17 Homelessness services

CONTENTS

Attachment tables

Attachment tables are identified in references throughout this chapter by a '17A' suffix (for example, table 17A.1). A full list of attachment tables is provided at the end of this chapter, and the attachment tables are available from the Review website at www.pc.gov.au/gsp.

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

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

Between 1985 and 2009, the Australian Government and State and Territory governments funded the Supported Accommodation Assistance Program (SAAP) to alleviate the difficulties of people who are homeless or at risk of homelessness and reduce the potential for their recurrence. SAAP services provided assistance to individuals and families who were in crisis or experienced difficulties that hindered personal or family functioning. The SAAP program concluded on 31 December 2008 at the expiry of the SAAP V Multilateral Agreement (2005–2010).

The National Affordable Housing Agreement (NAHA) commenced on 1 January 2009 as part of the Intergovernmental Agreement on Federal Financial Relations. To support the NAHA, the National Partnership Agreement on Homelessness (NPAH) commenced on 1 July 2009. Government funding for specialist homelessness services is provided through the NAHA and NPAH.

The NAHA and NPAH provide the framework for Australian Government and State and Territory governments to reduce homelessness and improve housing outcomes for Australians. The NAHA aims to ensure all Australians have access to affordable, safe and sustainable housing that contributes to social and economic participation. Australian, State and Territory governments agreed to a number of outcomes relating to homelessness, including:

- providing support and accommodation for people who are homeless or at risk of homelessness
- reducing the rate of homelessness
- preventing and intervening early to break the cycle of homelessness
- improving and expanding the service response to homelessness (COAG 2008a; 2008b).

The NPAH outlines the roles and responsibilities of Australian Government and State and Territory governments in relation to reducing and preventing homelessness, and contributes to achieving the NAHA outcomes in relation to homelessness.

This chapter reports data on government funded specialist homelessness services and the people accessing these services. Homelessness services that do not receive government funding, and those people accessing such services, are excluded from this Report.

The SAAP program concluded on 31 December 2008, but the SAAP data collection was continued to enable reporting on homelessness while a new specialist homelessness services (SHS) data collection was developed for reporting on the NAHA and NPAH. This chapter reports homelessness data from the SAAP

collection, as data from the SHS collection are not yet available for reporting. The SHS data collection became operational on 1 July 2011 and SHS data for the 2011-12 period, along with SAAP data for 2010-11, are expected to be available for the 2013 Report.

This Report includes data for 2009-10, as there is a one year lag in reporting from the SAAP data collection, though some financial data are reported for 2010-11. There were no major improvements to the reporting of government funded specialist homelessness services this year.

17.1 Profile of homelessness services

Homelessness services aim to provide support to people who are homeless or are at risk of becoming homeless. Non-government, community and local government agencies 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.

Supported Accommodation Assistance Program

Homelessness services provided under the SAAP aimed to assist people who were homeless or at imminent risk of becoming homeless as a result of a crisis, including women and children escaping domestic violence.

The SAAP was established in 1985 to bring homelessness programs funded by individual State and Territory governments and the Australian Government under one nationally coordinated program. The final program (SAAP V 2005–2010) was governed by the *Supported Accommodation Assistance Act 1994* (Cth). The Act specified that the overall aim of SAAP was to provide transitional supported accommodation and related support services to assist people who are homeless to achieve self-reliance and independence. Within this broad aim, the goals of the SAAP were to resolve crises, to re-establish family links where appropriate, and to re-establish a capacity to live independently of SAAP services.

Homelessness services and the link with other services

In 2009-10, 84 100 children accompanied a parent or guardian who received substantial support from homelessness services (AIHW 2011).[1] Research indicates that in almost half of support periods involving adults with accompanying children, domestic violence was the main reason SAAP support was sought (AIHW 2006). As a result, some children assisted by homelessness services may have also had contact with child protection and out-of-home care services, or may have been subject to a current or past care and protection order. Child protection and support services are reported in chapter 15 of this Report.

Close links also exist between homelessness services and other forms of housing assistance reported in the Housing chapter of this Report (chapter 16). Some individuals and families used 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.[2] For example, in 2009-10, approximately 13.7 per cent of former clients who had requested assistance with obtaining or maintaining independent housing, had moved to public housing (table 17A.21). The Housing and homelessness sector summary provides some information on the interconnections between these services.

Size and scope

On Census night in 2006, there were approximately 105 000 homeless people (that is, approximately one in every 190 Australians) (Chamberlain and MacKenzie 2008). This number includes people who were without conventional accommodation (for example, sleeping rough), who were living in temporary shelter (for example, youth refuges or 'couch surfing'), and who were staying in accommodation that is below minimum community standards (for example, boarding houses and caravan parks). According to the *Counting the Homeless 2006* report, SAAP provided accommodation to approximately 19 per cent of the homeless population on Census night in 2006 (Chamberlain and MacKenzie 2008). The method for counting homeless people in the Census is under review and estimates are expected to be revised in future Reports.

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1 The term 'substantial' in 'substantial support' is a term used in the SAAP data collection to denote support for a person defined as a client during a support period (see section 17.6 for definitions of 'client' and 'support period'). 'Substantial' is not meant to convey a measure of the number of distinct support services or duration of support.

2 Social housing includes public and community housing. For further information on these forms of housing assistance, see chapter 16 (box 16.1).

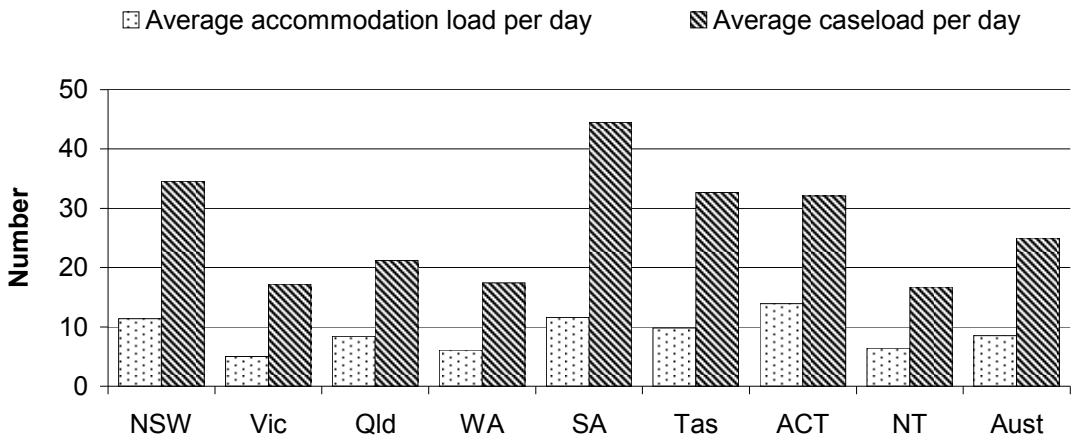
Agencies providing homelessness services delivered a range of support services to various client groups throughout the year, including families, single men and women, and unaccompanied children and young people. Nationally, agencies provided support to 219 900 people, of which 135 700 (62 per cent) were clients and 84 100 (38 per cent) were children accompanying clients in 2009-10 (AIHW 2011).

In 2009-10, 1559 agencies were funded under the NAHA, including non-government, community and local government agencies (table 17A.2). Services were delivered by agencies primarily targeting:

- young people (33.2 per cent of agencies)
- women escaping domestic violence (24.3 per cent)
- families (8.6 per cent)
- single men (5.8 per cent)
- single women (2.8 per cent)
- multiple client groups (25.3 per cent) (table 17A.2).

The national average accommodation load per agency was 8.5 per day and the caseload per agency was 25.0 per day in 2009-10, although these varied across jurisdictions (figure 17.1).

Figure 17.1 **Average accommodation load and caseload per day, 2009-10[a]**



a See notes to table 17A.20 for descriptions of how accommodation load and caseload are estimated.

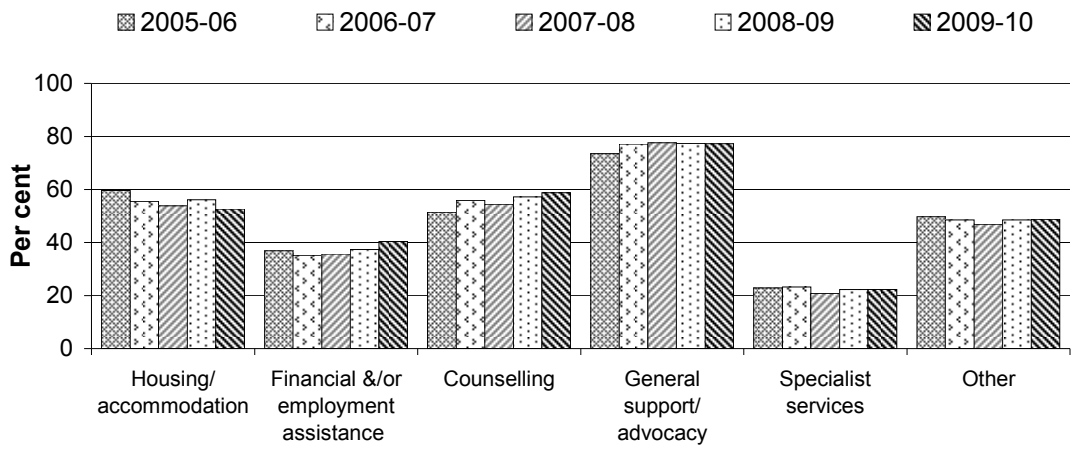
Source: AIHW (unpublished) SAAP NDCA *Administrative Data and Client Collections*; table 17A.20.

Agencies varied in the types of services they delivered. In 2009-10, agencies were most commonly designed to provide medium term to long term supported

accommodation (40.0 per cent of agencies) and crisis or short term supported accommodation (30.5 per cent of agencies). Agencies also provided services other than accommodation, such as outreach support, day support, and telephone information and referral. The proportions of agencies delivering particular types of homelessness services remained relatively stable from 2005-06 to 2009-10 (table 17A.3).

Services commonly provided by agencies in support periods in 2009-10 included general support and advocacy (in 77.2 per cent of support periods), housing and accommodation services (52.6 per cent), counselling (58.8 per cent), and financial and employment assistance (40.4 per cent). There has been some change in the composition of services provided by agencies over time, with a decrease in housing and accommodation services (from 59.6 per cent in 2005-06), and increases in financial and employment assistance (from 36.9 per cent in 2005-06) and counselling services (from 51.5 per cent in 2005-06) (figure 17.2).

Figure 17.2 **Services received during a support period[a]**



a Totals do not add to 100 per cent because agencies may provide more than one type of service during a single support period.

Source: AIHW (various years) *Government-funded specialist homelessness services: SAAP National Data Collection annual report*. Cat no. HOU 219; table 17A.1.

Roles and responsibilities

Government funded specialist homelessness services are jointly funded by the Australian, State and Territory governments, through the NAHA and NPAH. The NAHA commenced on 1 January 2009 as part of the Intergovernmental Agreement on Federal Financial Relations. To support the NAHA, the NPAH commenced on 1 July 2009.

The SAAP was jointly funded by the Australian, State and Territory governments until December 2008. State and Territory governments were responsible for the daily management of the program, including the distribution of funding to SAAP funded agencies. Non-government agencies delivered most SAAP services with some local government participation.

Funding

Recurrent government expenditure on specialist homelessness services for 2010-11 was $482.3 million (table 17A.5). Most of this expenditure (97.2 per cent) was funding provided to agencies to deliver services for people who are homeless or at risk of homelessness, while the remaining expenditure (2.8 per cent) was attributed to State and Territory governments' administration costs (table 17A.4). Nationally, real recurrent funding per person in the population was $21 in 2010-11, though the amount of funding per person varied across jurisdictions (table 17A.6).

In addition to funding provided under the NAHA and NPAH, State and Territory governments contribute extra funding to specialist homelessness services. Where available, the additional funding is included in reporting from 2008-09.

17.2 Framework of performance indicators for government funded specialist homelessness services

The performance indicator framework for government funded specialist homelessness services is based on shared government objectives for homelessness services delivered under the SAAP (box 17.1). Though the SAAP concluded and was replaced by the NAHA on 1 January 2009, performance indicators in this chapter reflect those developed under the SAAP V Agreement.

Box 17.1 **Objectives for government funded specialist homelessness services (SAAP)**

The overall aim of SAAP was 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 were to:

- resolve crises
- re-establish family links where appropriate
- re-establish the capacity of clients to live independently of SAAP.

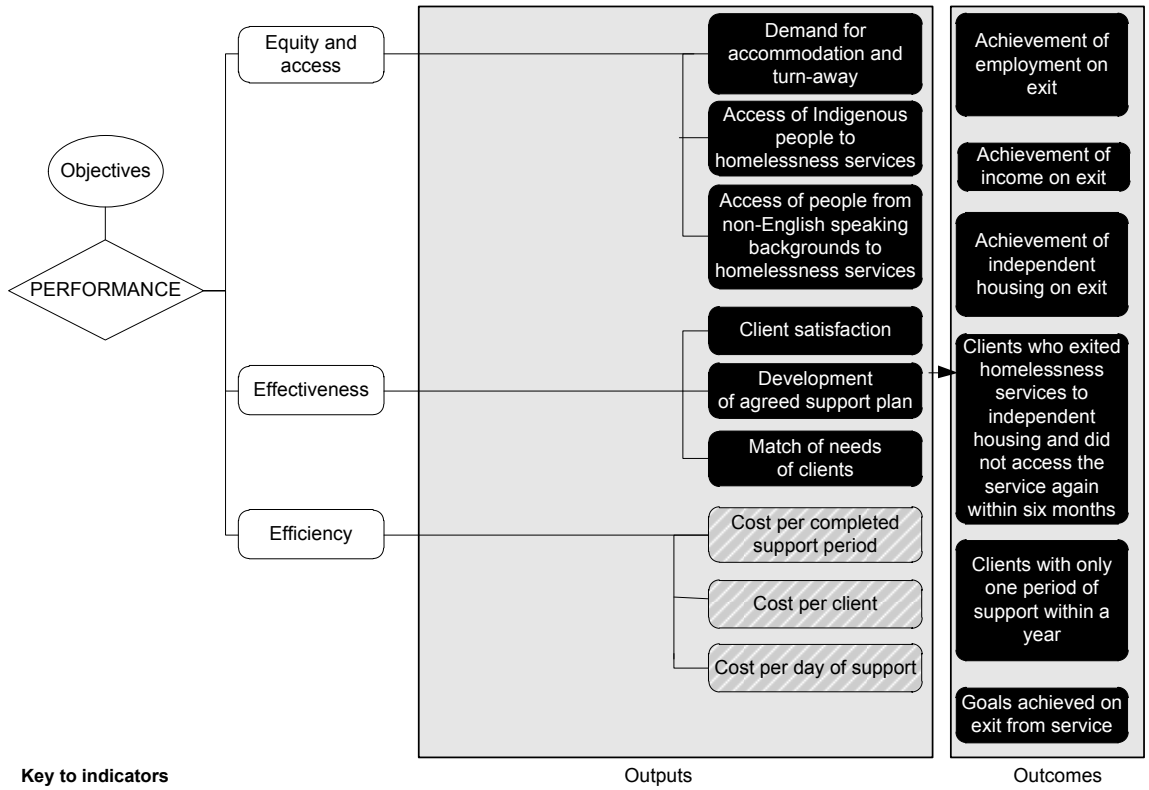
Homelessness services should be provided in an equitable and efficient manner.

COAG has agreed six National Agreements to enhance accountability to the public for the outcomes achieved or outputs delivered by a range of government services (see chapter 1 for more detail on reforms to federal financial relations). The NAHA covers the area of housing and homelessness and includes performance indicators for which the Steering Committee collates performance information for analysis by the COAG Reform Council (CRC). Performance indicators reported in this chapter are aligned with homelessness performance indicators in the NAHA.

The performance indicator framework provides information on equity, efficiency and effectiveness, and distinguishes the outputs and outcomes of government funded specialist homelessness services (figure 17.3). The performance indicator framework shows which data are comparable in the 2012 Report. For data that are not considered directly comparable, the text includes relevant caveats and supporting commentary. Chapter 1 discusses data comparability from a Report-wide perspective (see section 1.6).

The Report's statistical appendix contains data that may assist in interpreting the performance indicators presented in this chapter. These data cover a range of demographic and geographic characteristics, including age profile, geographic distribution of the population, income levels, education levels, tenure of dwellings and cultural heritage (including Indigenous and ethnic status) (appendix A).

Figure 17.3 **Government funded specialist homelessness services performance indicator framework**



17.3 Key performance indicator results for government funded specialist homelessness services

Data reported in this section are for government funded specialist homelessness services delivered under the NAHA and the SAAP V Agreement: data for 2009-10 reflect services provided under the NAHA; data for 2008-09 reflect services provided under the NAHA and the SAAP V Agreement; and data for 2007-08 and previous years reflect services provided under the SAAP V Agreement. Data are sourced from the SAAP data collection, which measures the number of clients and the number and types of services provided to clients, but is subject to limitations (box 17.2). Further information on the SAAP data collection for clients and demand for accommodation are available in the data quality information accompanying this chapter.

Box 17.2 Information to be considered when analysing data from the SAAP collection

Informed consent is an essential component of the integrity of the SAAP data. The principle of client/consumer rights (which underpins informed consent) recognises that clients do not receive services under a mandatory order. They have the right to accept or reject the services offered and they have the right to provide or not provide information while receiving services.

Nationally, in 2009-10, clients consented to provide personal details for the SAAP client data collection in 90.0 per cent of support periods, while 93.3 per cent of agencies participated in the client collection. A weighting system has been developed to adjust for client non-consent and agency non-participation (AIHW 2011).

Outputs

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

Equity and access

Demand for accommodation and turn-away

'Demand for accommodation and turn-away' is an indicator of governments' objective to ensure all Australians have equitable access to accommodation services on the basis of relative need (box 17.3).

Box 17.3 **Demand for accommodation and turn-away**

'Demand for accommodation and turn-away' is defined as the extent to which demand for accommodation is met or unmet. Unmet demand occurs when a homeless person expressly asking for supported accommodation cannot be provided with that assistance. Two measures of the proportion of people whose valid request for immediate accommodation cannot be met are reported:

- turn-away as the proportion of people requiring new accommodation, defined as the average daily percentage of people who could not be accommodated relative to all people making valid requests for immediate accommodation. This provides an indication of a person's likelihood of obtaining accommodation.
- turn-away as the proportion of total demand for accommodation, defined as the average daily percentage of people who could not be accommodated relative to all people who required new and immediate accommodation or who were continuing their accommodation from the previous day. This provides a measure of the overall ability of to meet the demand for accommodation on an average day during the collection period.

A decreasing proportion of people turned away from services is desirable.

Data reported for this indicator are comparable across jurisdictions but not over time. Some data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2012.

Data for access to services are sourced from the SAAP Demand for Accommodation collection and SAAP Client collection. The Demand for Accommodation collection measures the levels of met and unmet demand for accommodation by collecting information about requests for accommodation by individuals or groups over two separate weeks each year. These data are used in conjunction with Client collection data to calculate the 'turn-away' rate for demand for accommodation.

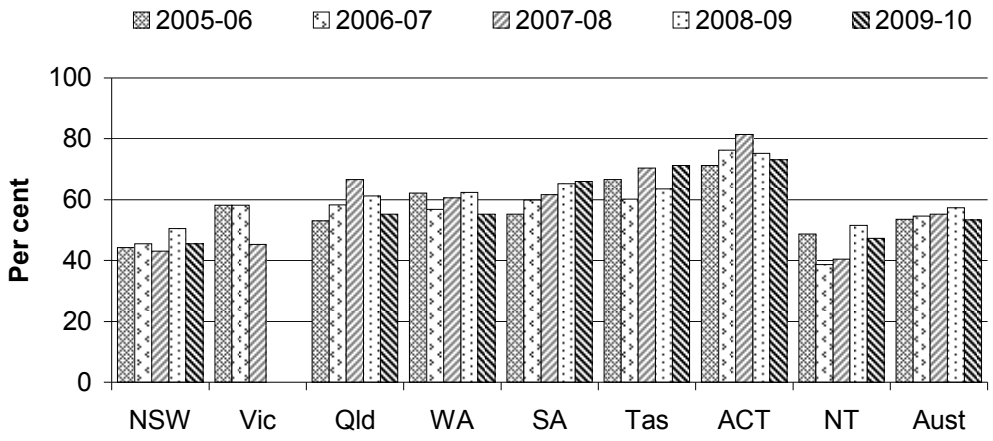
The Demand for Accommodation collection collects data on 'valid unmet requests' for immediate accommodation. 'Valid unmet requests' excludes requests made at an agency where the person or group making the request does not fall within an agency's target client group, where there is no fee-free accommodation available at that time,[3] or where assistance offered by an agency is refused. For the Client collection, the accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period.

[3] 'No fee-free accommodation available' refers to situations where the person/group is not given accommodation because they cannot meet the financial requirements (for example, fees) for that accommodation.

Demand data may understate the activities of homelessness services agencies as only data from those agencies that participated in both the Client collection and the Demand for Accommodation collection are used in the calculations. Additionally, the two week sample periods over which data are collected might not be representative of the success of clients accessing homelessness services over the full year (see notes to tables 17A.7 and 17A.8).

Data on the proportion of people with valid requests for accommodation who were turned away are reported for the years 2005-06 to 2009-10. Nationally, 53.4 per cent of adults and unaccompanied children requesting immediate new accommodation on a given day were turned away in 2009-10. This proportion varied across jurisdictions (figure 17.4).

Figure 17.4 **Turn-away of adults and unaccompanied children as a proportion of people requiring new accommodation**[a, b, c, d, e]



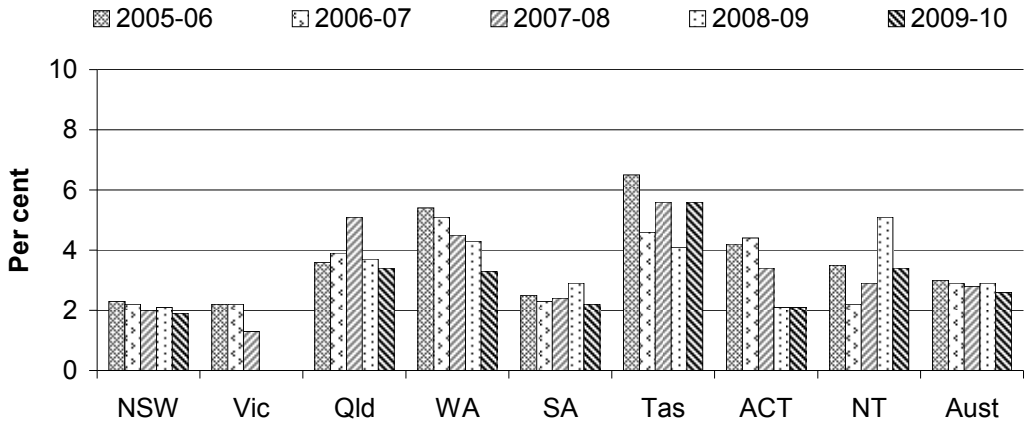
[a] A two-week Demand for Accommodation collection is conducted annually, in December and May, or August and May in each financial year, to gather information about homeless people whose requests for accommodation were unable to be met by agencies. [b] Comparisons between years should be treated with caution, due to variation in participation rates, differing imputation methods and because the collections were held on different dates each year. [c] The denominator for this indicator refers to adults and unaccompanied children. [d] Most specialist homelessness accommodation in Victoria is provided through the Transitional Housing Management program. Data for this program are collected separately to the SAAP data collection. Accommodation data in Victoria are not recorded in the SAAP data collection in the same way as other jurisdictions and are not comparable to other jurisdictions. As a result, turn-away data for Victoria from 2008-09 were not available. [e] See notes to table 17A.7 and data quality information for more detailed data caveats.

Source: AIHW (various years) *Demand for government-funded specialist homelessness accommodation: A report from the SAAP national data collection,* Cat. No. HOU 230; table 17A.7.

Nationally, the number of adults and unaccompanied children who made valid requests for accommodation but could not be accommodated accounted for 2.6 per cent of the total demand for accommodation in 2009-10 (figure 17.5). Total demand includes all accommodated adults and unaccompanied children.

The difference between the percentage of people turned away on a given day as a proportion of total requests for new immediate accommodation on a given day (53.4 per cent) and the percentage of people turned away on a given day as a proportion of total demand for accommodation (2.6 per cent) suggests that agencies provide a significant number of clients with continuing accommodation (tables 17A.7 and 17A.8).

Figure 17.5 **Turn-away of adults and unaccompanied children as the proportion of total demand for accommodation[a, b, c, d, e]**



[a] A two-week Demand for Accommodation Collection is conducted annually to gather information about homeless people whose requests for accommodation were unable to be met by agencies. The collections were held in December and May, or August and May, of each financial year. [b] Comparisons between years should be treated with caution, due to variation in participation rates, differing imputation methods and because the collections were held on different dates each year. [c] The denominator for this indicator refers to adults and unaccompanied children. [d] Most specialist homelessness accommodation in Victoria is provided through the Transitional Housing Management program. Data for this program are collected separately to the SAAP data collection. Accommodation data in Victoria are not recorded in the SAAP data collection in the same way as other jurisdictions and are not comparable to other jurisdictions. As a result, turn-away data for Victoria from 2008-09 were not available. [e] See notes to table 17A.8 for more detailed data caveats.

Source: AIHW (various years) *Demand for government-funded specialist homelessness accommodation: A report from the SAAP national data collection,* Cat. No. HOU 230; table 17A.8.

Nationally, requests for accommodation were not met for a number of reasons in 2009-10, including lack of available accommodation (58.3 per cent), no vacancies at the referral agency (23.7 per cent), type of accommodation requested is not provided (7.7 per cent) and insufficient staff (0.9 per cent) (table 17A.16).

Access of Indigenous people to homelessness services

'Access of Indigenous people to homelessness services' is an indicator of governments' objective to ensure all Australians have equitable access to homelessness services on the basis of relative need (box 17.4).

Box 17.4 **Access of Indigenous people to homelessness services**

'Access of Indigenous people to homelessness services' is defined as the comparison between the representation of Indigenous people among all people whose valid requests for accommodation were unmet and their representation among clients who were accommodated during the year.

A high or increasing proportion of Indigenous people whose valid requests for accommodation are met is desirable. Where the proportion of Indigenous people with unmet accommodation needs is higher than the proportion of people who received accommodation who were Indigenous, services might not be achieving equality of service access for Indigenous people.

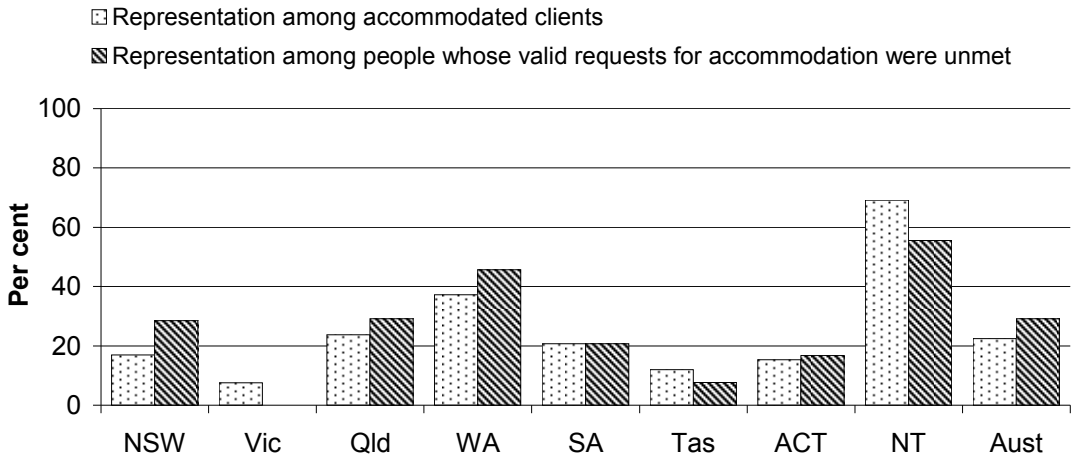
The indicator measures the extent to which the demand for assistance from Indigenous people is met or unmet. Unmet demand occurs when a homeless person expressly asking for supported accommodation, or support, cannot be provided with that assistance.

Supported accommodation and assistance services target homeless people in general, but access by special needs groups (such as Indigenous people) is particularly important.

Data reported for this indicator are comparable. Some data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2012.

Nationally, Indigenous people made up 29.1 per cent of all people whose valid requests for accommodation did not result in accommodation assistance in 2009-10 — a proportion greater than Indigenous clients among all accommodated clients (22.4 per cent). This result varied across jurisdictions (figure 17.6).

Figure 17.6 **Proportion of Indigenous people among all accommodated clients and among people whose valid requests for accommodation were unmet, 2009-10[a, b]**



a Turn away data for Victoria were not available. **b** See notes to table 17A.9 for details of data definitions.

Source: AIHW (unpublished) SAAP NDCA *Client and Demand for Accommodation Collections*; AIHW (2011) *Demand for government-funded specialist homelessness accommodation 2009-10: A report from the SAAP national data collection.* Cat. No. HOU 230; table 17A.9.

Access of people from non-English speaking backgrounds to homelessness services

'Access of people from non-English speaking backgrounds to homelessness services' is an indicator of governments' objective to ensure all Australians have equitable access to homelessness services on the basis of relative need (box 17.5).

Box 17.5 **Access of people from non-English speaking backgrounds to homelessness services**

'Access of people from non-English speaking backgrounds (NESB) to homelessness services' is defined as the comparison between the representation of people from NESB among all people whose valid requests for accommodation were unmet, and their representation among clients who were accommodated during the year.

A high or increasing proportion of people from NESB whose valid requests for accommodation are met is desirable. Where the proportion of people from NESB with unmet accommodation needs is higher than the proportion of people who received accommodation who were from NESB, services might not be achieving equality of service access for people of NESB.

(Continued on next page)

Box 17.5 **(Continued)**

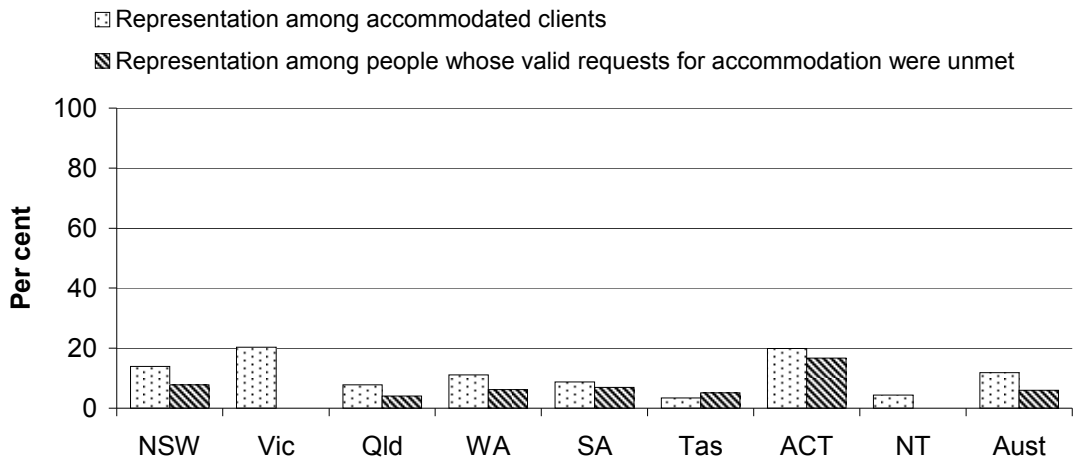
This indicator measures the extent to which the demand for assistance from people from NESB is met or unmet. Unmet demand occurs when a homeless person expressly asking for supported accommodation, or support, cannot be provided with that assistance (although one-off assistance might be provided).

