes within the chapter

### 18.3 Key performance indicator results for government funded specialist homelessness services

Data reported in this section are for government funded specialist homelessness services delivered under the NAHA and NPAH. Data are sourced from the SHSC, which reports the number of clients and the number and types of services provided to clients (box 18.2).



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Data quality information (DQI) is being progressively introduced for all indicators in the Report. The purpose of DQI is to provide structured and consistent information about quality aspects of data used to report on performance indicators, in addition to material in the chapter or sector overview and attachment tables. DQI in this Report cover the seven dimensions in the ABS' data quality framework (institutional environment, relevance, timeliness, accuracy, coherence, accessibility and interpretability) in addition to dimensions that define and describe performance indicators in a consistent manner, and key data gaps and issues identified by the Steering Committee.

All DQI for the 2015 Report can be found at [www.pc.gov.au/rogs/2015](http://www.pc.gov.au/rogs/2015).

### **Box 18.2 Specialist homelessness services collection (SHSC)**

Specialist homelessness services collection (SHSC) data are collected by specialist homelessness agencies for all clients, and reported each month to the Australian Institute of Health and Welfare (AIHW). All specialist homelessness services agencies participating in the collection report a standard set of data about the clients they support each month. Data are collected about the characteristics and circumstances of a client when they first present at an agency, and on the assistance they receive, their circumstances at the end of each month and at the end of the support period. Data are also collected about people who request assistance from a specialist homelessness agency but do not receive an assessment of their needs, direct services or a referral to another service.

Specialist homelessness agencies that are funded under the National Affordable Housing Agreement (NAHA) and the National Partnership Agreement on Homelessness (NPAH) are in scope for the collection. Those agencies that are expected to participate in the SHSC are identified by State and Territory departments responsible for the delivery of services.

The data collected by agencies are based on support periods or episodes of assistance provided to individual clients.

## **Outputs**

Outputs are the actual services delivered (while outcomes are the impact of these services on the status of an individual or group) (see chapter 1, section 1.5).

### **Equity — access**

Equity and access indicators are indicators of governments' objective to ensure that all clients have fair and equitable access to services on the basis of relative need and available resources.

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### *Access of special needs groups to homelessness services*

‘Access of special needs groups to homelessness services’ is an indicator of governments’ objective to ensure all Australians have equitable access to accommodation services on the basis of relative need (box 18.3).

#### **Box 18.3 Access of special needs groups to homelessness services**

‘Access of special needs groups to homelessness services’ is the comparison between the representation of Aboriginal and Torres Strait Islander people, people born in non-main English speaking countries (non-MESC) and people with disability among all people whose needs for accommodation and other services were met, and the representation of these groups in the population.

Disability for this indicator is defined as people who have identified as having a long-term health condition or disability and who need assistance with core activities (including needing assistance with self-care, mobility or communication).

This indicator includes three measures:

- the number of Aboriginal and Torres Strait Islander, non-MESC clients and people with disability whose demand for accommodation was met divided by the total number of clients whose demand for accommodation was met
- the number of Aboriginal and Torres Strait Islander, non-MESC clients and people with disability whose demand for services other than accommodation was met divided by the total number of clients whose demand for services other than accommodation was met
- the representation of Aboriginal and Torres Strait Islander, non-MESC clients and people with disability in specialist homelessness services compared with their representation in the population.

Use by special needs groups is a proxy indicator of equitable access. In general, usage rates for special needs groups similar or higher to those for the broader service population are desirable. Several factors need to be considered in interpreting the results for this set of measures. In particular, cultural differences can influence the extent to which Aboriginal and Torres Strait Islander, non-MESC clients and people with disability use different types of services.

Data reported for these measures are:

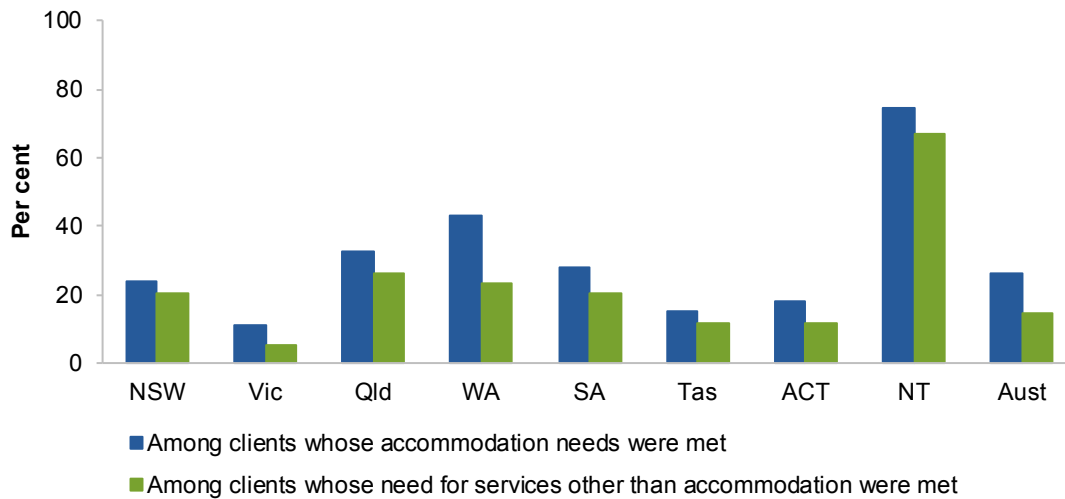
- comparable (subject to caveats) across jurisdictions and over time
- complete for the current reporting period. All required 2013–14 data are available for all jurisdictions.

Data quality information for people with disability is at [www.pc.gov.au/rogs/2015](http://www.pc.gov.au/rogs/2015).

### *Access of Aboriginal and Torres Strait Islander people to homelessness services*

Nationally, Aboriginal and Torres Strait Islander people made up 26.3 per cent of all clients whose needs for accommodation were met, and 14.4 per cent of all clients whose needs for services other than accommodation were met in 2013–14. These results varied across jurisdictions (figure 18.3).

Figure 18.3 **Proportion of Aboriginal and Torres Strait Islander clients, among all clients, whose needs for accommodation and services other than accommodation were met, 2013–14**



Source: AIHW (unpublished) *Specialist Homelessness Services Collection*, Australia; table 18A.5.

Nationally in 2013–14, Aboriginal and Torres Strait Islander people had a higher representation amongst all people accessing specialist homelessness services (22.9 per cent) than their representation in the population (3.0 per cent) (table 18.1).

Table 18.1 **Proportion of Aboriginal and Torres Strait Islander people represented in specialist homelessness services, and in the population<sup>a</sup>**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
In specialist homelessness services, 2013–14	25.2	8.8	33.3	38.0	25.9	15.2	16.4	78.4	22.9
In the population, 2013	2.9	0.9	4.3	3.7	2.3	4.9	1.7	29.7	3.0

<sup>a</sup> See notes to table 18A.8 for more details.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*; ABS (2013) *Australian Demographic Statistics, June 2013*, Cat. no. 3101.0, Canberra; ABS (2014) *Estimates and Projections, Aboriginal and Torres Strait Islander Australians, 2001 to 2026*, Cat. no. 3238.0; table 18A.8; tables 2A.1 and 2A.14.

#### *Access of people born in non–main English speaking countries to homelessness services*

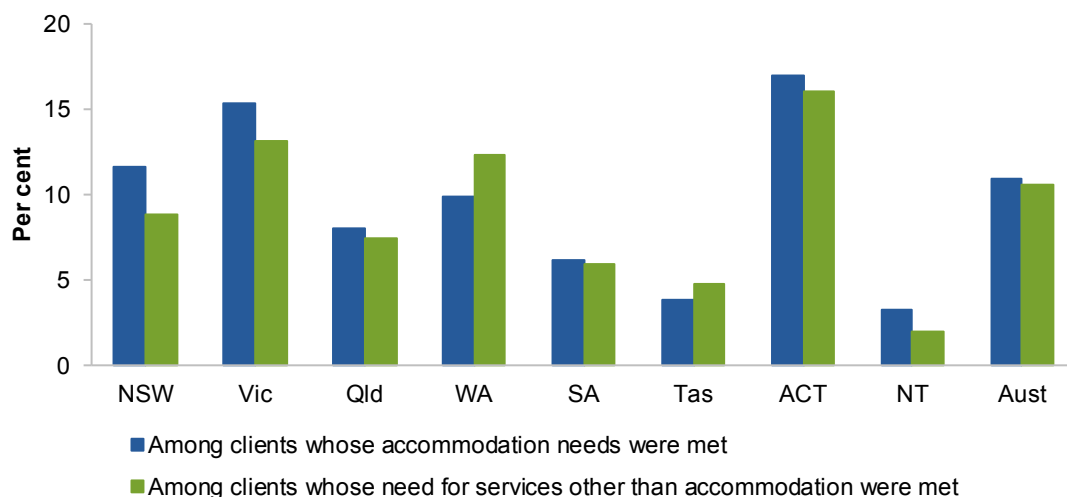
Nationally, people born in non–main English speaking countries made up 11.0 per cent of all clients whose needs for accommodation were met, and 10.6 per cent of all clients whose needs for services other than accommodation were met in 2013–14. These results varied

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across jurisdictions (figure 18.4).

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**Figure 18.4 Proportion of clients born in non-main English speaking countries, among all clients, whose needs for accommodation and services other than accommodation were met, 2013–14<sup>a</sup>**



<sup>a</sup> Non-main English speaking countries are all countries except Australia, United Kingdom, Republic of Ireland, New Zealand, Canada, United States of America and South Africa.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*, Australia; table 18A.6.

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Nationally, people born in non-main English speaking countries had a lower representation amongst all people accessing specialist homelessness services (12.3 per cent) than this group's representation in the population (23.7 per cent) (table 18.2).

**Table 18.2 Proportion of people born in non-main English speaking countries represented in specialist homelessness services, and in the population<sup>a</sup>**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
In specialist homelessness services, 2013–14	11.3	17.5	8.1	10.8	6.5	4.9	18.3	3.1	12.3
In the population, 2011	24.6	25.4	19.8	29.2	21.5	11.3	23.5	15.2	23.7

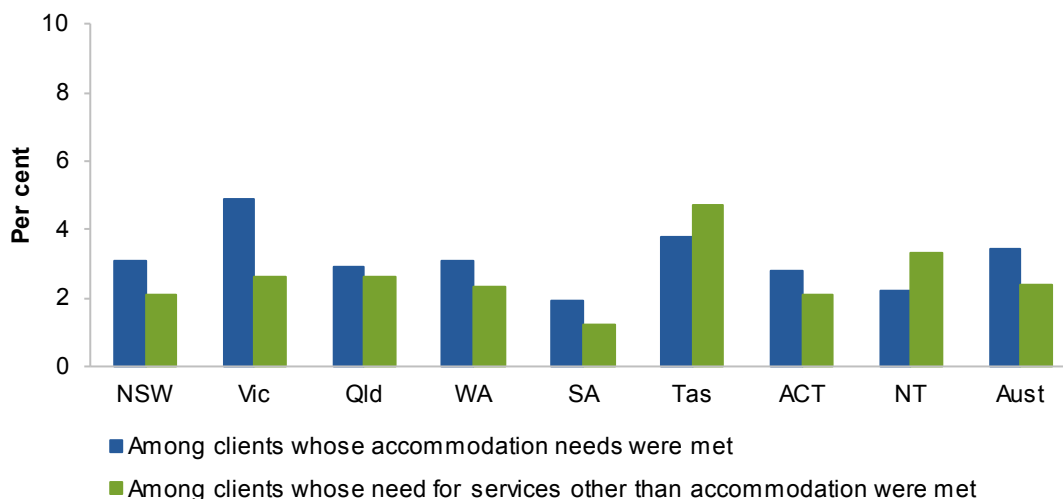
<sup>a</sup> See notes to table 18A.8 for more details.

Source: ABS (2012), *2011 Census of Population and Housing, Australia, States and Territories, Basic Community Profile, Table B09 — Country of birth of person by sex*, Cat. no. 2001.0, Canberra; AIHW (unpublished) *Specialist Homelessness Services Collection*, Australia; table 18A.8.

#### Access of people with disability to homelessness services

Nationally, people with disability made up 3.4 per cent of all clients whose needs for accommodation were met, and 2.4 per cent of all clients whose needs for services other than accommodation were met in 2013–14. These results varied across jurisdictions (figure 18.5).

**Figure 18.5 Proportion of clients with disability whose needs for accommodation and services other than accommodation were met, 2013–14<sup>a</sup>**



<sup>a</sup> See notes to table 18A.7 for more details.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*; table 18A.7.

Nationally, people with disability had a lower representation amongst all people accessing specialist homelessness services (4.0 per cent) than this group’s representation in the population (6.1 per cent) (table 18.3).

**Table 18.3 Proportion of clients with disability represented in specialist homelessness services, and in the population<sup>a</sup>**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
In specialist homelessness services, 2013–14	3.7	4.8	3.4	3.6	3.0	5.4	3.5	3.5	4.0
In the population, 2012	6.4	6.4	5.5	4.9	6.9	7.7	5.2	3.8	6.1

<sup>a</sup> See notes to table 18A.8 for more details.

Source: ABS 2012, *2011 Census of Population and Housing, Australia, States and Territories, Basic Community Profile, Table B09 — Country of birth of person by sex*, Cat. no. 2001.0; ABS (2013) *Disability, Ageing and Carers, Australia, 2012*, Cat. no. 4430.0; AIHW (unpublished) *Specialist Homelessness Services Collection*; table 18A.8.

Additional data on representation of special needs groups in specialist homelessness services are presented in tables 18A.5–8.

Data for 2011–12 and 2012–13 are included in tables 18A.5–6 and 18A.8.

#### *Unmet demand for homelessness services*

‘Unmet demand for homelessness services’ is an indicator of governments’ objective to ensure all Australians have equitable access to homelessness services on the basis of relative need (box 18.4).

Unmet demand occurs when a homeless person or a person at risk of homelessness expressly asking for assistance cannot be provided with that assistance.

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## Box 18.4 **Unmet demand for homelessness services**

Specialist homelessness services (SHS) agencies in Australia provide a wide range of services to a large number of people every day. However, agencies cannot always meet the requests for assistance they receive. Unmet demand for homelessness services occurs when a homeless person or a person at risk of homelessness asks for assistance from an SHS agency but cannot be provided with that assistance.

Information on unmet demand is collected for people who seek services from SHS agencies but receive no assistance – excluding clients who received an assessment or a referral (unassisted requests for services), and for the clients who received some form of assistance. These two components are part of the overall picture of unmet demand for SHS.

Unmet demand is defined by two measures:

- Unmet demand for accommodation
  - the number of average daily unassisted requests with a need for accommodation
  - the number of clients who requested short-term or emergency accommodation or medium or long term housing who were not provided with or referred to these services, divided by the number of clients who had a need for short-term or emergency accommodation or medium or long term housing.
- Unmet demand for services other than accommodation
  - the number of average daily unassisted requests without a need for accommodation but with a need for other services
  - the number of clients who did not request accommodation but did request another type of service who were not provided with or referred to any of these services, divided by the number of clients who had a need for a service other than accommodation.

A low or decreasing proportion of clients with unmet demand is desirable.

Jurisdictions with some central intake models such as Victoria and the ACT may record a low number of unassisted requests for services and a high number of clients with unmet need for services. This is because clients whose needs cannot be met immediately are placed on a waiting list and provision of service is determined by priority of need. A client is generally only referred to a service provider when a suitable service is secured for them by the central intake service. Data for these jurisdictions may not be directly comparable to data for other jurisdictions.

Data reported for these measures are:

- comparable (subject to caveats) within jurisdictions over time but are not comparable across jurisdictions
- complete for the current reporting period. All required 2013–14 data are available for all jurisdictions.

Data quality information for this indicator is under development.

Nationally in 2013–14, clients with unmet need for accommodation accounted for 24.0 per cent of the total demand for accommodation (figure 18.5), compared with 22.1 per cent in 2012–13 (table 18A.10). These results varied across jurisdictions.

Nationally, clients with unmet demand for services other than accommodation accounted for 1.0 per cent of the total demand for services other than accommodation in 2013–14 (figure 18.6 and table 18A.10). This result varied across jurisdictions (figure 18.6).

**Figure 18.6 Proportion of clients with unmet need for accommodation and services other than accommodation, 2013–14<sup>a, b, c</sup>**



<sup>a</sup> For unmet demand for clients Victoria and ACT have central intake models which mean that their data are not directly comparable with other states and territories. <sup>b</sup> Data for 'services other than accommodation' for SA are nil or rounded to zero. <sup>c</sup> See notes to table 18A.10 for more details.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*; table 18A.10.

The number of average daily unassisted requests for accommodation and services other than accommodation are included in table 18A.9.

### Effectiveness — appropriateness

Effectiveness indicators measure how well the outputs of a service reflect the stated objectives of that service. The reporting framework groups effectiveness indicators according to characteristics that are considered important to the service. These characteristics may include access, appropriateness and/or quality.

#### *Development of a case management plan*

'Development of a case management plan' is an indicator of governments' objective to provide high quality services that are appropriately targeted to the needs of clients (box 18.5).



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### Box 18.5      **Development of a case management plan**

'Development of a case management plan' is defined as the number of closed support periods with an agreed case management plan divided by the total number of closed support periods. Data are reported for all clients, and separately for Aboriginal and Torres Strait Islander clients.

A high or increasing proportion of support periods where clients have an agreed case management plan is desirable. However, in some instances, a support plan may be judged to be inappropriate (such as when a support period is short term, for example 24 hours, or in the case of jurisdictions with central intake agencies such as Victoria and the ACT, where the client's needs have been assessed and they are waiting for a service to be available that will further address their needs). In South Australia, the integrated sector approach to service delivery often sees multiple agencies reporting individual support periods in relation to common clients under coordinated case management, but only the one reported by the agency who leads the case management can be recorded as having a case management plan.

Data reported for this indicator are:

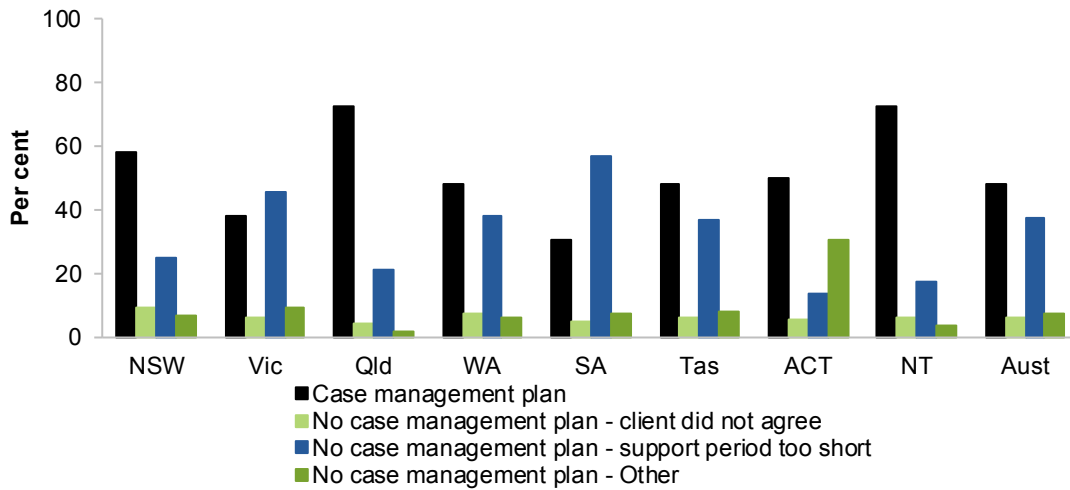
- comparable (subject to caveats) across jurisdictions and over time
- complete for the current reporting period. All required 2013–14 data are available for all jurisdictions.

The basis on which this indicator is enumerated has changed since the 2014 Report from clients to closed support periods. Data for 2012–13 and 2011–12 have been revised to reflect this change.

Data quality information for this indicator is under development.

Nationally, there was an agreed case management plan for clients in 48.2 per cent of closed support periods in 2013–14 (compared with 57.1 per cent of closed support periods for Aboriginal and Torres Strait Islander clients). These proportions varied across jurisdictions (figure 18.7 and tables 18A.11–12).

Figure 18.7 Closed support periods, proportion with an agreed case management plan, all clients, 2013–14<sup>a, b</sup>



<sup>a</sup> Victoria and ACT data are not directly comparable with other states and territories due to their central intake models. <sup>b</sup> See notes to table 18A.11 for more details.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*; table 18A.11.

Data for 2012–13 and 2011–12 on the proportion of support periods where clients had an agreed case management plan are included in tables 18A.11–12.

### Match of needs of clients

‘Match of needs of clients’ is an indicator of governments’ objective to ensure that services meet clients’ individual needs (box 18.6).

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## Box 18.6 Match of needs of clients

'Match of needs of clients' is defined by five measures:

- number of clients with closed support periods who needed homelessness services and who were provided with at least one service in at least one support period during the reference year by the agency visited, and not referred, divided by the total number of clients with closed support periods who needed homelessness services
- number of clients with closed support periods who needed homelessness services and who were referred to another agency, divided by the total number of clients with closed support periods who needed homelessness services
- number of clients with closed support periods who needed homelessness services and who were provided with those services by that agency and referred to another agency, divided by the total number of clients with closed support periods who needed homelessness services
- number of clients with closed support periods who needed homelessness services and who were not provided with those services or referred to another agency, divided by the total number of clients with closed support periods who needed homelessness services
- number of clients (12–18 years) with closed support periods who needed education and/or training assistance and who were enrolled in formal study or training at the end of support, divided by the total number of closed support periods for clients (aged 12–18 years) who needed education and/or training assistance.

The range of services needed by clients is broad (ranging from meals to laundry facilities to long term accommodation), so the effect of not providing these services varies.

Holding other factors constant, a high or increasing proportion of clients who received services they needed, or who were referred to another agency, is desirable.

Jurisdictions with some central intake models such as Victoria and the ACT may record a relatively high number of clients with unmet need for services because all eligible clients receive an assessment but the provision or referral of service is determined by their level of need relative to other clients. A client is generally only referred to a provider when a suitable service is secured for them by the central intake service.

Data reported for these measures are:

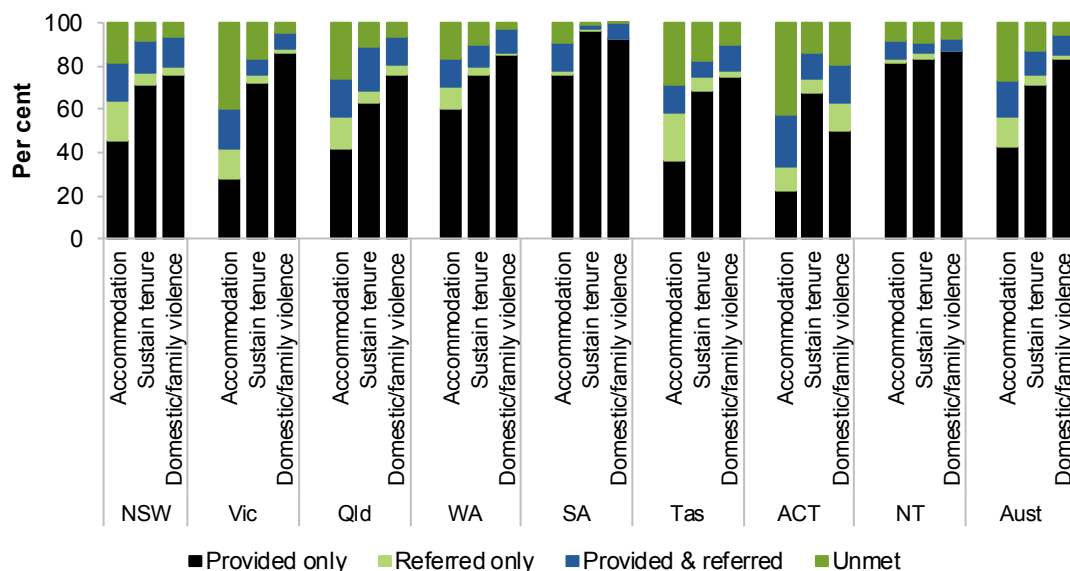
- comparable (subject to caveats) within jurisdictions over time but are not comparable across jurisdictions
- complete for the current reporting period. All required 2013–14 data are available for all jurisdictions.

Data quality information for this indicator is under development.

Nationally in 2013–14, 51.2 per cent of all clients with closed support periods were identified as needing accommodation or accommodation–related assistance. Agencies were able to directly provide or directly provide and refer these services to most of the clients seeking this type of service (58.7 per cent). A further 14.2 per cent of these clients were referred to other organisations for this assistance (figure 18.8 and table 18A.14). Specialist homelessness agencies were able to directly provide or directly provide and refer assistance to sustain tenure to most clients seeking this type of service (82.9 per cent), and

directly provide or directly provide and refer domestic and family violence–related assistance to 92.8 per cent of clients seeking this type of service (figure 18.8).

**Figure 18.8 Closed support periods — support needs of all clients, 2013–14<sup>a</sup>**

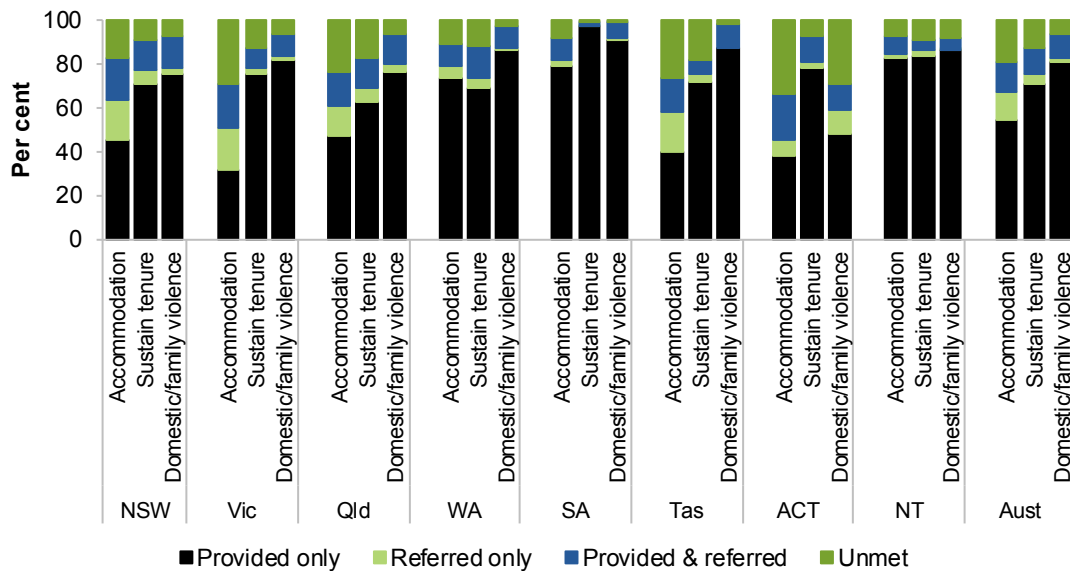


<sup>a</sup> Victoria and ACT have central intake models which mean that their data are not directly comparable with other states and territories.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*; table 18A.14.

Nationally in 2013–14, 56.2 per cent of all Aboriginal and Torres Strait Islander clients were identified as needing accommodation or accommodation–related assistance. Agencies were able to directly provide or directly provide and refer these services to most of the clients seeking this type of service (69.2 per cent). A further 12.2 per cent of these clients were referred to other organisations for this assistance (figure 18.8 and table 18A.15). Specialist homelessness agencies were able to directly provide or directly provide and refer assistance to sustain tenure to most clients seeking this type of service (82.8 per cent) and directly provide or directly provide and refer domestic and family violence–related assistance to 91.9 per cent of clients seeking this type of service (figure 18.9).

Figure 18.9 **Closed support periods — support needs of Aboriginal and Torres Strait Islander clients, 2013–14**



Source: AIHW (unpublished) *Specialist Homelessness Services Collection*; table 18A.15.

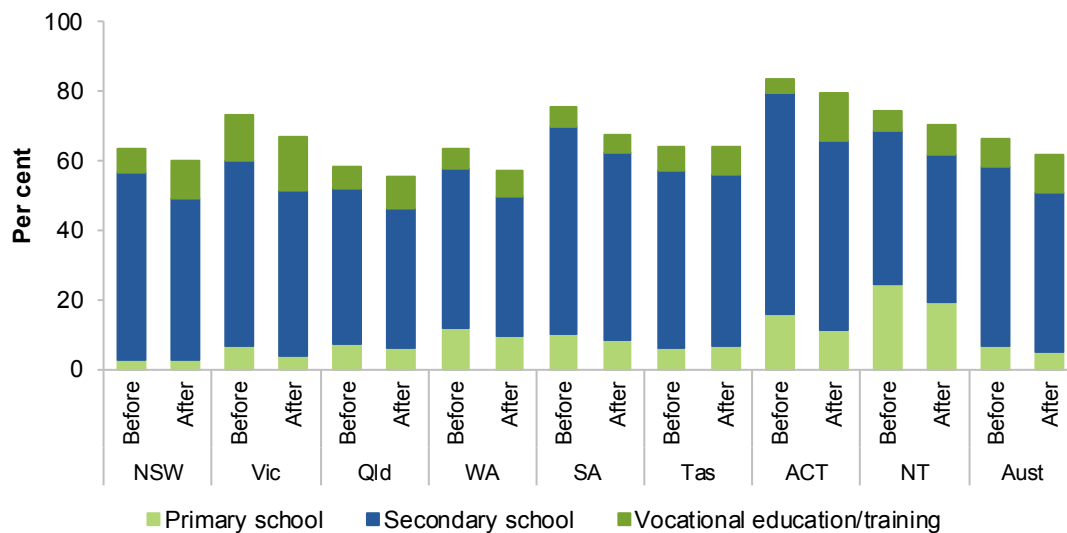
The support needs of clients born in non-main English speaking countries are included in table 18A.16.

A summary of support needs of clients is presented in table 18A.13.

Data for 2012–13 and 2011–12 are included in tables 18A.13–16.

Nationally, of young clients (aged 12–18 years) who needed assistance to obtain or maintain education and/or training in 2013–14, 68.4 per cent were enrolled in formal study or training after support, compared with 67.9 per cent in 2012–13 (table 18A.17). Amongst this 68.4 per cent, the proportion of clients who were enrolled in vocational education/training increased from 8.1 per cent before support to 11.2 per cent after support. The proportion of clients who were enrolled in secondary school decreased from 51.4 per cent before support to 45.5 per cent after support. These proportions varied across jurisdictions (figure 18.10).

**Figure 18.10 Closed support periods — proportion of clients (12 to 18 years) who needed education and/or training assistance who were enrolled in formal study or training after support, educational enrolment status before and after support, 2013–14**



Source: AIHW (unpublished) *Specialist Homelessness Services Collection*; table 18A.17.

Additional data on the educational enrolment status of clients before and after support are presented in table 18A.17, including data for 2012–13 and 2011–12.

## Effectiveness — quality

### *Client satisfaction*

‘Client satisfaction’ is an indicator of governments’ objective to provide high quality services that meet the needs of clients (box 18.7).

#### **Box 18.7 Client satisfaction**

‘Client satisfaction’ is defined as the extent to which clients find homelessness services and programs to be helpful and of a high standard.

This indicator and associated measures are under development.

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## Efficiency

Expenditure data for these indicators are provided by State and Territory governments, while data on the number of support periods, support days and clients are drawn from the SHSC.

Across jurisdictions, there may be varying treatments of expenditure items (for example, superannuation) and different counting and reporting rules for generating financial data. Differences in expenditure data across jurisdictions may reflect to some extent differences in the way these data are compiled rather than variations in costs.

### *Cost per completed support period*

‘Cost per completed support period’ is an indicator of governments’ objective to maximise the availability and quality of services through the efficient use of public resources (box 18.8).

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#### **Box 18.8 Cost per completed support period**

‘Cost per completed support period’ is defined as total recurrent expenditure on homelessness services divided by the number of completed support periods.

A low or decreasing cost per completed support period may represent an improvement in efficiency, but may also indicate lower service quality, service delivery across more agencies or changes in client need.

Data reported for this indicator are:

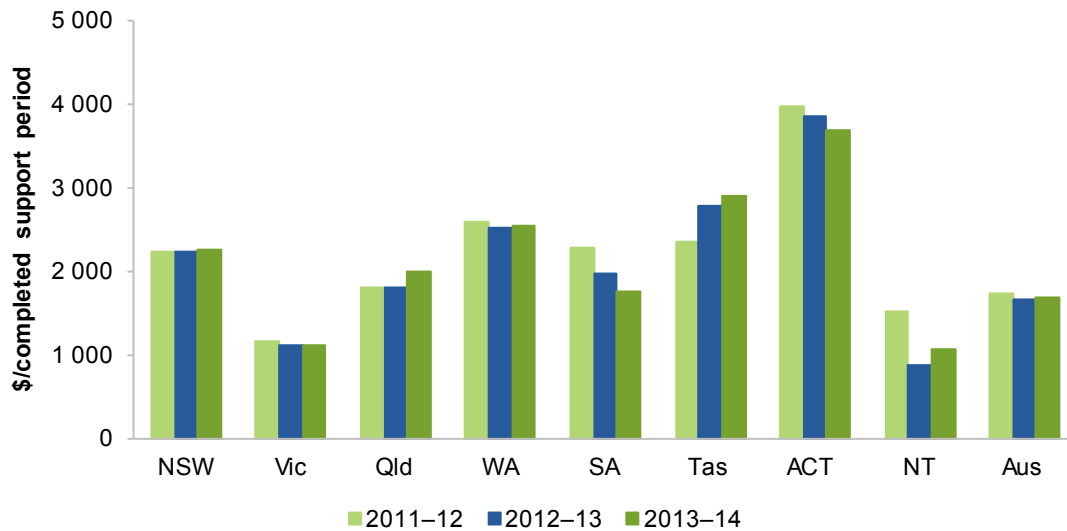
- comparable within jurisdictions over time but are not comparable across jurisdictions
- complete for the current reporting period. All required 2013–14 data are available for all jurisdictions.

Data quality information for this indicator is under development.

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Nationally, the recurrent cost per completed support period was \$1683 in 2013–14, compared with \$1674 in 2012–13 (table 18A.18). This cost varied significantly across jurisdictions (figure 18.11).

Figure 18.11 **Real recurrent cost per completed support period, 2013–14 dollars<sup>a, b</sup>**



<sup>a</sup> Time series financial data are adjusted to 2013–14 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2013–14=100) (table 2A.51). See Chapter 2 (sections 2.5–6) for details. <sup>b</sup> See notes to table 18A.18 for more information.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*; Australian, State and Territory governments (unpublished); tables 18A.18 and 2A.51.

### Cost per client

‘Cost per client’ is an indicator of governments’ objective to maximise the availability and quality of services through the efficient use of public resources (box 18.9).

#### Box 18.9 Cost per client

‘Cost per client’ is defined as total recurrent expenditure on homelessness services divided by the number of clients provided with a service.

A low or decreasing cost per client may represent an improvement in efficiency, but may also indicate lower service quality or less complex client needs.

Data reported for this indicator are:

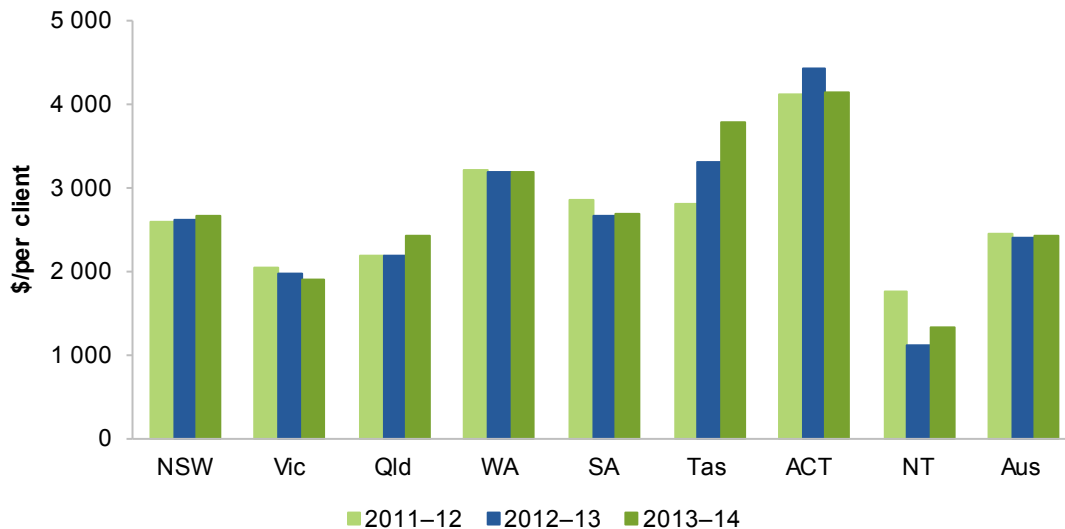
- comparable within jurisdictions over time but are not comparable across jurisdictions
- complete for the current reporting period. All required 2013–14 data are available for all jurisdictions.

