

---

# 18 Homelessness services

## CONTENTS

18.1 Profile of homelessness services	18.2
18.2 Framework of performance indicators	18.8
18.3 Key performance indicator results	18.10
18.4 Future directions in performance reporting	18.37
18.5 Definitions of key terms	18.37
18.6 List of attachment tables	18.41
18.7 References	18.42

---

### **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 website at [www.pc.gov.au/rogs/2016](http://www.pc.gov.au/rogs/2016).

This chapter presents data on government-funded specialist homelessness services and the people accessing these services. The chapter focuses on those services funded under the Council of Australian Governments (COAG) *National Affordable Housing Agreement* (NAHA) and the *National Partnership Agreement on Homelessness* (NPAH). Homelessness services that do not receive government funding and other non-specialist homelessness services are not included in this Report.

Improvements to the reporting of homelessness services in this edition include explanatory material on intake and access to specialist homelessness services and how different service delivery models can affect performance measurement in this area.

All abbreviations used in the Report are available in a complete list in volume A: Approach to performance reporting.

---

## 18.1 Profile of homelessness services

### Service overview

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.

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.

Much of the data provided in this Report have been sourced from specialist homelessness service providers through the Specialist homelessness services collection (SHSC), which commenced in 2011-12 and is conducted by the Australian Institute of Health and Welfare (AIHW) (box 18.1).

#### Box 18.1 Specialist homelessness services collection (SHSC)

SHSC data are collected by specialist homelessness agencies for all clients, and reported each month to the AIHW.

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

The scope of the collection is specialist homelessness agencies that are funded under the NAHA and the NPAH. Those agencies that are expected to participate in the SHSC are identified by State and Territory departments responsible for the delivery of services.

Source: AIHW (2015a).

### Accessing homelessness services in Australia

Each State and Territory manages their own system for the assessment, intake, referral and ongoing case management of specialist homelessness services clients. These systems can be summarised into three broad categories.

- *Community sector funding and support* — The assessment of client needs and intake into services is managed by individual specialist homelessness service providers, consistent with State or Territory policies. Referral to other service providers is made if clients' needs are not able to be met by the initial provider. These systems may be

---

supported by a coordinating service. The coordinating service acts to link clients to local specialist homelessness service providers and may make an initial assessment of a client's needs (but they do not provide homelessness services directly).

- *Central information management* — The assessment of client needs, intake and referral is managed by any specialist homelessness service provider, via State and Territory central information management tools. The central information management system assists in the identification of appropriate services and indicates the availability/vacancy for services at all specialist homelessness service providers. Client information may be shared between providers upon referral (with client consent).
- *Central intake* — The assessment of client needs, intake and referral is managed by one or more 'central intake' agencies. Central intake agencies prioritise access to services and only refer clients as services and/or vacancies are available. Central information management tools may exist to share information between specialist homelessness service providers and central intake agencies.

Although presented as three distinct categories, these systems are representative of a spectrum of approaches jurisdictions may adopt to coordinate entry into specialist homelessness services. Table 18.1 summarises the intake and referral systems used by each jurisdiction, with an indication of which category they would most closely align.

These different service delivery models may affect measurement of specific performance indicators (box 18.3).

**Table 18.1 Jurisdictional homelessness intake and referral systems**

	<i>System name</i>	<i>Description</i>	<i>Category<sup>a</sup></i>
NSW	No Wrong Door	Assessment and referral for homelessness services may be conducted by: 1) any specialist homelessness service provider; 2) the Link2home information and referral service; or 3) the NSW Domestic Violence Line. It is supported by a centralised service directory and vacancy management system.	Central information
Vic	Opening doors framework	An integrated assessment and referral system with a limited number of designated access points.	Central intake
Qld	Queensland Homelessness Information Platform	Assessment and referral for homelessness services is conducted by any specialist homelessness service provider. The information platform provides a consistent assessment, referral and prioritisation process.	Central information
WA	Entrypoint Perth	Provides information, assessment, and referral to specialist homelessness service providers in the metropolitan area.	Community sector funding and support
SA	Homeless 2 Home	Provides client assessment, intake, referral and ongoing case management system accessible to specialist homelessness service providers.	Central information
Tas	Housing connect	Client intake and referral is managed using a 'front door' model by two organisations at seven offices across the State and clients receive housing and/or homelessness assistance and are connected to support from five organisations for the duration of need. Referrals to and from crisis accommodation are made so that 'no wrong door' access is available to all people seeking housing and/or homelessness assistance. A shared information system streamlines the integrated Housing Connect model.	Central intake
ACT	First point	First point is the single intake and referral provider for the ACT.	Central intake
NT	Shelter me	ShelterMe is a directory of services for homeless Territorians.	Community sector funding and support

<sup>a</sup> The category provided is the most closely aligned to the jurisdictions intake and referral system. Each State and Territory's intake and referral system has its own characteristics.

Source: State and Territory governments.

## Links between housing and homelessness services

Close links exist between homelessness services and other forms of housing assistance. The Housing and homelessness services sector overview (sector overview G) provides some information on the interconnections between these and other housing services. Interconnections between housing and homelessness services include:

- individuals and families may 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. AIHW data linkage found that in NSW

---

and WA, 18 688 public housing tenants sought support from specialist homelessness services in the two years to 30 June 2013 (AIHW 2015b)

- community housing organisations may provide short-term and transitional accommodation and some specialist homelessness agencies provide long-term accommodation.

Information on housing services in Australia is reported in Housing (chapter 17).

## **Roles and responsibilities**

The NAHA commenced on 1 January 2009 as part of the Intergovernmental Agreement on Federal Financial Relations. To support the NAHA, a series of one- to three-year NPAHs have been negotiated between the Australian Government and State and Territory governments. The NPAH contributes to the NAHA outcome to help ‘people who are homeless or at risk of homelessness achieve sustainable housing and social inclusion’ (COAG 2014). 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 (COAG 2014).

As part of broader COAG reforms, the NPAH clarified that States and Territory governments are responsible for day to day delivery of services. It also established an agreed set of desired outcomes for homelessness services, focused on improving the delivery of services to prevent and respond to homelessness.

## **Funding**

Government funded specialist homelessness services are jointly funded by the Australian Government and State and Territory governments, via the National Affordable Housing Specific Purpose Payment (for housing and homelessness services) and the NPAH (for housing and support services for people that are homeless or at risk of homelessness — matched equally between the Australian Government and State and Territory governments). Nationally, real recurrent funding was \$29.93 per person in the population in 2014-15, though the amount of funding per person varied across jurisdictions (table 18A.4).

Direct expenditure on specialist homelessness services is undertaken by State and Territory governments. Recurrent government expenditure on specialist homelessness services for

---

2014-15 was \$707 million (table 18A.3). Most of this expenditure (97.6 per cent) was funding provided to agencies to deliver services for people who are homeless or at risk of homelessness, while the remaining expenditure (2.4 per cent) was attributed to State and Territory governments' administration costs (table 18A.2).

## Size and scope

### Definition for population

Data on the prevalence of homelessness are sourced from the Australian Bureau of Statistics (ABS) (ABS 2012a). The ABS definition states that 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).

In 2011, 105 237 people were estimated to be homeless on Census night (ABS 2012c). Under the ABS definition for homelessness, people living in supported accommodation (as provided by specialist homelessness service providers) are counted as homeless — approximately 20 per cent of the homeless population in 2011.

The majority of homeless people in 2011 were 'persons living in severely crowded dwellings'<sup>1</sup> (39 per cent). 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 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>2</sup>

---

1 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).

2 The Post Enumeration Survey is used to estimate for the under-enumeration of the Australian population in the Census. They survey only covers people in private dwellings at the time of the survey and so cannot be used to estimate under-enumeration of the homeless population in the Census (ABS 2012c).

## Definition for services

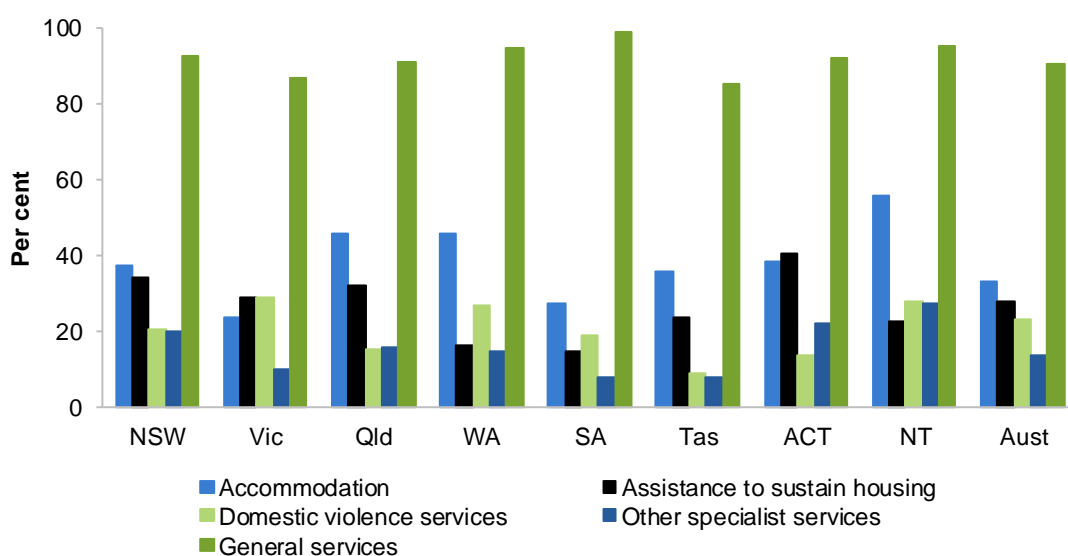
All clients of specialist homelessness services are either homeless or at risk of homelessness. Homeless status in the SHSC is determined by aligning as closely as possible with the ABS's statistical definition of homelessness (ABS 2012c). For 2014-15, 'homeless' status is derived for a client based on the client's housing circumstances at the beginning of their first support period in 2014-15 (or at the beginning of 2014-15 for clients who were existing clients on 1 July 2014). 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:

- improvised dwelling, or no shelter
- short-term temporary accommodation
- 'couch surfing' in a house, townhouse or flat with no tenure.

Nationally in 2014-15, specialist homelessness services agencies provided support to an estimated 255 657 people (table 18A.1). Specialist homelessness agencies can provide a number of services to clients in a single support period — across a range of support areas — including general services (provided to 90.7 per cent of clients), accommodation (33.3 per cent), assistance to sustain housing (27.8 per cent), and domestic violence services (23.1 per cent) (figure 18.1).

Figure 18.1 **Composition of support provided, all clients, 2014-15<sup>a</sup>**



<sup>a</sup> See table 18A.1 for detailed footnotes and caveats. See Definitions of key terms (section 18.5) for further details on the types of specialist homelessness services provided.

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

---

## 18.2 Framework of performance indicators

The performance indicator framework for government funded specialist homelessness services is based on shared government objectives for homelessness services delivered under the NAHA (box 18.2). 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.

### Box 18.2 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.

Source: COAG (2012a).

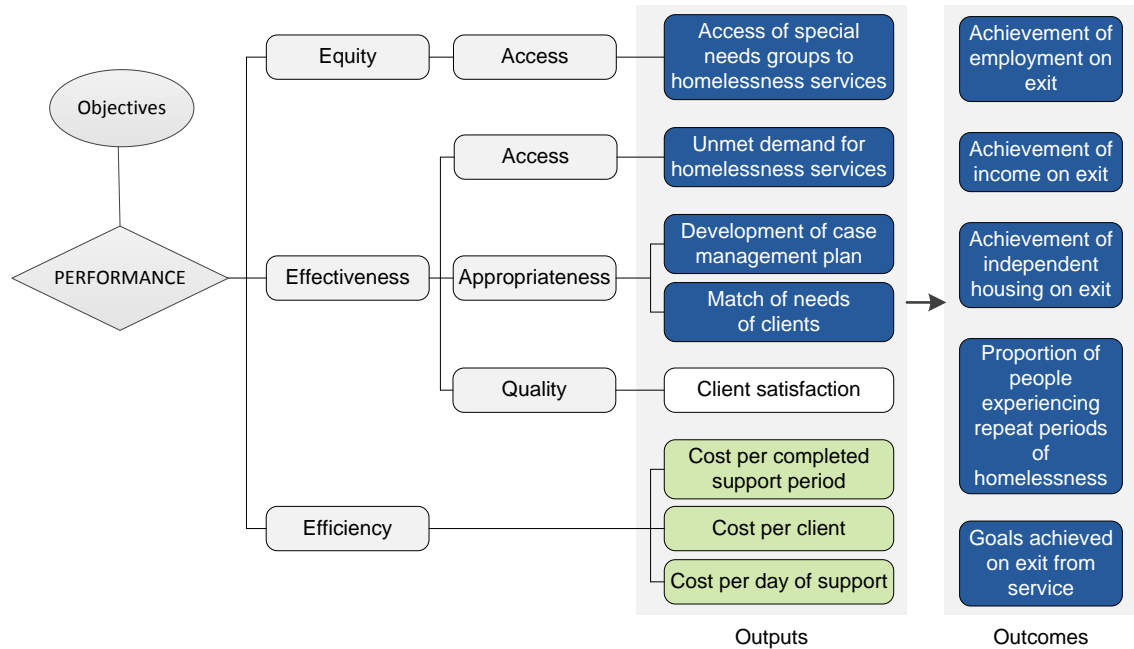
The performance indicator framework provides information on equity, efficiency and effectiveness, and distinguishes the outputs and outcomes of homelessness services (figure 18.2). The performance indicator framework shows which data are comparable in the 2016 Report. For data that are not considered directly comparable, text includes relevant caveats and supporting commentary. Chapter 1 discusses data comparability and completeness from a Report-wide perspective (section 1.6).

In addition to section 18.1, 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 (chapter 2).

For specialist homelessness services, the impact of the different service delivery models operating across jurisdictions also impacts selected performance measures (box 18.3).



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

---

### **Box 18.3 Model of service delivery and performance measurement**

Specialist homelessness service providers across all jurisdictions provide information to the AIHW about all people and cases where assistance has been sought. The AIHW manages the collection to ensure that data are collected according to common definitions. However, the model of specialised homelessness service delivery operating within each jurisdiction can affect how and when particular activities are counted, which in turn affects measures of performance.

In particular, client intake and referral systems (see table 18.1 for a summary of the system operating in each jurisdiction) affect the following indicators:

- unmet demand for homelessness services (see box 18.5)
- development of an agreed case management plan (box 18.6)
- match of needs of clients (box 18.7).

Other service delivery approaches may also affect performance measurement. For example, the provision of short-term homelessness services (less than 24 hours) can affect measurement of the indicator: development of an agreed case management plan (box 18.6).

*Source:* State and Territory governments.

## **18.3 Key performance indicator results**

Different delivery contexts, locations and types of clients can affect the equity, effectiveness and efficiency of homelessness services.

Data quality information (DQI) is included where available for performance indicators in this 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. All DQI for the 2016 Report can be found at [www.pc.gov.au/rogs/2016](http://www.pc.gov.au/rogs/2016).

### **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). Output information is also critical for equitable, efficient and effective management of government services.

---

## Equity

### Access of special needs groups to homelessness services

‘Access of special needs groups to homelessness services’ is an indicator of governments’ objective to ensure that services are provided in an equitable manner to all special needs groups in the community, on the basis of relative need (box 18.4).

#### **Box 18.4 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). Data do not measure the total number of people with disability accessing specialist homelessness services and the measure may underestimate the number of clients with disability who need support to access and maintain housing.

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 2014-15 data are available for all jurisdictions.

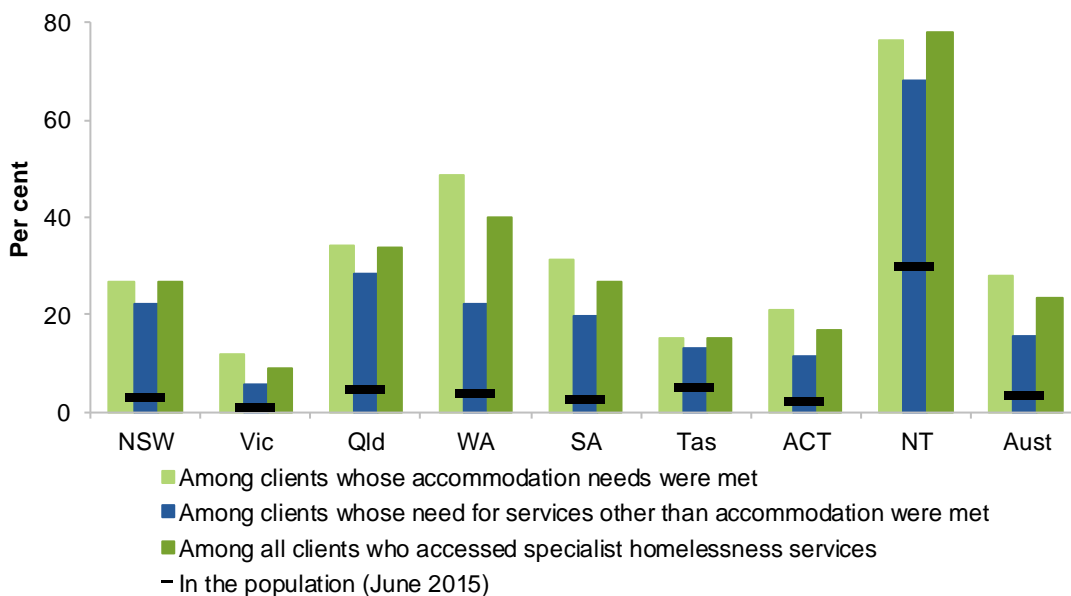
Data quality information for people with disability is at [www.pc.gov.au/rogs/2016](http://www.pc.gov.au/rogs/2016).

*Access of special needs groups to homelessness services: Aboriginal and Torres Strait Islander people*

In 2014-15, Aboriginal and Torres Strait Islander people had a higher representation amongst all people accessing specialist homelessness services (23.5 per cent) than their representation in the population (3.0 per cent) (figure 18.3).

Nationally, Aboriginal and Torres Strait Islander people made up 28.1 per cent of all clients whose needs for accommodation were met, and 15.4 per cent of all clients whose needs for services other than accommodation were met in 2014-15. These results varied across jurisdictions (figure 18.3).

**Figure 18.3 Proportion of clients who were Aboriginal and Torres Strait Islander clients, 2014-15<sup>a</sup>**



<sup>a</sup> See box 18.4 and tables 18A.5 and 18A.8 for detailed definitions, footnotes and caveats.

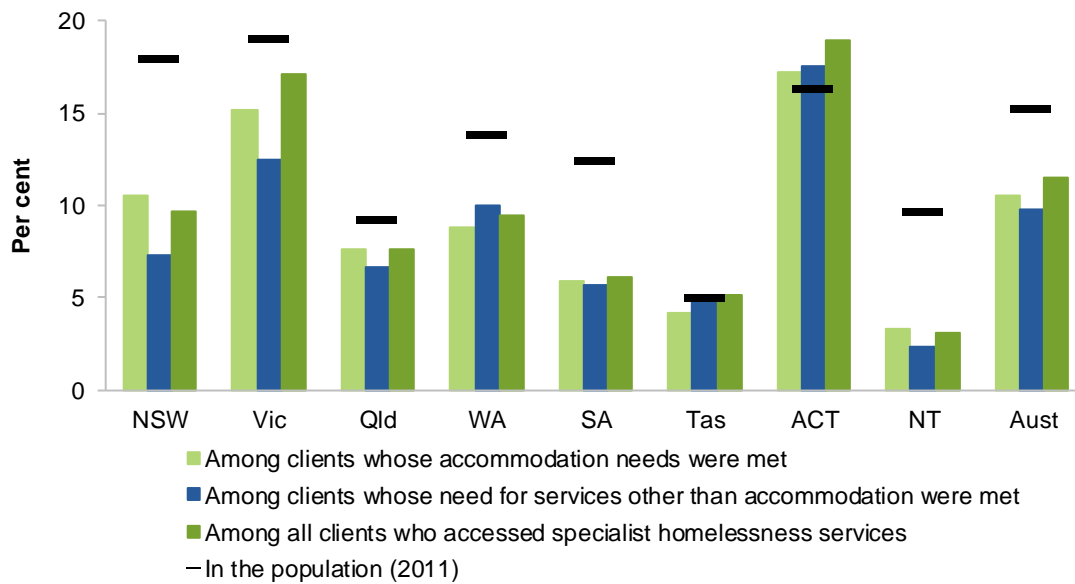
Source: AIHW (unpublished) Specialist Homelessness Services Collection; ABS (2014) *Australian Demographic Statistics, June 2014*, Cat. no. 3101.0; ABS (2014) *Estimates and Projections, Aboriginal and Torres Strait Islander Australians, 2001 to 2026*, Cat. no. 3238.0; tables 2A.1, 2A.14, 18A.5 and 18A.8.

*Access of special needs groups to homelessness services: people born in non-main English speaking countries*

In 2014-15, people born in non-main English speaking countries had a lower representation amongst all people accessing specialist homelessness services (11.5 per cent) than this group's representation in the population at the last population census (15.1 per cent) (figure 18.4).

Nationally, people born in non-main English speaking countries made up 10.5 per cent of all clients whose needs for accommodation were met, and 9.8 per cent of all clients whose needs for services other than accommodation were met in 2014-15. These results varied across jurisdictions (figure 18.4).

**Figure 18.4 Proportion of clients who were people born in non-main English speaking countries, 2014-15<sup>a</sup>**



<sup>a</sup> See box 18.4 and tables 18A.6 and 18A.8 for detailed definitions, footnotes and caveats.

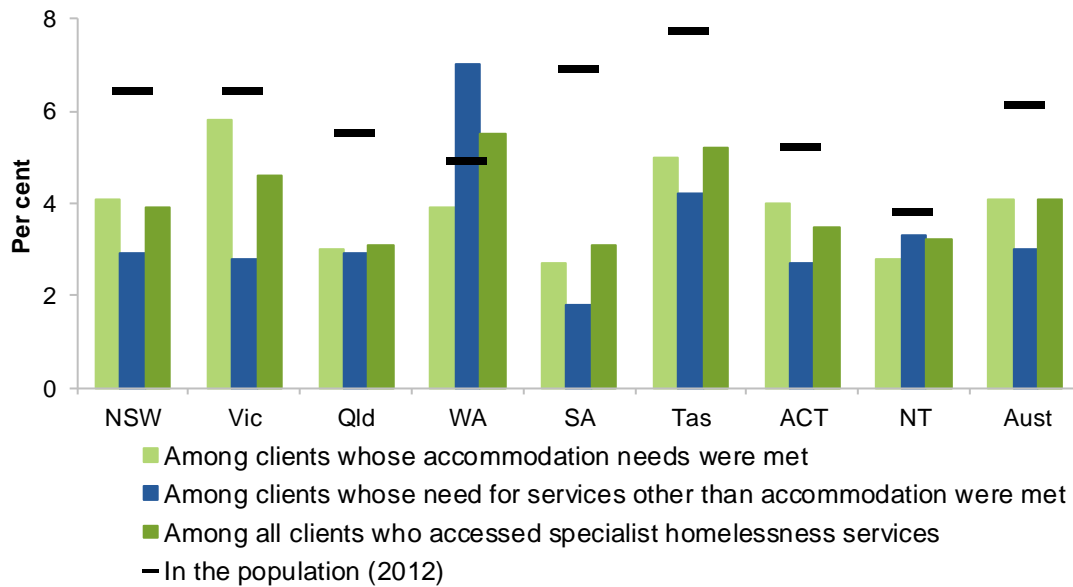
Source: AIHW (unpublished) Specialist Homelessness Services Collection, Australia; ABS (2012), 2011 Census of Population and Housing, Australia, States and Territories, Basic Community Profile, Table B09 — Country of birth of person by sex, Cat. no. 2001.0; tables 2A.8, 18A.6 and 18A.8.

*Access of special needs groups to homelessness services: people with disability*

In 2014-15, people with disability had a lower representation amongst all people accessing specialist homelessness services (4.1 per cent) than their representation in the population (as measured in the ABS 2012 Survey of Disability, Ageing and Carers) (6.1 per cent) (figure 18.5).

Nationally, people with disability made up 4.1 per cent of all clients whose needs for accommodation were met, and 3.0 per cent of all clients whose needs for services other than accommodation were met in 2014-15. These results varied across jurisdictions (figure 18.5).

Figure 18.5 Proportion of clients who were people with disability, 2014-15<sup>a</sup>



<sup>a</sup> See box 18.4 and tables 18A.7 and 18A.8 for detailed definitions, footnotes and caveats.

Source: AIHW (unpublished) Specialist Homelessness Services Collection; ABS (2013) *Disability, Ageing and Carers, Australia: Summary of Findings, 2012*, Cat. no. 4430.0; table 18A.7 and 18A.8.

## Effectiveness

### Access — Unmet demand for homelessness services

‘Unmet demand for homelessness services’ is an indicator of governments’ objective to ensure all Australians have access to homelessness services (box 18.5).

---

## Box 18.5 Unmet demand for homelessness services

Unmet demand for homelessness services occurs when a homeless person (or a person at risk of homelessness) seeks assistance from a specialist homelessness services provider, but cannot be provided with that assistance. It excludes: clients who received an assessment or a referral (unassisted requests for services), and; clients who received some form of assistance. Unmet demand is measured in reference to two broad service types:

- 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 (although they may have received other types of 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 may record a low number of unassisted requests for services and a high number of clients with unmet need for services (see table 18.1 and box 18.3 for details). Data for these jurisdictions may not be directly comparable to data for other jurisdictions.

Data reported for these measures are:

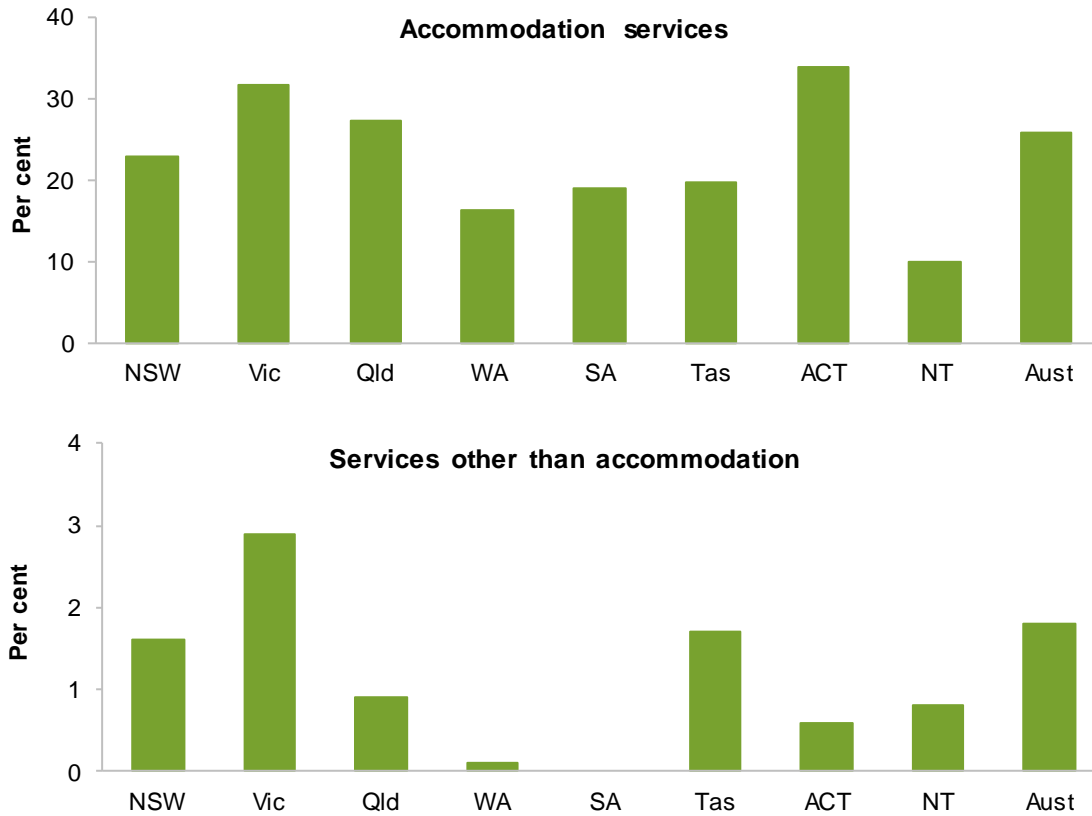
- comparable (subject to caveats) within jurisdictions over time but are not comparable across jurisdictions
- complete for the current reporting period. All required 2014-15 data are available for all jurisdictions.

Data quality information for this indicator is under development.

Nationally in 2014-15, clients with unmet need for accommodation accounted for 25.9 per cent of the total demand for accommodation (figure 18.6), compared with 24.0 per cent in 2013-14 (table 18A.10). On average in 2014-15, there were 221.7 unassisted requests for accommodation services a day nationally, a decrease from 291.7 in 2013-14 (table 18A.9).

Nationally, clients with unmet demand for services other than accommodation accounted for 1.8 per cent of the total demand for services other than accommodation in 2014-15 (figure 18.6). On average in 2014-15, there were 90.3 unassisted requests for services other than accommodation a day nationally (table 18A.9).

Figure 18.6 **Proportion of clients with unmet need for accommodation and services other than accommodation, 2014-15<sup>a, b</sup>**



<sup>a</sup> See box 18.5 and table 18A.10 for detailed definitions, footnotes and caveats. <sup>b</sup> Data for 'services other than accommodation' for SA are nil or rounded to zero.

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

### Appropriateness — 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 18.6).



### Box 18.6 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 [see table 18.1 and box 18.3 for details]). In SA, 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.

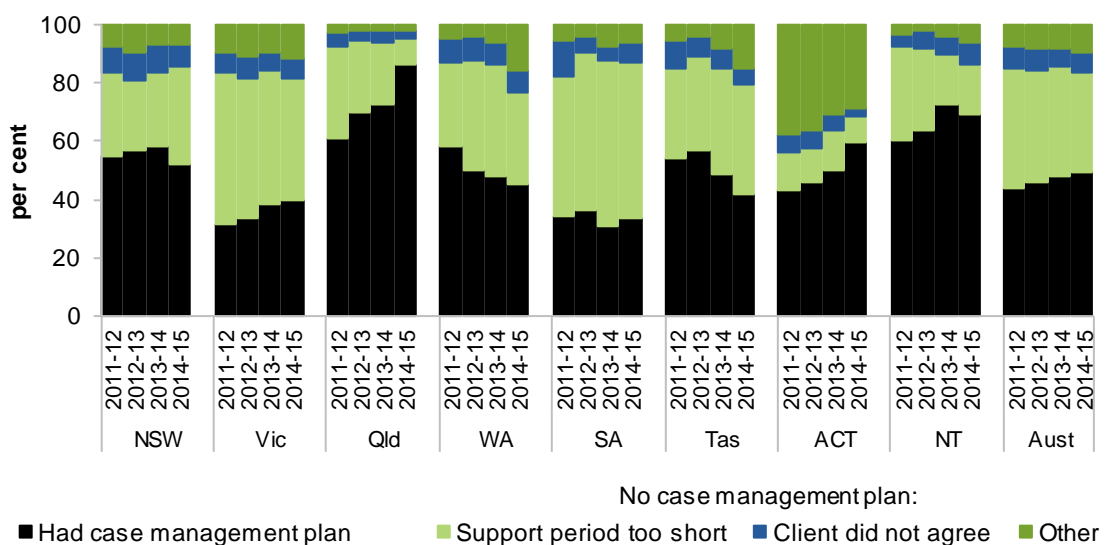
Data reported for this indicator are:

- comparable (subject to caveats) across jurisdictions and over time
- complete for the current reporting period. All required 2014-15 data are available for all jurisdictions.