Supported accommodation and assistance services target homeless people in general, but access by special needs groups (such as people from NESB) is particularly important.

Data reported for this indicator are comparable. Some data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2012.

Nationally, the proportion of people from NESB among all people whose valid requests for accommodation did not result in accommodation assistance was 5.9 per cent in 2009-10 — lower than that of people from NESB among all accommodated clients (11.8 per cent). This result varied across jurisdictions (figure 17.7).

Figure 17.7 **Proportion of people from NESB among all accommodated clients and among people whose valid requests for accommodation were unmet, 2009-10[a, b]**



a Turn away data for Victoria in 2009-10 were not available. **b** See notes to table 17A.10 for details of data definitions.

Source: AIHW (unpublished) SAAP NDCA *Client* and *Demand for Accommodation Collections*; AIHW (2011) *Demand for government-funded specialist homelessness accommodation 2009-10: A report from the SAAP national data collection.* Cat. No. HOU 230; table 17A.10.

Effectiveness

Client satisfaction

'Client satisfaction' is an indicator of governments' objective to provide high quality services that meet the needs of recipients (box 17.6).

Box 17.6 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. Client satisfaction is measured as the proportion of clients who reported that their overall satisfaction with the assistance they received from services was either 'good' or 'really good'.

A high or increasing proportion of clients reporting the assistance they received as 'good' or 'really good' suggests greater client satisfaction with the overall service.

Data reported for this indicator are comparable. Some data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2012.

Data for the client satisfaction indicator are sourced from the national SAAP client satisfaction survey, which was conducted in 2003. New data for this indicator were not available for this Report. Data on client satisfaction relating to a four week period beginning 11 November 2003 were included in the 2005 Report (SCRGSP 2005, pp. 15.47-48; CBSR 2004).

Development of agreed support plan

'Development of agreed support plan' is an indicator of governments' objective to provide high quality services that are appropriately targeted to meet the needs of clients (box 17.7).

Box 17.7 **Development of agreed support plan**

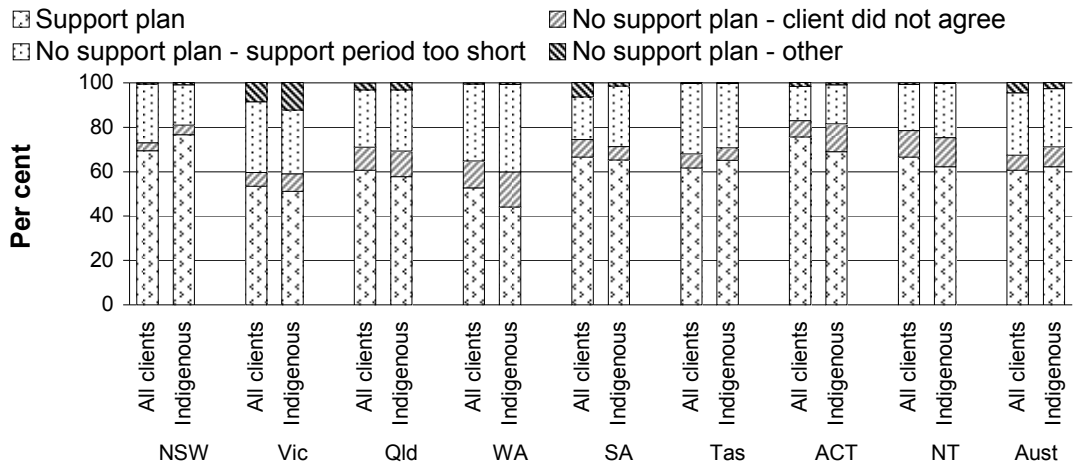
'Development of agreed support plan' is defined as the number of closed support periods with an agreed support plan divided by the total number of closed support periods. A closed support period is a support period that had finished on or before 30 June. Data are reported for all clients, and separately for Indigenous clients.

A high or increasing proportion of support periods with agreed support plans is desirable. However, in some instances, a support plan may be judged to be inappropriate (such as when a support period is short term).

Data reported for this indicator are comparable. Some data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2012.

Nationally, there was an agreed support plan for 60.6 per cent of closed support periods for all clients in 2009-10 (compared to 62.2 per cent for Indigenous clients). These proportions varied across jurisdictions (figure 17.8).

Figure 17.8 **Closed support periods, by the existence of a support plan, 2009-10[a]**



a See notes to tables 17A.11 and 17A.12 for more details of data definitions.

Source: AIHW (unpublished) SAAP NDCA *Client Collection*; AIHW (2011) *Government-funded specialist homelessness services: SAAP National Data Collection annual report 2009-10*. Cat no. HOU 219; tables 17A.11-12.

Match of needs of clients

'Match of needs of clients' is an indicator of governments' objective to ensure that services meet client's individual needs (box 17.8).

Box 17.8 **Match of needs of clients**

'Match of needs of clients' is defined as the number of distinct services required by clients that are provided, as well as those referred to another agency, divided by the total number of distinct services required by clients.

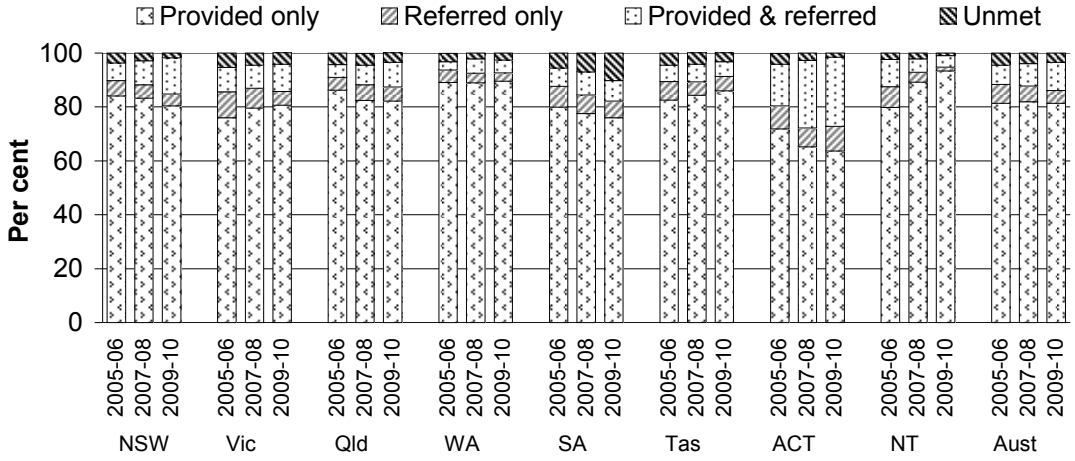
A high or increasing proportion of clients who received services they needed, or who were referred to another agency, is desirable.

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. Data are reported for all clients, and separately for Indigenous people and people from NESB.

Data reported for this indicator are comparable. Some data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2012.

Nationally, the proportion of clients who received services they needed (including services provided by the initially approached agencies and/or referrals to another agency) was 96.5 per cent in 2009-10 (figure 17.9).

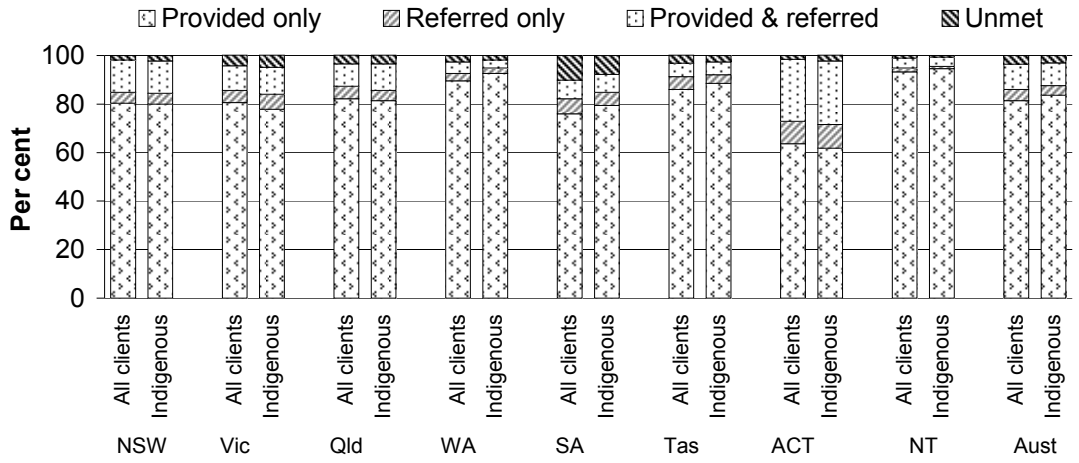
Figure 17.9 **All clients, by met and unmet support needs**



Source: AIHW (various years) *Government-funded specialist homelessness services: SAAP National Data Collection annual report,* Cat no. HOU 219. AIHW (various years) *Government-funded specialist homelessness services: SAAP National Data Collection annual report State/territory supplementary tables*. Cat no. HOU 222; table 17A.13.

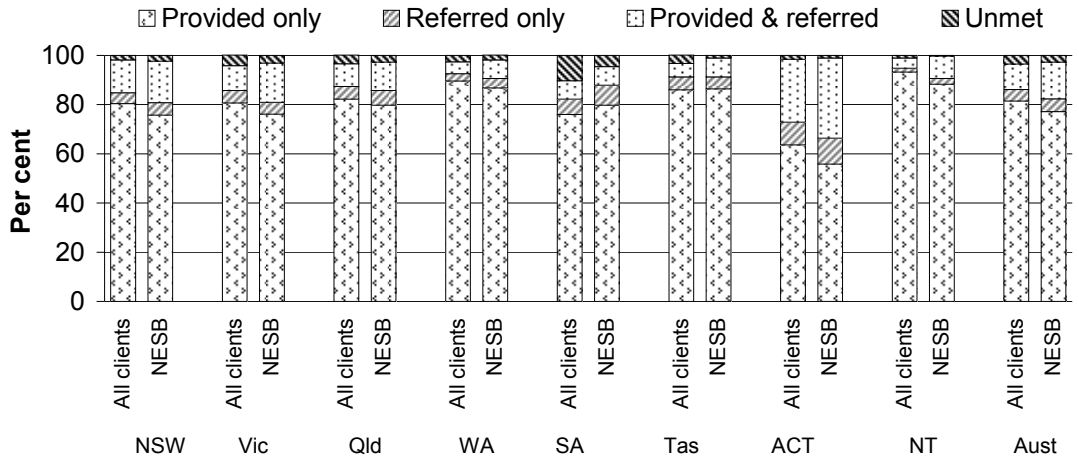
The proportions for Indigenous clients (97.0 per cent) and clients from a NESB (97.3 per cent) who received services in 2009-10 were the same or similar to that for all clients (96.5 per cent). These proportions varied across jurisdictions (figures 17.10 and 17.11).

Figure 17.10 **Indigenous clients, by met and unmet support needs, 2009-10**



Source: AIHW (unpublished) SAAP NDCA *Client Collection*; AIHW (2011) *Government-funded specialist homelessness services: SAAP National Data Collection annual report 2009-10*. Cat no. HOU 219; tables 17A.13 and 17.14.

Figure 17.11 **Clients from NESB, by met and unmet support needs, 2009-10**



NESB = Non-English speaking backgrounds.

Source: AIHW (unpublished) SAAP NDCA *Client Collection*; AIHW (2011) *Government-funded specialist homelessness services: SAAP National Data Collection annual report 2009-10*. Cat no. HOU 219; tables 17A.13 and 17A.15.

Efficiency

Across jurisdictions, there are varying treatments of expenditure items (for example, superannuation) and different counting and reporting rules for generating financial data. Differences in expenditure data across jurisdictions might to some extent

reflect differences in the way in which these data are compiled rather than true variations in expenditure.

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 17.9).

Box 17.9 **Cost per completed support period**

'Cost per completed support period' is defined as total expenditure on homelessness services divided by the number of completed support periods (excluding casual clients, and adults and accompanying children with a valid unmet request for accommodation).

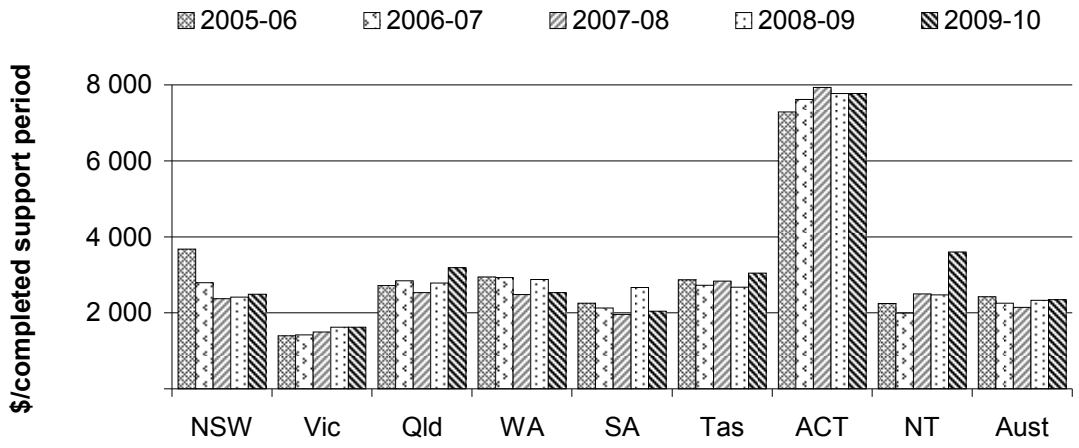
A low or decreasing cost per completed support period represents an improvement in efficiency, but can also indicate lower service quality.

This is a proxy indicator of efficiency, measuring government inputs per unit of output (unit cost), including only expenditure by service delivery providers. Unit cost indicators ideally include administration costs borne by State and Territory governments in administering services, but reporting this is not yet possible. In addition, capital costs are excluded because capital funding for SAAP was provided under the Commonwealth State Housing Agreement (CSHA) through a special purpose program — the Crisis Accommodation Program (CAP) — until end-December 2008, when all funding was rolled into the NAHA.

Data reported for this indicator are not directly comparable. Some data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2012.

Nationally, the recurrent cost per completed support period (excluding potential clients and accompanying children) declined from $2420 in 2005-06 to $2350 in 2009-10, though this varied across jurisdictions (figure 17.12).

Figure 17.12 **Real recurrent cost per completed support period (2009-10 dollars)**[a]



[a] See notes to table 17A.17 for detailed data caveats.

Source: AIHW (unpublished) SAAP NDCA *Administrative Data and Client Collections*; Australian, State and Territory governments (unpublished); table 17A.17.

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 17.10).

Box 17.10 **Cost per client**

'Cost per client' is defined as total expenditure on homelessness services divided by the number of clients accessing a bed or place over the year.

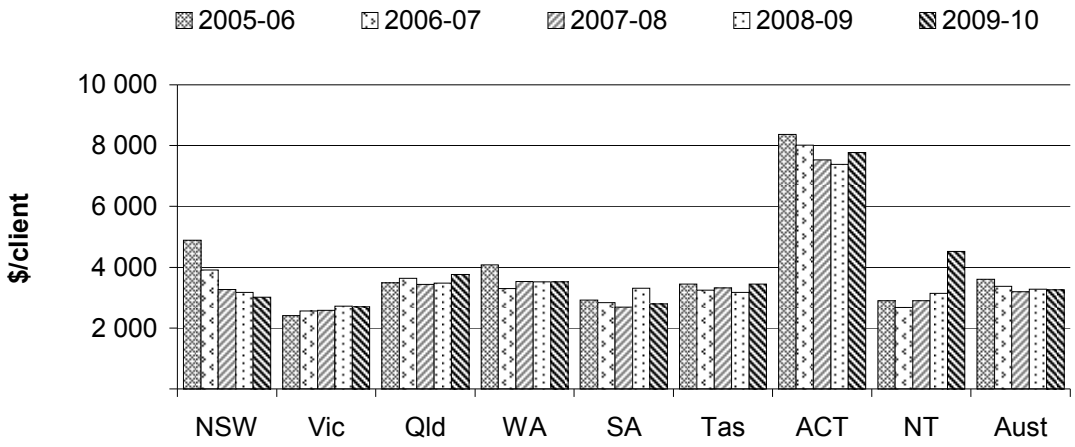
A low or decreasing cost per client represents an improvement in efficiency, but can also indicate lower service quality.

This is a proxy indicator of efficiency, measuring government inputs per unit of output (unit cost), including only expenditure by service delivery providers. Unit cost indicators ideally include administration costs borne by State and Territory governments in administering services, but reporting this is not yet possible. In addition, capital costs are excluded because capital funding for SAAP was provided under the CSHA through a special purpose program (the CAP) until end-December 2008, when all funding was rolled into the NAHA.

Data reported for this indicator are not directly comparable. Some data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2012.

Nationally, the recurrent cost per client accessing homelessness services declined from $3600 in 2005-06 to $3260 in 2009-10, though this varied across jurisdictions (figure 17.13).

Figure 17.13 **Real recurrent cost per client accessing homelessness services (2009-10 dollars)[a]**



[a] See notes to table 17A.18 for detailed data caveats.

Source: AIHW (unpublished) SAAP NDCA *Administrative Data and Client Collections*; table 17A.18.

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 17.11).

Box 17.11 **Cost per day of support**

'Cost per day of support' is defined as total expenditure on homelessness services divided by the number of days of support for clients receiving support and/or supported accommodation (excluding casual clients, and adults and accompanying children with a valid unmet request for accommodation).

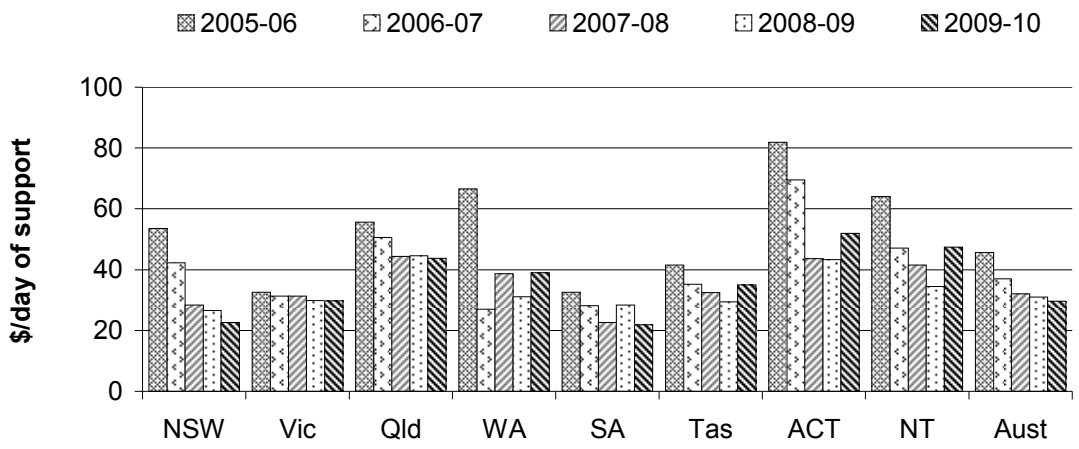
A low or decreasing cost per day of support represents an improvement in efficiency, but can also indicate lower service quality.

This is a proxy indicator of efficiency, measuring government inputs per unit of output (unit cost), including only expenditure by service delivery providers. Unit cost indicators ideally include administration costs borne by State and Territory governments in administering services, but reporting this is not yet possible. In addition, capital costs are excluded because capital funding for SAAP was provided under the CSHA through a special purpose program (the CAP) until end-December 2008, when all funding was rolled into the NAHA.

Data reported for this indicator are not directly comparable. Some data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2012.

The recurrent cost per day of support for clients averaged $30 nationally in 2009-10, declining from $46 in 2005-06 (figure 17.14).

Figure 17.14 **Real recurrent cost per day of support for clients (2009-10 dollars)**[a]



a See notes to table 17A.19 for detailed data caveats.

Source: AIHW (unpublished) SAAP NDCA *Administrative Data and Client Collections*; table 17A.19.

Outcomes

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

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

In 2006, Australian governments commissioned a research project to examine the impact of SAAP services on client self-reliance. The report based on this project, *Measuring the Impact of SAAP-funded Homelessness Services on Client Self-reliance* (FaHCSIA 2008), found that many of the problems and barriers to self-reliance cited are not overcome by quick and easy solutions, and services may need to put long-term resources into client support to achieve good outcomes.

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 society at the end of their support period (box 17.12).

Box 17.12 **Achievement of employment on exit**

'Achievement of employment on exit' is defined as the number of closed support periods for clients who sought assistance to obtain or maintain employment and training, and achieved employment after support, divided by the total number of closed support periods for clients who sought assistance to obtain or maintain employment and training. Support periods reported relate to these clients only.

A high or increasing proportion of clients achieving employment after support is desirable.

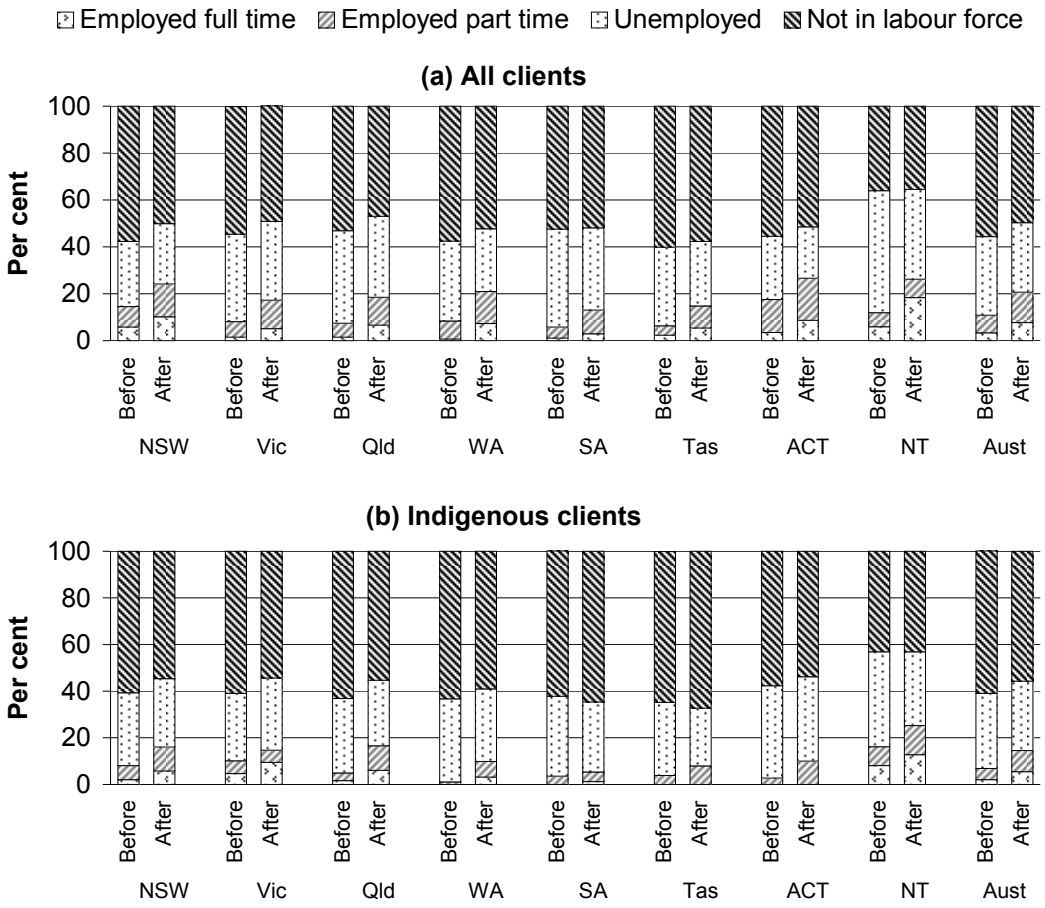
This indicator compares clients' employment status before and after they requested support. Data are reported for all clients, and separately for Indigenous clients. This indicator relates to relatively short term outcomes — that is, outcomes for clients immediately after their support period. Longer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

Data reported for this indicator are comparable. Some data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2012.

Nationally, of those clients who sought assistance to obtain or maintain employment and training when entering homelessness services in 2009-10, the proportion of clients who were employed either full time or part time increased from 10.9 per cent before support to 20.7 per cent after support. Of those employed after support, 7.8 per cent were employed full time and 12.9 per cent were employed part time. The proportion of clients who were unemployed decreased from 33.5 per cent before support to 29.6 per cent after support. The proportion of clients who were not in the labour force decreased from 55.6 per cent before support to 49.7 per cent after support. Proportions varied across jurisdictions (figure 17.15(a)).

Nationally, of those Indigenous clients who sought assistance to obtain or maintain employment and training when entering homelessness services in 2009-10, the proportion of clients who were employed either full time or part time increased from 6.8 per cent before support to 14.5 per cent after support. Of those employed after support, 5.5 per cent were employed full time and 9.0 per cent part time. The proportion of clients who were unemployed decreased from 32.3 per cent before support to 29.7 per cent after support. The proportion of clients who were not in the labour force decreased from 61.0 per cent before support to 55.8 per cent after support. These proportions varied across jurisdictions (figure 17.15(b)).

Figure 17.15 Changes in labour force status of clients who needed assistance to obtain/maintain employment and training before/after support, 2009-10[a]



a Data are for people who requested assistance with obtaining or maintaining employment when entering specialist homelessness services.

Source: AIHW (unpublished) SAAP NDCA *Client Collection*; tables 17A.23 and 17A.24.

Achievement of income on exit

'Achievement of income on exit' is an indicator of governments' objective to enable clients to participate independently in society at the end of their support period (box 17.13).

Box 17.13 **Achievement of income on exit**

'Achievement of income on exit' is defined as the number of closed support periods for clients who requested assistance to obtain or maintain a pension or benefit and exited homelessness services with an income source, divided by the total number of closed support periods for clients who sought assistance to obtain or maintain a pension or benefit. Data are reported for all clients, and separately for Indigenous clients.

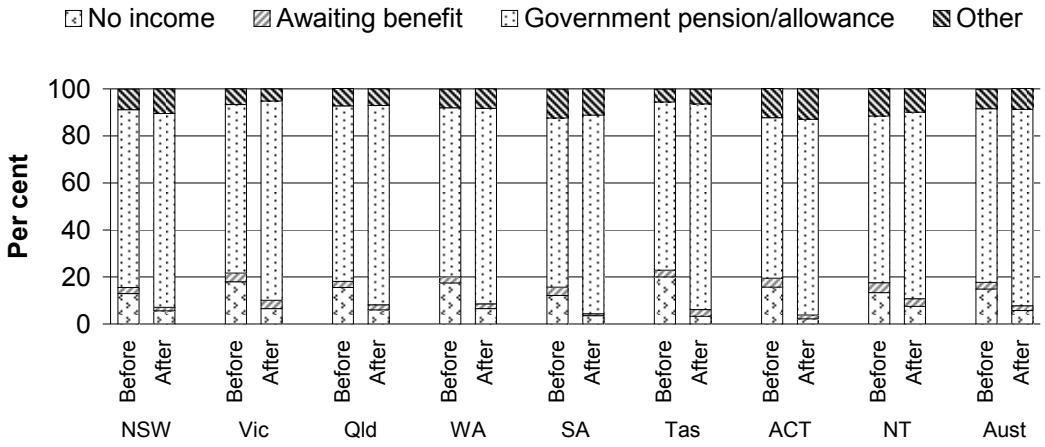
A high or increasing proportion of clients who requested income assistance and exited homelessness services with an income source is desirable.

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

Data reported for this indicator are comparable. Some data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2012.

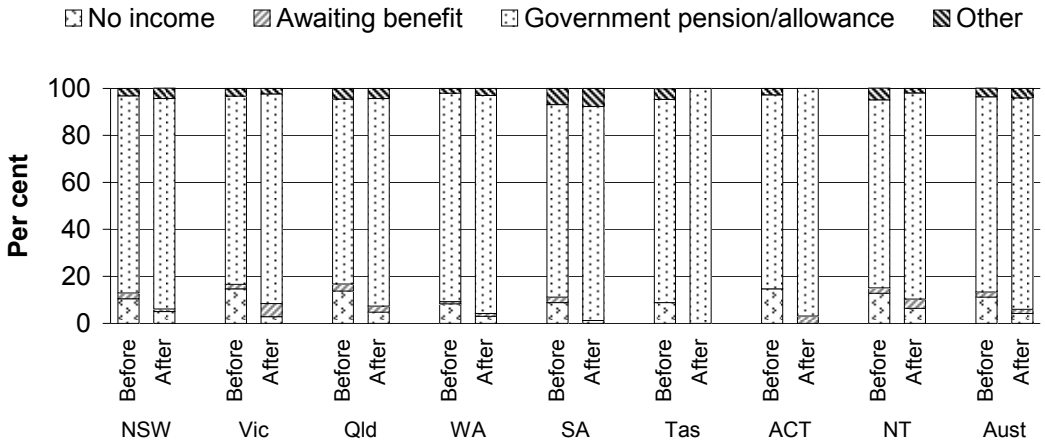
Nationally, in 2009-10, 14.8 per cent of support periods in which clients who requested income assistance did not have income prior to assistance from homelessness services. After assistance from homelessness services, the proportion of support periods in which clients who had requested income assistance and had no income was 5.7 per cent (figure 17.16). The proportion of Indigenous clients who did not have income and requested income assistance also decreased after assistance from homelessness services (from 11.2 per cent to 4.2 per cent nationally) (figure 17.17). Both before and after assistance from homelessness services, the income source for the majority of clients was a government pension/benefit (figures 17.16 and 17.17).

Figure 17.16 **Source of income immediately before/after support of clients who needed assistance to obtain/maintain a pension or benefit, 2009-10**



Source: AIHW (unpublished) SAAP NDCA *Client Collection*; table 17A.28.

Figure 17.17 **Source of income immediately before/after support of Indigenous clients who needed assistance to obtain/maintain a pension or benefit, 2009-10**



Source: AIHW (unpublished) SAAP NDCA *Client Collection*; table 17A.29.

Achievement of independent housing on exit

'Achievement of independent housing on exit' 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 17.14).

Box 17.14 **Achievement of independent housing on exit**

'Achievement of independent housing on exit' is defined as the number of closed support periods in which clients who requested assistance with obtaining or maintaining independent housing achieved independent housing, divided by the total number of closed support periods in which clients requested assistance obtaining or maintaining independent housing.

A high or increasing proportion of closed support periods in which clients achieve independent housing is desirable.