Data quality information for this indicator is under development.



Nationally, the recurrent cost per client accessing homelessness services was \$2437 in 2013–14, compared with \$2407 in 2012–13 (table 18A.19). This cost varied significantly across jurisdictions (figure 18.12).

**Figure 18.12 Real recurrent cost per client accessing homelessness services, 2013–14 dollars<sup>a, b</sup>**



<sup>a</sup> Time series financial data are adjusted to 2013–14 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2013–14=100) (table 2A.51). See Chapter 2 (sections 2.5–6) for details. <sup>b</sup> See notes to table 18A.19 for more information.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*; Australian, State and Territory governments (unpublished); tables 18A.19 and 2A.51.

### *Cost per day of support*

‘Cost per day of support’ is an indicator of governments’ objective to maximise the availability and quality of services through the efficient use of public resources (box 18.10).

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### Box 18.10 Cost per day of support

'Cost per day of support' is defined as total recurrent expenditure on homelessness services divided by the number of days of support for clients receiving support and/or supported accommodation.

A low or decreasing cost per day of support may represent an improvement in efficiency, but may also indicate lower service quality, less complex client needs or longer waiting times for services.

Data reported for this indicator are:

- comparable within jurisdictions for the current reporting period but are not comparable across jurisdictions
- complete for the current reporting period. All required 2013–14 data are available for all jurisdictions.

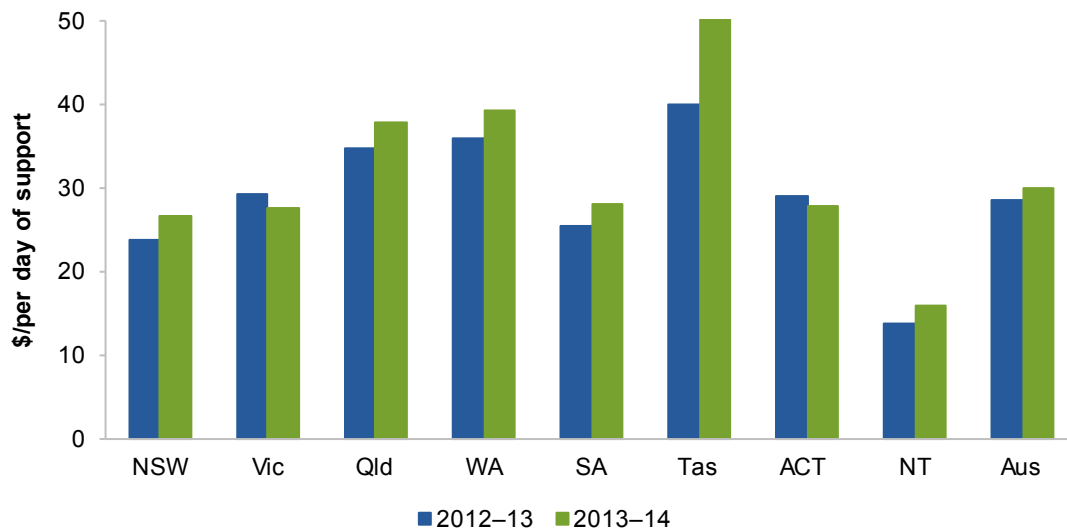
Data quality information for this indicator is under development.

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Nationally, the recurrent cost per day of support for clients averaged \$30 in 2013–14, compared with \$29 in 2012–13 (table 18A.20). This cost varied significantly across jurisdictions (figure 18.13).

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Figure 18.13 Real recurrent cost per day of support for clients, 2013–14 dollars<sup>a, b, c</sup>



<sup>a</sup> The number of support days for 2011–12 are not available. <sup>b</sup> See notes to table 18A.20 for more information. <sup>c</sup> Time series financial data are adjusted to 2013–14 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2013–14=100) (table 2A.51). See Chapter 2 (sections 2.5–6) for details.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*; Australian, State and Territory governments (unpublished); tables 18A.20 and 2A.51.

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## **Outcomes**

Outcomes are the impact of services on the status of an individual or group (while outputs are the actual services delivered) (see chapter 1, section 1.5).

An important outcome of homelessness services is clients' achievement of self-reliance and independence. Characteristics that may indicate whether clients can live independently include their income, housing status and workforce status. These characteristics are recorded at the end of a client's support period.

### *Achievement of employment on exit*

'Achievement of employment on exit' is an indicator of governments' objective to enable clients to participate as productive and self-reliant members of the community at the end of their support period (box 18.11).

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### Box 18.11 Achievement of employment on exit

'Achievement of employment on exit' is defined by three measures:

- number of clients, with closed support periods only, with an identified need for employment and/or training assistance and whose labour force status was 'employed full-time' or 'employed part-time' at the end of support, divided by the number of clients, with closed support periods only, with an identified need for employment and/or training assistance
- number of clients, with closed support periods only, with an identified need for employment and/or training assistance whose labour force status was unemployed at presentation; and whose labour force status was 'employed full-time' or 'employed part-time' at the end of support, divided by the number of clients, with closed support periods only, with an identified need for employment and/or training assistance who were unemployed at presentation
- number of clients, with closed support periods only, with an identified need for employment and/or training assistance whose labour force status was 'not in the labour force' at presentation; and whose labour force status was 'employed full-time' or 'employed part-time' at the end of support, divided by the number of clients, with closed support periods only, with an identified need for employment and/or training assistance who were not in the labour force at presentation.

Holding other factors constant, a high or increasing proportion of clients achieving employment after support is desirable.

Data are reported for all clients, and separately for Aboriginal and Torres Strait Islander clients.

This indicator compares clients' employment status before and after support and relates to relatively short term outcomes — that is, outcomes for clients immediately after their support period. Longer term outcomes are important, but more difficult to measure.

Data reported for these measures are:

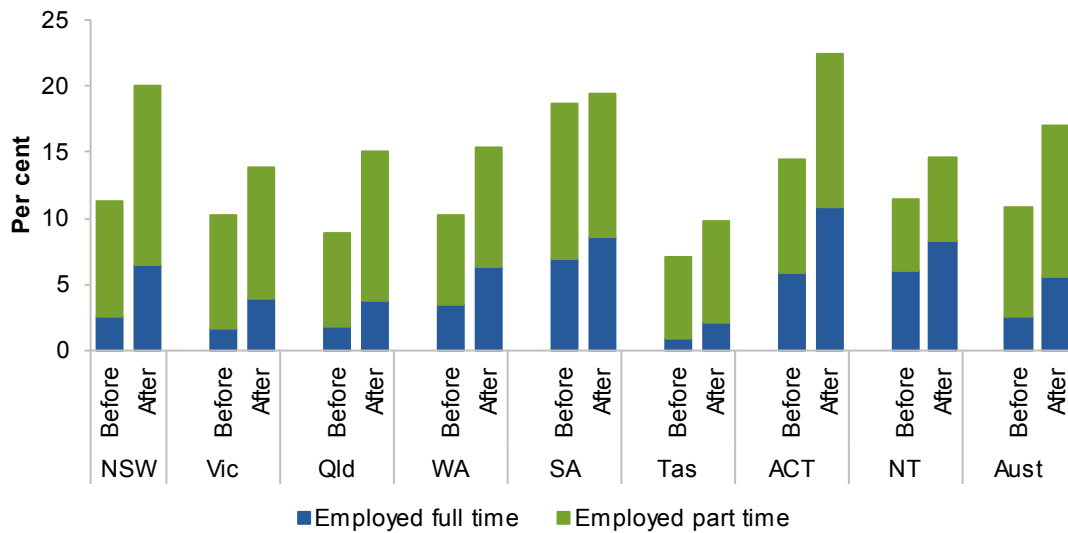
- comparable (subject to caveats) across jurisdictions and over time
- complete for the current reporting period. All required 2013–14 data are available for all jurisdictions

Data quality information for this indicator is under development.

Nationally, of those clients who needed assistance to obtain or maintain employment and training when entering homelessness services in 2013–14, 17.7 per cent were employed either part-time or full-time after support, compared with 10.9 per cent before support. Amongst the 17.7 per cent employed after support, 5.6 per cent were employed full-time and 11.5 per cent were employed part time after support. Proportions varied across jurisdictions (figure 18.14 and table 18A.21).

Nationally, of those Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain employment and training when entering homelessness services in 2013–14, 12.6 per cent were employed either part-time or full-time after support, compared with 8.0 per cent before support. Amongst the 12.6 per cent employed after support, 4.5 per cent were employed full time and 8.0 per cent were employed part time after support. These proportions varied across jurisdictions (table 18A.22).

Figure 18.14 **Closed support periods — proportion of clients who needed employment and/or training assistance, by full/part time employment status before and after support, 2013–14<sup>a</sup>**



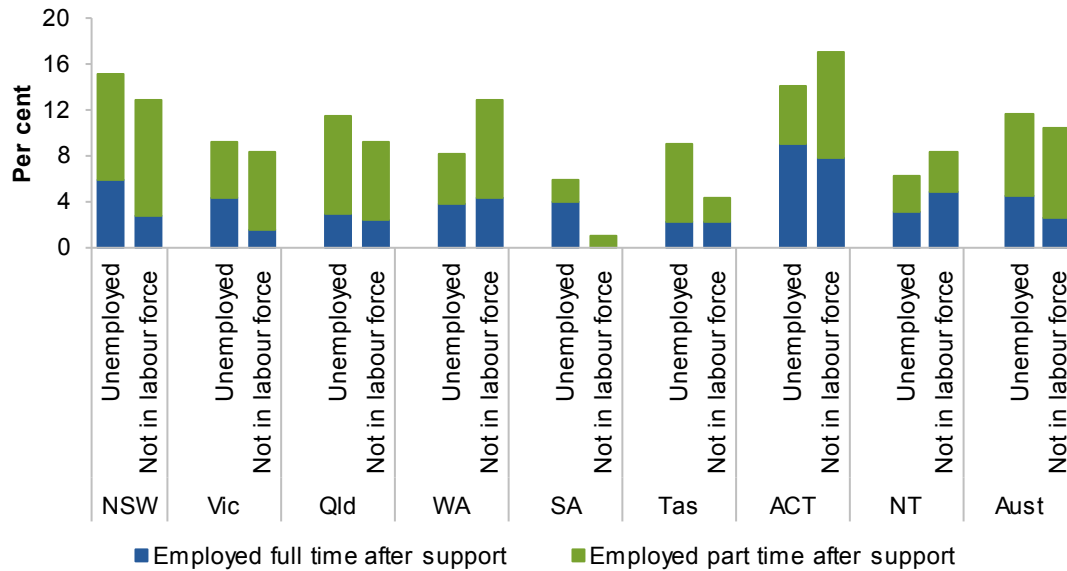
<sup>a</sup> See notes to table 18A.21 for more information.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*; table 18A.21.

Nationally, of those clients who needed assistance to obtain or maintain employment and training when entering homelessness services in 2013–14, and were unemployed before support, 4.6 per cent were employed full time and 7.1 per cent were employed part time after support (figure 18.15 and table 18A.23).

Nationally, of those clients who needed assistance to obtain or maintain employment and training when entering homelessness services in 2013–14, and were not in the labour force before support, 2.6 per cent were employed full time and 7.9 per cent were employed part time after support (figure 18.15 and table 18A.23).

**Figure 18.15 Closed support periods — labour force status of clients after support who were unemployed or not in the labour force before support 2013–14**



<sup>a</sup> 'Employed full time after support' where not in labour force before support is nil or rounded to zero for SA..

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*; table 18A.23.

Data for 2012–13 and 2011–12 are included in table 18A.23.

### *Achievement of income on exit*

'Achievement of income on exit' is an indicator of governments' objective to enable clients to participate independently in the community at the end of their support period (box 18.12).

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### Box 18.12 **Achievement of income on exit**

'Achievement of income on exit' is defined as the number of clients with closed support periods only, who needed income assistance and exited homelessness services with an income source, divided by the total number of clients with closed support periods only, who needed income assistance.

Holding other factors constant, a high or increasing proportion of clients who needed income assistance and exited homelessness services with an income source is desirable.

This indicator compares these clients' income status before and after they received support. It is assumed that a client's independence and self-reliance is enhanced when the client experiences a positive change in income source (for example, from having no income support to obtaining some income, including wages and/or benefits) on exit from services.

Data are reported for all clients, and separately for Aboriginal and Torres Strait Islander clients.

Data reported for these measures are:

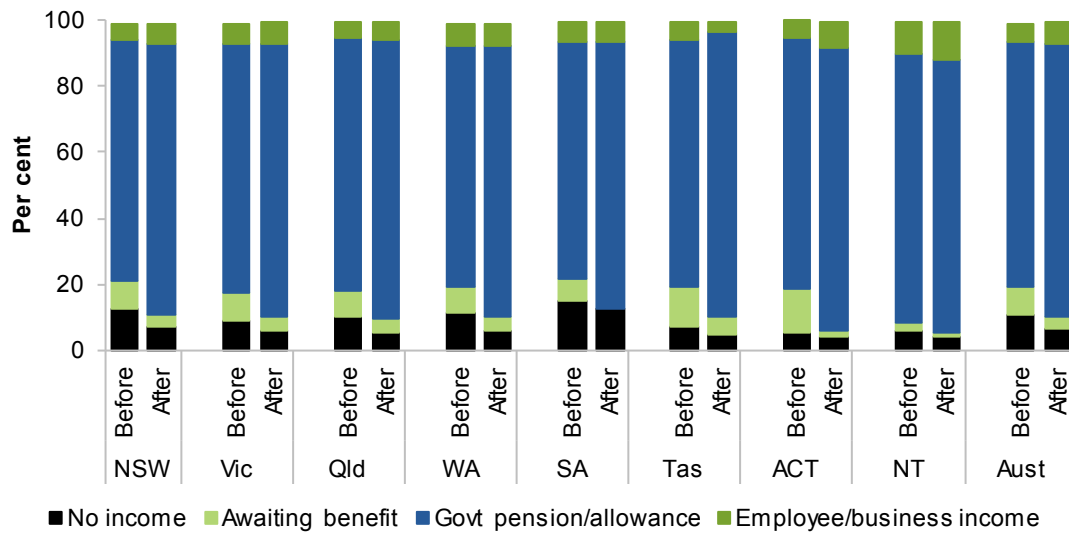
- comparable (subject to caveats) across jurisdictions and over time
- complete for the current reporting period. All required 2013–14) data are available for all jurisdictions

Data quality information for this indicator is under development.

Nationally, of clients who needed income assistance when entering homelessness services in 2013–14, 93.6 per cent had an income source after support, compared with 93.9 per cent in 2012–13 (table 18A.24). Amongst the 93.6 per cent, the proportion whose reported source of income was a government pension/allowance increased from 74.4 per cent before support to 82.6 per cent after support and the proportion of clients whose reported source of income was employee/business income increased from 5.7 per cent before support to 6.5 per cent after support. Proportions varied across jurisdictions (figure 18.16).

Nationally, of Aboriginal and Torres Strait Islander clients who needed income assistance when entering homelessness services in 2013–14, 94.9 per cent had an income source after support, compared with 95.2 per cent in 2012–13 (table 18A.25). Amongst the 94.9 per cent, the proportion whose reported source of income was a government pension/allowance increased from 83.6 per cent before support to 88.4 per cent after support. The proportion of clients whose reported source of income was employee/business income increased from 2.8 per cent before support to 3.8 per cent after support. Proportions varied across jurisdictions (figure 18.17).

Figure 18.16 Closed support periods — proportion of clients who needed income assistance and who had an income source after support, by income source, 2013–14<sup>a</sup>

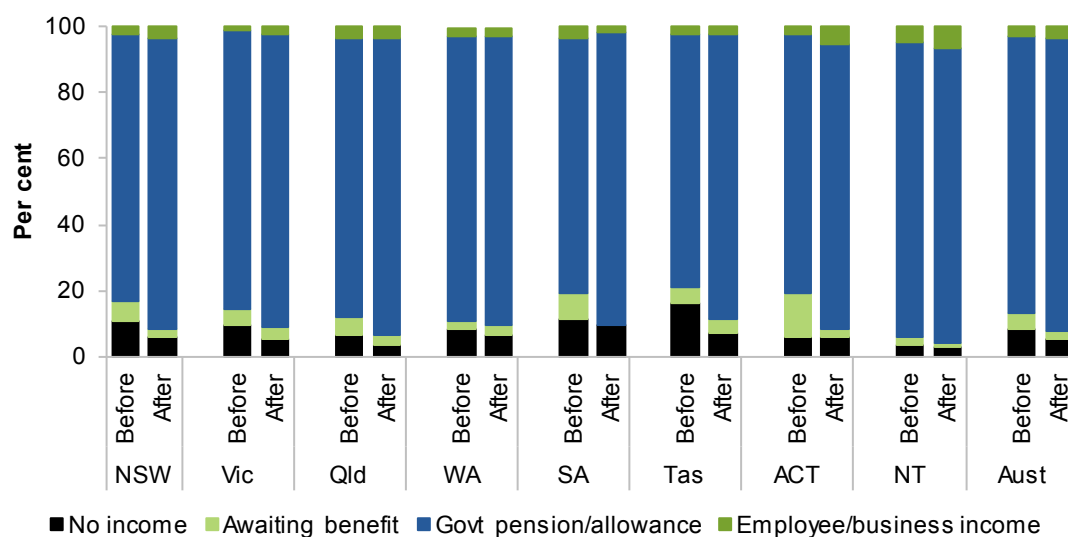


<sup>a</sup> 'Awaiting benefit' after support is nil or rounded to zero for SA.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*; table 18A.24.



Figure 18.17 **Closed support periods — proportion of Aboriginal and Torres Strait Islander clients who needed income assistance and who had an income source after support, by income source, 2013–14<sup>a</sup>**



<sup>a</sup> 'Awaiting benefit' after support is nil or rounded to zero for SA.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*; table 18A.25.

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### *Achievement of independent housing on exit*

‘Achievement of independent housing’ is an indicator of governments’ objective to enable clients to participate as productive and self-reliant members of society at the end of their support period (box 18.13).

#### **Box 18.13 Achievement of independent housing on exit**

‘Achievement of independent housing’ is defined by three measures:

- number of clients with closed support periods only, who had an identified need for assistance for ‘long term housing’; or ‘sustain tenancy or prevent tenancy failure or eviction’; or ‘prevent foreclosures or for mortgage arrears’, and had achieved independent housing at the end of support, divided by the number of clients with closed support periods only, who had an identified a need for assistance to obtain ‘long term housing’ or ‘sustain tenancy or prevent tenancy failure or eviction’, or ‘prevent foreclosures or for mortgage arrears’
- number of clients with closed support periods only, who on presentation, were living in non-independent housing and achieved independent housing at the end of support, divided by the number of clients with closed support periods only, who at presentation were living in non-independent/supported housing
- number of clients with closed support periods only, who achieved independent housing at the end of support, and who did not present again with an identified need for short-term, medium-term, long-term housing, assistance to sustain tenancy or prevent tenancy failure or eviction or assistance to prevent foreclosures or for mortgage arrears again during the reference year, divided by the number of clients with closed support periods only, who had an identified need for assistance with obtaining or maintaining independent/non-supported housing, and who had independent/non-supported housing at the end of support.

Data are reported for all clients, and separately for Aboriginal and Torres Strait Islander clients.

Holding other factors constant, a high or increasing proportion of clients who achieved independent housing in closed support periods is desirable.

This indicator compares the proportion of clients with closed support periods who were in independent housing before and after they received support from homelessness services. It relates to relatively short term outcomes — that is, outcomes for clients immediately after their support period. Longer term outcomes are also important, but more difficult to measure.

Data reported for these measures are:

- comparable (subject to caveats) across jurisdictions and over time
- complete for the current reporting period. All required 2013–14 data are available for all jurisdictions.

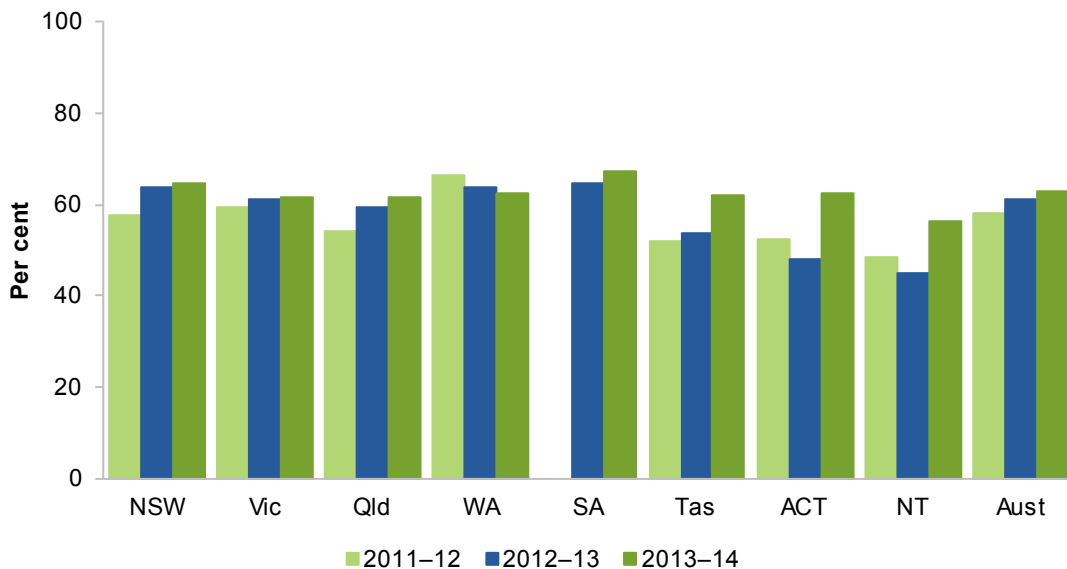
Data quality information for this indicator is under development.

Nationally, of clients who had an identified need for assistance with obtaining or maintaining independent housing, 63.0 per cent achieved independent housing in 2013–14, compared with 61.2 per cent in 2012–13 (figure 18.18). This included clients who moved

or returned to private rental housing (39.0 per cent), and to public or community rental housing (20.9 per cent) (table 18A.26).

Clients who did not achieve independent housing included those who moved to, or continued to live in, short to medium term accommodation provided by homelessness services and other forms of non-independent accommodation (tables 18A.26 and 18A.27).

**Figure 18.18 Closed support periods – proportion of clients who needed assistance to obtain or maintain independent housing and who obtained or maintained independent housing after support<sup>a, b</sup>**

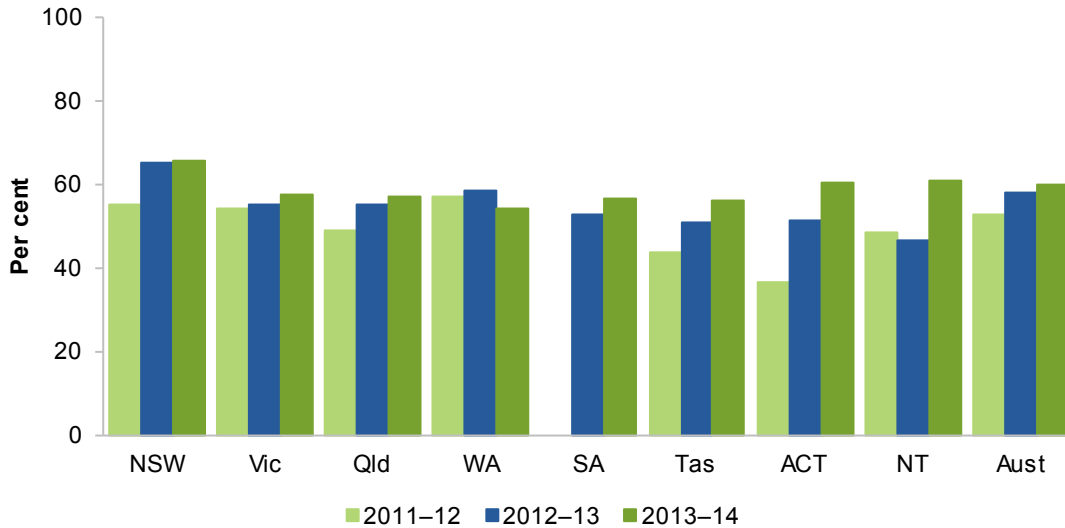


<sup>a</sup> SA collection methodology for 2011–12 does not allow for this type of analysis. <sup>b</sup> See notes to table 18A.26 for more information.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*; table 18A.26.

Nationally, of Aboriginal and Torres Strait Islander clients who had an identified need for assistance with obtaining or maintaining independent housing 60.2 per cent achieved independent housing in 2013–14, compared with 58.0 per cent in 2012–13 (figure 18.19). This included clients who moved or returned to private rental housing (26.3 per cent), and to public or community rental housing (31.1 per cent) (table 18A.27).

**Figure 18.19 Closed support periods — proportion of Aboriginal and Torres Strait Islander clients, among all clients, who needed assistance to obtain or maintain independent housing who obtained or maintained independent housing after support<sup>a, b</sup>**



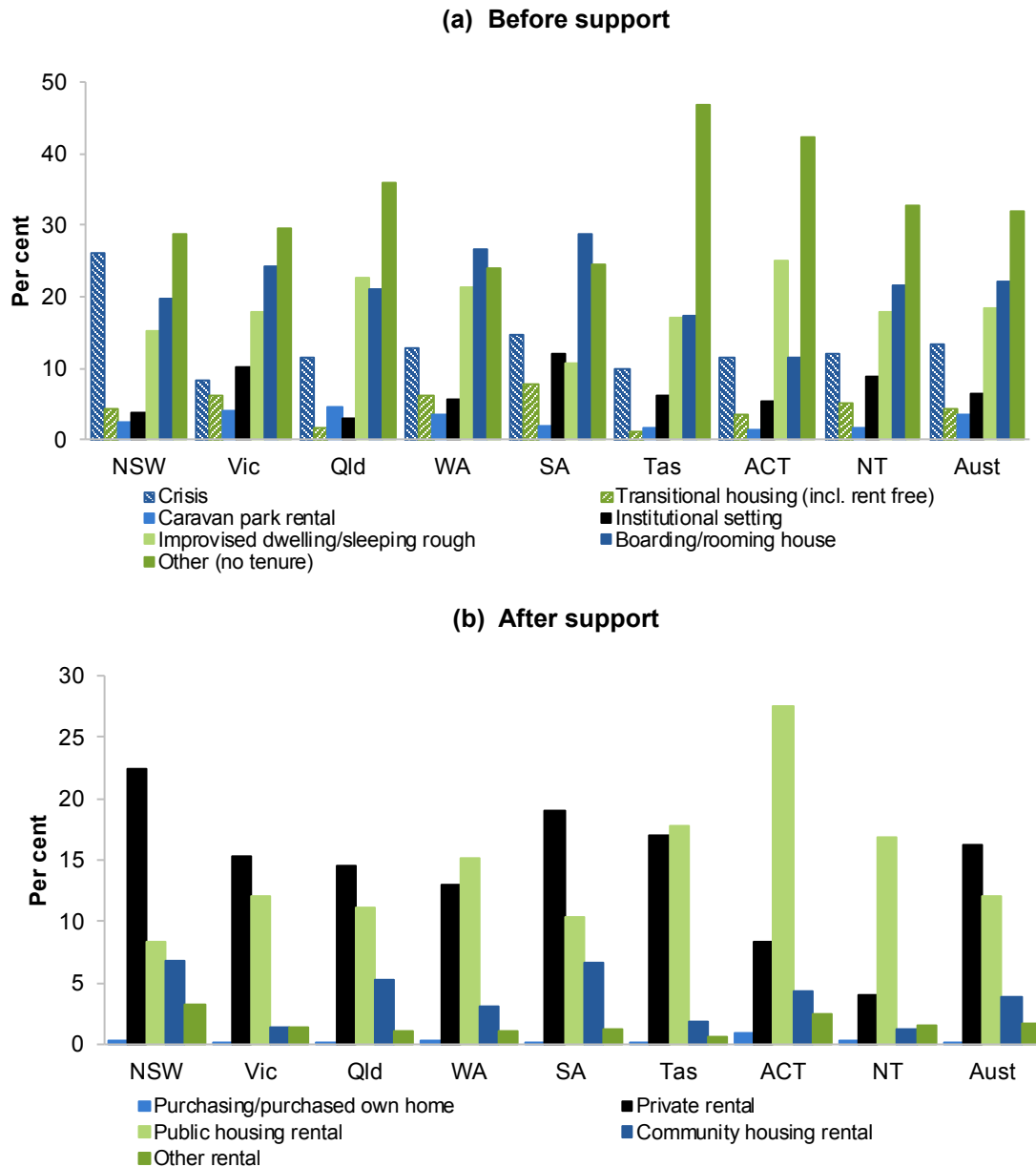
<sup>a</sup> SA collection methodology for 2011–12 does not allow for this type of analysis. <sup>b</sup> See notes to table 18A.27 for more information

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*; table 18A.27.

Data for 2012–13 and 2011–12 are included in tables 18A.26–27.

Amongst clients who were living in non-independent housing and who needed assistance to obtain independent housing, 34.2 per cent achieved independent housing in 2013–14, compared with 33.0 per cent in 2012–13 (table 18A.28). This included clients who moved to private rental housing (16.3 per cent), and to public housing (12.1 per cent) or community rental housing (3.9 per cent) (figure 18.20).

Figure 18.20 **Closed support periods — proportion of clients who were living in non-independent housing before support who obtained independent housing after support, by tenure type, 2013–14<sup>a</sup>**

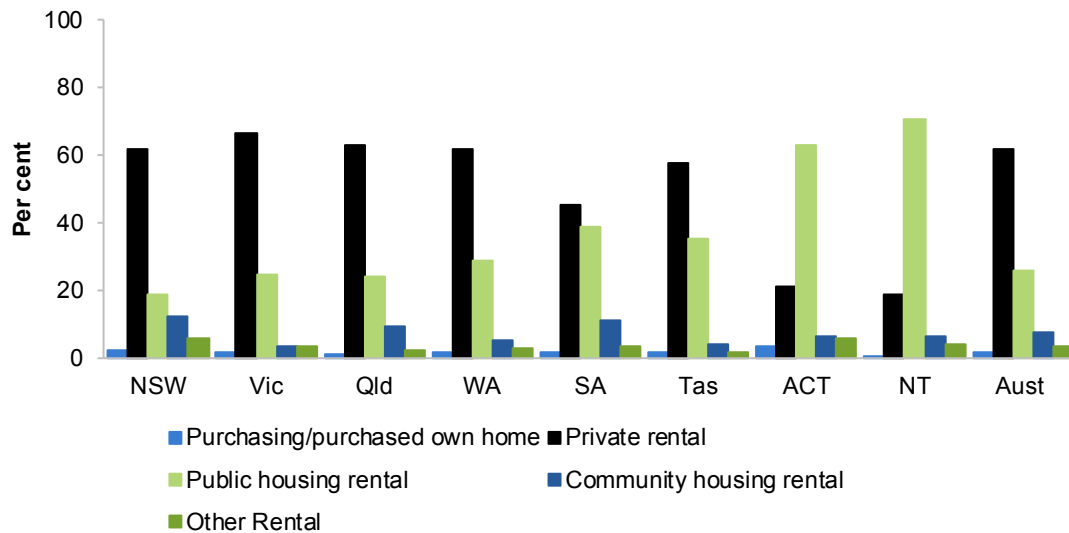


<sup>a</sup> See notes to table 18A.28 for more information.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*; table 18A.28.

Nationally, 61.8 per cent of clients who needed assistance to obtain or maintain independent housing and who achieved independent housing after support, and did not present again for accommodation in 2013–14, went in to private rental after support (figure 18.21).

**Figure 18.21 Closed support periods — proportion of clients who needed assistance to obtain or maintain independent housing who achieved independent housing after support, and did not present again with a need for accommodation, by tenure type, 2013–14<sup>a</sup>**



<sup>a</sup> See notes to table 18A.29 for more information.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*; table 18A.29.

Data for 2012–13 and 2011–12 are included in table 18A.29.

Data for Aboriginal and Torres Strait Islander clients are included in table 18A.30.

#### *Proportion of people experiencing repeat periods of homelessness*

‘Proportion of people experiencing repeat periods of homelessness’ is an indicator of governments’ objective to enable clients to participate independently in society at the end of their support period (box 18.14).

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## Box 18.14 Clients experiencing repeat periods of homelessness

'Clients experiencing repeat periods of homelessness' is defined as the number of SHS clients who change status from 'homeless' to 'not homeless' and back to 'homeless' in the reporting period, divided by the number of SHS clients who experienced homelessness at least once in the reporting period.

This is a proxy measure as it only captures homelessness people who access specialist homelessness services rather than all those in the population who experience homelessness.

A client is defined as being homeless in each month where at least one of the following describes their housing situation:

- *dwelling type* is caravan, tent, cabin, boat, improvised building/dwelling, no dwelling/street/park/in the open, motor vehicle, boarding/rooming house, emergency accommodation, hotel/motel/bed and breakfast
- *tenure type* is renting or living rent free in any of transitional housing, caravan park, boarding/rooming house, or emergency accommodation/night shelter/women's refuge/youth shelter; OR if the client has no tenure
- *conditions of occupancy* is Couch surfer.

A client is defined as being "not homeless" in each month where they have provided a response and none of the above conditions are met.

Regardless of tenure or conditions of occupancy, a client is not considered to be homeless if the dwelling type is reported as 'Institution' in one of these categories:

- hospital (excluding psychiatric)
- psychiatric hospital/unit
- disability support
- rehabilitation
- adult correctional facility
- youth/juvenile justice correctional centre
- boarding school/residential college
- aged care facility
- immigration detention centre

Holding other factors constant, a low or decreasing proportion of clients who more than once required housing or accommodation support specifically is desirable.

Data reported for this indicator are:

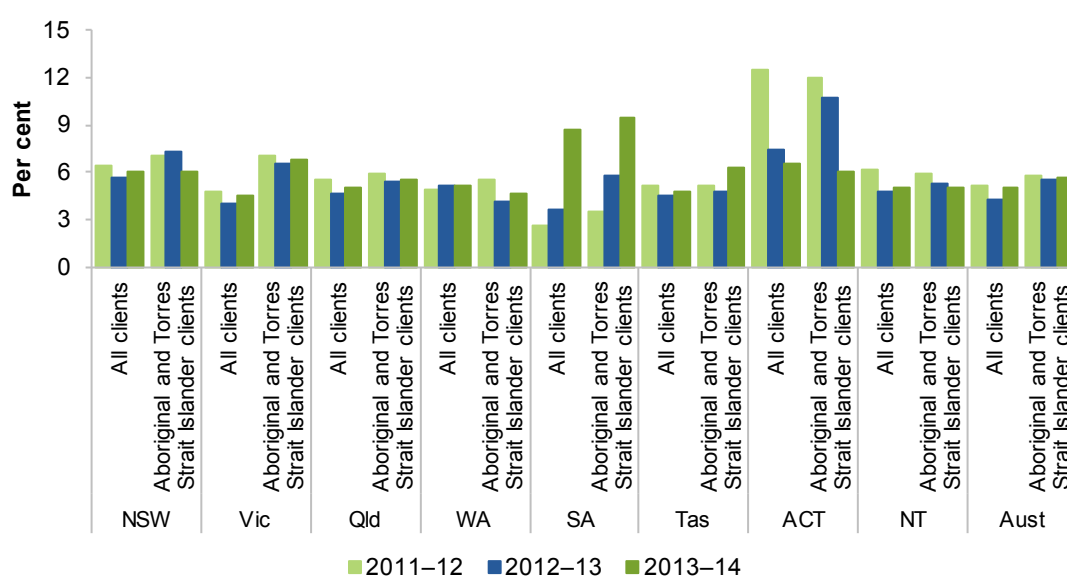
- comparable (subject to caveats) across jurisdictions and over time
- complete for the current reporting period. All required 2013–14 data are available for all jurisdictions.