Data quality information for this indicator is under development.

Nationally in 2014-15, there was an agreed case management plan for clients in 49.3 per cent of closed support periods (compared with 58.9 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 Proportion of closed support periods with an agreed case management plan, all clients<sup>a</sup>



<sup>a</sup> See box 18.6 and table 18A.11 for detailed definitions, footnotes and caveats.

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

---

## Appropriateness — 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 18.7).

### Box 18.7 Match of needs of clients

#### Clients who needed homelessness services

For all clients with closed support periods who needed homelessness services, match of needs of clients’ is defined by the proportion of clients who were:

- provided with at least one homelessness service by the agency visited (and not referred) in at least one support period during the reference year
- provided with at least one homelessness service by the agency visited AND referred to another agency
- referred to another agency
- the proportion of clients who were not provided with homelessness services NOR were referred to another agency.

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.

#### Young clients who needed education and/or training assistance

For young clients (aged 12–18 years) with closed support periods who needed education and/or training assistance, match of needs of clients’ is defined by the proportion of clients who were:

- enrolled in formal study or training at the end of support.

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 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. See table 18.1 and box 18.3 for further details.

Data reported for these two measures are:

- comparable (subject to caveats) within jurisdictions over time but are not comparable across jurisdictions
- complete for the current reporting period. All required 2014-15 data are available for all jurisdictions.

Data quality information for this indicator is under development.

#### *Clients who needed homelessness services*

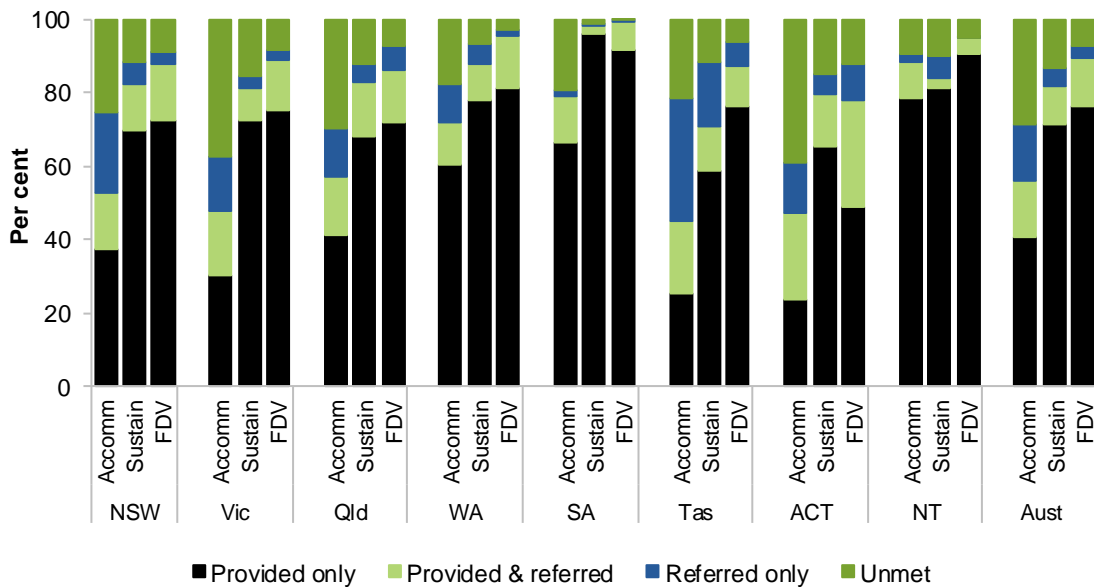
Nationally in 2014-15, the majority of clients with closed support periods needed accommodation or accommodation-related assistance (52.2 per cent) (table 18A.14). For clients seeking accommodation or accommodation-related assistance, agencies:

- directly provided, or directly provided and referred, 56.0 per cent of clients with a service
- referred to other organisations 15.2 per cent of clients
- did not provide or refer assistance to 28.8 per cent of clients (figure 18.8).

For other support needs, specialist homelessness agencies were able to directly provide assistance, or directly provide and refer assistance, to:

- 82.0 per cent of clients seeking to sustain tenure
- 89.7 per cent of clients seeking domestic and family violence-related assistance (figure 18.8).

Figure 18.8 **Support needs of all clients (closed support periods), 2014-15<sup>a</sup>**



**Accomm:** Accommodation/accommodation related assistance. **Sustain:** Assistance to sustain tenure. **FDV:** Family/Domestic Violence assistance.

<sup>a</sup> See box 18.7 and table 18A.14 for detailed definitions, footnotes and caveats.

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

Nationally in 2014-15, agencies were able to directly provide (or directly provide and refer) a greater proportion of Aboriginal and Torres Strait Islander clients with accommodation or accommodation-related assistance (67.5 per cent) compared to all clients (56.0 per cent) (table 18A.15).

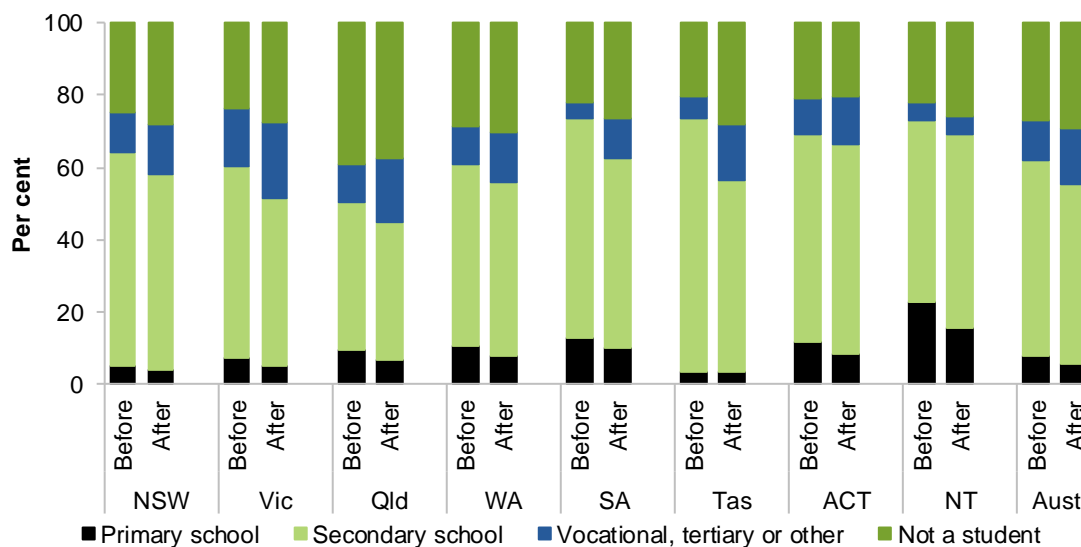
Data for clients born in non-main English speaking countries are in table 18A.16. Data from 2011-12 on the support needs of specialist homelessness service clients are included in tables 18A.13–16.

### Young clients who needed education and/or training assistance

Nationally in 2014-15, of young clients who needed assistance to obtain or maintain education and/or training, 70.9 per cent were enrolled in formal study or training after support (figure 18.9), an increase of 4.4 percentage points from 66.5 per cent in 2011-12 (table 18A.17). Of the young clients who needed education or training assistance, the proportion who were enrolled in:

- vocational education/training increased from 6.5 per cent before support to 10.2 per cent after support
- secondary school decreased from 54.1 per cent before support to 49.4 per cent after support. These proportions varied across jurisdictions (figure 18.9).

**Figure 18.9 Young clients who needed education and/or training assistance, by educational enrolment status before and after support (closed support periods), 2014-15<sup>a</sup>**



<sup>a</sup> See box 18.7 and table 18A.17 for detailed definitions, footnotes and caveats.

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

### Quality — Client satisfaction

‘Client satisfaction’ is an indicator of governments’ objective to provide high quality services that meet the needs of clients (box 18.8).

---

**Box 18.8 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.

## 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 18.9).

---

**Box 18.9 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, shorter support periods, service delivery across more agencies or changes in client need.

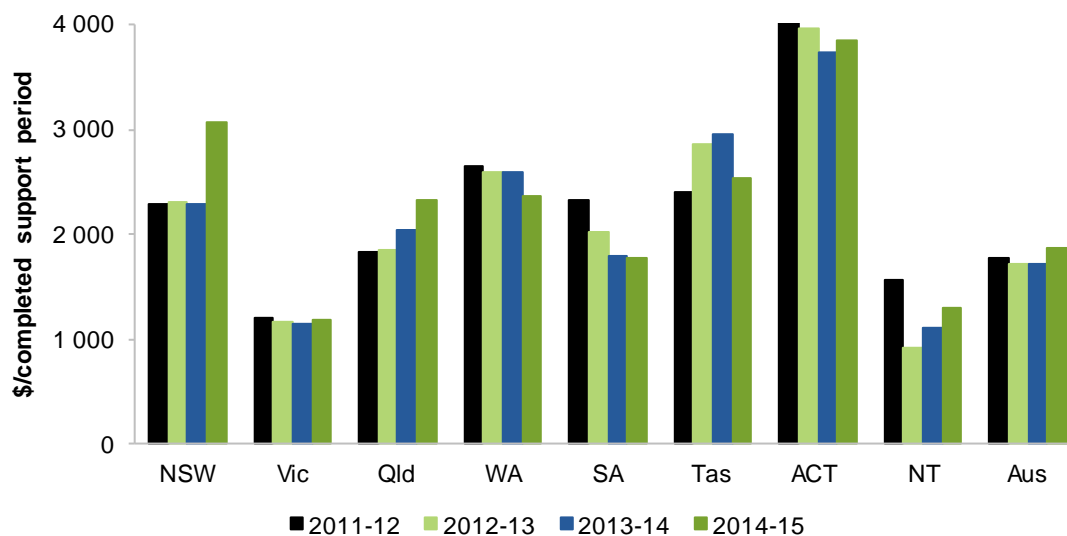
Data reported for this indicator are:

- comparable within jurisdictions over time but are not comparable across jurisdictions
- complete for the current reporting period. All required 2014-15 data are available for all jurisdictions.

Data quality information for this indicator is under development.

Nationally, the recurrent cost per completed support period was \$1864 in 2014-15 — an increase of 4.7 per cent from 2011-12 (figure 18.10).

Figure 18.10 Real recurrent cost per completed support period, 2014-15 dollars<sup>a</sup>



<sup>a</sup> See box 18.9 and table 18A.18 for detailed definitions, footnotes and caveats.

Source: AIHW (unpublished) Specialist Homelessness Services Collection; Australian, State and Territory governments (unpublished); tables 18A.18 and 18A.34.

## 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 18.10).

### Box 18.10 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.

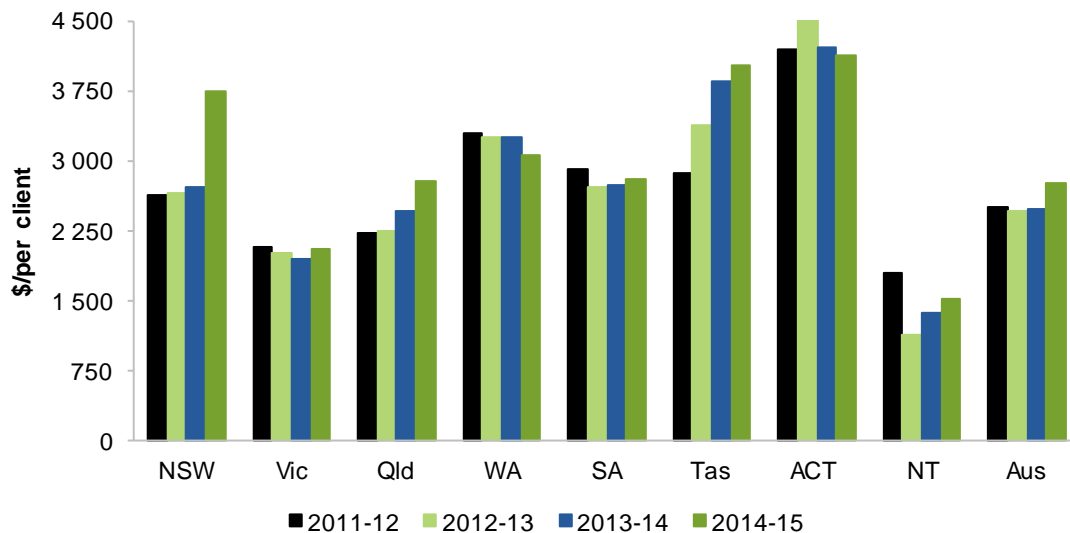
Data reported for this indicator are:

- comparable within jurisdictions over time but are not comparable across jurisdictions
- complete for the current reporting period. All required 2014-15 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 \$2766 in 2014-15 — an increase of 10.4 per cent from 2011-12 (figure 18.11).

Figure 18.11 **Real recurrent cost per client accessing homelessness services, 2014-15 dollars<sup>a</sup>**



<sup>a</sup> See box 18.10 and table 18A.19 for detailed definitions, footnotes and caveats.

Source: AIHW (unpublished) Specialist Homelessness Services Collection; Australian, State and Territory governments (unpublished); tables 18A.19 and 18A.34.

## 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 18.11).

### Box 18.11 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 2014-15 data are available for all jurisdictions.

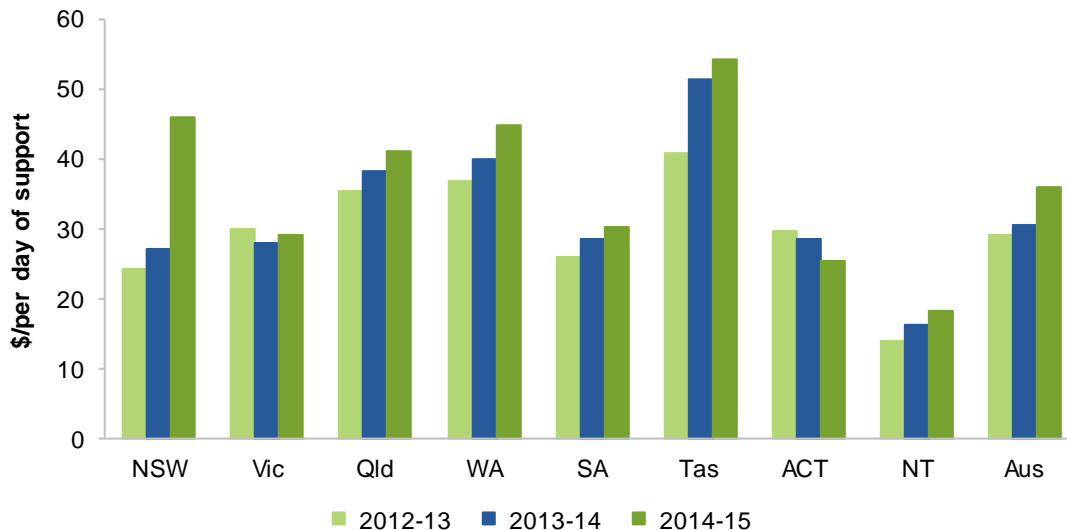
Data quality information for this indicator is under development.

---

Nationally, the recurrent cost per day of support for clients averaged \$35.95 in 2014-15, compared with \$29.16 in 2012-13, an increase of 23.3 per cent (figure 18.12).

---

Figure 18.12 **Real recurrent cost per day of support for clients, 2014-15 dollars<sup>a</sup>**



<sup>a</sup> See box 18.11 and table 18A.20 for detailed definitions, footnotes and caveats.

Source: AIHW (unpublished) Specialist Homelessness Services Collection; Australian, State and Territory governments (unpublished); tables 18A.20 and 18A.34.

---

## Outcomes

Outcomes are the impact of services on the status of an individual or group (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 the:

- achievement of employment (workforce status)
- achievement of an income
- achievement of independent housing (housing status).



---

## 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 18.12).

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

‘Achievement of employment on exit’ is defined by three measures, calculated as the proportion of clients (with closed support periods, aged 15 years and over) whose labour force status was ‘employed’ (full- or part-time) at the end of support, of those clients who on presentation had an:

- identified need for employment and/or training assistance
- identified need for employment and/or training assistance AND whose labour force status was ‘unemployed’
- identified need for employment and/or training assistance AND whose labour force status was ‘not in the labour force’.

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:

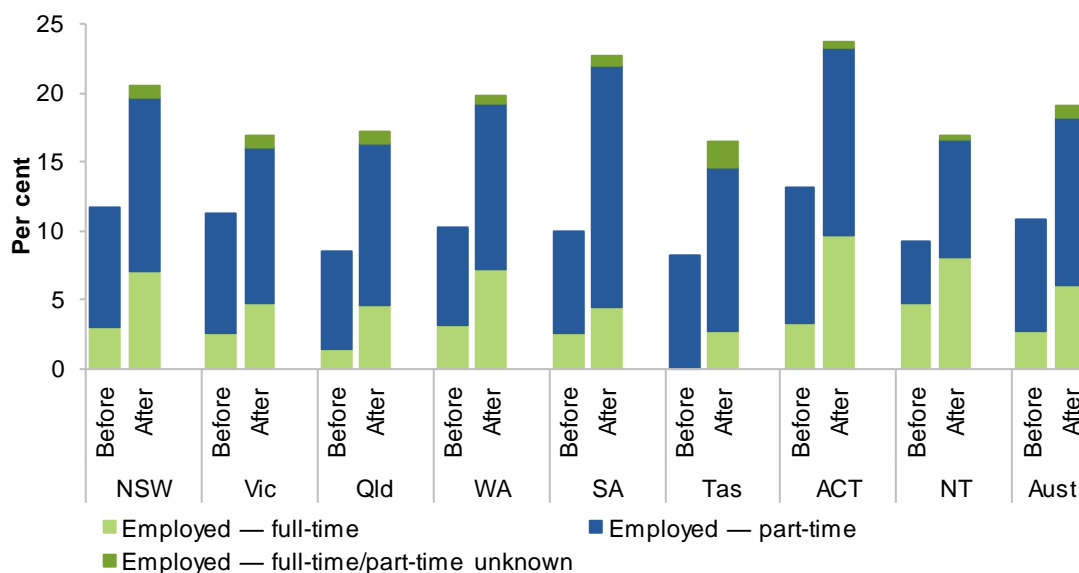
- comparable (subject to caveats) across jurisdictions and over time
- complete for the current reporting period. All required 2014-15 data are available for all jurisdictions.

Data quality information for this indicator is under development.

### *Total clients with identified need for employment and/or training assistance at presentation*

Nationally, of those clients who needed assistance to obtain or maintain employment and training when entering homelessness services in 2014-15, 19.1 per cent were employed either part-time or full-time after support, compared with 10.9 per cent before support. Amongst those employed after support, 6.0 per cent were employed full-time and 12.3 per cent were employed part-time after support (figure 18.13).

**Figure 18.13 Proportion of clients who needed employment and/or training assistance, by full/part-time employment status before and after support (closed support periods), 2014-15<sup>a, b</sup>**



<sup>a</sup> See box 18.12 and table 18A.21 for detailed definitions, footnotes and caveats. <sup>b</sup> Data for 'employed full-time before support' for Tasmania are nil or rounded to zero.

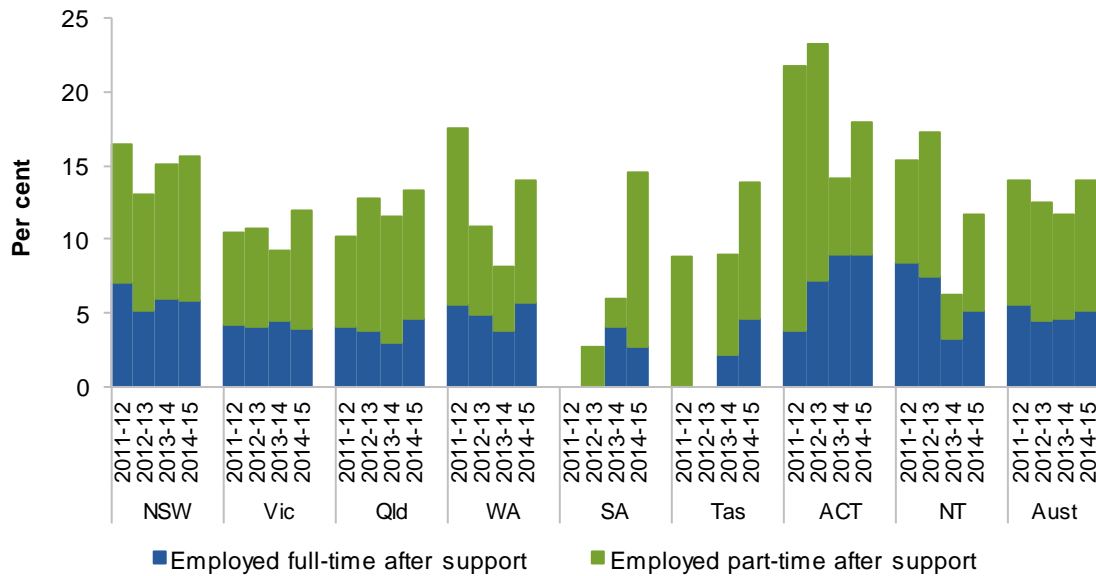
Source: AIHW (unpublished) Specialist Homelessness Services Collection; table 18A.21.

Nationally, of those Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain employment and training when entering homelessness services in 2014-15, 12.5 per cent were employed either part-time or full-time after support, compared with 5.7 per cent before support. Amongst those employed after support, 4.7 per cent were employed full-time and 7.3 per cent were employed part-time after support (table 18A.22).

*Clients with an identified need for employment and/or training assistance and were unemployed or not in the labour force at presentation*

Nationally in 2014-15, for those clients who were unemployed before support, 14.0 per cent were employed after support (5.1 per cent employed full-time and 8.9 per cent employed part-time), an increase from 11.7 per cent in 2013-14 (figure 18.14). Whilst for those clients who were not in the labour force before support, 9.9 per cent were employed after support (2.4 per cent employed full-time and 7.5 per cent employed part-time) (table 18A.23).

Figure 18.14 Proportion of clients in employment after support, who were unemployed before support (closed support periods), 2014-15<sup>a, b</sup>



<sup>a</sup> See box 18.12 and table 18A.23 for detailed definitions, footnotes and caveats. <sup>b</sup> Data are nil or rounded to zero for SA in 2011-12 and Tasmania for 2012-13

Source: AIHW (unpublished) Specialist Homelessness Services Collection; 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 18.13).

---

### Box 18.13 **Achievement of income on exit**

'Achievement of income on exit' is defined as the proportion of clients (with closed support periods aged, aged 15 years and over) who had an income source at the end of support, of those clients who had an identified need for income assistance at presentation.

This indicator compares these clients' income status before and after they received 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 that have achieved an income on exit from homelessness services is desirable.

Data reported for these measures are:

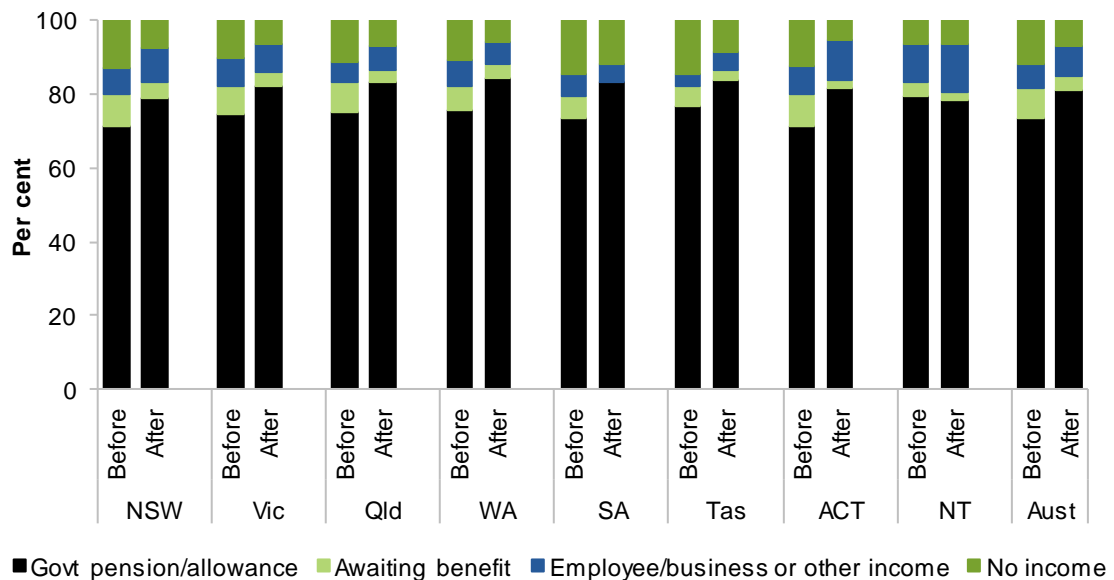
- comparable (subject to caveats) across jurisdictions and over time
- complete for the current reporting period. All required 2013-14 data are available for all jurisdictions

Data quality information for this indicator is under development.

Nationally, of clients who needed income assistance when entering homelessness services in 2014-15, 92.9 per cent had an income source after support, compared with 93.6 per cent in 2013-14 (table 18A.24). The main sources of income after support were:

- a government pension/allowance — which increased from 73.7 per cent before support to 81.3 per cent after support
- employee/business income — which increased from 5.9 per cent before support to 7.2 per cent after support. Proportions varied across jurisdictions (figure 18.15).

Figure 18.15 Proportion of clients who needed income assistance, who had an income source after support (closed support periods), by income source, 2014-15<sup>a</sup>



<sup>a</sup> See box 18.13 and table 18A.24 for detailed definitions, footnotes and caveats.

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

Nationally, of Aboriginal and Torres Strait Islander clients who needed income assistance when entering homelessness services in 2014-15, 93.6 per cent had an income source after support, compared with 94.9 per cent in 2013-14 (table 18A.25). The main sources of income after support were:

- a government pension/allowance — which increased from 81.3 per cent before support to 87.3 per cent after support
- employee/business income — which increased from 3.6 per cent before support to 3.8 per cent after support (table 18A.25).

### 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 18.14).

---

## Box 18.14 Achievement of independent housing on exit

'Achievement of independent housing on exit' is defined by:

- the proportion of clients (with closed support periods, all ages) who achieved independent housing at the end of support, who on presentation were:
  - *clients with an identified need for assistance to obtain or maintain independent housing, including to: obtain long term housing; sustain tenancy or prevent tenancy failure or eviction, or; prevent foreclosures or for mortgage arrears*
  - *clients living in non-independent/supported housing prior to presenting.*
- the proportion of *clients who achieved independent housing and who did not present again*, calculated as:
  - the proportion of clients (with a support period that closed during the financial year, all ages) who achieved independent housing at the end of support AND who did not present again during the financial year for 'short-term or emergency accommodation', who on presentation were:
    - clients with an identified need for assistance to obtain or maintain independent housing (as defined above).

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 uses three measures to assess the achievement of independent housing at the end of support. It relates to relatively short term outcomes achieved within a financial year. 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 2014-15 data are available for all jurisdictions.

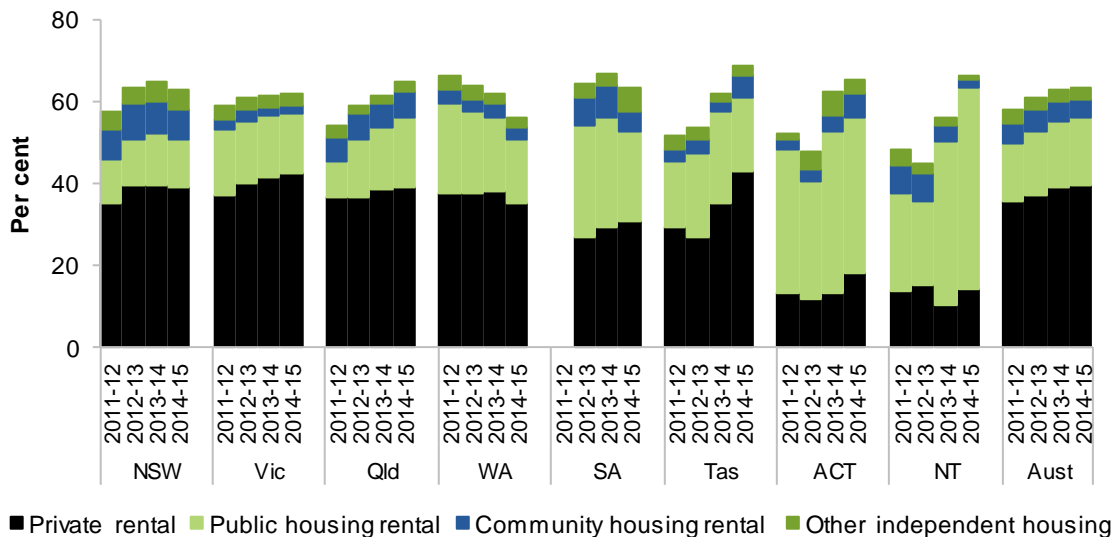
Data quality information for this indicator is under development.

### *Clients with an identified need for assistance to obtain or maintain independent housing*

Nationally in 2014-15, 63.5 per cent of clients who had an identified need for assistance with obtaining or maintaining independent housing achieved independent housing on exit, compared with 63.0 per cent in 2013-14. This included clients who moved or returned to private rental housing (39.6 per cent) and to public or community rental housing (20.8 per cent) (figure 18.16).

For the 36.5 per cent clients who did not achieve independent housing in 2014-15, housing tenure after support 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).

Figure 18.16 Proportion of clients who needed assistance to obtain or maintain independent housing, who achieved independent housing after support (closed support periods)<sup>a, b</sup>



Other independent housing includes: 'Purchasing/purchased own home' and 'Other rental'.

<sup>a</sup> See box 18.14 and table 18A.26 for detailed definitions, footnotes and caveats. <sup>b</sup> Data not available for SA in 2011-12.