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

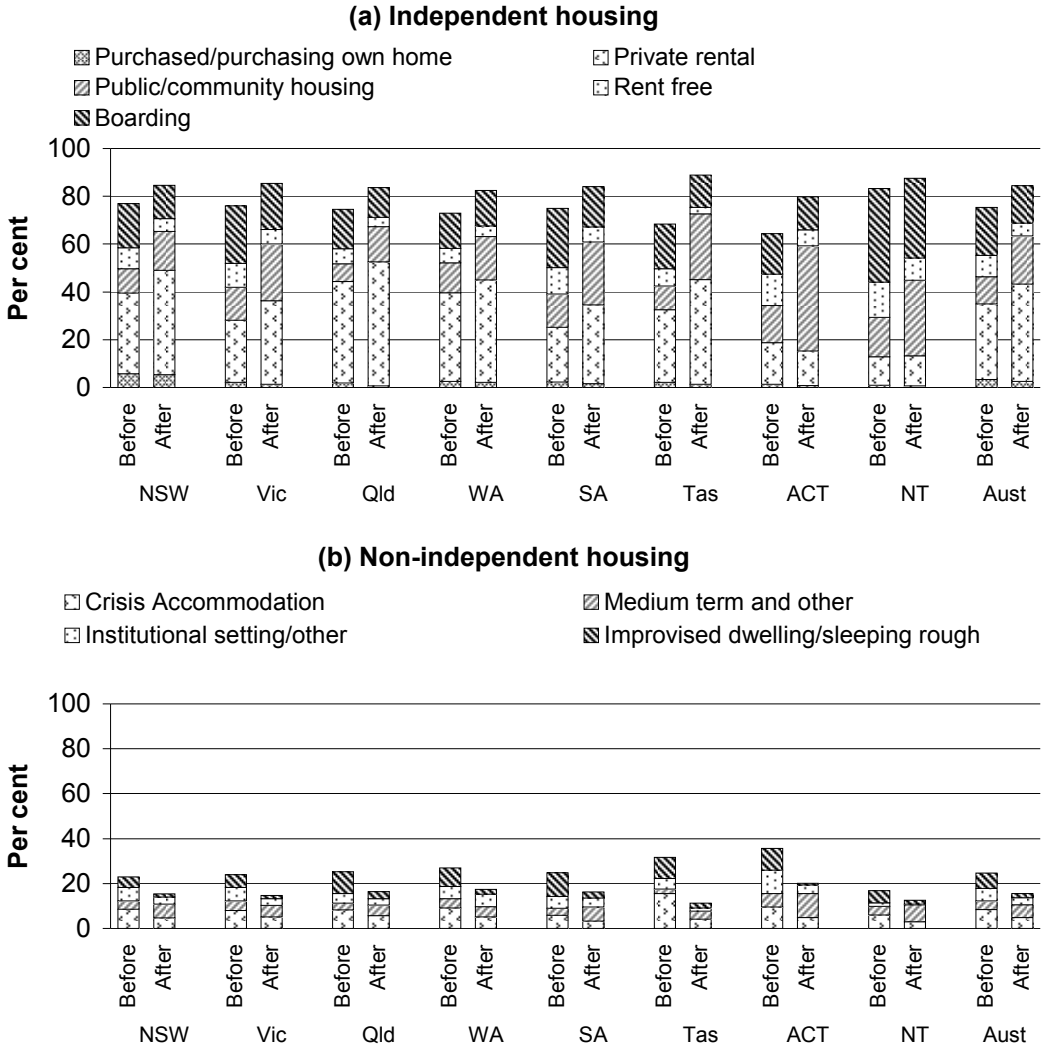
Data reported for this indicator are comparable. Some data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2012.

Nationally, 84.4 per cent of closed support periods in which clients requested assistance with obtaining or maintaining independent housing achieved independent housing in 2009-10. This included clients who moved or returned to private rental housing (40.7 per cent), to public or community rental housing (20.1 per cent), and those who were boarding (15.7 per cent) (figure 17.18a).

Among Indigenous clients, on a national basis, 84.7 per cent of clients who requested assistance with obtaining or maintaining independent housing achieved independent housing at the end of a support period in 2009-10, including those who moved or returned to private rental housing (29.9 per cent), to public or community rental housing (29.9 per cent), and who were boarding (18.8 per cent) (figure 17.19a).

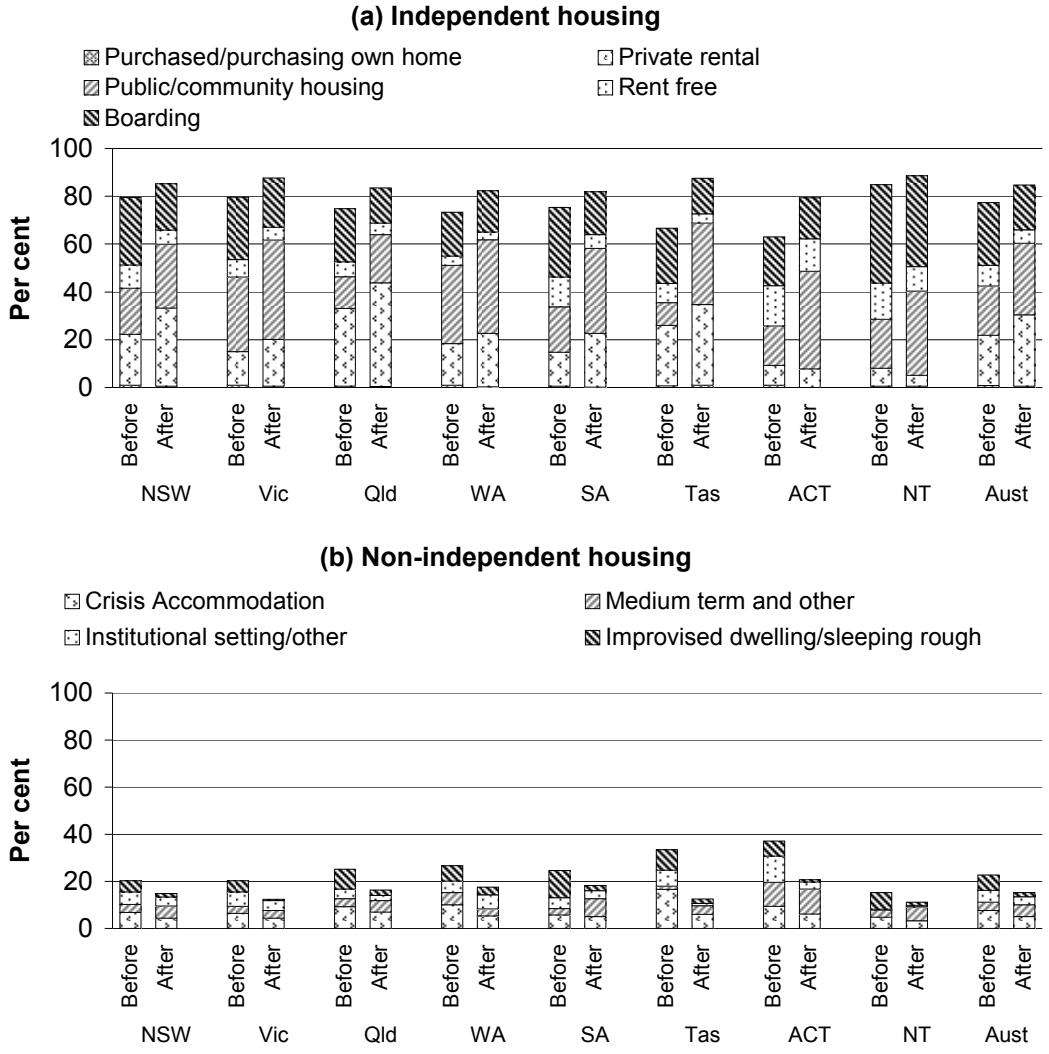
Closed support periods in which clients did not achieve independent housing included those who moved to, or continued to live in, short to medium term accommodation provided by homelessness services and other forms of non-independent accommodation (figures 17.18b and 17.19b).

Figure 17.18 **Accommodation type before and after support, for clients who requested assistance with obtaining or maintaining housing, all clients, 2009-10**



Source: AIHW (unpublished) SAAP NDCA *Administrative Data and Client Collections*; tables 17A.21.

Figure 17.19 **Accommodation type before and after support, for clients who requested assistance with obtaining or maintaining housing, Indigenous clients, 2009-10**



Source: AIHW (unpublished) SAAP NDCA *Administrative Data and Client Collections*; tables 17A.22.

Clients who exited homelessness services to independent housing and did not access the service again within six months

'Clients who exited homelessness services to independent housing and did not access the service again within six months' is an indicator of governments' objective to enable clients to participate independently in society at the end of their support period (box 17.15).

Box 17.15 Clients who exited homelessness services to independent housing and did not access the service again within six months

'Clients who exited homelessness services to independent housing and did not access the service again within six months' is defined as the number of clients who exit to independent housing and do not return to homelessness services within six months, divided by the total number of clients.

A high or increasing proportion of clients not returning to the program within six months is desirable.

Many of the problems and barriers that lead people into homelessness are not easily fixed (FaHCSIA 2008). Therefore, a number of clients might access homelessness services several times before their needs are met on a permanent basis (for example, moving from crisis accommodation to medium term accommodation).

Data reported for this indicator are comparable. Some data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2012.

Estimates of clients exiting support to independent housing and not returning to homelessness services within six months are affected by the data issues discussed in box 17.2. The most recent data available are for the period 2004-05, during which 45.4 per cent of clients who exited a service to independent housing did not access the service again within six months (SCRGSP 2011, table 17A.27). These data might not be representative of all clients. Given the potential for data bias, these estimates should be interpreted with care.

Clients with only one period of support within a year

'Clients with only one period of support within a year' is an indicator of governments' objective to enable clients to participate independently in society at the end of their support period (box 17.16).

Box 17.16 **Clients with only one period of support within a year**

'Clients with only one period of support within a year' is defined by two measures:

- the number of clients with only one support period during the year, divided by the total number of clients
- the number of clients who more than once required housing or accommodation support (as distinct from other types of support such as employment assistance and counselling), divided by the number of clients who required housing or accommodation support.

Data are reported for all clients, and separately for Indigenous clients.

A high or increasing proportion of clients with only one support period during the year is desirable. A low or decreasing number of clients who more than once required housing or accommodation support specifically is desirable.

Many of the problems and barriers that lead people into homelessness are not easily fixed (FaHCSIA 2008). Therefore, a number of clients might access homelessness services several times before their needs are met on a permanent basis (for example, moving from crisis accommodation to medium term accommodation).

Data reported for this indicator are comparable. Some data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2012.

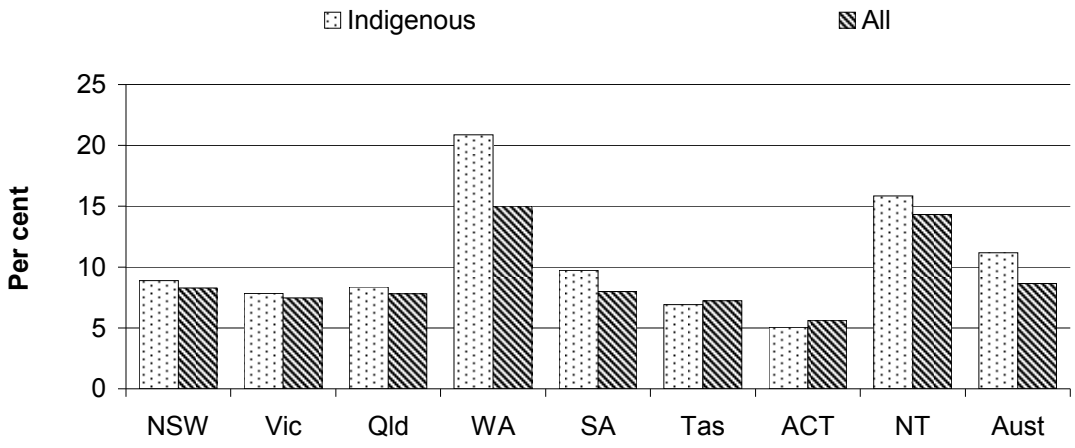
Nationally, 72.8 per cent of clients had only one support period in 2009-10 (figure 17.20). The proportion for Indigenous clients was similar (71.1 per cent) (table 17A.26).

Figure 17.20 **Proportion of clients with only one period of support within a year**

Source: AIHW (various years) *Government-funded specialist homelessness services: SAAP National Data Collection annual report.* Cat no. HOU 219; table 17A.25.

Nationally, 8.7 per cent of all clients more than once required housing or accommodation support in 2009-10 (as distinct from other types of support such as employment assistance and counselling). The proportion for Indigenous clients was higher (11.2 per cent). These proportions varied across jurisdictions (figure 17.21).

Figure 17.21 **Proportion of clients who more than once in 2009-10 required housing or accommodation support**[a]



a All clients exclude those people for whom Indigenous status was unknown.

Source: AIHW (unpublished) SAAP NDCA *Client Collection*; table 17A.27.

Goals achieved on exit from service

'Goals achieved on exit from service' is an indicator of governments' objective to ensure homelessness services meet the needs and expectations of clients (box 17.17).

Box 17.17 **Goals achieved on exit from service**

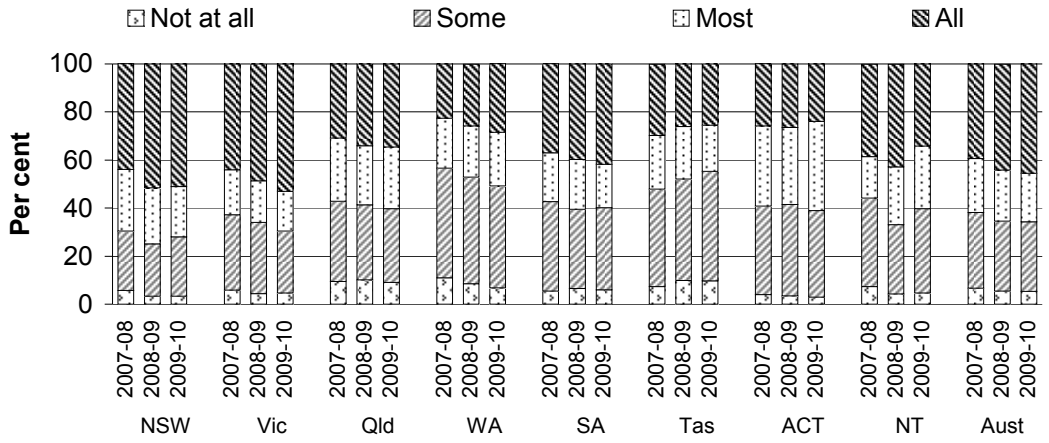
'Goals achieved on exit from service' is defined as the proportion of clients who reported that their case management goals were fully or mostly achieved by the end of their support period, divided by the total number of clients with case management goals in a given period.

A high or increasing proportion of achieved goals is desirable.

Data reported for this indicator are comparable. Some data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2012.

Nationally, case management goals were fully or mostly achieved by the end of the support period for 65.7 per cent of clients in 2009-10 (figure 17.22).

Figure 17.22 **Goals achieved on exit from homelessness services**



Source: AIHW (unpublished) SAAP NDCA *Client Collection*; table 17A.30.

17.4 Future directions in homelessness services performance reporting

Homelessness data developments

Data agencies, the Australian Government and State and Territory governments have developed a specialist homelessness services (SHS) data collection to enable reporting on performance indicators in the NAHA and NPAH. The SHS became operational on 1 July 2011, and data for 2011-12 are expected to be available for reporting in the 2013 Report. The 2013 Report will include data for 2010-11 from the SAAP collection, concluding reporting from the SAAP data collection.

The SHS data collection is based on clients and differs to the SAAP collection, which is based on support periods. As a result, data from the SAAP and SHS collections will not be directly comparable.

COAG developments

Outcomes from review of Report on Government Services

The COAG endorsed recommendations (December 2009) of the review of the RoGS implemented during 2010 and 2011 are reflected in this Report. Implementation of other recommendations will be reflected in future reports.

Review of National Agreements and National Partnership Agreements

COAG has agreed to progress the recommendations of the Heads of Treasuries (HoTs) Review of National Agreements, National Partnerships and Implementation Plans and reports of the COAG Reform Council (CRC). A working group, led by Senior Officials from First Ministers' and Treasury agencies, will review the performance frameworks of a limited number of agreements, including the NAHA. The review of the NAHA will be concluded by June 2012. The recommendations of the review of the NAHA will be considered by the Steering Committee and may be reflected in future reports.

17.5 Jurisdictions' comments

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

Australian Government comments

“ The Australian Government continues to consolidate existing programs and implement new initiatives to achieve the goals of the White Paper: *The Road Home: A National Approach to Reducing Homelessness*.

There are over 100 ‘Reconnect’ services (including 10 Indigenous services and 13 services targeting newly arrived young people) in metropolitan, regional, rural and remote locations around Australia. ‘Reconnect’ is a community-based early intervention program supporting young people aged 12 to 18 years, and newly arrived youth between the ages of 12 to 21 years who are homeless, or at risk of homelessness.

FaHCSIA, in partnership with Centrelink and community agencies, delivers ‘HOME Advice’ in 8 locations throughout Australia. This program assists families facing difficulty to maintain tenancies or home ownership.

A Place to Call Home is a $311 million commitment funded jointly by the Commonwealth and states and territories under the National Partnership Agreement on Homelessness to build over 600 dwellings, many of which will follow innovative housing models including common ground and foyer facilities with wrap-around support services.

The Prime Minister’s Council on Homelessness (established 2009) continues to provide advice to government on progress, risks and emerging issues and monitor of the implementation of White Paper goals and targets.

A range of data development activities have been progressed through 2010-11. The AIHW, together with FaHCSIA and states and territories has developed a new specialist homelessness services collection. The ABS has progressed its review of the methodology for counting the homeless and has established a new Homelessness Statistics Reference Group to guide further data development. Centrelink is refining the use of the homelessness flag that has been deployed since January 2010 to provide better services for the homeless.

FaHCSIA is managing Research Partnership Agreements worth $4 million, focussing on rough sleeping, improving the service delivery system for the most vulnerable groups, improving understanding of homelessness and the effectiveness of interventions, and longitudinal data development. In addition, 16 National Homelessness Research Projects worth $1.4 million support a ‘bottom up’ approach to strengthen our understanding of factors leading to homelessness and inform service improvements, future policies and programs.

FaHCSIA is also funding the first large-scale longitudinal study in Australia to assess a broad sample of income support recipients who are homeless or at risk of, or vulnerable to, homelessness. The survey will be up to four waves, each six months apart, running from September 2011 to the first half of 2013. ”

New South Wales Government comments

“ The NSW Government's *NSW 2021 Plan to make NSW Number 1* aims to deliver integrated and responsive services to meet the needs of the most vulnerable members of the community, including homeless people. This includes actions to reduce homelessness by seven per cent, reduce rough sleeping by 25 per cent and reduce the number of people experiencing repeat periods of homelessness. The *NSW 2021 Plan* recognises that people who are homeless or at risk of homelessness will require access to comprehensive and integrated support services such as mental health, drug and alcohol and domestic violence services as well as housing assistance.

Under the NAHA, 357 specialist homelessness services (SHS) were funded in NSW in 2010-11 to assist people who are homeless or at risk of homelessness. This includes families in crisis, single adults, young people and women and children affected by domestic violence. The SHS budget in 2010-11 was approximately $134.3 million, which represents a joint contribution from the Australian Government and the NSW Department of Family and Community Services. A further $18.7 million was spent in 2010-11 on providing and maintaining 1500 dwellings for crisis accommodation.

In addition to homelessness funding under the NAHA, the National Partnership Agreement on Homelessness (NPAH), which includes *A Place to Call Home*, provides a joint Australian and State Government commitment to tackle the issue of homelessness, including Aboriginal homelessness. The NPAH is supported by a total funding commitment of up to $392.5 million over five years — $140.4 million in Commonwealth funding and a NSW Government contribution of up to $252.1 million.

The *NSW Homelessness Action Plan* (HAP) puts NSW and national homelessness policy into action. A key initiative of the HAP is reform of the delivery of homeless services. With Government and non-government services working together, NSW is shifting the focus away from crisis services as its primary response to homelessness, towards early intervention services that prevent homelessness and provide long-term support to allow people to stay safely in their home.

The HAP reinforces NSW's commitment to the targets in the *NSW 2021 Plan* and the NPAH, and provides the direction for both new and existing effort in NSW. It includes initiatives funded under the NPAH and those funded through existing programs in NSW. Regional Homelessness Action Plans have been developed across ten locations to deliver the strategies and actions required at a local level to achieve the targets and objectives of the HAP. ”

Victorian Government comments

Victoria provides accommodation for those who are homeless, at risk of homelessness or experiencing family violence. The Victorian Government funds 151 not-for-profit agencies to deliver homelessness and family violence support services across the State.

In 2010-11, the Victorian Government worked in close partnership with not-for profit-agencies to continue to roll out the initiatives funded under the National Partnership Agreement on Homelessness (NPAH). Under this jointly funded agreement Victoria has been able to direct more resources to address and prevent homelessness.

A significant achievement under the NPAH in 2010-11 has been the cross sector partnership between mental health and youth homelessness services, which is improving outcomes for common clients.

In 2010-11, particular focus was also given to those sleeping rough through the targeted assertive outreach service. In 2010-11 the assertive outreach service assisted 170 chronically homeless people, 50 of these clients that were assessed as being particularly vulnerable were provided with intensive support.

In August 2010, the first tenants moved into the innovative supporting housing development, Elizabeth Street Common Ground. Working in partnership with a range of government, community and private sector stakeholders to deliver the development, it is located on the edge of Melbourne's CBD and provides 131 affordable studio apartments and coordinated support for people who have experienced homelessness or are at risk of homelessness.

The Victorian Government has also committed $30.1 million for the development of youth foyers. Based on an international best-practice model, these youth foyers aim to provide secure accommodation with education and employment for young people at risk of homelessness so that they can create positive changes in their lives and make a pathway out of homelessness.

Throughout 2010-11, the Victorian Government was busy developing a new Victorian Homelessness Action Plan. The Victorian Homelessness Action Plan 2011–2015 is focused on:

- supporting innovative approaches to homelessness
- investigating models that focus specifically on early intervention and prevention
- better targeting of resources when and where they are most needed and where they will make the biggest difference.

In 2010-11, Victoria worked closely with the AIHW in the development of the new specialist homelessness services data collection and significant effort went into training sector staff in preparation for the release.

Queensland Government comments

“ The Queensland Department of Communities continues to work in partnership with and fund non-government organisations to deliver services to people experiencing homelessness, and those at risk of homelessness.

In 2010-11, $82.5 million in grants were provided in Queensland under the NAHA for the provision of 215 specialist homelessness support and accommodation services. These services are provided for a wide range of identified target groups including young people, families, single adults and women and children escaping domestic and family violence. In 2010-11, this funding resulted in 40 300 people receiving support, of which 25 100 were adults and 15 200 were accompanying children.

The Australian and Queensland Governments are providing $284.6 million over five years (2008-09 to 2012-13) to reduce homelessness in Queensland as part of the National Partnership Agreement on Homelessness (NPAH), including $149.5 million State funds and $135.1 million Australian Government funds.

During 2010-11, over $41 million was invested under the NPAH to establish and support 31 new and/or expanded initiatives and reform activities to help people who are homeless transition to stable accommodation, including:

- four street to home services for chronically homeless people and rough sleepers
- 16 services to support private and public tenants to sustain their tenancies
- two initiatives to improve service coordination and provision
- $14.9 million for the *A Place to call Home* initiative (33 additional social housing properties with family support).

The Department of Communities continued to allocate social housing to homeless people as a priority. In 2010-11, of new households assisted in government-managed social housing, 3770 (96 per cent) were in very high or high housing need and 63 per cent were homeless or at risk of homelessness.

In 2010-11, efforts were also made to assist rough sleepers. The *50 Lives 50 Homes* campaign in inner Brisbane resulted in over 70 of the city’s most vulnerable rough sleepers obtaining housing. In addition, the *Townsville Public Intoxication and Homelessness Action Plan* enhanced the capacity of services to help people obtain stable accommodation after long periods of rough sleeping.

Opening Doors, the Queensland Strategy for Reducing Homelessness 2011–14, was developed in 2010-11. The Strategy will help prevent homelessness for people exiting health facilities, child safety arrangements, prisons and youth detention centres; will help people who are homeless to get ahead through a ‘housing first’ approach and links with education, training and employment; and will realign specialist homelessness services to better meet clients’ needs. ”

Western Australian Government comments

“ In WA, the Department for Child Protection (the Department) has lead agency responsibility for homelessness services, and contracts community sector organisations to provide a range of specialist homelessness services (SHS) across the state, to people who are at risk of, or are experiencing, homelessness.

Through the NAHA, the Department recurrently funds 122 specialist homelessness services. Through the National Partnership Agreement on Homelessness (NPAH), 82 new specialist homelessness services are operating across the state, providing support and assistance to people who are homeless or at risk of homelessness.

The NPAH complements and builds on the existing homeless service system and has been an important mechanism for leveraging reform in the response by mainstream and specialist homelessness services to the needs of people who are at risk of, or experiencing homelessness. Contracting arrangements have also been streamlined to ensure flexible innovative responses are easily implemented and services are not overburdened by onerous reporting requirements.

Service integration and collaboration between agencies and organisations is pivotal to ensure successful outcomes for people experiencing or at risk of homelessness, particularly those with multiple and complex needs. In WA, programs have been, and continue to be, developed collaboratively by the community services sector and relevant government agencies.

The Western Australian Council on Homelessness was instrumental in developing the Western Australia Homelessness State Plan 2010–2013 which provides a framework for an increased integrated response by Government agencies and community sector organisations to reducing homelessness throughout the state. Regional homelessness plans, complementing the State Plan, are now being finalised across the state and involve local community, government and non-government stakeholders.

The Department and the Western Australian Council on Homelessness continue to promote continuous quality improvement and best practice in service delivery through best practice forums. The forums provide an opportunity to strengthen linkages between mainstream, other government agencies and specialist homelessness services, through involvement of mainstream agencies such as Job Services Australia providers, alongside specialist homelessness service providers, to enhance service provision for mutual clients.

The new national SHS collection commenced on 1 July 2011. To ensure WA services were able to participate in the new SHS collection, the Department for Child Protection has provided training in partnership with the community services sector to NAHA and NPAH services across the state. ”

South Australian Government comments

“ The 2010-11 financial year has seen the implementation phase of a major strategic reform of the homelessness sector in South Australia. This structural reform was initiated in order to capitalise on new investment and consolidate previously fragmented responses.

A major re-tendering of services took place in three stages (the majority in May and September 2010, and finalised in May 2011). Services became operational on 1 July 2010 (Stage 1 tendered services) and 1 December 2010 (Stage 2 tendered services).

The reform has resulted in a significant increase in, and improved access to, support service and housing options.

The homelessness sector is now comprised of 75 specialist homelessness programs with targeted regional responses that provide support for adults, families, children, young people, Aboriginal and Torres Strait Islander people and women experiencing domestic violence.

The new homelessness sector includes three specialist state-wide gateway services that provide intake, assessment and supported referrals to crisis accommodation, local regional specialist homelessness and domestic/Aboriginal Family Violence services, and mainstream services.

The reform of the service system addressed:

- inconsistency in the spread and quality of specialised homelessness services across geographic regions
- inequity of access to services for particular high needs population groups in many regional areas
- a lack of integration amongst specialist homelessness services and between specialist and mainstream services.

Strong links have been made between the new homelessness sector and a substantial number of dwellings in SA arising from the *Nation Building — Economic Stimulus Plan*.

Throughout the year substantial developmental work was undertaken on a new, purpose designed, web based case management and data collection system (Homeless to Home — H2H) to assist in the case management of clients who are homeless or at risk of homelessness.

The new system facilitates improved access to services and reduces the need for clients to retell their stories. It will also enhance reporting at a jurisdictional level and is linked with the specialist homelessness services national data collection. ”

Tasmanian Government comments

“In September 2010, the Minister formally launched the Tasmanian Homelessness Plan 2010–13: *Coming in from the cold*, which was the culmination of extensive consultation and focused on a whole-of-government and community approach to addressing homelessness. The plan outlines new supply including new constructions and upgrades, new tailored support services including a support program for ex-prisoners, and new ways of working incorporating improved integration and coordination across the social housing sector and with mainstream services, and improved data collection.

The *Same House Different Landlord* program commenced in September 2010 providing long-term supported accommodation for 100 formerly homeless people. The KEYS to the Future service provides the tenancy management for the clients, and is supplemented by the STAY program which provides a specialist intervention tenancy and support service to tenants.

In addition, work commenced in 2010-11 on establishing five new supported accommodation facilities to accommodate a further 130 people. Some of these also have a split management model with one agency providing tenancy management and another providing the support to clients. The Grove Street facility in Ulverstone (Northwest) was finalized and commenced operations in September 2011, and two facilities in Launceston (North) will commence in November 2011. Two further facilities in Hobart (South) are currently under construction, and when opened in 2012 will run on a Common Ground model.

Substantial work has been undertaken to improve service coordination and engagement of mainstream services through a Service Coordination and Improvement Project. Two key components of this are the development of a risk assessment and early intervention tool to assist mainstream services assess people who are homeless or at risk of homelessness, and planning for a Tasmanian Housing Register which eventually will provide on-line coordination and allocation functions across the entire Tasmanian social housing sector.

Significant work was also undertaken in 2010-11 to prepare for the introduction of the new specialist homelessness services data collection on 1 July 2011. Being a smaller jurisdiction Tasmania was able to train all staff in every specialist homelessness service, including relief staff. Of the 34 agencies, 28 are using the new Specialist Homelessness Information Platform (SHIP), four are using proprietary client management systems, and two are using paper collection forms.”

Australian Capital Territory Government comments

“ The ACT provides a range of individually targeted homelessness services in recognition that a one-size fits all approach is inadequate to addressing the complexity of needs that lead to homelessness in the first place. The multifaceted approach includes preventative support services, crisis services, and long term accommodation options.

In 2010-11, the ACT contributed to the commitments entered into under the National Partnership Agreement on Homelessness by establishing a number of new initiatives and introducing reforms designed to improve the service system response to homelessness.

New initiatives included the establishment of First Point, the ACT's central intake service for homelessness and related services in 2010. First Point has greatly streamlined entry points into the homelessness service system, ensuring that clients do not have to negotiate multiple agencies to access services. Over 3400 clients registered with First Point in its first year of operation.

Our Place — Live, Learn, Achieve, was also established in 2011. Our Place supports young people experiencing or at risk of homelessness to remain engaged in education, training or employment by providing stable and affordable housing combined with on-site support services and mentorship opportunities.

The ACT also committed to reforming the youth homelessness sector, conducting a comprehensive review and consultation process that was used to develop a suite of new services to meet the needs of young people experiencing or at risk of homelessness.

In 2010-11, the construction of new properties under the *A Place to Call Home* program continued with a total of 13 properties constructed. In addition, the construction of 300 new residences under the right sizing program allowed for significant movement in the transitional homelessness services, providing long term accommodation options to families in need.

The Joint Pathways Group continued to provide an effective forum for senior non-government and government representatives to work in partnership to address systemic and practice issues. ”

Northern Territory Government comments

During 2010-11, 36 non-government organisations were funded $10.8 million under the National Affordable Housing Agreement to deliver 50 specialist homelessness services. In addition, 16 non-government organisations were funded $19.37 million to deliver 22 initiatives under the National Partnership Agreement on Homelessness (NPAH).

Initiatives to decrease homelessness, funded through the NPAH, include:

- Intervention and Case Management services, delivered in Darwin, Katherine and Alice Springs, which assist rough sleepers to access accommodation and transport to Return to Country
- a Darwin Supported Accommodation Program, which provides transitional accommodation and case management to men who are homeless
- the Alice Springs emergency accommodation and Youth Streetwork Outreach service that provides emergency accommodation and support services to 160 at risk children and young people in 2010-11
- a Post Release Support Program which assist clients exiting correctional services to re-engage with the community and transition into stable accommodation
- Percy Court, which provides an additional 75 beds in 28 accommodation units, and the South Terrace managed accommodation facility, which provides 66 beds for short-term accommodation in Alice Springs.

Other Northern Territory initiatives that address homelessness include:

- the Apmere Mwerre Accommodation Park, which was constructed under the *Alice Springs Transformation Plan* and incorporates a mix of units, cabins, tents and open camping areas for short-term accommodation for up to 150 people per night visiting Alice Springs
- the Rough Sleeper Study, which was commissioned in late 2010 to better understand motivations for, and patterns of, rough sleeping in Darwin and Palmerston. The study has informed development of various programs to assist rough sleepers
- the commenced development of Regional Homelessness Action Plans (RHAPs), which aim to further support people experiencing homelessness and at risk of homelessness in Darwin, Katherine, Tennant Creek and Alice Springs.