The basis on which this indicator is enumerated has changed since the 2014 Report. Data for 2012–13 and 2011–12 have been revised to reflect this change.

Data quality information for this indicator is at [www.pc.gov.au/rogs/2015](http://www.pc.gov.au/rogs/2015).

Nationally, 5.0 per cent of all clients who experienced homelessness at some time in 2013–14, had more than one period of homelessness in 2013–14 compared with 4.3 per cent in 2012–13 (figure 18.22). The proportion of Aboriginal and Torres Strait Islander clients who experienced homelessness at some time in 2013–14 and who had more than one period of homelessness in 2013–14 increased from 5.5 per cent in 2012–13 to 5.7 per cent in 2013–14. These proportions varied across jurisdictions (figure 18.22).

Figure 18.22 **Clients who had more than one period of homelessness, all clients and Aboriginal and Torres Strait Islander clients<sup>a</sup>**



<sup>a</sup> See notes to tables 18A.31–32 for more information.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*; tables 18A.31–32.

### Goals achieved on exit from service

‘Goals achieved on exit’ is an indicator of governments’ objective to ensure homelessness services meet the needs and expectations of clients (box 18.15).



### Box 18.15 Goals achieved on exit from service

'Goals achieved on exit from service' is defined as the proportion of closed support periods with an individual case management plan where 'no goals', up to half the goals', 'half or more of the goals' or 'all goals' have been achieved.

This indicator should be interpreted in conjunction with the 'development of an agreed case management plan' indicator which identifies the proportion of case management plans developed.

Holding other factors constant, a high or increasing proportion of achieved goals is desirable.

Data reported for these measures are:

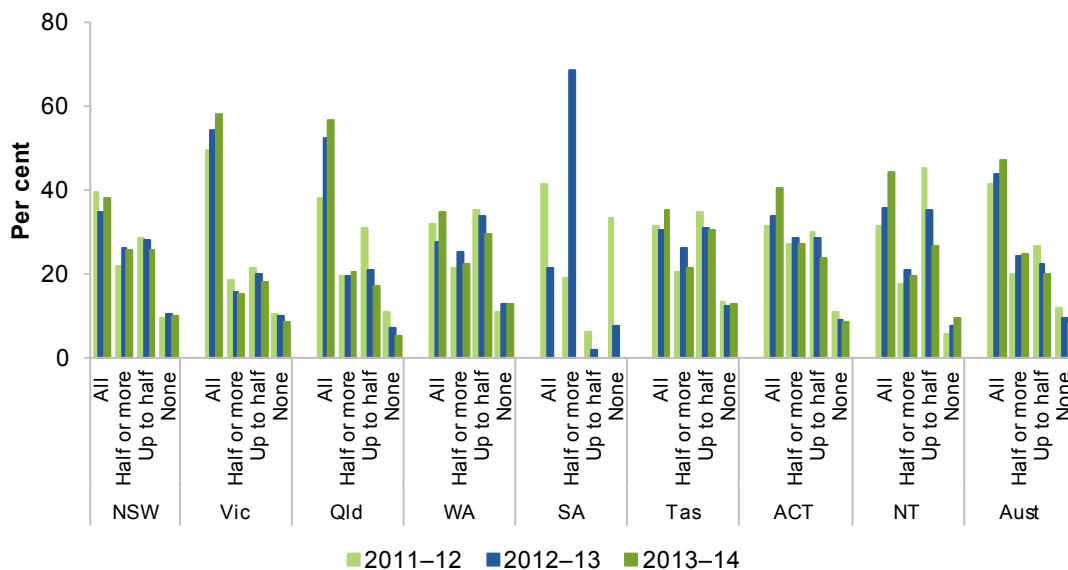
- comparable (subject to caveats) across jurisdictions and over time
- complete for the current reporting period. All required 2013–14 data are available for all jurisdictions

The basis on which this indicator is enumerated has changed from the 2014 Report. Data for 2012–13 and 2011–12 have been revised to reflect this change.

Data quality information for this indicator is under development.

Nationally, all or half or more case management goals were achieved at the end of support for 72.0 per cent of closed support periods with individual case management plans in 2013–14 compared with 68.0 per cent in 2012–13 (figure 18.23 and table 18A.33).

Figure 18.23 Closed support periods, case management goals achieved, 2013–14<sup>a</sup>



<sup>a</sup> See notes to table 18A.33 for more information.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*; table 18A.33.

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## **18.4 Future directions in homelessness services performance reporting**

### **Homelessness data developments**

From 1 July 2011, the SAAP data collection was replaced by the SHSC which will continue to be the primary source for reporting on the performance indicators for specialist homelessness services in the future editions of the Report.

The 2016 Report and later editions will continue:

- developing and refining performance measures
- lengthening time series data in attachment tables
- developing data quality information for performance indicators.

## **18.5 Jurisdictions' comments**

This section provides comments from each jurisdiction on the services covered in this chapter.

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### Australian Government comments

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The Australian Government has committed to the National Partnership Agreement on Homelessness (NPAH) for one year, from June 2014. The Australian Government will provide up to \$115 million under the NPAH, which will be matched by states and territories. The 2014–15 funding is provided to enable critical homelessness services to continue for another 12 months until 30 June 2015. Homelessness support services funded under the NPAH include prevention and early intervention services, outreach and supported accommodation services for rough sleepers.

The Department of Social Services (DSS), through the Reconnect program, provides community and family focused early intervention and support for young people who are homeless, or at risk of homelessness. Reconnect services provide counselling, group work, mediation and practical support to the whole family, to help break the cycle of homelessness.

DSS manages *Journeys Home: Longitudinal Study of Factors Affecting Housing Stability* which aims to improve our understanding of, and policy response to, the diverse social, economic and personal factors relating to homelessness and the risk of becoming homeless. The survey of around 1600 income support recipients across Australia, comprises six waves conducted six months apart, between September 2011 and May 2014. Reports are produced at the conclusion of each wave.

The *Journeys Home Research Report No. 5* was released on 11 September 2014. In addition to presenting findings for the first five waves of the Journeys Home study, Report No. 5 also examined in depth homelessness and employment, health and homelessness, social networks and social support, substance use and diet and food security.

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### **New South Wales Government comments**

“ NSW allocated \$138.5 million in 2013–14 from the National Affordable Housing Agreement (NAHA) to Specialist Homelessness Services (SHS) to assist people who are homeless or at risk of becoming homeless.

The NSW Government continued the work begun in 2012–13 to improve the capacity of the SHS sector to deliver better outcomes for people who are homeless, including better aligning resources to need.

The Going Home Staying Home reforms are central to NSW plans to re-shape the NSW SHS system to break the cycle of homelessness while also providing a strong safety net for those in need. At the heart of Going Home Staying Home is the delivery of better integrated services.

New services have been designed building on the lessons learned from the National Partnership Agreement on Homelessness (NPAH) projects and with a focus on four core service responses: prevention and early intervention, rapid rehousing, crisis and intensive responses.

In 2014–15, 157 new specialist homelessness services will assist more than 54 000 people who are experiencing, or are at risk of, homelessness, including:

- almost 12 000 women (an increase of more than 5 per cent)
- almost 18 000 family members, most of whom are women and children (an increase of more than 13 per cent)
- more than 15 000 young people (an increase of 3 per cent)
- all newly contracted services commenced full service delivery on 1 November 2014.

The NSW Government’s investment through the NPAH continued to focus on driving service reform. The integration of homelessness, housing and mainstream support services has been a key outcome of the NPAH in NSW to date, with:

- improved interagency collaboration at a district and local level
- innovative approaches targeted at specific cohorts being delivered
- better referral networks and strong interagency partnerships in place.

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## Victorian Government comments

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Notable achievements in 2013–14 include:

- the second stage for seven Innovation Action Projects commenced. These projects trial new ways of delivering homelessness services in Victoria, targeting young people, older persons and families, including those experiencing family violence. An independent evaluation of stage one found these projects were delivering promising outcomes and warranted further trial. Funding of \$5.9 million has been allocated to extend the trials to June 2015, bringing the total funding for the initiative to \$30.9 million over a three-year period from July 2012 to June 2015
- a 40 bed youth foyer co-located with Holmesglen Institute was officially opened. Youth foyers give young people a stable place to live while they undertake courses that lead to employment. The foyers also provide support services such as life skills development courses, mental and physical health support, mentoring and employment assistance. A second youth foyer at Kangan Institute’s Broadmeadows campus was completed in May 2014.
- two Strengthening Risk Management demonstration projects, focused on women at risk of death or serious injury using collaborative approaches across family violence services, police, courts, child protection, housing and other services. Following a successful evaluation, key elements of the projects will be rolled out state-wide.

Approximately 30 stand-alone-refuge properties operate across Victoria to support women and children escaping family violence. In addition, a range of other housing responses support women to access and maintain housing in the private rental market and, where appropriate, support women and children to remain safely in the family home.

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## Queensland Government comments

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In 2013–14, the Queensland Government provided over \$105 million to support delivery of 216 specialist homelessness services for target groups, including young people, families, adults, and women and children escaping domestic and family violence, which are subject to contracts with the Department of Housing and Public Works.

The Queensland Government has progressed implementation of the *Housing 2020* and *Homelessness-to-Housing Strategy 2020*. The strategies aim to achieve a flexible, efficient and responsive housing assistance system for the most vulnerable Queenslanders, featuring a stronger delivery role for community housing and homelessness providers, and providing lower-income households with the help they need to secure appropriate and affordable housing in the private market.

The Queensland Government has progressed development of a Housing Assistance Triage approach to better integrate access, assessment and referral processes across the housing and homelessness sectors, to be trialled initially on the Gold Coast. The system will provide rapid and coordinated assistance to homeless Queenslanders, and will inform the development of a state-wide triage approach to be rolled out across Queensland in future years.

As part of the implementation of the National Partnership Agreement on Homelessness 2013–14, the Queensland Homelessness Information Platform was rolled out across Queensland. The platform which entails a Common Homelessness Assessment and Referral Tool and the Vacancy Capacity Management is operational across most of the state and more than 1300 service users were trained. Over 23 000 requests for assistance have been recorded in the Queensland Homelessness Information Platform and over 10 000 homelessness and domestic violence assessments and referrals were completed.

During 2013–14, several specialist homelessness service initiatives helped people who are homeless or at risk of homelessness. These include *Homestay Support* and *Street to Home* programs which provide critical service system responses to people who are homeless or at risk of homelessness throughout Queensland and require support to obtain or maintain their tenancies. For closed support periods, five *Street to Home* services assisted more than 700 rough sleepers and chronically homeless people to transition to stable housing. This program will be expanded in 2014–15 by providing additional dwellings to support rough sleepers. Another initiative, the *RentConnect* program has been expanded to 18 locations and provided personal assistance to over 12 700 new households.

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## Western Australian Government comments

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The Department for Child Protection and Family Support (the Department) has lead agency responsibility for homelessness in Western Australia (WA). Through the National Affordable Housing Agreement (NAHA) and the National Partnership Agreement on Homelessness (NPAH), funding is allocated to support the delivery of specialist homelessness services across WA.

Through the one year 2013–14 transitional NPAH (which contained a capital component), and joint Commonwealth and State Government funding, WA continued to invest in new, innovative and effective homelessness accommodation and support initiatives.

Since September 2011, an interim Foyer facility in Mount Lawley has provided case management, support and accommodation for 14 homeless young people and outreach support to 33 young people in the community. A *Place to Call Home* funding of \$23 million was provided to the WA Department of Housing for the construction of Foyer Oxford on site at the Central Institute of Technology in Leederville. Construction was completed in mid-January 2014 and the facility opened in early February 2014 with capacity to house up to 98 young people, including 88 young people aged 16 to 25 who are homeless or at risk of homelessness. This includes young people leaving the child protection system and up to 24 young parents and their children.

Foyer Oxford support services include case management, links to education and training and parenting support. Foyer Oxford drives long-term positive outcomes for its residents through education, training and sustainable employment and was named the State's Best Sustainable Development for 2014 at the Urban Development Institute of Australia Awards.

Other initiatives to meet the increasing demand for individuals and families experiencing homelessness in WA during 2013–14 include:

- the opening of an acute homeless night shelter for men and the integration of this service as part of the response for inner-city rough sleepers (Tom Fisher House)
- a new homeless assessment and referral service which aims to streamline responses for people who are homeless by improving their access to accommodation and support services (Entrypoint Perth)
- a new women's refuge in regional WA (Geographe House)
- an inner-city single men's accommodation and support service (Beacon)
- construction of the Derby Aboriginal Short Stay Accommodation Services was completed, for the provision of short stay accommodation for Aboriginal and Torres Strait Islander people visiting Derby from surrounding communities. A similar, successful model has been operating in Kalgoorlie since 2012.

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### **South Australian Government comments**

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South Australia has continued the development of an integrated network to deliver homelessness services across the state. The homelessness sector is currently comprised of 40 government and non-government organisations providing 75 programs over 97 outlets. A key feature of this system is that all services can act as a gateway for entry. Clients receive an assessment to determine response needs wherever they first make contact, and are then referred to the most appropriate service for further assistance.

In 2013–14, total homelessness sector funding of \$58.92m in South Australia comprised of \$17.74m from the National Partnership Agreement on Homelessness, \$39.4m from the National Affordable Housing Agreement and \$1.78m of other state funding.

In October 2013, a major evaluation of the reforms to the homelessness sector was completed. The study showed a high level achievement in relation to the implementation of the homelessness sector reforms and significant improvements in client and worker satisfaction levels across a broad range of service elements.

An important strategy to support inter-agency collaboration has been the development of the Homeless to Home (H2H) electronic case management system. In 2013–14 further technical enhancements were made to the system to reflect user preferences and improve functionality and efficiency.

A new Case Management Framework and associated training has been developed to promote consistency, best practice and the further integration of the Specialist Homelessness Sector, the Domestic and Family Violence Sector and mainstream agencies. The framework complements H2H, and is intended to be practiced in conjunction with the case management system. Training has been delivered to 285 staff across metropolitan and regional services.

A new Contract Performance Management Procedure was implemented in December 2013. This procedure provides a robust, streamlined performance review based on risk, which enables the assessment of performance of homelessness services agencies against the master and service agreements.

South Australia was successful in securing \$6.75m through the National Development Fund to build an additional Common Ground facility in the Adelaide Central Business District. This funding was matched through a South Australian Government contribution of \$2.8m, and funds raised by Common Ground. The new site will provide 52 accommodation units for vulnerable individuals and families. Five of the seven floors have been completed, and it is expected that the accommodation will be ready for occupation in January 2015.

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### Tasmanian Government comments

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In 2013–14, Tasmania’s homelessness services performed near or better than the national average for:

- clients achieving independent housing on exit, at 62.2 per cent (a significant improvement on Tasmania’s performance of 53.6 per cent in 2012–13)
- the proportion of clients experiencing repeat periods of homelessness, at 4.8 per cent
- the number of people on a case plan, at 48.4 per cent
- clients achieving an income on exit, at 95.4 per cent of those who required income assistance.

A number of strategies are being developed to improve the outcomes for clients of homelessness services in Tasmania.

*Housing Connect* has reformed the way Specialist Homelessness Services are provided in Tasmania. Through a single assessment, a shared waiting list and an integrated service system, *Housing Connect* allocates housing and support to people who need assistance with housing or who are homeless. Integration of housing and homelessness services connects vulnerable people to permanent housing, breaking the cycle of homelessness, while ongoing support to people with high needs prevents a return to housing crisis.

Since opening its door in October 2013, *Housing Connect* has provided over 5600 instances of Specialist Homelessness Services referrals, tenancy support and case management support.

Housing Tasmania has also engaged the not-for-profit peak body Shelter Tasmania to develop a *Consumer Engagement Strategy* in partnership with the University of Tasmania. The Strategy will encourage active participation and engagement of people who are or who have been homeless, so that their experiences inform future planning and service delivery. The Strategy will give people a voice and support the development of better services. This will help Tasmanians in need to break the cycle of homelessness.

Funded by the National Partnership Agreement on Homelessness, a *Workforce Development Strategy* for homelessness services is also being undertaken by Housing Tasmania. The Strategy will contribute to the continuous quality improvement of the workforce to meet current and future demands of a changing sector. The Strategy will identify the right kind of training and resources that will support staff working in shelters and crisis support services. It will build on the existing skills and professionalism of the workforce to equip it to meet the challenges of the future.

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## **Australian Capital Territory Government comments**

“ The ACT Government continues to work with the specialist homelessness sector to improve the circumstance of people experiencing, or people at risk of homelessness, in the Territory.

In 2013–14, the ACT entered into the one-year transitional National Partnership Agreement on Homelessness (NPAH). This ensured the continuation of existing specialist homelessness service delivery in the Territory and progression of the reforms that commenced under the 2009 Agreement. Seven services continue to receive matched-funding under the NPAH:

- First Point — central intake service for homelessness and housing support
- Supportive Tenancy Service — intensive case management across a range of tenures: public housing, private housing and home ownership
- Managed Accommodation Program — accommodation and support for men and women with highly complex needs exiting the corrections system
- Youth Integrated Education and Accommodation Program — supported accommodation for young people experiencing homelessness who are engaged in education, employment or training
- Street to Home — assertive engagement with people experiencing chronic homelessness, particularly rough sleepers;
- Building Housing Partnerships: Transitional Support and Head Tenancies — intensive support to break the cycle of homelessness and disadvantage
- Housing Accommodation Support Initiative — tenancy and clinical support for tenants residing in public housing with a mental illness.

Work on the ACT’s 40 unit Common Ground initiative is progressing. Common Ground is an assertive intervention which addresses homelessness by providing safe, secure, supported accommodation.

The new funding model for the ACT specialist homelessness sector has been implemented and homelessness services entered into new Service Funding Agreements on 1 October 2013. The funding model guarantees no reduction in the number of accommodation places for people experiencing homelessness in the ACT and provides a transparent and equitable framework for the Territory.

The Outcomes Reporting Framework for the specialist homelessness sector commenced on 1 January 2014. The move from outputs to outcomes enables the ACT to report directly against the outcomes of both the NPAH and National Affordable Housing Agreement. In addition, the Framework uses agency data recorded on the Specialist Homelessness Information Platform which directly aligns with ACT Government efforts to reduce red tape for the community sector.

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## Northern Territory Government comments

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In 2013–14, the Northern Territory and Australian Governments invested \$10.32 million to deliver 17 initiatives under the National Partnership Agreement on Homelessness (NPAH). This investment was directed towards service delivery across a number of existing homelessness programs. Under the NPAH, achievements in Northern Territory have included:

- assisting over 767 clients (including children) to sustain successful tenancies through the Tenancy Support Program
- providing a response to over 240 young people at risk of homelessness through youth support services in Darwin region, Katherine, Alice Springs and Tennant Creek
- providing case management support to 87 clients (including children) in the Percy Court Managed and Supported Accommodation program which comprises of 28 units
- assisting over 160 clients with transitional after care services relating to intensive alcohol and/or other drug rehabilitation and transitional accommodation as well as outreach services to families
- Provided 66 beds for short-term accommodation at Akangkentye Hostel South Terrace Alice Springs.

In 2013–14, the Northern Territory Government allocated over \$6.9 million to support non-government organisations to deliver specialist homelessness services across the Northern Territory under the National Affordable Housing Agreement (NAHA).

The Northern Territory Government undertook a review of the NT Specialist Homelessness Services Sector and a separate review of the Tenancy Support Program. The outcomes of the reviews will influence Northern Territory Government direction into the future.

In 2013–14, the Northern Territory Government continued to offer training and support to agencies participating in the Specialist Homelessness Services Collection. In addition, over 120 people received training and support from the Northern Territory Government.

In partnership with NT Shelter, the Northern Territory Government sponsored the homelessness summit in May 2014. The event brought together over 170 participants from the specialist homelessness sector, mainstream services, Indigenous organisations and Government. The forum provided an opportunity to share ideas and strategies for reducing homelessness in the Northern Territory.

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## 18.6 Definitions of key terms

### *Based on the SHS client collection*

<b>Age</b>	Age is calculated as age of the client on the start date of their first support period of the reporting period or the first date of the reporting period, whichever of the two is the later date.
<b>Client</b>	<p>A person who receives a specialist homelessness service. A client can be of any age—children are also clients if they receive a service from a specialist homelessness agency.</p> <p>To be a client, the person must directly receive a service and not just be a beneficiary of a service. Children who present with a parent or guardian and receive a service are considered to be a client. This includes a service that they share with their parent or guardian such as meals or accommodation.</p> <p>Children who present with a parent or guardian but do not directly receive a service are not considered to be clients. This includes situations where the parent or guardian receives assistance to prevent tenancy failure or eviction. Clients can be counted differently according to the data item that is being reported:</p> <ul style="list-style-type: none"><li>• Clients (demographic)—For clients with multiple support periods, reported data is determined based on the information at the start date of the client's first support period in the reporting period or the first date of the reporting period, whichever is later</li><li>• Clients (counted by support periods)—For each data item, clients are counted based on support periods with distinct client information. The same client can be counted more than once if they have multiple support periods with a different response for the data item. The result is that percentages do not add up to 100</li><li>• Clients (outcomes) – Clients are counted based on closed support periods where a valid response is recorded both when presenting to an agency and at the end of support.</li></ul>
<b>Closed support period</b>	A support period that had finished on or before the end of the reporting period — 30 June 2014.
<b>Comparability</b>	Data are considered comparable if, (subject to caveats) they can be used to inform an assessment of comparative performance. Typically, data are considered comparable when they are collected in the same way and in accordance with the same definitions. For comparable indicators or measures, significant differences in reported results allow an assessment of differences in performance, rather than being the result of anomalies in the data.
<b>Completeness</b>	Data are considered complete if all required data are available for all jurisdictions that provide the service
<b>Disability</b>	<p>SHS clients who have identified as having a long-term health condition or disability who need assistance with core activities (including needing assistance with self-care, mobility or communication).</p> <p>From July 2013, the SHSC collects information on whether, and to what extent, a long-term health condition or disability restricts clients' everyday activities across the following three life areas:</p>

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	<ul style="list-style-type: none"> <li>• self-care—the client needs help/supervision with self-care (e.g. showering or bathing, dressing or undressing, using the toilet or eating food)</li> <li>• mobility—the client needs help/supervision with mobility (e.g. moving around the house, moving around outside the home, or getting into or out of a chair)</li> <li>• communication—the client needs help/supervision with communication (e.g. understanding or being understood by other people, including people they know).</li> </ul> <p>The information is consistent with data collected in the 2011 Census and the 2014 National Social Housing Survey. Questions are based on the 'Core Activity Need for Assistance' concept first used in the 2006 Census to identify people with a 'profound or severe core activity limitation', using similar criteria to the ABS's Survey of Disability, Ageing and Carers (SDAC).</p>
<b>Homelessness operational group</b>	ABS uses rules to classify people who were enumerated in the Census on Census night as homeless (or not) under the statistical definition of homelessness. Six broad sets of rules are used which give rise to the homeless operational groups: 'Persons who are in improvised dwellings, tents or sleeping out', 'Persons in supported accommodation for the homeless', 'Persons staying temporarily in other households', 'Persons staying in boarding houses', 'Persons in other temporary lodging' and 'Persons in 'severely' crowded dwellings'.
<b>Labour force status</b>	Reported data excludes clients aged under 15.
<b>Main source of income</b>	Reported data excludes clients aged under 15.
<b>Non-main English speaking countries</b>	Non-main English speaking countries are all countries except Australia, United Kingdom, Republic of Ireland, New Zealand, Canada, United States of America and South Africa.
<b>No tenure</b>	A type of housing tenure recorded for clients who are sleeping rough or do not have a legal right to occupy a dwelling and may be asked to leave at any time. It includes couch surfing, living in an institutional setting, living on the streets, sleeping in parks, squatting, using cars or railway carriages, improvised dwellings or living in long grass.
<b>Non-conventional accommodation</b>	Non-conventional accommodation is defined as: <ul style="list-style-type: none"> <li>• living on the streets</li> <li>• sleeping in parks</li> <li>• squatting</li> <li>• staying in cars or railway carriages</li> <li>• living in improvised dwellings</li> <li>• living in long grass..</li> </ul>
<b>Ongoing support period</b>	A support period is considered ongoing at the end of the reporting period if each of the following conditions is met: <ul style="list-style-type: none"> <li>• no support end-date is provided</li> <li>• no after-support information is provided</li> </ul>

- corresponding client data was received in the month following the end of the reporting period.

**Real expenditure** Actual expenditure adjusted for changes in prices. Adjustments are made using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2013–14=100).

**Recurrent funding** Funding provided by the Australian, State and Territory governments to cover operating costs, salaries and rent.

**Referral** When an agency contacts another agency and that agency accepts the person concerned for an appointment or interview. A referral is not provided if the person is not accepted for an appointment or interview.

**Reporting period** For the purposes of this report the reporting period is the financial year-to-date (FYTD): 1 July 2013 to 30 June 2014.

**Short-term or emergency accommodation** Short-term or emergency accommodation includes:

- refuges
- crisis shelter
- couch surfing
- living temporarily with friends and relatives
- insecure accommodation on a short-term basis
- emergency accommodation arranged by a specialist homelessness agency (e.g. in hotels, motels etc.).
- The following short-term accommodation options are not included:
  - hotels, motels, caravan parks and other temporary accommodation used when a person is on holiday or travelling
  - custodial and care arrangements, such as prisons and hospitals
  - temporary accommodation used by a person while renovating usual residence or building a new residence (e.g. weekenders, caravans).

**Specialist homelessness agency** An organisation that receives government funding to deliver specialist homelessness services. Assistance is provided to clients aimed at responding to or preventing homelessness. Agencies may also receive funding from other sources.

Inclusion of agencies in the SHSC is determined by the state and territory departments responsible for administering the government response to homelessness. Not all funded agencies are required to participate in data collection.

**Specialist homelessness service(s)** Assistance provided by a specialist homelessness agency to a client aimed at responding to or preventing homelessness. The specialist homelessness services that are in scope for this collection and that may be provided during a support period are:

*Housing/accommodation services:*

- short-term or emergency accommodation
- medium-term/transitional housing
- long-term housing

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- assistance to sustain tenancy or prevent tenancy failure or eviction
  - assistance to prevent foreclosures or for mortgage arrears.
  - *General assistance and support services:*
  - assertive outreach
  - assistance to obtain/maintain government allowance
  - employment assistance
  - training assistance
  - educational assistance
  - financial information
  - material aid/brokerage
  - assistance for incest/sexual
  - assistance for domestic/family violence
  - family/relationship assistance
  - assistance for trauma
  - assistance with challenging social/behavioural problems
  - living skills/personal development
  - legal information
  - court support
  - advice/information
  - retrieval/storage/removal of personal belongings
  - advocacy/liaison on behalf of client
  - school liaison
  - child care
  - structured play/skills development
  - child contact and residence arrangements
  - meals
  - laundry/shower facilities
  - recreation
  - transport
  - other basic assistance.
  - *Specialised services:*
  - child protection services
  - parenting skills education
  - child-specific specialist counselling services
  - psychological services
  - psychiatric services
  - mental health services
  - pregnancy assistance
  - family planning support
  - physical disability services
  - intellectual disability services
  - health/medical services
  - professional legal services
  - financial advice and counselling
  - counselling for problem gambling
  - drug/alcohol counselling
  - specialist counselling services
  - interpreter services

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- assistance with immigration services
  - culturally specific services
  - assistance to connect culturally
  - other specialised services.

**Support period**

The period of time a client receives services from an agency is referred to as a support period. A support period starts on the day the client first receives a service from an agency. A support period ends when:

- the relationship between the client and the agency ends
- the client has reached their maximum amount of support the agency can offer
- a client has not received any services from the agency for a whole calendar month
- and there is no ongoing relationship.

Where a client has an appointment with the agency which is more than a calendar month in the future, then it is not necessary to close the support period. This is because it is expected that there is an ongoing relationship with the client. The end of the support period is the day the client last received services from an agency.

**Unmet demand**

A homeless person who seeks supported accommodation or support, but is not provided with that supported accommodation or support. The person may receive one-off assistance.



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## 18.7 List of attachment tables

Attachment tables are identified in references throughout this chapter by an ‘18A’ prefix (for example, table 18A.1 is table 1). Attachment tables are provided on the Review website ([www.pc.gov.au/gsp](http://www.pc.gov.au/gsp)).

<b>Table 18A.1</b>	Composition of support provided, all clients
<b>Table 18A.2</b>	Nominal expenditure on homelessness services
<b>Table 18A.3</b>	Total recurrent expenditure on homelessness services (2013–14 dollars)
<b>Table 18A.4</b>	Real recurrent homelessness expenditure per person in the residential population (2013–14 dollars)
<b>Table 18A.5</b>	Proportion of Aboriginal and Torres Strait Islander clients, among all clients, whose needs for accommodation and services other than accommodation were met
<b>Table 18A.6</b>	Proportion of clients born in non-main English speaking countries (non-MESC), among all clients, whose needs for accommodation and services other than accommodation were met
<b>Table 18A.7</b>	Proportion of clients with disability, among all clients, whose needs for accommodation and services other than accommodation were met
<b>Table 18A.8</b>	Proportion of Aboriginal and Torres Strait Islander, on-MESC clients and clients with disability, represented in specialist homelessness services and in the population
<b>Table 18A.9</b>	Average daily unassisted requests for accommodation and services other than accommodation
<b>Table 18A.10</b>	Proportion of clients with unmet needs for accommodation and services other than accommodation
<b>Table 18A.11</b>	Closed support periods, proportion of clients with a case management plan, all clients
<b>Table 18A.12</b>	Closed support periods, proportion of Aboriginal and Torres Strait Islander clients with a case management plan
<b>Table 18A.13</b>	Support needs of clients, summary
<b>Table 18A.14</b>	Closed support periods, support needs of clients, all clients
<b>Table 18A.15</b>	Closed support periods, support needs of Aboriginal and Torres Strait Islander clients
<b>Table 18A.16</b>	Closed support periods, support needs of clients born in non-MESC
<b>Table 18A.17</b>	Closed support periods, proportion of clients aged 12 to 18 years who needed education and/or training assistance who were enrolled in formal study or training after support, status before and after support
<b>Table 18A.18</b>	Recurrent cost per completed support period (2013–14 dollars)
<b>Table 18A.19</b>	Recurrent cost per client accessing homelessness services (2013–14 dollars)
<b>Table 18A.20</b>	Recurrent cost per day of support for clients (2013–14 dollars)
<b>Table 18A.21</b>	Closed support periods, proportion of clients who needed employment and/or training assistance, by labour force status before support, and by full/part time employment status after support
<b>Table 18A.22</b>	Closed support periods, proportion of Aboriginal and Torres Strait Islander clients

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who needed employment and/or training assistance, and who were employed after support

- Table 18A.23** Closed support periods, proportion of clients who needed employment and/or training assistance and who were unemployed or not in the labour force before support, who were employed after support, by labour force status
- Table 18A.24** Closed support periods, proportion of clients who needed income assistance and who had an income source after support
- Table 18A.25** Closed support periods, proportion of Aboriginal and Torres Strait Islander clients who needed income assistance and who had an income source after support
- Table 18A.26** Closed support periods, proportion of clients who needed assistance to obtain or maintain independent housing, type of tenure before and after support
- Table 18A.27** Closed support periods, proportion of Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing and who obtained or maintained independent housing after support
- Table 18A.28** Closed support periods, proportion of clients who were living in non-independent housing before support who obtained independent housing after support
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## 18.8 References

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## 18A Homelessness services — attachment

Definitions for the indicators and descriptors in this attachment are in section 18.2 of the chapter. Unsourced information was obtained from the Australian, State and Territory governments.

Data in this Report are examined by the Housing and Homelessness Working Group, but have not been formally audited by the Secretariat.

Data reported in the attachment tables are the most accurate available at the time of data collection. Historical data may have been updated since the last edition of RoGS.

This file is available in Adobe PDF format on the Review web page ([www.pc.gov.au/gsp](http://www.pc.gov.au/gsp)).

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Table 18A.1 **Composition of support provided, all clients**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (a)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (b)</i>
2013–14										
Accommodation	%	42.6	23.2	46.3	43.4	27.5	41.7	39.7	64.9	34.4
Assistance to sustain housing	%	30.3	28.8	30.8	19.5	14.5	21.6	36.7	19.4	26.9
Mental health services	%	8.1	3.9	3.8	4.6	0.3	3.2	7.2	2.1	4.3
Family services	%	10.6	5.0	5.6	7.9	4.0	5.0	10.1	5.7	6.4
Disability services	%	0.7	0.4	0.4	0.3	–	0.4	1.1	0.4	0.4
Drug/alcohol assistance	%	5.7	1.6	1.7	2.6	0.2	1.5	6.1	2.4	2.4
Legal/financial services	%	6.7	4.3	4.7	4.1	0.8	2.5	7.9	6.1	4.5
Immigration/cultural services	%	7.4	5.0	3.9	9.1	4.1	0.8	6.7	17.2	5.7
Domestic violence services	%	23.6	27.7	15.5	25.9	17.9	9.7	13.4	24.5	22.9
Other specialist services	%	22.0	10.2	15.8	14.0	6.3	8.4	20.8	22.5	13.7
General services	%	93.9	88.6	90.7	94.5	99.0	89.6	92.1	92.9	91.5
Total support days	'000	5 203	6 910	2 803	1 746	2 079	498	791	600	20 629
Total support periods	no.	74 983	191 589	61 223	31 844	39 442	10 136	8 151	10 573	427 941
Total closed support periods	no.	61 409	170 296	52 703	26 943	33 054	8 647	6 013	8 832	367 896
Total clients	no.	51 786	99 892	43 751	21 437	21 655	6 614	5 338	7 123	254 001
2012–13										
Accommodation	%	42.7	24.7	49.2	43.1	32.2	50.7	39.1	68.7	36.4
Assistance to sustain housing	%	26.2	26.5	24.2	21.3	16.1	19.0	28.3	16.8	24.1
Mental health services	%	8.0	3.3	4.2	4.8	0.5	3.9	7.7	3.7	4.3
Family services	%	9.9	4.2	6.3	8.6	4.9	6.5	11.4	9.5	6.5
Disability services	%	0.8	0.3	0.4	0.5	0.0	0.4	1.5	0.4	0.5
Drug/alcohol assistance	%	5.7	1.5	1.7	3.1	0.2	1.8	4.7	3.3	2.4
Legal/financial services	%	6.5	3.6	5.7	5.5	0.8	2.8	8.2	7.9	4.6
Immigration/cultural services	%	6.8	4.9	4.7	9.5	4.8	1.3	6.1	7.7	5.6
Domestic violence services	%	22.6	24.9	16.2	24.2	18.6	11.0	13.7	25.7	21.7
Other specialist services	%	20.8	9.2	16.8	17.1	6.7	10.9	21.9	15.1	13.5

Table 18A.1 **Composition of support provided, all clients**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (a)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (b)</i>
General services	%	94.7	88.0	90.5	96.0	97.2	92.6	90.7	93.1	91.5
Total support periods	no.	77 403	179 952	60 176	32 412	36 076	7 896	8 387	10 311	412 614
Total clients	no.	51 953	92 462	43 001	21 417	21 342	5 585	5 367	6 959	244 176
2011–12										
Accommodation	%	43.9	21.9	48.0	43.2	na	48.2	42.3	66.7	36.2
Assistance to sustain housing	%	26.7	23.8	22.8	22.4	na	17.3	29.5	13.1	23.6
Mental health services	%	8.1	3.1	3.6	5.2	na	3.6	6.7	4.8	4.6
Family services	%	10.4	4.4	6.5	8.9	na	7.0	12.8	11.9	7.1
Disability services	%	0.8	0.4	0.4	0.5	na	0.6	1.1	0.5	0.5
Drug/alcohol assistance	%	5.3	1.5	1.7	4.4	na	2.1	2.9	2.1	2.7
Legal/financial services	%	7.8	3.9	5.7	6.7	na	4.2	9.5	6.6	5.6
Immigration/cultural services	%	8.0	4.7	4.5	9.2	na	1.4	6.2	4.2	5.8
Domestic violence services	%	24.3	26.0	14.3	30.8	na	10.3	14.7	29.5	23.1
Other specialist services	%	21.1	10.0	17.0	18.8	na	10.1	21.2	18.7	15.1
General services	%	94.6	89.1	88.3	95.7	na	88.9	85.9	92.8	90.8
Total support periods	no.	74 712	165 258	59 831	31 645	31 767	8 802	8 141	8 609	388 766
Total clients	no.	52 105	86 150	42 487	21 190	19 497	6 148	5 602	6 584	236 429

(a) SA collection methodology for 2011-12 does not allow for this type of analysis.