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 61.1 per cent achieved independent housing in 2014-15. Compared to all clients, Aboriginal and Torres Strait Islander clients had a lower proportion of clients that moved or returned to private rental housing (25.6 per cent), but more clients that moved to or returned to public or community rental housing (32.7 per cent) (table 18A.27).

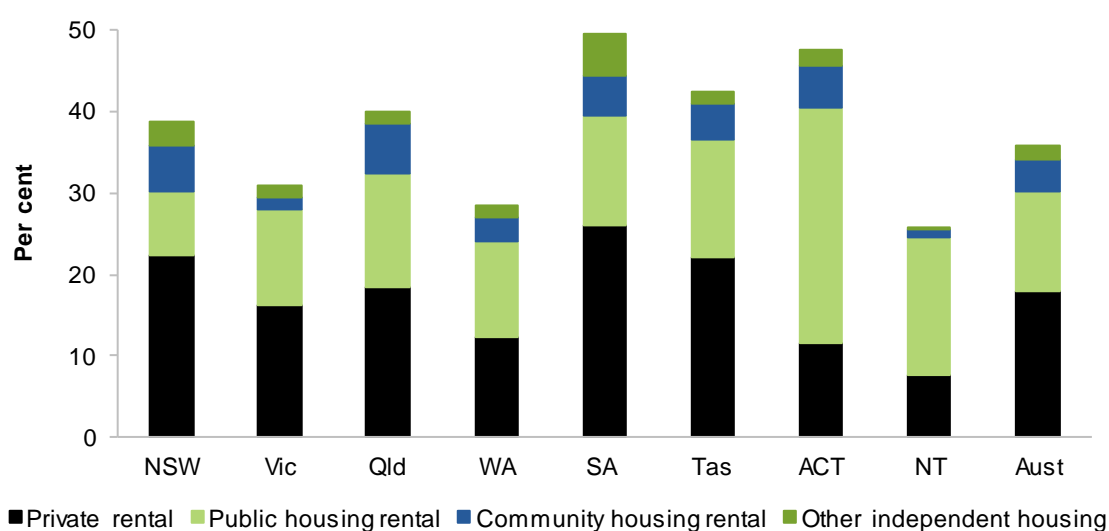
#### *Clients living in non-independent housing prior to presenting*

Nationally in 2014-15, amongst clients who were living in non-independent housing prior to assistance, the most common types of tenure clients were living in before support included:

- boarding/rooming house (21.3 per cent of clients)
- improvised dwelling/sleeping rough (17.7 per cent)
- crisis accommodation (13.0 per cent)
- institutional setting (such as hospitals, correctional facilities, and aged care facilities) (6.5 per cent).

Of those clients who were living in non-independent housing and who needed assistance to obtain independent housing, 35.9 per cent achieved independent housing in 2014-15, compared with 34.2 per cent in 2013-14 (table 18A.28). This included clients who moved to private rental housing (17.9 per cent), and to public or community rental housing (16.2 per cent) (figure 18.17).

**Figure 18.17 Proportion of clients living in non-independent housing before support, who obtained independent housing after support, by tenure type (closed support periods), 2014-15<sup>a</sup>**



Other independent housing includes: 'Purchasing/purchased own home' and 'Other rental'.

<sup>a</sup> See box 18.14 and table 18A.28 for detailed definitions, footnotes and caveats.

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

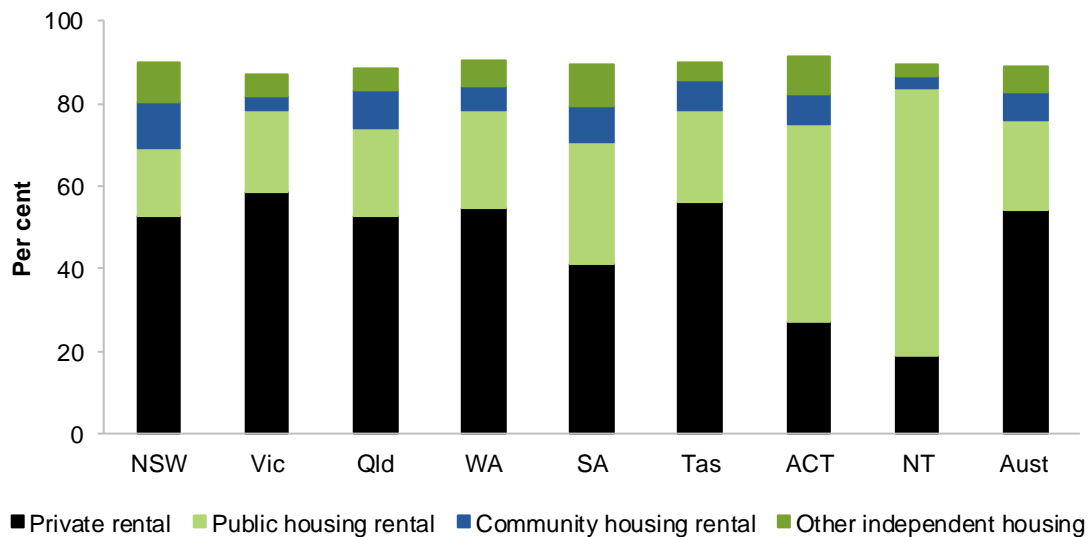
#### *Clients who achieved independent housing and who did not present again*

Nationally in 2014-15, 88.9 per cent of clients who achieved independent housing after support (who needed assistance to obtain independent housing before support) did not present again with a need accommodation services in 2014-15.

This proportion mainly comprised clients in private rental (54.2 per cent) or public housing rental (21.8 per cent) after support, although the proportions vary across jurisdictions (figure 18.18).



**Figure 18.18 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 (closed support periods) 2014-15<sup>a</sup>**



Other independent housing includes: 'Purchasing/purchased own home' and 'Other rental'.

<sup>a</sup> See box 18.14 and table 18A.29 for detailed definitions, footnotes and caveats.

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

Historical data 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 18.15).

---

### Box 18.15 Clients experiencing repeat periods of homelessness

'Clients experiencing repeat periods of homelessness' is defined as the number of specialist homelessness service clients who change status from 'homeless' to 'not homeless' and back to 'homeless' in the reporting period, divided by the number of clients who experienced homelessness at any time 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 required housing or accommodation support more than once is desirable.

Data reported for this indicator are:

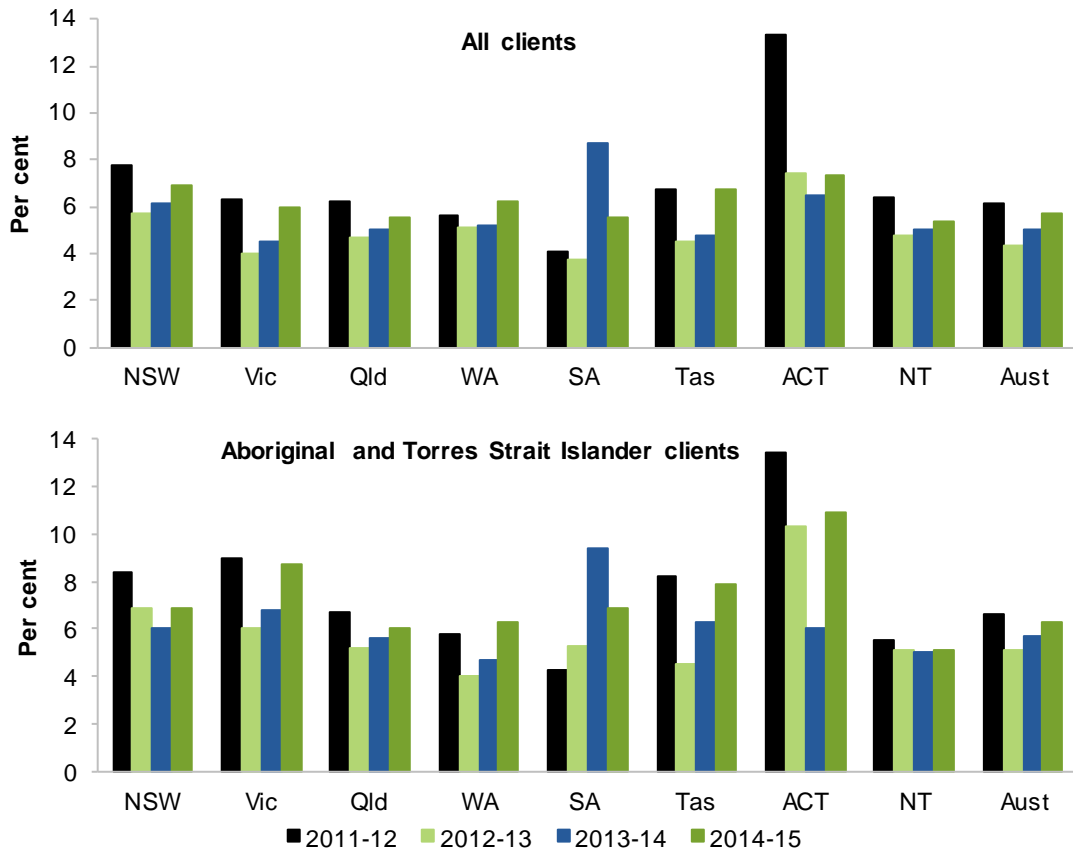
- comparable (subject to caveats) across jurisdictions and over time
- complete for the current reporting period. All required 2014-15 data are available for all jurisdictions.

Data quality information for this indicator is at [www.pc.gov.au/rogs/2016](http://www.pc.gov.au/rogs/2016).

Nationally in 2014-15, of all clients who experienced homelessness 5.7 per cent had experienced more than one period of homelessness in the reporting year — compared with 5.0 per cent in 2013-14 (figure 18.19). The proportion of Aboriginal and Torres Strait Islander clients who experienced homelessness and who had more than one period of homelessness increased from 5.7 per cent in 2013-14 to 6.3 per cent in 2014-15 (figure 18.19).

Nationally in 2014-15, capital city clients had lower rates of repeat homelessness (5.5 per cent) than those clients living in the rest of state (5.9 per cent) (table 18A.31).

Figure 18.19 **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 box 18.15 and tables 18A.31-32 or detailed definitions, footnotes and caveats.

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 18.16).

### Box 18.16 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.

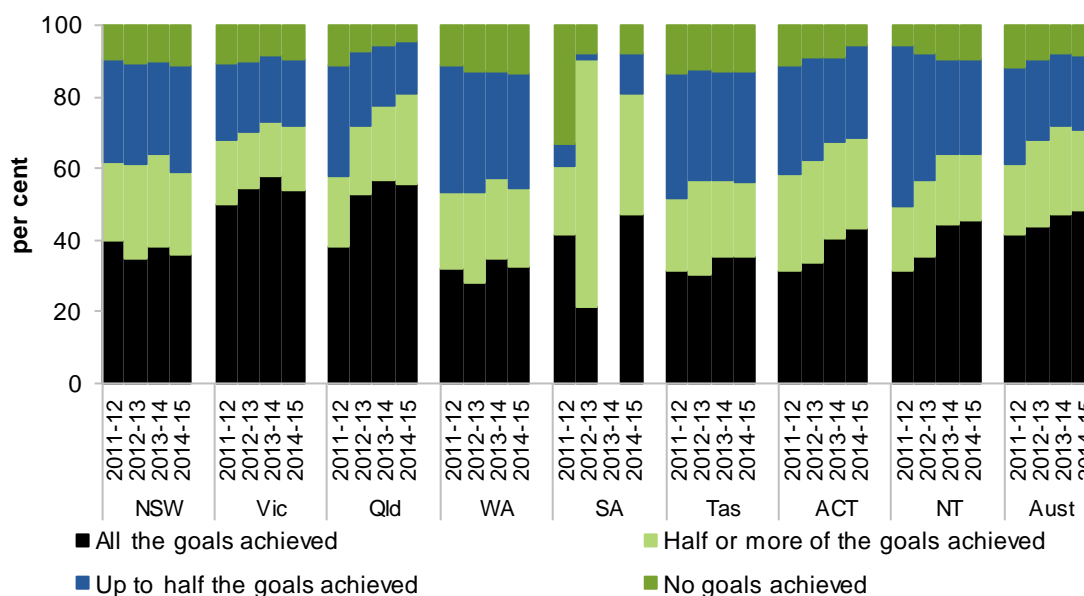
Data reported for these measures are:

- comparable (subject to caveats) across jurisdictions and over time
- complete for the current reporting period. All required 2014-15 data are available for all jurisdictions

Data quality information for this indicator is under development.

Nationally in 2014-15, at least half of all case management goals were achieved at the end of support for 70.7 per cent of closed support periods with individual case management plans — an increase of 9.2 percentage points from 61.5 per cent in 2011-12 (figure 18.20).

Figure 18.20 Case management goals achieved (closed support periods)<sup>a, b</sup>



<sup>a</sup> See box 18.14 and table 18A.33 for detailed definitions, footnotes and caveats. <sup>b</sup> SA 2013-14 case management goals achieved data are not available.

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

---

## 18.4 Future directions in performance reporting

The Steering Committee will continue to improve the appropriateness and completeness of the performance indicator framework. For homelessness services, the Steering Committee will investigate the impact of central intake services on data comparability across homelessness performance indicators and consider options to improve reporting for affected indicators.

## 18.5 Definitions of key terms

<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.</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.</p> <p>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.
<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 and they need help/supervision with these tasks:</p> <ul style="list-style-type: none"> <li>• self-care</li> <li>• mobility</li> <li>• communication.</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'.</p>
<b>No tenure</b>	<p>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.</p>
<b>Non-conventional accommodation</b>	<p>Non-conventional accommodation is defined as:</p> <ul style="list-style-type: none"> <li>• living on the streets</li> <li>• staying in cars or railway carriages</li> <li>• sleeping in parks</li> <li>• living in improvised dwellings</li> <li>• squatting</li> <li>• living in long grass.</li> </ul>
<b>Non-main English speak countries (non-MESC)</b>	<p>Non-MESC are all countries except Australia, United Kingdom, Republic of Ireland, New Zealand, Canada, United States of America and South Africa.</p>
<b>Ongoing support period</b>	<p>A support period is considered ongoing at the end of the reporting period if each of the following conditions is met:</p> <ul style="list-style-type: none"> <li>• no support end-date is provided</li> <li>• no after-support information is provided</li> <li>• corresponding client data was received in the month following the end of the reporting period.</li> </ul>
<b>Real expenditure</b>	<p>Actual expenditure adjusted for changes in prices. Adjustments are made using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2014-15=100).</p>
<b>Referral</b>	<p>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.</p>

---

**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; and, 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
- assistance to sustain tenancy or prevent tenancy failure or eviction
- assistance to prevent foreclosures or for mortgage arrears.

*Specialised services:*

- |  |  |
|--|--|
| • child protection services                      | • professional legal services          |
| • parenting skills education                     | • financial advice and counselling     |
| • child-specific specialist counselling services | • counselling for problem gambling     |
| • psychological services                         | • drug/alcohol counselling             |
| • psychiatric services                           | • specialist counselling services      |
| • mental health services                         | • interpreter services                 |
| • pregnancy assistance                           | • assistance with immigration services |
| • family planning support                        | • culturally specific services         |
| • physical disability services                   | • assistance to connect culturally     |
| • intellectual disability services               | • other specialised services.          |
| • health/medical services                        |  |

---

Specialist homelessness service(s) — continued

*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 violence
- 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.

**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 and 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
- 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.



---

## 18.6 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 website ([www.pc.gov.au/rogs/2016](http://www.pc.gov.au/rogs/2016)).

<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, 2014-15 dollars
<b>Table 18A.4</b>	Real recurrent homelessness expenditure per person in the residential population, 2014-15 dollars
<b>Table 18A.5</b>	Proportion of clients — with accommodation and services other than accommodation needs that were met — who were Aboriginal and Torres Strait Islander clients
<b>Table 18A.6</b>	Proportion of clients — with accommodation and services other than accommodation needs that were met — who were people born in non-main English speaking countries (non-MESC)
<b>Table 18A.7</b>	Proportion of clients — with accommodation and services other than accommodation needs that were met — who were people with disability
<b>Table 18A.8</b>	Aboriginal and Torres Strait Islander people, people born in non-main English speaking countries (MESC) and people with disability, as a proportion of all clients who accessed 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>	Proportion of clients with a case management plan (closed support periods)
<b>Table 18A.12</b>	Proportion of Aboriginal and Torres Strait Islander clients with a case management plan (closed support periods)
<b>Table 18A.13</b>	Support needs of clients, summary
<b>Table 18A.14</b>	Support needs of clients by service assistance type, all clients (closed support periods)
<b>Table 18A.15</b>	Support needs of clients, by service assistance type, Aboriginal and Torres Strait Islander clients (closed support periods)
<b>Table 18A.16</b>	Support needs of clients, by service assistance type, clients born in non-main English speaking countries (closed support periods)
<b>Table 18A.17</b>	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 (closed support periods)
<b>Table 18A.18</b>	Recurrent cost per completed support period, 2014-15 dollars
<b>Table 18A.19</b>	Recurrent cost per client accessing homelessness services, 2014-15 dollars
<b>Table 18A.20</b>	Recurrent cost per day of support for clients, 2014-15 dollars

- 
- Table 18A.21** Labour force status of clients who needed employment and/or training assistance before support, before and after support (closed support periods)
- Table 18A.22** Proportion of Aboriginal and Torres Strait Islander clients who needed employment and/or training assistance and who were employed after support (closed support periods)
- Table 18A.23** 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 (closed support periods), by labour force status
- Table 18A.24** Proportion of clients who needed income assistance and who had an income source after support (closed support periods)
- Table 18A.25** Proportion of Aboriginal and Torres Strait Islander clients who needed income assistance and who had an income source after support (closed support periods)
- Table 18A.26** Proportion of clients who needed assistance to obtain or maintain independent housing, type of tenure before and after support (closed support periods)
- Table 18A.27** Proportion of Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing (closed support periods), type of tenure before and after support
- Table 18A.28** Proportion of clients who were living in non-independent housing before support who obtained independent housing after support (closed support periods)
- Table 18A.29** 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 (closed support periods)
- Table 18A.30** 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 (closed support periods)
- Table 18A.31** Proportion of clients experiencing homelessness who had repeat periods of homelessness
- Table 18A.32** Proportion of Aboriginal and Torres Strait Islander clients experiencing homelessness who had repeat periods of homelessness
- Table 18A.33** Case management goals achieved after support (closed support periods)
- Table 18A.34** General Government Final Consumption Expenditure Price Deflator, Chain price Index (GGFCE)

## 18.7 References

- ABS 2012a, Methodology for Estimating Homelessness from the Census of Population and Housing, Cat. no. 2049.0.55.001.
- 2012b, Information Paper: A Statistical Definition of Homelessness, Cat. no. 4922.0, Canberra.
- 2012c, Census of Population and Housing: Estimating homelessness, Cat. no. 2049.0, Canberra.

- 
- AIHW (Australian Institute of Health and Welfare) 2015a, *Specialist homelessness services report, 2014-15*, Cat. no. HOU 276, Canberra.
- 2015b, *Exploring transitions between homelessness and public housing: 1 July 2011 to 30 June 2013*, Cat. no. HOU 277, Canberra.
- 2011, *Australia's welfare 2011*. Australia's welfare series no. 10, Cat. no. AUS 142, Canberra
- various years, *Specialist homelessness services collection*, Canberra.
- Australian Government 2015, *Budget Paper No. 3 – Federal Financial Relations 2015-16*, viewed 28 August 2015 <[www.budget.gov.au/2015-16/content/bp3/html/index/htm](http://www.budget.gov.au/2015-16/content/bp3/html/index/htm)>.
- COAG (Council of Australian Governments) 2012a, *National Affordable Housing Agreement*, viewed 1 September 2015 <[www.federalfinancialrelations.gov.au/content/national\\_agreements.aspx](http://www.federalfinancialrelations.gov.au/content/national_agreements.aspx)>.
- 2012b, *National Partnership Agreement on Affordable Housing*, viewed 18 August 2015, <[www.federalfinancialrelations.gov.au/content/npa/housing.aspx](http://www.federalfinancialrelations.gov.au/content/npa/housing.aspx)>.
- 2013, *National Partnership Agreement on Affordable Housing — 2013-14*, viewed 18 August 2015, <[www.federalfinancialrelations.gov.au/content/npa/housing.aspx](http://www.federalfinancialrelations.gov.au/content/npa/housing.aspx)>.
- 2014, *National Partnership Agreement on Affordable Housing — 2014-15*, viewed 18 August 2015, <[www.federalfinancialrelations.gov.au/content/npa/housing.aspx](http://www.federalfinancialrelations.gov.au/content/npa/housing.aspx)>.
- COAG Reform Council 2010, *National Affordable Housing Agreement: Baseline performance report for 2008-09*, [www.coagreformcouncil.gov.au/reports/housing.cfm](http://www.coagreformcouncil.gov.au/reports/housing.cfm) (accessed 1 October 2010).

# 18A Homelessness services — attachment

Definitions for the indicators and descriptors in this attachment are in section 18.5 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.

## Attachment contents

<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, 2014-15 dollars
<b>Table 18A.4</b>	Real recurrent homelessness expenditure per person in the residential population, 2014-15 dollars
<b>Table 18A.5</b>	Proportion of clients — with accommodation and services other than accommodation needs that were met — who were Aboriginal and Torres Strait Islander clients
<b>Table 18A.6</b>	Proportion of clients — with accommodation and services other than accommodation needs that were met — who were people born in non-main English speaking countries (non-MESC)
<b>Table 18A.7</b>	Proportion of clients — with accommodation and services other than accommodation needs that were met — who were people with disability
<b>Table 18A.8</b>	Aboriginal and Torres Strait Islander people, people born in non-main English speaking countries (MESC) and people with disability, as a proportion of all clients who accessed 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>	Proportion of clients with a case management plan (closed support periods)
<b>Table 18A.12</b>	Proportion of Aboriginal and Torres Strait Islander clients with a case management plan (closed support periods)
<b>Table 18A.13</b>	Support needs of clients, summary
<b>Table 18A.14</b>	Support needs of clients by service assistance type, all clients (closed support periods)
<b>Table 18A.15</b>	Support needs of clients, by service assistance type, Aboriginal and Torres Strait Islander clients (closed support periods)
<b>Table 18A.16</b>	Support needs of clients, by service assistance type, clients born in non-main English speaking countries (closed support periods)
<b>Table 18A.17</b>	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 (closed support periods)
<b>Table 18A.18</b>	Recurrent cost per completed support period, 2014-15 dollars
<b>Table 18A.19</b>	Recurrent cost per client accessing homelessness services, 2014-15 dollars
<b>Table 18A.20</b>	Recurrent cost per day of support for clients, 2014-15 dollars
<b>Table 18A.21</b>	Labour force status of clients who needed employment and/or training assistance before support, before and after support (closed support periods)
<b>Table 18A.22</b>	Proportion of Aboriginal and Torres Strait Islander clients who needed employment and/or training assistance and who were employed after support (closed support periods)
<b>Table 18A.23</b>	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 (closed support periods), by labour force status
<b>Table 18A.24</b>	Proportion of clients who needed income assistance and who had an income source after support (closed support periods)

## Attachment contents

---

<b>Table 18A.25</b>	Proportion of Aboriginal and Torres Strait Islander clients who needed income assistance and who had an income source after support (closed support periods)
<b>Table 18A.26</b>	Proportion of clients who needed assistance to obtain or maintain independent housing, type of tenure before and after support (closed support periods)
<b>Table 18A.27</b>	Proportion of Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing (closed support periods), type of tenure before and after support
<b>Table 18A.28</b>	Proportion of clients who were living in non-independent housing before support who obtained independent housing after support (closed support periods)
<b>Table 18A.29</b>	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 (closed support periods)
<b>Table 18A.30</b>	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 (closed support periods)
<b>Table 18A.31</b>	Proportion of clients experiencing homelessness who had repeat periods of homelessness
<b>Table 18A.32</b>	Proportion of Aboriginal and Torres Strait Islander clients experiencing homelessness who had repeat periods of homelessness
<b>Table 18A.33</b>	Case management goals achieved after support (closed support periods)
<b>Table 18A.34</b>	General Government Final Consumption Expenditure Price Deflator, Chain price Index (GGFCE)

TABLE 18A.1

Table 18A.1 **Composition of support provided, 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>
<b>2014-15</b>										
<b>Proportion of clients receiving support services, by type of service</b>										
Accommodation	%	37.4	23.8	45.7	45.8	27.5	36.0	38.3	55.8	33.3
Assistance to sustain housing	%	34.2	29.0	32.2	16.5	14.9	23.4	40.7	22.7	27.8
Mental health services	%	7.1	4.2	4.2	4.8	0.3	3.3	7.2	3.0	4.4
Family services	%	8.9	5.0	5.7	8.3	3.6	5.2	11.7	6.4	6.1
Disability services	%	0.7	0.4	0.5	0.3	–	0.3	0.9	0.5	0.5
Drug/alcohol assistance	%	4.5	1.7	1.8	2.3	0.2	1.8	5.2	2.2	2.2
Legal/financial services	%	6.0	4.5	5.5	4.2	0.9	2.4	8.9	6.2	4.6
Immigration/cultural services	%	6.7	4.9	3.9	8.1	4.2	0.8	8.7	19.2	5.6
Domestic violence services	%	20.5	29.1	15.4	26.6	19.1	8.8	13.9	27.9	23.1
Other specialist services	%	20.2	10.1	15.8	14.5	7.8	8.0	22.3	27.4	13.6
General services	%	92.7	87.1	91.2	95.0	99.2	85.1	92.0	95.6	90.7
<b>Total clients</b>	<b>no.</b>	<b>48 262</b>	<b>102 793</b>	<b>44 213</b>	<b>23 021</b>	<b>21 116</b>	<b>7 328</b>	<b>4 987</b>	<b>7 649</b>	<b>255 657</b>
Total support days	'000	3 946	7 211	2 995	1 579	1 945	544	811	640	19 671
Total support periods	no.	73 213	196 959	61 608	34 360	39 257	13 115	7 546	10 946	437 004
Total closed support periods	no.	59 137	177 752	53 067	29 953	33 371	11 656	5 376	9 099	379 411
<b>2013-14</b>										
<b>Proportion of clients receiving support services, by type of service</b>										
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	0.0	0.4	1.1	0.4	0.4

TABLE 18A.1

Table 18A.1 **Composition of support provided, 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>
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
<b>Total clients</b>	<b>no.</b>	<b>51 786</b>	<b>99 892</b>	<b>43 751</b>	<b>21 437</b>	<b>21 655</b>	<b>6 614</b>	<b>5 338</b>	<b>7 123</b>	<b>254 001</b>
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

**2012-13****Proportion of clients receiving support services, by type of service**

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
General services	%	94.7	88.0	90.5	96.0	97.2	92.6	90.7	93.1	91.5
<b>Total clients</b>	<b>no.</b>	<b>51 953</b>	<b>92 462</b>	<b>43 001</b>	<b>21 417</b>	<b>21 342</b>	<b>5 585</b>	<b>5 367</b>	<b>6 959</b>	<b>244 176</b>



TABLE 18A.1

Table 18A.1 **Composition of support provided, 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>
Total support days	'000	5 705	6 227	2 711	1 899	2 234	462	816	564	20 618
Total support periods	no.	77 403	179 952	60 176	32 412	36 076	7 896	8 387	10 311	412 614
Total closed support periods	no.	60 317	161 596	51 998	26 920	28 852	6 621	6 159	8 719	351 182
<b>2011-12</b>										
<b>Proportion of clients receiving support services, by type of service</b>										
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
<b>Total clients</b>	<b>no.</b>	<b>52 105</b>	<b>86 150</b>	<b>42 487</b>	<b>21 190</b>	<b>19 497</b>	<b>6 148</b>	<b>5 602</b>	<b>6 584</b>	<b>236 429</b>
Total support days	'000	na	na	na	na	na	na	na	na	na
Total support periods	no.	74 712	165 258	59 831	31 645	31 767	8 802	8 141	8 609	388 766
Total closed support periods	no.	60 057	149 367	51 677	26 406	24 507	7 377	5 803	7 545	332 738

(a) Specialist homelessness agencies can provide a number of services to a single client in a single period of support.

(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.

Table 18A.1 **Composition of support provided, 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>
--	-------------	------------	------------	------------	-----------	---------------	------------	------------	-----------	-----------------

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

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

TABLE 18A.2

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

	<i>Unit</i>	<i>NSW (a)</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>
<b>2014-15</b>										
State/Territory government expenditure										
Administrative expenditure	\$m	4.3	3.0	3.8	1.7	2.2	0.5	0.7	0.8	16.9
Service delivery expenditure	\$m	177.1	207.6	119.7	69.1	56.9	29.1	20.0	10.9	690.3
<b>Total</b>	<b>\$m</b>	<b>181.4</b>	<b>210.5</b>	<b>123.4</b>	<b>70.8</b>	<b>59.1</b>	<b>29.5</b>	<b>20.7</b>	<b>11.7</b>	<b>707.2</b>
Proportion of total expenditure										
Administrative expenditure	%	2.4	1.4	3.1	2.4	3.7	1.6	3.1	6.8	2.4
Service delivery expenditure	%	97.6	98.6	96.9	97.6	96.3	98.4	96.9	93.2	97.6
<b>Total</b>	<b>%</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>2013-14</b>										
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>	<b>\$m</b>	<b>138.5</b>	<b>190.8</b>	<b>106.0</b>	<b>68.7</b>	<b>58.4</b>	<b>25.1</b>	<b>22.1</b>	<b>9.5</b>	<b>619.1</b>
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>	<b>%</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>2012-13</b>										
State/Territory government expenditure										
Administrative expenditure	\$m	4.3	2.2	3.3	1.4	2.5	0.5	0.5	0.2	15.0
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>	<b>\$m</b>	<b>134.5</b>	<b>181.3</b>	<b>93.6</b>	<b>67.7</b>	<b>56.6</b>	<b>18.3</b>	<b>23.6</b>	<b>7.7</b>	<b>583.3</b>
Proportion of total expenditure										
Administrative expenditure	%	3.2	1.2	3.6	2.1	4.5	2.5	2.3	2.3	2.6

TABLE 18A.2

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

	<i>Unit</i>	<i>NSW (a)</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>
Service delivery expenditure	%	96.8	98.8	96.4	97.9	95.5	97.5	97.7	97.7	97.4
<b>Total</b>	<b>%</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>2011-12</b>										
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>	<b>\$m</b>	<b>131.8</b>	<b>171.9</b>	<b>90.9</b>	<b>66.8</b>	<b>54.6</b>	<b>17.0</b>	<b>22.5</b>	<b>11.3</b>	<b>566.7</b>
Proportion of total expenditure										
Administrative expenditure	%	3.0	2.1	4.2	1.8	4.3	3.0	1.9	4.5	2.9
Service delivery expenditure	%	97.0	97.9	95.8	98.2	95.7	97.0	98.1	95.5	97.1
<b>Total</b>	<b>%</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>2010-11</b>										
State/Territory government expenditure										
Administrative expenditure	\$m	3.6	2.8	3.1	1.2	2.9	0.5	0.3	0.2	14.5
Service delivery expenditure	\$m	125.2	107.2	83.0	58.8	48.0	16.2	19.6	10.6	468.7
<b>Total</b>	<b>\$m</b>	<b>128.8</b>	<b>110.0</b>	<b>86.1</b>	<b>60.0</b>	<b>50.9</b>	<b>16.7</b>	<b>19.9</b>	<b>10.8</b>	<b>483.2</b>
Proportion of total expenditure										
Administrative expenditure	%	2.8	2.6	3.6	1.9	5.7	2.7	1.4	1.9	3.0
Service delivery expenditure	%	97.2	97.4	96.4	98.1	94.3	97.3	98.6	98.1	97.0
<b>Total</b>	<b>%</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

(a) The increase in funding in 2014-15 is due to the inclusion of NPAH expenditure which was not presented in previous years, and additional NSW funding introduced in 2014-15.