17.6 Definitions of key terms and indicators

Based on the SAAP data collection

Accommodation
Crisis or short term accommodation, medium term to long term accommodation, and other funded accommodation (which comprises accommodation at hostels, motels and hotels, accommodation in caravans, community placements and other government funded arrangements).

Accommodation load (of agencies)
The number of accommodation days divided by the number of days for which the agency is operational during the reporting period, where the number of accommodation days equals the sum of accommodation days for all clients of an agency who are supported during the reporting period. The average accommodation load is the mean value of all agencies' accommodation loads. Support periods without valid accommodation dates are assigned the inter-quartile modal duration of accommodation for agencies of the same service delivery model in the same jurisdiction.

Agency
The body or establishment with which the State or Territory government or its representative agrees to provide a service. The legal entity has to be incorporated. Funding from the State or Territory government could be allocated directly (that is, from the government department) or indirectly (that is, from the auspice of the agency). The service could be provided at the agency's location or through an outlet at a different location.

Caseload (of agencies)
The number of support days (the sum of support days for all clients of the agency who are supported during the reporting period) divided by the number of days for which the agency is operational during the reporting period. The average caseload is the mean value of all agencies' caseloads. Support periods without valid support dates are assigned the interquartile modal duration of support for agencies of the same service delivery model in the same jurisdiction.

Client
A person who is accommodated by a homelessness services agency, or enters into an ongoing support relationship with an agency, or receives support or assistance from an agency which entails generally 1 hour or more of a worker's time.

Crisis or short term supported accommodation
Supported accommodation for periods of generally not more than three months (short term), and for persons needing immediate short term accommodation (crisis).

Cross target/multiple/ general services
Services targeted at more than one primary client group category — for example, services for single persons regardless of their gender.

Day support
Support provided only on a walk-in basis — for example, an agency that provides a drop-in centre, showering facilities and a meals service at the location of the agency.

Homeless person
A person who does not have access to safe, secure and adequate housing. A person is considered to not have such access if the only housing to which he or she has access:

- is damaged, or is likely to damage, the person's health
- threatens the person's safety
- marginalises the person by failing to provide access to adequate personal amenities or the economic and social supports that a home normally affords
- places the person in circumstances that threaten or adversely affect the adequacy, safety, security and affordability of that

	housing • is of unsecured tenure. A person is also considered homeless if living in accommodation provided by an agency or some other form of emergency accommodation.
Indigenous person	A person who is of Aboriginal and/or Torres Strait Island descent, who identifies as being an Aboriginal and/or Torres Strait Islander, and who is accepted as such by the community with which they are associated.
Medium term to long term supported accommodation	Supported accommodation for periods over three months. Medium term is around three to six months and long term is longer than six months.
Multiple service delivery model	Agencies that use more than one service delivery model to provide homelessness services — for example, crisis or short term accommodation and support, as well as day support (that is, the provision of meals).
Non-English speaking background services	Services that are targeted at persons whose first language is not English.
One-off assistance	Assistance provided to a person who is not a client, such as the provision of a meal, a shower, transport, money, clothing, telephone advice, information or a referral.
Ongoing support period	A support period for which, at the end of the reporting period, no support end date and no after-support information are provided.
Outlet	A premise owned/managed/leased by an agency at which homelessness services are delivered. Excludes accommodation purchased using government funds (for example, at a motel).
Outreach support services	Services that exist to provide support and other related assistance specifically to homeless people. These clients may be isolated and able to receive services and support from a range of options that enhance their flexibility (for example, advocacy, life skills and counselling). Generalist support and accommodation services may also provide outreach support in the form of follow-up to clients where they are housed. In this context, support is provided 'off site'.
Providers	Agencies that supply support and accommodation services.
Real expenditure	Actual expenditure adjusted for changes in prices. Adjustments are made using the GDP(E) price deflator and expressed in terms of final year prices.
Recurrent funding	Funding provided by the Australian, State and Territory governments to cover operating costs, salaries and rent.
Referral	When an agency contacts another agency and that agency accepts the person concerned for an appointment or interview. A referral is not provided if the person is not accepted for an appointment or interview.
Service	Supported accommodation, support or one-off assistance that is provided by an agency and intended to be used by homeless persons.
Service delivery model	The mode or manner in which a service is provided through an agency. The modes of service delivery could be described as crisis or short term accommodation and support; medium term to long

	term accommodation and support; day support; outreach support; telephone information; and referral or agency support. An agency may deliver its services through one or more of these means of delivery.
Service provider	A worker or volunteer employed and/or engaged by an agency, who either directly provides a service or in some way contributes to the provision of a service. Includes administrative staff of an agency, whether paid or not paid.
Single men services	Services provided for males who present to the agency without a partner or children.
Single women services	Services provided for females who present to the agency without a partner or children.
Support	Services, other than supported accommodation, that are provided to assist homeless people or persons at imminent risk of becoming homeless to achieve the maximum possible degree of self-reliance and independence. Support is ongoing and provided as part of a client relationship between the agency and the homeless person.
Support period	The period that commences when a client establishes or re-establishes (after the cessation of a previous support period) an ongoing relationship with an agency. The support period ends when: • support ceases because the client terminates the relationship with the agency • support ceases because the agency terminates the relationship with the client • no support is provided to the client for a period of one month. A support period is relevant to the provision of supported accommodation or support, not the provision of one-off assistance.
Supported accommodation	Accommodation provided by an agency in conjunction with support. The accommodation component of supported accommodation is provided in the form of beds in particular locations or accommodation purchased using government funds (for example, at a motel). Agencies that provide accommodation without providing support are considered to provide supported accommodation.
Telephone information and referral	Support delivered via telephone without face-to-face contact. Support provided may include information and/or referral.
Total funding	Funding for allocation to agencies (not available at the individual client group level) for training, equipment and other administration costs.
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.
Women escaping domestic violence services	Services specifically designed to assist women and women accompanied by their children, who are homeless or at imminent risk of becoming homeless as a result of violence and/or abuse.
Youth/young people services	Services provided for people who are independent and above the school leaving age for the State or Territory concerned, and who present to the agency unaccompanied by a parent/guardian.

17.7 List of attachment tables

Attachment tables are identified in references throughout this chapter by an '17A' suffix (for example, table 17A.3 is table 3). Attachment tables are provided on the Review website (www.pc.gov.au/gsp). Users without access to the website can contact the Secretariat to obtain the attachment tables (see contact details on the inside front cover of the Report).

Table 17A.1 Composition of support provided in support periods

Table 17A.2 Agencies by primary target group

Table 17A.3 Agencies by service delivery model

Table 17A.4 Nominal expenditure on homelessness services

Table 17A.5 Total recurrent expenditure on homelessness services

Table 17A.6 Real recurrent homelessness expenditure per person in the residential population (2010-11 dollars)

Table 17A.7 Turn-away of adults and unaccompanied children as a proportion of people requiring new immediate accommodation

Table 17A.8 Turn-away of adults and unaccompanied children as the proportion of total demand for accommodation

Table 17A.9 Proportion of Indigenous people among all accommodated clients and among people whose valid requests for accommodation were unmet

Table 17A.10 Proportion of people from non-English speaking backgrounds among all accommodated clients and among people whose valid requests for accommodation were unmet

Table 17A.11 Closed support periods, by the existence of a support plan, all clients

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Table 17A.13 Support needs of all clients, met and unmet

Table 17A.14 Support needs of Indigenous clients, met and unmet

Table 17A.15 Support needs of clients from non-English speaking backgrounds, met and unmet

Table 17A.16 Valid unmet requests for accommodation, main reason for support not provided, Australia

Table 17A.17 Recurrent cost per completed support period (2009-10 dollars)

Table 17A.18 Recurrent cost per client accessing services (2009-10 dollars)

Table 17A.19 Real recurrent cost per day of support for clients (2009-10 dollars)

Table 17A.20 Average accommodation load and caseload per day

Table 17A.21 Closed support periods in which clients needed assistance to obtain/maintain independent housing, by type of tenure

Table 17A.22 Closed support periods in which Indigenous clients needed assistance to obtain/maintain independent housing, by type of tenure

Table 17A.23 Closed support periods: Labour force status of clients who needed employment and training assistance, before and after support

Table 17A.24 Closed support periods: Labour force status of Indigenous clients who needed employment and training assistance, before and after support

Table 17A.25 Clients who exited from the service and who returned to agencies before the end of that year

Table 17A.26 Indigenous clients who exited from the service and who returned to agencies before the end of that year

Table 17A.27 Proportion of clients who more than once had a housing/accommodation need identified by an agency worker, by Indigenous status

Table 17A.28 Source of income immediately before and after support of all clients who needed assistance to obtain/maintain a pension or benefit

Table 17A.29 Source of income immediately before and after support of Indigenous clients who needed assistance to obtain/maintain a pension or benefit

Table 17A.30 The extent that clients case management goals have been achieved

17.8 References

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17A Homelessness services — attachment

Definitions for the indicators and descriptors in this attachment are in section 17.6 of the chapter. Unsourced information was obtained from the Australian, State and Territory governments.

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

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

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

Attachment contents

Attachment contents

Table 17A.1 Composition of support provided in support periods (a), (b), (c)

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
2005-06										
Housing/accommodation	%	73.0	40.8	73.5	80.7	57.2	69.7	84.3	81.6	59.6
Financial assistance/ employment assistance	%	32.1	42.2	34.7	36.5	26.9	34.3	46.9	40.5	36.9
Personal support	%	56.5	46.0	49.1	50.6	64.0	54.9	62.1	54.9	51.5
General support/advocacy	%	76.7	73.1	71.1	59.9	81.7	79.0	75.1	67.3	73.5
Specialist services	%	28.8	16.6	23.1	31.6	30.1	10.8	27.1	36.7	22.9
Other	%	65.9	31.8	64.9	72.0	40.1	45.3	62.4	74.3	49.7
Total number	**000**	**39.0**	**69.6**	**24.7**	**12.4**	**15.4**	**6.1**	**2.7**	**4.2**	**174.1**
2006-07										
Housing/accommodation	%	64.1	39.0	69.9	71.5	51.9	63.5	83.6	71.2	55.5
Financial assistance/ employment assistance	%	30.6	40.0	38.9	33.8	23.1	32.8	50.6	41.3	35.2
Personal support	%	59.2	52.5	48.9	49.9	68.0	62.4	68.2	65.4	55.9
General support/advocacy	%	78.7	80.6	71.4	59.6	83.5	77.0	77.9	69.5	77.1
Specialist services	%	26.6	19.6	20.7	29.2	28.5	10.6	32.1	30.9	23.3
Other	%	58.5	32.6	59.3	71.1	44.4	43.6	61.3	72.6	48.6
Total number	**000**	**51.5**	**72.3**	**26.1**	**15.7**	**19.3**	**6.6**	**2.4**	**4.6**	**198.6**
2007-08										
Housing/accommodation	%	59.7	38.7	66.2	63.8	50.5	60.7	74.4	73.2	53.9
Financial assistance/ employment assistance	%	31.1	41.2	41.4	32.4	25.4	30.0	43.1	45.3	35.7
Personal support	%	61.7	46.9	47.8	47.8	67.5	61.7	63.7	62.6	54.5
General support/advocacy	%	82.9	80.8	69.8	57.4	84.6	70.2	75.3	67.3	77.6
Specialist services	%	23.5	14.8	19.4	33.8	26.2	10.6	29.9	20.3	20.9
Other	%	59.3	26.8	56.8	66.6	38.6	43.5	58.3	66.2	46.9
Total number	**000**	**62.8**	**66.3**	**30.4**	**17.4**	**20.6**	**6.5**	**2.7**	**3.8**	**210.5**
2008-09										
Housing/accommodation	%	65.9	38.9	71.8	57.1	48.7	60.6	78.5	75.0	56.1
Financial assistance/ employment assistance	%	38.9	38.2	40.2	31.1	27.9	31.0	44.3	53.6	37.3
Personal support	%	68.6	46.7	52.2	47.2	66.8	60.7	68.4	65.8	57.2
General support/advocacy	%	86.0	74.4	75.0	57.5	85.7	70.7	76.5	65.0	77.3
Specialist services	%	30.3	14.2	17.7	28.7	29.2	10.3	25.3	19.1	22.3
Other	%	62.9	30.0	56.6	59.7	37.7	43.3	60.2	69.2	48.5
Total number	**000**	**60.4**	**63.2**	**28.9**	**16.8**	**19.7**	**6.9**	**2.6**	**4.6**	**203.1**
2009-10										
Housing/accommodation	%	59.7	35.1	68.1	57.4	48.1	72.3	74.3	73.8	52.6
Financial assistance/ employment assistance	%	46.3	37.2	43.3	37.1	27.3	37.2	54.2	52.0	40.4
Counselling	%	72.4	45.0	54.6	57.7	66.5	59.8	72.5	65.0	58.8
General support/advocacy	%	84.0	71.5	77.0	67.2	82.5	86.1	81.3	70.1	77.2

Table 17A.1 **Composition of support provided in support periods (a), (b), (c)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Specialist services	%	33.8	12.3	16.9	29.0	26.8	9.1	30.6	18.4	22.3
Other	%	67.5	26.5	56.4	59.6	36.0	53.9	65.3	66.0	48.8
Total number	**000**	**65.2**	**70.0**	**31.4**	**18.3**	**20.5**	**6.0**	**2.5**	**5.0**	**219.0**

(a) Clients were able to receive multiple services, so percentages do not total 100. Figures have been weighted to adjust for agency non-participation.

(b) In 2007-08, the category personal support was changed to counselling.

(c) Number excluded due to errors and ommissions in 2005-06: 5954; in 2006-07: 9098; in 2007-08: 9787; in 2008-09: 9440; in 2009-10: 11759.

Source : AIHW (multiple years) Government-funded specialist homelessness services: *SAAP National Data Collection annual report, Australia* . Cat. no. HOU 219.

Table 17A.2 **Agencies by primary target group (a), (b)**

		Proportion of agencies targeting client group				
Primary target group	*Unit*	*2005-06*	*2006-07*	*2007-08*	*2008-09*	*2009-10*
Young people	%	36.0	35.4	35.4	34.3	33.2
Women escaping domestic violence	%	22.8	24.0	23.0	22.9	24.3
Cross target/multiple/general	%	21.4	22.7	23.6	25.2	25.3
Families	%	9.2	8.4	8.3	8.6	8.6
Single men only	%	7.0	6.4	6.5	6.2	5.8
Single women only	%	3.6	3.0	3.1	2.8	2.8
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**1 300**	**1 539**	**1 562**	**1 532**	**1 559**

(a) Totals may not add up to 100 per cent as a result of rounding.

(b) At 30 June 2006, 1296 agencies were funded; at 30 June 2007, 1523 agencies were funded; at 30 June 2008, 1547 agencies were funded; at 30 June 2009, 1525 agencies were funded; at 30 June 2010, 1559 agencies were funded.

Source: AIHW (various years) Government-funded specialist homelessness services: *SAAP National Dat Collection annual report, Australia*. Cat. no. HOU 219.

Table 17A.3 **Agencies by service delivery model (a), (b)**

		Proportion of agencies targeting client group				
Primary target group	*Unit*	*2005-06*	*2006-07*	*2007-08*	*2008-09*	*2009-10*
Medium/long term accommodation	%	35.8	40.0	41.2	40.6	40.0
Crisis/short term accommodation	%	35.2	31.1	30.9	32.2	30.5
Multiple	%	13.5	12.2	9.0	8.7	9.1
Outreach support	%	4.5	6.4	7.1	6.5	8.7
Day support	%	2.1	1.9	1.7	1.6	1.7
Agency support	%	1.9	1.4	1.5	1.6	1.6
Telephone information/referral	%	1.4	1.0	1.0	1.2	1.1
Other	%	5.6	6.0	7.6	7.6	7.4
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**1 300**	**1 539**	**1 562**	**1 532**	**1 559**

(a) Totals may not add up to 100 per cent as a result of rounding.

(b) At 30 June 2006, 1296 agencies were funded; at 30 June 2007, 1523 agencies were funded; at 30 June 2008, 1547 agencies were funded; at 30 June 2009, 1525 agencies were funded; at 30 June 2010, 1559 agencies were funded.

Source: SAAP NDCA *Administrative Data Collection* (unpublished).

Table 17A.4 **Nominal expenditure on homelessness services (a)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
2006-07										
Funding allocation										
Australian government	$m	59.4	37.7	30.4	18.2	17.3	7.8	6.0	5.2	182.0
State/Territory governments	$m	59.3	36.3	33.2	15.8	14.4	6.8	6.0	3.7	175.5
Total	**$m**	**118.7**	**74.0**	**63.6**	**34.0**	**31.7**	**14.6**	**12.0**	**8.9**	**358.0**
Proportion of total funding										
Australian government	%	50.0	50.9	47.8	53.5	54.5	53.3	50.3	58.2	50.8
State/Territory governments	%	50.0	49.1	52.2	46.5	45.5	46.7	49.7	41.8	49.0
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
2007-08										
Funding allocation										
Australian government	$m	60.9	39.4	30.5	18.2	17.4	7.8	6.3	5.2	185.8
State/Territory governments	$m	60.6	37.1	35.1	18.6	17.1	7.3	6.2	4.8	186.7
Total	**$m**	**121.5**	**76.5**	**65.6**	**36.7**	**34.5**	**15.1**	**12.4**	**10.0**	**372.9**
Proportion of total funding										
Australian government	%	50.1	51.5	46.5	49.5	50.5	51.6	50.4	52.0	49.8
State/Territory governments	%	49.9	48.5	53.5	50.5	49.5	48.4	49.6	48.0	50.1
Total	%	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
2008-09										
State/Territory government expenditure										
Administrative expenditure	$m	4.2	2.4	1.5	1.0	0.5	0.3	0.3	0.2	10.4
Service delivery expenditure	$m	123.0	99.7	72.6	39.0	31.1	15.2	12.6	10.0	403.2
Total	**$m**	**127.1**	**102.2**	**74.1**	**40.0**	**31.6**	**15.5**	**12.9**	**10.2**	**413.6**
Proportion of total expenditure										
Administrative expenditure	%	3.3	2.4	2.1	2.6	1.6	1.9	2.0	1.9	2.5

Table 17A.4 **Nominal expenditure on homelessness services (a)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Service delivery expenditure	%	96.7	97.6	97.9	97.4	98.4	98.1	98.0	98.1	97.5
Total	%	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
2009-10										
State/Territory government expenditure										
Administrative expenditure	$m	3.7	2.6	1.8	1.3	2.1	0.4	0.3	0.2	12.3
Service delivery expenditure	$m	129.4	104.5	77.4	54.9	41.4	15.5	15.4	10.2	448.8
Total	**$m**	**133.1**	**107.1**	**79.2**	**56.2**	**43.5**	**15.9**	**15.6**	**10.4**	**461.1**
Proportion of total expenditure										
Administrative expenditure	%	2.8	2.4	2.3	2.3	4.8	2.2	1.7	1.9	2.7
Service delivery expenditure	%	97.2	97.6	97.7	97.7	95.2	97.8	98.3	98.1	97.3
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
2010-11										
State/Territory government expenditure										
Administrative expenditure	$m	3.6	2.8	2.2	1.2	2.9	0.5	0.3	0.2	13.6
Service delivery expenditure	$m	125.2	107.2	83.0	58.8	48.0	16.2	19.6	10.6	468.7
Total	**$m**	**128.8**	**110.0**	**85.2**	**60.0**	**50.9**	**16.7**	**19.9**	**10.8**	**482.3**
Proportion of total expenditure										
Administrative expenditure	%	2.8	2.6	2.6	1.9	5.7	2.7	1.4	1.9	2.8
Service delivery expenditure	%	97.2	97.4	97.4	98.1	94.3	97.3	98.6	98.1	97.2
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**

(a) Expenditure data for 2008-09 onwards includes additional State and Territory funding, over and above SAAP V agreement and NAHA agreement funding, to assist with service viability.

Source: Australian State and Territory governments (unpublished); Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) (unpublished).

Table 17A.5 Total recurrent expenditure on homelessness services (a), (b)

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Nominal funding										
2006-07	$m	118.7	74.0	63.6	34.0	31.7	14.6	12.0	8.9	358.0
2007-08	$m	121.5	76.5	65.6	36.7	34.5	15.1	12.4	10.0	372.9
2008-09	$m	127.1	102.2	74.1	40.0	31.6	15.5	12.9	10.2	413.6
2009-10	$m	133.1	107.1	79.2	56.2	43.5	15.9	15.6	10.4	461.1
2010-11	$m	128.8	110.0	85.2	60.0	50.9	16.7	19.9	10.8	482.3
Real funding (2010-11 dollars)										
2006-07	$m	137.9	85.9	73.8	39.5	36.8	17.0	13.9	10.3	415.8
2007-08	$m	135.0	85.0	72.9	40.8	38.3	16.8	13.8	11.1	414.4
2008-09	$m	135.3	108.7	78.9	42.5	33.6	16.5	13.7	10.9	440.0
2009-10	$m	141.5	113.8	84.2	59.7	46.2	16.9	16.6	11.1	490.0
2010-11	$m	128.8	110.0	85.2	60.0	50.9	16.7	19.9	10.8	482.3

(a) Expenditure data for 2008-09 onwards includes additional State and Territory funding, over and above SAAP V agreement and NAHA agreement funding, to assist with service viability.

(b) Real recurrent funding calculated using ABS GDP expenditure implicit price deflators (2010-11 = 100).

Source: Australian State and Territory governments (unpublished); FaHCSIA (unpublished); Table 17A.4 and Table AA.39

Table 17A.6 Real recurrent homelessness expenditure per person in the residential population (2010-11 dollars) (a), (b)

	NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
2006-07	20.12	16.63	17.87	18.96	23.36	34.60	41.46	48.50	19.94
2007-08	19.49	16.20	17.25	19.16	24.07	33.94	40.50	50.96	19.56
2008-09	19.21	20.26	18.13	19.30	20.83	32.96	39.46	49.04	20.33
2009-10	19.67	20.71	18.82	26.31	28.30	33.42	46.79	48.62	22.12
2010-11	17.71	19.70	18.74	25.88	30.84	32.78	54.97	46.96	21.46

(a) Expenditure data for 2008-09 onwards includes additional State and Territory funding, over and above SAAP V agreement and NAHA agreement funding, to assist with service viability.

(b) Real recurrent funding calculated using ABS GDP expenditure implicit price deflators (2010-11 = 100).

Source: Australian State and Territory governments (unpublished); FaHCSIA (unpublished); Tables 17A.5, AA.2 and AA.39.

Table 17A.7 **Turn-away of adults and unaccompanied children as a proportion of people requiring new immediate accommodation (a), (b), (c), (d), (e), (f), (g)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
2005-06										
Not accommodated	no.	56.9	43.1	46.8	32.6	17.6	14.6	8.1	5.4	225.3
Adults and unaccompanied children making requests for accommodation	no.	128.9	74.1	88.2	52.4	31.9	22.0	11.4	11.1	420.1
Turn-away	%	44.2	58.2	53.0	62.2	55.3	66.6	71.2	48.7	53.6
2006-07										
Not accommodated	no.	59.2	43.1	57.6	32.2	19.6	11.1	9.4	3.4	235.8
Adults and unaccompanied children making requests for accommodation	no.	130.1	74.0	98.9	56.7	32.8	18.5	12.4	8.9	432.1
Turn-away	%	45.5	58.2	58.3	56.8	59.9	60.2	76.3	38.7	54.6
2007-08										
Not accommodated	no.	62.4	21.9	75.5	30.9	20.8	15.4	9.7	4.6	241.2
Adults and unaccompanied children making requests for accommodation	no.	144.8	48.2	113.4	50.9	33.7	21.9	11.9	11.5	436.4
Turn-away	%	43.1	45.3	66.6	60.6	61.7	70.4	81.4	40.4	55.3
2008-09										
Not accommodated	no.	74.2	na	54.4	27.9	23.3	11.3	6.3	8.1	205.5
Adults and unaccompanied children making requests for accommodation	no.	146.9	na	88.9	44.8	35.7	17.8	8.4	15.6	358.1
Turn-away	%	50.5	na	61.2	62.4	65.2	63.5	75.2	51.6	57.4
2009-10										
Not accommodated	no.	64.0	na	55.3	23.1	19.9	16.3	6.2	6.9	191.6
Adults and unaccompanied children making requests for accommodation	no.	140.8	na	100.1	41.8	30.1	22.9	8.5	14.5	358.6
Turn-away	%	45.5	na	55.2	55.2	66.0	71.2	73.1	47.3	53.4

Table 17A.7 **Turn-away of adults and unaccompanied children as a proportion of people requiring new immediate accommodation (a), (b), (c), (d), (e), (f), (g)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*

(a) Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2 of SAAP annual report 2008-09).

(b) People may make more than one request for accommodation in a day. Demand for Accommodation Collection data are based on the first valid unmet request for accommodation made (see Appendix 2 of 2008-09 Demand report).

(c) The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. A client can end one period of accommodation and start another on the same day at the same agency, these are considered to be a single period. It can be reasonably assumed that a client will not have more than one period of accommodation at different agencies on the same day.

(d) 'Not accommodated' and 'Accommodated in subsequent request' refer to people with a valid unmet request for immediate accommodation (see Appendix 2).

(e) Only data from agencies that participated in both the Client and Demand for Accommodation Collections are included. Consequently, the figures understate the level of activity in agencies.

(f) Figures are unweighted.

(g) The approaches to delivering homelessness services vary between jurisdictions. In particular, accommodation related data in Victoria are not been recorded in the SAAP NDC in a basis consistent with other states and territories. It is therefore not possible to derive turn-away rates for Victoria that are comparable with those reported by other states and territories. For this reason, Victorian data are not reported.

na. Not available.

Source : AIHW (various years), *Demand for SAAP accommodation by Homeless People: A report from the SAAP National Data Collection;* AIHW (various years) *Demand for government-funded specialist homelessness accommodation: A report from the SAAP National Data Collection* .

Table 17A.8 Turn-away of adults and unaccompanied children as the proportion of total demand for accommodation (a), (b), (c), (d), (e), (f), (g)

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
2005-06										
Not accommodated	no.	56.9	43.1	46.8	32.6	17.6	14.6	8.1	5.4	225.3
Total accommodated	no.	2 416.6	1 908.3	1 235.6	565.0	698.7	210.3	185.1	148.2	7 367.6
Total demand for accommodation	no.	2473.5	1951.4	1282.4	597.6	716.3	224.9	193.2	153.6	7592.9
Daily unmet requests as proportion of total demand	%	2.3	2.2	3.6	5.4	2.5	6.5	4.2	3.5	3.0
2006-07										
Not accommodated	no.	59.2	43.1	57.6	32.2	19.6	11.1	9.4	3.4	235.8
Total accommodated	no.	2 580.2	1 885.6	1 356.6	562.4	827.0	222.1	196.0	150.2	7 780.0
Total demand for accommodation	no.	2 639.4	1 928.7	1 414.2	594.6	846.6	233.2	205.4	153.6	8 015.8
Daily unmet requests as proportion of total demand	%	2.2	2.2	3.9	5.1	2.3	4.6	4.4	2.2	2.9
2007-08										
Not accommodated	no.	62.4	21.9	75.5	30.9	20.8	15.4	9.7	4.6	241.2
Total accommodated	no.	3 004.2	1 607.7	1 331.7	626.3	821.3	243.0	267.8	149.6	8 051.6
Total demand for accommodation	no.	3 066.6	1 629.6	1 407.2	657.2	842.1	258.4	277.5	154.2	8 292.8
Daily unmet requests as proportion of total demand	%	2.0	1.3	5.1	4.5	2.4	5.6	3.4	2.9	2.8
2008-09										
Not accommodated	no.	74.2	na	54.4	27.9	23.3	11.3	6.3	8.1	205.5
Total accommodated	no.	3 435.2	na	1 431.7	623.9	787.8	265.0	290.6	151.5	6 985.8
Total demand for accommodation	no.	3 509.4	na	1 486.1	651.9	811.1	276.3	296.9	159.6	7 191.3
Daily unmet requests as proportion of total demand	%	2.1	na	3.7	4.3	2.9	4.1	2.1	5.1	2.9
2009-10										
Not accommodated	no.	64.0	na	55.3	23.1	19.9	16.3	6.2	6.9	191.6
Total accommodated	no.	3 394.9	na	1 572.2	668.6	886.6	275.9	284.1	192.1	7 274.4
Total demand for accommodation	no.	3 458.9	na	1 627.5	691.7	906.5	292.2	290.3	199.0	7 466.0

Table 17A.8 Turn-away of adults and unaccompanied children as the proportion of total demand for accommodation (a), (b), (c), (d), (e), (f), (g)

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Daily unmet requests as proportion of total demand	%	1.9	na	3.4	3.3	2.2	5.6	2.1	3.4	2.6

(a) Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2 of 2008-09 Demand report).

(b) People may make more than one request for accommodation in a day. Demand for Accommodation Collection data are based on the first valid unmet request for accommodation made (see Appendix 2 of 2008-09 Demand report).

(c) The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. A client can end one period of accommodation and start another on the same day at the same agency, these are considered to be a single period. It can be reasonably assumed that a client will not have more than one period of accommodation at different agencies on the same day.

(d) 'Not accommodated' and 'Accommodated in subsequent request' refer to people with a valid unmet request for immediate accommodation (see Appendix 2).

(e) Only data from agencies that participated in both the Client and Demand for Accommodation Collections are included. Consequently, the figures understate the level of activity in agencies.

(f) Figures are unweighted.

(g) The approaches to delivering homelessness services vary between jurisdictions. In particular, accommodation related data in Victoria are not been recorded in the SAAP NDC in a basis consistent with other states and territories. It is therefore not possible to derive turn-away rates for Victoria that are comparable with those reported by other states and territories. For this reason, Victorian data are not reported.

na. Not available.

Source: AIHW (various years) *Demand for SAAP accommodation by Homeless People: A report from the SAAP National Data Collection*; AIHW (various years) *Demand for government-funded specialist homelessness accommodation: A report from the SAAP National Data Collection*.

Table 17A.9 Proportion of Indigenous people among all accommodated clients and among people whose valid requests for accommodation were unmet (a), (b), (c), (d), (e), (f)

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Representation among accommodated clients										
2005-06	%	17.1	7.0	23.5	42.7	18.0	10.9	9.5	64.6	21.4
2006-07 (g)	%	18.5	6.8	22.3	40.9	23.3	12.2	13.8	66.4	22.1
2007-08 (h)	%	18.2	7.2	21.7	41.0	21.4	11.6	12.3	65.2	21.7
2008-09 (i)	%	16.8	7.8	22.1	38.0	22.8	12.6	12.4	68.6	21.9
2009-10 (j)	%	16.9	7.5	23.7	37.2	20.7	12.0	15.3	69.2	22.4
Representation among people unable to be provided with accommodation										
2005-06	%	22.1	7.9	26.8	57.7	26.8	8.0	18.8	65.2	25.6
2006-07	%	32.2	7.6	30.2	63.9	25.9	12.5	7.7	71.4	29.7
2007-08	%	26.3	7.2	35.8	56.5	23.7	3.3	12.5	84.6	28.2
2008-09	%	23.7	na	32.4	48.5	23.3	10.3	11.1	66.7	30.6
2009-10	%	28.4	na	29.1	45.7	20.7	7.7	16.7	55.6	29.1

(a) Client figures have been weighted to adjust for agency non-participation and client non-consent. Underlying data on the number of valid unmet requests are rounded (by 10) and are based on valid unmet requests only. Since a client may have support periods in more than one state or territory, state and territory figures do not sum to the national figure.