(b) State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

**na** Not available. – Nil or rounded to zero.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.



Table 18A.2 **Nominal expenditure on homelessness services**

	<i>Unit</i>	<i>NSW</i>	<i>Vic (a)</i>	<i>Qld (b)</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT (c)</i>	<i>Aust</i>
2013–14										
State/Territory government expenditure										
Administrative expenditure	\$m	3.7	2.7	4.6	1.8	2.3	0.6	0.5	–	16.2
Service delivery expenditure	\$m	134.7	188.1	101.4	66.9	56.1	24.6	21.6	9.5	602.9
<b>Total</b>	\$m	138.5	190.8	106.0	68.7	58.4	25.1	22.1	9.5	619.1
Proportion of total expenditure										
Administrative expenditure	%	2.7	1.4	4.3	2.6	4.0	2.2	2.3	–	2.6
Service delivery expenditure	%	97.3	98.6	95.7	97.4	96.0	97.8	97.7	100.0	97.4
<b>Total</b>	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
2012–13										
State/Territory government expenditure										
Administrative expenditure	\$m	4.3	2.2	3.3	1.4	2.5	0.4	0.5	0.2	14.8
Service delivery expenditure	\$m	130.2	179.0	90.3	66.3	54.0	17.9	23.1	7.5	568.3
<b>Total</b>	\$m	134.5	181.3	93.6	67.7	56.5	18.3	23.6	7.7	583.1
Proportion of total expenditure										
Administrative expenditure	%	3.2	1.2	3.5	2.1	4.4	2.2	2.1	2.9	2.6
Service delivery expenditure	%	96.8	98.8	96.5	97.9	95.6	97.8	97.9	97.1	97.4
<b>Total</b>	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
2011–12										
State/Territory government expenditure										
Administrative expenditure	\$m	3.9	3.6	3.8	1.2	2.4	0.5	0.4	0.5	16.3
Service delivery expenditure	\$m	127.9	168.3	87.0	65.5	52.2	16.5	22.1	10.8	550.3
<b>Total</b>	\$m	131.8	171.9	90.9	66.8	54.6	17.0	22.5	11.3	566.7
Proportion of total expenditure										
Administrative expenditure	%	3.0	2.3	4.2	1.8	4.3	3.0	1.9	4.5	3.0
Service delivery expenditure	%	97.0	97.7	95.8	98.2	95.7	97.0	98.1	95.5	97.0
<b>Total</b>	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Table 18A.2 **Nominal expenditure on homelessness services**

	<i>Unit</i>	<i>NSW</i>	<i>Vic (a)</i>	<i>Qld (b)</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT (c)</i>	<i>Aust</i>
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(a) Expenditure for 2012–13 has been revised to include additional homelessness expenditure.

(b) Data for 2013–14 include National Partnership on Homelessness (NPAH) services expenditure which was excluded in earlier years.

(c) Expenditure for 2012–13 has been revised to exclude Australian Government expenditure which was included in earlier years.

– Nil or rounded to zero.

*Source:* Australian, State and Territory governments (unpublished)

Table 18A.3 **Total recurrent expenditure on homelessness services, 2013–14 dollars, (a)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic (b)</i>	<i>Qld (c)</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT (d)</i>	<i>Aust</i>
Nominal funding										
2013–14	\$m	138.5	190.8	106.0	68.7	58.4	25.1	22.1	9.5	619.1
2012–13	\$m	134.5	181.3	93.6	67.7	56.5	18.3	23.6	7.7	583.1
2011–12	\$m	131.8	171.9	90.9	66.8	54.6	17.0	22.5	11.3	566.7
Real funding (2013–14 dollars)										
2013–14	\$m	138.5	190.8	106.0	68.7	58.4	25.1	22.1	9.5	619.1
2012–13	\$m	135.6	182.7	94.4	68.2	57.0	18.4	23.8	7.7	587.8
2011–12	\$m	134.9	175.9	93.0	68.3	55.9	17.4	23.0	11.6	580.0

(a) Time series financial data are adjusted to 2013–14 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2013–14=100) (table 2A.51). See Chapter 2 (sections 2.5–6) for details.

(b) Expenditure for 2012–13 has been revised to include additional expenditure.

(c) Data for 2013–14 include National Partnership on Homelessness (NPAH) services expenditure which was excluded in earlier years.

(d) Expenditure for 2012–13 has been revised to exclude Australian Government expenditure which was included in earlier years.

*Source:* State and Territory governments (unpublished); Table 18.2; Table 2A.51.

**Table 18A.4 Real recurrent homelessness expenditure per person in the residential population, 2013–14 dollars (a), (b)**

	<i>NSW</i>	<i>Vic (c)</i>	<i>Qld (d)</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT (e)</i>	<i>Aust</i>
2013–14	18.55	32.94	22.59	26.93	34.81	48.85	57.63	39.32	26.55
2012–13	18.45	32.17	20.46	27.60	34.27	36.00	62.68	32.66	25.66
2011–12	18.61	31.56	20.61	28.63	33.97	33.92	62.13	49.74	25.79

(a) Time series financial data are adjusted to 2013–14 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2013–14=100) (table 2A.51). See Chapter 2 (sections 2.5–6) for details.

(b) Population data used to derive rates are revised to the ABS' final 2011 Census rebased estimates and projections. Population data for all Australians for all years are estimates. See Chapter 2 (tables 2A.1–2) for details.

(c) Victorian homelessness expenditure for 2012–13 has been revised to include additional homelessness expenditure.

(d) Data for 2013–14 include National Partnership on Homelessness (NPAH) services expenditure which was excluded in earlier years.

(e) Expenditure for 2012–13 has been revised to exclude Australian Government expenditure which was included in earlier years.

*Source:* Australian State and Territory governments (unpublished); Tables 18A, 2A.2 and 2A.51.

TABLE 18A.5

Table 18A.5 **Proportion of Aboriginal and Torres Strait Islander clients among all clients whose needs for accommodation and services other than accommodation were met**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (a)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (b)</i>
2013–14										
Accommodation services	%	24.0	11.3	32.6	43.4	27.9	15.1	18.2	74.8	26.3
Services other than accommodation	%	20.4	5.2	26.1	23.5	20.3	12.0	11.6	67.1	14.4
Total Aboriginal and Torres Strait Islander clients with met demand	no.	12 551	8 327	14 031	7 357	5 371	970	862	5 442	55 288
Total clients with met demand	no.	49 832	94 340	42 147	18 620	20 709	6 291	5 247	6 938	240 533
2012–13										
Accommodation services	%	23.2	11.0	31.6	39.8	24.3	14.9	18.6	69.5	25.3
Services other than accommodation	%	19.4	5.4	25.1	22.4	18.4	13.4	10.2	68.1	14.1
Total Aboriginal and Torres Strait Islander clients with met demand	no.	12 362	7 859	13 614	6 751	4 997	841	831	5 197	52 506
Total clients with met demand	no.	50 139	86 394	41 456	18 823	20 361	5 321	5 238	6 820	230 642
2011–12 (c)										
Accommodation services	%	23.6	10.1	30.4	40.4	na	14.9	16.1	71.8	25.1
Services other than accommodation	%	18.6	4.7	22.6	22.2	na	14.3	9.9	59.0	12.7
Total Aboriginal and Torres Strait Islander clients with met demand	no.	12 127	6 608	12 841	7 065	na	960	805	4 774	47 602
Total clients with met demand	no.	50 860	81 215	40 830	20 152	na	5 784	5 150	6 343	213 709

(a) SA collection methodology for 2011-12 does not allow for this type of analysis.

(b) State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

**na** Not available.

Table 18A.5 **Proportion of Aboriginal and Torres Strait Islander clients among all clients whose needs for accommodation and services other than accommodation were met**

<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (a)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (b)</i>
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*Source:* AIHW (unpublished) *Specialist Homelessness Services Collection*.

**Table 18A.6 Proportion of clients born in non-main English speaking countries (non-MESC) whose needs for accommodation and services other than accommodation were met (a)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (b)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (c)</i>
2013–14										
Accommodation services	%	11.7	15.4	8.0	9.9	6.2	3.9	17.0	3.3	11.0
Services other than accommodation	%	8.9	13.2	7.5	12.3	6.0	4.8	16.1	2.0	10.6
Total non-MESC clients with met demand	no.	5 196	13 086	3 274	2 036	1 251	268	869	201	25 935
Total clients with met demand	no.	49 832	94 340	42 147	18 620	20 709	6 291	5 247	6 938	240 533
2012–13										
Accommodation services	%	11.4	14.4	7.6	10.3	6.5	3.5	16.8	3.6	10.6
Services other than accommodation	%	7.8	13.1	7.2	13.8	5.5	3.5	16.2	1.8	10.3
Total non-MESC clients with met demand	no.	4 882	11 690	3 074	2 224	1 184	186	863	213	24 054
Total clients with met demand	no.	50 139	86 394	41 456	18 823	20 361	5 321	5 238	6 820	230 642
2011–12 (d)										
Accommodation services	%	11.0	12.8	6.7	10.6	na	4.0	14.4	4.1	9.7
Services other than accommodation	%	8.5	10.5	5.6	12.2	na	4.0	14.3	2.5	9.4
Total non-MESC clients with met demand	no.	5 027	9 136	2 582	2 280	na	233	740	230	20 424
Total clients with met demand	no.	50 860	81 215	40 830	20 152	na	5 784	5 150	6 343	213 709

(a) Non-main English speak countries (MESC) are all countries except Australia, United Kingdom, Republic of Ireland, New Zealand, Canada, United States of America and South Africa.

(b) SA collection methodology for 2011-12 does not allow for this type of analysis.

(c) State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

na Not available.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.

Table 18A.7 **Proportion of clients with disability whose needs for accommodation and services other than accommodation were met (a), (b), (c)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (b)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (c)</i>
2013–14										
Accommodation services	%	3.1	4.9	2.9	3.1	1.9	3.8	2.8	2.2	3.4
Services other than accommodation	%	2.1	2.6	2.6	2.3	1.2	4.7	2.1	3.3	2.4
Total clients with disability with met demand	no.	1 821	4 555	1 440	667	615	337	184	241	9 656
Total clients with met demand	no.	49 832	94 340	42 147	18 620	20 709	6 291	5 247	6 938	240 533

- (a) Clients with disability are defined as those people who have identified as having a long-term health condition or disability and who need assistance with core activities (including needing assistance with self-care, mobility or communication). Data do not measure the total number of people with a disability accessing specialist homelessness services and the measure may underestimate the number of clients with a disability who need support to access and maintain housing.
- (b) Data from the disability questions in the SHSC have been collected from July 2013. Response rates for these questions in 2013–14 varied between jurisdictions and were initially low but increased over the year – although the rate did not increase proportionately with the decrease in 'not known' responses (it decreased slightly) because those clients who did not have a disability accounted for the majority of the increased response rate. Reporting in the last quarter of the year is likely to be more indicative of the true level of disability among SHS clients.
- (c) A client with a need for assistance with core activities can have their needs met for both accommodation services and services other than accommodation. Therefore the sum of the rows does not add to the total.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.



**Table 18A.8 Proportion of Aboriginal and Torres Strait Islander people, people born in non-main English speaking countries (MESC) and people with disability represented in specialist homelessness services, and in the population (a), (b), (c)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2013–14										
Aboriginal and Torres Strait Islander people										
In specialist homelessness services	%	25.2	8.8	33.3	38.0	25.9	15.2	16.4	78.4	22.9
In the population (2013)	%	2.9	0.9	4.3	3.7	2.3	4.9	1.7	29.7	3.0
People born in non-MESC										
In specialist homelessness services	%	11.3	17.5	8.1	10.8	6.5	4.9	18.3	3.1	12.3
In the population (2011)	%	24.6	25.4	19.8	29.2	21.5	11.3	23.5	15.2	23.7
People with disability										
In specialist homelessness services	%	3.7	4.8	3.4	3.6	3.0	5.4	3.5	3.5	4.0
In the population (2012)	%	6.4	6.4	5.5	4.9	6.9	7.7	5.2	3.8	6.1
2012–13										
Aboriginal and Torres Strait Islander people										
In specialist homelessness services	%	24.6	8.9	32.5	35.1	24.3	15.7	15.9	76.0	22.5
In the population (2011)	%	2.9	0.9	4.2	3.8	2.3	4.7	1.7	29.8	3.0
People born in non-MESC										
In specialist homelessness services	%	10.8	17.3	7.8	11.6	6.5	3.8	18.2	3.5	12.0
In the population (2011)	%	24.6	25.4	19.8	29.2	21.5	11.3	23.5	15.2	23.7
2011–12										
Aboriginal and Torres Strait Islander people										
In specialist homelessness services	%	23.8	8.0	31.0	34.6	22.3	16.1	15.5	73.9	21.7
In the community (2011)	%	2.9	0.9	4.2	3.8	2.3	4.7	1.7	29.8	3.0
People born in non-MESC										
In specialist homelessness services	%	10.7	14.4	6.7	11.8	6.2	4.4	16.7	4.1	10.7
In the population (2011)	%	24.6	25.4	19.8	29.2	21.5	11.3	23.5	15.2	23.7

**Table 18A.8 Proportion of Aboriginal and Torres Strait Islander people, people born in non-main English speaking countries (MESOC) and people with disability represented in specialist homelessness services, and in the population (a), (b), (c)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
(a)	Non-main English speak countries (MESOC) are all countries except Australia, United Kingdom, Republic of Ireland, New Zealand, Canada, United States of America and South Africa.									
(b)	Clients with disability are defined as people who have identified as having a long-term health condition or disability and who need assistance with core activities (including needing assistance with self-care, mobility or communication). Data do not measure the total number of people with a disability accessing specialist homelessness services and the measure may underestimate the number of clients with a disability who need support to access and maintain housing.									
(c)	Data on representation in the community are reported for different years due to the availability of data and are sourced from the ABS.									

*Source:* AIHW (unpublished) *Specialist Homelessness Services Collection*; ABS (2013) *Australian Demographic Statistics, June 2013, Cat. no. 3101.0, Canberra*; ABS (2014) *Estimates and Projections, Aboriginal and Torres Strait Islander Australians, 2001 to 2026, Cat. no. 3238.0*; ABS (2012), *2 011 Census of Population and Housing, Australia, States and Territories, Basic Community Profile, Table B09 — Country of birth of person by sex, Cat. no. 2001*; tables 2A.1 and 2A.14.

TABLE 18A.9

Table 18A.9 **Average daily unassisted requests for accommodation and services other than accommodation (a)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (b)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (c)</i>
2013–14										
Accommodation services	no.	78.8	44.1	88.6	50.2	1.6	12.7	1.7	14.0	291.7
Services other than accommodation	no.	14.0	47.9	9.0	7.9	1.0	0.7	0.7	2.7	83.9
No service need identified	no.	10.2	9.8	15.7	7.5	–	1.0	0.2	3.1	47.5
2012–13										
Accommodation services	no.	89.2	36.2	94.8	47.7	1.5	12.2	1.5	13.6	296.7
Services other than accommodation	no.	12.1	42.6	7.4	7.9	1.3	0.7	0.6	1.0	73.7
No service need identified	no.	9.0	7.2	17.7	8.8	0.0	0.8	0.2	2.7	46.4
2011–12										
Accommodation services	no.	96.2	24.6	88.5	43.0	na	14.5	1.0	9.4	278.6
Services other than accommodation	no.	10.9	31.9	6.4	9.7	na	1.0	0.6	0.6	57.0
No service need identified	no.	7.2	5.7	23.5	5.7	na	0.8	0.1	0.8	49.0

(a) Unassisted requests for accommodation and services other than accommodation are dealt with differently by different jurisdictions and data may not be comparable.

(b) SA collection methodology for 2011-12 does not allow for this type of analysis.

(c) State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

**na** Not available. – Nil or rounded to zero.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.

TABLE 18A.10

Table 18A.10 Proportion of clients with unmet needs for accommodation and services other than accommodation (a)

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (b)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (c)</i>
2013–14										
Accommodation services	%	16.0	34.0	24.0	16.0	10.0	25.0	36.0	9.0	24.0
Services other than accommodation	%	0.5	1.6	0.9	0.4	–	2.1	0.6	1.7	1.0
Clients with identified need for accommodation who <b>were not</b> provided with a service	no.	5 267	15 041	7 726	2 002	692	1 286	1 416	475	33 648
Total clients with need for accommodation	no.	32 577	44 223	32 435	12 609	6 729	5 065	3 962	5 216	139 446
Clients with identified need for services other than accommodation who <b>were not</b> provided with a service	no.	102	876	103	34	na	33	8	32	1 190
Total clients with need for services other than accommodation		19 048	55 400	11 314	8 828	14 926	1 549	1 375	1 907	114 124
<b>Total clients</b>	no.	51 786	99 892	43 751	21 437	21 655	6 614	5 338	7 123	254 001
2012–13										
Accommodation services	%	17.0	33.3	18.1	14.8	2.6	22.6	36.7	6.5	22.1
Services other than accommodation	%	0.5	1.7	0.8	0.5	–	1.6	1.0	0.7	1.0
Clients with identified need for accommodation who <b>were not</b> provided with a service	no.	5 551	14 709	5 891	1 861	189	905	1 510	349	30 669
Total clients with need for accommodation	no.	32 634	44 115	32 476	12 537	7 159	4 012	4 112	5 349	138 732
Clients with identified need for services other than accommodation who <b>were not</b> provided with a service	no.	94	818	87	42	–	26	12	12	1 092
Total clients with need for services other than accommodation		18 980	47 977	10 350	8 871	14 183	1 573	1 256	1 609	104 545
<b>Total clients</b>	no.	51 953	92 462	43 001	21 417	21 342	5 585	5 367	6 959	244 176
2011–12										
Accommodation services	%	13.2	29.7	16.8	12.9	na	21.5	28.6	9.0	19.8
Services other than accommodation	%	0.4	1.5	2.8	1.1	na	0.2	0.7	1.5	1.4

Table 18A.10 **Proportion of clients with unmet needs for accommodation and services other than accommodation (a)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (b)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (c)</i>
Clients with identified need for accommodation who <b>were not</b> provided with a service	no.	4 347	11 065	5 443	1 594	na	972	1 298	457	25 036
Total clients with need for accommodation	no.	32 950	37 314	32 367	12 401	na	4 529	4 541	5 090	126 686
Clients with identified need for services other than accommodation who <b>were not</b> provided with a service	no.	73	750	283	96	na	3	8	22	1 235
Total clients with need for services other than accommodation	no.	19 105	48 711	10 117	8 773	na	1 606	1 061	1 477	90 754
<b>Total clients</b>	no.	52 105	86 150	42 487	21 190	19 497	6 148	5 602	6 584	236 429

(a) Unassisted requests for accommodation and services other than accommodation are dealt with differently by different jurisdictions and data may not be comparable.

(b) SA collection methodology for 2011-12 does not allow for this type of analysis.

(c) State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

**na** Not available. – Nil or rounded to zero.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.

TABLE 18A.11

Table 18A.11 **Closed support periods, proportion of clients with a case management plan (a), (b), (c)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
2013–14										
Yes – Case management plan (e)	%	58.5	38.2	72.7	48.2	30.6	48.4	50.1	72.4	48.2
No case management plan										
Client did not agree to one	%	9.2	6.2	4.2	7.3	5.0	6.4	5.4	6.5	6.4
Support period too short	%	25.3	46.0	21.2	38.5	57.0	36.8	13.8	17.3	37.6
Other	%	7.0	9.5	2.0	6.1	7.4	8.4	30.6	3.8	7.8
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total clients with closed support periods (f)	no.	61 032	169 484	52 569	26 903	26 144	8 633	6 013	8 820	359 597
2012–13										
Yes – Case management plan (e)	%	56.6	33.4	69.7	50.2	36.4	56.9	45.6	63.5	45.7
No case management plan										
Client did not agree to one	%	10.2	7.4	3.7	8.1	5.5	7.4	6.3	6.3	7.2
Support period too short	%	24.0	48.4	24.8	37.9	54.3	32.0	11.7	28.1	38.9
Other	%	9.2	10.7	1.8	3.8	3.8	3.7	36.4	2.1	8.2
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total clients with closed support periods (f)	no.	59 982	161 171	51 439	26 669	26 050	6 615	6 157	8 714	346 797
2011–12										
Yes – Case management plan (e)	%	55.1	31.5	61.3	58.4	34.0	54.2	43.0	60.5	44.1
No case management plan										
Client did not agree to one	%	9.3	6.9	5.0	8.5	11.9	9.3	5.9	4.0	7.5
Support period too short	%	28.3	52.0	31.1	28.4	48.5	31.0	13.3	32.3	40.8
Other	%	7.3	9.6	2.6	4.8	5.7	5.6	37.8	3.1	7.7
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total clients with closed support periods (f)	no.	59 243	148 343	51 154	26 191	24 504	7 316	5 803	7 515	330 068

Table 18A.11 **Closed support periods, proportion of clients with a case management plan (a), (b), (c)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
(a)	Case management is dealt differently by different jurisdictions and data may not be comparable.									
(b)	This measure previously used client numbers. It is now based on closed support periods. Data for 2012–13 and 2011–12 have been revised.									
(c)	Data include clients for whom a case management plan may not have been appropriate, e.g. people accessing a drop-in centre, a meals service or an information/referral service.									
(d)	State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.									
(e)	Includes support periods where client was included on another person's case management plan									
(f)	Excludes support periods with invalid responses.									

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.

**Table 18A.12 Closed support periods, proportion of Aboriginal and Torres Strait Islander clients with a case management plan (a), (b), (c)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT (d)</i>	<i>NT</i>	<i>Aust (e)</i>
<b>2013–14</b>										
Yes – Case management plan (f)	%	67.4	44.4	66.7	47.1	31.8	51.7	62.5	70.8	57.1
No case management plan										
Client did not agree to one	%	7.9	10.2	4.9	14.6	4.9	4.8	3.6	6.6	8.0
Support period too short	%	19.3	37.3	26.1	29.3	56.1	33.6	11.8	19.3	28.9
Other	%	5.5	8.2	2.4	9.0	7.2	9.9	22.1	3.3	5.9
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total Aboriginal and Torres Strait Islander clients with closed support periods (g)	no.	12 070	10 598	15 735	9 426	5 268	1 109	948	6 544	61 698
<b>2012–13</b>										
Yes – Case management plan (f)	%	62.6	38.4	63.7	49.4	38.0	56.2	57.7	60.5	54.2
No case management plan										
Client did not agree to one	%	9.0	10.9	4.5	16.7	6.1	6.6	5.0	7.3	8.9
Support period too short	%	21.7	41.8	30.1	30.1	53.2	33.3	7.5	30.5	32.1
Other	%	6.8	9.0	1.7	3.8	2.7	3.9	29.7	1.7	4.9
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total Aboriginal and Torres Strait Islander clients with closed support periods (g)	no.	11 452	9 750	14 464	8 883	4 797	873	976	5 855	57 050
<b>2011–12</b>										
Yes – Case management plan (f)	%	58.6	35.2	58.7	56.1	38.8	50.1	42.7	57.6	52.5
No case management plan										
Client did not agree to one	%	9.8	9.7	5.6	10.9	12.4	11.0	8.9	4.2	8.5
Support period too short	%	25.3	50.8	32.7	28.5	43.1	34.2	18.7	36.2	34.3
Other	%	6.3	4.3	3.0	4.4	5.7	4.7	29.8	2.0	4.7
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0



Table 18A.12 **Closed support periods, proportion of Aboriginal and Torres Strait Islander clients with a case management plan (a), (b), (c)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT (d)</i>	<i>NT</i>	<i>Aust (e)</i>
Total Aboriginal and Torres Strait Islander clients with closed support periods (g)	no.	11 377	8 387	14 002	8 532	4 325	927	839	5 315	53 704

- (a) Case management is dealt differently by different jurisdictions and data may not be comparable.
- (b) This measure previously used client numbers. It is now based on closed support periods. Data for 2012–13 and 2011–12 have been revised.
- (c) Includes support periods for high volume agencies such as day or meal centres where a case management plan may not be appropriate.
- (d) Includes support periods for central intake agencies (where a case management plan is not appropriate) in 'other' rather than in 'support period too short'.
- (e) State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.
- (f) Includes support periods where client was included on another person's case management plan
- (g) Excludes support periods with invalid responses.
- Nil or rounded to zero.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.

TABLE 18A.13

Table 18A.13 Support needs of clients, summary (a), (b)

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
2013–14										
All clients										
Provided only	%	54.0	66.2	43.7	65.8	82.9	55.1	52.1	68.7	61.2
Referred only	%	1.1	1.4	1.8	0.5	–	4.1	0.8	0.2	1.3
Provided & referred	%	43.2	27.9	51.4	32.6	17.1	37.5	45.3	30.3	34.6
Not provided or referred	%	1.7	4.5	3.1	1.0	–	3.4	1.8	0.8	2.9
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total clients for whom need was identified	'000	38 041	80 845	35 406	16 990	15 885	5 091	3 433	5 394	198 770
Aboriginal and Torres Strait Islander clients										
Provided only	%	51.7	55.7	46.1	70.5	82.4	53.9	56.3	66.7	58.4
Referred only	%	1.3	1.2	1.5	0.6	–	1.8	0.6	0.3	1.0
Provided & referred	%	44.8	38.3	49.7	28.0	17.6	41.9	41.9	32.3	38.4
Not provided or referred	%	2.3	4.8	2.6	0.9	–	2.4	1.2	0.8	2.2
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total clients for whom need was identified	'000	9 651	6 369	11 731	6 659	3 876	753	521	4 265	44 789
Non-MESC clients										
Provided only	%	53.2	61.6	37.3	47.5	80.6	56.0	56.0	69.9	57.1
Referred only	%	1.1	2.2	2.7	0.7	–	5.9	–	–	1.8
Provided & referred	%	44.8	30.8	57.6	50.4	19.4	34.6	42.9	30.1	37.5
Not provided or referred	%	1.0	5.4	2.4	1.3	–	3.5	1.1	–	3.6
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total clients for whom need was identified	'000	3 705	11 427	2 648	1 535	983	226	567	140	21 072
2012–13										
All clients										
Provided only	%	57.9	65.0	44.0	63.8	86.8	64.5	51.5	66.7	61.7
Referred only	%	0.8	2.2	1.9	0.5	–	0.5	1.9	0.7	1.5
Provided & referred	%	39.6	27.5	51.2	34.8	13.1	31.8	43.3	30.9	33.6

TABLE 18A.13

Table 18A.13 Support needs of clients, summary (a), (b)

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
Not provided or referred	%	1.7	5.2	2.9	0.8	–	3.3	3.3	1.7	3.2
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total clients for whom need was identified	'000	36 031	75 732	34 360	16 502	14 997	4 328	3 293	5 386	188 170
Aboriginal and Torres Strait Islander clients										
Provided only	%	54.8	55.7	44.2	68.6	86.7	57.8	41.4	66.5	58.3
Referred only	%	0.6	1.2	1.8	0.4	0.1	0.7	2.5	0.4	1.0
Provided & referred	%	42.2	39.2	52.1	30.0	13.2	38.2	51.8	31.9	38.8
Not provided or referred	%	2.4	3.9	1.9	1.1	–	3.3	4.2	1.2	2.0
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total clients for whom need was identified	'000	8 919	6 095	11 132	5 963	3 535	684	536	4 116	41 576
non-MESC clients										
Provided only	%	58.1	59.1	37.7	45.2	83.1	63.7	50.4	58.1	56.2
Referred only	%	1.0	3.3	2.9	0.3	–	–	1.0	1.3	2.4
Provided & referred	%	40.0	30.6	57.4	53.6	16.9	34.3	45.5	39.3	37.0
Not provided or referred	%	0.8	7.1	2.0	0.9	–	2.0	3.1	1.3	4.4
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total clients for whom need was identified	'000	3 252	10 422	2 388	1 614	839	152	531	161	19 197
2011–12										
All clients										
Provided only	%	53.4	65.6	42.3	61.6	na	56.1	33.1	57.6	57.1
Referred only	%	1.7	2.2	3.2	1.2	na	3.5	4.2	1.1	2.3
Provided & referred	%	43.5	28.1	50.8	36.2	na	37.1	51.4	38.9	37.4
Not provided or referred	%	1.4	4.1	3.8	1.0	na	3.3	11.3	2.4	3.3
Total	%	100.0	100.0	100.0	100.0	na	100.0	100.0	100.0	100.0
Total clients for whom need was identified	'000	37 969	71 148	34 625	16 490	na	4 771	3 446	5 111	171 852
Aboriginal and Torres Strait Islander clients										
Provided only	%	48.9	53.7	40.1	66.5	na	56.5	31.6	54.0	50.8

Table 18A.13 **Support needs of clients, summary (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
Referred only	%	2.0	1.9	2.8	1.2	na	2.8	3.1	0.8	2.0
Provided & referred	%	47.6	41.1	54.6	31.4	na	39.5	54.9	44.1	45.2
Not provided or referred	%	1.4	3.4	2.5	0.9	na	1.2	10.4	1.1	2.0
Total	%	100.0	100.0	100.0	100.0	na	100.0	100.0	100.0	100.0
Total clients for whom need was identified	'000	9 082	5 122	10 495	5 858	na	704	497	3 865	36 539
non-MESC clients										
Provided only	%	51.1	55.9	33.7	44.7	na	46.7	29.0	57.5	50.0
Referred only	%	1.9	3.2	3.3	1.5	na	1.6	2.5	5.1	2.7
Provided & referred	%	46.0	36.9	60.5	53.3	na	50.1	55.9	34.0	44.2
Not provided or referred	%	1.0	4.1	2.5	0.5	na	1.6	12.6	3.5	3.1
Total	%	100.0	100.0	100.0	100.0	na	100.0	100.0	100.0	100.0
Total clients for whom need was identified	'000	3 540	7 682	2 064	1 661	na	192	464	158	15 649

(a) Not all clients have a need recorded.

(b) Non-main English speak countries (MESC) are all countries except Australia, United Kingdom, Republic of Ireland, New Zealand, Canada, United States of America and South Africa.

(c) SA collection methodology does not allow for this type of analysis.