(b) Expenditure for 2012-13 has been revised to include additional homelessness 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.

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

	<i>Unit</i>	<i>NSW (a)</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>
--	-------------	----------------	----------------	----------------	-----------	-----------	------------	------------	---------------	-------------

– Nil or rounded to zero.

Source: Australian, State and Territory governments (unpublished)

TABLE 18A.3

Table 18A.3 **Total recurrent expenditure on homelessness services, 2014-15 dollars (a)**

	<i>Unit</i>	<i>NSW (b)</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>
<b>Nominal funding</b>										
2014-15	\$m	181.4	210.5	123.4	70.8	59.1	29.5	20.7	11.7	707.2
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	56.6	18.3	23.6	7.7	583.3
2011-12	\$m	131.8	171.9	90.9	66.8	54.6	17.0	22.5	11.3	566.7
2010-11	\$m	128.8	110.0	86.1	60.0	50.9	16.7	19.9	10.8	483.2
<b>Real funding (2014-15 dollars)</b>										
2014-15	\$m	181.4	210.5	123.4	70.8	59.1	29.5	20.7	11.7	707.2
2013-14	\$m	140.9	194.1	107.8	69.9	59.4	25.5	22.5	9.7	629.8
2012-13	\$m	138.6	186.9	96.5	69.8	58.3	18.9	24.4	7.9	601.3
2011-12	\$m	137.7	179.6	94.9	69.8	57.0	17.7	23.5	11.8	592.1
2010-11	\$m	136.7	116.8	91.4	63.7	54.0	17.7	21.1	11.5	513.0

(a) Time series financial data are adjusted to 2014-15 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2014-15=100) (table 18A.34). See Chapter 2 (sections 2.5–6) for details.

(b) The increase in funding in 2014-15 is due to the inclusion of NPAH expenditure which was not presented in previous years, and additional NSW funding introduced in 2014-15.

(c) Expenditure for 2012-13 has been revised to include additional 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: State and Territory governments (unpublished); Tables 18A.2 and 18A.34.

TABLE 18A.4

Table 18A.4 **Real recurrent homelessness expenditure per person in the residential population, 2014-15 dollars (a), (b)**

		<i>NSW</i> (c)	<i>Vic</i> (d)	<i>Qld</i> (e)	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i> (f)	<i>Aust</i>
2014-15	\$	23.98	35.77	25.99	27.41	34.94	57.32	53.32	48.01	29.93
2013-14	\$	18.87	33.51	22.98	27.40	35.42	49.69	58.63	40.00	27.01
2012-13	\$	18.87	32.90	20.93	28.24	35.08	36.89	64.19	33.40	26.25
2011-12	\$	19.00	32.22	21.04	29.23	34.68	34.63	63.43	50.78	26.33
2010-11	\$	19.04	21.26	20.61	27.45	33.10	34.74	57.89	49.76	23.14

(a) Time series financial data are adjusted to 2014-15 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2014-15=100) (table 18A.34). See Chapter 2 (sections 2.5–6) for details.

(b) Population data for all Australians for all years are estimates. See Chapter 2 (tables 2A.1-2) for details.

(c) The increase in funding in 2014-15 is due to the inclusion of NPAH expenditure which was not presented in previous years, and additional NSW funding introduced in 2014-15.

(d) Victorian homelessness expenditure for 2012-13 has been revised to include additional homelessness expenditure.

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

(f) 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.3, 18A.34 and 2A.2.

TABLE 18A.5

Table 18A.5 **Proportion of clients — with accommodation and services other than accommodation needs that were met — who were Aboriginal and Torres Strait Islander 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>
<b>2014-15</b>										
Proportion of clients with met demand who were Aboriginal and Torres Strait Islander clients										
Accommodation services	%	26.6	11.9	34.1	48.5	31.3	15.2	21.0	76.2	28.1
Services other than accommodation	%	22.2	5.5	28.3	22.3	19.8	13.0	11.5	67.9	15.4
<b>Total Aboriginal and Torres Strait Islander clients with met demand</b>	<b>no.</b>	<b>12 267</b>	<b>8 709</b>	<b>14 325</b>	<b>8 607</b>	<b>5 310</b>	<b>1 092</b>	<b>831</b>	<b>5 809</b>	<b>57 096</b>
All clients with met demand	no.	46 275	96 687	42 490	21 052	20 214	7 097	4 916	7 458	242 479
<b>2013-14</b>										
Proportion of clients with met demand who were Aboriginal and Torres Strait Islander clients										
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
<b>Total Aboriginal and Torres Strait Islander clients with met demand</b>	<b>no.</b>	<b>12 551</b>	<b>8 327</b>	<b>14 031</b>	<b>7 357</b>	<b>5 371</b>	<b>970</b>	<b>862</b>	<b>5 442</b>	<b>55 288</b>
All clients with met demand	no.	49 832	94 340	42 147	18 620	20 709	6 291	5 247	6 938	240 533
<b>2012-13</b>										
Proportion of clients with met demand who were Aboriginal and Torres Strait Islander clients										
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
<b>Total Aboriginal and Torres Strait Islander clients with met demand</b>	<b>no.</b>	<b>12 362</b>	<b>7 859</b>	<b>13 614</b>	<b>6 751</b>	<b>4 997</b>	<b>841</b>	<b>831</b>	<b>5 197</b>	<b>52 506</b>
All clients with met demand	no.	50 139	86 394	41 456	18 823	20 361	5 321	5 238	6 820	230 642
<b>2011-12</b>										
Proportion of clients with met demand who were Aboriginal and Torres Strait Islander clients										
Accommodation services	%	23.6	10.1	30.4	40.4	na	14.9	16.1	71.8	25.1



TABLE 18A.5

Table 18A.5 **Proportion of clients — with accommodation and services other than accommodation needs that were met — who were Aboriginal and Torres Strait Islander 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>
Services other than accommodation	%	18.6	4.7	22.6	22.2	na	14.3	9.9	59.0	12.7
<b>Total Aboriginal and Torres Strait Islander clients with met demand</b>	<b>no.</b>	<b>12 127</b>	<b>6 608</b>	<b>12 841</b>	<b>7 065</b>	<b>na</b>	<b>960</b>	<b>805</b>	<b>4 774</b>	<b>47 602</b>
All 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.

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

TABLE 18A.6

Table 18A.6 **Proportion of clients — with accommodation and services other than accommodation needs that were met — who were people born in non-main English speaking countries (non-MESC) (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>2014-15</b>										
Proportion of clients with met demand who were born in non-MESC countries										
Accommodation services	%	10.5	15.2	7.6	8.8	5.9	4.2	17.2	3.3	10.5
Services other than accommodation	%	7.3	12.5	6.7	10.0	5.7	4.9	17.5	2.3	9.8
<b>Total non-MESC clients with met demand</b>	<b>no.</b>	<b>4 150</b>	<b>12 928</b>	<b>3 054</b>	<b>1 958</b>	<b>1 165</b>	<b>320</b>	<b>855</b>	<b>216</b>	<b>24 418</b>
All clients with met demand	no.	46 275	96 687	42 490	21 052	20 214	7 097	4 916	7 458	242 479
<b>2013-14</b>										
Proportion of clients with met demand who were born in non-MESC countries										
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
<b>Total non-MESC clients with met demand</b>	<b>no.</b>	<b>5 196</b>	<b>13 086</b>	<b>3 274</b>	<b>2 036</b>	<b>1 251</b>	<b>268</b>	<b>869</b>	<b>201</b>	<b>25 935</b>
All clients with met demand	no.	49 832	94 340	42 147	18 620	20 709	6 291	5 247	6 938	240 533
<b>2012-13</b>										
Proportion of clients with met demand who were born in non-MESC countries										
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
<b>Total non-MESC clients with met demand</b>	<b>no.</b>	<b>4 882</b>	<b>11 690</b>	<b>3 074</b>	<b>2 224</b>	<b>1 184</b>	<b>186</b>	<b>863</b>	<b>213</b>	<b>24 054</b>
All clients with met demand	no.	50 139	86 394	41 456	18 823	20 361	5 321	5 238	6 820	230 642
<b>2011-12</b>										
Proportion of clients with met demand who were born in non-MESC countries										
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
<b>Total non-MESC clients with met demand</b>	<b>no.</b>	<b>5 027</b>	<b>9 136</b>	<b>2 582</b>	<b>2 280</b>	<b>na</b>	<b>233</b>	<b>740</b>	<b>230</b>	<b>20 424</b>
All clients with met demand	no.	50 860	81 215	40 830	20 152	na	5 784	5 150	6 343	213 709

Table 18A.6 **Proportion of clients — with accommodation and services other than accommodation needs that were met — who were people born in non-main English speaking countries (non-MESC) (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>
(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.									
	<b>na</b> Not available.									

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

TABLE 18A.7

Table 18A.7 **Proportion of clients — with accommodation and services other than accommodation needs that were met — who were people with disability (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>
<b>2014-15</b>										
Proportion of clients with met demand who were people with disability										
Accommodation services	%	4.1	5.8	3.0	3.9	2.7	5.0	4.0	2.8	4.1
Services other than accommodation	%	2.9	2.8	2.9	7.0	1.8	4.2	2.7	3.3	3.0
<b>Total clients with disability with met demand</b>	<b>no.</b>	<b>1 800</b>	<b>4 416</b>	<b>1 308</b>	<b>1 161</b>	<b>627</b>	<b>369</b>	<b>173</b>	<b>240</b>	<b>9 831</b>
All clients with met demand	no.	46 275	96 687	42 490	21 052	20 214	7 097	4 916	7 458	242 479
<b>2013-14</b>										
Proportion of clients with met demand who were people with disability										
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
<b>Total clients with disability with met demand</b>	<b>no.</b>	<b>1 821</b>	<b>4 555</b>	<b>1 440</b>	<b>667</b>	<b>615</b>	<b>337</b>	<b>184</b>	<b>241</b>	<b>9 656</b>
All clients with met demand	no.	49 832	94 340	42 147	18 620	20 709	6 291	5 247	6 938	240 533
<b>2012-13</b>										
Proportion of clients with met demand who were people with disability										
Accommodation services	%	na	na	na	na	na	na	na	na	na
Services other than accommodation	%	na	na	na	na	na	na	na	na	na
<b>Total clients with disability with met demand</b>	<b>no.</b>	<b>na</b>	<b>na</b>	<b>na</b>	<b>na</b>	<b>na</b>	<b>na</b>	<b>na</b>	<b>na</b>	<b>na</b>
All clients with met demand	no.	50 139	86 394	41 456	18 823	20 361	5 321	5 238	6 820	230 642
<b>2011-12</b>										
Proportion of clients with met demand who were people with disability										
Accommodation services	%	na	na	na	na	na	na	na	na	na
Services other than accommodation	%	na	na	na	na	na	na	na	na	na
<b>Total clients with disability with met demand</b>	<b>no.</b>	<b>na</b>	<b>na</b>	<b>na</b>	<b>na</b>	<b>na</b>	<b>na</b>	<b>na</b>	<b>na</b>	<b>na</b>
All clients with met demand	no.	50 860	81 215	40 830	20 152	na	5 784	5 150	6 343	213 709

**Table 18A.7 Proportion of clients — with accommodation and services other than accommodation needs that were met — who were people with disability (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>
(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.									

**na** Not available.

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

TABLE 18A.8

Table 18A.8 **Aboriginal and Torres Strait Islander people, people born in non-main English speaking countries (MESC) and people with disability, as a proportion of all clients who accessed 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>
<b>2014-15</b>										
Aboriginal and Torres Strait Islander people										
In specialist homelessness services	%	26.7	9.0	33.6	40.1	26.7	15.3	16.9	78.0	23.5
In the population (June 2014)	%	2.9	0.9	4.3	3.6	2.4	5.0	1.7	29.5	3.0
People born in non-MESC										
In specialist homelessness services	%	9.7	17.1	7.6	9.5	6.1	5.1	18.9	3.1	11.5
In the population (2011)	%	17.9	18.9	9.2	13.7	12.3	4.9	16.3	9.5	15.1
People with disability										
In specialist homelessness services	%	3.9	4.6	3.1	5.5	3.1	5.2	3.5	3.2	4.1
In the population (2012)	%	6.4	6.4	5.5	4.9	6.9	7.7	5.2	3.8	6.1
<b>2013-14</b>										
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 (June 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)	%	17.9	18.9	9.2	13.7	12.3	4.9	16.3	9.5	15.1
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 (June 2014)	%	6.4	6.4	5.5	4.9	6.9	7.7	5.2	3.8	6.1
<b>2012-13</b>										
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

TABLE 18A.8

**Table 18A.8 Aboriginal and Torres Strait Islander people, people born in non-main English speaking countries (MESC) and people with disability, as a proportion of all clients who accessed 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>
In the population (June 2012)	%	2.9	0.9	4.2	3.7	2.3	4.8	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)	%	17.9	18.9	9.2	13.7	12.3	4.9	16.3	9.5	15.1
People with disability										
In specialist homelessness services	%	na	na	na	na	na	na	na	na	na
In the population (2012)	%	6.4	6.4	5.5	4.9	6.9	7.7	5.2	3.8	6.1
<b>2011-12</b>										
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 population (June 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)	%	17.9	18.9	9.2	13.7	12.3	4.9	16.3	9.5	15.1
People with disability										
In specialist homelessness services	%	na	na	na	na	na	na	na	na	na
In the population (2012)	%	6.4	6.4	5.5	4.9	6.9	7.7	5.2	3.8	6.1

(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) 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.

TABLE 18A.8

Table 18A.8 **Aboriginal and Torres Strait Islander people, people born in non-main English speaking countries (MESC) and people with disability, as a proportion of all clients who accessed 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>
--	-------------	------------	------------	------------	-----------	-----------	------------	------------	-----------	-------------

(c) Data on representation in the community are reported for different years due to the availability of data and are sourced from the ABS.

**na** Not available.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*; ABS (2014) *Australian Demographic Statistics, June 2014*, 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), *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; ABS (2013) *Disability, Ageing and Carers, Australia: Summary of Findings, 2012*, Cat. no. 4430.0; tables 2A.1, 2A.8, 2A.13 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>
<b>2014-15</b>										
Accommodation services	no.	51.0	52.6	41.0	47.1	0.8	16.8	1.5	11.0	221.7
Services other than accommodation	no.	13.1	55.4	4.4	12.1	1.0	0.5	0.9	2.9	90.3
No service need identified	no.	2.7	7.5	2.9	2.6	–	0.3	0.1	0.5	16.5
<b>2013-14</b>										
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
<b>2012-13</b>										
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	–	0.8	0.2	2.7	46.4
<b>2011-12</b>										
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) The sum of all state and territory average unassisted requests 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>
<b>2014-15</b>										
<b>Accommodation services</b>										
Clients with identified need for accommodation who <u>were not</u> provided with that service (d)	no.	7 274	14 546	9 144	2 354	1 396	1 045	1 210	484	37 063
Total clients with need for accommodation	no.	31 811	45 719	33 420	14 405	7 316	5 312	3 573	4 866	142 943
<b>Proportion of clients with unmet need</b>	<b>%</b>	<b>22.9</b>	<b>31.8</b>	<b>27.4</b>	<b>16.3</b>	<b>19.1</b>	<b>19.7</b>	<b>33.9</b>	<b>9.9</b>	<b>25.9</b>
<b>Services other than accommodation</b>										
Clients with identified need for services other than accommodation who <u>were not</u> provided with that service (d)	no.	261	1 639	92	8	–	33	9	21	2 065
Total clients with need for services other than accommodation	no.	16 451	56 803	10 793	8 616	13 800	2 016	1 414	2 784	112 444
<b>Proportion of clients with unmet need</b>	<b>%</b>	<b>1.6</b>	<b>2.9</b>	<b>0.9</b>	<b>0.1</b>	<b>–</b>	<b>1.7</b>	<b>0.6</b>	<b>0.8</b>	<b>1.8</b>
<b>Total clients</b>	<b>no.</b>	<b>48 262</b>	<b>102 793</b>	<b>44 213</b>	<b>23 021</b>	<b>21 116</b>	<b>7 328</b>	<b>4 987</b>	<b>7 649</b>	<b>255 657</b>
<b>2013-14</b>										
<b>Accommodation services</b>										
Clients with identified need for accommodation who <u>were not</u> provided with that service (d)	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
<b>Proportion of clients with unmet need</b>	<b>%</b>	<b>16.0</b>	<b>34.0</b>	<b>24.0</b>	<b>16.0</b>	<b>10.0</b>	<b>25.0</b>	<b>36.0</b>	<b>9.0</b>	<b>24.0</b>
<b>Services other than accommodation</b>										
Clients with identified need for services other than accommodation who <u>were not</u> provided with that service (d)	no.	102	876	103	34	na	33	8	32	1 190
Total clients with need for services other than accommodation	no.	19 048	55 400	11 314	8 828	14 926	1 549	1 375	1 907	114 124
<b>Proportion of clients with unmet need</b>	<b>%</b>	<b>0.5</b>	<b>1.6</b>	<b>0.9</b>	<b>0.4</b>	<b>–</b>	<b>2.1</b>	<b>0.6</b>	<b>1.7</b>	<b>1.0</b>

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>
<b>Total clients</b>	no.	51 786	99 892	43 751	21 437	21 655	6 614	5 338	7 123	254 001
<b>2012-13</b>										
<b>Accommodation services</b>										
Clients with identified need for accommodation who <u>were not</u> provided with that service (d)	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
<b>Proportion of clients with unmet need</b>	%	<b>17.0</b>	<b>33.3</b>	<b>18.1</b>	<b>14.8</b>	<b>2.6</b>	<b>22.6</b>	<b>36.7</b>	<b>6.5</b>	<b>22.1</b>
<b>Services other than accommodation</b>										
Clients with identified need for services other than accommodation who <u>were not</u> provided with that service (d)	no.	94	818	87	42	–	26	12	12	1 092
Total clients with need for services other than accommodation	no.	18 980	47 977	10 350	8 871	14 183	1 573	1 256	1 609	104 545
<b>Proportion of clients with unmet need</b>	%	<b>0.5</b>	<b>1.7</b>	<b>0.8</b>	<b>0.5</b>	<b>–</b>	<b>1.6</b>	<b>1.0</b>	<b>0.7</b>	<b>1.0</b>
<b>Total clients</b>	no.	51 953	92 462	43 001	21 417	21 342	5 585	5 367	6 959	244 176
<b>2011-12</b>										
<b>Accommodation services</b>										
Clients with identified need for accommodation who <u>were not</u> provided with that service (d)	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
<b>Proportion of clients with unmet need</b>	%	<b>13.2</b>	<b>29.7</b>	<b>16.8</b>	<b>12.9</b>	<b>na</b>	<b>21.5</b>	<b>28.6</b>	<b>9.0</b>	<b>19.8</b>
<b>Services other than accommodation</b>										
Clients with identified need for services other than accommodation who <u>were not</u> provided with that service (d)	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

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>
<b>Proportion of clients with unmet need</b>	%	<b>0.4</b>	<b>1.5</b>	<b>2.8</b>	<b>1.1</b>	<b>na</b>	<b>0.2</b>	<b>0.7</b>	<b>1.5</b>	<b>1.4</b>
<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.

(d) The client may have received other types of service.

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

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

TABLE 18A.11

Table 18A.11 Proportion of closed support periods with an agreed case management plan (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>
<b>2014-15</b>										
<b>Yes – Case management plan (d)</b>	%	<b>51.8</b>	<b>39.7</b>	<b>86.1</b>	<b>45.3</b>	<b>33.6</b>	<b>41.9</b>	<b>59.4</b>	<b>69.1</b>	<b>49.3</b>
No case management plan										
Client did not agree to one	%	7.2	7.3	2.7	7.6	7.1	5.3	2.9	7.2	6.5
Support period too short	%	34.0	41.6	9.4	31.4	53.3	37.9	9.3	17.5	34.7
Other	%	7.0	11.4	1.8	15.7	6.1	14.8	28.4	6.1	9.5
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total closed support periods provided to clients (e)	no.	58 988	177 170	52 982	29 893	26 267	11 651	5 376	9 085	371 411
<b>2013-14</b>										
<b>Yes – Case management plan (d)</b>	%	<b>58.5</b>	<b>38.2</b>	<b>72.7</b>	<b>48.2</b>	<b>30.6</b>	<b>48.4</b>	<b>50.1</b>	<b>72.4</b>	<b>48.2</b>
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 closed support periods provided to clients (e)	no.	61 032	169 484	52 569	26 903	26 144	8 633	6 013	8 820	359 597
<b>2012-13</b>										
<b>Yes – Case management plan (d)</b>	%	<b>56.6</b>	<b>33.4</b>	<b>69.7</b>	<b>50.2</b>	<b>36.4</b>	<b>56.9</b>	<b>45.6</b>	<b>63.5</b>	<b>45.7</b>
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 closed support periods provided to clients (e)	no.	59 982	161 171	51 439	26 669	26 050	6 615	6 157	8 714	346 797

TABLE 18A.11

Table 18A.11 Proportion of closed support periods with an agreed case management plan (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>
<b>2011-12</b>										
<b>Yes – Case management plan (d)</b>	%	<b>55.1</b>	<b>31.5</b>	<b>61.3</b>	<b>58.4</b>	<b>34.0</b>	<b>54.2</b>	<b>43.0</b>	<b>60.5</b>	<b>44.1</b>
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 closed support periods provided to clients (e)	no.	59 243	148 343	51 154	26 191	24 504	7 316	5 803	7 515	330 068

(a) Case management is dealt differently by different jurisdictions and data may not be comparable.

(b) 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.

(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.

(d) Includes support periods where client was included on another person's case management plan.

(e) Total clients with closed support periods excludes support periods with invalid responses.

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

TABLE 18A.12

Table 18A.12 **Proportion of closed support periods with an agreed case management plan, Aboriginal and Torres Strait Islander clients (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 (c)</i>	<i>NT</i>	<i>Aust (d)</i>
<b>2014-15</b>										
<b>Yes – Case management plan (e)</b>	%	<b>61.5</b>	<b>43.6</b>	<b>83.3</b>	<b>43.7</b>	<b>37.4</b>	<b>43.8</b>	<b>62.4</b>	<b>68.4</b>	<b>58.9</b>
No case management plan										
Client did not agree to one	%	7.8	8.3	3.4	11.8	5.3	4.3	2.3	7.8	7.1
Support period too short	%	23.8	37.2	11.3	25.7	52.7	37.8	10.2	18.3	25.4
Other	%	7.0	10.9	2.0	18.8	4.6	14.1	25.0	5.5	8.5
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total closed support periods provided to Aboriginal and Torres Strait Islander clients (f)	no.	12 471	12 176	16 734	11 665	5 737	1 408	841	6 888	67 922
<b>2013-14</b>										
<b>Yes – Case management plan (e)</b>	%	<b>67.4</b>	<b>44.4</b>	<b>66.7</b>	<b>47.1</b>	<b>31.8</b>	<b>51.7</b>	<b>62.5</b>	<b>70.8</b>	<b>57.1</b>
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 closed support periods provided to Aboriginal and Torres Strait Islander clients (f)	no.	12 070	10 598	15 735	9 426	5 268	1 109	948	6 544	61 698
<b>2012-13</b>										
<b>Yes – Case management plan (e)</b>	%	<b>62.6</b>	<b>38.4</b>	<b>63.7</b>	<b>49.4</b>	<b>38.0</b>	<b>56.2</b>	<b>57.7</b>	<b>60.5</b>	<b>54.2</b>
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

TABLE 18A.12

Table 18A.12 **Proportion of closed support periods with an agreed case management plan, Aboriginal and Torres Strait Islander clients (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 (c)</i>	<i>NT</i>	<i>Aust (d)</i>
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total closed support periods provided to Aboriginal and Torres Strait Islander clients (f)	no.	11 452	9 750	14 464	8 883	4 797	873	976	5 855	57 050
<b>2011-12</b>										
<b>Yes – Case management plan (e)</b>	<b>%</b>	<b>58.6</b>	<b>35.2</b>	<b>58.7</b>	<b>56.1</b>	<b>38.8</b>	<b>50.1</b>	<b>42.7</b>	<b>57.6</b>	<b>52.5</b>
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
Total closed support periods provided to Aboriginal and Torres Strait Islander clients (f)	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) Includes support periods for high volume agencies such as day or meal centres where a case management plan may not be appropriate.
- (c) Includes support periods for central intake agencies (where a case management plan is not appropriate) in 'other' rather than in 'support period too short'.
- (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.13

Table 18A.13 Support needs of clients, summary (closed support periods) (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>2014-15</b>										
<b>All clients</b>										
Provided only	%	53.4	63.0	50.1	64.3	75.1	35.9	53.4	68.6	59.8
Referred only	%	1.7	1.6	1.2	1.0	0.2	9.6	0.2	0.1	1.6
Provided & referred	%	42.0	30.7	45.3	33.9	24.7	52.2	45.1	30.5	35.4
Not provided or referred	%	2.9	4.7	3.4	0.8	–	2.3	1.3	0.8	3.3
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	34 442	85 095	35 823	18 908	15 809	5 961	3 123	5 885	202 500
<b>Aboriginal and Torres Strait Islander clients</b>										
Provided only	%	51.5	54.4	53.8	65.1	73.4	34.8	52.3	67.3	58.6
Referred only	%	2.1	1.4	0.9	0.8	0.3	7.0	0.2	0.1	1.2
Provided & referred	%	42.9	39.5	42.5	33.1	26.4	56.0	46.0	31.9	37.7
Not provided or referred	%	3.6	4.7	2.8	1.0	–	2.3	1.4	0.8	2.5
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	9 193	6 949	11 949	7 841	4 027	919	506	4 568	46 580
<b>Non-MESC clients</b>										
Provided only	%	53.1	59.9	41.2	46.4	71.9	34.3	51.0	63.1	55.9
Referred only	%	0.9	1.5	2.0	1.8	–	9.8	0.6	–	1.5
Provided & referred	%	44.6	33.8	54.4	51.2	28.1	53.9	47.1	36.2	39.3
Not provided or referred	%	1.4	4.8	2.5	0.5	–	2.1	1.3	0.7	3.4
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	2 871	11 136	2 374	1 501	928	249	539	162	19 622
<b>2013-14</b>										
<b>All clients</b>										
Provided only	%	54.0	66.2	43.7	65.8	82.9	55.1	52.1	68.7	61.2

TABLE 18A.13

Table 18A.13 Support needs of clients, summary (closed support periods) (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	%	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
<b>Aboriginal and Torres Strait Islander clients</b>										
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
<b>Non-MESC clients</b>										
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
<b>2012-13</b>										
<b>All clients</b>										
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
Not provided or referred	%	1.7	5.2	2.9	0.8	–	3.3	3.3	1.7	3.2

TABLE 18A.13

Table 18A.13 Support needs of clients, summary (closed support periods) (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	%	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
<b>Aboriginal and Torres Strait Islander clients</b>										
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
<b>Non-MESC clients</b>										
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
<b>2011-12</b>										
<b>All clients</b>										
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
<b>Aboriginal and Torres Strait Islander clients</b>										

TABLE 18A.13

Table 18A.13 Support needs of clients, summary (closed support periods) (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	%	48.9	53.7	40.1	66.5	na	56.5	31.6	54.0	50.8
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
<b>Non-MESC clients</b>										
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 in 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.14

Table 18A.14 Support needs of clients by service assistance type, all clients (closed support periods) (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>2014-15</b>										
<b>Accommodation/accommodation related assistance</b>										
Provided only	%	37.6	30.2	41.2	60.2	66.2	25.5	23.9	78.4	40.7
Referred only	%	21.7	15.0	13.3	10.5	1.6	33.5	13.5	2.3	15.2
Provided & referred	%	15.3	17.6	16.0	11.7	13.0	19.8	23.6	9.8	15.3
Not provided or referred	%	25.5	37.2	29.5	17.5	19.2	21.2	39.0	9.5	28.8
Total clients for whom need was identified	no.	21 419	33 611	26 550	11 719	4 675	4 143	2 076	3 974	105 794
<b>Assistance to sustain tenure</b>										
Provided only	%	70.0	72.6	68.0	78.2	96.3	58.8	65.3	81.1	71.5
Referred only	%	5.8	3.5	4.9	5.6	0.5	17.9	5.1	6.0	4.8
Provided and referred	%	12.5	8.4	14.7	9.7	2.1	11.9	14.5	2.9	10.5
Not provided or referred	%	11.6	15.5	12.4	6.6	1.1	11.4	15.1	9.9	13.1
Clients for whom need was identified	no.	12 843	28 349	13 028	3 065	1 689	1 772	1 404	1 016	61 852
<b>Mental health</b>										
Provided only	%	24.4	33.6	23.9	29.8	7.1	34.6	17.1	38.5	28.0
Referred only	%	29.3	17.4	34.8	23.0	76.9	17.7	39.0	26.6	26.8
Provided and referred	%	20.6	16.9	20.5	25.7	10.1	16.0	15.6	17.7	19.0
Not provided or referred	%	25.6	32.1	20.8	21.5	6.0	31.8	28.3	17.2	26.3
Clients for whom need was identified	no.	3 977	4 857	2 753	1 276	268	297	541	242	13 686
<b>Family</b>										
Provided only	%	38.7	45.4	40.2	36.6	55.1	48.0	28.8	33.8	41.2
Referred only	%	19.1	15.8	22.6	23.9	23.5	13.0	20.2	15.8	19.3
Provided and referred	%	26.5	19.8	25.0	27.9	20.3	28.7	40.2	37.3	24.9
Not provided or referred	%	15.7	19.0	12.2	11.7	1.1	10.4	10.7	13.0	14.6
Clients for whom need was identified	no.	3 723	4 375	2 608	1 952	471	367	481	438	14 129