(b) Unmet requests exclude requests where the person or group refused an offer of accommodation; where the person or group was inappropriate for the agency; and where the request was not met because there was no fee-free accommodation available. People may make more than one request for accommodation in a day and data are based on the first valid unmet request for accommodation made.

(c) Caution should be applied when interpreting numbers of people with valid unmet requests, for several reasons. First, people can make requests on more than one occasion and to more than one agency. While double counting has been limited by estimating the first valid unmet request, this information may not have been available to record. Second, a number of people may receive ongoing support or accommodation from an agency at a later time, quite possibly soon after their initial request. Third, a number of people have their needs met by other means and do not return to an agency. Finally, there are also shortfalls in pro-rating from a two-week collection period to the full year. Many factors influence the capacity of individual agencies to meet day-to-day demand for their services and it is not possible to identify a two-week period which is 'typical' for all agencies.

(d) Figures for clients exclude accompanying children, while figures for people with unmet requests include accompanying children. The client collection data is not comparable with the unmet demand data.

(e) 'Non-indigenous' is calculated from Australian born people minus Indigenous people. These figures are from different questions with different response rates.

(f) The approaches to delivering homelessness services vary between jurisdictions. In particular, accommodation related data in Victoria are not been recorded in the SAAP NDC in a basis consistent with other states and territories. It is therefore not possible to derive turn-away rates for Victoria that are comparable with those reported by other states and territories. For this reason, Victorian data are not reported.

(g) Number of records excluded due to errors and omissions: 2184 from the Client collection, 159.2 (daily average) from the Demand for Accommodation collection.

(h) Number of records excluded due to errors and ommissions: 2033.

Table 17A.9 **Proportion of Indigenous people among all accommodated clients and among people whose valid requests for accommodation were unmet (a), (b), (c), (d), (e), (f)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*

(i) Number of records excluded due to errors and omissions: 1713.

(j) Data for 1434 records are excluded because of errors and ommissions (Indigenous status is unknown).

na. Not available.

Source: AIHW (various years) *Demand for SAAP accommodation by Homeless People: A report from the SAAP National Data Collection* ; AIHW (various years) *Demand for government-funded specialist homelessness accommodation: A report from the SAAP National Data Collection* .

Table 17A.10 Proportion of people from non-English speaking backgrounds among all accommodated clients and among people whose valid requests for accommodation were unmet (a), (b), (c), (d), (e)

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Representation among accommodated clients										
2005-06	%	11.6	15.2	6.1	8.0	7.6	3.7	13.8	3.8	9.9
2006-07 (f)	%	11.3	16.1	6.4	7.4	6.6	4.8	13.8	3.6	9.9
2007-08 (g)	%	12.7	17.7	7.0	9.1	8.1	4.5	15.5	4.9	11.1
2008-09 (h)	%	13.6	19.1	7.1	11.1	8.0	4.7	19.6	4.2	11.6
2009-10	%	13.9	20.3	7.8	11.1	8.7	3.4	19.9	4.4	11.8
Representation among people unable to be provided with accommodation										
2005-06	%	10.7	11.5	2.0	4.2	7.3	4.0	12.5	–	6.8
2006-07	%	8.2	10.2	3.6	6.2	7.4	6.3	15.4	–	7.0
2007-08	%	8.4	12.8	2.8	7.2	5.4	3.3	12.5	–	6.7
2008-09	%	11.2	na	3.1	13.2	5.8	3.4	22.2	3.7	7.2
2009-10	%	7.8	na	4.1	6.2	6.9	5.1	16.7	–	5.9

(a) Client figures have been weighted to adjust for agency non-participation and client non-consent; figures on number of requests have been rounded by 10 and based on valid requests only.

(b) Unmet requests exclude requests where the person or group refused an offer of accommodation; where the person or group was inappropriate for the agency; and where the request was not met because there was no fee-free accommodation available. People may make more than one request for accommodation in a day. Data are based on the first valid unmet request for accommodation made.

(c) Caution should be applied when interpreting numbers of people with valid unmet requests, for several reasons. First, person can make requests on more than one occasion and to more than one agency. While double counting has been limited by estimating the first valid unmet request, this information may not have been available to record. Second, a number of people may receive the ongoing support or accommodation from an agency at a later time, quite possibly soon after their initial request. Third, a number of people have their needs met by other means and do not return to an agency. Finally, there are also shortfalls in pro-rating from a two-week collection period to the full year. Many factors influence the capacity of individual agencies to meet day-to-day demand for their services and it is not possible to identify a two-week period which is 'typical' for all agencies.

(d) Figures for clients exclude accompanying children, while figures for people with unmet requests include accompanying children. The client collection data is not comparable with the unmet demand data.

(e) Until 2004-05, this measure compared the proportion of people from these two groups who could not be accommodated with their representation among all SAAP clients (including accommodated and not accommodated). Data from 2005-06 onwards provide a direct comparison focusing on accommodation, and therefore are not comparable with earlier data.

(f) Number of records excluded due to errors and omissions: 2184.

(g) Number of records excluded due to errors and ommissions: 2033.

(h) Number of records excluded due to errors and omissions: 1713.

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

Source : AIHW (various years) *Demand for SAAP accommodation by Homeless People: A report from the SAAP National Data Collection* ; AIHW (various years) *Demand for government-funded specialist homelessness accommodation: A report from the SAAP National Data Collection* .

Table 17A.11 Closed support periods, by the existence of a support plan, all clients (a), (b), (c)

	Unit	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
2005-06 (d)										
Support plan	%	55.5	63.2	51.5	48.5	66.9	63.1	66.0	68.6	59.2
No support plan										
Client did not agree to support plan	%	8.7	10.2	9.2	13.8	6.0	7.8	4.3	5.8	9.3
Support period too short	%	31.8	24.4	37.1	37.1	25.9	27.2	29.5	24.8	29.2
Other	%	4.0	2.2	2.3	0.6	1.2	1.9	0.3	0.8	2.3
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**30 300**	**54 100**	**20 100**	**10 200**	**11 300**	**4 900**	**2 200**	**3 800**	**136 700**
2006-07 (e)										
Support plan	%	56.7	51.2	55.7	49.9	64.7	60.4	68.2	66.3	55.1
No support plan										
Client did not agree to support plan	%	9.1	9.7	11.2	16.5	9.4	11.2	8.4	7.5	10.2
Support period too short	%	31.7	37.8	31.5	32.5	25.4	25.7	22.6	26.1	33.2
Other	%	2.5	1.3	1.6	1.1	0.5	2.7	0.9	0.1	1.6
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**40 900**	**62 600**	**22 200**	**10 800**	**13 100**	**5 200**	**1 800**	**3 900**	**160 600**
2007-08 (f)										
Support plan	%	61.6	57.2	60.4	47.6	69.7	56.1	70.1	60.1	59.5
No support plan										
Client did not agree to support plan	%	8.3	5.2	8.0	13.9	6.0	14.0	12.2	8.3	7.6
Support period too short	%	29.2	36.6	30.1	37.9	23.4	28.9	17.5	31.3	31.9
Other	%	0.8	0.9	1.4	0.5	1.0	1.0	0.2	0.2	0.9
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**48 500**	**58 500**	**25 300**	**12 500**	**15 000**	**5 100**	**1 800**	**3 300**	**169 900**
2008-09 (g)										
Support plan	%	68.2	52.4	63.6	55.6	67.4	54.9	70.1	69.8	60.7
No support plan										
Client did not agree to support plan	%	6.2	4.9	9.5	9.7	7.6	15.5	14.2	5.9	7.0
Support period too short	%	24.9	34.1	22.9	34.2	24.3	29.1	15.3	24.0	28.4
Other	%	0.6	8.6	4.0	0.6	0.8	0.5	0.4	0.3	4.0
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**45 700**	**59 000**	**24 200**	**10 800**	**15 400**	**5 200**	**1 700**	**4 100**	**166 100**

Table 17A.11 Closed support periods, by the existence of a support plan, all clients (a), (b), (c)

	Unit	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
2009-10 (h)										
Support plan	%	69.4	53.5	60.7	52.8	66.6	61.6	75.6	66.5	60.6
No support plan										
Client did not agree to support plan	%	3.7	6.1	10.4	12.1	7.9	6.4	7.4	12.0	6.9
Support period too short	%	26.3	31.9	25.8	34.5	19.1	31.8	15.4	20.8	28.1
Other	%	0.6	8.6	3.0	0.6	6.5	0.2	1.7	0.7	4.5
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**45 800**	**65 000**	**25 700**	**12 500**	**17 200**	**4 900**	**1 800**	**4 300**	**177 100**

(a) Totals may not add up to 100 per cent as a result of rounding.

(b) Figures have been weighted to adjust for agency non-participation.

(c) Data for 2005-06 and 2006-07 include analysis of closed support periods only. Data for years prior to 2005-06 included all support periods. Therefore data for 2005-06 and 2006-07 are not comparable with earlier data. Some categories have also changed for 2005-06 and subsequent data.

(d) Data exclude 21 862 records due to errors and omissions.

(e) Data exclude 17 313 records due to errors and omissions.

(f) Data exclude 17 085 records due to errors and omissions.

(g) Data exclude 10 690 records due to errors or ommissions.

(h) Data exclude 11 310 records due to errors or ommissions.

Source: AIHW (various years) *Government-funded specialist homelessness services: SAAP National Data Collection annual report*.

Table 17A.12 **Closed support periods, by the existence of a support plan, Indigenous clients (a), (b), (c)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
2005-06 (d)										
Support plan	%	60.7	63.2	53.5	36.6	76.1	65.3	64.2	69.1	57.2
No support plan										
Client did not agree to support plan	%	10.3	10.3	11.2	16.1	5.1	7.9	6.3	5.0	10.5
Support period too short	%	26.9	24.6	33.7	47.1	18.2	26.0	28.1	26.0	31.2
Other	%	2.1	1.8	1.7	0.3	0.5	0.8	1.4	–	1.2
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**5 200**	**2 500**	**4 100**	**4 700**	**2 400**	**500**	**200**	**2 400**	**22 100**
2006-07 (e)										
Support plan	%	60.5	58.8	53.7	40.1	72.0	63.2	66.3	64.4	57.0
No support plan										
Client did not agree to support plan	%	8.3	6.5	16.6	19.6	6.8	5.7	9.3	7.2	11.4
Support period too short	%	30.4	32.9	29.3	39.2	20.8	28.6	23.5	28.4	30.8
Other	%	0.8	1.8	0.4	1.0	0.4	2.4	1.0	0.1	0.8
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**7 300**	**3 000**	**4 900**	**5 000**	**2 900**	**600**	**200**	**2 700**	**26 600**
2007-08 (f)										
Support plan	%	65.8	56.4	57.5	37.3	73.0	59.2	67.5	54.2	58.2
No support plan										
Client did not agree to support plan	%	10.3	8.6	11.6	16.5	4.4	7.0	13.3	9.6	10.6
Support period too short	%	23.2	33.9	30.3	45.6	22.0	32.9	18.7	36.0	30.6
Other	%	0.7	1.2	0.6	0.5	0.6	0.9	0.5	0.2	0.6
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**8 500**	**2 900**	**5 400**	**4 900**	**3 500**	**600**	**300**	**2 300**	**28 300**
2008-09 (g)										
Support plan	%	71.8	50.4	58.7	44.5	71.1	58.3	68.3	65.7	62.1
No support plan										
Client did not agree to support plan	%	7.2	8.1	10.2	16.9	4.5	8.1	14.2	5.2	8.7
Support period too short	%	19.8	30.6	26.7	37.9	24.0	33.6	17.6	28.7	26.5
Other	%	1.2	10.9	4.4	0.7	0.4	–	–	0.3	2.7
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**7 900**	**3 400**	**5 200**	**3 500**	**3 700**	**600**	**200**	**2 800**	**27 300**

Table 17A.12 **Closed support periods, by the existence of a support plan, Indigenous clients (a), (b), (c)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
2009-10 (h)										
Support plan	%	76.6	51.1	57.8	44.1	65.3	65.2	69.0	62.2	62.2
No support plan										
Client did not agree to support plan	%	4.4	8.0	11.5	15.9	6.0	5.5	12.5	13.2	9.0
Support period too short	%	18.1	28.6	27.6	39.3	27.2	29.0	17.7	24.5	26.2
Other	%	1.0	12.4	3.2	0.7	1.5	0.4	0.8	0.1	2.7
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**8 500**	**3 600**	**5 600**	**4 100**	**4 000**	**500**	**300**	**3 100**	**29 600**

(a) Totals may not add up to 100 per cent as a result of rounding.

(b) Figures have been weighted to adjust for agency non-participation and client non-consent.

(c) Data for 2005-06 and 2006-07 include analysis of closed support periods only. Data for years prior to 2005-06 included all support periods. Therefore data for 2005-06 and 2006-07 are not comparable with earlier data. Some categories have also changed for 2005-06 and subsequent data.

(d) Data exclude 2523 records due to errors and omissions.

(e) Data exclude 3387 records due to errors and omissions.

(f) Data exclude 3339 records due to errors and omissions.

(g) Data exclude 2492 records due to errors or ommissions.

(h) Data exclude 2510 records due to errors or ommissions and 9173 records where Indigenous status was unknown.

– Nil or rounded to zero.

Source : AIHW (various years) *Government-funded specialist homelessness services: SAAP National Data Collection annual report* , *Australia* .

Table 17A.13 **Support needs of all clients, met and unmet (a), (b), (c)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
2005-06										
Provided only	%	84.1	76.0	86.2	89.1	79.9	82.6	71.8	79.8	81.3
Referred only	%	5.7	9.6	4.8	4.6	7.7	6.8	8.6	7.7	7.1
Provided & referred	%	6.5	9.0	4.7	3.1	6.8	6.1	15.5	10.1	7.1
Unmet	%	3.7	5.4	4.3	3.1	5.6	4.5	4.0	2.4	4.5
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**'000**	**218.9**	**287.4**	**133.2**	**68.9**	**77.9**	**26.7**	**18.1**	**27.9**	**858.9**
2006-07										
Provided only	%	80.3	80.6	83.9	89.2	83.1	82.6	71.7	81.1	81.8
Referred only	%	6.7	7.4	4.8	3.2	5.8	4.9	7.5	3.5	6.2
Provided & referred	%	8.2	7.9	6.6	5.4	6.9	7.5	17.0	13.6	7.8
Unmet	%	4.9	4.1	4.7	2.3	4.1	5.0	3.8	1.8	4.2
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**'000**	**267.0**	**307.0**	**138.0**	**73.6**	**88.8**	**27.4**	**16.2**	**29.9**	**947.9**
2007-08 (d)										
Provided only	%	83.3	79.6	82.4	88.9	77.5	84.3	65.2	89.2	81.9
Referred only	%	5.0	7.3	5.8	3.6	7.0	5.0	7.0	3.7	5.9
Provided & referred	%	8.8	8.6	7.3	5.4	8.5	6.6	25.1	5.0	8.3
Unmet	%	2.9	4.5	4.4	2.1	7.0	4.2	2.7	2.1	3.9
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**'000**	**303.5**	**268.5**	**152.8**	**79.4**	**95.6**	**25.7**	**15.1**	**23.2**	**963.8**
2008-09 (e)										
Provided only	%	83.0	80.0	81.1	88.1	78.8	85.0	66.7	90.7	82.0
Referred only	%	5.2	6.2	5.3	3.7	6.7	5.2	8.5	3.1	5.5
Provided & referred	%	9.4	9.4	9.1	5.4	7.5	5.6	21.4	4.5	8.8
Unmet	%	2.3	4.4	4.5	2.9	7.0	4.2	3.4	1.7	3.7
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**'000**	**335.3**	**245.8**	**149.3**	**71.0**	**90.5**	**26.1**	**14.3**	**29.1**	**961.4**
2009-10 (f)										
Provided only	%	80.4	80.6	82.2	89.6	76.0	86.0	63.6	93.3	81.4
Referred only	%	4.4	5.1	5.2	3.0	6.2	5.3	9.2	1.5	4.7
Provided & referred	%	13.4	10.1	9.2	4.8	7.6	5.5	25.6	4.2	10.4
Unmet	%	1.8	4.3	3.5	2.6	10.2	3.3	1.6	1.0	3.5
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**'000**	**350.5**	**231.7**	**160.0**	**85.4**	**93.9**	**27.1**	**16.5**	**30.6**	**995.6**

(a) Totals may not add up to 100 per cent as a result of rounding.

(b) Figures have been weighted to adjust for agency non-participation.

(c) Proportions are of distinct services needed.

(d) Data exclude 5945 records due to errors and omissions.

(e) Data exclude 5607 records due to errors and omissions.

Table 17A.13 **Support needs of all clients, met and unmet (a), (b), (c)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*

(f) Data exclude 7556 records with no information on service requirements or provision, and 1017 records with no information on service requirements.

Source: AIHW (various years) *Government-funded specialist homelessness services: SAAP National Data Collection annual report*, Australia.

Table 17A.14 **Support needs of Indigenous clients, met and unmet (a), (b), (c)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
2005-06										
Provided only	%	81.8	72.0	86.5	90.2	75.6	82.8	72.8	77.8	82.1
Referred only	%	6.5	9.5	3.8	3.1	8.5	6.2	10.3	8.6	6.2
Provided & referred	%	7.2	11.3	5.9	2.9	9.6	7.5	12.5	11.8	7.5
Unmet	%	4.4	7.2	3.8	3.7	6.3	3.5	4.3	1.8	4.3
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**'000**	**39.4**	**16.7**	**28.4**	**29.4**	**14.0**	**2.8**	**1.8**	**19.9**	**152.6**
2006-07										
Provided only	%	77.6	75.0	85.3	91.1	82.6	82.0	76.0	79.1	81.8
Referred only	%	6.7	9.9	4.4	2.4	5.1	4.8	5.4	3.2	5.2
Provided & referred	%	10.6	8.2	6.4	4.4	8.8	8.1	13.9	16.2	9.0
Unmet	%	5.1	7.0	3.9	2.0	3.5	5.1	4.7	1.4	3.9
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**'000**	**50.6**	**18.6**	**30.6**	**31.3**	**17.1**	**3.4**	**2.1**	**22.1**	**175.9**
2007-08										
Provided only	%	79.2	71.1	83.2	92.1	74.6	82.4	63.0	89.4	81.6
Referred only	%	5.0	11.1	4.5	2.6	6.1	4.9	7.2	2.8	5.1
Provided & referred	%	11.8	9.7	8.7	3.7	13.3	6.6	26.1	5.4	9.3
Unmet	%	3.9	8.1	3.6	1.6	6.0	6.0	3.8	2.4	4.0
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**'000**	**58.0**	**18.5**	**32.6**	**30.6**	**18.7**	**3.2**	**2.2**	**17.1**	**180.9**
2008-09										
Provided only	%	79.2	69.7	78.7	90.7	79.9	82.3	67.5	92.3	81.3
Referred only	%	5.0	10.2	4.9	2.3	6.4	5.5	7.9	2.1	5.0
Provided & referred	%	13.0	13.2	12.1	4.0	7.5	8.3	19.4	4.1	10.0
Unmet	%	2.7	6.9	4.4	3.0	6.3	3.9	5.2	1.5	3.7
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**'000**	**59.8**	**18.4**	**32.9**	**24.6**	**18.9**	**3.4**	**1.8**	**21.9**	**181.7**
2009-10 (d)										
Provided only	%	80.0	77.9	81.4	92.6	79.4	88.5	61.8	94.6	83.6
Referred only	%	4.5	6.2	4.3	2.2	5.5	3.6	9.8	0.9	4.0
Provided & referred	%	13.3	11.0	10.9	3.3	7.3	5.3	26.1	3.8	9.4
Unmet	%	2.2	5.0	3.5	1.9	7.8	2.6	2.4	0.7	3.0
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**'000**	**66.2**	**15.3**	**33.4**	**29.9**	**19.8**	**3.3**	**2.6**	**23.5**	**194.0**

(a) Totals may not add up to 100 per cent as a result of rounding.

(b) Figures have been weighted to adjust for agency non-participation and client non-consent.

(c) Proportions are of distinct services needed.

(d) Data exclude 35707 records where Indigenous status was unknown, 1 099 records that had no information on service requirements or provision, and 136 records with no information on service requirements.

Table 17A.14 **Support needs of Indigenous clients, met and unmet (a), (b), (c)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*

Source: AIHW (unpublished) SAAP NDCA Client collection.

Table 17A.15 Support needs of clients from non-English speaking backgrounds, met and unmet (a), (b), (c)

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
2005-06										
Provided only	%	78.7	76.1	83.1	87.2	80.3	81.7	61.9	87.1	78.2
Referred only	%	7.3	10.2	8.7	6.5	10.6	6.8	10.0	6.2	9.0
Provided & referred	%	10.8	9.4	5.3	5.0	6.1	6.8	25.9	4.3	9.2
Unmet	%	3.2	4.4	2.9	1.3	2.9	4.7	2.2	2.4	3.6
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**'000**	**22.8**	**42.7**	**8.8**	**5.4**	**5.5**	**1.1**	**2.3**	**0.6**	**89.2**
2006-07										
Provided only	%	80.5	76.7	81.7	86.5	81.3	83.8	64.0	86.6	79.0
Referred only	%	6.8	9.3	6.5	5.0	8.5	6.0	8.9	3.0	8.0
Provided & referred	%	8.5	10.1	9.0	6.6	7.4	6.3	23.3	6.1	9.4
Unmet	%	4.2	3.8	2.8	1.9	2.7	3.9	3.9	4.3	3.6
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**'000**	**28.1**	**46.9**	**9.0**	**6.3**	**6.3**	**1.5**	**2.1**	**0.7**	**100.7**
2007-08										
Provided only	%	83.3	76.8	80.4	84.9	78.8	82.7	55.5	91.8	79.6
Referred only	%	6.3	8.3	6.2	4.4	9.4	5.3	7.6	4.2	7.2
Provided & referred	%	8.3	11.1	10.4	9.6	7.9	7.0	35.5	2.6	10.2
Unmet	%	2.0	3.9	3.0	1.1	3.9	4.9	1.4	1.5	3.0
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**'000**	**33.1**	**42.9**	**10.2**	**7.4**	**7.0**	**1.2**	**2.0**	**0.6**	**104.5**
2008-09										
Provided only	%	85.6	77.3	79.8	85.7	80.0	87.5	65.2	90.6	81.4
Referred only	%	5.2	6.3	6.8	3.9	7.8	5.3	8.9	3.3	5.9
Provided & referred	%	7.8	13.5	10.6	8.0	8.6	6.1	24.5	3.7	10.4
Unmet	%	1.5	2.9	2.8	2.4	3.6	1.1	1.3	2.4	2.3
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**'000**	**43.5**	**40.8**	**10.2**	**9.3**	**7.9**	**1.2**	**2.7**	**0.8**	**116.4**
2009-10 (d)										
Provided only	%	75.7	76.1	79.7	86.7	79.8	86.4	55.9	88.3	77.1
Referred only	%	5.1	4.8	6.0	3.9	8.1	4.9	10.4	2.3	5.3
Provided & referred	%	16.8	16.0	11.6	7.6	7.6	7.7	32.7	9.2	14.9
Unmet	%	2.4	3.1	2.7	1.9	4.5	1.0	1.0	0.2	2.7
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**'000**	**44.0**	**46.0**	**12.6**	**10.2**	**8.1**	**1.1**	**3.2**	**1.0**	**126.1**

(a) Totals may not add up to 100 per cent as a result of rounding.

(b) Figures have been weighted to adjust for agency non-participation and client non-consent.

(c) Proportions are of distinct services needed.

Table 17A.15 **Support needs of clients from non-English speaking backgrounds, met and unmet (a), (b), (c)**

	Unit	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust

(d) Data exclude 40039 records where country of birth was unknown, 867 records that had no information on service requirements or provision, and 120 records with no information on service requirements.

Source: AIHW (unpublished) SAAP NDCA Client collection.

Table 17A.16 Valid unmet requests for accommodation, main reason for support not provided, Australia (a), (b), (c), (d), (e), (f), (g)

Main reason support not provided	*Unit*	*Proportion of valid unmet requests*				
		Dec 2005 & May 2006	*Dec 2006 & May 2007*	*Aug 2007 & May 2008*	*Dec 2008 & May 2009*	*Dec 2009 & May 2010*
Insufficient staff	%	1.2	2.0	1.3	0.9	0.9
No accommodation available	%	59.2	59.7	59.0	59.9	58.3
Referral agency with no vacancies on books	%	21.2	21.8	24.0	24.5	23.7
Type of accommodation requested is not provided	%	7.5	6.8	7.8	6.8	7.7
Facilities for special needs not available						
Total	%	1.2	1.1	0.9	0.7	0.8
Other	%	9.7	8.6	7.0	7.2	8.6
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**6 960**	**7 080**	**7 060**	**5 830**	**5 667**

(a) Totals may not add up to 100 per cent as a result of rounding.

(b) A two-week Demand for Accommodation Collection is conducted annually to gather information about homeless people who are not accepted as clients of agencies.

(c) Valid unmet requests excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused.

(d) Caution should be applied when interpreting numbers of unmet requests, for several reasons. Firstly, people can make requests on more than one occasion and to more than one agency. Secondly, a number of people may receive the ongoing support or accommodation from an agency at a later time, quite possibly soon after their initial request. Thirdly, a number of people have their needs met by other means and do not return to an agency. And finally, there are shortfalls in pro-rating from a two-week collection period to the full year. Many factors influence the capacity of individual agencies to meet day-to-day demand for their services therefore it is not possible to identify a two-week period, which is 'typical' for all agencies.

(e) Comparisons between years should be treated with caution, due to variation in participation rates, differing imputation methods and because the collections were held on different dates each year.

(f) Only data from agencies that participated in both the Client and Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in agencies.

Table 17A.16 **Valid unmet requests for accommodation, main reason for support not provided, Australia (a), (b), (c), (d), (e), (f), (g)**

Main reason support not provided	*Unit*	*Proportion of valid unmet requests*				
		Dec 2005 & May 2006	*Dec 2006 & May 2007*	*Aug 2007 & May 2008*	*Dec 2008 & May 2009*	*Dec 2009 & May 2010*

(g) Data for Victoria are excluded.

Source: AIHW (unpublished) SAAP NDCA *Unmet Demand Collection.*

Table 17A.17 Recurrent cost per completed support period (2009-10 dollars) (a), (b), (c), (d), (e), (f), (g)

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Recurrent allocation										
2005-06	$m	127.1	90.8	60.7	33.8	30.4	15.2	16.8	9.0	383.7
2006-07	$m	124.8	97.1	69.1	36.6	34.7	15.3	15.2	8.6	401.4
2007-08	$m	123.4	94.6	70.1	38.5	35.0	15.6	15.1	9.0	401.2
2008-09	$m	118.9	96.5	72.4	39.1	45.0	15.2	14.8	10.4	412.3
2009-10	$m	125.9	105.9	87.1	40.2	36.7	15.5	15.5	15.8	442.6
Closed support periods										
2005-06	no.	34 600	65 000	22 300	11 500	13 500	5 300	2 300	4 000	158 600
2006-07	no.	44 700	68 300	24 300	12 500	16 300	5 600	2 000	4 300	177 900
2007-08	no.	52 000	63 100	27 700	15 500	17 800	5 500	1 900	3 600	187 000
2008-09	no.	49 300	59 400	26 000	13 600	16 900	5 700	1 900	4 200	176 800
2009-10	no.	50 600	65 200	27 300	15 900	17 900	5 100	2 000	4 400	188 400
Cost per completed support period										
2005-06	$	3 670	1 400	2 720	2 940	2 250	2 860	7 280	2 250	2 420
2006-07	$	2 790	1 420	2 850	2 930	2 130	2 730	7 610	1 990	2 260
2007-08	$	2 370	1 500	2 530	2 480	1 960	2 840	7 930	2 500	2 150
2008-09	$	2 410	1 620	2 790	2 880	2 660	2 670	7 770	2 470	2 330
2009-10	$	2 490	1 620	3 190	2 530	2 050	3 050	7 770	3 600	2 350

(a) Only agency level recurrent allocations are included in the funding analysis. Recurrent allocation refers to funding provided diretly to agencies. It excludes funds not allocated to agencies e.g. funds allocated for administration, training, research and evaluation.

(b) Does not include State and Territory only funding to homelessness services to assist with service viability and/or to SAAP like activities over and above the funding provided by the SAAP V agreement.

(c) A small number of agencies received recurrent funding but did not submit any client forms to the NDCA. These agencies are included in the recurrent funding analysis, however, the support period figures have been adjusted for these agencies.

(d) Support period figures have been weighted to adjust for agency non-participation. Therefore, recurrent allocation values pertain to all (participating and non-participating) agencies.

(e) Recurrent funding calculated using ABS GDP expenditure implicit price deflators (2009-10 = 100).

(f) Data for 2006-07 includes Innovation and Investment funding.

(g) Data have been rounded.

Source: AIHW (unpublished) SAAP NDCA Administrative Data and Client Collections; table AA.39.

Table 17A.18 Recurrent cost per client accessing services (2009-10 dollars) (a), (b), (c), (d), (e), (f), (g), (h), (i)

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Recurrent allocation										
2005-06	$m	127.1	90.8	60.7	33.8	30.4	15.2	16.8	9.0	383.7
2006-07	$m	124.8	97.1	69.1	36.6	34.7	15.3	15.2	8.6	401.4
2007-08	$m	123.4	94.6	70.1	38.5	35.0	15.6	15.1	9.0	401.2
2008-09	$m	118.9	96.5	72.4	39.1	45.0	15.2	14.8	10.4	412.3
2009-10	$m	125.9	105.9	87.1	40.2	36.7	15.5	15.5	15.8	442.6
Reported number of clients										
2005-06	no.	26 000	37 700	17 400	8 300	10 400	4 400	2 000	3 100	106 500
2006-07	no.	31 900	37 900	19 000	11 100	12 200	4 700	1 900	3 200	118 800
2007-08	no.	37 700	36 600	20 400	10 900	13 000	4 700	2 000	3 100	125 600
2008-09	no.	37 400	35 500	20 800	11 100	13 600	4 800	2 000	3 300	125 800
2009-10	no.	41 700	39 100	23 100	11 400	13 100	4 500	2 000	3 500	135 700
Estimated cost per client										
2005-06	$	4 890	2 410	3 490	4 080	2 920	3 450	8 380	2 900	3 600
2006-07	$	3 910	2 560	3 640	3 300	2 840	3 250	8 010	2 680	3 380
2007-08	$	3 270	2 580	3 440	3 530	2 690	3 320	7 530	2 900	3 190
2008-09	$	3 180	2 720	3 480	3 520	3 310	3 170	7 380	3 150	3 280
2009-10	$	3 020	2 710	3 770	3 530	2 800	3 450	7 770	4 520	3 260

(a) Ongoing clients (not ended by 30 June) were included in the data.

(b) Only agency level recurrent allocations are included in the funding analysis.

(c) Does not include State and Territory only funding to homelessness services to assist with service viability and/or to SAAP like activities over and above the funding provided by the SAAP V agreement.

(d) There was a small number of agencies that received recurrent funding but did not send in any client forms. These agencies were included in the data.

(e) Client figures have been weighted to adjust for agency non-participation and client non-consent. Therefore, the funding values pertain to all (participating and non-participating) agencies.

(f) State or Territory client numbers refer to the State or Territory in which they were first supported, as some clients were supported in more than one State or Territory during a year. Since a client may have support periods in more than one state or territory, state and territory figures do not sum to the national figure.