(d) State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

**na** Not available. – Nil or rounded to zero.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.

Table 18A.14 **Closed support periods, support needs of clients by service assistance type, all clients (a)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (b)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (c)</i>
2013–14										
<b>Accommodation/accommodation related assistance</b>										
Provided only	%	46.0	27.6	42.1	60.5	75.9	36.3	22.0	81.2	42.5
Referred only	%	17.8	14.5	14.8	10.2	1.6	22.2	11.1	2.2	14.2
Provided and referred	%	18.0	17.8	17.6	12.4	13.4	13.3	24.1	8.0	16.2
Not provided or referred	%	18.2	40.1	25.5	16.9	9.1	28.2	42.7	8.6	27.1
Clients for whom need was identified	no.	22 350	31 732	25 528	9 904	4 099	3 821	2 456	4 110	101 851
<b>Assistance to sustain tenure</b>										
Provided only	%	71.9	72.8	63.1	76.0	96.8	68.8	68.0	83.8	71.4
Referred only	%	5.3	3.3	5.8	4.0	0.4	6.6	5.8	2.6	4.3
Provided and referred	%	15.0	7.5	19.9	9.9	1.8	7.0	12.9	4.3	11.5
Not provided or referred	%	7.8	16.4	11.2	10.1	1.0	17.6	13.4	9.2	12.7
Clients for whom need was identified	no.	12 161	26 967	12 294	3 294	1 698	1 170	1 357	852	58 669
<b>Mental health</b>										
Provided only	%	26.8	30.2	22.9	25.1	12.9	34.9	25.7	40.8	27.0
Referred only	%	27.7	21.1	35.3	27.2	65.1	13.6	39.5	23.9	27.8
Provided and referred	%	24.9	16.3	18.4	27.3	11.0	10.6	10.1	14.6	19.9
Not provided or referred	%	20.6	32.4	23.4	20.4	11.0	40.8	24.8	20.7	25.3
Clients for whom need was identified	no.	4 582	4 234	2 592	1 172	163	260	609	154	13 211
<b>Family</b>										
Provided only	%	38.3	42.1	39.1	35.3	67.5	53.3	34.1	28.6	40.3
Referred only	%	19.2	18.5	22.9	25.9	15.2	15.8	25.0	25.0	20.6
Provided and referred	%	31.5	22.2	25.3	26.5	16.3	19.3	30.6	33.8	26.3
Not provided or referred	%	11.1	17.2	12.7	12.3	1.0	11.6	10.3	12.5	12.8
Clients for whom need was identified	no.	4 472	4 103	2 609	1 677	517	315	417	430	14 214
<b>Disability</b>										
Provided only	%	19.1	25.3	26.8	23.9	9.0	23.2	28.3	25.7	23.8

TABLE 18A.14

Table 18A.14 **Closed support periods, support needs of clients by service assistance type, all clients (a)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (b)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (c)</i>
Referred only	%	28.0	20.6	32.7	27.9	54.8	39.0	39.5	12.7	27.0
Provided and referred	%	24.6	12.3	9.8	14.4	–	11.3	13.1	29.4	16.1
Not provided or referred	%	28.2	41.7	30.8	33.8	36.2	26.5	19.1	32.2	33.1
Clients for whom need was identified	no.	424	474	232	108	11	46	72	32	1 368
<b><i>Drug/alcohol</i></b>										
Provided only	%	42.7	34.7	25.1	34.8	15.9	40.3	26.6	36.3	35.7
Referred only	%	14.9	15.5	26.0	19.8	62.7	18.8	8.5	15.4	18.0
Provided and referred	%	22.1	16.6	15.1	18.4	11.9	10.6	50.7	13.2	19.7
Not provided or referred	%	20.4	33.1	33.9	26.9	9.5	30.3	14.3	35.1	26.7
Clients for whom need was identified	no.	2 883	1 678	1 217	654	95	104	290	227	6 818
<b><i>Legal/financial</i></b>										
Provided only	%	31.1	50.9	28.2	21.4	14.4	46.5	50.0	51.3	37.0
Referred only	%	29.2	19.1	35.5	38.9	69.3	20.3	17.2	23.1	28.8
Provided and referred	%	25.1	12.1	23.0	23.1	12.7	7.2	20.5	14.4	19.1
Not provided or referred	%	14.7	17.9	13.2	16.5	3.6	26.0	12.3	11.1	15.1
Clients for whom need was identified	no.	3 516	4 324	2 937	1 145	362	172	317	465	12 907
<b><i>Domestic/family violence</i></b>										
Provided only	%	76.3	86.5	75.8	84.9	93.1	75.2	50.5	87.0	83.2
Referred only	%	3.2	1.3	5.1	1.3	0.1	3.0	12.5	0.3	2.2
Provided and referred	%	13.9	7.6	12.6	10.9	6.6	12.1	17.6	5.1	9.6
Not provided or referred	%	6.5	4.6	6.5	2.9	0.2	9.7	19.4	7.6	5.1
Clients for whom need was identified	no.	8 827	23 459	5 923	4 472	2 813	514	529	1 533	47 355
<b><i>Immigration/cultural services</i></b>										
Provided only	%	47.6	68.5	49.6	76.6	86.1	72.9	38.5	88.1	64.7
Referred only	%	14.2	5.8	16.7	8.5	3.6	9.0	24.4	5.4	9.8
Provided and referred	%	33.2	19.5	28.3	12.2	10.3	15.0	32.0	3.9	21.0
Not provided or referred	%	4.9	6.2	5.4	2.7	–	3.1	5.1	2.5	4.5

Table 18A.14 **Closed support periods, support needs of clients by service assistance type, all clients (a)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (b)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (c)</i>
Clients for whom need was identified	no.	2 689	3 686	1 388	1 658	616	33	257	1 139	11 234
<b>Other specialised services</b>										
Provided only	%	42.0	48.3	26.6	35.6	41.6	48.0	37.2	53.4	40.0
Referred only	%	19.8	16.6	27.2	29.0	46.4	15.5	28.7	12.3	22.7
Provided and referred	%	30.8	21.4	38.4	26.7	11.1	20.1	27.1	26.4	28.2
Not provided or referred	%	7.4	13.7	7.9	8.7	0.9	16.3	7.0	8.0	9.1
Clients for whom need was identified	no.	9 420	8 409	7 745	3 150	1 632	491	922	1 611	32 322
<b>Total clients who needed homelessness services</b>	<b>no.</b>	<b>38 202</b>	<b>80 849</b>	<b>35 407</b>	<b>16 990</b>	<b>15 885</b>	<b>5 091</b>	<b>3 433</b>	<b>5 394</b>	<b>198 936</b>
2012–13										
<b>Accommodation/accommodation related assistance</b>										
Provided only	%	46.4	27.9	44.4	60.4	87.1	48.5	22.2	80.2	43.9
Referred only	%	17.4	16.2	17.8	11.9	1.5	8.0	14.2	4.8	15.3
Provided and referred	%	16.6	16.6	18.7	12.8	8.8	18.5	21.3	9.3	15.8
Not provided or referred	%	19.5	39.3	19.1	14.9	2.7	25.1	42.2	5.8	25.0
Clients for whom need was identified	no.	21 224	32 376	25 432	9 498	4 441	3 056	2 506	4 172	100 439
<b>Assistance to sustain tenure</b>										
Provided only	%	72.9	71.1	62.0	77.6	97.7	72.6	71.5	73.4	71.2
Referred only	%	4.8	4.4	7.3	3.8	0.3	3.8	8.3	7.8	4.9
Provided and referred	%	12.8	7.3	17.9	8.0	1.3	9.3	9.5	9.2	10.2
Not provided or referred	%	9.5	17.2	12.8	10.6	0.7	14.5	10.8	9.7	13.6
Clients for whom need was identified	no.	9 761	23 626	9 412	3 523	1 899	766	981	650	49 614
<b>Mental health</b>										
Provided only	%	27.5	25.9	23.9	30.0	17.7	33.2	20.9	48.8	26.8
Referred only	%	28.5	24.4	38.0	22.5	50.8	19.9	38.7	18.0	28.9
Provided and referred	%	22.7	16.9	19.9	20.8	18.5	11.3	17.4	17.2	19.5
Not provided or referred	%	21.2	32.8	18.1	26.9	13.1	35.2	23.1	16.0	24.8

Table 18A.14 **Closed support periods, support needs of clients by service assistance type, all clients (a)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (b)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (c)</i>
Clients for whom need was identified	no.	3 940	3 492	2 646	1 188	130	256	455	256	11 776
<b>Family</b>										
Provided only	%	38.8	40.0	42.0	41.8	71.2	49.3	35.8	41.2	41.8
Referred only	%	20.1	20.4	24.4	20.1	8.3	19.4	15.6	16.0	20.2
Provided and referred	%	28.9	21.3	21.9	25.9	18.3	20.5	33.4	24.8	24.5
Not provided or referred	%	12.2	18.3	11.7	12.2	2.1	10.9	14.9	17.9	13.5
Clients for whom need was identified	no.	3 764	3 181	2 889	1 581	563	341	422	624	13 025
<b>Disability</b>										
Provided only	%	21.8	23.6	21.8	27.2	–	20.8	28.4	23.1	23.1
Referred only	%	26.0	23.6	33.9	28.9	66.7	33.3	11.9	34.6	27.1
Provided and referred	%	23.4	20.5	11.7	21.9	8.3	8.3	32.8	11.5	20.0
Not provided or referred	%	28.8	32.2	32.7	21.9	25.0	37.5	26.9	30.8	29.8
Clients for whom need was identified	no.	427	351	248	114	12	24	67	26	1 223
<b>Drug/alcohol</b>										
Provided only	%	41.6	32.4	24.8	43.6	17.0	35.0	24.0	53.0	36.4
Referred only	%	13.6	16.6	30.2	20.3	49.1	9.7	18.5	19.1	18.7
Provided and referred	%	22.9	16.5	14.6	15.5	20.8	21.4	37.0	9.8	18.8
Not provided or referred	%	21.9	34.5	30.4	20.6	11.3	34.0	20.5	18.1	26.1
Clients for whom need was identified	no.	2 574	1 460	1 159	785	53	103	254	215	6 286
<b>Legal/financial</b>										
Provided only	%	31.2	47.4	30.6	26.8	23.9	38.9	49.2	62.7	36.7
Referred only	%	28.1	20.6	31.9	35.1	61.8	29.8	19.1	13.5	27.9
Provided and referred	%	22.1	12.3	26.0	24.5	13.3	9.6	20.1	9.1	19.4
Not provided or referred	%	18.6	19.7	11.4	13.7	1.1	22.1	11.3	14.9	16.0
Clients for whom need was identified	no.	2 935	3 352	2 822	1 504	285	208	309	549	11 596
<b>Domestic/family violence</b>										
Provided only	%	77.0	85.2	78.6	84.7	92.7	78.9	47.1	75.7	82.5



TABLE 18A.14

Table 18A.14 **Closed support periods, support needs of clients by service assistance type, all clients (a)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (b)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (c)</i>
Referred only	%	4.4	2.3	4.8	1.3	0.2	3.9	12.1	0.8	2.9
Provided and referred	%	12.5	7.5	11.9	10.3	6.9	10.0	22.2	17.0	9.7
Not provided or referred	%	6.0	5.0	4.7	3.7	0.3	7.3	18.3	6.5	4.9
Clients for whom need was identified	no.	7 872	19 803	5 944	3 995	2 621	441	486	1 542	42 009
<b><i>Immigration/cultural services</i></b>										
Provided only	%	52.4	65.3	48.2	75.2	88.7	90.5	41.2	67.2	63.0
Referred only	%	14.7	4.8	13.9	6.5	2.5	3.2	20.1	25.0	9.6
Provided and referred	%	24.8	22.2	33.2	13.8	8.9	4.8	28.9	5.6	21.3
Not provided or referred	%	8.2	7.7	4.7	4.3	–	1.6	10.3	2.3	6.1
Clients for whom need was identified	no.	2 170	3 473	1 581	1 668	675	63	204	521	10 124
<b><i>Other specialised services</i></b>										
Provided only	%	42.7	46.9	29.1	44.8	47.1	51.0	39.9	33.5	40.6
Referred only	%	19.3	18.8	24.7	22.2	41.0	12.9	24.6	27.1	22.3
Provided and referred	%	29.8	20.7	39.9	25.4	10.9	23.3	24.9	27.6	28.1
Not provided or referred	%	8.3	13.5	6.3	7.6	0.9	12.7	10.5	11.9	9.0
Clients for whom need was identified	no.	7 968	7 018	7 354	3 457	1 474	490	889	1 164	28 749
<b>Total clients who needed homelessness services</b>	<b>no.</b>	<b>36 061</b>	<b>75 738</b>	<b>34 535</b>	<b>16 508</b>	<b>14 997</b>	<b>4 328</b>	<b>3 293</b>	<b>5 387</b>	<b>188 394</b>
2011–12										
<b><i>Accommodation/accommodation related assistance</i></b>										
Provided only	%	43.2	23.8	39.7	60.4	na	38.5	20.2	72.2	38.8
Referred only	%	19.9	21.8	21.2	13.5	na	15.6	22.4	4.6	19.6
Provided and referred	%	21.2	18.9	20.3	13.2	na	22.5	23.6	13.9	18.9
Not provided or referred	%	15.7	35.5	18.7	12.9	na	23.4	33.8	9.3	22.7
Clients for whom need was identified	no.	22 463	26 798	25 607	9 434	na	3 411	2 749	3 962	92 794
<b><i>Assistance to sustain tenure</i></b>										
Provided only	%	76.0	74.9	56.7	76.9	na	64.7	60.4	59.8	70.5

Table 18A.14 **Closed support periods, support needs of clients by service assistance type, all clients (a)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (b)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (c)</i>
Referred only	%	5.8	4.5	13.0	3.3	na	8.5	9.7	6.9	6.9
Provided and referred	%	12.5	7.6	17.2	12.0	na	9.3	19.2	15.3	11.6
Not provided or referred	%	5.7	13.0	13.1	7.9	na	17.6	10.9	18.0	11.1
Clients for whom need was identified	no.	9 925	18 550	9 858	3 495	na	784	1 067	567	43 571
<b><i>Mental health</i></b>										
Provided only	%	28.8	23.1	17.2	31.5	na	20.7	9.4	46.5	24.7
Referred only	%	32.2	33.0	40.6	25.7	na	34.9	41.9	22.0	33.6
Provided and referred	%	22.4	19.5	20.1	21.6	na	13.6	25.4	20.8	20.8
Not provided or referred	%	16.5	24.4	22.2	21.2	na	30.8	23.3	10.7	20.9
Clients for whom need was identified	no.	4 538	3 193	2 757	1 313	na	295	437	327	12 400
<b><i>Family</i></b>										
Provided only	%	33.8	36.6	33.9	37.7	na	43.6	37.5	44.0	36.0
Referred only	%	22.9	22.9	24.5	21.6	na	22.7	17.2	17.6	22.5
Provided and referred	%	32.5	22.4	25.6	28.3	na	20.4	33.7	30.6	27.6
Not provided or referred	%	10.8	18.1	16.0	12.5	na	13.3	11.8	7.7	13.9
Clients for whom need was identified	no.	4 551	3 512	3 170	1 814	na	406	483	703	14 393
<b><i>Disability</i></b>										
Provided only	%	24.0	16.3	16.5	23.0	na	22.4	32.7	23.1	19.8
Referred only	%	33.4	29.9	39.5	29.1	na	36.7	30.9	30.8	34.0
Provided and referred	%	24.5	24.8	12.9	20.3	na	14.3	18.2	30.8	20.5
Not provided or referred	%	18.1	29.1	31.1	27.0	na	24.5	18.2	15.4	25.7
Clients for whom need was identified	no.	371	412	395	148	na	49	55	26	1 404
<b><i>Drug/alcohol</i></b>										
Provided only	%	45.0	27.1	19.3	51.3	na	16.9	8.8	39.4	35.3
Referred only	%	17.0	27.0	33.5	13.8	na	33.1	45.0	26.5	23.5
Provided and referred	%	21.9	17.8	18.2	13.9	na	16.9	20.5	9.0	18.4
Not provided or referred	%	16.0	28.2	28.9	21.1	na	33.1	26.1	25.8	22.8

Table 18A.14 **Closed support periods, support needs of clients by service assistance type, all clients (a)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (b)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (c)</i>
Clients for whom need was identified	no.	2 493	1 576	1 313	987	na	142	249	155	6 637
<b><i>Legal/financial</i></b>										
Provided only	%	32.0	45.4	28.1	23.3	na	36.7	40.1	50.1	34.4
Referred only	%	29.6	24.7	34.7	33.5	na	28.5	30.8	20.6	29.7
Provided and referred	%	25.6	14.1	23.3	29.1	na	15.8	21.9	19.3	21.9
Not provided or referred	%	12.8	15.9	13.9	14.0	na	19.3	7.2	10.0	14.0
Clients for whom need was identified	no.	4 016	3 613	3 247	1 616	na	316	416	441	13 354
<b><i>Domestic/family violence</i></b>										
Provided only	%	74.5	82.7	70.4	87.1	na	71.3	53.9	77.1	79.4
Referred only	%	4.4	3.2	6.7	1.4	na	8.8	11.6	1.0	3.7
Provided and referred	%	16.0	8.1	15.2	7.2	na	11.2	23.3	19.3	11.1
Not provided or referred	%	5.1	6.0	7.6	4.2	na	8.6	11.2	2.7	5.8
Clients for whom need was identified	no.	9 254	20 254	5 511	5 520	na	498	527	1 656	42 725
<b><i>Immigration/cultural services</i></b>										
Provided only	%	56.0	59.2	35.7	71.6	na	51.9	33.5	35.3	55.3
Referred only	%	12.7	5.9	14.7	6.3	na	22.2	22.0	47.1	11.1
Provided and referred	%	27.5	28.3	42.0	17.5	na	17.3	36.0	12.4	28.0
Not provided or referred	%	3.8	6.6	7.8	4.5	na	8.6	8.5	5.3	5.6
Clients for whom need was identified	no.	2 879	3 135	1 568	1 552	na	81	200	340	9 614
<b><i>Other specialised services</i></b>										
Provided only	%	39.3	46.3	25.9	46.1	na	39.0	28.8	30.8	37.9
Referred only	%	24.5	22.0	26.4	20.7	na	25.6	25.5	26.4	24.0
Provided and referred	%	28.7	21.1	38.9	24.3	na	22.3	32.2	36.6	29.0
Not provided or referred	%	7.6	10.7	8.9	8.9	na	13.1	13.6	6.2	9.1
Clients for whom need was identified	no.	9 353	7 648	8 017	3 696	na	579	884	1 300	30 636
<b>Total clients who needed homelessness services</b>	<b>no.</b>	<b>37 990</b>	<b>71 150</b>	<b>34 629</b>	<b>16 504</b>	<b>13 160</b>	<b>4 785</b>	<b>3 446</b>	<b>5 111</b>	<b>184 589</b>

(a) Jurisdictions which operate central intake models mean that their data are not directly comparable with other states and territories.

Table 18A.14 **Closed support periods, support needs of clients by service assistance type, all clients (a)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (b)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (c)</i>
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(b) SA collection methodology for 2011-12 does not allow for this type of analysis.

(c) State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

**na** Not available. – Nil or rounded to zero.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.

Table 18A.15 **Closed support periods, support needs of clients, by service assistance type, Aboriginal and Torres Strait Islander clients (a)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (b)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (c)</i>
2013–14										
<b>Accommodation/accommodation related assistance</b>										
Provided only	%	45.0	31.4	47.3	73.4	79.6	40.2	38.0	82.8	54.9
Referred only	%	18.9	19.0	13.5	6.1	1.9	17.7	7.5	1.4	12.2
Provided and referred	%	18.5	20.5	15.8	9.7	10.1	15.6	21.2	8.2	14.3
Not provided or referred	%	17.6	29.1	23.4	10.8	8.4	26.5	33.3	7.5	18.6
Clients for whom need was identified	no.	5 430	2 841	8 144	4 287	1 077	541	355	3 104	25 190
<b>Assistance to sustain tenure</b>										
Provided only	%	70.9	75.2	62.6	68.9	97.3	71.7	78.3	83.3	70.9
Referred only	%	6.2	2.9	6.2	4.8	0.5	3.9	3.0	3.0	5.0
Provided and referred	%	14.1	9.4	13.7	14.9	1.0	6.4	12.0	5.1	11.9
Not provided or referred	%	8.8	12.4	17.5	11.4	1.3	18.0	6.7	8.5	12.1
Clients for whom need was identified	no.	3 109	1 762	3 054	702	401	159	226	597	9 765
<b>Mental health</b>										
Provided only	%	23.8	29.3	24.3	25.5	29.9	45.9	30.5	32.1	26.1
Referred only	%	24.9	22.8	34.6	25.1	44.5	10.7	25.4	25.5	27.4
Provided and referred	%	24.9	15.4	19.8	31.1	4.3	5.3	9.3	15.1	21.3
Not provided or referred	%	26.4	32.5	21.3	18.2	21.3	38.1	34.9	27.3	25.2
Clients for whom need was identified	no.	812	380	526	227	23	38	72	78	2 040
<b>Family</b>										
Provided only	%	38.9	43.4	38.9	37.4	54.8	48.2	49.6	26.7	39.0
Referred only	%	19.0	19.1	22.1	18.5	26.2	18.6	15.1	25.0	20.3
Provided and referred	%	30.1	25.1	28.3	31.3	16.8	30.8	27.2	35.8	29.4
Not provided or referred	%	12.0	12.4	10.8	12.8	2.2	2.3	8.0	12.6	11.3
Clients for whom need was identified	no.	1 156	419	795	580	90	44	78	363	3 424
<b>Disability</b>										

TABLE 18A.15

Table 18A.15 **Closed support periods, support needs of clients, by service assistance type, Aboriginal and Torres Strait Islander clients (a)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (b)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (c)</i>
Provided only	%	9.4	14.2	17.7	15.1	–	75.1	82.1	19.4	16.4
Referred only	%	37.1	37.2	27.3	19.4	100.0	24.9	–	13.6	30.6
Provided and referred	%	24.1	17.3	8.8	23.4	–	–	–	33.9	18.8
Not provided or referred	%	29.5	31.4	46.2	42.1	–	–	17.9	33.0	34.2
Clients for whom need was identified	no.	96	35	58	27	2	4	6	15	239
<b><i>Drug/alcohol</i></b>										
Provided only	%	39.1	31.3	25.8	35.2	12.3	45.7	25.5	24.4	32.4
Referred only	%	16.9	23.7	24.2	17.9	50.8	4.2	14.9	19.4	20.2
Provided and referred	%	21.3	13.5	16.6	21.3	16.4	4.1	46.8	12.1	18.9
Not provided or referred	%	22.6	31.4	33.5	25.5	20.5	46.0	12.8	44.1	28.4
Clients for whom need was identified	no.	607	187	346	193	24	25	49	164	1 507
<b><i>Legal/financial</i></b>										
Provided only	%	31.4	42.6	27.3	28.4	12.1	39.1	43.1	44.9	33.0
Referred only	%	27.5	25.9	38.0	32.1	72.9	26.0	18.3	26.3	31.6
Provided and referred	%	24.9	9.2	20.9	19.2	6.0	–	24.4	16.2	19.4
Not provided or referred	%	16.2	22.4	13.7	20.3	9.0	34.9	14.2	12.6	16.1
Clients for whom need was identified	no.	760	313	631	291	67	18	29	368	2 396
<b><i>Domestic/family violence</i></b>										
Provided only	%	75.9	81.6	76.4	86.3	91.2	87.5	48.1	86.3	81.1
Referred only	%	2.7	2.4	3.7	0.7	0.4	–	10.9	0.2	2.1
Provided and referred	%	13.8	10.0	13.7	10.1	7.8	10.9	11.9	5.5	10.8
Not provided or referred	%	7.6	6.0	6.2	2.9	0.6	1.6	29.2	8.1	6.0
Clients for whom need was identified	no.	1 974	1 291	1 738	1 556	500	64	96	1 235	8 194
<b><i>Immigration/cultural services</i></b>										
Provided only	%	47.8	87.1	48.5	85.4	93.0	72.7	29.1	87.5	73.4
Referred only	%	17.7	2.3	24.1	5.6	3.7	27.3	27.1	6.1	9.9
Provided and referred	%	30.4	7.5	22.0	6.3	3.3	–	39.8	4.0	13.5

Table 18A.15 **Closed support periods, support needs of clients, by service assistance type, Aboriginal and Torres Strait Islander clients (a)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (b)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (c)</i>
Not provided or referred	%	4.1	3.1	5.4	2.6	–	–	3.9	2.5	3.3
Clients for whom need was identified	no.	1 141	1 086	444	664	301	11	52	997	4 541
<b><i>Other specialised services</i></b>										
Provided only	%	36.5	51.5	28.7	42.0	30.2	51.6	41.7	51.8	39.8
Referred only	%	20.5	16.3	25.0	22.9	57.5	10.8	28.7	12.7	21.8
Provided and referred	%	35.6	21.5	38.6	28.0	11.1	18.0	24.5	28.0	30.7
Not provided or referred	%	7.4	10.7	7.7	7.1	1.2	19.6	5.1	7.5	7.6
Clients for whom need was identified	no.	1 986	826	1 760	1 010	324	62	122	1 359	7 166
<b>Total clients who needed homelessness services</b>	<b>no.</b>	<b>9 688</b>	<b>6 369</b>	<b>11 733</b>	<b>6 659</b>	<b>3 876</b>	<b>753</b>	<b>521</b>	<b>4 265</b>	<b>44 822</b>
2012–13										
<b><i>Accommodation/accommodation related assistance</i></b>										
Provided only	%	44.8	30.7	45.8	73.0	88.4	42.8	29.2	82.8	54.2
Referred only	%	18.6	19.5	19.0	7.2	1.0	8.7	14.4	3.0	14.4
Provided and referred	%	17.0	22.7	17.4	9.9	8.4	26.1	23.2	9.6	15.1
Not provided or referred	%	19.5	27.0	17.7	9.9	2.2	22.4	33.5	4.6	16.2
Clients for whom need was identified	no.	4 962	2 752	7 988	3 893	1 031	437	397	2 901	23 733
<b><i>Assistance to sustain tenure</i></b>										
Provided only	%	70.4	70.8	62.1	72.1	96.9	75.6	78.9	73.7	69.6
Referred only	%	4.1	4.3	7.5	4.3	0.8	1.5	6.8	8.0	5.3
Provided and referred	%	15.1	10.7	14.3	10.6	1.1	8.9	5.4	9.5	12.5
Not provided or referred	%	10.4	14.3	16.1	13.0	1.1	14.1	8.8	8.8	12.6
Clients for whom need was identified	no.	2 391	1 454	2 446	784	357	135	147	411	7 877
<b><i>Mental health</i></b>										
Provided only	%	21.8	23.6	29.7	25.2	28.0	28.6	12.2	53.6	26.8
Referred only	%	31.0	28.1	34.5	19.8	28.0	17.1	48.6	14.3	29.5

Table 18A.15 **Closed support periods, support needs of clients, by service assistance type, Aboriginal and Torres Strait Islander clients (a)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (b)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (c)</i>
Provided and referred	%	20.8	18.2	18.6	21.9	24.0	22.9	21.6	17.9	19.5
Not provided or referred	%	26.6	30.0	17.0	33.1	16.0	28.6	17.6	13.6	24.2
Clients for whom need was identified	no.	707	313	505	242	25	35	74	140	1 897
<b>Family</b>										
Provided only	%	34.1	43.2	41.6	37.8	64.2	36.8	29.9	40.7	39.7
Referred only	%	24.9	19.3	28.9	19.6	11.9	35.1	13.4	17.7	22.5
Provided and referred	%	28.9	24.4	19.5	28.6	22.0	14.0	41.8	28.4	25.6
Not provided or referred	%	12.0	13.2	10.1	14.2	1.8	14.0	14.9	13.1	12.2
Clients for whom need was identified	no.	916	431	771	598	109	57	67	464	3 300
<b>Disability</b>										
Provided only	%	10.1	45.0	21.2	28.6	–	28.6	18.2	16.7	21.8
Referred only	%	29.2	17.5	38.5	14.3	80.0	57.1	9.1	27.8	29.4
Provided and referred	%	16.9	17.5	9.6	35.7	20.0	14.3	63.6	16.7	18.9
Not provided or referred	%	43.8	17.5	30.8	17.9	–	–	–	33.3	30.3
Clients for whom need was identified	no.	89	40	52	28	5	7	11	18	238
<b>Drug/alcohol</b>										
Provided only	%	33.6	36.5	28.3	35.6	30.8	15.8	20.8	46.1	34.1
Referred only	%	16.1	18.7	28.3	19.8	61.5	–	16.7	19.7	20.3
Provided and referred	%	21.9	14.6	15.8	23.9	7.7	52.6	50.0	11.2	19.2
Not provided or referred	%	28.3	30.1	27.6	21.2	–	31.6	10.4	22.4	26.4
Clients for whom need was identified	no.	515	219	279	222	13	19	48	152	1 388
<b>Legal/financial</b>										
Provided only	%	27.8	36.3	37.0	32.6	20.9	28.1	47.7	63.1	38.7
Referred only	%	25.2	19.7	23.3	31.5	55.8	28.1	22.7	14.0	23.8
Provided and referred	%	21.8	20.1	20.4	21.8	20.9	18.8	13.6	11.8	18.9
Not provided or referred	%	25	24	19	14.0	2.3	25.0	15.9	10.8	18.5
Clients for whom need was identified	no.	551	284	519	435	43	32	44	407	2 227



Table 18A.15 **Closed support periods, support needs of clients, by service assistance type, Aboriginal and Torres Strait Islander clients (a)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (b)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (c)</i>
<b><i>Domestic/family violence</i></b>										
Provided only	%	76.1	83.6	76.7	83.9	90.8	82.6	44.9	72.6	79.1
Referred only	%	4.5	1.5	7.0	1.2	0.2	5.8	30.3	0.8	3.5
Provided and referred	%	12.5	10.4	11.2	11.0	8.7	4.3	16.9	19.8	12.1
Not provided or referred	%	6.8	4.6	5.1	4.0	0.2	5.8	6.7	6.8	5.2
Clients for whom need was identified	no.	1 698	1 224	1 560	1 388	402	69	89	1 135	7 304
<b><i>Immigration/cultural services</i></b>										
Provided only	%	46.7	81.4	42.9	81.2	94.1	91.7	26.9	62.3	67.0
Referred only	%	21.7	3.4	15.6	5.2	3.4	4.2	32.8	29.1	12.6
Provided and referred	%	23.8	11.3	36.3	6.9	2.5	4.2	22.4	5.8	15.2
Not provided or referred	%	7.8	3.9	5.0	6.9	–	–	17.9	2.8	5.2
Clients for whom need was identified	no.	842	1 020	501	639	355	24	67	430	3 748
<b><i>Other specialised services</i></b>										
Provided only	%	33.1	52.2	30.2	53.0	34.1	45.7	30.4	29.6	38.1
Referred only	%	23.4	13.4	23.8	18.9	51.4	10.0	29.0	29.6	23.3
Provided and referred	%	33.3	23.2	40.2	22.2	12.9	28.6	30.4	30.7	30.4
Not provided or referred	%	10.4	11.3	5.8	5.9	1.2	14.3	10.1	9.9	8.2
Clients for whom need was identified	no.	1 533	813	1 787	1 207	249	70	138	877	6 377
<b>Total clients who needed homelessness services</b>	<b>no.</b>	<b>8 925</b>	<b>6 095</b>	<b>11 175</b>	<b>5 962</b>	<b>3 535</b>	<b>684</b>	<b>536</b>	<b>4 116</b>	<b>41 625</b>
2011–12										
<b><i>Accommodation/accommodation related assistance</i></b>										
Provided only	%	41.3	24.0	40.5	71.7	na	44.9	25.1	76.3	48.9
Referred only	%	23.2	22.4	22.5	8.9	na	14.1	16.0	3.6	17.9
Provided and referred	%	21.2	23.7	20.6	8.0	na	22.5	29.1	15.2	17.8
Not provided or referred	%	14.4	29.9	16.4	11.5	na	18.3	30.1	4.9	15.5

TABLE 18A.15

Table 18A.15 **Closed support periods, support needs of clients, by service assistance type, Aboriginal and Torres Strait Islander clients (a)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (b)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (c)</i>
Clients for whom need was identified	no.	5 442	2 385	7 516	4 000	na	432	375	2 840	22 574
<b>Assistance to sustain tenure</b>										
Provided only	%	73.6	64.9	55.5	72.1	na	59.0	59.5	51.6	64.8
Referred only	%	7.4	7.0	10.9	3.0	na	7.7	9.5	10.3	8.2
Provided and referred	%	13.3	15.2	18.8	14.4	na	13.7	25.4	22.0	16.0
Not provided or referred	%	5.7	12.9	14.9	10.5	na	19.7	5.6	16.1	11.0
Clients for whom need was identified	no.	2 374	1 071	2 282	829	na	117	126	273	6 927
<b>Mental health</b>										
Provided only	%	22.1	16.5	17.2	21.6	na	33.3	–	31.8	20.5
Referred only	%	33.2	32.0	39.8	27.2	na	19.4	50.0	26.0	33.0
Provided and referred	%	25.7	24.4	22.7	22.8	na	11.1	31.8	29.2	24.4
Not provided or referred	%	19.1	26.7	20.3	28.4	na	33.3	18.2	13.0	22.0
Clients for whom need was identified	no.	716	303	512	250	na	36	44	154	1 919
<b>Family</b>										
Provided only	%	34.3	35.5	33.9	35.9	na	46.6	23.8	35.6	35.0
Referred only	%	24.9	21.5	22.7	18.6	na	15.1	23.8	22.1	22.1
Provided and referred	%	31.4	26.8	25.1	29.3	na	20.5	46.0	33.8	29.4
Not provided or referred	%	9.4	16.2	18.5	16.1	na	19.2	6.3	8.5	13.5
Clients for whom need was identified	no.	1 176	377	806	601	na	73	63	497	3 512
<b>Disability</b>										
Provided only	%	15.6	14.3	14.8	21.6	na	14.3	–	26.7	17.0
Referred only	%	34.4	25.0	35.2	21.6	na	28.6	80.0	20.0	32.3
Provided and referred	%	22.2	21.4	14.8	24.3	na	28.6	–	33.3	22.4
Not provided or referred	%	27.8	35.7	33.3	29.7	na	28.6	20.0	13.3	28.3
Clients for whom need was identified	no.	90	28	54	37	na	7	5	15	223
<b>Drug/alcohol</b>										
Provided only	%	33.7	20.1	13.6	39.2	na	19.4	9.5	25.3	26.6

Table 18A.15 **Closed support periods, support needs of clients, by service assistance type, Aboriginal and Torres Strait Islander clients (a)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (b)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (c)</i>
Referred only	%	24.7	32.1	32.1	13.8	na	29.0	47.6	34.7	27.2
Provided and referred	%	24.1	23.0	22.5	21.1	na	9.7	28.6	7.4	21.3
Not provided or referred	%	17.3	25.4	31.8	25.9	na	41.9	11.9	33.7	24.9
Clients for whom need was identified	no.	526	209	324	232	na	31	42	95	1 387
<b><i>Legal/financial</i></b>										
Provided only	%	29.9	40.7	29.1	26.6	na	51.6	27.0	45.2	32.7
Referred only	%	35.2	22.9	33.1	25.7	na	17.2	35.1	22.5	29.8
Provided and referred	%	20.8	22.1	20.9	30.0	na	15.6	35.1	21.8	22.6
Not provided or referred	%	14.0	13.9	16.9	17.7	na	14.1	2.7	10.5	15.0
Clients for whom need was identified	no.	899	280	640	417	na	64	37	325	2 576
<b><i>Domestic/family violence</i></b>										
Provided only	%	75.5	79.2	72.0	86.1	na	74.3	45.7	77.5	77.9
Referred only	%	5.5	2.4	6.3	1.3	na	6.8	7.4	0.7	3.5
Provided and referred	%	13.0	9.7	12.8	7.9	na	9.5	35.8	20.2	12.7
Not provided or referred	%	5.9	8.7	8.8	4.8	na	8.1	11.1	1.6	5.9
Clients for whom need was identified	no.	2 002	1 045	1 380	1 704	na	74	81	1 418	7 546
<b><i>Immigration/cultural services</i></b>										
Provided only	%	52.7	68.2	31.2	79.0	na	68.0	22.8	33.0	54.9
Referred only	%	17.8	7.1	17.4	9.1	na	12.0	26.3	50.7	16.8
Provided and referred	%	25.0	19.3	44.5	4.1	na	16.0	45.6	11.1	22.5
Not provided or referred	%	4.6	5.2	6.9	7.8	na	4.0	5.3	5.6	5.7
Clients for whom need was identified	no.	1 162	729	638	613	na	25	57	306	3 451
<b><i>Other specialised services</i></b>										
Provided only	%	32.4	46.1	22.5	47.1	na	47.5	26.0	19.2	32.0
Referred only	%	28.5	22.2	22.9	20.2	na	16.2	29.8	31.6	24.9
Provided and referred	%	30.8	22.4	47.5	23.0	na	22.2	35.6	43.4	34.9
Not provided or referred	%	8.3	9.3	7.2	9.7	na	13.1	8.7	5.8	8.2

Table 18A.15 **Closed support periods, support needs of clients, by service assistance type, Aboriginal and Torres Strait Islander clients (a)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (b)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (c)</i>
Clients for whom need was identified	no.	2 007	749	2 061	1 190	na	99	104	944	6 940
<b>Total clients who needed homelessness services</b>	<b>no.</b>	<b>8 159</b>	<b>3 985</b>	<b>9 233</b>	<b>5 334</b>	<b>2 290</b>	<b>621</b>	<b>436</b>	<b>3 522</b>	<b>33 026</b>

- (a) Jurisdictions which operate central intake models mean that their data are not directly comparable with other states and territories.
- (b) SA collection methodology for 2011-12 does not allow for this type of analysis.
- (c) State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

**na** Not available. – Nil or rounded to zero.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.

Table 18A.16 **Closed support periods, support needs of clients, by service assistance type, clients born in non-main English speaking countries (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
2013–14										
<b><i>Accommodation/accommodation related assistance</i></b>										
Provided only	%	51.3	25.3	33.8	33.5	76.7	38.1	23.2	80.2	34.2
Referred only	%	16.9	14.9	19.8	21.2	1.3	23.7	11.3	3.6	16.4
Provided and referred	%	22.5	16.3	24.0	11.2	15.7	13.0	24.1	7.2	18.0
Not provided or referred	%	9.3	43.5	22.4	34.1	6.2	25.2	41.4	9.0	31.5
Clients for whom need was identified	no.	2 199	5 367	1 846	1 088	230	147	404	117	11 249
<b><i>Assistance to sustain tenure</i></b>										
Provided only	%	74.7	66.7	61.8	63.3	96.4	55.0	64.7	96.6	67.4
Referred only	%	5.0	3.7	6.3	3.9	–	8.7	6.4	–	4.3
Provided and referred	%	13.8	6.1	19.1	12.5	3.6	14.8	11.9	3.4	9.8
Not provided or referred	%	6.5	23.5	12.8	20.4	–	21.5	17.0	–	18.4
Clients for whom need was identified	no.	940	3 363	810	468	83	49	203	33	5 864
<b><i>Mental health</i></b>										
Provided only	%	28.2	29.2	22.3	26.2	–	12.4	20.3	16.7	27.1
Referred only	%	31.3	22.2	31.7	32.0	71.7	15.0	32.9	33.5	28.8
Provided and referred	%	24.1	14.7	25.5	23.6	21.2	24.0	19.8	–	20.1
Not provided or referred	%	16.5	33.9	20.5	18.2	7.1	48.6	26.9	49.8	24.1
Clients for whom need was identified	no.	487	515	213	91	14	8	71	7	1 369
<b><i>Family</i></b>										
Provided only	%	44.6	35.5	40.7	35.3	60.5	60.1	35.8	47.0	39.8
Referred only	%	12.6	17.9	21.7	18.5	26.6	9.9	15.4	18.5	16.9
Provided and referred	%	32.1	25.3	26.6	34.2	12.9	19.8	38.2	34.5	29.2
Not provided or referred	%	10.7	21.3	11.0	12.1	–	10.2	10.6	–	14.2
Clients for whom need was identified	no.	405	420	144	142	23	10	60	7	1 189
<b><i>Disability</i></b>										