TABLE 18A.14

Table 18A.14 Support needs of clients by service assistance type, all clients (closed support periods) (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>Disability</b>										
Provided only	%	20.4	29.8	32.6	24.1	14.0	10.5	21.3	49.4	26.4
Referred only	%	26.9	22.1	26.0	27.9	51.0	23.7	23.6	16.6	25.2
Provided and referred	%	19.4	10.5	12.4	17.1	14.0	26.4	20.1	4.2	14.3
Not provided or referred	%	33.3	37.7	29.0	31.0	21.0	39.3	35.0	29.8	34.1
Clients for whom need was identified	no.	417	530	272	102	14	38	46	25	1 403
<b>Drug/alcohol</b>										
Provided only	%	43.0	36.1	26.2	29.7	15.4	45.7	22.3	30.4	35.3
Referred only	%	18.2	15.5	24.1	23.6	62.2	13.3	16.8	10.2	19.5
Provided and referred	%	16.7	17.4	20.2	16.4	5.4	15.7	44.9	11.5	18.0
Not provided or referred	%	22.1	30.9	29.5	30.3	17.0	25.2	16.0	47.9	27.2
Clients for whom need was identified	no.	2 315	1 846	1 154	729	130	128	275	249	6 511
<b>Legal/financial</b>										
Provided only	%	30.3	53.4	34.1	22.2	14.2	52.0	33.5	35.6	38.5
Referred only	%	28.8	18.0	29.8	38.4	74.5	19.4	24.8	29.8	27.6
Provided and referred	%	21.4	12.3	24.8	23.0	8.8	12.2	32.3	18.4	18.7
Not provided or referred	%	19.5	16.3	11.4	16.4	2.5	16.3	9.3	16.1	15.1
Clients for whom need was identified	no.	3 036	4 886	3 021	1 365	477	173	318	535	13 480
<b>Domestic/family violence</b>										
Provided only	%	72.4	75.2	71.7	81.3	91.5	76.6	49.1	90.6	76.3
Referred only	%	3.7	2.7	6.4	1.6	0.2	6.8	9.7	0.3	3.0
Provided and referred	%	15.3	13.6	14.6	14.4	8.0	10.5	29.1	4.2	13.4
Not provided or referred	%	8.5	8.6	7.3	2.7	0.2	6.0	12.2	4.9	7.3
Clients for whom need was identified	no.	7 221	27 680	6 075	5 072	2 926	549	439	1 833	51 037
<b>Immigration/cultural services</b>										

TABLE 18A.14

Table 18A.14 Support needs of clients by service assistance type, all clients (closed support periods) (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	%	59.7	68.3	55.7	74.8	82.4	53.9	34.3	88.2	68.3
Referred only	%	9.0	5.2	9.9	8.0	7.6	10.8	18.9	6.6	7.6
Provided and referred	%	23.8	20.5	26.7	13.0	9.0	32.6	39.0	2.4	18.5
Not provided or referred	%	7.5	6.0	7.7	4.3	1.0	2.7	7.8	2.9	5.6
Clients for whom need was identified	no.	2 247	3 777	1 406	1 624	633	37	277	1 370	11 130
<b>Other specialised services</b>										
Provided only	%	45.2	49.4	33.9	34.0	41.9	47.9	29.7	64.8	43.4
Referred only	%	17.4	16.6	24.1	29.4	42.0	16.9	24.5	8.4	21.0
Provided and referred	%	27.8	21.0	34.3	28.0	15.2	21.9	35.9	22.3	26.3
Not provided or referred	%	9.6	13.1	7.6	8.6	0.9	13.3	9.9	4.5	9.3
Clients for whom need was identified	no.	8 184	8 993	7 218	3 702	1 910	543	882	1 921	32 357
<b>Total clients who needed homelessness services (d)</b>	<b>no.</b>	<b>34 442</b>	<b>85 098</b>	<b>35 823</b>	<b>18 908</b>	<b>15 809</b>	<b>5 961</b>	<b>3 123</b>	<b>5 885</b>	<b>202 503</b>
<b>2013-14</b>										
<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

TABLE 18A.14

Table 18A.14 Support needs of clients by service assistance type, all clients (closed support periods) (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.	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
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>Drug/alcohol</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



TABLE 18A.14

Table 18A.14 Support needs of clients by service assistance type, all clients (closed support periods) (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>Legal/financial</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>Domestic/family violence</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>Immigration/cultural services</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
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

TABLE 18A.14

Table 18A.14 Support needs of clients by service assistance type, all clients (closed support periods) (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>Total clients who needed homelessness services (d)</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>
<b>2012-13</b>										
<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
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

TABLE 18A.14

Table 18A.14 Support needs of clients by service assistance type, all clients (closed support periods) (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	%	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
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

TABLE 18A.14

Table 18A.14 Support needs of clients by service assistance type, all clients (closed support periods) (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.	7 872	19 803	5 944	3 995	2 621	441	486	1 542	42 009
<b>Immigration/cultural services</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>Other specialised services</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 (d)</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>
<b>2011-12</b>										
<b>Accommodation/accommodation related assistance</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>Assistance to sustain tenure</b>										
Provided only	%	76.0	74.9	56.7	76.9	na	64.7	60.4	59.8	70.5
Referred only	%	5.8	4.5	13.0	3.3	na	8.5	9.7	6.9	6.9

TABLE 18A.14

Table 18A.14 Support needs of clients by service assistance type, all clients (closed support periods) (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	%	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>Mental health</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>Family</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>Disability</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>Drug/alcohol</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

TABLE 18A.14

Table 18A.14 Support needs of clients by service assistance type, all clients (closed support periods) (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	%	16.0	28.2	28.9	21.1	na	33.1	26.1	25.8	22.8
Clients for whom need was identified	no.	2 493	1 576	1 313	987	na	142	249	155	6 637
<b>Legal/financial</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>Domestic/family violence</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>Immigration/cultural services</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>Other specialised services</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

TABLE 18A.14

Table 18A.14 **Support needs of clients by service assistance type, all clients (closed support periods) (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	%	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 (d)</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.

(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.

(d) A client may be assessed as having a need for multiple services and assistance types, therefore the sum of the categories is not equal to the total number of clients.

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

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

TABLE 18A.15

Table 18A.15 **Support needs of clients, by service assistance type, Aboriginal and Torres Strait Islander clients (closed support periods) (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>2014-15</b>										
<b>Accommodation/accommodation related assistance</b>										
Provided only	%	37.4	33.9	47.9	73.7	73.9	27.1	30.5	82.6	53.6
Referred only	%	20.9	17.1	12.2	7.3	2.4	28.8	16.6	1.4	12.4
Provided & referred	%	16.9	21.9	15.1	9.2	9.6	24.1	25.3	8.3	13.9
Not provided or referred	%	24.9	27.2	24.8	9.9	14.1	20.0	27.6	7.7	20.0
Total clients for whom need was identified	no.	5 737	3 342	8 656	5 597	1 384	641	370	3 020	28 034
<b>Assistance to sustain tenure</b>										
Provided only	%	69.0	75.1	66.4	74.3	96.9	68.3	77.4	80.7	71.5
Referred only	%	6.8	3.5	4.6	5.9	–	14.0	3.2	7.7	5.3
Provided and referred	%	12.5	7.5	11.1	11.8	2.0	8.0	9.3	3.1	9.9
Not provided or referred	%	11.7	13.9	17.9	8.0	1.1	9.8	10.2	8.4	13.3
Clients for whom need was identified	no.	3 449	2 129	3 616	640	449	238	247	701	11 105
<b>Mental health</b>										
Provided only	%	21.1	30.8	27.2	25.3	8.5	23.6	12.8	37.7	25.2
Referred only	%	27.3	17.3	33.9	24.6	66.0	23.6	47.7	22.1	28.0
Provided and referred	%	20.4	15.6	18.4	29.6	17.0	19.7	12.8	20.5	19.6
Not provided or referred	%	31.2	36.3	20.6	20.4	8.5	33.2	26.7	19.7	27.2
Clients for whom need was identified	no.	886	489	616	358	59	51	87	144	2 532
<b>Family</b>										
Provided only	%	41.0	42.6	41.1	33.9	43.7	43.6	31.9	33.6	39.4
Referred only	%	17.4	12.9	26.0	22.0	23.5	8.4	24.8	15.5	19.7
Provided and referred	%	25.4	23.2	20.6	29.5	31.2	43.7	35.1	40.0	26.6
Not provided or referred	%	16.2	21.4	12.3	14.7	1.6	4.2	8.2	10.9	14.4



TABLE 18A.15

Table 18A.15 **Support needs of clients, by service assistance type, Aboriginal and Torres Strait Islander clients (closed support periods) (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.	1 128	572	868	811	126	72	84	351	3 880
<b>Disability</b>										
Provided only	%	17.9	13.2	41.2	14.1	25.0	14.5	10.8	38.1	21.3
Referred only	%	21.9	27.9	24.4	35.6	–	14.3	49.6	22.1	26.9
Provided and referred	%	22.3	10.3	10.7	33.5	25.0	–	10.3	–	17.1
Not provided or referred	%	37.9	48.6	23.7	16.7	50.0	71.3	29.4	39.8	34.6
Clients for whom need was identified	no.	105	68	68	43	4	7	10	18	304
<b>Drug/alcohol</b>										
Provided only	%	37.4	21.6	25.1	14.2	6.1	52.0	19.7	20.1	26.5
Referred only	%	18.8	27.3	25.1	40.7	69.6	20.0	18.4	11.6	25.2
Provided and referred	%	16.8	16.5	20.5	10.9	4.1	12.0	45.4	10.1	16.0
Not provided or referred	%	26.9	34.6	29.3	34.2	20.3	16.0	16.5	58.2	32.3
Clients for whom need was identified	no.	585	280	312	252	49	25	53	192	1 676
<b>Legal/financial</b>										
Provided only	%	28.9	40.9	27.1	27.1	9.4	59.4	32.6	33.6	29.9
Referred only	%	22.5	27.9	37.0	34.7	75.8	6.2	22.8	32.1	32.1
Provided and referred	%	22.2	10.1	22.4	20.1	9.2	15.7	34.6	18.8	19.4
Not provided or referred	%	26.4	21.1	13.5	18.1	5.5	18.7	9.9	15.5	18.5
Clients for whom need was identified	no.	753	359	683	506	108	32	48	407	2 771
<b>Domestic/family violence</b>										
Provided only	%	72.4	78.2	71.1	82.6	90.3	79.4	43.9	90.9	79.1
Referred only	%	3.4	2.5	4.7	1.7	0.6	4.9	8.1	0.2	2.5
Provided and referred	%	15.7	12.5	17.3	13.3	8.9	9.8	32.9	4.4	12.7
Not provided or referred	%	8.5	6.8	6.9	2.4	0.2	5.9	15.2	4.5	5.6

TABLE 18A.15

Table 18A.15 **Support needs of clients, by service assistance type, Aboriginal and Torres Strait Islander clients (closed support periods) (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.	1 860	1 696	1 939	1 977	528	103	65	1 493	9 367
<b>Immigration/cultural services</b>										
Provided only	%	61.5	81.1	51.8	77.2	87.3	36.6	50.4	88.1	75.2
Referred only	%	11.0	3.1	14.2	7.9	6.1	10.5	17.3	7.2	7.9
Provided and referred	%	20.7	10.5	25.7	11.0	5.5	52.9	22.9	1.6	11.9
Not provided or referred	%	6.7	5.2	8.3	4.0	1.1	–	9.3	3.1	4.9
Clients for whom need was identified	no.	1 095	1 329	503	749	370	19	85	1 195	5 159
<b>Other specialised services</b>										
Provided only	%	45.0	48.5	34.4	33.8	27.4	47.3	33.3	64.2	43.9
Referred only	%	16.0	15.1	24.1	32.2	54.9	9.6	21.4	8.6	21.1
Provided and referred	%	28.3	24.2	33.0	27.7	16.4	31.6	37.3	23.1	26.9
Not provided or referred	%	10.7	12.1	8.6	6.3	1.3	11.5	7.9	4.1	8.0
Clients for whom need was identified	no.	2 002	1 050	1 852	1 565	397	96	147	1 609	8 394
<b>Total clients who needed homelessness services (d)</b>	<b>no.</b>	<b>9 193</b>	<b>6 949</b>	<b>11 949</b>	<b>7 841</b>	<b>4 027</b>	<b>919</b>	<b>506</b>	<b>4 568</b>	<b>46 580</b>
<b>2013-14</b>										
<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

TABLE 18A.15

Table 18A.15 **Support needs of clients, by service assistance type, Aboriginal and Torres Strait Islander clients (closed support periods) (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	%	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>										
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>Drug/alcohol</b>										
Provided only	%	39.1	31.3	25.8	35.2	12.3	45.7	25.5	24.4	32.4

TABLE 18A.15

Table 18A.15 **Support needs of clients, by service assistance type, Aboriginal and Torres Strait Islander clients (closed support periods) (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	%	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>Legal/financial</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>Domestic/family violence</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>Immigration/cultural services</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
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>Other specialised services</b>										
Provided only	%	36.5	51.5	28.7	42.0	30.2	51.6	41.7	51.8	39.8

TABLE 18A.15

Table 18A.15 **Support needs of clients, by service assistance type, Aboriginal and Torres Strait Islander clients (closed support periods) (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	%	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 (d)</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>
<b>2012-13</b>										
<b>Accommodation/accommodation related assistance</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>Assistance to sustain tenure</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>Mental health</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
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

TABLE 18A.15

Table 18A.15 **Support needs of clients, by service assistance type, Aboriginal and Torres Strait Islander clients (closed support periods) (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.	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	%	25.2	23.9	18.9	14.0	2.3	25.0	15.9	10.8	18.5

TABLE 18A.15

Table 18A.15 **Support needs of clients, by service assistance type, Aboriginal and Torres Strait Islander clients (closed support periods) (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.	551	284	519	435	43	32	44	407	2 227
<b>Domestic/family violence</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>Immigration/cultural services</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>Other specialised services</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 (d)</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>
<b>2011-12</b>										
<b>Accommodation/accommodation related assistance</b>										
Provided only	%	41.3	24.0	40.5	71.7	na	44.9	25.1	76.3	48.9

TABLE 18A.15

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



TABLE 18A.15

Table 18A.15 **Support needs of clients, by service assistance type, Aboriginal and Torres Strait Islander clients (closed support periods) (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	%	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
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>Legal/financial</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>Domestic/family violence</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>Immigration/cultural services</b>										
Provided only	%	52.7	68.2	31.2	79.0	na	68.0	22.8	33.0	54.9

TABLE 18A.15

Table 18A.15 **Support needs of clients, by service assistance type, Aboriginal and Torres Strait Islander clients (closed support periods) (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	%	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>Other specialised services</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
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 (d)</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.

(d) A client may be assessed as having a need for multiple services and assistance types, therefore the sum of the categories is not equal to the total number of clients.

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

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

TABLE 18A.16

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

	<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>2014-15</b>										
<b>Accommodation/accommodation related assistance</b>										
Provided only	%	49.5	27.0	35.3	32.8	69.7	27.2	20.1	56.9	33.8
Referred only	%	20.2	14.9	16.6	28.2	2.0	32.6	15.1	7.4	17.2
Provided & referred	%	17.2	17.7	24.1	14.2	17.0	23.5	23.3	18.7	18.2
Not provided or referred	%	13.1	40.3	24.0	24.9	11.2	16.8	41.5	17.0	30.8
Total clients for whom need was identified	no.	1 809	5 341	1 693	997	247	145	354	126	10 581
<b>Assistance to sustain tenure</b>										
Provided only	%	77.2	65.7	70.4	53.4	90.5	68.6	66.5	86.3	67.9
Referred only	%	4.6	3.5	4.0	15.6	1.2	14.8	5.5	–	4.7
Provided and referred	%	13.0	7.7	13.6	22.0	7.1	7.4	15.6	3.5	10.5
Not provided or referred	%	5.2	23.2	12.0	9.0	1.2	9.2	12.3	10.2	16.9
Clients for whom need was identified	no.	1 002	3 334	816	379	84	54	239	30	5 868
<b>Mental health</b>										
Provided only	%	22.6	32.5	18.2	30.3	–	43.1	19.8	28.5	27.1
Referred only	%	42.8	20.0	42.8	27.4	75.2	42.7	42.4	21.8	31.1
Provided and referred	%	19.7	13.2	20.7	18.7	16.5	–	13.0	21.2	16.3
Not provided or referred	%	14.9	34.4	18.3	23.6	8.3	14.2	24.9	28.4	25.5
Clients for whom need was identified	no.	315	583	175	108	12	7	79	14	1 272
<b>Family</b>										
Provided only	%	38.8	42.2	46.7	39.2	60.8	33.5	42.5	35.2	42.1
Referred only	%	18.3	17.3	18.2	26.4	19.6	16.6	12.7	14.5	18.4
Provided and referred	%	31.2	19.0	25.7	24.8	19.6	33.3	36.1	29.0	25.1
Not provided or referred	%	11.7	21.5	9.5	9.6	–	16.6	8.7	21.3	14.3

TABLE 18A.16

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

	<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.	248	419	163	140	15	6	94	14	1 088
<b>Disability</b>										
Provided only	%	29.2	26.4	25.3	51.6	–	–	–	–	25.4
Referred only	%	22.2	32.2	32.9	–	49.9	–	100.0	–	32.8
Provided and referred	%	25.7	11.4	25.4	–	–	–	–	–	16.6
Not provided or referred	%	22.9	30.0	16.5	48.4	50.1	–	–	–	25.2
Clients for whom need was identified	no.	32	53	12	2	2	–	5	–	105
<b>Drug/alcohol</b>										
Provided only	%	54.4	42.0	27.6	63.8	–	50.3	44.2	67.3	48.1
Referred only	%	13.4	10.6	17.3	12.1	28.6	–	20.8	–	14.3
Provided and referred	%	9.1	14.6	17.4	12.0	14.3	–	28.4	–	13.6
Not provided or referred	%	23.1	32.8	37.7	12.1	57.1	49.7	6.6	32.7	24.0
Clients for whom need was identified	no.	124	96	30	34	7	2	29	3	306
<b>Legal/financial</b>										
Provided only	%	29.3	44.9	22.3	19.0	15.9	62.6	33.9	45.1	34.1
Referred only	%	34.3	21.6	43.3	49.0	81.3	12.5	23.3	22.6	32.3
Provided and referred	%	26.7	14.7	22.3	22.1	2.9	–	38.1	23.2	20.0
Not provided or referred	%	9.7	18.9	12.1	9.9	–	25.0	4.8	9.1	13.6
Clients for whom need was identified	no.	312	626	246	147	35	8	66	23	1 446
<b>Domestic/family violence</b>										
Provided only	%	72.3	74.4	83.0	84.3	87.0	82.6	50.2	89.1	76.5
Referred only	%	3.4	1.9	3.7	1.1	–	–	3.0	–	2.2
Provided and referred	%	20.5	20.4	10.2	10.9	12.6	11.9	35.1	7.1	17.9
Not provided or referred	%	3.9	3.3	3.1	3.7	0.4	5.5	11.6	3.8	3.4

TABLE 18A.16

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

	<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.	646	2 872	691	383	254	18	99	56	4 988
<b>Immigration/cultural services</b>										
Provided only	%	48.8	60.6	56.9	73.3	74.6	71.4	16.3	53.9	60.1
Referred only	%	8.2	5.9	7.3	7.4	8.3	14.2	23.0	10.5	7.4
Provided and referred	%	34.8	28.4	30.9	15.8	16.5	14.3	52.1	32.1	27.5
Not provided or referred	%	8.2	5.1	4.9	3.5	0.6	–	8.6	3.5	5.1
Clients for whom need was identified	no.	555	1 680	655	673	182	14	110	29	3 868
<b>Other specialised services</b>										
Provided only	%	46.4	40.9	48.4	36.7	49.8	57.9	23.0	65.8	43.4
Referred only	%	20.1	18.0	17.7	26.4	33.9	10.5	23.7	15.8	20.1
Provided and referred	%	27.2	22.8	27.2	26.3	16.3	26.3	46.9	13.0	25.6
Not provided or referred	%	6.3	18.2	6.8	10.6	–	5.3	6.4	5.4	10.9
Clients for whom need was identified	no.	840	1 201	649	314	135	19	145	39	3 287
<b>Total clients who needed homelessness services (d)</b>	<b>no.</b>	<b>2 871</b>	<b>11 136</b>	<b>2 374</b>	<b>1 501</b>	<b>928</b>	<b>249</b>	<b>539</b>	<b>162</b>	<b>19 622</b>
<b>2013-14</b>										
<b>Accommodation/accommodation related assistance</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>Assistance to sustain tenure</b>										
Provided only	%	74.7	66.7	61.8	63.3	96.4	55.0	64.7	96.6	67.4

TABLE 18A.16

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

	<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	%	5.0	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>Mental health</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>Family</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>Disability</b>										
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>Drug/alcohol</b>										
Provided only	%	53.5	43.5	36.3	58.9	32.8	–	39.2	100.0	48.1

TABLE 18A.16

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

	<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	%	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>Legal/financial</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>Domestic/family violence</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>Immigration/cultural services</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
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>Other specialised services</b>										
Provided only	%	43.3	41.7	36.9	37.2	45.8	46.1	36.1	66.6	41.1

TABLE 18A.16

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

	<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	%	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 (d)</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>
<b>2012-13</b>										
<b>Accommodation/accommodation related assistance</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>Assistance to sustain tenure</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>Mental health</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
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



TABLE 18A.16

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

	<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.	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	%	10.5	27.9	9.5	8.7	–	–	3.0	10.0	15.5

TABLE 18A.16

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

	<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.	362	458	231	241	17	5	66	10	1 358
<b>Domestic/family violence</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>Immigration/cultural services</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>Other specialised services</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 (d)</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>
<b>2011-12</b>										
<b>Accommodation/accommodation related assistance</b>										
Provided only	%	50.3	21.0	35.1	39.9	na	26.7	18.5	55.6	33.5

TABLE 18A.16

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

	<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	%	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
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

TABLE 18A.16

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

	<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	%	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
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>Legal/financial</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>Domestic/family violence</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>Immigration/cultural services</b>										
Provided only	%	55.2	54.8	33.1	67.0	na	51.5	36.0	35.3	54.0

TABLE 18A.16

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

	<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	%	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>Other specialised services</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
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 (d)</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) 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.

(d) A client may be assessed as having a need for multiple services and assistance types, therefore the sum of the categories is not equal to the total number of clients.

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

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

TABLE 18A.17

Table 18A.17 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 (closed support periods)

	<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>2014-15</b>										
<b>Educational enrolment status <u>before</u> support</b>										
Not a student	%	25.1	23.8	39.5	28.6	22.0	20.7	21.1	22.2	27.0
Student										
Primary school	%	4.8	7.0	9.2	10.6	12.8	3.5	11.8	22.8	7.6
Secondary school	%	59.5	53.2	41.0	50.5	61.0	69.8	57.4	50.1	54.1
University student	%	0.5	0.6	0.7	0.2	–	–	0.9	–	0.5
Vocational education/training	%	6.8	9.0	5.8	5.6	2.1	0.9	6.2	3.3	6.5
Other education/training	%	3.4	6.5	3.9	4.4	2.1	5.2	2.6	1.6	4.2
Total clients aged 12–18 years who needed education and/or training assistance and who were enrolled in formal study or training <u>before</u> support	%	74.9	76.2	60.5	71.4	78.0	79.3	78.9	77.8	73.0
<b>Educational enrolment status <u>after</u> support</b>										
Not a student	%	28.2	27.4	37.7	30.1	26.2	28.4	20.2	26.1	29.1
Student										
Primary school	%	4.1	4.9	6.5	7.8	10.0	3.5	8.1	15.6	5.7
Secondary school	%	54.2	46.7	38.1	47.9	52.4	52.7	58.4	53.4	49.4
University student	%	0.4	1.1	1.2	0.5	1.4	0.9	0.9	–	0.7
Vocational education/training	%	9.5	12.5	11.4	8.8	4.9	10.3	8.8	3.3	10.2
Other education/training	%	3.5	7.3	5.3	4.9	5.1	4.3	3.5	1.6	4.9
Total clients aged 12–18 years who needed education and/or training assistance and who were <b>enrolled in formal study or training <u>after</u> support</b>	%	<b>71.8</b>	<b>72.6</b>	<b>62.3</b>	<b>69.9</b>	<b>73.8</b>	<b>71.6</b>	<b>79.8</b>	<b>73.9</b>	<b>70.9</b>
Total clients aged 12–18 years who needed education and/or training assistance	no.	1 707	1 119	821	445	177	126	124	141	4 580

TABLE 18A.17

Table 18A.17 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 (closed support periods)

	<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>2013-14</b>										
<b>Educational enrolment status <u>before</u> support</b>										
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 clients aged 12–18 years who needed education and/or training assistance and who were enrolled in formal study or training <u>before</u> support	%	67.9	78.2	63.8	67.4	79.5	71.6	86.0	77.3	70.8
<b>Educational enrolment status <u>after</u> support</b>										
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 <b>enrolled in formal study or training <u>after</u> support</b>	%	<b>65.7</b>	<b>74.2</b>	<b>63.4</b>	<b>62.0</b>	<b>73.2</b>	<b>74.4</b>	<b>82.4</b>	<b>73.0</b>	<b>68.4</b>
Total clients aged 12–18 years who needed education and/or training assistance	no.	2 069	1 204	870	369	149	107	118	146	4 958

TABLE 18A.17

Table 18A.17 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 (closed support periods)

	<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>2012-13</b>										
<b>Educational enrolment status <u>before</u> support</b>										
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 clients aged 12–18 years who needed education and/or training assistance and who were enrolled in formal study or training <u>before</u> support	%	71.4	74.0	50.1	67.0	92.4	85.3	80.6	71.6	70.4
<b>Educational enrolment status <u>after</u> support</b>										
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 <b>enrolled in formal study or training <u>after</u> support</b>	%	<b>64.2</b>	<b>72.5</b>	<b>53.8</b>	<b>69.7</b>	<b>90.4</b>	<b>75.6</b>	<b>80.5</b>	<b>62.5</b>	<b>67.9</b>
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



TABLE 18A.17

Table 18A.17 **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 (closed support periods)**

	<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>2011-12</b>										
<b>Educational enrolment status <u>before</u> support</b>										
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 clients aged 12–18 years who needed education and/or training assistance and who were enrolled in formal study or training <u>before</u> support	%	72.6	71.9	59.0	63.6	25.1	77.1	69.3	65.8	68.6
<b>Educational enrolment status <u>after</u> support</b>										
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
Total clients aged 12–18 years who needed education and/or training assistance and who were <b>enrolled in formal study or training <u>after</u> support</b>	%	<b>69.4</b>	<b>68.0</b>	<b>61.8</b>	<b>63.6</b>	<b>na</b>	<b>68.0</b>	<b>63.7</b>	<b>60.4</b>	<b>66.5</b>
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

**Table 18A.17 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 (closed support periods)**

	<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>
--	-------------	------------	------------	------------	-----------	---------------	------------	------------	-----------	-----------------

(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

Table 18A.18 Recurrent cost per completed support period, 2014-15 dollars (a), (b), (c), (d)

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld (e)</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
<b>2014-15</b>										
Recurrent allocation	\$m	181.4	210.5	123.4	70.8	59.1	29.5	20.7	11.7	707.2
Closed support periods	no.	59 137	177 752	53 067	29 953	33 371	11 656	5 376	9 099	379 411
<b>Cost per completed support period</b>	<b>\$</b>	<b>3 068</b>	<b>1 184</b>	<b>2 326</b>	<b>2 362</b>	<b>1 771</b>	<b>2 534</b>	<b>3 844</b>	<b>1 289</b>	<b>1 864</b>
<b>2013-14</b>										
Recurrent allocation	\$m	140.9	194.1	107.8	69.9	59.4	25.5	22.5	9.7	629.8
Closed support periods	no.	61 409	170 296	52 703	26 943	33 054	8 647	6 013	8 832	367 896
<b>Cost per completed support period</b>	<b>\$</b>	<b>2 294</b>	<b>1 140</b>	<b>2 045</b>	<b>2 594</b>	<b>1 797</b>	<b>2 954</b>	<b>3 746</b>	<b>1 099</b>	<b>1 712</b>
<b>2012-13</b>										
Recurrent allocation	\$m	138.6	186.9	96.5	69.8	58.3	18.9	24.4	7.9	601.3
Closed support periods	no.	60 317	161 596	51 998	26 920	28 852	6 621	6 159	8 719	351 182
<b>Cost per completed support period</b>	<b>\$</b>	<b>2 299</b>	<b>1 156</b>	<b>1 856</b>	<b>2 594</b>	<b>2 021</b>	<b>2 855</b>	<b>3 956</b>	<b>907</b>	<b>1 712</b>
<b>2011-12</b>										
Recurrent allocation	\$m	137.7	179.6	94.9	69.8	57.0	17.7	23.5	11.8	592.1
Closed support periods	no.	60 057	149 367	51 677	26 406	24 507	7 377	5 803	7 545	332 738
<b>Cost per completed support period</b>	<b>\$</b>	<b>2 293</b>	<b>1 203</b>	<b>1 837</b>	<b>2 642</b>	<b>2 328</b>	<b>2 402</b>	<b>4 052</b>	<b>1 564</b>	<b>1 780</b>
<b>2010-11</b>										
Recurrent allocation	\$m	136.7	116.8	91.4	63.7	54.0	17.7	21.1	11.5	513.0
Closed support periods	no.	na	na	na	na	na	na	na	na	na
<b>Cost per completed support period</b>	<b>\$</b>	<b>na</b>	<b>na</b>	<b>na</b>	<b>na</b>	<b>na</b>	<b>na</b>	<b>na</b>	<b>na</b>	<b>na</b>

(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.

Table 18A.18 Recurrent cost per completed support period, 2014-15 dollars (a), (b), (c), (d)

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i> (e)	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
--	-------------	------------	------------	----------------	-----------	-----------	------------	------------	-----------	-------------

(c) Time series financial data are adjusted to 2014-15 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2014-15=100) (table 18A.34). See Chapter 2 (sections 2.5–6) for details.

(d) The number of closed support periods in 2010-11 are not available.

(e) Queensland data from 2013-14 include National Partnership on Homelessness (NPAH) services expenditure, which was excluded in earlier years.

**na** Not available.

*Source:* Australian State and Territory governments (unpublished); AIHW (unpublished) Specialist Homelessness Services Collection; Tables 18A.3 and 18A.34.