(g) Data for 2006-07 includes Innovation and Investment (I&I) funding.

(h) Recurrent funding calculated using ABS GDP expenditure implicit price deflators (2009-10 = 100).

(i) Data have been rounded.

Source: AIHW (unpublished) SAAP NDCA Administrative Data and Client Collections; table AA.39.

Table 17A.19 Real recurrent cost per day of support for clients (2009-10 dollars) (a), (b), (c), (d), (e), (f), (g)

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Recurrent allocation										
2005-06	$m	127.1	90.8	60.7	33.8	30.4	15.2	16.8	9.0	383.7
2006-07	$m	124.8	97.1	69.1	36.6	34.7	15.3	15.2	8.6	401.4
2007-08	$m	123.4	94.6	70.1	38.5	35.0	15.6	15.1	9.0	401.2
2008-09	$m	118.9	96.5	72.4	39.1	45.0	15.2	14.8	10.4	412.3
2009-10	$m	125.9	105.9	87.1	40.2	36.7	15.5	15.5	15.8	442.6
Number of support days										
2005-06	000	2 376	2 789	1 091	508	931	365	205	140	8 405
2006-07	000	2 951	3 097	1 367	1 356	1 232	433	219	182	10 837
2007-08	000	4 343	3 021	1 579	994	1 544	480	345	216	12 523
2008-09	000	4 460	3 228	1 626	1 259	1 584	517	341	301	13 314
2009-10	000	5 569	3 560	1 993	1 031	1 678	444	299	334	14 908
Cost per support day										
2005-06	$	54	33	56	67	33	42	82	64	46
2006-07	$	42	31	51	27	28	35	69	47	37
2007-08	$	28	31	44	39	23	33	44	42	32
2008-09	$	27	30	45	31	28	29	43	35	31
2009-10	$	23	30	44	39	22	35	52	47	30

(a) Clients whose support period was ongoing on 30 June were included. Supported period excludes any dates outside the reference period. For instance, if a support period started in December 2008 and ended in September 2009, only the support dates between July and September 2009 were included.

(b) Only agency level recurrent allocations are included in the funding analysis. Recurrent allocation refers to funding provided diretly to agencies. It excludes funds not allocated to agencies, for example, funds allocated for administration, training, research and evaluation.

(c) Does not include State and Territory only funding to homelessness services to assist with service viability and/or to SAAP like activities over and above the funding provided by the SAAP V agreement.

(d) A small number of agencies received recurrent funding but did not submit any client forms to the NDCA. These agencies are included in the recurrent funding analysis, however, the support period figures have been adjusted for these agencies.

(e) Support period figures have been weighted to adjust for agency non-participation. Therefore, recurrent allocation values pertain to all (participating and non-participating) agencies.

(f) Data for 2006-07 include Innovation and Investment (I&I) funding.

(g) Recurrent funding calculated using ABS GDP expenditure implicit price deflators (2009-10 = 100).

Source: AIHW (unpublished) SAAP NDCA Administrative Data and Client Collections; table AA.39.

Table 17A.20 **Average accommodation load and caseload per day (a), (b), (c)**

	NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Average accommodation load per day									
2005-06	7.4	8.6	8.2	6.9	11.4	8.8	6.7	6.7	8.1
2006-07	8.3	8.0	8.3	6.5	12.7	8.0	9.3	6.9	8.3
2007-08	9.0	6.3	8.5	6.0	11.9	8.4	9.0	5.6	7.9
2008-09	10.5	4.4	8.6	6.1	12.9	9.1	11.2	5.6	8.2
2009-10	11.4	5.0	8.4	6.1	11.6	9.8	13.9	6.4	8.5
Average caseload per day									
2005-06	14.6	20.2	13.6	11.6	31.3	31.4	13.4	11.8	17.2
2006-07	18.5	18.7	16.5	11.9	29.6	30.4	19.9	14.5	18.7
2007-08	24.4	17.7	18.5	16.7	33.5	30.3	20.8	12.6	21.1
2008-09	28.3	17.0	20.5	14.1	35.2	37.8	27.9	23.4	22.5
2009-10	34.6	17.2	21.2	17.4	44.5	32.7	32.1	16.7	25.0

(a) The accommodation load of agencies was calculated by dividing the number of accommodation days by the number of days the agency was operational during the reporting period, where the number of accommodation days equals the sum of accommodation days for all clients of an agency who were supported during the reporting period. The average accommodation load was the mean value of all agencies accommodation loads. Support periods without valid accommodation dates were assigned the inter-quartile modal duration of accommodation for agencies of the same service delivery model in the same jurisdiction.

(b) The caseload of agencies was calculated by dividing the number of support days by the number of days the agency was operational during the reporting period, where the number of support days equals the sum of support days for all clients of the agency who were supported during the reporting period. The average caseload was the mean value of all agencies caseloads. Support periods without valid support dates were assigned the inter-quartile modal duration of support for agencies of the same service delivery model in the same jurisdiction.

(c) Figures were unweighted and have not been adjusted for agency non-participation and client non-consent.

Source: AIHW (unpublished) SAAP NDCA *Administrative Data and Client Collections*.

Table 17A.21 Closed support periods in which clients needed assistance to obtain/maintain independent housing, by type of tenure (a), (b)

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
2005-06										
Type of tenure immediately before support period (c)										
Independent housing										
Purchasing/purchased own home	%	1.7	3.3	2.3	3.3	6.3	2.0	2.0	1.2	2.9
Private rental	%	28.7	29.5	32.2	24.6	20.3	25.4	17.5	12.0	27.6
Public housing rental	%	6.3	7.5	3.7	13.6	10.4	6.4	13.5	12.6	7.6
Community housing rental (incl. THM transitional)	%	1.5	1.8	1.8	2.4	2.8	0.7	1.5	13.0	2.0
Rent free accommodation	%	8.0	9.6	9.6	11.0	10.0	8.3	14.1	22.6	9.7
Boarding	%	18.9	22.2	21.9	25.0	22.6	18.2	15.4	18.0	21.0
Total	**%**	**65.1**	**73.9**	**71.5**	**79.9**	**72.4**	**61.0**	**64.0**	**79.4**	**70.8**
Non-independent housing										
Crisis	%	13.6	8.7	10.4	8.5	5.2	20.5	14.5	5.2	10.5
Medium/long term	%	2.9	3.9	1.7	1.4	1.5	1.6	4.4	1.8	2.9
Other	%	1.5	2.6	2.0	1.7	3.8	1.0	0.9	1.2	2.2
Institutional setting	%	5.0	2.2	2.4	3.4	5.5	3.8	6.6	2.8	3.5
Improvised dwelling/sleeping rough	%	8.5	6.7	9.9	4.4	9.6	9.1	7.9	9.5	7.9
Other (no tenure)	%	3.1	2.1	2.2	0.6	2.0	3.2	1.7	–	2.3
Total	**%**	**34.6**	**26.2**	**28.6**	**20.0**	**27.6**	**39.2**	**36.0**	**20.5**	**29.3**
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**8 800**	**14 300**	**4 200**	**1 700**	**3 100**	**2 000**	**1 100**	**800**	**36 000**
Type of tenure immediately after support period (d)										
Independent housing										
Purchasing/purchased own home	%	0.9	1.9	1.6	2.4	5.9	1.5	0.9	0.7	1.9
Private rental	%	39.9	35.2	38.0	36.7	30.1	41.6	15.5	16.5	35.5
Public housing rental	%	13.5	18.7	7.2	21.5	20.8	26.3	33.7	24.3	17.7
Community housing rental (incl. THM transitional)	%	6.7	3.5	8.3	3.9	6.5	1.7	6.9	9.8	5.1
Rent free accommodation	%	4.5	4.8	6.5	4.8	4.2	3.8	7.8	19.8	5.2
Boarding	%	16.0	16.9	22.1	18.3	14.1	11.3	10.3	14.2	16.5
Total	**%**	**81.5**	**81.0**	**83.7**	**87.6**	**81.6**	**86.2**	**75.1**	**85.3**	**81.9**
Non-Independent housing										
Crisis	%	5.6	6.1	5.1	4.7	4.2	5.0	7.2	3.1	5.6
Medium/long term	%	5.3	6.8	4.2	4.2	8.7	3.4	11.5	3.4	6.1
Other	%	1.6	2.4	2.3	1.7	0.8	0.7	0.4	0.8	1.9
Institutional setting	%	2.5	1.4	1.0	0.9	2.5	1.7	2.3	3.0	1.8

Table 17A.21 Closed support periods in which clients needed assistance to obtain/maintain independent housing, by type of tenure (a), (b)

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Improvised dwelling/sleeping rough	%	1.8	1.5	2.8	0.4	1.7	1.4	2.9	4.4	1.7
Other (no tenure)	%	1.5	0.8	1.0	0.6	0.6	1.5	0.6	–	1.0
Total	**%**	**18.3**	**19.0**	**16.4**	**12.5**	**18.5**	**13.7**	**24.9**	**14.7**	**18.1**
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**6 300**	**12 700**	**2 900**	**1 500**	**2 200**	**1 400**	**900**	**600**	**28 600**
2006-07										
Type of tenure immediately before support period										
Independent housing										
Purchasing/purchased own home	%	2.1	3.5	2.2	4.8	4.8	1.6	1.2	0.2	2.9
Private rental	%	33.1	29.9	38.4	26.7	21.7	23.6	17.0	16.4	30.3
Public housing rental	%	8.0	8.8	3.9	15.4	11.3	7.5	14.9	17.2	8.6
Community housing rental (incl. THM transitional)	%	2.1	2.2	2.1	2.3	2.3	1.0	3.3	16.7	2.4
Rent free accommodation	%	6.1	8.9	7.4	6.0	9.5	5.4	12.7	13.6	7.8
Boarding	%	18.0	19.2	16.6	21.6	22.0	19.1	16.3	20.0	18.7
Total	**%**	**69.4**	**72.5**	**70.6**	**76.8**	**71.6**	**58.2**	**65.4**	**84.1**	**70.7**
Non-independent housing										
Crisis	%	11.0	11.1	9.9	9.0	4.7	21.0	14.7	5.3	10.9
Medium/long term	%	2.3	3.9	1.7	2.2	1.5	2.5	4.0	1.8	2.8
Other	%	1.7	2.3	1.4	1.4	4.3	1.1	2.1	1.0	2.0
Institutional setting	%	5.0	2.1	2.2	3.6	5.7	3.3	6.1	2.8	3.4
Improvised dwelling/sleeping rough	%	6.7	6.1	11.6	5.7	10.5	10.9	7.2	4.1	7.6
Other (no tenure)	%	3.9	2.0	2.7	1.3	1.8	3.0	0.4	0.8	2.5
Total	**%**	**30.6**	**27.5**	**29.5**	**23.2**	**28.5**	**41.8**	**34.5**	**15.8**	**29.2**
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**10 200**	**13 700**	**5 100**	**1 700**	**2 500**	**1 800**	**1 000**	**600**	**36 700**
Type of tenure immediately after support period										
Independent housing										
Purchasing/purchased own home	%	1.4	1.8	1.4	3.2	3.1	1.5	0.5	0.2	1.7
Private rental	%	45.1	35.7	45.5	31.0	32.6	38.3	10.6	19.1	38.2
Public housing rental	%	13.2	19.0	8.0	23.1	22.3	26.3	36.8	27.8	17.4
Community housing rental (incl. THM transitional)	%	5.6	4.8	8.8	3.2	5.6	2.7	8.8	15.9	5.7
Rent free accommodation	%	3.8	4.8	4.5	3.2	6.7	2.8	8.7	11.2	4.7
Boarding	%	13.7	14.1	13.8	22.4	14.9	12.6	10.8	16.2	14.2
Total	**%**	**82.8**	**80.2**	**82.0**	**86.1**	**85.2**	**84.2**	**76.2**	**90.4**	**81.9**

Table 17A.21 Closed support periods in which clients needed assistance to obtain/maintain independent housing, by type of tenure (a), (b)

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Non-Independent housing										
Crisis	%	5.2	7.4	6.1	5.2	3.8	6.4	7.7	1.0	6.2
Medium/long term	%	4.7	6.5	4.6	3.7	6.2	3.0	9.2	4.8	5.5
Other	%	1.2	2.1	1.9	1.7	1.1	0.6	2.0	1.4	1.7
Institutional setting	%	3.0	1.2	1.2	1.6	1.8	1.7	2.8	0.7	1.8
Improvised dwelling/sleeping rough	%	1.5	1.8	2.9	1.1	1.2	3.5	1.9	1.4	1.9
Other (no tenure)	%	1.6	0.8	1.3	0.8	0.6	0.7	0.3	0.2	1.0
Total	**%**	**17.2**	**19.8**	**18.0**	**14.1**	**14.7**	**15.9**	**23.9**	**9.5**	**18.1**
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**8 100**	**12 300**	**3 800**	**1 300**	**2 000**	**1 400**	**900**	**500**	**30 400**
2007-08										
Type of tenure immediately before support period										
Independent housing										
Purchasing/purchased own home	%	2.7	3.4	2.2	3.8	4.1	1.6	1.7	1.3	2.9
Private rental	%	31.8	30.1	42.3	36.8	22.5	24.2	14.4	13.6	31.4
Public housing rental	%	8.2	8.2	4.9	12.6	15.7	10.1	18.0	12.4	8.9
Community housing rental (incl. THM transitional)	%	2.2	2.3	2.7	1.8	2.7	0.3	2.2	7.1	2.3
Rent free accommodation	%	7.6	8.8	6.0	5.3	8.0	6.3	14.0	14.0	7.8
Boarding	%	16.8	20.1	15.0	15.7	21.1	19.9	18.6	28.5	18.1
Total	**%**	**69.3**	**72.9**	**73.1**	**76.0**	**74.1**	**62.4**	**68.9**	**76.9**	**71.4**
Non-independent housing										
Crisis	%	9.9	10.0	7.6	9.4	4.4	20.2	14.8	4.8	9.7
Medium/long term	%	2.4	4.4	2.1	1.9	1.6	2.2	5.6	1.9	2.9
Other	%	1.5	2.5	1.6	1.3	2.1	1.5	0.8	1.6	1.8
Institutional setting	%	5.3	2.8	1.9	2.1	7.8	4.3	4.6	1.8	3.9
Improvised dwelling/sleeping rough	%	8.0	5.3	11.7	8.5	8.7	7.3	5.2	7.8	7.7
Other (no tenure)	%	3.6	2.0	2.0	0.8	1.3	2.1	na	5.0	2.3
Total	**%**	**30.7**	**27.0**	**26.9**	**24.0**	**25.9**	**37.6**	**31.0**	**22.9**	**28.3**
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**12 100**	**11 900**	**6 100**	**2 000**	**3 200**	**1 900**	**900**	**400**	**38 500**
Type of tenure immediately after support period										
Independent housing										
Purchasing/purchased own home	%	2.1	1.8	1.2	2.7	2.2	0.9	0.6	0.7	1.8
Private rental	%	43.4	36.5	47.8	42.4	36.8	35.4	12.0	21.4	39.7
Public housing rental	%	13.5	18.0	9.3	22.0	23.9	26.3	40.3	24.6	17.1

Table 17A.21 Closed support periods in which clients needed assistance to obtain/maintain independent housing, by type of tenure (a), (b)

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Community housing rental (incl. THM transitional)	%	5.7	4.9	7.2	3.2	6.4	1.8	6.5	6.0	5.5
Rent free accommodation	%	4.4	5.3	3.1	3.6	4.3	2.0	7.0	9.3	4.5
Boarding	%	13.4	14.8	13.9	12.9	11.9	16.0	11.1	23.9	14.0
Total	**%**	**82.5**	**81.3**	**82.5**	**86.8**	**85.5**	**82.4**	**77.5**	**85.9**	**82.6**
Non-Independent housing										
Crisis	%	4.9	7.4	5.6	4.8	2.4	6.9	9.7	2.8	5.8
Medium/long term	%	5.2	5.4	4.2	4.0	4.6	4.6	9.2	4.4	5.1
Other	%	1.6	2.3	2.0	1.0	0.7	0.3	0.1	1.1	1.7
Institutional setting	%	2.3	1.3	1.6	1.3	4.4	3.0	2.0	1.8	2.0
Improvised dwelling/sleeping rough	%	1.9	1.5	3.0	1.8	1.4	2.0	1.4	1.3	1.9
Other (no tenure)	%	1.5	0.8	1.1	0.2	1.1	0.6	–	2.7	1.0
Total	**%**	**17.4**	**18.7**	**17.5**	**13.1**	**14.6**	**17.4**	**22.4**	**14.1**	**17.5**
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**9 200**	**10 500**	**4 800**	**1 600**	**2 500**	**1 500**	**800**	**300**	**31 200**
2008-09										
Type of tenure immediately before support period (e)										
Independent housing										
Purchasing/purchased own home	%	4.1	2.3	1.9	3.2	3.4	1.5	2.3	1.9	2.9
Private rental	%	30.7	25.4	41.3	40.2	25.5	22.0	17.4	13.8	30.1
Public housing rental	%	8.5	7.7	5.9	8.8	11.8	10.4	15.8	15.5	8.5
Community housing rental (incl. THM transitional)	%	2.1	6.6	2.2	1.5	2.3	0.3	2.2	7.5	3.4
Rent free accommodation	%	8.1	10.6	6.4	6.5	9.2	7.3	13.8	9.0	8.7
Boarding	%	18.2	22.4	15.7	13.2	24.0	21.5	15.0	36.9	19.5
Total	**%**	**71.7**	**75.0**	**73.4**	**73.4**	**76.2**	**63.0**	**66.5**	**84.6**	**73.1**
Non-independent housing										
Crisis	%	9.7	8.4	7.5	9.2	5.6	19.5	16.4	5.3	9.1
Medium/long term	%	2.5	2.2	2.0	1.7	2.3	2.2	4.5	1.8	2.3
Other	%	1.6	2.2	1.5	1.1	1.9	0.7	0.4	1.1	1.7
Institutional setting	%	4.4	3.9	2.0	2.4	2.2	3.9	4.3	1.1	3.5
Improvised dwelling/sleeping rough	%	7.0	5.8	11.4	9.3	9.3	9.1	7.8	5.0	7.8
Other (no tenure)	%	3.2	2.4	2.3	3.0	2.7	1.6	0.2	1.1	2.6
Total	**%**	**28.4**	**24.9**	**26.7**	**26.7**	**24.0**	**37.0**	**33.6**	**15.4**	**27.0**
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**13 800**	**12 200**	**6 700**	**2 300**	**3 400**	**1 600**	**900**	**500**	**41 500**

Table 17A.21 Closed support periods in which clients needed assistance to obtain/maintain independent housing, by type of tenure (a), (b)

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Type of tenure immediately after support period (f)										
Independent housing										
Purchasing/purchased own home	%	3.6	1.0	0.9	2.0	1.9	0.9	1.5	1.3	1.9
Private rental	%	41.3	33.1	50.7	45.1	41.8	37.5	12.1	15.7	39.3
Public housing rental	%	12.0	15.2	10.1	16.6	21.0	26.2	38.0	27.0	15.0
Community housing rental (incl. THM transitional)	%	4.8	11.0	5.2	3.1	4.8	1.4	5.9	6.9	6.7
Rent free accommodation	%	5.0	5.4	3.8	3.4	4.2	2.6	7.8	6.3	4.8
Boarding	%	14.8	18.0	12.6	12.8	13.5	18.9	10.3	33.5	15.5
Total	**%**	**81.5**	**83.7**	**83.3**	**83.0**	**87.2**	**87.5**	**75.6**	**90.7**	**83.2**
Non-Independent housing										
Crisis	%	6.7	5.7	6.2	6.0	2.5	4.5	6.2	3.1	5.8
Medium/long term	%	5.1	3.0	4.0	3.9	6.6	3.8	12.1	3.4	4.4
Other	%	1.3	2.7	1.3	1.1	0.6	0.2	0.4	0.3	1.6
Institutional setting	%	2.6	2.0	1.2	1.5	1.2	1.9	2.2	0.8	2.0
Improvised dwelling/sleeping rough	%	1.6	1.5	2.4	2.4	1.0	1.7	3.4	1.8	1.8
Other (no tenure)	%	1.3	1.4	1.5	2.2	0.8	0.4	0.2	–	1.3
Total	**%**	**18.6**	**16.3**	**16.6**	**17.1**	**12.7**	**12.5**	**24.5**	**9.4**	**16.9**
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**10 800**	**10 800**	**5 800**	**1 800**	**2 700**	**1 300**	**900**	**500**	**34 600**
2009-10										
Type of tenure immediately before support period (g)										
Independent housing										
Purchasing/purchased	%	5.7	2.1	1.9	2.6	2.3	2.1	1.4	0.9	3.3
Private rental	%	33.8	26.0	42.5	37.1	22.9	30.5	17.3	12.0	31.7
Public housing rental	%	7.9	6.5	5.2	11.4	12.1	9.6	14.4	12.6	7.9
Community housing rental (incl. THM transitional)	%	2.3	7.4	2.1	1.0	1.8	0.3	1.2	3.8	3.5
Rent free accommodation	%	8.8	9.9	6.3	6.1	11.0	7.2	13.1	14.8	8.8
Boarding	%	18.5	24.1	16.5	14.7	24.9	18.6	17.0	39.1	20.2
Total	**%**	**77.0**	**76.0**	**74.5**	**72.9**	**75.0**	**68.3**	**64.4**	**83.2**	**75.4**
Non-independent housing										
Crisis	%	8.5	8.0	8.3	9.2	5.9	15.5	9.6	6.0	8.4
Medium/long term	%	2.0	1.7	1.9	2.6	1.5	0.9	4.9	2.7	2.0
Other	%	1.7	2.6	1.0	1.5	1.6	1.1	1.1	1.2	1.8
Institutional setting	%	3.3	3.3	1.5	2.4	3.0	3.8	10.3	1.2	3.1
Improvised dwelling/sleeping rough	%	4.8	5.8	9.8	8.3	10.5	9.4	9.6	5.4	6.8

Table 17A.21 Closed support periods in which clients needed assistance to obtain/maintain independent housing, by type of tenure (a), (b)

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Other (no tenure)	%	2.7	2.6	2.8	3.0	2.3	1.0	0.1	0.3	2.6
Total	**%**	**23.0**	**24.0**	**25.3**	**27.0**	**24.8**	**31.7**	**35.6**	**16.8**	**24.7**
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**15 600**	**12 300**	**7 200**	**2 700**	**3 600**	**1 400**	**900**	**400**	**44 200**
Type of tenure immediately after support period (h)										
Independent housing										
Purchasing/purchased own home	%	5.3	1.3	0.7	2.1	1.6	1.3	0.8	0.7	2.6
Private rental	%	43.8	35.0	51.8	42.9	33.0	43.9	14.5	12.6	40.7
Public housing rental	%	11.3	13.4	10.0	13.3	22.1	24.8	35.8	29.2	13.7
Community housing rental (incl. THM transitional)	%	4.9	10.4	4.8	4.9	4.2	2.7	8.1	2.4	6.4
Rent free accommodation	%	5.3	6.0	3.9	4.3	6.3	2.6	6.8	9.2	5.3
Boarding	%	14.0	19.3	12.4	15.0	16.8	13.6	13.7	33.5	15.7
Total	**%**	**84.6**	**85.4**	**83.6**	**82.5**	**84.0**	**88.9**	**79.7**	**87.6**	**84.4**
Non-Independent housing										
Crisis	%	4.7	5.1	5.7	5.1	3.3	4.2	4.8	3.0	4.9
Medium/long term	%	4.8	2.6	3.8	3.6	3.6	3.2	10.0	6.9	3.9
Other	%	1.4	2.5	0.9	1.0	2.7	0.3	0.8	0.7	1.7
Institutional setting	%	2.0	1.7	1.1	2.5	1.7	1.4	3.7	0.3	1.8
Improvised dwelling/sleeping rough	%	1.4	1.5	3.1	2.2	2.7	2.0	0.7	1.7	1.9
Other (no tenure)	%	1.1	1.3	1.8	3.0	2.2	0.1	0.1	–	1.4
Total	**%**	**15.4**	**14.7**	**16.4**	**17.4**	**16.2**	**11.2**	**20.1**	**12.6**	**15.6**
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**13 000**	**10 900**	**6 300**	**2 100**	**2 900**	**1 000**	**800**	**400**	**37 600**

(a) Totals may not add up to 100 per cent as a result of rounding.

(b) Figures have been weighted to adjust for agency non-participation and client non-consent.

(c) Data exclude 457 closed support periods (weigthed) due to errors and omissions, and 3145 closed support periods (weighted) due to "don't know" response.

(d) Data exclude 603 closed support periods (weigthed) due to errors and omissions and 10284 closed support periods (weighted) due to "don't know" response.

(e) Data exclude 354 closed support periods due to errors and omissions and 4408 closed support periods due to "don’t know" response.

(f) Data exclude 585 closed support periods due to errors and omissions and 11111 closed support periods due to "don’t know" response and "client left without providing any information" response.

(g) Data exclude 266 closed support periods due to errors and omissions and 3036 closed support periods due to "don’t know" response.

(h) Data exclude 326 closed support periods due to errors and omissions and 9558 closed support periods due to "don’t know" response and "client left without providing any information" response.

Table 17A.21 **Closed support periods in which clients needed assistance to obtain/maintain independent housing, by type of tenure (a), (b)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*

– Nil or rounded to zero.

Source : AIHW (various years) *Government-funded specialist homelessness services: SAAP National Data Collection annual report* , Australia.

Table 17A.22 Closed support periods in which Indigenous clients needed assistance to obtain/maintain independent housing, by type of tenure (a), (b)

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
2005-06										
Type of tenure immediately before support period										
Independent housing										
Purchasing/purchased own home	%	0.4	1.2	0.3	1.5	1.1	0.7	–	1.0	0.8
Private rental	%	21.0	21.2	23.2	13.9	10.3	16.9	8.5	7.0	17.3
Public housing rental	%	11.1	17.9	8.3	28.3	20.1	9.1	13.2	14.0	14.9
Community housing rental (incl. THM transitional)	%	1.8	1.3	2.7	4.2	2.2	2.1	1.1	17.2	4.0
Rent free accommodation	%	8.5	5.9	12.8	7.3	8.4	9.2	16.0	26.4	11.0
Boarding	%	30.6	21.4	24.3	32.4	27.8	24.7	13.9	13.5	25.4
Total	**%**	**73.4**	**68.9**	**71.6**	**87.6**	**69.9**	**62.7**	**52.7**	**79.1**	**73.4**
Non-independent housing										
Crisis	%	10.0	10.8	11.3	4.7	3.5	14.5	10.9	3.8	8.4
Medium/long term	%	1.4	4.8	2.4	1.8	2.1	2.1	7.0	1.7	2.4
Other	%	1.5	2.4	0.7	1.6	3.4	0.7	3.6	0.7	1.7
Institutional setting	%	3.3	2.4	1.9	1.8	6.5	2.2	12.1	3.4	3.3
Improvised dwelling/sleeping rough	%	6.5	7.8	9.5	1.8	11.5	12.4	7.2	11.2	8.0
Other (no tenure)	%	4.0	3.0	2.6	0.7	3.0	5.4	6.5	–	2.8
Total	**%**	**26.7**	**31.2**	**28.4**	**12.4**	**30.0**	**37.3**	**47.3**	**20.8**	**26.6**
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**1 500**	**800**	**700**	**500**	**500**	**200**	**100**	**600**	**5 000**
Type of tenure immediately after support period										
Independent housing										
Purchasing/purchased own home	%	0.3	1.2	0.2	0.7	0.7	–	–	–	0.5
Private rental	%	34.9	20.3	31.4	17.6	15.7	33.8	12.9	10.9	24.6
Public housing rental	%	19.0	30.9	13.1	35.8	32.3	29.6	29.0	26.9	25.0
Community housing rental (incl. THM transitional)	%	6.1	3.4	10.9	3.9	3.6	1.2	1.3	11.9	6.1
Rent free accommodation	%	4.5	5.2	9.8	3.4	3.4	5.6	10.6	24.2	7.5
Boarding	%	21.0	14.8	18.6	25.7	19.0	13.5	7.5	12.0	18.3
Total	**%**	**85.8**	**75.8**	**84.0**	**87.1**	**74.7**	**83.7**	**61.3**	**85.9**	**82.0**
Non-Independent housing										
Crisis	%	4.4	7.9	5.8	3.8	3.9	5.7	7.5	2.5	5.1
Medium/long term	%	2.4	8.1	4.7	5.1	13.9	5.3	21.5	1.9	5.7

Table 17A.22 Closed support periods in which Indigenous clients needed assistance to obtain/maintain independent housing, by type of tenure (a), (b)

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Other	%	1.7	4.5	1.5	2.6	1.0	2.1	–	1.2	2.2
Institutional setting	%	1.5	1.3	0.2	0.9	3.2	1.0	2.7	3.4	1.6
Improvised dwelling/sleeping rough	%	1.7	2.3	2.1	–	2.4	1.1	3.5	5.2	2.2
Other (no tenure)	%	2.6	0.2	1.6	0.6	0.8	1.1	3.5	–	1.3
Total	**%**	**14.3**	**24.3**	**15.9**	**13.0**	**25.2**	**16.3**	**38.7**	**14.2**	**18.1**
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**1 100**	**700**	**500**	**400**	**400**	**100**	**100**	**400**	**3 700**
2006-07										
Type of tenure immediately before support period (c)										
Independent housing										
Purchasing/purchased own home	%	1.0	0.3	1.1	1.5	1.0	2.2	–	0.3	0.9
Private rental	%	27.5	18.6	29.6	14.6	13.5	22.4	9.4	10.2	22.2
Public housing rental	%	13.0	18.5	10.0	29.9	22.0	10.1	16.2	21.3	16.4
Community housing rental (incl. THM transitional)	%	2.7	2.6	4.1	4.1	1.6	1.6	1.1	24.9	4.6
Rent free accommodation	%	6.1	10.6	8.9	5.3	5.5	6.7	14.3	16.5	8.2
Boarding	%	25.3	22.7	17.9	28.1	25.0	16.4	10.0	14.6	22.6
Total	**%**	**75.6**	**73.3**	**71.6**	**83.5**	**68.6**	**59.4**	**51.0**	**87.8**	**74.9**
Non-independent housing										
Crisis	%	8.3	9.9	7.9	4.6	4.8	16.2	24.7	3.2	8.1
Medium/long term	%	1.3	3.9	2.5	1.2	1.0	1.8	3.8	1.8	2.0
Other	%	2.0	2.6	1.3	1.4	3.0	1.9	4.5	0.9	2.0
Institutional setting	%	3.4	2.9	1.4	2.9	8.1	1.2	6.3	2.0	3.1
Improvised dwelling/sleeping rough	%	6.0	5.0	12.6	5.3	11.2	14.4	8.7	4.1	7.4
Other (no tenure)	%	3.4	2.4	2.9	1.2	3.3	5.1	1.1	0.3	2.7
Total	**%**	**24.4**	**26.7**	**28.6**	**16.6**	**31.4**	**40.6**	**49.1**	**12.3**	**25.3**
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**2 100**	**900**	**900**	**600**	**400**	**200**	**100**	**400**	**5 600**
Type of tenure immediately after support period										
Independent housing										
Purchasing/purchased own home	%	0.4	0.7	0.4	1.1	0.9	2.9	–	0.4	0.6
Private rental	%	39.5	20.3	40.4	14.7	15.1	32.0	9.2	11.5	29.4
Public housing rental	%	18.0	34.3	17.4	36.4	39.3	27.2	33.8	30.7	25.5