Table 18A.16 **Closed support periods, support needs of clients, by service assistance type, clients born in non-main English speaking countries (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
Provided only	%	21.2	29.9	23.6	21.2	–	–	27.3	–	25.9
Referred only	%	17.0	21.7	29.7	57.1	–	–	51.7	–	27.2
Provided and referred	%	35.8	9.4	5.6	7.4	–	–	10.6	–	15.4
Not provided or referred	%	26.1	39.0	41.0	14.3	–	100.0	10.4	–	31.6
Clients for whom need was identified	no.	36	66	18	15	–	1	10	–	144
<b><i>Drug/alcohol</i></b>										
Provided only	%	53.5	43.5	36.3	58.9	32.8	–	39.2	100.0	48.1
Referred only	%	9.9	11.8	12.8	15.1	67.2	50.0	22.3	–	12.3
Provided and referred	%	18.4	13.2	15.1	11.1	–	–	38.5	–	16.9
Not provided or referred	%	18.2	31.5	35.7	14.9	–	50.0	–	–	22.7
Clients for whom need was identified	no.	156	77	40	28	3	2	14	1	310
<b><i>Legal/financial</i></b>										
Provided only	%	31.3	40.9	25.1	14.3	26.2	22.5	42.8	46.0	32.0
Referred only	%	31.5	22.3	33.4	46.1	52.9	22.2	17.5	13.9	30.1
Provided and referred	%	23.8	17.7	32.5	30.5	20.9	11.1	30.0	26.6	23.9
Not provided or referred	%	13.4	19.2	9.0	9.1	–	44.3	9.7	13.6	14.0
Clients for whom need was identified	no.	463	534	275	184	24	9	64	8	1 533
<b><i>Domestic/family violence</i></b>										
Provided only	%	77.8	79.4	81.3	85.2	90.9	74.7	53.8	90.5	80.0
Referred only	%	1.6	1.1	3.1	1.8	–	3.9	9.1	–	1.6
Provided and referred	%	16.6	16.3	11.4	8.9	9.1	8.0	23.5	9.5	14.8
Not provided or referred	%	4.0	3.2	4.2	4.1	–	13.4	13.7	–	3.6
Clients for whom need was identified	no.	1 071	2 658	719	361	276	25	91	32	5 179
<b><i>Immigration/cultural services</i></b>										
Provided only	%	43.5	60.5	48.5	70.7	78.2	73.7	32.7	21.2	57.6
Referred only	%	12.8	6.5	12.4	10.4	2.5	–	26.3	–	9.5
Provided and referred	%	37.2	26.5	34.9	17.1	19.3	19.5	35.8	56.8	27.9

TABLE 18A.16

Table 18A.16 **Closed support periods, support needs of clients, by service assistance type, clients born in non-main English speaking countries (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
Not provided or referred	%	6.5	6.5	4.3	1.8	–	6.7	5.2	22.1	5.0
Clients for whom need was identified	no.	810	1 833	666	790	202	15	121	9	4 402
<b><i>Other specialised services</i></b>										
Provided only	%	43.3	41.7	36.9	37.2	45.8	46.1	36.1	66.6	41.1
Referred only	%	21.2	14.9	22.8	26.2	38.3	7.6	26.8	13.2	20.8
Provided and referred	%	29.4	26.7	34.4	28.4	15.9	34.3	31.0	13.5	28.6
Not provided or referred	%	6.1	16.7	5.9	8.1	–	12.0	6.1	6.7	9.5
Clients for whom need was identified	no.	1 100	1 113	649	385	126	26	135	16	3 476
<b>Total clients who needed homelessness services</b>	<b>no.</b>	<b>3 711</b>	<b>11 427</b>	<b>2 648</b>	<b>1 535</b>	<b>983</b>	<b>226</b>	<b>567</b>	<b>140</b>	<b>21 078</b>
2012–13										
<b><i>Accommodation/accommodation related assistance</i></b>										
Provided only	%	54.6	25.5	36.5	34.4	89.1	56.1	23.8	71.3	35.9
Referred only	%	14.0	14.0	22.2	24.0	1.8	4.1	13.2	7.0	15.8
Provided and referred	%	20.3	16.0	23.8	12.7	7.7	22.4	24.3	14.7	17.6
Not provided or referred	%	11.1	44.4	17.6	28.9	1.5	16.3	38.7	7.7	30.7
Clients for whom need was identified	no.	2 021	5 120	1 741	979	274	98	403	143	10 635
<b><i>Assistance to sustain tenure</i></b>										
Provided only	%	72.8	67.0	61.4	71.2	97.6	53.8	64.4	52.9	67.8
Referred only	%	6.2	4.7	11.4	7.5	–	–	9.6	8.8	5.9
Provided and referred	%	14.0	6.2	17.2	9.2	1.2	23.1	15.6	29.4	9.3
Not provided or referred	%	7.1	22.2	10.0	12.0	1.2	19.2	9.6	5.9	17.0
Clients for whom need was identified	no.	680	2 858	528	424	83	26	135	34	4 709
<b><i>Mental health</i></b>										
Provided only	%	32.7	18.5	30.1	23.2	10.0	57.1	21.2	45.5	25.7
Referred only	%	31.4	27.8	38.5	40.0	70.0	14.3	30.8	36.4	31.9

TABLE 18A.16

Table 18A.16 **Closed support periods, support needs of clients, by service assistance type, clients born in non-main English speaking countries (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
Provided and referred	%	21.3	14.7	18.6	17.6	10.0	14.3	23.1	9.1	17.7
Not provided or referred	%	14.7	39.1	11.5	18.4	10.0	14.3	25.0	9.1	24.9
Clients for whom need was identified	no.	395	496	156	125	10	7	52	11	1 214
<b>Family</b>										
Provided only	%	46.9	40.7	49.4	40.1	66.7	77.8	34.3	27.3	43.8
Referred only	%	21.0	22.5	18.9	19.8	4.2	11.1	14.3	36.4	20.2
Provided and referred	%	23.8	16.3	21.1	34.1	29.2	11.1	40.0	9.1	23.7
Not provided or referred	%	8.6	20.5	10.6	6.0	–	–	11.4	27.3	12.4
Clients for whom need was identified	no.	290	307	180	167	24	9	70	11	1 037
<b>Disability</b>										
Provided only	%	30.6	26.2	14.3	20.0	–	–	33.3	–	23.5
Referred only	%	30.6	23.8	42.9	40.0	–	–	33.3	100.0	32.8
Provided and referred	%	30.6	11.9	14.3	26.7	–	–	33.3	–	21.8
Not provided or referred	%	5.6	38.1	28.6	13.3	–	100.0	–	–	21.8
Clients for whom need was identified	no.	36	42	7	30	–	1	3	1	119
<b>Drug/alcohol</b>										
Provided only	%	56.1	25.3	33.3	47.2	50.0	–	36.4	50.0	42.6
Referred only	%	12.9	15.8	13.3	8.3	50.0	–	13.6	50.0	14.8
Provided and referred	%	18.0	12.6	13.3	22.2	–	–	45.5	–	17.9
Not provided or referred	%	12.9	45.3	40.0	19.4	–	100.0	4.5	–	24.7
Clients for whom need was identified	no.	139	95	30	36	2	2	22	6	324
<b>Legal/financial</b>										
Provided only	%	31.2	32.1	30.7	18.7	35.3	60.0	48.5	50.0	30.3
Referred only	%	29.8	25.3	31.2	49.8	52.9	20.0	21.2	40.0	31.5
Provided and referred	%	28.2	14.6	28.1	22.8	11.8	20.0	27.3	–	22.7
Not provided or referred	%	10	28	10	9	–	–	3	10	15
Clients for whom need was identified	no.	362	458	231	241	17	5	66	10	1 358



TABLE 18A.16

Table 18A.16 **Closed support periods, support needs of clients, by service assistance type, clients born in non-main English speaking countries (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
<b><i>Domestic/family violence</i></b>										
Provided only	%	81.1	75.6	85.8	87.6	90.9	70.4	46.7	89.3	79.5
Referred only	%	1.9	4.5	1.6	0.7	0.5	3.7	5.6	3.6	3.1
Provided and referred	%	13.8	16.5	11.0	9.0	8.7	14.8	32.2	10.7	14.3
Not provided or referred	%	3.2	3.4	1.6	2.5	–	11.1	15.6	–	3.1
Clients for whom need was identified	no.	838	2 363	636	442	208	27	90	28	4 591
<b><i>Immigration/cultural services</i></b>										
Provided only	%	52.9	61.7	49.8	72.8	75.4	87.5	38.2	70.6	60.8
Referred only	%	11.2	4.5	11.3	6.1	0.7	–	18.0	5.9	7.2
Provided and referred	%	29.0	26.2	34.5	18.8	23.9	6.3	37.1	23.5	26.5
Not provided or referred	%	6.9	7.6	4.3	2.3	–	–	7.9	–	5.6
Clients for whom need was identified	no.	714	1 769	699	825	142	16	89	17	4 219
<b><i>Other specialised services</i></b>										
Provided only	%	45.4	38.9	34.1	37.6	62.0	73.1	34.8	33.3	40.6
Referred only	%	18.3	20.8	27.6	28.7	22.8	7.7	30.4	40.0	22.8
Provided and referred	%	31.0	22.2	34.6	26.5	13.0	11.5	28.1	13.3	27.2
Not provided or referred	%	5.2	18.1	3.5	7.4	2.2	7.7	6.7	16.7	9.4
Clients for whom need was identified	no.	897	944	540	460	92	26	135	30	3 055
<b>Total clients who needed homelessness services</b>	<b>no.</b>	<b>3 252</b>	<b>10 422</b>	<b>2 401</b>	<b>1 620</b>	<b>839</b>	<b>152</b>	<b>531</b>	<b>161</b>	<b>19 215</b>
2011–12										
<b><i>Accommodation/accommodation related assistance</i></b>										
Provided only	%	50.3	21.0	35.1	39.9	na	26.7	18.5	55.6	33.5
Referred only	%	14.0	22.9	24.9	29.3	na	18.5	19.8	11.3	21.5
Provided and referred	%	25.2	21.7	25.6	17.8	na	36.3	26.9	17.3	23.0
Not provided or referred	%	10.5	34.4	14.5	13.1	na	19.3	34.8	15.8	22.0

Table 18A.16 **Closed support periods, support needs of clients, by service assistance type, clients born in non-main English speaking countries (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
Clients for whom need was identified	no.	2 083	3 103	1 529	902	na	135	379	133	8 160
<b>Assistance to sustain tenure</b>										
Provided only	%	75.6	69.0	56.7	72.9	na	70.6	57.4	60.7	68.7
Referred only	%	4.7	5.9	14.0	4.7	na	5.9	11.6	3.6	6.8
Provided and referred	%	15.8	9.6	19.8	12.3	na	8.8	19.4	10.7	13.1
Not provided or referred	%	3.7	15.5	9.4	10.3	na	14.7	12.4	21.4	11.4
Clients for whom need was identified	no.	722	1 556	501	465	na	34	129	28	3 392
<b>Mental health</b>										
Provided only	%	25.7	16.5	15.2	32.8	na	28.6	13.7	25.0	21.2
Referred only	%	35.4	46.0	41.3	36.0	na	14.3	47.1	33.3	40.2
Provided and referred	%	24.3	17.4	22.5	16.0	na	14.3	23.5	33.3	21.0
Not provided or referred	%	14.6	20.1	21.7	15.2	na	42.9	15.7	–	17.6
Clients for whom need was identified	no.	534	448	138	125	na	7	51	12	1 278
<b>Family</b>										
Provided only	%	29.7	30.6	40.0	36.0	na	45.5	38.3	36.8	32.9
Referred only	%	25.1	28.5	18.0	32.6	na	27.3	10.0	15.8	25.3
Provided and referred	%	35.5	25.5	37.3	25.6	na	9.1	31.7	36.8	30.9
Not provided or referred	%	9.7	15.8	4.7	5.2	na	18.2	20.0	10.5	10.8
Clients for whom need was identified	no.	391	330	150	172	na	11	60	19	1 126
<b>Disability</b>										
Provided only	%	23.8	24.1	16.0	37.5	na	100.0	28.6	–	25.0
Referred only	%	42.9	37.9	68.0	18.8	na	–	71.4	–	44.2
Provided and referred	%	16.7	24.1	4.0	31.3	na	–	–	–	17.5
Not provided or referred	%	16.7	13.8	8.0	12.5	na	–	–	100.0	14.2
Clients for whom need was identified	no.	42	29	25	16	na	1	7	1	120
<b>Drug/alcohol</b>										
Provided only	%	53.5	18.3	14.3	45.7	na	–	18.2	33.3	37.6

TABLE 18A.16

Table 18A.16 **Closed support periods, support needs of clients, by service assistance type, clients born in non-main English speaking countries (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
Referred only	%	10.1	30.5	25.0	25.7	na	33.3	63.6	11.1	21.7
Provided and referred	%	23.3	20.7	14.3	11.4	na	–	–	44.4	19.7
Not provided or referred	%	13.2	30.5	42.9	14.3	na	66.7	9.1	–	21.0
Clients for whom need was identified	no.	129	82	28	35	na	3	11	9	290
<b><i>Legal/financial</i></b>										
Provided only	%	29.3	30.5	23.6	23.6	na	37.5	32.3	50.0	28.3
Referred only	%	25.7	32.5	37.2	40.2	na	37.5	43.5	21.4	32.9
Provided and referred	%	36.3	19.4	35.7	30.9	na	12.5	14.5	14.3	28.4
Not provided or referred	%	8.6	17.9	4.0	5.7	na	8.3	8.1	7.1	10.5
Clients for whom need was identified	no.	474	459	199	246	na	24	62	14	1 452
<b><i>Domestic/family violence</i></b>										
Provided only	%	74.8	77.8	72.5	91.0	na	59.4	68.5	51.5	77.4
Referred only	%	2.9	4.0	4.0	2.2	na	12.5	7.6	6.1	3.7
Provided and referred	%	19.1	15.8	19.4	5.5	na	12.5	14.1	27.3	15.9
Not provided or referred	%	3.2	2.4	4.2	1.1	na	15.6	9.8	15.2	3.0
Clients for whom need was identified	no.	1 153	2 772	505	457	na	32	92	33	5 008
<b><i>Immigration/cultural services</i></b>										
Provided only	%	55.2	54.8	33.1	67.0	na	51.5	36.0	35.3	54.0
Referred only	%	9.0	4.4	12.7	2.7	na	18.2	21.3	17.6	6.6
Provided and referred	%	32.3	34.4	48.7	28.3	na	21.2	31.5	41.2	34.4
Not provided or referred	%	3.5	6.4	5.7	1.8	na	9.1	11.2	5.9	4.9
Clients for whom need was identified	no.	932	1 643	528	773	na	33	89	17	3 980
<b><i>Other specialised services</i></b>										
Provided only	%	40.4	41.7	29.7	51.7	na	48.3	34.6	43.3	40.6
Referred only	%	19.8	22.4	23.6	22.0	na	24.1	23.9	26.7	21.9
Provided and referred	%	33.5	25.7	39.6	22.2	na	20.7	27.0	23.3	29.9
Not provided or referred	%	6.2	10.2	7.0	4.2	na	3.4	14.5	6.7	7.7

Table 18A.16 **Closed support periods, support needs of clients, by service assistance type, clients born in non-main English speaking countries (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
Clients for whom need was identified	no.	1 089	985	512	478	na	29	159	30	3 222
<b>Total clients who needed homelessness services</b>	<b>no.</b>	<b>3 540</b>	<b>7 682</b>	<b>2 064</b>	<b>1 661</b>	<b>711</b>	<b>192</b>	<b>464</b>	<b>158</b>	<b>16 331</b>

- (a) Non-main English speak countries are all countries except Australia, United Kingdom, Republic of Ireland, New Zealand, Canada, United States of America and South Africa.
- (b) Jurisdictions which operate central intake models mean that their data are not directly comparable with other states and territories.
- (c) SA collection methodology for 2011-12 does not allow for this type of analysis.
- (d) State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

na Not available. – Nil or rounded to zero.

Source AIHW (unpublished) *Specialist Homelessness Services Collection*.

Table 18A.17 **Closed support periods, proportion of clients aged 12 to 18 years who needed education and/or training assistance who were enrolled in formal study or training after support, status before and after support**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (a)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (b)</i>
2013–14										
Educational enrolment status <b>before</b> support										
Not a student	%	32.1	21.8	36.2	32.6	20.5	28.4	14.0	22.7	29.2
Student										
Primary school	%	3.3	6.6	7.5	11.8	10.2	6.3	16.2	24.5	6.7
Secondary school	%	53.4	53.2	44.6	45.9	59.4	51.0	63.4	44.1	51.4
University student	%	0.2	0.6	1.1	0.8	–	1.3	1.3	0.9	0.6
Vocational education/training	%	7.1	13.3	6.2	5.8	6.0	6.6	3.9	6.0	8.1
Other education/training	%	3.9	4.4	4.6	3.1	3.8	6.4	1.3	1.8	4.1
Total	%	67.9	78.2	63.8	67.4	79.5	71.6	86.0	77.3	70.8
Educational enrolment status <b>after</b> support										
Not a student	%	34.3	25.8	36.6	38.0	26.8	25.6	17.6	27.0	31.6
Student										
Primary school	%	2.7	3.9	6.1	9.5	8.4	6.5	11.5	19.6	5.1
Secondary school	%	46.2	47.4	40.1	40.0	54.0	49.7	54.3	42.3	45.5
University student	%	1.2	1.3	1.8	1.5	–	1.3	1.3	0.9	1.3
Vocational education/training	%	11.0	15.8	9.0	7.5	5.1	7.9	13.9	8.5	11.2
Other education/training	%	4.5	5.8	6.4	3.6	5.6	9.0	1.3	1.8	5.1
Total clients aged 12–18 years who needed education and/or training assistance and who were enrolled in formal study or training after support	%	65.7	74.2	63.4	62.0	73.2	74.4	82.4	73.0	68.4
Total clients aged 12–18 years who needed education and/or training assistance and who were not enrolled in formal study or training after support	%	34.3	25.8	36.6	38.0	26.8	25.6	17.6	27.0	31.6

Table 18A.17 **Closed support periods, proportion of clients aged 12 to 18 years who needed education and/or training assistance who were enrolled in formal study or training after support, status before and after support**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (a)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (b)</i>
Total clients aged 12–18 years who needed education and/or training assistance	<b>no.</b>	2 069	1 204	870	369	149	107	118	146	4 958
2012–13										
Educational enrolment status <b>before</b> support										
Not a student	%	28.6	26.0	49.9	33.0	7.6	14.7	19.4	28.4	29.6
Student										
Primary school	%	4.0	7.6	6.4	18.0	5.3	3.6	7.7	16.5	6.8
Secondary school	%	55.2	49.3	33.2	38.1	79.1	75.5	63.0	44.5	51.7
University student	%	0.5	np	1.1	–	–	–	–	np	0.5
Vocational education/training	%	7.2	8.5	5.0	5.4	2.7	3.7	9.9	5.6	6.4
Other education/training	%	4.5	8.3	4.3	5.4	5.2	2.5	–	3.8	5.1
Total	%	71.4	74.0	50.1	67.0	92.4	85.3	80.6	71.6	70.4
Educational enrolment status <b>after</b> support										
Not a student	%	35.8	27.5	46.2	30.3	9.6	24.4	19.5	37.5	32.1
Student										
Primary school	%	2.5	4.7	6.0	15.1	5.3	4.9	2.2	17.6	5.3
Secondary school	%	46.6	45.5	31.0	36.6	76.5	60.9	60.4	37.9	46.6
University student	%	0.9	0.8	1.8	np	–	–	np	np	1.0
Vocational education/training	%	8.6	13.4	9.7	10.9	3.4	8.6	15.8	2.8	9.4
Other education/training	%	5.6	8.1	5.2	6.3	5.1	np	np	3.0	5.7
Total clients aged 12–18 years who needed education and/or training assistance and who were enrolled in formal study or training after support	%	64.2	72.5	53.8	69.7	90.4	75.6	80.5	62.5	67.9

Table 18A.17 **Closed support periods, proportion of clients aged 12 to 18 years who needed education and/or training assistance who were enrolled in formal study or training after support, status before and after support**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (a)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (b)</i>
Total clients aged 12–18 years who needed education and/or training assistance and who were not enrolled in formal study or training after support	%	35.8	27.5	46.2	30.3	9.6	24.4	19.5	37.5	32.1
Total clients aged 12–18 years who needed education and/or training assistance	no.	1 792	1 087	923	362	347	152	137	113	4 810
2011–12										
Educational enrolment status <b>before</b> support										
Not a student	%	27.4	28.1	41.0	36.4	na	22.9	30.7	34.2	31.4
Student										
Primary school	%	7.3	4.3	5.8	15.7	na	np	9.7	9.2	7.3
Secondary school	%	54.0	53.4	42.3	39.3	na	65.5	50.6	51.0	50.2
University student	%	–	0.6	np	–	na	–	–	–	0.2
Vocational education/training	%	9.1	11.0	5.8	5.4	na	8.1	7.8	2.6	8.0
Other education/training	%	2.2	2.7	4.8	3.2	na	np	np	2.9	2.9
Total	%	72.6	71.9	59.0	63.6	25.1	77.1	69.3	65.8	68.6
Educational enrolment status <b>after</b> support										
Not a student	%	30.6	32.0	38.2	36.4	na	32.0	36.3	39.6	33.5
Student										
Primary school	%	6.8	3.4	4.9	10.4	na	np	8.6	5.6	6.0
Secondary school	%	47.8	44.5	39.6	40.3	na	53.8	36.0	45.3	44.6
University student	%	0.4	1.7	0.5	np	na	–	–	np	0.7
Vocational education/training	%	10.7	15.7	10.8	9.2	na	11.9	14.0	7.5	11.5
Other education/training	%	3.6	2.7	5.9	3.3	na	np	5.2	np	3.8

Table 18A.17 **Closed support periods, proportion of clients aged 12 to 18 years who needed education and/or training assistance who were enrolled in formal study or training after support, status before and after support**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (a)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (b)</i>
Total clients aged 12–18 years who needed education and/or training assistance and who were enrolled in formal study or training after support	%	69.4	68.0	61.8	63.6	na	68.0	63.7	60.4	66.5
Total clients aged 12–18 years who needed education and/or training assistance and who were not enrolled in formal study or training after support	%	30.6	32.0	38.2	36.4	na	32.0	36.3	39.6	33.5
Total clients aged 12–18 years who needed education and/or training assistance	no.	2 083	1 075	945	498	na	173	166	198	5 081

(a) SA collection methodology for 2011-12 does not allow for this type of analysis.

(b) State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

**na** Not available. **np** Not published. – Nil or rounded to zero.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.



Table 18A.18 Recurrent cost per completed support period, 2013–14 dollars (a), (b), (c)

<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld (b)</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT (c)</i>	<i>Aust</i>
2013–14									
Recurrent allocation (d)									
\$m	138.5	190.8	106.0	68.7	58.4	25.1	22.1	9.5	619.1
Closed support periods									
no.	61 409	170 296	52 703	26 943	33 054	8 647	6 013	8 832	367 896
Cost per completed support period									
\$	2 255	1 120	2 010	2 550	1 767	2 903	3 682	1 080	1 683
2012–13									
Recurrent allocation									
\$m	135.6	182.7	94.4	68.2	57.0	18.4	23.8	7.7	587.8
Closed support periods									
no.	60 317	161 596	51 998	26 920	28 852	6 621	6 159	8 719	351 182
Cost per completed support period									
\$	2 248	1 131	1 815	2 535	1 974	2 786	3 863	887	1 674
2011–12									
Recurrent allocation									
\$m	134.9	175.9	93.0	68.3	55.9	17.4	23.0	11.6	580.0
Closed support periods									
no.	60 057	149 367	51 677	26 406	24 507	7 377	5 803	7 545	332 738
Cost per completed support period									
\$	2 246	1 178	1 800	2 588	2 280	2 353	3 969	1 532	1 743

(a) Expenditure data are provided by State and Territory governments, while data on the number of closed support periods are drawn from the Specialist Homelessness Services Collection.

(b) There may be varying treatments of expenditure items and different counting and reporting rules for generating financial data across jurisdictions. Differences in expenditure data across jurisdictions may reflect differences in the way in which these data are compiled rather than true variations in expenditure.

(c) Time series financial data are adjusted to 2013–14 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2013–14=100) (table 2A.51). See Chapter 2 (sections 2.5–6) for details.

Table 18A.18 **Recurrent cost per completed support period, 2013–14 dollars (a), (b), (c)**

<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld (b)</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT (c)</i>	<i>Aust</i>
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(d) Queensland data for 2013–14 include National Partnership on Homelessness (NPAH) services expenditure which was excluded in earlier years.

*Source:* Australian State and Territory governments (unpublished); AIHW (unpublished) *Specialist Homelessness Services Collection*; Table 18A.3; Table 2A.51.

Table 18A.19 Recurrent cost per client accessing homelessness services, 2013–14 dollars (a), (b), (c)

<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2013–14									
Recurrent allocation (d)									
\$m	138.5	190.8	106.0	68.7	58.4	25.1	22.1	9.5	619.1
Reported number of clients									
no.	51 786	99 892	43 751	21 437	21 655	6 614	5 338	7 123	254 001
Estimated cost per client									
\$	2 674	1 910	2 422	3 205	2 696	3 796	4 147	1 339	2 437
2012–13									
Recurrent allocation									
\$m	135.6	182.7	94.4	68.2	57.0	18.4	23.8	7.7	587.8
Reported number of clients									
no.	51 953	92 462	43 001	21 417	21 342	5 585	5 367	6 959	244 176
Estimated cost per client									
\$	2 610	1 976	2 194	3 186	2 669	3 303	4 432	1 112	2 407
2011–12									
Recurrent allocation									
\$m	134.9	175.9	93.0	68.3	55.9	17.4	23.0	11.6	580.0
Reported number of clients									
no.	52 105	86 150	42 487	21 190	19 497	6 148	5 602	6 584	236 429
Estimated cost per client									
\$	2 589	2 042	2 189	3 225	2 866	2 823	4 111	1 756	2 453

(a) Expenditure data are provided by State and Territory governments, while data on the number of clients are drawn from the Specialist Homelessness Services Collection.

(b) There may be varying treatments of expenditure items and different counting and reporting rules for generating financial data across jurisdictions. Differences in expenditure data across jurisdictions may reflect differences in the way in which these data are compiled rather than true variations in expenditure.

(c) Time series financial data are adjusted to 2013–14 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2013–14=100) (table 2A.51). See Chapter 2 (sections 2.5–6) for details.

Table 18A.19 **Recurrent cost per client accessing homelessness services, 2013–14 dollars (a), (b), (c)**

<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
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(d) Queensland data for 2013–14 include National Partnership on Homelessness (NPAH) services expenditure which was excluded in earlier years.

Source: Australian State and Territory governments (unpublished) *Specialist Homelessness Services Collection*; Table 18A.3; Table 2A.51.

Table 18A.20 **Recurrent cost per day of support for clients, 2013–14 dollars (a), (b), (c), (d)**

<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2013–14									
Recurrent allocation (e)									
\$m	138.5	190.8	106.0	68.7	58.4	25.1	22.1	9.5	619.1
Number of support days									
'000	5 203	6 910	2 803	1 746	2 079	498	791	600	20 629
Cost per support day									
\$	26.61	27.61	37.80	39.36	28.09	50.46	27.99	15.90	30.01
2012–13									
Recurrent allocation									
\$m	135.6	182.7	94.4	68.2	57.0	18.4	23.8	7.7	587.8
Number of support days									
'000	5 705	6 227	2 711	1 899	2 234	462	816	564	20 618
Cost per support day									
\$	23.77	29.34	34.80	35.94	25.50	39.94	29.14	13.73	28.51

- (a) Expenditure data are provided by State and Territory governments, while data on the number of support days are drawn from the Specialist Homelessness Services Collection.
- (b) There may be varying treatments of expenditure items and different counting and reporting rules for generating financial data across jurisdictions. Differences in expenditure data across jurisdictions may reflect differences in the way in which these data are compiled rather than true variations in expenditure.
- (c) Time series financial data are adjusted to 2013–14 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2013–14=100) (table 2A.51). See Chapter 2 (sections 2.5–6) for details.
- (d) The number of support days for 2011–12 are not available.
- (e) Queensland data for 2013–14 include National Partnership on Homelessness (NPAH) services expenditure which was excluded in earlier years.

Source: Australian State and Territory governments (unpublished); AIHW (unpublished) *Specialist Homelessness Services Collection*; Table 18A.2; Table 2A.51.

Table 18A.21 **Closed support periods, proportion of clients who needed employment and/or training assistance, by labour force status before support, and by full/part time employment status after support**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (a)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (b)</i>
2013–14										
Labour force status <b>before</b> support										
Employed full–time	%	2.5	1.7	1.8	3.4	6.9	0.9	5.8	6.0	2.6
Employed part–time	%	8.8	8.6	7.1	6.9	11.8	6.1	8.7	5.4	8.3
Unemployed	%	53.9	50.0	64.2	61.4	42.6	61.7	54.4	50.8	55.6
Not in labour force	%	34.8	39.6	26.9	28.2	38.7	31.3	31.2	37.7	33.5
Labour force status <b>after</b> support										
Employed full–time	%	6.4	3.9	3.8	6.3	8.6	2.1	10.8	8.3	5.6
Employed part–time	%	13.7	9.9	11.3	9.0	10.9	7.7	11.7	6.3	11.5
Total clients who needed employment and/or training assistance and who <b>were</b> employed after support	%	20.8	14.5	15.5	15.8	20.2	9.7	23.5	15.0	17.7
Total clients who needed employment and training assistance and who <b>were not</b> employed after support	%	79.2	85.5	84.5	84.2	79.8	90.3	76.5	85.0	82.3
Total clients who needed employment and/or training support	no.	3 503	2 836	1 973	1 080	374	187	396	319	10 340
2012–13										
Labour force status <b>before</b> support										
Employed full–time	%	3.1	2.0	2.2	3.4	2.3	4.0	5.0	3.6	2.7
Employed part–time	%	10.8	6.7	7.7	6.6	8.3	8.4	10.2	8.6	8.7
Unemployed	%	50.5	51.5	62.4	57.7	45.5	50.7	48.8	52.4	54.1
Not in labour force	%	35.6	39.8	27.7	32.4	43.9	36.8	36.1	35.3	34.4
Labour force status <b>after</b> support										

Table 18A.21 **Closed support periods, proportion of clients who needed employment and/or training assistance, by labour force status before support, and by full/part time employment status after support**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (a)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (b)</i>
Employed full-time	%	6.7	4.3	4.4	6.8	4.1	np	5.2	10.5	5.6
Employed part-time		15.2	10.5	12.2	9.3	11.6	12.7	20.8	14.3	13.2
Total clients who needed employment and/or training assistance and who <b>were</b> employed after support	%	21.9	14.8	16.5	16.2	15.7	14.9	26.0	24.8	18.8
Total clients who needed employment and training assistance and who <b>were not</b> employed after support	%	78.1	85.2	83.5	83.8	84.3	85.1	74.0	75.2	81.2
Total clients who needed employment and/or training support	no.	3 158	2 607	2 114	967	301	151	398	259	9 587
2011-12										
Labour force status <b>before</b> support										
Employed full-time	%	3.5	3.1	2.6	3.8	na	np	3.1	10.2	3.4
Employed part-time	%	9.6	8.8	6.4	7.7	na	6.6	9.7	9.7	8.5
Unemployed	%	51.8	50.0	58.1	57.0	na	53.3	52.6	47.5	53.4
Not in labour force	%	35.1	38.1	33.0	31.5	na	38.2	34.7	32.6	34.7
Labour force status <b>after</b> support										
Employed full-time	%	8.6	4.7	5.0	8.7	na	3.1	5.8	16.1	7.1
Employed part-time	%	15.1	10.7	10.6	13.7	na	10.3	14.9	11.9	13.0
Total clients who needed employment and/or training assistance and who <b>were</b> employed after support	%	23.7	15.4	15.7	22.4	na	13.4	20.6	28.0	20.1

Table 18A.21 **Closed support periods, proportion of clients who needed employment and/or training assistance, by labour force status before support, and by full/part time employment status after support**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (a)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (b)</i>
Total clients who needed employment and training assistance and who <b>were not</b> employed after support	%	76.3	84.6	84.3	77.6	na	86.6	79.4	72.0	79.9
Total clients who needed employment and/or training support	no.	3 381	2 076	2 351	1 055	na	173	353	290	9 381

(a) SA collection methodology for 2011-12 does not allow for this type of analysis.

(b) State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

**na** Not available. **np** Not published.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.



Table 18A.22 **Closed support periods, proportion of Aboriginal and Torres Strait Islander clients who needed employment and/or training assistance, and who were employed after support**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (a)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (b)</i>
2013–14										
Labour force status <b>before</b> support										
Employed full–time	%	1.3	0.8	2.5	2.0	5.1	–	3.5	3.7	2.0
Employed part–time	%	7.9	7.2	4.6	2.6	7.6	–	11.0	3.6	6.0
Unemployed	%	56.8	48.3	66.8	65.5	46.8	67.2	67.1	50.6	59.1
Not in labour force	%	34.0	43.7	26.1	29.9	40.6	32.8	18.4	42.1	32.9
Labour force status <b>after</b> support										
Employed full–time	%	4.1	3.2	3.9	4.5	10.4	8.1	14.5	3.1	4.5
Employed part–time	%	11.4	10.2	5.7	3.9	6.3	–	–	5.0	8.0
Total clients who needed employment and/or training assistance and who <b>were</b> employed after support	%	15.8	13.5	9.6	8.5	16.8	8.1	14.5	8.1	12.6
Total clients who needed employment and training assistance and who <b>were not</b> employed after support	%	84.2	86.5	90.4	91.5	83.2	91.9	85.5	91.9	87.4
Total clients who needed employment and/or training support	no.	746	201	447	249	66	17	49	200	1 913
2012–13										
Labour force status <b>before</b> support										
Employed full–time	%	3.0	np	1.6	5.2	np	–	–	np	2.6
Employed part–time	%	13.9	6.9	4.9	4.2	9.1	–	7.7	6.1	8.7
Unemployed	%	51.2	50.5	65.7	57.7	37.9	53.2	52.9	55.6	55.8
Not in labour force	%	31.9	40.7	27.9	32.9	51.1	46.8	39.4	35.0	33.0
Labour force status <b>after</b> support										
Employed full–time	%	5.7	np	1.8	8.4	np	–	np	9.6	4.4

Table 18A.22 **Closed support periods, proportion of Aboriginal and Torres Strait Islander clients who needed employment and/or training assistance, and who were employed after support**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (a)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (b)</i>
Employed part-time	%	15.6	8.6	6.9	4.3	8.4	np	np	11.3	10.7
Total clients who needed employment and/or training assistance and who <b>were</b> employed after support	%	21.2	9.8	8.7	12.7	11.1	np	7.7	20.9	15.2
Total clients who needed employment and training assistance and who <b>were not</b> employed after support	%	78.5	90.2	91.3	87.3	88.9	86.7	89.7	79.1	84.8
Total clients who needed employment and/or training support	no.	647	219	460	197	56	27	55	122	1 697
2011-12										
Labour force status <b>before</b> support										
Employed full-time	%	2.0	np	4.7	np	na	np	–	13.0	3.7
Employed part-time	%	10.4	4.8	4.7	6.9	na	–	4.8	3.1	7.1
Unemployed	%	48.6	58.8	56.3	46.9	na	61.3	62.9	47.1	52.2
Not in labour force	%	38.9	33.5	34.3	44.5	na	33.9	32.4	36.8	37.0
Labour force status <b>after</b> support										
Employed full-time	%	4.1	np	5.4	7.8	na	np	–	17.2	5.7
Employed part-time	%	12.2	7.5	7.5	6.4	na	np	np	1.3	9.1
Total clients who needed employment and/or training assistance and who <b>were</b> employed after support	%	16.3	9.9	12.8	14.2	na	np	np	18.6	14.9
Total clients who needed employment and training assistance and who <b>were not</b> employed after support	%	83.7	90.1	87.2	85.8	na	90.4	91.1	81.4	85.1

Table 18A.22 **Closed support periods, proportion of Aboriginal and Torres Strait Islander clients who needed employment and/or training assistance, and who were employed after support**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (a)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (b)</i>
Total clients who needed employment and/or training support	no.	673	159	483	223	na	25	34	142	1 683

(a) SA collection methodology for 2011-12 does not allow for this type of analysis.