TABLE 18A.19

Table 18A.19 Recurrent cost per client accessing homelessness services, 2014-15 dollars (a), (b), (c), (d)

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld (e)</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
<b>2014-15</b>										
Recurrent allocation	\$m	181.4	210.5	123.4	70.8	59.1	29.5	20.7	11.7	707.2
Reported number of clients	no.	48 262	102 793	44 213	23 021	21 116	7 328	4 987	7 649	255 657
<b>Estimated cost per client</b>	<b>\$</b>	<b>3 759</b>	<b>2 048</b>	<b>2 792</b>	<b>3 073</b>	<b>2 799</b>	<b>4 030</b>	<b>4 144</b>	<b>1 533</b>	<b>2 766</b>
<b>2013-14</b>										
Recurrent allocation	\$m	140.9	194.1	107.8	69.9	59.4	25.5	22.5	9.7	629.8
Reported number of clients	no.	51 786	99 892	43 751	21 437	21 655	6 614	5 338	7 123	254 001
<b>Estimated cost per client</b>	<b>\$</b>	<b>2 720</b>	<b>1 943</b>	<b>2 464</b>	<b>3 260</b>	<b>2 743</b>	<b>3 862</b>	<b>4 219</b>	<b>1 362</b>	<b>2 479</b>
<b>2012-13</b>										
Recurrent allocation	\$m	138.6	186.9	96.5	69.8	58.3	18.9	24.4	7.9	601.3
Reported number of clients	no.	51 953	92 462	43 001	21 417	21 342	5 585	5 367	6 959	244 176
<b>Estimated cost per client</b>	<b>\$</b>	<b>2 669</b>	<b>2 021</b>	<b>2 244</b>	<b>3 260</b>	<b>2 732</b>	<b>3 384</b>	<b>4 539</b>	<b>1 137</b>	<b>2 463</b>
<b>2011-12</b>										
Recurrent allocation	\$m	137.7	179.6	94.9	69.8	57.0	17.7	23.5	11.8	592.1
Reported number of clients	no.	52 105	86 150	42 487	21 190	19 497	6 148	5 602	6 584	236 429
<b>Estimated cost per client</b>	<b>\$</b>	<b>2 643</b>	<b>2 085</b>	<b>2 234</b>	<b>3 293</b>	<b>2 926</b>	<b>2 882</b>	<b>4 197</b>	<b>1 792</b>	<b>2 504</b>
<b>2010-11</b>										
Recurrent allocation	\$m	136.7	116.8	91.4	63.7	54.0	17.7	21.1	11.5	513.0
Reported number of clients	no.	na	na	na	na	na	na	na	na	na
<b>Estimated cost per client</b>	<b>\$</b>	<b>na</b>	<b>na</b>	<b>na</b>	<b>na</b>	<b>na</b>	<b>na</b>	<b>na</b>	<b>na</b>	<b>na</b>

(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.

Table 18A.19 **Recurrent cost per client accessing homelessness services, 2014-15 dollars (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld (e)</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
--	-------------	------------	------------	----------------	-----------	-----------	------------	------------	-----------	-------------

(c) Time series financial data are adjusted to 2014-15 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2014-15=100) (table 18A.34). See Chapter 2 (sections 2.5–6) for details.

(d) The reported number of clients in 2010-11 are not available.

(e) Queensland data from 2013-14 include National Partnership on Homelessness (NPAH) services expenditure, which was excluded in earlier years.

**na** Not available.

*Source:* Australian State and Territory governments (unpublished); AIHW (unpublished) Specialist Homelessness Services Collection; Tables 18A.3 and 18A.34.

TABLE 18A.20

Table 18A.20 Recurrent cost per day of support for clients, 2014-15 dollars (a), (b), (c), (d)

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld (e)</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
<b>2014-15</b>										
Recurrent allocation	\$m	181.4	210.5	123.4	70.8	59.1	29.5	20.7	11.7	707.2
Number of support days	'000	3 946	7 211	2 995	1 579	1 945	544	811	640	19 671
<b>Cost per support day</b>	<b>\$</b>	<b>45.98</b>	<b>29.20</b>	<b>41.22</b>	<b>44.82</b>	<b>30.38</b>	<b>54.30</b>	<b>25.48</b>	<b>18.32</b>	<b>35.95</b>
<b>2013-14</b>										
Recurrent allocation	\$m	140.9	194.1	107.8	69.9	59.4	25.5	22.5	9.7	629.8
Number of support days	'000	5 203	6 910	2 803	1 746	2 079	498	791	600	20 629
<b>Cost per support day</b>	<b>\$</b>	<b>27.07</b>	<b>28.08</b>	<b>38.45</b>	<b>40.04</b>	<b>28.57</b>	<b>51.33</b>	<b>28.47</b>	<b>16.18</b>	<b>30.53</b>
<b>2012-13</b>										
Recurrent allocation	\$m	138.6	186.9	96.5	69.8	58.3	18.9	24.4	7.9	601.3
Number of support days	'000	5 705	6 227	2 711	1 899	2 234	462	816	564	20 618
<b>Cost per support day</b>	<b>\$</b>	<b>24.30</b>	<b>30.01</b>	<b>35.59</b>	<b>36.77</b>	<b>26.10</b>	<b>40.91</b>	<b>29.86</b>	<b>14.03</b>	<b>29.16</b>
<b>2011-12</b>										
Recurrent allocation	\$m	137.7	179.6	94.9	69.8	57.0	17.7	23.5	11.8	592.1
Number of support days	'000	na	na	na	na	na	na	na	na	na
<b>Cost per support day</b>	<b>\$</b>	<b>na</b>	<b>na</b>	<b>na</b>	<b>na</b>	<b>na</b>	<b>na</b>	<b>na</b>	<b>na</b>	<b>na</b>
<b>2010-11</b>										
Recurrent allocation	\$m	136.7	116.8	91.4	63.7	54.0	17.7	21.1	11.5	513.0
Number of support days	'000	na	na	na	na	na	na	na	na	na
<b>Cost per support day</b>	<b>\$</b>	<b>na</b>	<b>na</b>	<b>na</b>	<b>na</b>	<b>na</b>	<b>na</b>	<b>na</b>	<b>na</b>	<b>na</b>

(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.

Table 18A.20 **Recurrent cost per day of support for clients, 2014-15 dollars (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld (e)</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
--	-------------	------------	------------	----------------	-----------	-----------	------------	------------	-----------	-------------

(c) Time series financial data are adjusted to 2014-15 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2014-15=100) (table 18A.34). See Chapter 2 (sections 2.5–6) for details.

(d) The number of support days from 2011-12 or prior are not available.

(e) Queensland data from 2013-14 include National Partnership on Homelessness (NPAH) services expenditure, which was excluded in earlier years.

**na** Not available.

*Source:* Australian State and Territory governments (unpublished); AIHW (unpublished) Specialist Homelessness Services Collection; Tables 18A.3 and 18A.34.



TABLE 18A.21

Table 18A.21 **Labour force status of clients who needed employment and/or training assistance before support, before and after support (closed support periods)**

	<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>2014-15</b>										
<b>Labour force status <u>before</u> support — clients who needed employment and/or training assistance</b>										
Employed — Full-time	%	3.0	2.6	1.4	3.1	2.6	—	3.3	4.8	2.7
Employed — Part-time	%	8.7	8.7	7.1	7.1	7.4	8.2	9.8	4.4	8.2
Not employed — Unemployed	%	57.3	52.2	64.9	61.1	57.3	39.5	58.9	57.8	57.6
Not employed — Not in Labour force	%	31.0	36.4	26.7	28.7	32.6	52.3	27.9	33.1	31.6
<b>Labour force status <u>after</u> support — clients who needed employment and/or training assistance</b>										
Employed — Full-time	%	7.0	4.7	4.6	7.2	4.4	2.7	9.7	8.1	6.0
Employed — Part-time	%	12.7	11.4	11.8	12.1	17.6	11.9	13.6	8.6	12.3
<b>Total employed after support (c)</b>	<b>%</b>	<b>20.6</b>	<b>16.9</b>	<b>17.2</b>	<b>19.8</b>	<b>22.7</b>	<b>16.5</b>	<b>23.7</b>	<b>17.0</b>	<b>19.1</b>
Total not employed after support	%	79.4	83.1	82.8	80.2	77.3	83.5	76.3	83.0	80.9
Total clients who needed employment and/or training support	no.	2 622	2 632	1 898	1 061	342	127	350	338	9 078
<b>2013-14</b>										
<b>Labour force status <u>before</u> support — clients who needed employment and/or training assistance</b>										
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
Not employed — Unemployed	%	53.9	50.0	64.2	61.4	42.6	61.7	54.4	50.8	55.6
Not employed — Not in Labour force	%	34.8	39.6	26.9	28.2	38.7	31.3	31.2	37.7	33.5
<b>Labour force status <u>after</u> support — clients who needed employment and/or training assistance</b>										
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
<b>Total employed after support (c)</b>	<b>%</b>	<b>20.8</b>	<b>14.5</b>	<b>15.5</b>	<b>15.8</b>	<b>20.2</b>	<b>9.7</b>	<b>23.5</b>	<b>15.0</b>	<b>17.7</b>
Total not employed after support	%	79.2	85.5	84.5	84.2	79.8	90.3	76.5	85.0	82.3

TABLE 18A.21

Table 18A.21 **Labour force status of clients who needed employment and/or training assistance before support, before and after support (closed support periods)**

	<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.	3 503	2 836	1 973	1 080	374	187	396	319	10 340
<b>2012-13</b>										
<b>Labour force status <u>before</u> support — clients who needed employment and/or training assistance</b>										
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
Not employed — Unemployed	%	50.5	51.5	62.4	57.7	45.5	50.7	48.8	52.4	54.1
Not employed — Not in Labour force	%	35.6	39.8	27.7	32.4	43.9	36.8	36.1	35.3	34.4
<b>Labour force status <u>after</u> support — clients who needed employment and/or training assistance</b>										
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
<b>Total employed after support (c)</b>	<b>%</b>	<b>21.9</b>	<b>14.8</b>	<b>16.5</b>	<b>16.2</b>	<b>15.7</b>	<b>14.9</b>	<b>26.0</b>	<b>24.8</b>	<b>18.8</b>
Total <i>not employed</i> 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
<b>2011-12</b>										
<b>Labour force status <u>before</u> support — clients who needed employment and/or training assistance</b>										
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
Not employed — Unemployed	%	51.8	50.0	58.1	57.0	na	53.3	52.6	47.5	53.4
Not employed — Not in Labour force	%	35.1	38.1	33.0	31.5	na	38.2	34.7	32.6	34.7
<b>Labour force status <u>after</u> support — clients who needed employment and/or training assistance</b>										
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

TABLE 18A.21

Table 18A.21 **Labour force status of clients who needed employment and/or training assistance before support, before and after support (closed support periods)**

	<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>Total employed after support (c)</b>	%	<b>23.7</b>	<b>15.4</b>	<b>15.7</b>	<b>22.4</b>	na	<b>13.4</b>	<b>20.6</b>	<b>28.0</b>	<b>20.1</b>
Total <i>not employed</i> 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.

(c) 'Total employed' may not reflect the sum of 'employed full-time' and 'employed part-time', due to missing full-time/part-time employment status.

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

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

TABLE 18A.22

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

	<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>2014-15</b>										
<b>Labour force status <u>before</u> support — clients who needed employment and/or training assistance</b>										
Employed — Full-time	%	1.3	1.2	0.5	1.6	5.1	–	4.0	3.4	1.5
Employed — Part-time	%	5.3	6.1	3.2	3.2	6.5	–	7.5	1.4	4.2
Not employed — Unemployed	%	61.7	53.2	72.1	59.9	55.6	52.3	60.8	53.8	62.2
Not employed — Not in Labour force	%	31.7	39.4	24.2	35.4	32.9	47.7	27.8	41.4	32.0
<b>Labour force status <u>after</u> support — clients who needed employment and/or training assistance</b>										
Employed — Full-time	%	4.6	4.6	2.4	5.1	7.0	np	14.8	6.2	4.7
Employed — Part-time	%	7.1	9.6	6.5	6.7	6.7	np	11.2	7.8	7.3
<b>Total employed after support (c)</b>	<b>%</b>	<b>12.3</b>	<b>15.3</b>	<b>9.4</b>	<b>12.1</b>	<b>13.6</b>	<b>np</b>	<b>26.1</b>	<b>14.0</b>	<b>12.5</b>
Total <i>not employed</i> after support	%	87.7	84.7	90.6	87.9	86.4	np	73.9	86.0	87.5
Total clients who needed employment and/or training support	no.	551	216	464	285	66	25	59	178	1 773
<b>2013-14</b>										
<b>Labour force status <u>before</u> support — clients who needed employment and/or training assistance</b>										
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
Not employed — Unemployed	%	56.8	48.3	66.8	65.5	46.8	67.2	67.1	50.6	59.1
Not employed — Not in Labour force	%	34.0	43.7	26.1	29.9	40.6	32.8	18.4	42.1	32.9
<b>Labour force status <u>after</u> support — clients who needed employment and/or training assistance</b>										
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
<b>Total employed after support (c)</b>	<b>%</b>	<b>15.8</b>	<b>13.5</b>	<b>9.6</b>	<b>8.5</b>	<b>16.8</b>	<b>8.1</b>	<b>14.5</b>	<b>8.1</b>	<b>12.6</b>
Total <i>not employed</i> after support	%	84.2	86.5	90.4	91.5	83.2	91.9	85.5	91.9	87.4

TABLE 18A.22

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

	<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.	746	201	447	249	66	17	49	200	1 913
<b>2012-13</b>										
<b>Labour force status <u>before</u> support — clients who needed employment and/or training assistance</b>										
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
Not employed — Unemployed	%	51.2	50.5	65.7	57.7	37.9	53.2	52.9	55.6	55.8
Not employed — Not in Labour force	%	31.9	40.7	27.9	32.9	51.1	46.8	39.4	35.0	33.0
<b>Labour force status <u>after</u> support — clients who needed employment and/or training assistance</b>										
Employed — Full-time	%	5.7	np	1.8	8.4	np	—	np	9.6	4.4
Employed — Part-time	%	15.6	8.6	6.9	4.3	8.4	np	np	11.3	10.7
<b>Total employed after support (c)</b>	<b>%</b>	<b>21.2</b>	<b>9.8</b>	<b>8.7</b>	<b>12.7</b>	<b>11.1</b>	<b>np</b>	<b>7.7</b>	<b>20.9</b>	<b>15.2</b>
Total <i>not employed</i> 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
<b>2011-12</b>										
<b>Labour force status <u>before</u> support — clients who needed employment and/or training assistance</b>										
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
Not employed — Unemployed	%	48.6	58.8	56.3	46.9	na	61.3	62.9	47.1	52.2
Not employed — Not in Labour force	%	38.9	33.5	34.3	44.5	na	33.9	32.4	36.8	37.0
<b>Labour force status <u>after</u> support — clients who needed employment and/or training assistance</b>										
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

TABLE 18A.22

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

	<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>Total employed after support (c)</b>	%	<b>16.3</b>	<b>9.9</b>	<b>12.8</b>	<b>14.2</b>	<b>na</b>	<b>np</b>	<b>np</b>	<b>18.6</b>	<b>14.9</b>
Total <i>not employed</i> after support	%	83.7	90.1	87.2	85.8	na	90.4	91.1	81.4	85.1
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.

(c) 'Total employed' may not reflect the sum of 'employed full-time' and 'employed part-time', due to missing full-time/part-time employment status.

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

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

TABLE 18A.23

Table 18A.23 **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 (closed support periods), by labour force status (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>2014-15</b>										
<b>Of those unemployed before support</b>										
Employed full time after support	%	5.8	3.9	4.6	5.7	2.7	4.6	9.0	5.2	5.1
Employed part time after support	%	9.8	8.1	8.7	8.3	11.8	9.2	8.9	6.5	8.9
<b>Of those not in the labour force before support</b>										
Employed full time after support	%	2.4	2.2	1.4	3.6	2.4	2.0	3.3	3.2	2.4
Employed part time after support	%	6.7	7.4	7.9	7.0	16.5	10.4	7.0	4.5	7.5
<b>2013-14</b>										
<b>Of those unemployed before support</b>										
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
<b>Of those not in the labour force before support</b>										
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
<b>2012-13</b>										
<b>Of those unemployed before support</b>										
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
<b>Of those not in the labour force before support</b>										
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

TABLE 18A.23

Table 18A.23 **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 (closed support periods), by labour force status (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>2011-12</b>										
<b>Of those unemployed before support</b>										
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
<b>Of those not in the labour force before support</b>										
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) Total employed after support may not reflect the sum of 'employed full-time' and 'employed part-time', due to missing full-time/part-time employment status.

(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.24

Table 18A.24 Proportion of clients who needed income assistance, who had an income source after support (closed support periods) (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>2014-15</b>										
<b>Source of income <u>before</u> support — clients who needed income assistance</b>										
No income	%	12.9	10.3	11.4	10.8	14.8	14.9	12.5	6.4	11.6
Awaiting benefit	%	8.4	7.3	8.4	6.5	6.2	5.6	8.9	4.0	7.7
Government pension/allowance	%	71.4	74.8	75.0	75.6	73.4	76.6	71.1	79.4	73.7
Employee/business income	%	6.1	6.5	4.6	6.2	4.2	2.6	7.2	9.6	5.9
Other	%	1.2	1.2	0.6	0.9	1.5	0.4	0.3	0.6	1.0
<b>Source of income <u>after</u> support — clients who needed income assistance</b>										
No income	%	7.2	6.5	6.9	5.6	11.7	8.5	5.1	6.4	7.1
Awaiting benefit	%	4.4	3.8	3.4	3.7	–	2.6	2.5	2.3	3.7
Government pension/allowance	%	78.8	82.2	83.1	84.2	83.1	84.0	81.4	78.4	81.3
Employee/business income	%	8.4	6.8	5.9	5.6	4.6	4.5	11.0	12.5	7.2
Other	%	1.1	0.6	0.6	0.8	0.6	0.4	–	0.4	0.8
<b>Total clients who needed income assistance and who had an income source after support</b>	<b>%</b>	<b>92.8</b>	<b>93.5</b>	<b>93.1</b>	<b>94.4</b>	<b>88.3</b>	<b>91.5</b>	<b>94.9</b>	<b>93.6</b>	<b>92.9</b>
Total clients who needed income assistance	no.	3 306	3 707	3 431	1 311	597	286	347	512	13 008
<b>2013-14</b>										
<b>Source of income <u>before</u> support — clients who needed income assistance</b>										
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

TABLE 18A.24

Table 18A.24 Proportion of clients who needed income assistance, who had an income source after support (closed support periods) (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>Source of income <u>after</u> support — clients who needed income assistance</b>										
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
<b>Total clients who needed income assistance and who had an income source after support</b>	%	<b>92.6</b>	<b>94.3</b>	<b>94.4</b>	<b>93.9</b>	<b>87.5</b>	<b>95.4</b>	<b>95.6</b>	<b>95.6</b>	<b>93.6</b>
Total clients who needed income assistance	no.	4 152	3 798	3 410	1 236	621	323	425	629	14 081
<b>2012-13</b>										
<b>Source of income <u>before</u> support — clients who needed income assistance</b>										
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
<b>Source of income <u>after</u> support — clients who needed income assistance</b>										
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
<b>Total clients who needed income assistance and who had an income source after support</b>	%	<b>93.4</b>	<b>94.0</b>	<b>94.5</b>	<b>96.0</b>	<b>85.4</b>	<b>91.6</b>	<b>97.2</b>	<b>95.5</b>	<b>93.9</b>

TABLE 18A.24

Table 18A.24 **Proportion of clients who needed income assistance, who had an income source after support (closed support periods) (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.	3 584	3 302	3 375	1 342	573	231	436	492	12 762
<b>2011-12</b>										
<b>Source of income <u>before</u> support — clients who needed income assistance</b>										
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
<b>Source of income <u>after</u> support — clients who needed income assistance</b>										
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
<b>Total clients who needed income assistance and who had an income source after support</b>	%	<b>94.5</b>	<b>95.0</b>	<b>94.7</b>	<b>93.4</b>	<b>na</b>	<b>92.4</b>	<b>96.5</b>	<b>95.1</b>	<b>94.5</b>
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 the reference year.

(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.25

Table 18A.25 **Proportion of Aboriginal and Torres Strait Islander clients who needed income assistance, who had an income source after support (closed support periods) (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>2014-15</b>										
<b>Source of income <u>before</u> support — clients who needed income assistance</b>										
No income	%	10.6	7.5	8.0	12.2	9.2	7.0	15.2	5.3	9.4
Awaiting benefit	%	6.8	5.1	4.8	3.7	3.3	11.6	7.0	3.0	5.3
Government pension/allowance	%	77.9	82.7	84.3	80.7	84.9	81.4	77.8	84.3	81.3
Employee/business income	%	4.1	3.8	2.7	3.2	0.9	—	—	7.4	3.6
Other	%	0.6	1.0	0.2	0.2	1.7	—	—	—	0.5
<b>Source of income <u>after</u> support — clients who needed income assistance</b>										
No income	%	7.6	5.1	5.2	5.9	7.6	2.3	11.4	6.6	6.4
Awaiting benefit	%	2.2	2.4	1.8	3.0	—	2.3	—	3.0	2.2
Government pension/allowance	%	85.2	87.7	90.3	87.8	91.4	95.4	83.0	82.6	87.3
Employee/business income	%	4.9	4.1	2.5	2.7	0.9	—	5.6	7.9	3.8
Other	%	0.1	0.7	0.2	0.7	—	—	—	—	0.3
<b>Total clients who needed income assistance and who had an income source after support</b>	<b>%</b>	<b>92.4</b>	<b>94.9</b>	<b>94.8</b>	<b>94.1</b>	<b>92.4</b>	<b>97.7</b>	<b>88.6</b>	<b>93.4</b>	<b>93.6</b>
Total clients who needed income assistance	no.	756	330	964	432	149	44	60	254	2 870
<b>2013-14</b>										
<b>Source of income <u>before</u> support — clients who needed income assistance</b>										
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

TABLE 18A.25

Table 18A.25 **Proportion of Aboriginal and Torres Strait Islander clients who needed income assistance, who had an income source after support (closed support periods) (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>Source of income <u>after</u> support — clients who needed income assistance</b>										
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
<b>Total clients who needed income assistance and who had an income source after support</b>	%	<b>93.9</b>	<b>94.7</b>	<b>96.6</b>	<b>93.4</b>	<b>90.3</b>	<b>93.0</b>	<b>94.0</b>	<b>97.0</b>	<b>94.9</b>
Total clients who needed income assistance	no.	929	287	926	338	108	53	55	392	2 965
<b>2012-13</b>										
<b>Source of income <u>before</u> support — clients who needed income assistance</b>										
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
<b>Source of income <u>after</u> support — clients who needed income assistance</b>										
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
<b>Total clients who needed income assistance and who had an income source after support</b>	%	<b>95.1</b>	<b>97.9</b>	<b>94.7</b>	<b>96.9</b>	<b>84.6</b>	<b>83.6</b>	<b>100.0</b>	<b>97.4</b>	<b>95.2</b>

TABLE 18A.25

Table 18A.25 **Proportion of Aboriginal and Torres Strait Islander clients who needed income assistance, who had an income source after support (closed support periods) (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.	774	300	820	371	103	37	71	301	2 626
<b>2011-12</b>										
<b>Source of income <u>before</u> support — clients who needed income assistance</b>										
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
<b>Source of income <u>after</u> support — clients who needed income assistance</b>										
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
<b>Total clients who needed income assistance and who had an income source after support</b>	%	<b>96.4</b>	<b>94.3</b>	<b>96.8</b>	<b>96.8</b>	<b>na</b>	<b>96.9</b>	<b>100.0</b>	<b>95.7</b>	<b>96.2</b>
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 the reference year.

(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 Proportion of clients who needed assistance to obtain or maintain independent housing, type of tenure before and after support (closed support periods) (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>2014-15</b>										
<b>Type of tenure <u>before</u> support</b>										
<b>Independent housing</b>										
Purchasing/purchased own home	%	1.7	1.3	0.8	1.0	1.5	1.1	2.1	0.3	1.2
Private rental	%	29.8	39.0	35.9	32.3	18.7	37.0	16.2	14.6	34.9
Public housing rental	%	8.4	8.9	8.7	9.6	13.9	10.7	19.6	46.3	9.9
Community housing rental	%	4.0	1.3	3.1	1.9	3.1	2.5	2.6	2.9	2.5
Other rental	%	3.9	2.3	2.1	2.0	4.3	1.4	2.7	1.0	2.5
<b>Total</b>	<b>%</b>	<b>47.7</b>	<b>52.8</b>	<b>50.6</b>	<b>46.8</b>	<b>41.4</b>	<b>52.6</b>	<b>43.3</b>	<b>65.1</b>	<b>51.0</b>
<b>Non-independent housing</b>										
Crisis	%	12.6	4.1	5.7	5.7	5.7	6.1	10.0	4.2	6.4
Transitional Housing (incl. rent free)	%	2.2	2.8	1.2	2.1	2.5	0.5	2.3	4.4	2.2
Caravan park rental	%	1.5	1.5	1.8	1.7	0.6	0.6	0.5	1.0	1.5
Institutional setting	%	2.1	4.8	1.4	2.6	4.2	2.6	2.6	1.9	3.2
Improvised dwelling/sleeping rough	%	7.9	7.7	10.8	11.4	8.3	8.9	13.4	7.2	8.6
Boarding/rooming house	%	9.2	11.5	9.5	14.2	15.6	7.2	6.2	6.1	10.5
Other (no tenure)	%	16.6	14.7	18.9	15.5	21.6	21.5	21.6	10.0	16.7
<b>Total</b>	<b>%</b>	<b>52.3</b>	<b>47.2</b>	<b>49.4</b>	<b>53.2</b>	<b>58.6</b>	<b>47.4</b>	<b>56.7</b>	<b>34.9</b>	<b>49.0</b>
<b>Type of tenure <u>after</u> support</b>										
<b>Independent housing</b>										
Purchasing/purchased own home	%	1.5	1.0	0.8	0.8	0.9	0.9	1.8	–	1.0
Private rental	%	39.0	42.5	39.1	35.1	30.8	43.2	18.2	14.2	39.6
Public housing rental	%	12.0	14.6	17.3	15.6	21.8	18.1	38.1	49.3	16.4
Community housing rental	%	7.1	2.2	6.2	3.1	5.1	5.3	5.6	2.1	4.4

TABLE 18A.26

Table 18A.26 **Proportion of clients who needed assistance to obtain or maintain independent housing, type of tenure before and after support (closed support periods) (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>
Other rental	%	3.5	1.7	1.7	1.8	5.0	1.3	2.0	0.8	2.1
<b>Total</b>	<b>%</b>	<b>63.0</b>	<b>62.0</b>	<b>65.1</b>	<b>56.5</b>	<b>63.5</b>	<b>68.9</b>	<b>65.7</b>	<b>66.4</b>	<b>63.5</b>
<b>Non-independent housing</b>										
Crisis	%	7.8	4.3	5.2	5.8	3.6	4.3	7.8	9.7	5.3
Transitional Housing (incl. rent free)	%	3.5	2.2	2.1	1.5	1.6	0.8	1.9	6.4	2.4
Caravan park rental	%	1.3	1.7	1.4	1.7	0.9	0.3	0.3	0.6	1.4
Institutional setting	%	2.1	3.8	1.2	1.6	2.2	1.7	2.3	1.6	2.5
Improvised dwelling/sleeping rough	%	3.8	4.2	4.9	7.9	3.9	3.8	3.7	3.5	4.3
Boarding/rooming house	%	8.1	11.8	9.1	13.5	14.4	6.6	7.0	5.2	10.1
Other (no tenure)	%	10.5	10.0	11.0	11.6	9.9	13.6	11.3	6.7	10.5
<b>Total</b>	<b>%</b>	<b>37.0</b>	<b>38.0</b>	<b>34.9</b>	<b>43.5</b>	<b>36.5</b>	<b>31.1</b>	<b>34.3</b>	<b>33.6</b>	<b>36.5</b>
Total clients who needed assistance to obtain or maintain independent housing	no.	19 636	41 728	22 473	6 181	3 077	4 189	2 530	1 628	99 457
<b>2013-14</b>										
<b>Type of tenure <u>before</u> support</b>										
<b>Independent housing</b>										
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
<b>Total</b>	<b>%</b>	<b>47.1</b>	<b>52.6</b>	<b>51.4</b>	<b>52.2</b>	<b>54.7</b>	<b>46.6</b>	<b>41.9</b>	<b>53.9</b>	<b>51.2</b>
<b>Non-independent housing</b>										
Crisis	%	13.7	3.9	5.6	6.0	6.6	5.3	6.5	5.4	6.5



TABLE 18A.26

Table 18A.26 **Proportion of clients who needed assistance to obtain or maintain independent housing, type of tenure before and after support (closed support periods) (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)	%	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
<b>Total</b>	<b>%</b>	<b>52.9</b>	<b>47.4</b>	<b>48.6</b>	<b>47.7</b>	<b>45.4</b>	<b>53.4</b>	<b>58.0</b>	<b>46.0</b>	<b>48.8</b>
<b>Type of tenure <u>after</u> support</b>										
<b>Independent housing</b>										
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
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
<b>Total</b>	<b>%</b>	<b>64.8</b>	<b>61.7</b>	<b>61.7</b>	<b>62.3</b>	<b>67.2</b>	<b>62.2</b>	<b>62.6</b>	<b>56.4</b>	<b>63.0</b>
<b>Non-independent housing</b>										
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
<b>Total</b>	<b>%</b>	<b>35.3</b>	<b>38.2</b>	<b>38.4</b>	<b>37.6</b>	<b>33.0</b>	<b>37.9</b>	<b>37.5</b>	<b>43.7</b>	<b>37.0</b>

TABLE 18A.26

Table 18A.26 **Proportion of clients who needed assistance to obtain or maintain independent housing, type of tenure before and after support (closed support periods) (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.	19 015	40 053	21 790	5 688	2 591	3 311	2 715	1 376	94 772
<b>2012-13</b>										
<b>Type of tenure <u>before</u> support</b>										
<b>Independent housing</b>										
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
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
<b>Total</b>	<b>%</b>	<b>50.5</b>	<b>52.5</b>	<b>48.0</b>	<b>57.5</b>	<b>49.8</b>	<b>36.3</b>	<b>34.2</b>	<b>39.5</b>	<b>50.5</b>
<b>Non-independent housing</b>										
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
<b>Total</b>	<b>%</b>	<b>49.5</b>	<b>47.5</b>	<b>52.0</b>	<b>42.5</b>	<b>50.2</b>	<b>63.7</b>	<b>65.8</b>	<b>60.5</b>	<b>49.5</b>
<b>Type of tenure <u>after</u> support</b>										
<b>Independent housing</b>										
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