Table 17A.22 Closed support periods in which Indigenous clients needed assistance to obtain/maintain independent housing, by type of tenure (a), (b)

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Community housing rental (incl. THM transitional)	%	5.9	3.2	10.5	4.2	5.9	0.8	4.7	24.4	7.1
Rent free accommodation	%	3.6	5.3	2.6	3.2	1.8	2.7	12.9	13.2	4.4
Boarding	%	17.6	17.1	13.4	29.4	13.8	13.9	6.8	10.5	16.9
Total	**%**	**85.0**	**80.9**	**84.7**	**89.0**	**76.8**	**79.5**	**67.4**	**90.7**	**83.9**
Non-Independent housing										
Crisis	%	4.6	9.0	4.3	3.6	7.3	4.7	17.3	1.2	5.4
Medium/long term	%	3.3	5.1	4.2	2.0	7.8	4.5	9.6	3.4	4.1
Other	%	1.7	1.5	1.9	1.4	0.9	0.8	1.7	1.1	1.6
Institutional setting	%	2.3	1.2	0.6	1.7	3.3	1.7	2.7	1.1	1.7
Improvised dwelling/sleeping rough	%	1.0	1.9	2.5	1.2	1.4	5.8	1.3	2.2	1.7
Other (no tenure)	%	2.2	0.5	1.7	1.1	2.4	3.1	–	0.4	1.6
Total	**%**	**15.1**	**19.2**	**15.2**	**11.0**	**23.1**	**20.6**	**32.6**	**9.4**	**16.1**
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**1 700**	**800**	**700**	**400**	**300**	**100**	**100**	**300**	**4 400**
2007-08										
Type of tenure immediately before support period (e)										
Independent housing										
Purchasing/purchased own home	%	1.2	0.8	0.6	1.2	0.8	1.3	–	0.5	0.9
Private rental	%	25.1	14.8	29.6	15.3	10.4	17.2	11.0	7.3	21.0
Public housing rental	%	16.2	24.5	13.3	34.8	19.5	14.6	18.7	15.3	18.7
Community housing rental (incl. THM transitional)	%	3.7	3.3	4.8	3.9	5.0	–	1.0	11.5	4.1
Rent free accommodation	%	7.0	5.8	6.8	5.0	8.1	5.9	16.8	14.3	7.2
Boarding	%	24.7	28.0	20.3	17.9	30.3	24.2	14.8	29.2	24.3
Total	**%**	**77.9**	**77.2**	**75.4**	**78.1**	**74.1**	**63.2**	**62.3**	**78.1**	**76.2**
Non-independent housing										
Crisis	%	7.6	10.3	6.0	7.2	3.9	20.3	16.6	3.9	7.8
Medium/long term	%	1.2	3.0	2.8	2.0	2.1	–	5.4	1.3	2.0
Other	%	1.3	1.5	1.6	0.9	1.8	0.8	2.4	1.7	1.4
Institutional setting	%	4.0	1.5	1.7	1.9	8.6	5.2	4.5	2.1	3.4
Improvised dwelling/sleeping rough	%	5.3	4.2	10.4	8.6	8.8	5.9	8.7	7.1	6.8

Table 17A.22 Closed support periods in which Indigenous clients needed assistance to obtain/maintain independent housing, by type of tenure (a), (b)

	Unit	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Other (no tenure)	%	2.6	2.3	1.9	1.4	0.7	4.6	–	5.8	2.3
Total	**%**	**22.0**	**22.8**	**24.4**	**22.0**	**25.9**	**36.8**	**37.6**	**21.9**	**23.7**
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**2 400**	**1 000**	**1 100**	**500**	**500**	**200**	**100**	**300**	**6 100**
Type of tenure immediately after support period (f)										
Independent housing										
Purchasing/purchased own home	%	1.2	0.3	0.3	–	1.0	1.7	–	0.6	0.7
Private rental	%	38.7	16.7	40.5	19.0	18.1	24.7	10.2	11.7	29.9
Public housing rental	%	21.4	36.6	17.0	42.6	28.8	30.3	40.7	30.1	26.5
Community housing rental (incl. THM transitional)	%	5.9	3.5	7.5	5.5	9.5	3.3	1.2	9.3	6.0
Rent free accommodation	%	4.5	3.5	2.6	3.6	2.9	0.7	7.5	8.4	3.9
Boarding	%	16.2	20.4	15.8	16.4	20.8	15.7	9.6	23.7	17.4
Total	**%**	**87.9**	**81.0**	**83.7**	**87.1**	**81.1**	**76.4**	**69.2**	**83.8**	**84.4**
Non-Independent housing										
Crisis	%	3.9	8.9	4.1	3.6	3.0	8.9	11.6	1.1	4.9
Medium/long term	%	2.1	5.0	5.1	4.2	4.9	6.4	15.3	5.4	4.1
Other	%	1.4	1.7	1.8	1.4	1.9	–	–	1.1	1.5
Institutional setting	%	1.8	1.0	1.7	1.8	4.5	3.2	–	2.4	1.9
Improvised dwelling/sleeping rough	%	1.3	1.0	2.6	1.6	3.9	3.0	3.9	2.2	1.9
Other (no tenure)	%	1.7	1.2	1.0	0.4	0.7	2.2	–	3.9	1.4
Total	**%**	**12.2**	**18.8**	**16.3**	**13.0**	**18.9**	**23.7**	**30.8**	**16.1**	**15.7**
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**1 800**	**800**	**900**	**400**	**400**	**100**	**100**	**200**	**4 700**
2008-09										
Type of tenure immediately before support period (g)										
Independent housing										
Purchasing/purchased own home	%	0.8	0.6	0.7	0.9	0.5	0.9	2.2	1.2	0.8
Private rental	%	21.6	11.5	29.6	18.5	12.7	22.6	8.2	7.6	19.6
Public housing rental	%	18.7	27.9	12.5	26.0	22.0	12.5	17.5	19.0	19.6
Community housing rental (incl. THM transitional)	%	2.8	7.6	3.8	2.5	5.3	–	1.4	12.9	4.5
Rent free accommodation	%	8.6	6.6	8.2	5.4	10.0	9.2	15.4	8.6	8.2

Table 17A.22 Closed support periods in which Indigenous clients needed assistance to obtain/maintain independent housing, by type of tenure (a), (b)

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Boarding	%	25.7	25.7	19.1	20.8	28.8	17.9	17.9	34.7	24.4
Total	**%**	**78.2**	**79.9**	**73.9**	**74.1**	**79.3**	**63.1**	**62.6**	**84.0**	**77.1**
Non-independent housing										
Crisis	%	7.2	7.0	7.7	8.1	5.1	21.7	21.4	5.6	7.6
Medium/long term	%	2.6	1.1	2.4	2.3	2.8	1.4	6.4	1.6	2.3
Other	%	1.2	1.5	2.1	1.1	2.7	0.6	1.1	1.5	1.6
Institutional setting	%	3.2	2.4	1.5	4.9	0.6	1.9	1.1	1.1	2.4
Improvised dwelling/sleeping rough	%	5.9	5.2	10.1	7.8	7.9	11.2	7.5	5.4	7.1
Other (no tenure)	%	1.8	3.0	2.2	1.7	1.6	–	–	0.8	2.0
Total	**%**	**21.9**	**20.2**	**26.0**	**25.9**	**20.7**	**36.8**	**37.5**	**16.0**	**23.0**
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**2 600**	**1 200**	**1 500**	**400**	**600**	**200**	**100**	**300**	**6 900**
Type of tenure immediately after support period (h)										
Independent housing										
Purchasing/purchased own home	%	0.8	0.5	0.6	0.7	0.5	0.9	1.2	–	0.7
Private rental	%	33.1	15.2	38.8	19.3	20.4	35.7	3.7	9.5	27.4
Public housing rental	%	19.0	34.6	15.4	34.2	32.3	21.2	52.3	31.4	24.4
Community housing rental (incl. THM transitional)	%	5.0	12.1	5.7	6.0	6.5	0.9	8.1	12.0	7.0
Rent free accommodation	%	5.5	4.2	5.5	2.7	4.6	5.0	10.3	4.7	5.0
Boarding	%	21.6	18.9	15.4	18.8	18.9	20.6	6.2	33.5	19.7
Total	**%**	**85.0**	**85.5**	**81.4**	**81.7**	**83.2**	**84.3**	**81.8**	**91.1**	**84.2**
Non-Independent housing										
Crisis	%	6.0	5.5	7.1	8.1	4.3	3.4	8.0	4.2	6.0
Medium/long term	%	3.3	1.9	4.8	3.8	8.3	4.2	7.8	2.9	3.9
Other	%	1.2	2.1	1.5	1.7	1.0	–	–	0.5	1.4
Institutional setting	%	2.6	1.7	1.2	2.4	1.0	2.2	1.2	–	1.8
Improvised dwelling/sleeping rough	%	1.4	1.1	2.5	2.0	1.8	4.8	1.2	1.4	1.7
Other (no tenure)	%	0.6	2.1	1.5	0.4	0.3	1.2	–	–	1.0
Total	**%**	**15.1**	**14.4**	**18.6**	**18.4**	**16.7**	**15.8**	**18.2**	**9.0**	**15.8**
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**2 000**	**1 100**	**1 200**	**300**	**500**	**100**	**100**	**300**	**5 600**
2009-10										
Type of tenure immediately before support period (i)										

Table 17A.22 Closed support periods in which Indigenous clients needed assistance to obtain/maintain independent housing, by type of tenure (a), (b)

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Independent housing										
Purchasing/purchased own home	%	0.9	0.9	0.6	0.9	0.5	0.7	0.9	0.5	0.8
Private rental	%	21.3	14.1	32.5	17.5	14.3	25.3	8.4	7.5	21.1
Public housing rental	%	15.8	23.4	10.3	31.4	15.2	9.5	16.4	14.7	16.7
Community housing rental (incl. THM transitional)	%	3.6	7.9	3.0	1.3	3.8	–	–	5.8	3.9
Rent free accommodation	%	9.6	7.2	6.2	3.8	12.4	8.0	16.9	15.2	8.6
Boarding	%	28.3	26.1	22.2	18.4	29.2	23.1	20.4	41.2	26.2
Total	**%**	**79.5**	**79.6**	**74.8**	**73.3**	**75.4**	**66.6**	**63.0**	**84.9**	**77.3**
Non-independent housing										
Crisis	%	6.8	6.4	9.2	10.1	5.7	16.6	9.4	4.7	7.6
Medium/long term	%	1.6	0.9	2.2	2.8	1.3	0.7	8.4	1.5	1.8
Other	%	1.8	2.1	1.2	2.3	1.4	0.7	1.8	1.5	1.7
Institutional setting	%	3.1	3.4	0.9	2.2	2.5	3.3	11.1	–	2.6
Improvised dwelling/sleeping rough	%	4.8	4.8	8.4	6.6	11.5	8.8	6.4	7.0	6.5
Other (no tenure)	%	2.2	2.7	3.3	2.7	2.2	3.4	–	0.5	2.5
Total	**%**	**20.3**	**20.3**	**25.2**	**26.7**	**24.6**	**33.5**	**37.1**	**15.2**	**22.7**
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**3 000**	**1 100**	**1 600**	**600**	**700**	**200**	**100**	**200**	**7 600**
Type of tenure immediately after support period (j)										
Independent housing										
Purchasing/purchased own home	%	0.6	0.6	0.4	0.3	0.2	1.0	–	0.6	0.5
Private rental	%	32.7	19.5	43.4	22.4	22.5	33.7	7.8	4.5	29.9
Public housing rental	%	20.5	31.3	14.9	34.5	28.8	31.2	35.6	31.9	23.6
Community housing rental (incl. THM transitional)	%	6.1	10.2	5.3	4.6	6.7	2.8	5.2	3.3	6.3
Rent free accommodation	%	5.9	5.4	4.8	3.2	5.8	4.0	13.6	10.2	5.6
Boarding	%	19.4	20.7	14.7	17.3	17.9	14.8	17.1	38.1	18.8
Total	**%**	**85.2**	**87.7**	**83.5**	**82.3**	**81.9**	**87.5**	**79.3**	**88.6**	**84.7**
Non-Independent housing										
Crisis	%	4.3	4.4	6.9	5.3	5.0	6.0	6.1	3.3	5.1
Medium/long term	%	3.7	1.3	4.4	2.4	2.2	3.7	10.6	4.7	3.4
Other	%	1.5	1.9	0.6	0.6	5.5	–	–	1.1	1.6

Table 17A.22 Closed support periods in which Indigenous clients needed assistance to obtain/maintain independent housing, by type of tenure (a), (b)

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Institutional setting	%	2.7	1.7	0.8	4.3	1.6	0.9	3.0	0.5	2.0
Improvised dwelling/sleeping rough	%	1.5	0.6	2.3	3.3	2.1	1.9	1.0	1.6	1.7
Other (no tenure)	%	1.1	2.5	1.3	1.7	1.8	–	–	–	1.4
Total	**%**	**14.8**	**12.4**	**16.3**	**17.6**	**18.2**	**12.5**	**20.7**	**11.2**	**15.2**
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**2 400**	**1 000**	**1 400**	**400**	**500**	**100**	**100**	**200**	**6 100**

(a) Totals may not add up to 100 per cent as a result of rounding.

(b) Figures have been weighted to adjust for agency non-participation and client non-consent. In 2009-10, there were 1492 records where Indigenous status was not known and these are excluded from reported data.

(c) Data exclude 71 closed support periods (weighted) due to errors and omissions, and 456 closed support periods (weighted) due to "don't know" reponse.

(d) Data exclude 94 closed support periods (weighted) due to errors and omissions and 1570 closed support periods (weighted) due to "don't know" reponse and "client left without providing any information" response.

(e) Data exclude 172 closed support periods (weighted) due to errors and omissions and 514 closed support periods (weighted) due to "don't know" reponse.

(f) Data exclude 197 closed support periods (weighted) due to errors and omissions and 1848 closed support periods (weighted) due to "don't know" reponse.

(g) Data excluded 115 closed support periods (weighted) due to errors and omissions and 617 closed support periods (weighted) due to "don't know" reponse.

(h) Data excluded 166 closed support periods (weighted) due to errors and omissions and 1895 closed support periods (weighted) due to "don't know" reponse and "client left without providing any information" response.

(i) Data excluded 40 closed support periods (wieghted) due to errors and omissions and 611 closed support periods (weighted) due to "don't know" reponse.

(j) Data excluded 68 closed support periods (weighted) due to errors and omissions and 2057 closed support periods (weighted) due to "don't know" reponse and "client left without providing any information" response.

– Nil or rounded to zero.

Source: AIHW (unpublished) SAAP NDCA *Client Collection*.

Table 17A.23 Closed support periods: Labour force status of clients who needed employment and training assistance, before and after support (a), (b)

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
2005-06										
Labour force status of clients before support										
Employed full time	%	2.2	1.5	2.0	6.4	1.6	2.3	2.6	2.1	2.2
Employed part time	%	6.4	6.0	5.2	7.9	3.7	7.1	10.7	5.1	6.1
Unemployed	%	40.6	42.0	55.1	40.7	40.7	44.4	35.3	46.8	42.9
Not in labour force	%	50.8	50.5	37.7	45.0	54.0	46.2	51.4	45.9	48.8
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**2 400**	**3 100**	**1 100**	**600**	**700**	**200**	**300**	**100**	**8 600**
Labour force status of clients after support										
Employed full time	%	7.6	5.5	8.5	14.0	4.3	5.9	7.8	7.4	7.1
Employed part time	%	13.0	11.7	13.0	13.7	7.0	18.4	18.5	16.2	12.4
Unemployed	%	36.6	36.7	44.4	33.2	35.3	33.3	20.2	29.8	36.5
Not in labour force	%	42.8	46.0	34.1	39.2	53.4	42.4	53.5	46.6	44.0
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**2 200**	**2 800**	**900**	**600**	**700**	**200**	**200**	**100**	**7 800**
2006-07										
Labour force status of clients before support (c)										
Employed full time	%	2.9	2.4	3.7	4.8	1.9	1.2	4.6	2.7	2.9
Employed part time	%	6.8	6.6	8.3	10.5	6.9	5.0	11.8	10.3	7.4
Unemployed	%	33.8	39.9	43.7	38.3	38.1	46.8	27.5	41.7	38.0
Not in labour force	%	56.5	51.1	44.3	46.4	53.1	47.0	56.0	45.3	51.8
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**3 100**	**3 200**	**1 300**	**600**	**600**	**200**	**300**	**100**	**9 500**
Labour force status of clients after support (d)										
Employed full time	%	8.7	6.2	10.7	12.1	3.5	5.7	11.6	6.9	8.0
Employed part time	%	15.0	11.9	14.7	19.1	9.2	15.8	17.7	16.3	13.9
Unemployed	%	28.8	35.8	36.8	27.1	37.5	35.5	17.7	37.8	32.5
Not in labour force	%	47.5	46.1	37.8	41.6	49.8	42.9	53.0	39.0	45.5
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**2 800**	**3 000**	**1 100**	**600**	**500**	**200**	**300**	**100**	**8 600**
2007-08										
Labour force status of clients before support (e)										
Employed full time	%	3.8	1.4	3.3	4.2	2.5	–	6.0	4.4	3.0
Employed part time	%	7.8	6.9	8.7	10.4	8.2	7.4	5.5	4.5	7.8
Unemployed	%	28.9	35.8	43.3	33.1	29.7	41.5	25.3	46.6	33.7
Not in labour force	%	59.6	55.8	44.7	52.3	59.7	51.1	63.2	44.5	55.6
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**3 600**	**2 900**	**1 500**	**700**	**800**	**200**	**300**	**100**	**10 000**

Table 17A.23 Closed support periods: Labour force status of clients who needed employment and training assistance, before and after support (a), (b)

	Unit	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Labour force status of clients after support (f)										
Employed full time	%	9.9	6.3	10.1	12.2	2.8	3.3	7.4	16.1	8.4
Employed part time	%	13.9	12.7	14.2	15.2	14.3	14.6	9.5	14.2	13.6
Unemployed	%	25.5	32.1	35.7	30.1	30.8	35.3	19.5	41.2	29.8
Not in labour force	%	50.7	48.9	40.1	42.4	52.1	46.8	63.6	28.5	48.2
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**3 300**	**2 700**	**1 300**	**600**	**600**	**200**	**200**	**100**	**9 000**
2008-09										
Labour force status of clients before support (g)										
Employed full time	%	2.6	1.7	2.3	3.6	1.0	1.1	4.1	3.4	2.3
Employed part time	%	8.3	7.1	7.0	10.7	5.9	4.7	8.4	9.1	7.7
Unemployed	%	27.0	38.2	44.6	32.8	27.5	43.5	33.0	46.4	34.0
Not in labour force	%	62.1	53.0	46.1	52.9	65.6	50.8	54.6	41.1	56.1
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**3 800**	**2 700**	**1 600**	**800**	**800**	**200**	**200**	**200**	**10 400**
Labour force status of clients after support (h)										
Employed full time	%	7.3	5.3	7.1	10.5	3.7	6.1	8.1	20.7	7.0
Employed part time	%	14.0	12.1	13.0	17.2	9.4	14.7	15.1	15.7	13.3
Unemployed	%	23.6	35.3	39.8	26.0	28.1	31.4	26.0	32.1	30.2
Not in labour force	%	55.1	47.3	40.0	46.3	58.8	47.8	50.8	31.5	49.5
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**3 400**	**2 600**	**1 500**	**700**	**600**	**200**	**200**	**200**	**9 300**
2009-10										
Labour force status of clients before support (i)										
Employed full time	%	5.8	1.5	1.5	0.7	1.1	2.3	3.5	6.0	3.4
Employed part time	%	8.7	6.7	6.0	7.8	4.7	4.1	14.0	6.0	7.5
Unemployed	%	27.8	37.3	39.4	33.9	41.8	33.5	27.0	51.9	33.5
Not in labour force	%	57.7	54.4	53.1	57.6	52.4	60.1	55.5	36.1	55.6
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**4 900**	**2 400**	**1 800**	**800**	**1 000**	**200**	**300**	**100**	**11 400**
Labour force status of clients after support (j)										
Employed full time	%	10.2	5.2	6.7	7.3	3.0	5.4	8.7	18.3	7.8
Employed part time	%	14.0	12.1	11.8	13.7	10.0	9.4	17.9	7.9	12.9
Unemployed	%	25.8	33.6	34.5	26.8	35.2	27.5	22.0	38.3	29.6
Not in labour force	%	50.0	49.2	47.0	52.2	51.8	57.7	51.4	35.5	49.7
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**4 600**	**2 200**	**1 600**	**800**	**800**	**200**	**300**	**100**	**10 500**

Table 17A.23 Closed support periods: Labour force status of clients who needed employment and training assistance, before and after support (a), (b)

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*

(a) Totals may not add up to 100 per cent as a result of rounding.

(b) Figures have been weighted to adjust for agency non-participation and client non-consent.

(c) Data exclude 66 closed support periods (weighted) due to errors and omissions and 167 closed support periods (weighted) due to Dont Know response.

(d) Data exclude 126 closed support periods (weighted) due to errors and omissions and 1 040 closed support periods due to Dont know and Client left without providing any information response.

(e) Data exclude 46 closed support periods (weighted) due to errors and omissions and 127 closed support periods (weighted) due to Dont Know response.

(f) Data exclude 89 closed support periods (weighted) due to errors and omissions and 1049 closed support periods (weighted) due to Dont Know response.

(g) Data exclude 45 closed support periods due to errors and omissions and 233 closed support periods due to "don't know" response.

(h) Data exclude 111 closed support periods due to errors and omissions and 1276 closed support periods due to "don't know" response and "client left without providing any information" response.

(i) Data exclude 52 closed support periods due to errors and omissions and 358 closed support periods due to "don't know" response.

(j) Data exclude 106 closed support periods due to errors and omissions and 1220 closed support periods due to "don't know" response and "client left without providing any information" response.

– Nil or rounded to zero.

Source : AIHW (various years) *Government-funded specialist homelessness services: SAAP National Data Collection annual report* , Australia.

Table 17A.24 Closed support periods: Labour force status of Indigenous clients who needed employment and training assistance, before and after support (a), (b)

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
2005-06										
Before support										
Employed full time	%	2.5	–	2.9	8.5	2.6	–	–	–	2.6
Employed part time	%	2.7	2.8	6.5	11.7	1.3	–	22.9	6.9	4.9
Unemployed	%	41.7	31.6	42.2	27.9	45.3	31.3	38.1	42.0	38.5
Not in labour force	%	53.2	65.6	48.4	51.9	50.9	68.7	39.1	51.2	54.0
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**400**	**200**	**200**	**100**	**100**	**–**	**–**	**100**	**1 100**
After support										
Employed full time	%	5.1	–	5.6	13.4	1.6	–	11.5	6.8	5.3
Employed part time	%	11.6	9.2	8.0	17.0	7.5	6.0	14.0	11.2	10.7
Unemployed	%	39.2	33.0	37.0	14.2	47.3	34.4	20.2	25.2	34.3
Not in labour force	%	44.2	57.9	49.3	55.4	43.6	59.6	54.2	56.8	49.7
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**400**	**100**	**200**	**100**	**100**	**–**	**–**	**100**	**1 000**
2006-07										
Before support (c)										
Employed full time	%	2.3	2.0	2.1	8.0	1.4	–	5.9	–	2.7
Employed part time	%	3.4	2.1	5.2	8.8	4.8	–	8.2	6.5	4.3
Unemployed	%	29.0	38.5	43.9	28.8	41.5	44.5	25.6	36.7	34.1
Not in labour force	%	65.3	57.4	48.8	54.4	52.3	55.5	60.3	56.9	59.0
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**600**	**200**	**200**	**100**	**100**	**–**	**–**	**100**	**1 400**
After support (d)										
Employed full time	%	5.0	5.1	9.9	10.8	5.5	16.0	20.3	–	6.7
Employed part time	%	9.1	6.0	9.9	14.4	3.8	6.7	9.3	13.2	9.0
Unemployed	%	28.0	37.0	38.5	25.4	35.9	30.7	18.1	30.6	31.0
Not in labour force	%	58.0	51.9	41.6	49.4	54.7	46.6	52.3	56.2	53.3
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**600**	**200**	**200**	**100**	**100**	**–**	**–**	**–**	**1 200**
2007-08										
Before support (e)										
Employed full time	%	3.1	2.3	3.7	0.9	1.0	–	6.7	2.6	2.8
Employed part time	%	4.3	3.7	5.4	8.2	4.7	10.6	3.0	2.8	4.7
Unemployed	%	27.3	40.0	40.5	35.2	30.9	38.2	12.7	42.0	32.1
Not in labour force	%	65.3	54.0	50.5	55.8	63.4	51.2	77.6	52.7	60.4
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**800**	**200**	**200**	**100**	**100**	**–**	**–**	**–**	**1 600**

Table 17A.24 **Closed support periods: Labour force status of Indigenous clients who needed employment and training assistance, before and after support (a), (b)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
After support (f)										
Employed full time	%	5.5	4.7	6.5	5.6	1.1	–	13.5	3.1	5.2
Employed part time	%	7.0	6.4	11.4	10.1	6.3	15.5	6.5	18.8	8.0
Unemployed	%	26.0	42.5	35.6	33.7	37.4	39.5	12.8	34.9	31.3
Not in labour force	%	61.5	46.3	46.5	50.5	55.2	45.0	67.2	43.1	55.4
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**700**	**200**	**200**	**100**	**100**	**–**	**–**	**–**	**1 500**
2008-09										
Before support (g)										
Employed full time	%	2.0	2.3	0.8	1.5	1.5	–	11.1	4.2	2.0
Employed part time	%	5.2	5.1	5.0	6.2	5.9	–	3.7	9.6	5.4
Unemployed	%	26.4	35.4	38.0	31.5	22.5	46.7	30.5	39.9	30.7
Not in labour force	%	66.4	57.2	56.3	60.7	70.1	53.3	54.6	46.3	61.9
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**800**	**200**	**300**	**200**	**100**	**–**	**–**	**100**	**1 700**
After support (h)										
Employed full time	%	4.8	7.2	2.7	8.4	3.4	5.7	13.3	13.7	5.6
Employed part time	%	10.4	6.7	8.2	7.5	7.2	5.7	12.7	19.4	9.5
Unemployed	%	23.1	32.4	37.4	30.9	24.8	44.9	30.6	32.4	28.6
Not in labour force	%	61.8	53.7	51.7	53.3	64.5	43.6	43.4	34.5	56.3
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**700**	**200**	**300**	**100**	**100**	**–**	**–**	**100**	**1 500**
2009-10										
Before support (i)										
Employed full time	%	2.1	4.6	1.6	–	–	–	–	8.1	2.0
Employed part time	%	6.0	5.5	3.3	1.1	3.5	3.9	2.8	8.0	4.8
Unemployed	%	31.2	28.9	32.0	35.6	34.3	31.3	39.5	40.7	32.3
Not in labour force	%	60.7	61.0	63.1	63.3	62.3	64.7	57.7	43.2	61.0
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**800**	**200**	**300**	**100**	**200**	**–**	**–**	**–**	**1 600**
After support (j)										
Employed full time	%	5.7	9.4	6.0	3.2	1.2	–	–	12.7	5.5
Employed part time	%	10.3	5.2	10.6	6.6	4.2	8.0	10.0	12.5	9.0
Unemployed	%	29.4	31.0	28.1	31.2	30.0	24.8	36.2	31.6	29.7
Not in labour force	%	54.6	54.4	55.3	59.0	64.6	67.2	53.8	43.2	55.8
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**700**	**100**	**200**	**100**	**100**	**–**	**–**	**–**	**1 400**

(a) Totals may not add up to 100 per cent as a result of rounding.

Table 17A.24 Closed support periods: Labour force status of Indigenous clients who needed employment and training assistance, before and after support (a), (b)

	Unit	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust

(b) Figures have been weighted to adjust for agency non-participation and client non-consent. In 2009-10, there were 398 records where Indigenous status was not known and these are excluded from reported data.

(c) Data exclude 13 closed support periods (weighted) due to errors and omissions and 56 closed support periods (weighted) due to Dont know response.

(d) Data exclude 17 closed support periods (weighted) due to errors and omissions and 217 closed support periods (weighted) due to "don't know" response and "client left without providing any information" response.

(e) Data exclude 3 closed support periods (weighted) due to errors and omissions and 24 closed support periods (weighted) due to Dont know response.

(f) Data exclude 5 closed support periods (weighted) due to errors and omissions and 181 closed support periods (weighted) due to Dont know response.

(g) Data exclude 10 closed support periods due to errors and omissions and 46 closed support periods due to "don’t know" response.

(h) Data exclude 24 closed support periods due to errors and omissions and exclude 261 closed support periods due to "don’t know" response and "client left without providing any information" response.

(i) Data exclude 10 closed support periods due to errors and omissions and 62 closed support periods due to "don’t know" response.

(j) Data exclude 14 closed support periods due to errors and omissions and exclude 242 closed support periods due to "don’t know" response and "client left without providing any information" response.

– Nil or rounded to zero.

Source: AIHW (unpublished) SAAP *NDCA Client Collection*.