(b) State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

**na** Not available. **np** Not published.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.

**Table 18A.23 Closed support periods, proportion of clients who needed employment and/or training assistance and who were unemployed or not in the labour force before support, who were employed after support, by labour force status**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (a)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (b)</i>
2013–14										
Of those unemployed before support										
Employed full time after support	%	6.0	4.4	2.9	3.8	4.0	2.2	9.0	3.2	4.6
Employed part time after support	%	9.1	4.8	8.6	4.3	2.0	6.8	5.1	3.1	7.1
Of those not in the labour force before support										
Employed full time after support	%	2.7	1.5	2.4	4.4	–	2.2	7.8	4.8	2.6
Employed part time after support	%	10.1	6.8	6.8	8.4	1.0	2.2	9.3	3.6	7.9
2012–13										
Of those unemployed before support										
Employed full time after support	%	5.1	4.1	3.7	4.9	–	np	7.2	7.5	4.5
Employed part time after support	%	7.9	6.6	9.1	6.0	2.7	np	16.0	9.8	8.1
Of those not in the labour force before support										
Employed full time after support	%	3.8	2.0	1.0	4.0	3.9	–	np	12.8	3.0
Employed part time after support	%	8.8	8.1	6.3	7.0	5.7	15.6	13.4	11.8	8.2
2011–12										
Of those unemployed before support										
Employed full time after support	%	7.1	4.2	4.0	5.6	na	np	3.7	8.4	5.5
Employed part time after support	%	9.4	6.2	6.2	12.0	na	8.8	18.1	6.9	8.5
Of those not in the labour force before support										
Employed full time after support	%	4.4	2.2	2.7	6.7	na	–	np	11.0	3.9
Employed part time after support	%	8.9	6.6	9.7	7.9	na	7.9	12.0	5.9	8.6

(a) SA collection methodology for 2011-12 does not allow for this type of analysis.

Table 18A.23 **Closed support periods, proportion of clients who needed employment and/or training assistance and who were unemployed or not in the labour force before support, who were employed after support, by labour force status**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (a)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (b)</i>
(b) State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.										

**na** Not available. **np** Not published. – Nil or rounded to zero.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.

Table 18A.24 **Closed support periods, proportion of clients who needed income assistance and who had an income source after support (a)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (b)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (c)</i>
2013–14										
Source of income <b>before</b> support										
No income	%	12.4	9.2	9.9	11.3	14.9	7.0	5.4	6.1	10.6
Awaiting benefit	%	8.8	8.4	8.1	7.6	7.0	12.1	13.0	2.1	8.4
Government pension/allowance	%	72.6	75.1	76.6	73.4	71.6	74.9	76.3	81.9	74.4
Employee/business income	%	5.0	6.2	4.8	6.7	5.7	5.5	5.3	9.6	5.7
Other	%	1.1	1.1	0.7	1.0	0.8	0.4	–	0.2	0.9
Source of income <b>after</b> support										
No income	%	7.4	5.7	5.6	6.1	12.5	4.6	4.4	4.4	6.4
Awaiting benefit	%	3.4	4.2	3.9	4.2	–	5.6	1.8	0.9	3.7
Government pension/allowance	%	81.9	83.0	84.4	82.0	81.1	86.3	85.2	82.6	82.6
Employee/business income	%	6.4	6.4	5.4	6.5	5.9	3.1	7.8	11.5	6.5
Other	%	0.9	0.7	0.6	1.2	0.5	0.4	1.0	0.6	0.8
Total clients who needed income assistance and who <b>had</b> an income source after support	%	92.6	94.3	94.4	93.9	87.5	95.4	95.6	95.6	93.6
Total clients who needed income assistance and who did <b>not have</b> an income source after support	%	7.4	5.7	5.6	6.1	12.5	4.6	4.4	4.4	6.4
Total clients who needed income assistance	no.	4 152	3 798	3 410	1 236	621	323	425	629	14 081

Table 18A.24 **Closed support periods, proportion of clients who needed income assistance and who had an income source after support (a)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (b)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (c)</i>
2012–13										
Source of income <b>before</b> support										
No income	%	11.6	10.3	9.1	9.5	15.0	11.3	6.9	7.8	10.4
Awaiting benefit	%	8.0	8.1	7.7	6.6	3.1	11.3	14.9	4.8	7.9
Government pension/allowance	%	74.8	75.2	77.0	76.8	74.7	67.4	64.8	80.3	75.0
Employee/business income	%	5.1	5.5	5.6	5.8	6.1	10.0	13.1	6.6	6.0
Other	%	0.5	0.8	0.6	1.3	1.1	–	np	np	0.7
Source of income <b>after</b> support										
No income	%	6.6	6.0	5.5	4.0	14.6	8.4	2.8	4.5	6.1
Awaiting benefit	%	4.7	4.5	3.5	4.3	–	2.9	4.3	2.0	4.0
Government pension/allowance	%	81.2	82.0	84.5	83.4	77.6	79.6	79.6	80.2	81.9
Employee/business income	%	7.1	6.5	6.0	7.2	6.7	7.7	12.9	12.4	7.2
Other	%	0.5	1.0	0.6	1.0	1.1	np	np	0.9	0.7
Total clients who needed income assistance and who <b>had</b> an income source after support	%	93.4	94.0	94.5	96.0	85.4	91.6	97.2	95.5	93.9
Total clients who needed income assistance and who did <b>not have</b> an income source after support	%	6.6	6.0	5.5	4.0	14.6	8.4	2.8	4.5	6.1
Total clients who needed income assistance	no.	3 584	3 302	3 375	1 342	573	231	436	492	12 762

Table 18A.24 **Closed support periods, proportion of clients who needed income assistance and who had an income source after support (a)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (b)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (c)</i>
2011–12										
Source of income <b>before</b> support										
No income	%	11.1	9.1	8.7	11.1	na	14.0	9.8	8.1	10.0
Awaiting benefit	%	7.5	8.8	7.0	7.7	na	13.7	13.9	6.6	8.1
Government pension/allowance	%	74.3	74.1	79.4	73.3	na	67.1	68.4	77.5	75.1
Employee/business income	%	5.9	6.8	4.4	7.0	na	3.2	7.2	7.6	5.9
Other	%	1.1	1.1	0.6	0.9	na	2.1	0.8	0.2	0.9
Source of income <b>after</b> support										
No income	%	5.5	5.0	5.3	6.6	na	7.6	3.5	4.9	5.5
Awaiting benefit	%	4.6	3.9	3.3	4.5	na	7.1	5.7	4.3	4.3
Government pension/allowance	%	81.0	83.0	86.3	79.0	na	81.0	80.5	80.2	82.2
Employee/business income	%	8.2	7.5	4.3	9.2	na	3.3	9.5	10.3	7.3
Other	%	0.7	0.7	0.7	0.8	na	1.0	0.8	0.2	0.7
Total clients who needed income assistance and who <b>had</b> an income source after support	%	94.5	95.0	94.7	93.4	na	92.4	96.5	95.1	94.5
Total clients who needed income assistance and who did <b>not have</b> an income source after support	%	5.5	5.0	5.3	6.6	na	7.6	3.5	4.9	5.5
Total clients who needed income assistance	no.	3 885	2 970	3 462	1 410	na	298	428	563	12 584

(a) A client's income status was determined at the end of their last closed support period in 2014.



Table 18A.24 **Closed support periods, proportion of clients who needed income assistance and who had an income source after support (a)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (b)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (c)</i>
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(b) SA collection methodology for 2011-12 does not allow for this type of analysis.

(c) State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

**na** Not available. – Nil or rounded to zero.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.

Table 18A.25 **Closed support periods, proportion of Aboriginal and Torres Strait Islander clients who needed income assistance and who had an income source after support (a)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (b)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (c)</i>
2013–14										
Source of income <b>before</b> support										
No income	%	11.0	9.3	6.4	8.1	11.3	16.2	6.0	3.8	8.2
Awaiting benefit	%	5.9	5.3	5.7	2.6	8.1	4.6	13.4	2.2	5.2
Government pension/allowance	%	80.8	84.1	84.6	86.6	77.2	77.0	78.1	89.1	83.6
Employee/business income	%	2.1	1.2	3.1	2.2	3.3	2.3	2.6	4.9	2.8
Other	%	0.3	–	0.2	0.5	–	–	–	–	0.2
Source of income <b>after</b> support										
No income	%	6.1	5.3	3.4	6.6	9.7	7.0	6.0	3.0	5.1
Awaiting benefit	%	2.5	3.6	3.0	3.2	–	4.6	2.6	1.4	2.7
Government pension/allowance	%	87.6	88.8	90.3	87.2	88.5	86.1	86.3	89.1	88.4
Employee/business income	%	3.8	2.3	3.3	2.2	1.7	2.3	5.1	6.5	3.8
Other	%	–	–	–	0.8	–	–	–	–	0.1
Total clients who needed income assistance and who <b>had</b> an income source after support	%	93.9	94.7	96.6	93.4	90.3	93.0	94.0	97.0	94.9
Total clients who needed income assistance and who did <b>not have</b> an income source after support	%	6.1	5.3	3.4	6.6	9.7	7.0	6.0	3.0	5.1

Table 18A.25 **Closed support periods, proportion of Aboriginal and Torres Strait Islander clients who needed income assistance and who had an income source after support (a)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (b)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (c)</i>
Total clients who needed income assistance	no.	929	287	926	338	108	53	55	392	2 965
2012–13										
Source of income <b>before</b> support										
No income	%	7.5	4.1	7.5	7.5	13.8	16.3	12.0	4.3	7.5
Awaiting benefit	%	4.4	4.9	4.9	2.6	np	–	21.9	2.0	4.4
Government pension/allowance	%	85.3	86.1	84.9	85.1	82.8	78.5	61.1	89.9	84.7
Employee/business income	%	2.6	3.5	2.5	4.4	np	np	np	3.8	3.1
Other	%	np	np	np	np	–	–	–	–	0.3
Source of income <b>after</b> support										
No income	%	4.9	2.1	5.3	3.1	15.4	16.4	–	2.6	4.8
Awaiting benefit	%	2.3	1.4	2.0	2.7	–	–	7.0	1.7	2.2
Government pension/allowance	%	88.6	93.1	90.1	90.6	79.5	78.4	88.0	87.5	88.9
Employee/business income	%	4.3	2.1	2.6	3.6	5.1	np	5.0	7.7	4.0
Other	%	–	np	–	–	–	–	–	np	0.2
Total clients who needed income assistance and who <b>had</b> an income source after support	%	95.1	97.9	94.7	96.9	84.6	83.6	100.0	97.4	95.2

Table 18A.25 **Closed support periods, proportion of Aboriginal and Torres Strait Islander clients who needed income assistance and who had an income source after support (a)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (b)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (c)</i>
Total clients who needed income assistance and who did <b>not have</b> an income source after support	%	4.9	2.1	5.3	3.1	15.4	16.4	–	2.6	4.8
Total clients who needed income assistance	no.	774	300	820	371	103	37	71	301	2 626
2011–12										
Source of income <b>before</b> support										
No income	%	4.0	3.4	2.9	4.3	na	np	–	3.9	3.7
Awaiting benefit	%	7.5	6.2	4.1	7.4	na	9.9	6.8	3.3	5.7
Government pension/allowance	%	80.6	83.1	88.4	83.1	na	67.9	77.6	86.0	83.8
Employee/business income	%	4.6	1.8	1.0	2.7	na	6.1	–	4.0	3.0
Other	%	3.3	5.5	3.6	2.5	na	13.0	15.6	2.8	3.8
Source of income <b>after</b> support										
No income	%	3.6	5.7	3.2	3.2	na	np	–	4.3	3.8
Awaiting benefit	%	3.9	1.7	2.4	2.7	na	9.9	6.8	1.9	3.1
Government pension/allowance	%	86.6	86.2	92.2	89.9	na	80.8	89.9	87.4	88.4
Employee/business income	%	5.6	5.5	2.2	3.8	na	np	np	6.4	4.6
Other	%	0.3	0.8	–	0.4	na	–	–	–	0.2

Table 18A.25 **Closed support periods, proportion of Aboriginal and Torres Strait Islander clients who needed income assistance and who had an income source after support (a)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (b)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (c)</i>
Total clients who needed income assistance and who <b>had</b> an income source after support	%	96.4	94.3	96.8	96.8	na	96.9	100.0	95.7	96.2
Total clients who needed income assistance and who did <b>not have</b> an income source after support	%	3.6	5.7	3.2	3.2	na	3.1	–	4.3	3.8
Total clients who needed income assistance	no.	833	247	823	411	na	48	58	383	2 713

(a) A client's income status was determined at the end of their last closed support period in 2014.

(b) SA collection methodology for 2011-12 does not allow for this type of analysis.

(c) State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

**na** Not available. **np** Not published. – Nil or rounded to zero.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.

TABLE 18A.26

Table 18A.26 **Closed support periods, proportion of clients who needed assistance to obtain or maintain independent housing, type of tenure before and after support (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
2013–14										
Type of tenure <b>before</b> support										
Independent housing										
Purchasing/purchased own home	%	1.7	1.1	0.8	1.1	1.3	1.1	1.2	–	1.2
Private rental	%	30.4	38.3	37.3	36.4	23.1	31.2	14.3	12.6	35.1
Public housing rental	%	7.9	9.0	8.1	10.4	22.7	10.6	20.0	35.0	9.7
Community housing rental	%	4.1	1.4	3.4	2.4	4.9	2.1	2.3	4.2	2.7
Other rental	%	3.0	2.8	1.8	1.9	2.7	1.6	4.1	2.1	2.5
Total	%	47.1	52.6	51.4	52.2	54.7	46.6	41.9	53.9	51.2
Non-independent housing										
Crisis	%	13.7	3.9	5.6	6.0	6.6	5.3	6.5	5.4	6.5
Transitional Housing (incl. rent free)	%	2.2	2.8	0.8	2.9	3.4	0.6	1.9	2.3	2.1
Caravan park rental	%	1.3	1.9	2.2	1.7	0.8	1.0	0.7	0.8	1.7
Institutional setting	%	2.0	4.9	1.4	2.7	5.4	3.3	3.2	4.1	3.1
Improvised dwelling/sleeping rough	%	8.0	8.4	11.0	10.2	4.9	9.1	14.5	8.3	9.0
Boarding/rooming house	%	10.5	11.5	10.2	12.7	13.1	9.2	6.7	10.0	10.8
Other (no tenure)	%	15.2	14.0	17.4	11.5	11.2	24.9	24.5	15.1	15.6
Total	%	52.9	47.4	48.6	47.7	45.4	53.4	58.0	46.0	48.8
Type of tenure <b>after</b> support										
Independent housing										
Purchasing/purchased own home	%	1.3	0.9	0.6	1.1	0.9	0.8	2.1	0.1	0.9
Private rental	%	39.8	41.5	38.7	38.4	29.5	35.4	13.3	10.5	39.0

Table 18A.26 **Closed support periods, proportion of clients who needed assistance to obtain or maintain independent housing, type of tenure before and after support (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
Public housing rental	%	12.3	15.2	14.9	17.8	26.9	22.2	39.4	40.0	16.3
Community housing rental	%	7.8	2.1	6.0	3.4	7.7	2.7	4.1	3.7	4.6
Other rental	%	3.6	2.0	1.5	1.6	2.2	1.1	3.7	2.1	2.2
Total	%	64.8	61.7	61.7	62.3	67.2	62.2	62.6	56.4	63.0
Non-independent housing										
Crisis	%	7.8	4.4	7.3	6.7	3.5	5.3	6.8	12.8	6.0
Transitional Housing (incl. rent free)	%	3.1	2.4	1.9	2.3	2.8	0.8	2.8	4.4	2.4
Caravan park rental	%	1.2	1.8	1.8	1.4	1.1	0.5	0.1	0.5	1.5
Institutional setting	%	1.8	4.1	1.1	1.2	2.1	2.0	3.4	0.5	2.4
Improvised dwelling/sleeping rough	%	4.2	4.9	5.3	6.4	2.6	3.5	3.8	5.3	4.7
Boarding/rooming house	%	8.6	11.2	10.1	12.6	12.7	8.9	7.2	10.0	10.2
Other (no tenure)	%	8.6	9.4	10.9	7.0	8.2	16.9	13.4	10.2	9.8
Total	%	35.3	38.2	38.4	37.6	33.0	37.9	37.5	43.7	37.0
Total clients who needed assistance to obtain or maintain independent housing	no.	19 015	40 053	21 790	5 688	2 591	3 311	2 715	1 376	94 772
2012–13										
Type of tenure <b>before</b> support										
Independent housing										
Purchasing/purchased own home	%	1.5	1.1	0.7	2.1	2.5	1.8	1.3	0.5	1.2
Private rental	%	33.4	37.3	35.6	39.2	21.2	22.0	12.7	13.9	34.6
Public housing rental	%	7.7	10.0	6.4	12.2	21.1	8.7	16.4	18.8	9.5

Table 18A.26 **Closed support periods, proportion of clients who needed assistance to obtain or maintain independent housing, type of tenure before and after support (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
Community housing rental	%	4.4	1.4	3.4	2.5	2.6	1.9	1.1	3.3	2.7
Other rental	%	3.6	2.8	1.9	1.5	2.3	1.9	2.7	3.0	2.6
Total	%	50.5	52.5	48.0	57.5	49.8	36.3	34.2	39.5	50.5
Non-independent housing										
Crisis	%	12.1	4.2	7.1	5.3	5.0	7.2	5.6	8.7	6.7
Transitional Housing (incl. rent free)	%	1.7	2.9	1.3	1.7	4.6	0.4	1.9	1.8	2.1
Caravan park rental	%	1.9	1.7	2.1	1.9	0.6	1.5	0.4	3.5	1.8
Institutional setting	%	2.1	4.2	1.4	3.5	2.6	2.3	3.3	6.8	2.9
Improvised dwelling/sleeping rough	%	5.9	7.6	10.9	9.7	3.3	11.5	15.7	12.4	8.4
Boarding/rooming house	%	11.6	13.4	11.8	11.2	15.7	12.1	6.3	10.7	12.2
Other (no tenure)	%	14.1	13.5	17.4	9.3	18.4	28.7	32.7	16.6	15.5
Total	%	49.5	47.5	52.0	42.5	50.2	63.7	65.8	60.5	49.5
Type of tenure <b>after</b> support										
Independent housing										
Purchasing/purchased own home	%	1.3	0.9	0.7	1.8	1.8	1.1	1.3	0.5	1.0
Private rental	%	39.5	40.3	36.7	37.7	26.9	27.0	11.7	15.5	37.3
Public housing rental	%	11.4	15.1	14.0	20.1	27.5	20.5	29.1	20.2	15.7
Community housing rental	%	8.6	2.9	6.4	2.9	6.5	3.4	2.8	7.0	5.1
Other rental	%	3.0	2.1	1.5	1.5	1.8	1.7	2.9	2.0	2.1
Total	%	63.8	61.3	59.3	64.0	64.5	53.6	47.9	45.2	61.2
Non-independent housing										
Crisis	%	9.1	4.8	9.6	7.2	3.8	7.9	7.9	14.1	7.2



Table 18A.26 **Closed support periods, proportion of clients who needed assistance to obtain or maintain independent housing, type of tenure before and after support (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
Transitional Housing (incl. rent free)	%	3.4	2.6	2.5	1.6	2.0	1.8	4.8	5.8	2.7
Caravan park rental	%	1.4	1.7	1.6	1.8	0.9	1.3	0.2	2.4	1.5
Institutional setting	%	1.2	3.4	0.8	1.6	2.4	1.4	1.5	2.0	1.9
Improvised dwelling/sleeping rough	%	3.1	4.7	5.2	6.3	2.1	4.8	7.8	5.6	4.5
Boarding/rooming house	%	9.4	12.1	9.8	11.2	14.3	11.8	7.4	13.2	10.7
Other (no tenure)	%	8.8	9.4	11.2	6.4	10.0	17.5	22.6	11.8	10.1
Total	%	36.2	38.7	40.7	36.0	35.5	46.4	52.1	54.8	38.8
Total clients who needed assistance to obtain or maintain independent housing	no.	16 733	37 184	19 621	6 059	2 799	2 109	2 537	1 344	86 663
2011–12										
Type of tenure <b>before</b> support										
Independent housing										
Purchasing/purchased own home	%	1.9	1.4	0.9	2.0	na	3.5	0.5	1.1	1.5
Private rental	%	31.8	34.5	38.7	37.6	na	24.6	15.3	14.2	34.5
Public housing rental	%	7.8	12.1	5.9	14.1	na	8.9	20.9	16.5	9.9
Community housing rental	%	3.4	1.0	3.1	2.4	na	0.9	2.3	6.4	2.4
Other rental	%	2.7	2.9	1.9	1.6	na	2.2	1.6	2.6	2.4
Total	%	47.6	51.9	50.6	57.8	–	40.1	40.6	40.8	50.6
Non-independent housing										
Crisis	%	11.7	4.8	6.0	6.4	na	5.6	8.0	3.9	6.8
Transitional Housing (incl. rent free)	%	1.9	2.8	0.6	1.5	na	1.4	5.0	2.4	1.9
Caravan park rental	%	2.1	2.2	2.3	1.4	na	0.8	–	1.5	2.0

**Table 18A.26 Closed support periods, proportion of clients who needed assistance to obtain or maintain independent housing, type of tenure before and after support (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
Institutional setting	%	2.8	2.9	1.7	3.4	na	2.7	5.1	5.5	2.6
Improvised dwelling/sleeping rough	%	7.4	9.1	10.8	7.7	na	12.4	12.8	17.9	9.2
Boarding/rooming house	%	12.6	13.9	13.5	12.5	na	12.7	6.4	12.4	13.1
Other (no tenure)	%	13.9	12.3	14.5	9.3	na	24.3	22.2	15.6	13.7
<b>Total</b>	<b>%</b>	<b>52.4</b>	<b>48.1</b>	<b>49.4</b>	<b>42.2</b>	<b>na</b>	<b>59.9</b>	<b>59.4</b>	<b>59.2</b>	<b>49.4</b>
<b>Type of tenure <i>after</i> support</b>										
<b>Independent housing</b>										
Purchasing/purchased own home	%	1.6	1.0	0.7	1.6	na	2.0	0.8	1.1	1.1
Private rental	%	35.2	37.4	36.7	37.7	na	29.3	13.3	14.1	35.8
Public housing rental	%	11.0	16.1	8.9	22.1	na	16.1	35.0	23.8	14.2
Community housing rental	%	6.9	2.3	5.7	3.2	na	3.1	2.4	6.9	4.5
Other rental	%	2.7	2.3	2.3	2.0	na	1.6	0.8	2.5	2.3
<b>Total</b>	<b>%</b>	<b>57.5</b>	<b>59.2</b>	<b>54.3</b>	<b>66.5</b>	<b>na</b>	<b>52.1</b>	<b>52.4</b>	<b>48.3</b>	<b>58.0</b>
<b>Non-independent housing</b>										
Crisis	%	10.4	5.5	12.2	5.1	na	7.2	10.4	9.9	8.5
Transitional Housing (incl. rent free)	%	3.0	2.5	2.3	1.8	na	2.7	4.3	3.7	2.6
Caravan park rental	%	1.6	2.1	1.7	1.6	na	1.1	np	2.3	1.7
Institutional setting	%	2.0	2.1	0.9	1.6	na	2.0	2.8	1.0	1.7
Improvised dwelling/sleeping rough	%	5.0	6.3	6.2	5.1	na	6.0	6.6	5.9	5.7
Boarding/rooming house	%	10.5	13.0	11.4	10.4	na	12.4	7.1	13.4	11.5
Other (no tenure)	%	10.1	9.3	11.0	7.9	na	16.6	16.2	15.4	10.3
<b>Total</b>	<b>%</b>	<b>42.5</b>	<b>40.8</b>	<b>45.7</b>	<b>33.5</b>	<b>na</b>	<b>47.9</b>	<b>47.4</b>	<b>51.7</b>	<b>42.0</b>

Table 18A.26 **Closed support periods, proportion of clients who needed assistance to obtain or maintain independent housing, type of tenure before and after support (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
Total clients who needed assistance to obtain or maintain independent housing	no.	17 336	30 438	19 444	5 794	na	2 431	2 302	1 310	77 838

- (a) These data are calculated using the numerator 'Total number of clients who identified a need for assistance with 'long term housing', to 'sustain tenancy or prevent tenancy failure or eviction' or to 'prevent foreclosures or for mortgage arrears, and had achieved independent housing at the end of support' and the denominator 'Total Number of clients who identified a need for assistance with 'long term housing', to 'sustain tenancy or prevent tenancy failure or eviction' or to 'prevent foreclosures or for mortgage arrears'.
- (b) A client's housing tenancy was determined at the end of their last closed support period in the reference year.
- (c) SA collection methodology for 2011-12 does not allow for this type of analysis.
- (d) State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

**na** Not available. **np** Not published. – Nil or rounded to zero.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.

TABLE 18A.27

Table 18A.27 **Closed support periods, proportion of Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing, type of tenure before and after support (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
2013–14										
Type of tenure <b>before</b> support										
Independent housing										
Purchasing/purchased own home	%	0.7	0.6	0.3	0.1	np	1.3	1.6	np	0.5
Private rental	%	23.8	20.0	26.4	11.7	10.8	25.5	3.8	7.1	22.1
Public housing rental	%	14.9	16.6	11.6	24.9	24.6	11.0	25.4	43.6	16.6
Community housing rental	%	5.9	2.6	4.3	2.4	6.8	1.0	6.0	5.5	4.5
Other rental	%	3.1	4.0	2.1	2.4	5.0	0.3	4.2	2.2	2.7
Total	%	48.4	43.8	44.7	41.5	47.2	39.1	41.0	58.4	46.4
Non-independent housing										
Crisis	%	10.4	4.1	6.7	6.5	7.6	8.0	8.1	5.0	7.2
Transitional Housing (incl. rent free)	%	1.9	4.2	0.7	2.5	3.6	–	4.5	1.8	1.8
Caravan park rental	%	0.9	2.5	1.8	0.3	0.3	0.7	0.5	0.3	1.4
Institutional setting	%	1.5	5.5	1.2	2.5	6.0	3.0	0.9	2.6	2.2
Improvised dwelling/sleeping rough	%	7.0	9.5	10.5	10.0	7.3	10.9	14.4	6.7	8.8
Boarding/rooming house	%	11.5	11.7	13.4	16.3	13.3	10.3	4.7	8.7	12.4
Other (no tenure)	%	18.4	18.7	21.1	20.4	14.6	27.9	26.0	16.4	19.8
Total	%	51.6	56.2	55.4	58.5	52.7	60.8	59.1	41.5	53.6
Type of tenure <b>after</b> support										
Independent housing										
Purchasing/purchased own home	%	0.5	0.5	0.1	0.7	–	0.3	1.6	0.2	0.4

Table 18A.27 **Closed support periods, proportion of Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing, type of tenure before and after support (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
Private rental	%	32.3	24.5	28.8	13.4	14.3	28.6	7.4	5.1	26.3
Public housing rental	%	18.5	26.6	19.3	34.2	28.0	24.3	47.1	49.7	23.9
Community housing rental	%	11.1	3.6	7.0	3.9	10.8	2.3	1.3	4.7	7.2
Other rental	%	3.2	2.4	2.1	2.2	3.6	0.7	3.3	1.4	2.4
Total	%	65.6	57.6	57.3	54.4	56.7	56.2	60.7	61.1	60.2
Non-independent housing										
Crisis	%	6.1	4.2	7.9	6.0	7.3	6.9	9.5	10.3	6.6
Transitional Housing (incl. rent free)	%	2.7	3.9	2.2	2.1	3.6	2.0	2.0	3.9	2.7
Caravan park rental	%	0.9	1.4	1.5	0.2	1.3	0.4	0.5	–	1.1
Institutional setting	%	1.6	4.8	1.0	1.1	3.0	3.1	3.4	0.7	1.8
Improvised dwelling/sleeping rough	%	3.6	4.7	4.8	8.3	3.3	4.3	4.7	5.3	4.5
Boarding/rooming house	%	8.5	10.2	11.5	15.1	13.8	9.5	5.7	7.4	10.4
Other (no tenure)	%	11.2	13.2	14.0	12.8	10.9	17.7	13.5	11.4	12.8
Total	%	34.6	42.4	42.9	45.6	43.2	43.9	39.3	39.0	39.9
Total Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing	<b>no.</b>	4 872	2 905	6 028	1 424	610	445	396	947	17 199
2012–13										
Type of tenure <b>before</b> support										
Independent housing										
Purchasing/purchased own home	%	0.8	0.6	0.2	np	np	np	np	np	0.4

Table 18A.27 **Closed support periods, proportion of Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing, type of tenure before and after support (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
Private rental	%	27.3	20.0	24.3	15.2	9.4	17.4	4.5	6.7	22.1
Public housing rental	%	12.6	15.6	10.5	29.7	25.4	7.1	19.0	25.9	14.8
Community housing rental	%	7.3	3.7	4.2	2.2	1.9	np	2.5	5.0	4.6
Other rental	%	4.0	2.1	1.9	1.1	3.4	1.5	2.1	2.0	2.4
<b>Total</b>	%	<b>51.9</b>	<b>42.0</b>	<b>41.1</b>	<b>48.4</b>	<b>40.1</b>	<b>26.1</b>	<b>28.1</b>	<b>39.6</b>	<b>44.3</b>
<b>Non-independent housing</b>										
Crisis	%	10.1	4.8	7.6	7.2	5.9	7.7	7.5	8.4	7.8
Transitional Housing (incl. rent free)	%	0.9	5.0	1.5	2.0	4.3	–	np	1.1	1.8
Caravan park rental	%	2.4	1.4	1.6	1.3	–	np	np	1.2	1.6
Institutional setting	%	1.4	7.2	1.0	3.5	3.9	np	4.3	5.6	2.4
Improvised dwelling/sleeping rough	%	4.6	7.4	8.7	9.4	3.4	11.1	20.0	14.2	7.8
Boarding/rooming house	%	13.1	14.0	14.7	12.9	14.7	10.2	5.0	9.2	13.5
Other (no tenure)	%	15.6	18.3	23.8	15.1	27.3	43.4	33.1	20.2	20.8
<b>Total</b>	%	<b>48.1</b>	<b>58.0</b>	<b>58.9</b>	<b>51.4</b>	<b>59.5</b>	<b>72.4</b>	<b>69.9</b>	<b>59.9</b>	<b>55.7</b>
<b>Type of tenure after support</b>										
<b>Independent housing</b>										
Purchasing/purchased own home	%	0.5	0.3	0.4	0.1	0.7	–	0.5	0.2	0.4
Private rental	%	32.9	23.1	26.8	14.5	12.5	21.9	5.5	8.8	25.1
Public housing rental	%	16.8	23.4	18.7	39.6	29.9	26.1	37.3	26.0	22.3
Community housing rental	%	11.5	5.7	8.1	2.3	8.6	1.0	4.5	8.4	7.9
Other rental	%	3.5	3.0	1.5	2.1	1.2	2.0	3.6	3.1	2.3

Table 18A.27 **Closed support periods, proportion of Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing, type of tenure before and after support (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
Total	%	65.1	55.5	55.4	58.7	52.9	51.1	51.4	46.5	58.0
Non-independent housing										
Crisis	%	6.6	7.0	10.0	7.2	6.1	12.7	8.0	15.4	8.5
Transitional Housing (incl. rent free)	%	2.6	3.4	2.3	2.2	3.8	1.5	2.6	5.4	2.7
Caravan park rental	%	1.8	1.0	1.3	1.1	–	np	–	1.0	1.3
Institutional setting	%	1.1	5.4	0.8	2.3	4.4	1.5	np	1.6	1.7
Improvised dwelling/sleeping rough	%	2.7	4.4	3.4	7.1	1.5	5.6	10.4	3.6	3.7
Boarding/rooming house	%	10.1	11.3	11.6	11.7	14.6	8.2	5.5	12.6	11.1
Other (no tenure)	%	10.0	12.0	15.3	9.6	16.6	18.4	21.1	13.7	13.1
Total	%	34.9	44.4	44.6	41.2	47.1	47.9	47.6	53.2	42.0
Total Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing										
	<b>no.</b>	<b>4 081</b>	<b>2 621</b>	<b>5 604</b>	<b>1 485</b>	<b>543</b>	<b>334</b>	<b>370</b>	<b>836</b>	<b>15 417</b>
2011–12										
Type of tenure <b>before</b> support										
Independent housing										
Purchasing/purchased own home	%	0.2	0.5	0.1	–	na	3.2	–	–	0.2
Private rental	%	24.9	17.9	27.1	10.9	na	17.2	11.2	7.1	22.0
Public housing rental	%	13.9	20.6	9.6	32.2	na	8.9	18.6	20.2	15.5
Community housing rental	%	4.1	2.5	3.8	4.6	na	1.9	np	11.0	4.2
Other rental	%	2.4	3.4	2.1	1.2	na	2.6	2.4	2.6	2.3

TABLE 18A.27

Table 18A.27 **Closed support periods, proportion of Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing, type of tenure before and after support (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
Total	%	45.5	44.9	42.7	49.0	na	33.7	32.2	40.9	44.2
Non-independent housing										
Crisis	%	9.3	3.3	7.4	5.3	na	4.4	4.9	1.6	6.8
Transitional Housing (incl. rent free)	%	1.4	2.8	0.3	1.8	na	np	4.8	1.1	1.2
Caravan park rental	%	2.0	2.5	2.3	1.3	na	–	–	1.1	1.9
Institutional setting	%	3.0	1.5	1.4	2.4	na	4.0	7.8	4.0	2.3
Improvised dwelling/sleeping rough	%	6.1	8.5	9.6	8.3	na	15.9	13.4	24.6	9.2
Boarding/rooming house	%	16.6	15.0	17.6	14.1	na	15.4	9.9	8.1	15.9
Other (no tenure)	%	16.1	21.4	18.7	17.8	na	26.0	25.3	18.6	18.5
Total	%	54.5	55.1	57.3	51.0	na	65.7	66.1	59.1	55.8
Type of tenure <b>after</b> support										
Independent housing										
Purchasing/purchased own home	%	0.3	0.9	–	np	na	np	–	–	0.2
Private rental	%	27.2	20.0	27.2	10.5	na	22.3	4.8	6.3	23.0
Public housing rental	%	17.9	26.1	12.5	40.9	na	18.4	29.5	28.7	20.4
Community housing rental	%	7.3	3.5	6.7	3.1	na	3.2	np	11.3	6.2
Other rental	%	2.5	3.8	2.9	2.6	na	np	2.5	2.2	2.8
Total	%	55.2	54.3	49.3	57.1	na	43.8	36.8	48.5	52.7
Non-independent housing										
Crisis	%	8.4	5.1	12.6	4.4	na	12.0	13.1	10.2	9.3
Transitional Housing (incl. rent free)	%	2.0	3.7	2.0	2.1	na	2.5	5.3	1.7	2.3
Caravan park rental	%	2.1	1.2	1.5	1.2	na	np	–	2.1	1.5



Table 18A.27 **Closed support periods, proportion of Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing, type of tenure before and after support (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
Institutional setting	%	2.1	2.8	0.9	2.3	na	4.0	4.9	1.5	1.8
Improvised dwelling/sleeping rough	%	4.4	6.2	5.8	5.5	na	7.0	9.2	7.7	5.4
Boarding/rooming house	%	14.1	12.2	14.4	9.6	na	10.8	11.6	10.1	13.0
Other (no tenure)	%	11.7	14.4	13.6	17.7	na	17.3	18.4	18.2	14.0
Total	%	44.8	45.7	50.7	42.8	na	53.6	62.4	51.5	47.3
Total Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing	<b>no.</b>	<b>4 375</b>	<b>2 136</b>	<b>5 171</b>	<b>1 609</b>	<b>na</b>	<b>316</b>	<b>287</b>	<b>796</b>	<b>14 388</b>

(a) These data are calculated using the numerator 'Total number of clients who identified a need for assistance with 'long term housing', to 'sustain tenancy or prevent tenancy failure or eviction' or to 'prevent foreclosures or for mortgage arrears, and had achieved independent housing at the end of support' and the denominator 'Total Number of clients who identified a need for assistance with 'long term housing', to 'sustain tenancy or prevent tenancy failure or eviction' or to 'prevent foreclosures or for mortgage arrears'.

(b) A client's housing tenancy was determined at the end of their last closed support period in the reference year.

(c) SA collection methodology for 2011-12 does not allow for this type of analysis.

(d) State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

**na** Not available. **np** Not published. – Nil or rounded to zero.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.