TABLE 18A.26

Table 18A.26 **Proportion of clients who needed assistance to obtain or maintain independent housing, type of tenure before and after support (closed support periods) (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	%	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
<b>Total</b>	<b>%</b>	<b>63.8</b>	<b>61.3</b>	<b>59.3</b>	<b>64.0</b>	<b>64.5</b>	<b>53.6</b>	<b>47.9</b>	<b>45.2</b>	<b>61.2</b>
<b>Non-independent housing</b>										
Crisis	%	9.1	4.8	9.6	7.2	3.8	7.9	7.9	14.1	7.2
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
<b>Total</b>	<b>%</b>	<b>36.2</b>	<b>38.7</b>	<b>40.7</b>	<b>36.0</b>	<b>35.5</b>	<b>46.4</b>	<b>52.1</b>	<b>54.8</b>	<b>38.8</b>
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
<b>2011-12</b>										
<b>Type of tenure before support</b>										
<b>Independent housing</b>										
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
<b>Total</b>	<b>%</b>	<b>47.6</b>	<b>51.9</b>	<b>50.6</b>	<b>57.8</b>	<b>-</b>	<b>40.1</b>	<b>40.6</b>	<b>40.8</b>	<b>50.6</b>

TABLE 18A.26

Table 18A.26 Proportion of clients who needed assistance to obtain or maintain independent housing, type of tenure before and after support (closed support periods) (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>Non-independent housing</b>										
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
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 after 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

TABLE 18A.26

Table 18A.26 **Proportion of clients who needed assistance to obtain or maintain independent housing, type of tenure before and after support (closed support periods) (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>
Other (no tenure)	%	10.1	9.3	11.0	7.9	na	16.6	16.2	15.4	10.3
<b>Total</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>
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 Proportion of Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing (closed support periods), 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>
<b>2014-15</b>										
<b>Type of tenure <u>before</u> support</b>										
<b>Independent housing</b>										
Purchasing/purchased own home	%	0.6	0.3	0.2	0.3	0.4	0.4	–	0.2	0.3
Private rental	%	21.8	19.5	24.8	12.1	10.6	26.0	6.5	5.6	20.4
Public housing rental	%	13.8	17.9	14.7	20.2	16.7	11.5	20.2	57.5	18.0
Community housing rental	%	5.8	3.8	4.0	2.2	4.8	2.8	6.7	3.8	4.4
Other rental	%	4.9	2.4	2.0	3.1	4.1	3.0	1.0	0.8	3.0
<b>Total</b>	<b>%</b>	<b>46.9</b>	<b>43.9</b>	<b>45.8</b>	<b>37.9</b>	<b>36.5</b>	<b>43.7</b>	<b>34.4</b>	<b>67.9</b>	<b>46.0</b>
<b>Non-independent housing</b>										
Crisis	%	10.9	4.9	7.1	7.2	6.7	8.5	12.8	4.7	7.7
Transitional Housing (incl. rent free)	%	2.1	3.9	1.4	1.2	2.5	0.2	6.4	5.3	2.3
Caravan park rental	%	1.3	1.6	1.7	0.8	0.5	0.6	0.3	0.2	1.2
Institutional setting	%	1.6	5.2	1.1	1.6	4.6	2.2	2.3	1.1	2.1
Improvised dwelling/sleeping rough	%	6.8	8.3	9.7	10.5	5.8	9.9	13.8	5.3	8.3
Boarding/rooming house	%	9.8	13.4	12.4	16.6	20.8	6.1	6.0	5.4	11.8
Other (no tenure)	%	20.6	18.8	20.8	24.1	22.7	28.9	24.0	10.0	20.5
<b>Total</b>	<b>%</b>	<b>53.1</b>	<b>56.1</b>	<b>54.2</b>	<b>62.1</b>	<b>63.5</b>	<b>56.3</b>	<b>65.6</b>	<b>32.1</b>	<b>54.0</b>
<b>Type of tenure <u>after</u> support</b>										
<b>Independent housing</b>										
Purchasing/purchased own home	%	0.6	0.3	0.1	0.1	–	0.4	–	–	0.3
Private rental	%	29.6	23.6	29.7	14.6	19.9	31.9	8.6	6.2	25.6
Public housing rental	%	18.7	24.8	24.1	28.2	27.4	18.9	39.6	60.6	25.7
Community housing rental	%	9.0	5.2	7.9	3.1	6.3	5.3	9.8	2.5	7.0

TABLE 18A.27

Table 18A.27 **Proportion of Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing (closed support periods), 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>
Other rental	%	4.1	1.8	1.7	2.2	7.4	1.6	3.7	0.3	2.5
<b>Total</b>	<b>%</b>	<b>62.1</b>	<b>55.7</b>	<b>63.6</b>	<b>48.3</b>	<b>61.0</b>	<b>58.1</b>	<b>61.7</b>	<b>69.7</b>	<b>61.1</b>
<b>Non-independent housing</b>										
Crisis	%	7.6	5.0	6.6	5.2	4.3	7.8	11.5	6.2	6.4
Transitional Housing (incl. rent free)	%	3.7	4.0	2.2	1.5	1.8	0.6	1.7	7.1	3.0
Caravan park rental	%	1.0	1.2	1.1	0.9	0.9	–	–	0.2	0.9
Institutional setting	%	1.5	4.1	1.3	1.4	2.5	1.4	1.6	1.8	1.9
Improvised dwelling/sleeping rough	%	3.4	4.7	3.8	8.5	3.1	4.8	5.3	2.9	4.0
Boarding/rooming house	%	8.0	11.2	10.1	15.8	15.1	7.2	5.2	4.5	9.8
Other (no tenure)	%	12.8	14.2	11.4	18.4	11.4	20.0	13.0	7.6	12.9
<b>Total</b>	<b>%</b>	<b>37.9</b>	<b>44.3</b>	<b>36.4</b>	<b>51.7</b>	<b>39.0</b>	<b>41.9</b>	<b>38.3</b>	<b>30.3</b>	<b>38.9</b>
Total clients who needed assistance to obtain or maintain independent housing	no.	5 243	3 428	6 509	1 683	766	596	406	1 069	19 164
<b>2013-14</b>										
<b>Type of tenure <u>before</u> support</b>										
<b>Independent housing</b>										
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
<b>Total</b>	<b>%</b>	<b>48.4</b>	<b>43.8</b>	<b>44.7</b>	<b>41.5</b>	<b>47.2</b>	<b>39.1</b>	<b>41.0</b>	<b>58.4</b>	<b>46.4</b>
<b>Non-independent housing</b>										
Crisis	%	10.4	4.1	6.7	6.5	7.6	8.0	8.1	5.0	7.2

TABLE 18A.27

Table 18A.27 **Proportion of Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing (closed support periods), 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)	%	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
<b>Total</b>	<b>%</b>	<b>51.6</b>	<b>56.2</b>	<b>55.4</b>	<b>58.5</b>	<b>52.7</b>	<b>60.8</b>	<b>59.1</b>	<b>41.5</b>	<b>53.6</b>
<b>Type of tenure <u>after</u> support</b>										
<b>Independent housing</b>										
Purchasing/purchased own home	%	0.5	0.5	0.1	0.7	–	0.3	1.6	0.2	0.4
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
<b>Total</b>	<b>%</b>	<b>65.6</b>	<b>57.6</b>	<b>57.3</b>	<b>54.4</b>	<b>56.7</b>	<b>56.2</b>	<b>60.7</b>	<b>61.1</b>	<b>60.2</b>
<b>Non-independent housing</b>										
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
<b>Total</b>	<b>%</b>	<b>34.6</b>	<b>42.4</b>	<b>42.9</b>	<b>45.6</b>	<b>43.2</b>	<b>43.9</b>	<b>39.3</b>	<b>39.0</b>	<b>39.9</b>



TABLE 18A.27

Table 18A.27 **Proportion of Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing (closed support periods), 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.	4 872	2 905	6 028	1 424	610	445	396	947	17 199
<b>2012-13</b>										
<b>Type of tenure <u>before</u> support</b>										
<b>Independent housing</b>										
Purchasing/purchased own home	%	0.8	0.6	0.2	np	np	np	np	np	0.4
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>%</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>%</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 <u>after</u> 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

TABLE 18A.27

Table 18A.27 **Proportion of Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing (closed support periods), 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	%	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
<b>Total</b>	<b>%</b>	<b>65.1</b>	<b>55.5</b>	<b>55.4</b>	<b>58.7</b>	<b>52.9</b>	<b>51.1</b>	<b>51.4</b>	<b>46.5</b>	<b>58.0</b>
<b>Non-independent housing</b>										
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
<b>Total</b>	<b>%</b>	<b>34.9</b>	<b>44.4</b>	<b>44.6</b>	<b>41.2</b>	<b>47.1</b>	<b>47.9</b>	<b>47.6</b>	<b>53.2</b>	<b>42.0</b>
Total clients who needed assistance to obtain or maintain independent housing	no.	4 081	2 621	5 604	1 485	543	334	370	836	15 417
<b>2011-12</b>										
<b>Type of tenure before support</b>										
<b>Independent housing</b>										
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
<b>Total</b>	<b>%</b>	<b>45.5</b>	<b>44.9</b>	<b>42.7</b>	<b>49.0</b>	<b>na</b>	<b>33.7</b>	<b>32.2</b>	<b>40.9</b>	<b>44.2</b>

TABLE 18A.27

Table 18A.27 **Proportion of Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing (closed support periods), 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>
<b>Non-independent housing</b>										
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
<b>Total</b>	<b>%</b>	<b>54.5</b>	<b>55.1</b>	<b>57.3</b>	<b>51.0</b>	<b>na</b>	<b>65.7</b>	<b>66.1</b>	<b>59.1</b>	<b>55.8</b>
<b>Type of tenure after support</b>										
<b>Independent housing</b>										
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
<b>Total</b>	<b>%</b>	<b>55.2</b>	<b>54.3</b>	<b>49.3</b>	<b>57.1</b>	<b>na</b>	<b>43.8</b>	<b>36.8</b>	<b>48.5</b>	<b>52.7</b>
<b>Non-independent housing</b>										
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
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

TABLE 18A.27

Table 18A.27 **Proportion of Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing (closed support periods), 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>
Other (no tenure)	%	11.7	14.4	13.6	17.7	na	17.3	18.4	18.2	14.0
<b>Total</b>	%	<b>44.8</b>	<b>45.7</b>	<b>50.7</b>	<b>42.8</b>	<b>na</b>	<b>53.6</b>	<b>62.4</b>	<b>51.5</b>	<b>47.3</b>
Total clients who needed assistance to obtain or maintain independent housing	no.	4 375	2 136	5 171	1 609	na	316	287	796	14 388

- (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

Table 18A.28 Proportion of clients who were living in non-independent housing before support, who obtained independent housing after support (closed support periods) (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>2014-15</b>										
<b>Clients who were living in non-independent housing before support:</b>										
<b>Type of tenure before support</b>										
<b>Non-independent housing</b>										
Crisis	%	24.2	8.7	11.5	10.7	9.7	12.8	17.7	12.0	13.0
Transitional Housing (incl. rent free)	%	4.3	5.9	2.5	3.9	4.4	1.0	4.0	12.7	4.4
Caravan park rental	%	2.9	3.2	3.6	3.1	1.0	1.2	0.9	3.0	3.0
Institutional setting	%	4.1	10.2	2.9	5.0	7.2	5.4	4.7	5.6	6.5
Improvised dwelling/sleeping rough	%	15.2	16.3	21.9	21.5	14.2	18.9	23.7	20.6	17.7
Boarding/rooming house	%	17.7	24.4	19.1	26.7	26.7	15.3	11.0	17.5	21.3
Other (no tenure)	%	31.7	31.2	38.3	29.1	36.9	45.5	38.1	28.7	34.0
<b>Total</b>	<b>%</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Who obtained independent housing after support: Type of tenure after support</b>										
<b>Independent housing</b>										
Purchasing/purchased own home	%	0.3	0.2	0.3	–	0.3	0.3	0.3	–	0.2
Private rental	%	22.3	16.2	18.3	12.3	26.0	22.0	11.6	7.7	17.9
Public housing rental	%	7.8	11.8	14.2	11.7	13.5	14.6	28.8	16.8	12.3
Community housing rental	%	5.8	1.5	6.1	3.0	5.0	4.3	5.2	0.9	3.9
Other rental	%	2.6	1.2	1.1	1.4	4.7	1.3	1.7	0.2	1.6
<b>Total</b>	<b>%</b>	<b>38.8</b>	<b>30.9</b>	<b>40.0</b>	<b>28.4</b>	<b>49.4</b>	<b>42.5</b>	<b>47.6</b>	<b>25.6</b>	<b>35.9</b>
Total clients who were living in non-independent housing before support	no.	10 261	19 698	11 104	3 288	1 802	1 984	1 435	568	48 724

TABLE 18A.28

Table 18A.28 Proportion of clients who were living in non-independent housing before support, who obtained independent housing after support (closed support periods) (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>2013-14</b>										
<b>Clients who were living in non-independent housing before support:</b>										
<b>Type of tenure <u>before</u> support</b>										
<b>Non-independent housing</b>										
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
<b>Total</b>	<b>%</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Who obtained independent housing after support: Type of tenure <u>after</u> support</b>										
<b>Independent housing</b>										
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
<b>Total</b>	<b>%</b>	<b>41.2</b>	<b>30.3</b>	<b>32.2</b>	<b>32.6</b>	<b>37.6</b>	<b>37.4</b>	<b>43.8</b>	<b>24.0</b>	<b>34.2</b>
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

Table 18A.28 Proportion of clients who were living in non-independent housing before support, who obtained independent housing after support (closed support periods) (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>2012-13</b>										
<b>Clients who were living in non-independent housing before support:</b>										
<b>Type of tenure <u>before</u> support</b>										
<b>Non-independent housing</b>										
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
<b>Total</b>	<b>%</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Who obtained independent housing after support: Type of tenure <u>after</u> support</b>										
<b>Independent housing</b>										
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
<b>Total</b>	<b>%</b>	<b>36.0</b>	<b>30.6</b>	<b>35.2</b>	<b>25.7</b>	<b>33.6</b>	<b>38.7</b>	<b>33.0</b>	<b>37.9</b>	<b>33.0</b>
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

Table 18A.28 Proportion of clients who were living in non-independent housing before support, who obtained independent housing after support (closed support periods) (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>2011-12</b>										
<b>Clients who were living in non-independent housing before support:</b>										
<b>Type of tenure before support</b>										
<b>Non-independent housing</b>										
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
<b>Total</b>	<b>%</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>na</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Who obtained independent housing after support: Type of tenure after support</b>										
<b>Independent housing</b>										
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
<b>Total</b>	<b>%</b>	<b>29.9</b>	<b>26.1</b>	<b>23.6</b>	<b>33.7</b>	<b>na</b>	<b>32.7</b>	<b>27.7</b>	<b>25.5</b>	<b>27.2</b>
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



**Table 18A.28 Proportion of clients who were living in non-independent housing before support, who obtained independent housing after support (closed support periods) (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>
(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'. Only those clients who were assessed as requiring one of the following forms of assistance during the financial year are included: '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.									
	<b>na</b> Not available. – Nil or rounded to zero.									

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

TABLE 18A.29

Table 18A.29 **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 within the reporting period, by tenure type after support (closed support periods) (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>
<b>2014-15</b>										
<b>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</b>										
Type of tenure <u>after</u> support										
Purchasing/purchased own home	%	1.6	1.4	0.8	1.1	1.3	1.2	2.3	0.1	1.3
Private rental	%	52.6	58.7	52.8	54.6	41.1	56.1	27.0	18.7	54.2
Public housing rental	%	16.5	19.8	21.4	23.8	29.4	22.3	47.7	64.9	21.8
Community housing rental	%	11.3	3.1	9.0	5.6	8.9	6.9	7.6	3.2	6.6
Other Rental	%	8.2	4.0	4.3	5.3	8.8	3.3	6.6	2.5	5.1
<b>Total</b>	<b>%</b>	<b>90.1</b>	<b>87.1</b>	<b>88.2</b>	<b>90.5</b>	<b>89.5</b>	<b>89.9</b>	<b>91.3</b>	<b>89.4</b>	<b>88.9</b>
Total clients who needed assistance to obtain or maintain independent housing and who had independent housing at the end of support	no.	12 520	26 954	15 035	3 594	2 112	2 813	1 631	1 129	64 710
<b>2013-14</b>										
<b>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</b>										
Type of tenure <u>after</u> support										
Purchasing/purchased own home	%	1.3	1.2	0.6	1.4	1.9	1.3	2.7	0.1	1.1
Private rental	%	54.2	57.8	54.8	54.2	35.4	52.8	18.8	17.7	53.9
Public housing rental	%	17.4	20.9	19.8	27.3	34.8	29.0	52.7	59.4	22.6
Community housing rental	%	11.6	3.3	9.0	4.7	9.7	5.1	6.8	7.2	6.8
Other Rental	%	6.8	4.5	3.5	5.0	4.9	2.9	9.9	3.6	4.8
<b>Total</b>	<b>%</b>	<b>91.2</b>	<b>87.5</b>	<b>87.6</b>	<b>92.5</b>	<b>86.6</b>	<b>91.2</b>	<b>90.8</b>	<b>88.0</b>	<b>89.2</b>

TABLE 18A.29

Table 18A.29 **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 within the reporting period, by tenure type after support (closed support periods) (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 had independent housing at the end of support	no.	10 805	21 438	13 241	3 390	1 760	1 859	1 600	671	53 941
<b>2012-13</b>										
<b>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</b>										
Type of tenure <u>after</u> support										
Purchasing/purchased own home	%	1.3	1.1	0.8	1.7	2.9	1.7	2.1	0.9	1.2
Private rental	%	53.9	56.5	52.3	51.3	38.0	43.1	22.1	27.3	52.6
Public housing rental	%	16.8	20.6	20.4	29.1	37.2	31.1	47.4	39.0	22.5
Community housing rental	%	14.0	4.3	10.7	5.0	10.3	8.8	7.6	13.4	8.3
Other Rental	%	5.5	4.5	4.5	4.8	3.9	2.9	9.6	5.4	4.8
<b>Total</b>	<b>%</b>	<b>91.6</b>	<b>87.1</b>	<b>88.6</b>	<b>92.0</b>	<b>92.3</b>	<b>87.6</b>	<b>88.9</b>	<b>86.0</b>	<b>89.4</b>
Total clients who needed assistance to obtain or maintain independent housing and who had independent housing at the end of support	no.	8 505	16 429	10 799	3 627	1 681	1 023	1 161	526	43 067
<b>2011-12</b>										
<b>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</b>										
Type of tenure <u>after</u> support										
Purchasing/purchased own home	%	2.2	1.5	1.1	1.9	4.0	3.1	1.7	2.2	1.7
Private rental	%	53.8	55.4	57.0	48.5	42.4	47.8	22.1	25.0	53.2
Public housing rental	%	17.9	25.0	15.4	32.3	35.4	26.2	55.4	44.2	23.3
Community housing rental	%	11.8	3.8	9.5	4.9	8.7	8.5	6.2	11.4	7.5

TABLE 18A.29

**Table 18A.29 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 within the reporting period, by tenure type after support (closed support periods) (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>
Other Rental	%	5.6	5.2	4.7	5.0	3.5	3.9	4.5	5.7	5.0
<b>Total</b>	%	<b>91.4</b>	<b>90.9</b>	<b>87.7</b>	<b>92.5</b>	<b>94.0</b>	<b>89.5</b>	<b>89.8</b>	<b>88.5</b>	<b>90.8</b>
Total clients who needed assistance to obtain or maintain independent housing and who had independent housing at the end of support	no.	8 381	13 452	9 658	3 584	1 228	1 052	1 041	569	38 400

- (a) This table reflects clients with a support period that closed during the financial year in which the client had an identified need for assistance for obtaining or maintaining independent housing (i.e. a need for 'long term housing'; 'assistance to sustain tenancy or prevent tenancy failure or eviction'; or 'assistance to prevent foreclosures or for mortgage arrears'), who achieved independent housing at the end of that support period, and who did not present again during the financial year with an identified need for housing/accommodation assistance (i.e. a need for 'short term or emergency accommodation'; 'medium term/transitional housing'; 'long term housing'; 'assistance to sustain tenancy or prevent tenancy failure or eviction'; or 'assistance to prevent foreclosures or for mortgage arrears'). The table excludes clients where the independent housing status at the end of support cannot be determined. It also excludes clients with in-scope support periods whose subsequent support period started less than 30 days after this support period ended.
- (b) Housing tenure after support reflects the housing tenure recorded at the end of the former support period.
- (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.30

Table 18A.30 **Proportion of Aboriginal and Torres Strait Islander 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 within the reporting period, by tenure type after support (closed support periods) (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>
<b>2014-15</b>										
<b>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</b>										
Type of tenure <u>after</u> support										
Purchasing/purchased own home	%	0.4	0.3	0.2	0.2	–	0.7	–	–	0.3
Private rental	%	39.3	35.0	40.7	25.6	27.5	45.8	13.6	7.8	35.7
Public housing rental	%	24.5	33.2	29.5	45.7	41.5	28.2	54.1	75.5	34.0
Community housing rental	%	13.7	6.9	10.4	6.3	11.2	7.7	11.6	3.8	10.1
Other Rental	%	10.0	5.0	4.9	9.3	9.8	3.7	8.0	1.1	6.5
<b>Total</b>	<b>%</b>	<b>87.8</b>	<b>80.4</b>	<b>85.7</b>	<b>87.0</b>	<b>89.9</b>	<b>86.1</b>	<b>87.3</b>	<b>88.2</b>	<b>86.6</b>
Total clients who needed assistance to obtain or maintain independent housing and who had independent housing at the end of support	no.	3 356	2 129	4 399	849	515	352	245	793	12 335
<b>2013-14</b>										
<b>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</b>										
Type of tenure <u>after</u> support										
Purchasing/purchased own home	%	0.5	0.5	0.2	0.4	0.2	0.7	1.4	0.2	0.4
Private rental	%	43.5	33.9	43.8	23.5	22.9	46.6	10.0	9.7	37.7
Public housing rental	%	25.2	36.3	25.8	54.3	44.0	32.2	58.4	66.3	33.3
Community housing rental	%	14.3	5.2	10.4	5.1	13.7	4.5	9.1	9.0	10.2
Other Rental	%	6.5	6.0	4.4	7.4	6.4	1.5	9.8	2.3	5.5
<b>Total</b>	<b>%</b>	<b>90.0</b>	<b>81.9</b>	<b>84.5</b>	<b>90.7</b>	<b>87.2</b>	<b>85.5</b>	<b>88.8</b>	<b>87.5</b>	<b>87.0</b>

TABLE 18A.30

Table 18A.30 **Proportion of Aboriginal and Torres Strait Islander 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 within the reporting period, by tenure type after support (closed support periods) (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 had independent housing at the end of support	no.	2 788	1 607	3 510	734	361	229	214	489	9 727
<b>2012-13</b>										
<b>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</b>										
Type of tenure <u>after</u> support										
Purchasing/purchased own home	%	0.4	0.1	0.3	0.3	1.0	0.6	0.5	0.3	0.3
Private rental	%	42.9	35.7	40.4	22.3	22.1	35.5	12.2	13.7	36.4
Public housing rental	%	23.9	33.1	27.0	53.1	46.8	44.8	51.1	48.0	32.4
Community housing rental	%	17.3	7.7	12.7	5.0	13.3	5.4	9.3	14.7	12.4
Other Rental	%	5.7	5.7	4.6	5.8	4.6	2.4	14.1	5.6	5.4
<b>Total</b>	<b>%</b>	<b>90.2</b>	<b>82.3</b>	<b>85.0</b>	<b>86.6</b>	<b>87.8</b>	<b>88.7</b>	<b>87.2</b>	<b>82.4</b>	<b>86.9</b>
Total clients who needed assistance to obtain or maintain independent housing and who had independent housing at the end of support	no.	2 189	1 140	3 071	778	270	150	180	321	7 912
<b>2011-12</b>										
<b>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</b>										
Type of tenure <u>after</u> support										
Purchasing/purchased own home	%	0.3	0.4	0.2	0.2	1.1	0.7	–	–	0.3
Private rental	%	40.4	30.7	43.5	16.8	27.0	45.0	16.3	12.3	35.8
Public housing rental	%	30.5	42.3	21.0	61.2	53.5	30.0	57.8	52.5	34.4

TABLE 18A.30

Table 18A.30 **Proportion of Aboriginal and Torres Strait Islander 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 within the reporting period, by tenure type after support (closed support periods) (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	%	12.7	5.3	11.4	6.9	10.8	5.8	2.5	16.7	10.6
Other Rental	%	5.8	6.1	5.6	5.9	1.9	5.1	3.3	4.4	5.6
<b>Total</b>	<b>%</b>	<b>89.8</b>	<b>84.9</b>	<b>81.7</b>	<b>91.0</b>	<b>94.3</b>	<b>86.7</b>	<b>79.9</b>	<b>86.0</b>	<b>86.7</b>
Total clients who needed assistance to obtain or maintain independent housing and who had independent housing at the end of support	no.	2 018	938	2 437	810	210	120	100	354	6 818

- (a) This table reflects clients with a support period that closed during the financial year in which the client had an identified need for assistance for obtaining or maintaining independent housing (i.e. a need for 'long term housing'; 'assistance to sustain tenancy or prevent tenancy failure or eviction'; or 'assistance to prevent foreclosures or for mortgage arrears'), who achieved independent housing at the end of that support period, and who did not present again during the financial year with an identified need for housing/accommodation assistance (i.e. a need for 'short term or emergency accommodation'; 'medium term/transitional housing'; 'long term housing'; 'assistance to sustain tenancy or prevent tenancy failure or eviction'; or 'assistance to prevent foreclosures or for mortgage arrears'). The table excludes clients where the independent housing status at the end of support cannot be determined. It also excludes clients with in-scope support periods whose subsequent support period started less than 30 days after this support period ended.
- (b) Housing tenure after support reflects the housing tenure recorded at the end of the former support period.
- (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

Table 18A.31 Proportion of clients experiencing homelessness, who had repeat periods of homelessness (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>2014-15</b>										
Proportion of clients experiencing homelessness who had repeat periods of homelessness										
Capital city	%	11.3	5.5	5.9	6.9	5.3	6.4	6.1	5.9	5.5
Balance of State	%	6.6	7.1	5.3	5.2	6.0	6.9	8.1	4.9	5.9
Total	%	6.9	6.0	5.5	6.2	5.5	6.7	7.3	5.4	5.7
Clients who had more than one period of homelessness										
Capital city	no.	183	1 575	522	389	350	115	67	64	2 953
Balance of State	no.	1 498	934	820	210	132	147	129	66	3 580
Total	no.	1 680	2 509	1 342	599	482	262	196	130	6 533
Clients who experienced homelessness at some time in 2014-15										
Capital city	no.	1 784	34 111	8 980	6 071	8 248	1 846	1 134	1 148	61 882
Balance of State	no.	24 470	14 399	15 866	5 107	2 798	2 180	1 702	1 444	66 286
Total	no.	26 242	48 456	24 844	11 297	11 055	4 027	2 833	2 596	128 124
<b>2013-14</b>										
Proportion of clients experiencing homelessness who had repeat periods of homelessness										
Capital city	%	5.4	4.2	5.0	5.8	8.0	4.7	7.7	5.9	4.7
Balance of State	%	6.1	5.2	4.9	4.4	10.4	4.9	5.9	4.3	5.3
Total	%	6.1	4.5	5.0	5.2	8.7	4.8	6.5	5.0	5.0
Clients who had more than one period of homelessness										
Capital city	no.	126	1 059	400	265	390	70	73	59	2 221
Balance of State	no.	1 249	637	706	140	207	98	100	70	2 929
Total	no.	1 389	1 699	1 110	405	597	167	173	130	5 171
Clients who experienced homelessness at some time in 2013-14										
Capital city	no.	2 865	32 669	8 770	5 303	6 577	1 705	1 161	1 219	59 009
Balance of State	no.	24 709	15 023	15 428	4 957	2 558	2 220	1 925	2 102	67 226



TABLE 18A.31

Table 18A.31 Proportion of clients experiencing homelessness, who had repeat periods of homelessness (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	no.	27 736	47 708	24 230	10 402	9 131	3 925	3 102	3 340	126 521
<b>2012-13</b>										
Proportion of clients experiencing homelessness who had repeat periods of homelessness										
Capital city	%	5.7	4.0	5.1	6.3	3.7	4.7	7.1	5.0	4.4
Balance of State	%	5.7	4.1	4.4	3.5	3.9	4.3	15.4	4.7	4.2
Total	%	5.7	4.0	4.7	5.1	3.7	4.5	7.4	4.8	4.3
Clients who had more than one period of homelessness										
Capital city	no.	658	847	390	243	217	56	180	49	2 361
Balance of State	no.	540	439	561	109	105	66	14	58	1 676
Total	no.	1 198	1 285	951	353	322	124	194	107	4 037
Clients who experienced homelessness at some time in 2012-13										
Capital city	no.	15 115	30 690	9 095	4 708	7 674	1 531	3 172	1 388	71 306
Balance of State	no.	13 191	14 969	14 722	5 217	3 377	1 803	94	1 810	53 667
Total	no.	28 374	45 654	23 805	9 890	11 057	3 336	3 273	3 205	124 974
<b>2011-12</b>										
Proportion of clients experiencing homelessness who had repeat periods of homelessness										
Capital city	%	8.5	6.2	7.7	5.6	3.9	6.4	12.9	5.6	6.5
Balance of State	%	7.1	6.5	5.5	5.6	4.4	7.0	25.3	7.1	5.8
Total	%	7.8	6.3	6.2	5.6	4.1	6.7	13.3	6.4	6.1
Clients who had more than one period of homelessness										
Capital city	no.	847	1 132	511	229	227	85	274	60	3 099
Balance of State	no.	707	619	712	138	101	110	22	95	2 241
Total	no.	1 554	1 751	1 223	368	328	194	295	155	5 340
Clients who experienced homelessness at some time in 2011-12										
Capital city	no.	13 511	25 182	8 365	5 099	6 972	1 765	3 258	1 453	63 715

TABLE 18A.31

Table 18A.31 **Proportion of clients experiencing homelessness, who had repeat periods of homelessness (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>
Balance of State	no.	13 552	14 039	15 199	3 615	2 628	1 868	103	1 683	51 451
Total	no.	27 069	39 208	23 545	8 744	9 599	3 632	3 370	3 113	115 158

- (a) The 'proportion of clients experiencing homelessness who had repeat periods of homelessness' is only calculated for clients where homelessness status could be assessed. The number of 'clients who experienced homelessness' presented in the table is estimated by the AIHW to take into account missing data. This estimate is calculated by multiplying the proportion of homelessness clients with the total number of clients. This calculation is performed separately for each jurisdiction. Rates of missing data are described in the data quality statement for this performance indicator.
- (b) 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.
- (c) 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.
- (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.

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

TABLE 18A.32

Table 18A.32 **Proportion of Aboriginal and Torres Strait Islander clients experiencing homelessness, who had repeat periods of homelessness (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>2014-15</b>										
Proportion of clients experiencing homelessness who had repeat periods of homelessness										
Aboriginal and Torres Strait Islander clients	%	6.9	8.7	6.0	6.3	6.9	7.9	10.9	5.1	6.3
Non-Indigenous clients	%	6.9	5.7	5.3	6.1	5.0	6.5	6.4	5.9	5.5
Total	%	6.9	6.0	5.5	6.2	5.5	6.7	7.3	5.4	5.7
Clients who had more than one period of homelessness										
Aboriginal and Torres Strait Islander clients	no.	472	407	500	257	155	52	57	87	1 799
Non-Indigenous clients	no.	1 209	2 102	842	342	327	210	139	42	4 734
Total	no.	1 680	2 509	1 342	599	482	262	196	130	6 533
Clients who experienced homelessness at some time in 2014-15										
Aboriginal and Torres Strait Islander clients	no.	7 465	5 380	8 616	4 503	3 111	683	557	1 840	31 470
Non-Indigenous clients	no.	18 783	43 060	16 232	6 792	7 961	3 344	2 276	749	96 639
Total	no.	26 242	48 456	24 844	11 297	11 055	4 027	2 833	2 596	128 124
<b>2013-14</b>										
Proportion of clients experiencing homelessness who had repeat periods of homelessness										
Aboriginal and Torres Strait Islander clients	%	6.0	6.8	5.6	4.7	9.4	6.3	6.0	5.0	5.7
Non-Indigenous clients	%	6.1	4.3	4.7	5.5	8.4	4.5	6.6	5.0	4.8
Total	%	6.1	4.5	5.0	5.2	8.7	4.8	6.5	5.0	5.0
Clients who had more than one period of homelessness										
Aboriginal and Torres Strait Islander clients	no.	345	264	427	139	174	38	27	95	1 377
Non-Indigenous clients	no.	1 044	1 435	683	266	423	129	146	36	3 794
Total	no.	1 389	1 699	1 110	405	597	167	173	130	5 171
Clients who experienced homelessness at some time in 2013-14										
Aboriginal and Torres Strait Islander clients	no.	7 192	5 155	8 421	3 917	2 669	667	557	2 505	30 498

TABLE 18A.32

Table 18A.32 **Proportion of Aboriginal and Torres Strait Islander clients experiencing homelessness, who had repeat periods of homelessness (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>
Non-Indigenous clients	no.	20 554	42 599	15 816	6 487	6 491	3 256	2 549	818	96 067
Total	no.	27 736	47 708	24 230	10 402	9 131	3 925	3 102	3 340	126 521
<b>2012-13</b>										
Proportion of clients experiencing homelessness who had repeat periods of homelessness										
Aboriginal and Torres Strait Islander clients	%	6.9	6.0	5.2	4.0	5.3	4.5	10.3	5.1	5.1
Non-Indigenous clients	%	5.3	3.8	4.4	5.7	3.2	4.5	6.9	4.2	4.1
Total	%	5.7	4.0	4.7	5.1	3.7	4.5	7.4	4.8	4.3
Clients who had more than one period of homelessness										
Aboriginal and Torres Strait Islander clients	no.	358	197	357	94	120	22	41	76	1 097
Non-Indigenous clients	no.	840	1 088	594	259	202	101	153	31	2 940
Total	no.	1 198	1 285	951	353	322	124	194	107	4 037
Clients who experienced homelessness at some time in 2012-13										
Aboriginal and Torres Strait Islander clients	no.	7 318	4 949	8 104	3 422	3 095	595	575	2 226	29 465
Non-Indigenous clients	no.	21 076	40 759	15 706	6 466	7 999	2 741	2 706	946	95 548
Total	no.	28 374	45 654	23 805	9 890	11 057	3 336	3 273	3 205	124 974
<b>2011-12</b>										
Proportion of clients experiencing homelessness who had repeat periods of homelessness										
Aboriginal and Torres Strait Islander clients	%	8.4	9.0	6.7	5.8	4.3	8.2	13.4	5.5	6.6
Non-Indigenous clients	%	7.6	6.0	6.0	5.4	4.0	6.4	13.3	8.2	6.0
Total	%	7.8	6.3	6.2	5.6	4.1	6.7	13.3	6.4	6.1
Clients who had more than one period of homelessness										
Aboriginal and Torres Strait Islander clients	no.	396	233	438	140	87	41	43	89	1 311
Non-Indigenous clients	no.	1 158	1 518	785	227	240	154	252	67	4 028
Total	no.	1 554	1 751	1 223	368	328	194	295	155	5 340

**Table 18A.32 Proportion of Aboriginal and Torres Strait Islander clients experiencing homelessness, who had repeat periods of homelessness (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 who experienced homelessness at some time in 2011-12										
Aboriginal and Torres Strait Islander clients	no.	6 640	3 862	7 847	3 341	2 454	625	551	2 097	26 767
Non-Indigenous clients	no.	20 437	35 394	15 700	5 423	7 156	3 007	2 824	1 004	88 412
Total	no.	27 069	39 208	23 545	8 744	9 599	3 632	3 370	3 113	115 158

- (a) The 'proportion of clients experiencing homelessness who had repeat periods of homelessness' is only calculated for clients where homelessness status could be assessed. The number of 'clients who experienced homelessness' presented in the table is estimated by the AIHW to take into account missing data. This estimate is calculated by multiplying the proportion of homelessness clients with the total number of clients. This calculation is performed separately for each jurisdiction. Rates of missing data are described in the data quality statement for this performance indicator.
- (b) 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.
- (c) 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.
- (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.

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

TABLE 18A.33

Table 18A.33 **Case management goals achieved after support (closed support periods)**

	<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>2014-15</b>										
<b>Proportion of closed support periods with individual case management plan where</b>										
No goals achieved	%	11.1	9.4	4.2	13.3	7.9	12.7	5.6	9.5	8.6
Up to half the goals achieved	%	29.7	18.5	15.1	32.1	11.0	31.3	26.1	26.5	20.8
Half or more of the goals achieved	%	23.2	18.3	25.1	21.8	34.0	20.6	25.2	18.3	22.4
All the goals achieved	%	36.0	53.7	55.6	32.8	47.0	35.4	43.2	45.6	48.3
<b>Total support periods with individual case management plans</b>	<b>no.</b>	<b>23 620</b>	<b>49 802</b>	<b>35 641</b>	<b>9 562</b>	<b>8 813</b>	<b>4 124</b>	<b>2 736</b>	<b>4 211</b>	<b>137 779</b>
Total support periods where client is part of another person's case management plan	no.	7 041	21 041	9 976	4 024	–	760	455	2 072	45 369
Total support periods with case management plans	no.	30 661	70 842	45 618	13 586	8 813	4 884	3 191	6 283	183 148
<b>2013-14</b>										
<b>Proportion of closed support periods with individual case management plan where</b>										
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
<b>Total support periods with individual case management plans</b>	<b>no.</b>	<b>27 915</b>	<b>47 424</b>	<b>28 994</b>	<b>9 001</b>	<b>8 006</b>	<b>3 282</b>	<b>2 422</b>	<b>4 666</b>	<b>130 707</b>
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	8 006	4 189	3 015	6 401	173 226

TABLE 18A.33

Table 18A.33 Case management goals achieved after support (closed support periods)

	<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>2012-13</b>										
<b>Proportion of closed support periods with individual case management plan where</b>										
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
<b>Total support periods with individual case management plans</b>	<b>no.</b>	<b>26 986</b>	<b>42 220</b>	<b>26 560</b>	<b>9 032</b>	<b>9 481</b>	<b>2 874</b>	<b>2 220</b>	<b>4 383</b>	<b>123 102</b>
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	9 481	3 766	2 812	5 534	158 657
<b>2011-12</b>										
<b>Proportion of closed support periods with individual case management plan where</b>										
No goals achieved	%	9.6	10.4	10.9	11.2	33.2	13.2	11.1	5.6	12.0
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
<b>Total support periods with individual case management plans</b>	<b>no.</b>	<b>26 728</b>	<b>36 895</b>	<b>23 064</b>	<b>11 436</b>	<b>8 327</b>	<b>2 908</b>	<b>1 950</b>	<b>3 921</b>	<b>113 683</b>
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	8 327	3 999	2 494	4 566	145 564

Table 18A.33 **Case management goals achieved after support (closed support periods)**

	<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>
--	-------------	------------	------------	------------	-----------	---------------	------------	------------	-----------	-----------------

(a) Changes made as part of general systems improvements introduced at the beginning of 2013-14 resulted in an error that caused all 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.

(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.34 General Government Final Consumption Expenditure Price Deflator, Chain price Index (GGFCE) (a), (b), (c)**

	<i>2014-15 dollars (2014-15=100)</i>
<i>Nominal dollars (year)</i>	
2014-15	100.0
2013-14	98.3
2012-13	97.0
2011-12	95.7
2010-11	94.2
2009-10	89.6
2008-09	87.2
2007-08	83.9
2006-07	80.7
2005-06	77.8

(a) Data are sourced from table 36, Expenditure on Gross Domestic Product (GDP), Chain volume measures and current prices, Annual (Series ID: A2304687R) (ABS 2015). See Statistical context, section 2.6 Statistical concepts used in the Report for information on how these gross domestic product deflators were calculated using data from that source.

(b) Estimates used to calculate the GGFCE Chain price indexes are subject to annual re-referencing by the Australian Bureau of Statistics (ABS) and also reflect any revisions inherent in source data which are aggregated up to the GGFCE level. These processes can cause volatility in deflator values from year to year. In addition to changes caused by re-referencing and source data revisions, starting from the 2013-14 deflator, the deflator in this table will differ in future reports due to the introduction by the ABS of updated supply-use benchmarks, which will be backcast, causing revisions throughout the time series.

(c) To convert nominal dollars to real dollars, divide the amount in nominal dollars by the GGFCE Chain price indexes for the applicable financial year and multiply by 100. For example: to convert 2005-06 dollars to 2014-15 dollars, divide by 77.8 and multiply by 100; to convert 2008-09 dollars to 2013-14 dollars, divide by 88.7 and multiply by 100. For further information, see Statistical context, table 2.1, p. 2.16.

*Source:* Review calculations based on ABS (2015) *Australian National Accounts: National Income, Expenditure and Product, June 2015*, Cat. no. 5206.0, Canberra.

---

## Data quality information — Homelessness services, chapter 18

### Data quality information

Data quality information (DQI) provides information against the seven ABS data quality framework dimensions, for a selection of performance indicators in the Homelessness services chapter. DQI for additional indicators will be progressively introduced in future reports.

Where Report on Government Services indicators align with National Agreement indicators, DQI has been sourced from the Steering Committee's reports on National Agreements to the Council of Australian Governments Reform Council.

Technical DQI has been supplied or agreed by relevant data providers. Additional Steering Committee commentary does not necessarily reflect the views of data providers.

### DQI Contents

Data collections	2
Specialist homelessness services client collection	2
Performance indicators	5
Access to specialist homelessness services by people with disability	5
Clients experiencing repeat periods of homelessness	7
Achievement of employment on exit	9
Achievement of income on exit	11
Achievement of independent housing on exit	13
Goals achieved on exit from service	16

---

## Data collections

### Specialist homelessness services client collection

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

#### Indicator definition and description

**Element** Various

**Indicator** Various

**Measure (computation)** Various

**Data source/s** Specialist Homelessness Services Client Collection (SHSC)

The SHSC collects information on people who receive services from agencies that are funded under the *National Affordable Housing Agreement* (NAHA) and the *National Partnership Agreement on Homelessness* (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

**Institutional environment** 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 ([www.aihw.gov.au](http://www.aihw.gov.au)).

The AIHW receives, compiles, edits and reports data in collaboration with jurisdictions. The finalised data sets are used by the AIHW for collation, reporting and analysis.

**Relevance** **Scope and coverage—clients**

The SHSC collects information about people who receive assistance from specialist homelessness agencies funded by state and territory governments to respond to or prevent homelessness. In addition, some information is also collected about people who seek services from a specialist homelessness agency and do not receive any services at that time.

The SHSC does not cover all homeless people and those at risk of homelessness, rather it captures those who seek assistance from a Specialist Homelessness Service (SHS) agency.

Not everyone in scope for the 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.

Data about clients are 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).

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 2014–15 financial year are in scope for the 2014–15 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 government.

---

Of the agencies expected to participate in the collection in at least one month during the 2014-15 reporting period, 97.9 per cent of agencies provided data for each month where they were expected to participate, 1.8 per cent provided data for some but not all of the months where data was expected, and 0.3 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 2014-15 snapshot contains data submitted to the AIHW for the July 2014 to June 2015 collection months, using responses received and validated as at 13 August 2015.

**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 (CMS) most agencies use to record their data. Secondly, data are submitted through the AIHW online reporting web-portal, Specialist Homelessness Online Reporting. The web-portal completes a more thorough data validation and reports (to staff of the homelessness agency) any errors that need correcting before data can be accepted into the SHSC.

**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 an SLK which allows client level data to be created. The SLK is constructed from information about the client's date of birth, sex and 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 2014-15.

**Incomplete responses**

In many support periods, in 2014-15, 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 relates to clients with a particular need or accommodation circumstance, clients with missing needs information are excluded.

During the 2014-15 reporting period, changes were made to the CMS to prompt data providers to report mandatory data items. This led to a substantial improvement to data quality, in particular a decline in the number of non-response or 'missing' values for those items.

**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 SLK 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 SLKs on the total number of clients and results in client weights.

Agencies that are out of scope for 9 months in 2014-15 are deemed to be out of scope for the whole period and excluded from all calculations.

#### **Coherence**

The SHSC replaces the Supported Accommodation Assistance Program National Data Collection (SAAP NDC), which began in 1996. The SHSC differs from the SAAP NDC in many respects. The major definitional differences between the SAAP NDC and the 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 the SAAP NDC, support was considered to entail generally 1 hour or more of a worker's time; in the SHSC no time-related condition exists.

Changes in SHSC data over time may be influenced by changes in underlying jurisdiction policies, programs or systems. These changes might affect the service footprint, the characteristics of priority clients, or how services work together to respond to client needs.

#### **State/Territory specific issues:**

NSW homelessness services underwent a period of major transition in 2014-15 that affected continuity of reporting for some service providers. In 2014-15, NSW also changed its service delivery approach to a central information management model. Accordingly this data should be used with caution when making comparisons with past years' figures for NSW or with data for other States.

Also in 2014-15, Qld introduced a new Homelessness Information Platform, a government funded assessment and referral tool. The introduction of this tool has affected a number of SHSC concepts and in particular may have led to a decline in the number of individuals leaving a service unassisted.

#### **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.

---

## Performance indicators

### 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>	The 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>	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>	See General SHSC DQI.
<b>Accuracy</b>	<u>Missing Data</u>  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. In 2014-15, 38 878 clients or 15.2 per cent of clients were excluded from the derivation of this indicator due to disability status not being stated.

---

#### Proportion of missing data for disability status by jurisdiction (2014-15)

	<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>
Disability not stated	4 918	20 315	2 024	3 020	6 945	866	309	503	38 878
Per cent not stated	10.2	19.8	4.6	13.1	32.9	11.8	6.2	6.6	15.2
Total clients	48 262	102 793	44 213	23 021	21 116	7 328	4 987	7 649	255 657

---

---

**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. 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**

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

**/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.

---

## 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>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>• conditions of occupancy 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 — SHSC.

### Data Quality Framework Dimensions

<b>Institutional environment</b>	See General SHSC DQI.
<b>Relevance</b>	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.
<b>Timeliness</b>	See General SHSC DQI.
<b>Accuracy</b>	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 2014-15, 26 841 clients or nearly 10.5 per cent of clients were excluded from the derivation of the repeat homelessness indicator due to missing data.



---

---

**Proportion of not stated for homelessness**

	<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>
Homeless not stated	3 333	14 149	858	3 326	4 302	216	262	511	26 841
Per cent not stated	6.9	13.8	1.9	14.4	20.4	2.9	5.3	6.7	10.5
Total clients	48 262	102 793	44 213	23 021	21 116	7 328	4 987	7 649	255 657

---

**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.

**Data Gaps/Issues Analysis**

**Key data gaps /issues** See General SHSC DQI.

---

## Achievement of employment on exit

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

### Indicator definition and description

<b>Element</b>	Outcomes
<b>Indicator</b>	'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.
<b>Measure (computation)</b>	'Achievement of employment on exit' is defined by three measures. These measures are calculated for all SHS clients aged 15 and over with closed support and an assessed need for employment and/or training. They are also calculated separately for Aboriginal and Torres Strait Islander clients with the same characteristics.

#### **Measure 1: Proportion of people with need for employment and/or training assistance who became/remained employed at close of support**

Definition: Of people with a need for employment and/or training assistance at the start of support, the proportion who were in employment at end of support (whether full time or part time).

Numerator: the number of clients, with closed support periods only, with an identified need for employment and/or training assistance and whose combined employment and labour force status indicated 'employed full-time' or 'employed part-time' at the end of support.

Denominator: the number of clients, with closed support periods only, with an identified need for employment and/or training assistance.

Computation: Presented as a *proportion*.

#### **Measure 2: Proportion of unemployed people with a need for employment and/or training assistance who became employed by the close of support.**

Definition: Of people who were unemployed at the start of support and had a need for employment/training assistance, the proportion who were employed at the end of support (whether full time or part time).

Numerator: the 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' at the end of support.

Denominator: the number of clients, with closed support periods only, with an identified need for employment and/or training assistance who were unemployed at presentation.

Computation: Presented as a *proportion*.

#### **Measure 3: Proportion of people not in the labour force at presentation and with an identified need for employment and/or training assistance at the start of support, who were 'employed full-time' or 'employed part-time' at the end of support.**

Definition: Of people who were 'not in the labour force' at presentation and who had a need for employment/training assistance, the proportion who were employed at end of support (whether full time or part time).

Numerator: the 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.

Denominator: 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.

Computation: Presented as a *proportion*.

**Data source/s** AIHW — SHSC.

### Data Quality Framework Dimensions

**Institutional environment** See General SHSC DQI.

**Relevance** This indicator compares the labour force status of SHS clients with closed support and an assessed need for employment and/or training, between the start and end of support within the financial year. It thus describes short-term outcomes for a sub-group of SHS clients. The proportion of clients that are in-scope for this indicator may vary across financial years and jurisdictions. In particular, this indicator does not describe longer-term employment outcomes e.g. achieved after referral to other services.

**Timeliness** See General SHSC DQI.

**Accuracy** Clients with an unknown labour force status at the start and/or end of support were excluded from the performance indicator. In 2014-15, 968 clients with closed support periods with an unknown labour force status at the start and/or end of support were excluded from the performance indicator, representing nearly 11 per cent of in-scope clients across Australia. The rate of unknown labour force status varied across jurisdictions.

**Proportion of clients aged 15 or over with a closed support period and an assessed need for employment and/or training, for whom labour force status was not stated**

	<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>
Labour force status not stated at either the start or end of support	251	414	97	80	56	17	37	50	968
Per cent not stated	9.6	15.7	5.1	7.6	16.5	13.5	10.5	14.8	10.7
Total clients	2 619	2 632	1 898	1 061	342	127	351	338	9 075

**Coherence** Results have been produced using the same estimation methods since the commencement of the SHSC in 2011-12.

**Accessibility** See General SHSC DQI.

**Interpretability** See General SHSC DQI.

**Data Gaps/Issues Analysis**

**Key data gaps /issues** See General SHSC DQI.

## Achievement of income on exit

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

### Indicator definition and description

<b>Element</b>	Outcomes
<b>Indicator</b>	'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.
<b>Measure (computation)</b>	<p>'Achievement of income on exit' is reported for all SHS clients aged 15 and over with closed support and an assessed need for income assistance. It is also reported separately for Aboriginal and Torres Strait Islander clients with the same characteristics.</p> <p><u>Definition:</u> Of people with a need for income assistance at the start of support, the proportion who had an income source at end of support</p> <p><u>Numerator:</u> the number of clients, with closed support periods only, with an identified need for income assistance and who exited homelessness services with an income source.</p> <p><u>Denominator:</u> the number of clients, with closed support periods only, with an identified need for income assistance.</p> <p><u>Computation:</u> Presented as a <i>proportion</i>.</p>

**Data source/s** AIHW — SHSC.

### Data Quality Framework Dimensions

<b>Institutional environment</b>	See General SHSC DQI.
<b>Relevance</b>	This indicator compares the income status of SHS clients with closed support and an assessed need for income assistance, between the start and end of support within the financial year. It thus describes short-term outcomes for a sub-group of SHS clients. The proportion of clients that are in-scope for this indicator may vary across financial years and jurisdictions. In particular, this indicator does not describe longer-term income outcomes e.g. achieved after referral to other services or after clients met eligibility criteria for government payments.
<b>Timeliness</b>	See General SHSC DQI.
<b>Accuracy</b>	Clients with an unknown source of income at the start and/or end of support were excluded from the performance indicator. In 2014-15, 1078 clients with an unknown source of income at the start and/or end of support were excluded from the performance indicator, representing just over 8 per cent of in-scope clients across Australia. The rate of unknown labour force status varied across jurisdictions.

### **Proportion of clients aged 15 or older with a closed support period and an assessed need for income assistance, for whom source of income was not stated either at the start or end of support**

	<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>
Number of in-scope clients with source of income not stated at either the start or end of support	241	513	124	83	93	15	26	29	1 078
Per cent not stated	7.3	13.8	3.6	6.3	15.6	5.3	7.6	5.6	8.3
Total clients	3 301	3 707	3 431	1 311	597	286	348	512	13 004

---

**Coherence** Results have been produced using the same estimation methods since the commencement of the SHSC in 2011-12.

**Accessibility** See General SHSC DQI.

**Interpretability** See General SHSC DQI.

**Data Gaps/Issues Analysis**

**Key data gaps /issues** See General SHSC DQI.

---

## Achievement of independent housing on exit

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

### Indicator definition and description

<b>Element</b>	Outcomes
<b>Indicator</b>	'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.
<b>Measure (computation)</b>	Achievement of 'independent housing on exit' is defined by three measures. These measures are reported for all SHS clients and separately for Aboriginal and Torres Strait Islander clients.

#### **Measure 1**

Definition: Of people with an identified need for assistance to obtain or maintain independent housing at the start of support, the proportion who had achieved independent housing by the end of support.

Numerator: the number of clients, with closed support periods only, with an identified need for assistance to obtain 'long term housing', or 'sustain tenancy or prevent tenancy failure or eviction', or 'prevent foreclosures or for mortgage arrears', and had achieved independent housing by the end of support.

Denominator: the number of clients, with closed support periods only, with an identified need for assistance to obtain 'long term housing', or 'sustain tenancy or prevent tenancy failure or eviction', or 'prevent foreclosures or for mortgage arrears'.

Computation: Presented as a *proportion*.

#### **Measure 2**

Definition: Of people who were living in non-independent/supported housing at the start of support, the proportion who had achieved independent housing by the end of support.

Numerator: the number of clients with closed support periods only who at presentation were living in non-independent housing and achieved independent housing by the end of support.

Denominator: the number of clients, with closed support periods only, who at presentation were living in non-independent/supported housing.

Computation: Presented as a *proportion*

#### **Measure 3**

Definition: Of people with an identified need for assistance with obtaining or maintaining independent/non-supported housing and who had achieved independent/non-supported housing by the end of support, the proportion that did not present again during the financial year with an identified need for housing assistance.

Numerator: the number of clients with closed support periods only, with an identified need for assistance to obtain 'long term housing', or 'sustain tenancy or prevent tenancy failure or eviction' or 'prevent foreclosures or for mortgage arrears', who achieved independent housing at the end of support, and who did not present again during the reference year with an identified need for short-term, medium-term, or long-term housing; assistance to sustain tenancy or prevent tenancy failure or eviction; or assistance to prevent foreclosures or for mortgage arrears.

Denominator: the number of clients with closed support periods only, with an identified need for assistance with obtaining or maintaining independent/non-supported housing, and who had achieved independent/non-supported housing at the end of support.

Computation: Presented as a *proportion*

**Data source/s** AIHW — SHSC.

### Data Quality Framework Dimensions

**Institutional environment** See General SHSC DQI.

**Relevance** The three measures indicate the achievement of independent housing during the financial year for clients with specific characteristics. It does not describe the achievement of independent housing for broader SHS clients, or longer-term outcomes e.g. where independent housing is achieved after referral to other services.

The proportion of SHS clients that are in-scope for this indicator may vary across financial years and jurisdictions.

Independent housing is defined in a manner that is consistent with the definition of homelessness within the SHSC and the Australian Bureau of Statistics' statistical definition of homelessness. Results are presented for a number of housing tenure types

**Timeliness** See General SHSC DQI.

**Accuracy** Due to missing data, some clients were excluded from the three measures. The rate of excluded clients is relatively high for some jurisdictions, as these measures require a range of data to be available including dwelling type, housing tenure and conditions of occupancy.

Rates of missing data for 2014–15 are outlined below.

The first table presents missing data for measures one and three.

The second table presents missing data for measure two. The totals are slightly higher than in Table 18A.28, as the second table below includes clients with a not stated first reported housing type.

**Clients with a closed support period and an assessed need for housing assistance, for whom independent housing status at the end of support was not stated**

	<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>
Number of clients whose housing status at the end of support was not stated	2 440	4 755	1 815	489	867	521	464	172	11 145
Per cent not stated	12.4	11.4	8.1	7.9	28.2	12.4	18.3	10.6	11.2
Total clients	19 620	41 728	22 477	6 181	3 077	4 189	2 533	1 628	99 448

**Clients with a closed support period, an assessed need for housing assistance, and who were living in non-independent/supported housing at the start of support, for whom independent housing status at the end of support was not stated**

	<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>
Number of clients whose housing status at the end of support was not stated	1 003	1 830	795	211	198	276	232	54	4 366
Per cent not stated	10.5	10.2	7.5	6.7	14.2	14.1	17.1	10.1	9.6
Total clients	9 545	18 028	10 654	3 130	1 395	1 954	1 355	534	45 346

---

**Coherence**            The basis on which the third measure is enumerated has changed since the 2015 Report to better represent in-scope clients who re-presented during the financial year. Data for 2013-14, 2012-13 and 2011-12 have been revised to reflect this change.

**Accessibility**        See General SHSC DQI.

**Interpretability**    See General SHSC DQI.

**Data Gaps/Issues Analysis**

**Key data gaps /issues**    See General SHSC DQI.



---

## Goals achieved on exit from service

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

### Indicator definition and description

<b>Element</b>	Outcomes
<b>Indicator</b>	'Goals achieved on exit' is an indicator of governments' objective to ensure homelessness services meet the needs and expectations of clients.
<b>Measure (computation)</b>	<p><u>Definition:</u> Of the proportion of closed support periods with an individual case management plan, the proportion who by the end of support achieved:</p> <ul style="list-style-type: none"><li>• All their goals</li><li>• Half or more of their goals</li><li>• Up to half their goals</li><li>• None of their goals</li></ul> <p><u>Numerator:</u> the number of closed support periods only, with a case management plan, where by the end of support achieved:</p> <ul style="list-style-type: none"><li>• All their goals</li><li>• Half or more of their goals</li><li>• Up to half their goals</li><li>• None of their goals.</li></ul> <p><u>Denominator:</u> the number closed support periods only, with a case management plan.</p> <p><u>Computation:</u> Presented as a <i>proportion</i>, for those achieving:</p> <ul style="list-style-type: none"><li>• All their goals</li><li>• Half or more of their goals</li><li>• Up to half their goals</li><li>• None of their goals.</li></ul>
<b>Data source/s</b>	AIHW — SHSC

### Data Quality Framework Dimensions

<b>Institutional environment</b>	See General SHSC DQI.
<b>Relevance</b>	This indicator only relates to closed support periods with an individual case management plan. The proportion of support periods with an individual case management plan may vary across financial years and jurisdictions. Some clients with a case management plan have multiple support periods.
<b>Timeliness</b>	See General SHSC DQI.
<b>Accuracy</b>	<p>The nature of case management goals are not recorded in the SHSC. No information is currently available to determine whether the underlying goals are comparable nationally, nor the extent to which the achievement of these goals is consistently recorded by agency workers.</p> <p>Nationally, in 2014-15, there were 13 closed support periods with a missing case management plan indicator.</p> <p>In the SHSC, there are some support periods where a case management plan is recorded in answer to the question 'was there a case management plan for the client' (question 5 in the ongoing client form), but 'no case management plan' is recorded in relation to question 7 'to what extent were the client's case management plan goals achieved'. In 2014-15, 7,834 closed support periods fell into this category nationally. These support periods represented a small proportion of closed support periods with a recorded case management plan in question 5 in all jurisdictions except South Australia. The South Australian Department for Communities and Social Inclusion has advised that these closed support periods did not have a case management plan in place. These support periods were thus excluded from the number of closed support periods with case management plans in South Australia in 2014-15, 2013-14, 2012-13 and 2011-12.</p> <p>All proportions for all jurisdictions in Table 18A.33 exclude closed support periods with the</p>

inconsistency between questions 5 and 7, in both the numerator and the denominator.

**Proportion of closed support periods with an unknown case management plan**

	<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>
Number of support periods with a case management plan recorded in question 5 and no case management plan recorded in question 7	98	574	21	34	7 104	1	0	2	7 834
Per cent of support periods with a case management plan recorded in question 5	0.4	1.2	0.1	0.4	44.6	0.0	0.0	0.1	5.38
Total support periods with a recorded case management plan in question 5	23 620	49 802	35 641	9 562	15 917	4 124	2 736	4 211	145 614

**Coherence**

The basis on which this indicator is enumerated has changed from the 2014 Report. Data for 2012–13 and 2011–12 was revised in the 2014 report to reflect this change. Previously this indicator was calculated on a client basis. As a result, clients with multiple support periods may have been recorded as having ‘up to half’ or ‘half or more goals achieved’, despite having achieved no goals in one support period. To ensure accuracy of the measure, the calculation was revised for 2013-14 and is now based on support periods. Data from previous reference periods was revised to maintain comparability over time.

Support periods with an inconsistency between the responses to questions 5 (was there a case management plan for the client) and 7 (to what extent were the client’s case management plan goals achieved) of the ongoing client form were excluded from the South Australian figures for the total support periods with case management plans in the 2016 Report. Data from 2011-12 to 2013-14 have been revised and made consistent with 2014-15 data.

**Accessibility**

See General SHSC DQI.

**Interpretability**

See General SHSC DQI.

**Data Gaps/Issues Analysis**

**Key data gaps /issues**

See General SHSC DQI.