**Table 18A.28 Closed support periods, proportion of clients who were living in non-independent housing before support who obtained independent housing after support (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
2013–14										
Type of tenure <b>before</b> support										
Non-independent housing										
Crisis	%	25.9	8.3	11.5	12.6	14.5	9.9	11.3	11.8	13.3
Transitional Housing (incl. rent free)	%	4.3	6.0	1.6	6.0	7.6	1.1	3.3	5.1	4.3
Caravan Park rental	%	2.4	4.0	4.6	3.5	1.9	1.8	1.3	1.8	3.5
Institutional setting	%	3.8	10.2	2.9	5.6	11.9	6.2	5.5	8.9	6.4
Improvised dwelling/sleeping rough	%	15.1	17.8	22.6	21.4	10.8	17.0	25.0	18.0	18.4
Boarding/rooming house	%	19.8	24.2	21.0	26.7	28.8	17.3	11.5	21.7	22.2
Other (no tenure)	%	28.8	29.6	35.8	24.1	24.6	46.7	42.2	32.8	31.9
Type of tenure <b>after</b> support										
Independent housing										
Purchasing/purchased own home	%	0.3	0.1	0.2	0.3	0.2	0.2	0.9	0.3	0.2
Private rental	%	22.4	15.3	14.5	13.0	19.0	17.0	8.4	4.1	16.3
Public housing rental	%	8.4	12.1	11.2	15.1	10.4	17.8	27.6	16.8	12.1
Community housing rental	%	6.8	1.4	5.3	3.1	6.7	1.8	4.4	1.2	3.9
Other rental		3.3	1.4	1.1	1.1	1.3	0.6	2.5	1.6	1.7
Total clients who were living in non-independent housing before support and who obtained independent housing after support	%	41.2	30.3	32.2	32.6	37.6	37.4	43.8	24.0	34.2
Total clients who were living in non-independent housing before support	no.	10 050	18 996	10 577	2 715	1 177	1 768	1 573	633	46 265

Table 18A.28 **Closed support periods, proportion of clients who were living in non-independent housing before support who obtained independent housing after support (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
2012–13										
Type of tenure <b>before</b> support										
Non-independent housing										
Crisis	%	24.5	8.8	13.6	12.5	9.9	11.3	8.5	14.4	13.5
Transitional Housing (incl. rent free)	%	3.4	6.1	2.4	4.1	9.1	0.6	2.9	3.0	4.2
Caravan Park rental	%	3.9	3.6	4.1	4.4	1.2	2.4	0.7	5.8	3.6
Institutional setting	%	4.3	8.9	2.8	8.1	5.2	3.6	4.9	11.3	5.8
Improvised dwelling/sleeping rough	%	12.0	16.0	21.0	22.7	6.6	18.0	23.8	20.5	17.0
Boarding/rooming house	%	23.4	28.2	22.6	26.4	31.3	19.1	9.5	17.6	24.6
Other (no tenure)	%	28.5	28.4	33.5	21.8	36.7	45.1	49.6	27.4	31.3
Type of tenure <b>after</b> support										
Independent housing										
Purchasing/purchased own home	%	2.1	1.9	3.1	1.9	2.6	4.6	4.1	4.2	2.5
Private rental	%	13.2	8.3	9.5	9.1	7.4	8.1	6.3	15.3	9.5
Public housing rental	%	8.3	8.7	8.1	5.5	9.4	8.4	8.3	8.3	8.1
Community housing rental	%	7.7	8.0	8.7	6.9	10.3	12.2	10.6	5.6	8.4
Other rental		4.7	3.7	5.9	2.3	3.9	5.4	3.8	4.5	4.4
Total clients who were living in non-independent housing before support and who obtained independent housing after support	%	36.0	30.6	35.2	25.7	33.6	38.7	33.0	37.9	33.0
Total clients who were living in non-independent housing before support	no.	8 277	17 654	10 201	2 577	1 405	1 343	1 670	813	42 917

**Table 18A.28 Closed support periods, proportion of clients who were living in non-independent housing before support who obtained independent housing after support (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
2011–12										
Type of tenure <b>before</b> support										
Non-independent housing										
Crisis	%	22.3	10.1	12.1	15.1	na	9.4	13.5	6.7	13.8
Transitional Housing (incl. rent free)	%	3.7	5.9	1.3	3.6	na	2.4	8.4	4.0	3.9
Caravan Park rental	%	3.9	4.6	4.7	3.4	na	1.4	–	2.6	4.1
Institutional setting	%	5.3	6.0	3.5	8.0	na	4.5	8.5	9.3	5.3
Improvised dwelling/sleeping rough	%	14.1	18.9	21.8	18.2	na	20.7	21.5	30.3	18.6
Boarding/rooming house	%	24.1	29.0	27.3	29.6	na	21.1	10.7	20.9	26.6
Other (no tenure)	%	26.6	25.6	29.3	21.9	na	40.6	37.3	26.3	27.7
Type of tenure <b>after</b> support										
Independent housing										
Purchasing/purchased own home	%	0.2	0.2	0.1	0.5	na	–	0.5	0.3	0.2
Private rental	%	14.1	13.4	10.7	10.6	na	18.3	5.3	5.0	12.5
Public housing rental	%	7.6	8.5	5.3	18.3	na	11.1	19.9	15.1	8.7
Community housing rental	%	5.9	2.2	5.5	3.2	na	2.8	1.7	4.6	4.2
Other rental		2.1	1.6	2.0	1.0	na	0.6	0.3	0.5	1.7
Total clients who were living in non-independent housing before support and who obtained independent housing after support	%	29.9	26.1	23.6	33.7	na	32.7	27.7	25.5	27.2

Table 18A.28 **Closed support periods, proportion of clients who were living in non-independent housing before support who obtained independent housing after support (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
Total clients who were living in non-independent housing before support	no.	9 079	14 629	9 615	2 446	na	1 457	1 368	775	38 421

- (a) These data are calculated using the numerator 'Total number of clients who, on presentation, were living in non-independent/supported housing and achieved independent housing at the end of support' and the denominator 'Total number of clients who, on presentation, were living in non-independent/supported housing.'
- (b) A client's housing tenancy was determined at the end of their last closed support period in the reference year.
- (c) SA collection methodology for 2011-12 does not allow for this type of analysis.
- (d) State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

**na** Not available. – Nil or rounded to zero.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.

Table 18A.29 **Closed support periods, proportion of clients who needed assistance to obtain or maintain independent housing and who achieved independent housing after support, and did not present again with a need for accommodation within the reporting period, by tenure type after support (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (c)</i>
2013–14										
Type of tenure <b>after</b> support										
Purchasing/purchased own home	%	2.0	1.5	1.0	1.8	1.5	1.4	3.4	0.2	1.5
Private rental	%	61.5	66.8	62.7	61.7	45.1	57.5	21.3	18.9	61.8
Public housing rental	%	18.7	24.9	24.1	28.5	38.7	35.1	63.0	70.5	25.8
Community housing rental	%	12.1	3.4	9.6	5.5	11.3	4.3	6.5	6.6	7.3
Other Rental	%	5.7	3.4	2.5	2.6	3.4	1.8	5.8	3.8	3.6
Total clients who needed assistance to obtain or maintain independent housing and who achieved independent housing after support, and did not present again with a need for accommodation	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total clients who needed assistance to obtain or maintain independent housing and who had independent/non-supported housing at the end of support	no.	11 750	22 518	12 451	3 421	1 626	1 958	1 632	744	55 564
2012–13										
Type of tenure <b>after</b> support										
Purchasing/purchased own home	%	2.1	1.5	1.2	2.7	2.9	2.2	2.7	1.0	1.8
Private rental	%	62.0	65.8	61.5	58.8	42.0	50.1	25.0	34.1	60.8
Public housing rental	%	17.4	24.6	23.9	31.4	42.2	38.2	60.8	44.7	25.6

Table 18A.29 **Closed support periods, proportion of clients who needed assistance to obtain or maintain independent housing and who achieved independent housing after support, and did not present again with a need for accommodation within the reporting period, by tenure type after support (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (c)</i>
Community housing rental	%	13.7	4.7	10.7	4.6	10.1	6.1	5.6	15.8	8.5
Other Rental	%	4.7	3.3	2.6	2.4	2.8	3.3	5.9	4.3	3.4
Total clients who needed assistance to obtain or maintain independent housing and who achieved independent housing after support, and did not present again with a need for accommodation	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total clients who needed assistance to obtain or maintain independent housing and who had independent/non-supported housing at the end of support	no.	10 198	20 637	10 845	3 734	1 747	1 051	1 163	579	49 395
2011–12 (d)										
Type of tenure <b>after</b> support										
Purchasing/purchased own home	%	2.9	1.8	1.3	2.2	–	3.9	1.7	2.4	2.0
Private rental	%	61.3	62.7	68.0	56.1	60.0	56.3	25.4	28.8	61.7
Public housing rental	%	18.9	27.7	16.3	33.5	16.0	30.4	66.5	49.0	24.6
Community housing rental	%	12.2	3.9	10.3	5.0	24.1	6.2	4.7	14.7	7.7
Other Rental	%	4.7	4.0	4.2	3.1	–	3.2	1.7	5.1	4.0

Table 18A.29 **Closed support periods, proportion of clients who needed assistance to obtain or maintain independent housing and who achieved independent housing after support, and did not present again with a need for accommodation within the reporting period, by tenure type after support (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (c)</i>
Total clients who needed assistance to obtain or maintain independent housing and who achieved independent housing after support, and did not present again with a need for accommodation	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total clients who needed assistance to obtain or maintain independent housing and who had independent/non-supported housing at the end of support	no.	9 540	16 857	9 915	3 704	56	1 183	1 149	604	42 691

(a) These data are calculated using the numerator 'Total number of clients who achieved independent housing at the end of support, and who did not represent with a need for short-term, medium-term, long term housing, assistance to sustain tenancy or prevent tenancy failure or eviction or assistance to prevent foreclosures or for mortgage arrears again during the reporting period', and the denominator 'Total Clients who had requested assistance with obtaining or maintaining independent/non-supported housing and who had independent/non-supported housing at the end if support.

(b) A client's housing tenancy was determined at the end of their last closed support period in the reference year.

(c) State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

– Nil or rounded to zero.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.



Table 18A.30 **Closed support periods, proportion of Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing and who achieved independent housing after support, and did not present again with a need for accommodation within the reporting period, by tenure type after support (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (c)</i>
2013–14										
Type of tenure <b>after</b> support										
Purchasing/purchased own home	%	0.6	1.0	0.2	1.3	–	0.6	2.7	0.3	0.6
Private rental	%	50.1	41.3	50.5	25.2	25.1	52.5	13.0	8.7	43.8
Public housing rental	%	27.5	47.2	33.5	62.4	48.3	41.3	76.2	80.9	39.5
Community housing rental	%	16.8	6.3	12.0	7.2	19.7	4.4	2.3	7.7	11.9
Other Rental	%	4.9	4.2	3.8	3.8	6.9	1.3	5.8	2.4	4.2
Total Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing and who achieved independent housing after support, and did not present again with a need for accommodation	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing and who had independent/non-supported housing at the end of support	no.	3 043	1 483	3 102	744	320	233	229	556	9 569
2012–13										
Type of tenure <b>after</b> support										
Purchasing/purchased own home	%	0.8	0.5	0.7	0.2	1.5	–	1.0	0.5	0.7

Table 18A.30 **Closed support periods, proportion of Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing and who achieved independent housing after support, and did not present again with a need for accommodation within the reporting period, by tenure type after support (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (c)</i>
Private rental	%	50.7	40.8	47.4	25.1	24.7	41.5	11.6	19.0	42.9
Public housing rental	%	25.5	43.1	34.0	66.9	56.8	52.2	71.3	55.8	38.6
Community housing rental	%	17.8	10.7	15.1	4.0	15.4	2.1	9.5	18.2	14.0
Other Rental	%	5.1	4.8	2.7	3.8	1.6	4.2	6.5	6.4	3.9
Total Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing and who achieved independent housing after support, and did not present again with a need for	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing and who had independent/non-supported housing at the end of support	no.	2 536	1 265	2 809	835	279	158	176	373	8 283

2011–12 (d)

Type of tenure **after** support

Purchasing/purchased own home	%	0.6	1.8	–	0.2	–	1.6	–	–	0.4
Private rental	%	49.0	35.4	55.4	18.2	33.3	47.7	7.5	13.2	43.3
Public housing rental	%	32.6	49.7	25.6	71.6	33.3	39.9	82.6	58.5	39.3
Community housing rental	%	13.1	6.0	12.7	5.5	33.3	7.6	2.4	24.0	11.5
Other Rental	%	4.7	7.1	6.3	4.5	–	3.1	7.5	4.2	5.5

**Table 18A.30 Closed support periods, proportion of Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing and who achieved independent housing after support, and did not present again with a need for accommodation within the reporting period, by tenure type after support (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (c)</i>
Total Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing and who achieved independent housing after support, and did not present again with a need for accommodation	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing and who had independent/non-supported housing at the end of support	no.	2 300	1 087	2 307	885	16	128	96	372	7 081

(a) These data are calculated using the numerator 'Total number of clients who achieved independent housing at the end of support, and who did not represent with a need for short-term, medium-term, long term housing, assistance to sustain tenancy or prevent tenancy failure or eviction or assistance to prevent foreclosures or for mortgage arrears again during the reporting period', and the denominator 'Total Clients who had requested assistance with obtaining or maintaining independent/non-supported housing and who had independent/non-supported housing at the end if support.

(b) A client's housing tenancy was determined at the end of their last closed support period in 2014.

(c) State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

– Nil or rounded to zero.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.

Table 18A.31 **Proportion of clients experiencing homelessness who had repeat periods of homelessness (a)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (b)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (c)</i>
2013–14										
Clients who had more than one period of homelessness	%	6.1	4.5	5.0	5.2	8.7	4.8	6.5	5.0	5.0
Clients who experienced homelessness at some time in 2013–14	no.	27 736	47 708	24 230	10 402	9 131	3 925	3 102	3 340	126 521
2012–13										
Clients who had more than one period of homelessness	%	5.7	4.0	4.7	5.1	3.7	4.5	7.4	4.8	4.3
Clients who experienced homelessness at some time in 2012–13	no.	28 374	45 654	23 805	9 890	11 057	3 336	3 273	3 205	124 974
2011–12										
Clients who had more than one period of homelessness	%	6.4	4.8	5.5	4.9	2.6	5.2	12.5	6.2	5.1
Clients who experienced homelessness at some time in 2011–12	no.	27 069	39 208	23 545	8 744	9 599	3 632	3 370	3 113	115 158

(a) Prior to 2013–14, the calculation included 'tenure type' of 'no tenure' where dwelling type was 'Institution'. However, in-line with the definition of homelessness, regardless of tenure or conditions of occupancy, any client will not be considered homeless if their dwelling type is any of the following: hospital (excluding psychiatric), psychiatric hospital/unit, disability support, rehabilitation, adult correctional facility, youth/juvenile justice correctional centre, boarding school/residential college, aged care facility, immigration detention centre. Data for 2011–12 and 2012–13 have been revised to exclude clients in these categories.

**Table 18A.31 Proportion of clients experiencing homelessness who had repeat periods of homelessness (a)**

<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (b)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (c)</i>
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(b) Improvements were introduced in SA at the beginning of 2013–14 to the recording of housing status for clients. The improvement initially increased the proportion of clients with housing status recorded as “unknown”, with this proportion progressively reducing through the year. This has resulted in the measure of repeat periods of homelessness being over-stated for the year.

(c) State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.

**Table 18A.32 Proportion of Aboriginal and Torres Strait Islander clients experiencing homelessness who had repeat periods of homelessness (a)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (b)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (c)</i>
<b>2013–14</b>										
Clients who had more than one period of homelessness	%	6.0	6.8	5.6	4.7	9.4	6.3	6.0	5.0	5.7
Clients who experienced homelessness at some time in 2013–14	no.	7 192	5 155	8 421	3 917	2 669	667	557	2 505	30 498
<b>2012–13</b>										
Clients who had more than one period of homelessness	%	7.3	6.6	5.4	4.2	5.8	4.8	10.7	5.3	5.5
Clients who experienced homelessness at some time in 2012–13	no.	6 455	4 261	7 356	3 120	2 664	543	526	2 061	25 962
<b>2011–12</b>										
Clients who had more than one period of homelessness	%	7.0	7.0	5.9	5.5	3.5	5.1	12.0	5.9	5.8
Clients who experienced homelessness at some time in 2011–12	no.	6 003	3 301	7 061	3 106	2 114	566	505	1 892	23 664

(a) Prior to 2013–14, the calculation included 'tenure type' of 'no tenure' where dwelling type was 'Institution'. However, in-line with the definition of homelessness, regardless of tenure or conditions of occupancy, any client will not be considered homeless if their dwelling type is any of the following: hospital (excluding psychiatric), psychiatric hospital/unit, disability support, rehabilitation, adult correctional facility, youth/juvenile justice correctional centre, boarding school/residential college, aged care facility, immigration detention centre. Data for 2011–12 and 2012–13 have been revised to exclude clients in these categories.

**Table 18A.32 Proportion of Aboriginal and Torres Strait Islander clients experiencing homelessness who had repeat periods of homelessness (a)**

<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (b)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (c)</i>
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(b) Improvements were introduced in SA at the beginning of 2013–14 to the recording of housing status for clients. The improvement initially increased the proportion of clients with housing status recorded as “unknown”, with this proportion progressively reducing through the year. This has resulted in the measure of repeat periods of homelessness being over-stated for the year.

(c) State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

*Source:* AIHW (unpublished) *Specialist Homelessness Services Collection*.

TABLE 18A.33

Table 18A.33 **Closed support periods, case management goals achieved after support (a)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (b)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (c)</i>
2013–14										
<i>Proportion of closed support periods with individual case management plan where</i>										
No goals achieved	%	9.9	8.5	5.4	13.1	na	13.0	8.7	9.6	8.1
Up to half the goals achieved	%	25.9	18.2	17.3	29.5	na	30.4	23.7	26.5	20.0
Half or more of the goals achieved	%	26.0	15.3	20.7	22.6	na	21.4	27.1	19.5	25.0
All the goals achieved	%	38.3	58.0	56.7	34.8	na	35.2	40.5	44.4	47.0
Total support periods with individual case management plans	no.	27 915	47 424	28 994	9 001	14 916	3 282	2 422	4 666	138 620
Total support periods where client is part of another person's case management plan	no.	7 915	18 149	9 254	3 967	–	907	593	1 735	42 520
Total support periods with case management plans	no.	35 830	65 573	38 247	12 968	14 916	4 189	3 015	6 401	181 139
2012–13										
<i>Proportion of closed support periods with individual case management plan where</i>										
No goals achieved	%	10.6	10.0	7.1	12.9	7.7	12.5	8.9	7.9	9.5
Up to half the goals achieved	%	28.2	19.9	20.8	33.8	1.9	30.8	28.5	35.3	22.5
Half or more of the goals achieved	%	26.2	15.8	19.4	25.4	68.8	26.2	28.8	21.1	24.3
All the goals achieved	%	35.0	54.3	52.6	27.9	21.5	30.5	33.8	35.7	43.7
Total support periods with individual case management plans	no.	26 986	42 220	26 560	9 032	11 696	2 874	2 220	4 383	125 971
Total support periods where client is part of another person's case management plan	no.	7 144	11 986	9 364	4 426	–	892	593	1 151	35 555
Total support periods with case management plans	no.	34 130	54 206	35 925	13 458	11 696	3 766	2 812	5 534	161 526
2011–12										
<i>Proportion of closed support periods with individual case management plan where</i>										
No goals achieved	%	9.6	10.4	10.9	11.2	33.2	13.2	11.1	5.6	12.0



Table 18A.33 **Closed support periods, case management goals achieved after support (a)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (b)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (c)</i>
Up to half the goals achieved	%	28.5	21.3	31.2	35.5	6.3	34.9	30.3	45.2	26.6
Half or more of the goals achieved	%	22.2	18.5	19.5	21.6	19.0	20.4	27.3	17.5	20.1
All the goals achieved	%	39.7	49.8	38.4	31.8	41.5	31.4	31.4	31.7	41.4
Total support periods with individual case management plans	no.	26 728	36 895	23 064	11 436	8 328	2 908	1 950	3 921	115 229
Total support periods where client is part of another person's case management plan	no.	6 232	10 870	8 514	3 985	–	1 092	544	645	31 882
Total support periods with case management plans	no.	32 960	47 765	31 578	15 421	8 328	3 999	2 494	4 566	147 110

- (a) This indicator was previously measured on the basis of the number of clients. It is now based on closed support periods. Data for 2012–13 and 2011–12 have been revised.
- (b) Changes made as part of general systems improvements introduced at the beginning of 2013-14 resulted in an error that caused data entries for some items to inaccurately display as 'half or more' in the reported extracts. As this error was only identified in September 2014, data for these items have been excluded.
- (c) State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.
- Nil or rounded to zero. **na** Not available.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.

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## Data quality information — Homelessness services, chapter 18

### Data quality information

Data quality information (DQI) provides information against the seven ABS data quality framework dimensions. DQI for Homelessness services performance indicators will be progressively introduced in future reports. Technical DQI has been supplied by relevant data providers. Additional Steering Committee commentary does not necessarily reflect the views of data providers.

Where Report on Government Services reporting aligns with National Agreement reporting, similar data quality information is included in the Steering Committee's reports on National Agreements to the COAG Reform Council.

DQI is available for the following data collections and performance indicators:

Specialist homelessness services client collection	2
Performance indicators	5
Access to specialist homelessness services by clients with disability	5
Clients experiencing repeat periods of homelessness	7

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## Data collection

### Specialist homelessness services client collection

Data quality information for this data collection has been drafted by the Australian Institute of Health and Welfare (AIHW), with additional Steering Committee comments.

#### Indicator definition and description

<b>Element</b>	Various
<b>Indicator</b>	Various.
<b>Measure (computation)</b>	Various
<b>Data source/s</b>	Specialist Homelessness Services Client Collection (SHSC) The SHSC collects information on people who receive services from agencies that are funded under the NAHA or the NPAH to provide specialist homelessness services. A limited amount of data is also collected about clients who seek, but do not receive, assistance from a specialist homelessness agency. Data are collected monthly from agencies participating in the collection.

#### Data Quality Framework Dimensions

<b>Institutional environment</b>	<p>The AIHW is an Australian Government statutory authority accountable to Parliament and operates under the provisions of the Australian Institute of Health and Welfare Act 1987. This Act ensures that the data collections managed by the AIHW are kept securely and under strict conditions with respect to privacy and confidentiality. More information about the AIHW is available on the AIHW website (<a href="http://www.aihw.gov.au">www.aihw.gov.au</a>).</p> <p>The AIHW receives, compiles, edits and verifies data in collaboration with jurisdictions, which retain ownership of the data and must approve any jurisdiction level output before it is released. The finalised data sets are used by the AIHW for collation, reporting and analysis.</p>
<b>Relevance</b>	<p><b>Scope and coverage—clients</b></p> <p>The SHSC collects information about clients of specialist homelessness agencies, that is, people who receive assistance from agencies funded by state and territory governments to respond to or prevent homelessness. In addition, some information is also collected about unassisted people, that is, any person who seeks services from a specialist homelessness agency and does not receive any services at that time.</p> <p>SHSC data does not cover all homeless people and those at risk of homelessness, rather it captures those who seek assistance from an SHS agency.</p> <p>Not everyone in scope for SHSC is homeless, because specialist homelessness agencies provide services to people who are at risk of homelessness aimed at preventing them from becoming homeless, as well as to people who are currently homeless.</p> <p>Data about clients is submitted based on support periods—a period of support provided by a specialist homelessness service agency to a client. Information about clients is then linked together based on a statistical key (see ‘Statistical Linkage Key (SLK) validity’ below).</p>

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A client may be of any age—children are clients if they receive specialist homelessness assistance.

**Scope and coverage—agencies**

The SHSC collects information on people who seek and receive services from specialist homelessness agencies. All agencies that receive funding under the NAHA or NPAH to provide specialist homelessness services are in scope for the SHSC in general, but only those who received funding for at least four months during the 2013–14 financial year are in scope for the 2013–14 reporting period. Agencies that are in coverage are those in-scope agencies for which details have been provided to the AIHW by the relevant state/territory department.

Of the agencies expected to participate in the collection in at least one month during the 2013–14 reporting period, 96.2 per cent of agencies provided data for each month where they were expected to participate, 2 per cent provided data for some but not all of the months where data was expected, and just under 1.8 per cent failed to provide data for any month.

**Timeliness**

The SHSC began on 1 July 2011. Specialist homelessness agencies provide their data to the AIHW each month, once sufficient data is received and validated ‘snapshots’ are created at particular points in time for reporting purposes. The 2013–14 snapshot contains data submitted to the AIHW for the July 2013 to June 2014 collection months, using responses received and validated as at 10 August 2014.

**Accuracy**

**Potential sources of error**

As with all data collections, the SHSC estimates are subject to error. These can arise from data coding and processing errors, inaccurate data or missing data. Reported findings are based on data reported by agency workers.

**Data validation**

The AIHW receives data from specialist homelessness agencies every month. These data go through two processes of data validation (error checking). Firstly, data validation is incorporated into the client management systems (CMSs) most agencies use to record their data. Secondly, data are submitted through the AIHW online reporting web-portal, Specialist Homelessness Online Reporting (SHOR). SHOR completes a more thorough data validation and reports (to staff of the homelessness agency) any errors that need correcting before data can be accepted.

**Statistical Linkage Key (SLK) validity**

An individual client may seek or receive support on more than one occasion—either from the same agency or from a different agency. Data from individual clients who presented at different agencies and/or at different times is matched based on a statistical linkage key (SLK) which allows client level data to be created. The SLK is constructed from information about the client’s date of birth, sex and an alphacode based on selected letters of their name.

If a support period record does not have a valid SLK, it cannot be linked to a client, and thus it is not included in client-level tables (although it is included in support period-level tables). Ninety-four per cent of support periods had a valid SLK in 2013–14.

**Incomplete responses**

In many support periods, in 2013–14, valid responses were not recorded for all questions—invalid responses were recorded, ‘don’t know’ was selected, or no response was recorded. Support periods with invalid/‘don’t know’/missing responses were retained in the collection and, no attempt was made to deduce or impute the true value of invalid/‘don’t know’/missing responses.

Where data relate to the total population, the estimate includes clients with missing information. This information has been attributed in proportion with those clients for whom information is available. In tables where the population

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relates to clients with a particular need or accommodation circumstance, clients with missing needs information are excluded.

**Non-response bias**

Non-response occurs where there is less than 100 per cent agency participation, less than 100 per cent SLK validity and where there are incomplete responses. However estimates will not necessarily be biased. If the non-respondents are not systematically different in terms of how they would have answered the questions, then there will be no bias. However, no information is yet available to indicate whether or not there is any systematic bias in agency non-participation, SLK validity and incomplete responses.

**Imputation**

An imputation strategy is used to correct for two types of non-sampling error: agency non-response and data error in the statistical linkage key data item, which is used to link information about individual clients together to provide a complete picture for that client.

This strategy has two parts. The first part addresses agency non-response by using both explicit and implicit imputation and results in agency weights and some explicitly imputed service period records and end dates. The second part addresses the impact of invalid statistical linkage keys (SLKs) on the total number of clients and results in client weights.

Agencies that are out of scope for 9 months in 2013–14 are deemed to be out of scope for the whole period and excluded from all calculations.

**Coherence**

The SHSC replaces the SAAP NDC, which began in 1996. The SHSC differs from the SAAP NDC in many respects.

The major definitional differences between SAAP and SHSC relate to the capture of information about children and support. In the SAAP NDC, children who accompanied a parent or guardian were counted as accompanying children (with only limited information collected); in the SHSC, children are included as clients (in their own right) if they directly receive a service. In SAAP, support was considered to entail generally 1 hour or more of a worker's time; in SHSC no time-related condition exists.

**Accessibility**

Results are published on the AIHW website. Data not available online or in reports can be requested via the online customised data request system <https://datarequest.aihw.gov.au>; or obtained from the Communications, Media and Marketing Unit on (02) 6244 1032 or via email to [info@aihw.gov.au](mailto:info@aihw.gov.au). Data requests are charged on a cost-recovery basis.

**Interpretability**

Information on the development of the SHSC, definitions and concepts, and collection materials and processes can be found on the AIHW website, <[www.aihw.gov.au](http://www.aihw.gov.au)>. Information on definitions, concepts and classifications can also be found in the SHSC's collection manual (AIHW 2011).

**Data Gaps/Issues Analysis**

**Key data gaps/ issues**

The Steering Committee notes the following key data gaps/issues:

- The key data quality issue related to the use of the specialist homelessness services data is relevance. The data do not capture the whole of the homeless (and at risk) population, rather only people who access specialist homelessness services.

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## Access to specialist homelessness services by people with disability

Data quality information for this data collection has been drafted by the AIHW, with additional Steering Committee comments.

### Indicator definition and description

<b>Element</b>	Equity – access
<b>Indicator</b>	<i>Access to Specialist Homelessness Services by people with disability</i>
<b>Measure (computation)</b>	<p><u>Definition</u>: The proportion of SHS clients who identified as having a long-term health condition or disability who needed assistance with core activities and whose need for accommodation or services other than accommodation were met.</p> <p><u>Derivation</u>: A client is defined as having a need for assistance with core activities if at any time during their support period in the reporting year the client indicated that he/she 'Always/sometimes need help and/or supervision' with self-care, mobility or communication.</p> <p><u>Numerator</u>: the number of clients where the client needed assistance with core activities, and whose needs for accommodation or services other than accommodation were met.</p> <p><u>Denominator</u>: Total number of clients who sought assistance from SHS services whose needs for accommodation or services other than accommodation were met.</p>
<b>Data source/s</b>	<p>Specialist Homelessness Services Client Collection.</p> <p>The SHSC collects information on people who receive services from agencies that are funded under the NAHA or the NPAH to provide specialist homelessness services. A limited amount of data is also collected about clients who seek, but do not receive, assistance from a specialist homelessness agency. Data are collected monthly from agencies participating in the collection.</p>

### Data Quality Framework Dimensions

<b>Institutional environment</b>	See General SHSC DQI.
<b>Relevance</b>	The SHSC collects information about clients of specialist homelessness agencies, that is, people who receive assistance from agencies funded by state and territory governments to respond to or prevent homelessness. Consequently, SHSC data does not capture disability information for unassisted persons. Data may not be complete for all clients who are assisted.
<b>Timeliness</b>	This indicator sources data from the SHSC submitted to the AIHW for the July 2013 to June 2014 collection months, using responses received and validated as at 10 August 2014.

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**Accuracy****Missing Data**

The question pertaining to disability was included for the first time in July 2013. The question was asked of new clients and existing client information was progressively updated through the year. Only 54 per cent of clients had this information at the end of the first quarter, and this increased progressively to 78 per cent of clients by the end of the last quarter. The 12 month average response rate was 65 per cent.

National: Response rates for the question on disability impacting core activities														
	1	2	3	4	5	6	7	8	9	10	11	12	Avg of 12 mths	Avg of 3 mths
Propn Need help %	11.9	11.4	11.0	10.6	10.5	10.3	9.9	9.7	9.4	9.5	9.5	9.4	10.3	9.5
Propn Need Help or use aid %	40.3	49.4	53.7	57.9	61.4	64.4	67.4	71.2	75.8	77.4	77.9	78.0	64.6	77.8
Valid response rate %	59.7	50.6	46.3	42.1	38.6	35.6	32.6	28.8	24.2	22.6	22.1	22.0	35.4	22.2

**Coherence**

From 2013, the SHSC commenced collecting information on whether, and to what extent, a long term health condition or disability restricts core activities for the client. The information is consistent with data collected in the 2011 Census and the 2014 National Social Housing Survey. Questions are based on the Core Activity Need for Assistance concept first used in the 2006 Census to identify people with a 'profound or severe core activity limitation' using similar criteria to the ABS's Survey of Disability, Ageing and Carers (SDAC). This population is defined as people with a disability who need assistance in their day to day lives with any or all of the following core activities self-care, body movements or communication.

These data were not collected in previous years.

**Accessibility**

See General SHSC DQI.

**Interpretability**

See General SHSC DQI.

**Data Gaps/Issues Analysis**

The Steering Committee notes the following key data gaps/issues:

Data from the SHSC to enumerate this measure primarily concerns clients with need for assistance in core activities of daily living, such as self-care, mobility and communication and do not measure the total number of people with a disability accessing specialist homelessness services. Consequently, the indicator may under-represent clients with a disability who need support to access and maintain housing.

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## Clients experiencing repeat periods of homelessness

Data quality information for this data collection has been drafted by the AIHW.

### Indicator definition and description

<b>Element</b>	Outcomes
<b>Indicator</b>	<p><i>Clients experiencing repeat periods of homelessness</i></p> <p>This is a proxy measure as it only captures homelessness people who access specialist homelessness services rather than all those in the population who experience homelessness.</p> <p>'Homeless' definition: A client is defined as being homeless in each month where at least one of the following describes their housing situation:</p> <ul style="list-style-type: none"><li>• <i>dwelling type</i> is caravan, tent, cabin, boat, improvised building/dwelling, no dwelling/street/park/in the open, motor vehicle, boarding/rooming house, emergency accommodation, hotel/motel/bed and breakfast</li><li>• <i>tenure type</i> is renting or living rent free in any of transitional housing, caravan park, boarding/rooming house, or emergency accommodation/night shelter/women's refuge/youth shelter; OR if the client has no tenure</li><li>• <i>conditions of occupancy</i> is Couch surfer</li></ul> <p>'Not Homeless' definition: A client is defined as being "not homeless" in each month where they have provided a response and none of the above conditions are met.</p> <p>Regardless of tenure or conditions of occupancy, a client is not considered to be homeless if the dwelling type is reported as 'Institution' in one of these categories:</p> <ul style="list-style-type: none"><li>• hospital (excluding psychiatric)</li><li>• psychiatric hospital/unit</li><li>• disability support</li><li>• rehabilitation</li><li>• adult correctional facility</li><li>• youth/juvenile justice correctional centre</li><li>• boarding school/residential college</li><li>• aged care facility</li><li>• immigration detention centre</li></ul>
<b>Measure (computation)</b>	<p><u>Definition</u>: Proportion of people experiencing repeat periods of homelessness</p> <p><u>Numerator</u>: number of SHS clients who change status from 'homeless' to 'not homeless' and back to 'homeless during the reporting period.'</p> <p><u>Denominator</u>: number of SHS clients who experienced homelessness at any time during the reporting period.</p> <p><u>Computation</u>: Presented as a <i>proportion</i>.</p>
<b>Data source/s</b>	AIHW — Specialist Homelessness Services collection (SHSC).

### Data Quality Framework Dimensions



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**Institutional environment**

See General SHSC DQI.

**Relevance**

SHSC data does not cover all homeless people but only those who seek assistance from an SHS agency. The financial year is the time frame for the indicator. By only counting homeless people within a financial year, persons who had multiple periods of homelessness spanning different financial years may fall outside of the scope for the indicator.

**Timeliness**

See General SHSC DQI.

**Accuracy**

The repeat homelessness indicator relies on an assessment of the homelessness status of clients in each month where they are supported by SHS agencies. This assessment is based on the dwelling type, tenure type and conditions of occupancy reported for the client in each month, and the total number of clients is estimated from those records where the required data is available. In 2013-14, 47,395 clients or nearly 19% of clients were excluded from the derivation of the repeat homelessness indicator due to missing data.

**Proportion of not stated for homelessness**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Homeless not stated	8948	21378	3434	5436	5359	736	765	1539	47395
Per cent not stated	17.3	21.4	7.8	25.4	24.7	11.1	14.3	21.6	18.7
Total clients	51786	99892	43751	21437	21655	6614	5338	7123	254001

*State/Territory specific issues:*South Australia

Improvements to the recording of housing status were introduced in SA in July 2013. This improvement initially increased the proportion of clients with housing status recorded as 'unknown,' with this proportion progressively decreasing throughout the 2013-14 financial year. This has resulted in the measure of repeat homelessness being overstated for the year.

**Coherence**

Both the numerator and the denominator are drawn from the SHSC and have been produced using the same estimation methods.

The denominator has been defined as the total number of SHS clients who experienced homelessness at any time during the financial year reference period as it is the measure that will provide the most reliable comparison with the indicator numerator.

**Accessibility**

See General SHSC DQI.

**Interpretability**

See General SHSC DQI.