Table 17A.25 **Clients who exited from the service and who returned to agencies before the end of that year (a), (b)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
2005-06										
Total number of support periods										
1	%	79.5	71.2	79.6	75.9	74.9	76.4	78.7	79.1	74.9
2	%	11.0	14.7	11.8	14.0	14.4	15.1	13.2	13.9	13.4
3	%	4.6	5.5	4.8	5.8	5.8	5.2	5.0	3.7	5.3
4	%	1.8	3.1	1.9	2.0	2.5	2.0	1.6	2.2	2.5
5	%	1.0	1.3	0.9	1.0	1.1	0.7	0.5	0.6	1.2
6+	%	2.1	4.2	0.9	1.3	1.3	0.6	1.0	0.4	2.7
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**26 000**	**37 700**	**17 400**	**8 300**	**10 400**	**4 400**	**2 000**	**3 100**	**106 500**
2006-07										
Total number of support periods										
1	%	74.3	70.0	77.2	76.7	72.0	76.3	79.2	75.2	72.8
2	%	14.4	15.2	14.5	14.3	14.8	14.6	14.3	14.8	14.8
3	%	5.2	5.7	4.7	5.0	6.3	5.2	4.4	5.6	5.5
4	%	2.2	2.4	1.7	2.1	2.9	1.8	1.2	2.1	2.3
5	%	1.3	2.2	0.9	0.9	1.5	0.9	0.5	1.3	1.5
6+	%	2.7	4.6	1.0	1.0	2.5	1.1	0.5	1.1	3.0
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**31 900**	**37 900**	**19 000**	**11 100**	**12 200**	**4 700**	**1 900**	**3 200**	**118 800**
2007-08										
Total number of support periods										
1	%	76.2	69.4	75.8	70.7	72.6	78.7	73.4	77.0	72.7
2	%	12.7	15.5	14.5	17.3	15.2	12.5	18.5	15.1	14.7
3	%	4.8	6.3	5.0	5.8	5.4	4.8	5.6	5.0	5.6
4	%	2.3	3.2	2.0	2.9	3.0	2.2	1.3	1.8	2.8
5	%	1.4	1.7	1.2	1.3	1.5	0.9	0.6	0.5	1.5
6+	%	2.6	3.8	1.5	2.1	2.3	1.0	0.6	0.6	2.8
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**37 700**	**36 600**	**20 400**	**10 900**	**13 000**	**4 700**	**2 000**	**3 100**	**125 600**
2008-09										
Total number of support periods										
1	%	73.8	69.1	76.7	75.3	73.4	77.4	81.2	77.3	72.6
2	%	15.9	16.0	14.5	14.3	14.7	13.5	12.0	14.8	15.4
3	%	4.7	6.7	5.1	5.3	5.9	4.4	4.9	4.7	5.6
4	%	2.1	3.1	2.0	2.7	3.0	2.6	1.2	1.8	2.6
5	%	1.3	1.7	0.8	1.0	1.3	1.1	0.5	0.6	1.4
6+	%	2.3	3.4	0.9	1.5	1.7	1.0	0.3	0.9	2.4
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**37 400**	**35 500**	**20 800**	**11 100**	**13 600**	**4 800**	**2 000**	**3 300**	**125 800**

Table 17A.25 Clients who exited from the service and who returned to agencies before the end of that year (a), (b)

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
2009-10										
Total number of support periods										
1	%	76.6	68.4	76.1	73.6	70.5	77.2	80.1	75.2	72.8
2	%	13.4	16.3	15.3	16.0	16.4	14.8	13.1	16.6	15.2
3	%	4.5	6.6	5.1	5.6	5.6	4.7	4.5	4.1	5.6
4	%	2.1	3.1	1.9	1.8	3.4	1.6	1.5	2.2	2.5
5	%	1.2	1.7	0.9	1.1	1.5	0.9	0.2	0.9	1.3
6+	%	2.3	4.0	0.8	1.8	2.7	0.8	0.5	1.0	2.7
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**41 700**	**39 100**	**23 100**	**11 400**	**13 100**	**4 500**	**2 000**	**3 500**	**135 700**
Proportion of clients who return to services within 12 months that is, clients having two or more support periods in 12 months										
2005-06	%	20.5	28.8	20.3	24.1	25.1	23.6	21.3	20.8	25.1
2006-07	%	25.8	30.1	22.8	23.3	28.0	23.6	20.9	24.9	27.1
2007-08	%	23.8	30.5	24.2	29.4	27.4	21.4	26.6	23.0	27.4
2008-09	%	26.3	30.9	23.3	24.8	26.6	22.6	18.9	22.8	27.4
2009-10	%	23.5	31.7	24.0	26.3	29.6	22.8	19.8	24.8	27.3
Proportion of clients with only one support period in 12 months										
2005-06	%	79.5	71.2	79.6	75.9	74.9	76.4	78.7	79.1	74.9
2006-07	%	74.3	70.0	77.2	76.7	72.0	76.3	79.2	75.2	72.8
2007-08	%	76.2	69.4	75.8	70.7	72.6	78.7	73.4	77.0	72.7
2008-09	%	73.8	69.1	76.7	75.3	73.4	77.4	81.2	77.3	72.6
2009-10	%	76.6	68.4	76.1	73.6	70.5	77.2	80.1	75.2	72.8

(a) Totals may not add up to 100 per cent as a result of rounding. A client may have support periods in more than one state or territory. Therefore, state and territory figures may not sum to the national figure.

(b) Client figures have been weighted to adjust for agency non-participation and client non-consent.

Source: AIHW (unpublished) SAAP NDCA *Administrative Data and Client Collections*.

Table 17A.26 Indigenous clients who exited from the service and who returned to agencies before the end of that year (a), (b)

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
2005-06										
Total number of support periods										
1	%	79.8	75.0	80.2	70.2	70.1	70.1	82.5	77.3	75.4
2	%	11.5	13.3	12.0	16.2	16.4	17.2	7.1	14.9	13.7
3	%	4.8	4.1	4.2	7.3	6.5	7.9	5.2	4.3	5.5
4	%	1.4	2.8	1.7	2.6	3.6	2.6	2.6	2.6	2.3
5	%	1.0	1.2	0.8	1.5	1.6	0.6	0.6	0.6	1.2
6+	%	1.6	3.6	1.0	2.1	1.8	1.7	1.9	0.4	2.0
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**4 300**	**1 900**	**3 700**	**3 200**	**1 900**	**400**	**200**	**1 900**	**17 100**
2006-07										
Total number of support periods										
1	%	75.6	70.8	76.4	69.8	64.8	76.0	81.9	73.2	72.1
2	%	13.7	14.5	15.4	17.0	15.7	13.5	11.7	15.1	15.1
3	%	4.9	6.3	4.3	6.4	7.0	5.2	4.3	6.4	5.9
4	%	2.2	2.5	1.6	3.3	3.8	2.6	1.0	2.2	2.5
5	%	1.1	1.6	1.1	1.3	2.9	0.8	1.0	1.6	1.5
6+	%	2.5	4.3	1.1	2.1	5.7	2.0	–	1.5	2.8
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**5 600**	**2 100**	**4 200**	**3 600**	**2 300**	**500**	**200**	**2 100**	**20 100**
2007-08										
Total number of support periods										
1	%	75.9	71.0	76.7	62.2	68.9	75.5	73.4	74.1	71.6
2	%	13.6	15.0	13.6	21.7	16.1	13.9	18.1	16.4	15.8
3	%	4.6	5.8	4.9	6.6	5.6	6.7	5.2	5.4	5.5
4	%	2.1	2.9	2.1	4.1	3.3	1.9	0.9	2.5	2.8
5	%	1.2	1.8	0.9	2.0	2.2	0.5	1.4	0.7	1.4
6+	%	2.6	3.5	1.9	3.5	3.9	1.6	1.0	0.9	2.9
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**6 400**	**2 200**	**4 500**	**3 500**	**2 400**	**500**	**300**	**1 900**	**21 300**
2008-09										
Total number of support periods										
1	%	75.3	71.3	75.3	70.5	67.9	76.4	87.7	74.1	72.4
2	%	14.8	15.5	15.2	16.2	15.2	12.8	7.1	15.5	15.3
3	%	4.9	6.1	5.7	6.1	7.2	5.6	3.9	6.0	5.9
4	%	2.0	2.8	2.1	3.5	4.1	2.0	–	2.3	2.8
5	%	1.0	1.6	0.9	1.7	2.2	1.1	0.9	0.9	1.4
6+	%	2.0	2.8	0.8	1.9	3.4	2.0	0.5	1.4	2.1
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**6 300**	**2 300**	**4 600**	**3 300**	**2 700**	**500**	**200**	**2 000**	**21 400**

Table 17A.26 Indigenous clients who exited from the service and who returned to agencies before the end of that year (a), (b)

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
2009-10 (c)										
Total number of support periods										
1	%	75.3	68.8	73.7	68.9	65.2	74.2	80.7	69.5	71.1
2	%	14.3	17.6	16.0	17.3	18.0	16.1	11.9	20.1	16.4
3	%	4.5	6.2	6.1	7.4	6.6	5.1	4.3	4.9	5.9
4	%	2.4	2.8	2.1	2.0	4.1	2.3	1.2	2.7	2.6
5	%	1.3	1.9	1.2	1.5	2.0	1.0	0.8	1.2	1.5
6+	%	2.2	2.9	0.8	2.9	4.1	1.3	1.2	1.6	2.5
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**7 100**	**2 400**	**5 200**	**3 300**	**2 600**	**500**	**300**	**2 200**	**23 200**
Proportion of clients who return to services within 12 months that is, clients having two or more support periods in 12 months										
2005-06	%	20.3	25.0	19.7	29.7	29.9	30.0	17.4	22.8	24.7
2006-07	%	24.4	29.2	23.5	30.1	35.1	24.1	18.0	26.8	27.8
2007-08	%	24.1	29.0	23.4	37.9	31.1	24.6	26.6	25.9	28.4
2008-09	%	24.7	28.8	24.7	29.4	32.1	23.5	12.4	26.1	27.5
2009-10	%	24.7	31.4	26.2	31.1	34.8	25.8	19.4	30.5	28.9
Proportion of clients with only one support period in 12 months										
2005-06	%	79.8	75.0	80.2	70.2	70.1	70.1	82.5	77.3	75.4
2006-07	%	75.6	70.8	76.4	69.8	64.8	76.0	81.9	73.2	72.1
2007-08	%	75.9	71.0	76.7	62.2	68.9	75.5	73.4	74.1	71.6
2008-09	%	75.3	71.3	75.3	70.5	67.9	76.4	87.7	74.1	72.4
2009-10	%	75.3	68.8	73.7	68.9	65.2	74.2	80.7	69.5	71.1

(a) Totals may not add up to 100 per cent as a result of rounding. A client may have support periods in more than one state or territory. Therefore state and territory figures may not sum to the national figure.

(b) Client figures have been weighted to adjust for agency non-participation and client non-consent.

(c) Data exclude 6705 closed support periods due to errors and omissions.

– Nil or rounded to zero.

Source: AIHW (unpublished) SAAP NDCA *Client Collection*.

Table 17A.27 Proportion of clients who more than once had a housing/accommodation need identified by an agency worker, by Indigenous status (a)

	Unit	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Indigenous clients										
Number of clients (and accompanying children) who more than once had a housing/accommodation need identified by anagency worker										
2007-08	no.	902	324	707	1 150	405	55	31	334	3 908
2008-09	no.	844	294	669	910	420	57	21	455	3 670
2009-10	no.	841	237	657	1 093	334	46	23	476	3 707
Number of clients (and accompanying children) who had a housing/accommodation need identified by an agency worker										
2007-08	no.	8 776	3 151	6 265	6 014	3 397	627	405	2 647	31 282
2008-09	no.	8 675	3 235	6 708	5 280	3 662	635	421	2 795	31 411
2009-10	no.	9 464	3 023	7 868	5 237	3 433	665	456	3 001	33 147
Proportion of clients (and accompanying children) who more than once had a housing/accommodation need identified by an agency worker										
2007-08	%	10.3	10.3	11.3	19.1	11.9	8.8	7.7	12.6	12.5
2008-09	%	9.7	9.1	10.0	17.2	11.5	9.0	5.0	16.3	11.7
2009-10	%	8.9	7.8	8.4	20.9	9.7	6.9	5.0	15.9	11.2
All clients										
Number of clients (and accompanying children) who more than once had a housing/accommodation need identified by an agency worker										
2007-08	no.	3 781	3 020	2 582	1 836	1 502	394	184	448	13 747
2008-09	no.	3 865	2 456	2 369	1 535	1 285	386	163	587	12 646
2009-10	no.	3 537	2 372	2 188	1 880	1 199	353	156	580	12 265
Number of clients (and accompanying children) who had a housing/accommodation need identified by anagency worker										
2007-08	no.	38 207	33 597	24 562	13 370	15 851	4 829	2 723	3 738	136 877
2008-09	no.	40 422	32 027	25 494	12 962	16 170	4 879	2 763	3 955	138 672
2009-10	no.	42 711	31 719	28 031	12 515	15 022	4 879	2 776	4 046	141 699
Proportion of clients (and accompanying children) who more than once had a housing/accommodation need identified by an agency worker										
2007-08	%	9.9	9.0	10.5	13.7	9.5	8.2	6.8	12.0	10.0
2008-09	%	9.6	7.7	9.3	11.8	7.9	7.9	5.9	14.8	9.1
2009-10	%	8.3	7.5	7.8	15.0	8.0	7.2	5.6	14.3	8.7

(a) Figures have been weighted to adjust for agency non-participation and client non-consent.

(b) Data for All Clients excludes those people for whom Indigenous status is unknown.

Source: AIHW (unpublished) SAAP NDCA *Administrative Data and Client Collections*.

Table 17A.28 Source of income immediately before and after support of all clients who needed assistance to obtain/maintain a pension or benefit (a)

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
2005-06										
Source of income before support										
No income	%	25.4	17.2	17.7	13.4	14.5	15.6	19.5	15.1	18.7
Awaiting benefit	%	4.3	3.2	3.6	2.0	2.2	5.8	4.2	3.6	3.4
Government pension/allowance	%	64.3	71.8	70.5	77.2	76.5	74.8	63.1	75.5	70.6
Other	%	6.0	7.8	8.3	7.4	6.8	3.8	13.2	5.9	7.3
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**3 600**	**4 200**	**2 400**	**1 400**	**1 600**	**400**	**400**	**300**	**14 300**
Source of income after support										
No income	%	7.8	5.1	7.5	5.3	6.0	5.2	8.9	3.6	6.3
Awaiting benefit	%	4.1	2.5	2.9	2.1	1.2	2.3	2.8	5.5	2.9
Government pension/allowance	%	81.6	85.9	83.5	83.8	87.5	88.2	76.8	81.5	84.1
Other	%	6.6	6.5	6.1	8.9	5.3	4.3	11.4	9.3	6.7
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**3 500**	**4 000**	**2 000**	**1 300**	**1 400**	**400**	**300**	**300**	**13 200**
2006-07										
Source of income before support (b)										
No income	%	21.6	18.4	17.5	14.6	16.9	18.4	26.5	19.2	19.0
Awaiting benefit	%	4.1	3.6	3.9	3.2	2.3	8.0	5.7	4.9	3.8
Government pension/allowance	%	67.9	69.5	69.9	73.6	73.7	67.8	56.8	71.3	69.5
Other	%	6.4	8.6	8.7	8.6	7.1	5.8	11.0	4.6	7.6
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**4 800**	**4 000**	**2 500**	**1 400**	**1 400**	**400**	**300**	**400**	**15 100**
Source of income after support (c)										
No income	%	6.5	5.2	7.5	5.2	7.1	6.4	12.1	6.8	6.4
Awaiting benefit	%	3.0	2.9	3.2	2.8	1.5	4.5	7.2	4.1	3.0
Government pension/allowance	%	83.1	85.4	80.9	83.5	85.4	84.9	71.3	82.6	83.4
Other	%	7.3	6.4	8.5	8.5	5.9	4.3	9.5	6.4	7.2
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**4 500**	**3 700**	**2 300**	**1 300**	**1 200**	**300**	**300**	**400**	**14 000**
2007-08										
Source of income before support (d)										
No income	%	18.0	15.5	18.3	13.9	17.4	18.8	26.2	18.0	17.1
Awaiting benefit	%	4.0	3.5	4.0	2.3	2.4	7.0	0.9	5.6	3.6
Government pension/allowance	%	71.5	74.4	69.2	73.9	72.5	69.6	52.8	66.9	71.8

Table 17A.28 Source of income immediately before and after support of all clients who needed assistance to obtain/maintain a pension or benefit (a)

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Other	%	6.5	6.7	8.5	9.9	7.8	4.6	20.1	9.5	7.5
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**5 300**	**4 900**	**2 800**	**1 100**	**1 400**	**400**	**300**	**300**	**16 600**
Source of income after support (e)										
No income	%	5.0	5.8	7.8	4.5	7.2	5.3	5.8	7.7	5.9
Awaiting benefit	%	2.5	2.7	3.3	2.5	1.8	4.1	3.2	3.5	2.7
Government pension/allowance	%	83.8	85.4	80.9	81.6	84.7	86.6	77.3	76.8	83.5
Other	%	8.7	6.0	8.0	11.3	6.3	3.9	13.6	12.0	7.8
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**5 000**	**4 700**	**2 600**	**1 100**	**1 300**	**300**	**200**	**300**	**15 500**
2008-09										
Source of income before support (f)										
No income	%	14.9	12.5	17.0	18.8	14.2	26.9	22.4	10.9	14.9
Awaiting benefit	%	2.4	2.5	3.3	1.4	2.0	6.8	1.1	2.6	2.6
Government pension/allowance	%	76.1	79.5	71.8	69.0	74.3	61.9	64.7	78.1	75.6
Other	%	6.6	5.4	7.9	10.7	9.4	4.5	11.9	8.4	7.0
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**6 600**	**6 300**	**2 900**	**1 300**	**1 500**	**400**	**300**	**700**	**20 100**
Source of income after support (g)										
No income	%	5.3	4.8	7.6	6.5	6.1	5.7	6.3	4.4	5.6
Awaiting benefit	%	1.6	2.5	3.2	2.7	1.5	3.2	3.2	2.3	2.2
Government pension/allowance	%	85.0	87.5	82.6	78.1	82.9	86.0	80.9	82.5	84.8
Other	%	8.1	5.2	6.6	12.7	9.5	5.1	9.6	10.9	7.4
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**6 200**	**6 100**	**2 700**	**1 200**	**1 400**	**400**	**300**	**700**	**18 900**
2009-10										
Source of income before support (h)										
No income	%	12.9	18.0	15.5	17.4	12.1	20.0	15.7	13.3	14.8
Awaiting benefit	%	2.6	3.6	2.6	2.6	3.6	2.8	3.7	4.3	2.9
Government pension/allowance	%	75.7	71.8	74.7	72.0	71.9	71.6	68.3	70.8	73.8
Other	%	8.7	6.6	7.3	7.9	12.3	5.5	12.4	11.7	8.4
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**7 900**	**3 700**	**3 000**	**1 500**	**1 700**	**300**	**400**	**400**	**18 900**
Source of income after support (i)										
No income	%	5.6	6.5	6.0	6.5	3.5	3.2	2.2	7.5	5.7
Awaiting benefit	%	1.5	3.6	2.2	2.1	0.9	2.9	1.6	3.3	2.1

Table 17A.28 Source of income immediately before and after support of all clients who needed assistance to obtain/maintain a pension or benefit (a)

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Government pension/allowance	%	82.4	84.7	84.7	83.1	84.5	87.5	83.3	79.3	83.5
Other	%	10.5	5.2	7.1	8.3	11.1	6.3	12.9	9.9	8.8
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**7 500**	**3 500**	**2 900**	**1 400**	**1 500**	**200**	**400**	**400**	**17 700**

(a) Figures have been weighted to adjust for agency non-participation and client non-consent.

(b) Data exclude 176 closed support periods (weighted) due to errors and omissions, and 198 closed support periods (weighted) due to "don't know" response.

(c) Data exclude 317 closed support periods (weighted) due to errors and omissions and 1141 closed support periods (weighted) due to "don't know" response and "client left without providing any information" response.

(d) Data exclude 146 closed support periods (weighted) due to errors and omissions and 328 closed support periods (weighted) due to "don't know" response.

(e) Data exclude 225 closed support periods (weighted) due to errors and omissions, and 1321 closed support periods (weighted) due to "don't know" response.

(f) Data exclude 151 closed support periods due to errors and omissions, and 1886 closed support periods due to "don't know" response.

(g) Data exclude 230 closed support periods due to errors and omissions, and 3028 closed support periods due to "don’t know" response and "client left without providing any information" response.

(h) Data exclude 49 closed support periods due to errors and omissions, and 871 closed support periods due to "don't know" response.

(i) Data exclude 92 closed support periods due to errors and omissions, and 1997 closed support periods due to "don’t know" response and "client left without providing any information" response.

Source: AIHW (unpublished) SAAP NDCA *Client Collection*.

Table 17A.29 Source of income immediately before and after support of Indigenous clients who needed assistance to obtain/maintain a pension or benefit (a)

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
2005-06										
Source of income before support										
No income	%	22.9	19.8	16.2	6.9	13.6	28.4	3.6	10.4	16.3
Awaiting benefit	%	4.1	4.9	1.4	0.4	0.5	5.4	3.9	3.3	2.6
Government pension/allowance	%	69.4	74.4	76.6	89.3	84.2	63.9	88.7	83.2	77.6
Other	%	3.7	0.9	5.8	3.5	1.6	2.3	3.9	3.1	3.5
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**600**	**300**	**500**	**300**	**200**	**–**	**–**	**200**	**2 300**
Source of income after support										
No income	%	6.4	2.1	9.0	4.5	1.2	15.2	11.8	2.3	5.4
Awaiting benefit	%	4.7	11.3	3.4	–	0.9	–	–	4.0	4.0
Government pension/allowance	%	84.6	85.1	84.3	92.4	97.4	82.3	84.1	88.9	87.4
Other	%	4.3	1.4	3.2	3.1	0.6	2.5	4.0	4.8	3.2
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**600**	**300**	**400**	**300**	**200**	**–**	**–**	**200**	**2 100**
2006-07										
Source of income before support (b)										
No income	%	21.7	15.1	14.0	10.6	14.6	10.0	34.4	12.1	16.2
Awaiting benefit	%	2.5	0.9	1.6	1.6	1.2	8.3	14.3	3.6	2.3
Government pension/allowance	%	73.0	81.5	78.3	83.2	81.2	74.6	48.5	83.0	78.0
Other	%	2.8	2.4	6.1	4.6	3.1	7.0	2.9	1.2	3.5
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**900**	**300**	**400**	**400**	**200**	**–**	**–**	**300**	**2 600**
Source of income after support (c)										
No income	%	5.7	2.5	5.9	4.0	7.0	–	19.5	4.0	5.1
Awaiting benefit	%	3.9	1.4	2.6	1.6	0.7	12.6	12.5	4.0	3.0
Government pension/allowance	%	86.7	93.6	87.7	91.8	90.9	84.1	60.5	90.6	88.8
Other	%	3.8	2.5	3.8	2.6	1.4	3.2	7.6	1.3	3.1
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**800**	**300**	**400**	**400**	**200**	**–**	**–**	**300**	**2 400**
2007-08										
Source of income before support (d)										
No income	%	18.0	10.5	16.4	7.5	19.4	12.8	22.4	15.9	15.2
Awaiting benefit	%	3.2	2.0	3.6	2.4	2.5	15.5	–	4.7	3.2
Government pension/allowance	%	74.3	84.1	75.4	86.5	75.7	59.5	64.7	72.0	77.1

Table 17A.29 **Source of income immediately before and after support of Indigenous clients who needed assistance to obtain/maintain a pension or benefit (a)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Other	%	4.6	3.3	4.6	3.7	2.3	12.1	12.9	7.4	4.5
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**1 000**	**400**	**500**	**300**	**200**	**–**	**–**	**200**	**2 700**
Source of income after support (e)										
No income	%	4.2	3.7	8.7	3.0	10.1	–	14.6	7.1	5.6
Awaiting benefit	%	3.2	1.7	1.9	1.8	1.4	3.1	–	3.6	2.4
Government pension/allowance	%	87.2	91.0	85.7	93.7	86.4	83.6	63.1	83.8	87.7
Other	%	5.4	3.5	3.7	1.4	2.1	13.3	22.2	5.4	4.3
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**900**	**400**	**500**	**300**	**200**	**–**	**–**	**200**	**2 500**
2008-09										
Source of income before support (f)										
No income	%	13.3	11.3	14.5	12.8	9.1	22.3	22.7	7.0	12.3
Awaiting benefit	%	2.5	1.4	2.9	0.4	1.4	6.9	–	1.5	2.0
Government pension/allowance	%	81.2	84.2	79.4	83.5	84.0	70.8	69.6	88.8	82.5
Other	%	3.0	3.1	3.2	3.3	5.6	–	7.7	2.6	3.2
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**1 200**	**400**	**600**	**300**	**200**	**–**	**–**	**400**	**3 200**
Source of income after support (g)										
No income	%	3.7	1.8	10.3	3.9	6.5	–	4.6	2.5	4.7
Awaiting benefit	%	1.6	0.7	2.4	1.2	0.5	–	4.4	1.3	1.5
Government pension/allowance	%	90.7	93.4	83.3	87.9	88.4	100.0	86.6	92.1	89.5
Other	%	4.0	4.1	4.0	7.0	4.6	–	4.4	4.2	4.3
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**1 100**	**300**	**500**	**300**	**200**	**–**	**–**	**400**	**2 900**
2009-10										
Source of income before support (h)										
No income	%	10.5	14.7	13.8	8.3	8.8	8.8	14.7	12.8	11.2
Awaiting benefit	%	2.4	1.9	2.9	1.0	2.3	–	–	2.3	2.2
Government pension/allowance	%	84.0	80.1	78.7	88.7	81.9	86.5	82.6	80.0	83.0
Other	%	3.1	3.3	4.6	2.0	7.0	4.6	2.7	5.0	3.7
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**1 300**	**200**	**500**	**400**	**200**	**–**	**–**	**200**	**2 900**
Source of income after support (i)										
No income	%	5.0	2.9	4.7	3.0	1.2	–	–	6.4	4.2
Awaiting benefit	%	1.1	5.5	2.6	1.2	–	–	3.1	4.0	1.8

Table 17A.29 Source of income immediately before and after support of Indigenous clients who needed assistance to obtain/maintain a pension or benefit (a)

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Government pension/allowance	%	89.5	89.3	88.3	92.8	91.0	100.0	96.9	87.7	89.9
Other	%	4.5	2.3	4.4	3.0	7.8	–	–	1.9	4.1
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**1 200**	**200**	**500**	**300**	**200**	**–**	**–**	**200**	**2 700**

(a) Figures have been weighted to adjust for agency non-participation and client non-consent. In 2009-10, there were 784 records where Indigenous status was not known and these are excluded from reported data.

(b) Data exclude 32 closed support periods (weighted) due to errors and omissions, and 30 closed support periods (weighted) due to "don't know" response.

(c) Data exclude 51 closed support periods (weighted) due to errors and omissions, and 242 closed support periods (weighted) due to "don't know" response and "client left without providing any information" response.

(d) Data exclude 29 closed support periods (weighted) due to errors and omissions and exclude 74 closed support periods (weighted) due to "don't know" response.

(e) Data exclude 43 closed support periods (weighted) due to errors and omissions, and exclude 255 closed support periods (weighted) due to "don't know" response.

(f) Data exclude 26 closed support periods (weighted) due to errors and omissions and 107 closed support periods (weighted) due to "don't know" response.

(g) Data exclude 43 closed support periods (weighted) due to errors and omissions, and 355 closed support periods due to "don’t know" response and "client left without providing any information" response.

(h) Data exclude 5 closed support periods (weighted) due to errors and omissions and 56 closed support periods (weighted) due to "don't know" response.

(i) Data exclude 8 closed support periods (weighted) due to errors and omissions, and 284 closed support periods due to "don’t know" response and "client left without providing any information" response.

– Nil or rounded to zero.

Source: AIHW (unpublished) SAAP NDCA *Client Collection*.

Table 17A.30 The extent that clients case management goals have been achieved (a)

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
2005-06 (b)										
Not at all	%	7.7	5.7	11.6	13.1	5.8	7.9	10.1	3.4	7.5
Some	%	35.8	24.8	43.0	45.0	39.8	40.3	37.0	33.2	33.3
Most	%	27.2	18.9	22.9	21.8	19.7	21.4	26.2	33.5	22.1
All	%	29.4	50.6	22.5	20.1	34.6	30.3	26.7	29.8	37.1
Total	%	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	no.	**16 500**	**31 900**	**10 100**	**4 900**	**7 400**	**3 100**	**1 400**	**2 600**	**77 900**
2006-07 (c)										
Not at all	%	7.2	5.6	10.1	11.1	6.2	8.4	6.1	3.8	7.1
Some	%	32.4	24.4	40.7	47.5	35.2	41.5	41.0	29.6	32.2
Most	%	27.6	20.2	21.8	20.5	19.6	19.0	28.2	20.8	22.4
All	%	32.9	49.8	27.4	20.9	38.9	31.2	24.6	45.9	38.3
Total	%	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	no.	**23 000**	**31 900**	**11 900**	**5 400**	**8 400**	**3 100**	**1 200**	**2 600**	**87 500**
2007-08 (d)										
Not at all	%	5.7	5.8	9.5	11.0	5.4	7.3	4.0	7.3	6.6
Some	%	24.8	31.4	33.3	45.6	37.3	40.6	36.8	36.8	31.6
Most	%	25.6	18.8	26.4	20.8	20.3	22.3	33.4	17.4	22.5
All	%	44.0	44.0	30.8	22.6	37.1	29.7	25.9	38.4	39.3
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**29 700**	**32 900**	**14 900**	**5 900**	**10 400**	**2 800**	**1 300**	**2 000**	**99 800**
2008-09 (e)										
Not at all	%	3.3	4.4	10.1	8.5	6.5	9.9	3.4	4.3	5.5
Some	%	21.8	29.7	31.3	44.4	33.0	42.2	38.1	28.8	29.1

Table 17A.30 **The extent that clients case management goals have been achieved (a)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Most	%	23.3	17.2	24.6	21.3	20.7	21.8	32.1	24.1	21.3
All	%	51.6	48.7	34.0	25.7	39.8	26.1	26.4	42.7	44.0
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**31 000**	**30 800**	**15 000**	**6 000**	**10 300**	**2 800**	**1 200**	**2 800**	**100 000**
2009-10 (f)										
Not at all	%	3.3	4.7	9.1	6.8	6.0	9.7	2.9	4.6	5.3
Some	%	24.7	25.8	30.7	42.4	34.2	45.6	36.0	35.2	29.0
Most	%	21.0	16.4	25.6	22.3	18.1	19.2	37.2	26.0	20.2
All	%	51.0	53.1	34.6	28.6	41.7	25.5	23.9	34.2	45.5
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**31 700**	**34 700**	**15 300**	**6 600**	**11 500**	**3 000**	**1 300**	**2 800**	**106 900**

(a) Support period figures have been weighted to adjust for agency non-participation.

(b) Number excluded due to errors and omissions (weighted): 2961.

(c) Number excluded due to errors and omissions (weighted): 949.

(d) Number excluded due to errors and omissions (weighted): 1309.

(e) Number excluded due to errors and omissions (weighted): 726.

(f) Number excluded due to errors and omissions (weighted): 521.

Source: *AIHW (unpublished) SAAP NDCA Client Collection.*

Data quality information — Homelessness services, chapter 17

Data quality information

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

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

DQI are available for the following data collections:

Data collections

Supported Accommodation Assistance Program (SAAP) client collection

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

Indicator definition and description

Element	Various
Indicator	Various.
Measure (computation)	Various
Data source/s	SAAP National Data Collection (NDC) Client Collection. The SAAP Client Collection provides information on the provision of assistance through homelessness services agencies. Data are recorded by service providers during, or immediately following, contact with clients. Data on all support periods that were active during the reporting year (July to June) are forwarded to the National Data Collection Agency on a regular basis.

Data Quality Framework Dimensions

Institutional environment

- The AIHW has had the role of the SAAP NDCA since the collection's inception in 1996-97.
- The AIHW works closely with all state, territory and Australian Government authorities in collecting, analysing and disseminating data. However, the Institute is an independent statutory authority within the Health and Ageing portfolio, and is responsible to the Minister for Health and Ageing. The Institute is governed by a Board, which is accountable to the parliament of Australia through the Minister.
- When errors are found in published data, those errors are corrected immediately in publications on the AIHW website, and where necessary, in on-line tables and online interactive data cubes. Corrections are documented on the AIHW website.
- There are various mechanisms in place that provide the framework for the implementation and governance of SAAP and the NDCA. These mechanisms include the SAAP Act (1994) and the Multilateral and Bilateral Agreements which set out accountability arrangements, management structures, and funding allocations.
- As part of the Australian Government's National Reform Agenda, the Council of Australian Governments (COAG) replaced SAAP with the new National Affordable Housing Agreement (NAHA), effective from 1 January 2009.

Relevance

SAAP data do not cover all homeless people and those at risk of homelessness, but only those who are supported at a specialist homelessness services agency. Homeless people (and those at risk) who do not receive support from homelessness services agencies are not in scope for proxy indicators compiled solely from SAAP data.

In the SAAP Client Collection, data are collected by support providers for each client support period. An individual client may receive support on more than one occasion – either from the same homelessness services agency or from different homelessness services agencies.

The scope of the SAAP Client Collection is comprised of all people who were either homelessness services clients or children accompanying homelessness services clients during the 2009-10 financial year.

A homelessness services client is a person who is homeless or at imminent risk of homelessness who:

- is accommodated by a homelessness services agency; or
- enters into an ongoing support relationship with a homelessness services agency; or
- receives support or assistance from a homelessness services agency which entails generally 1 hour or more of a worker's time, either with that client directly or on behalf of that client, on a given day.

This includes people who are aged 18 years or older and people of any age not accompanied by a parent or guardian.

People can be considered as homelessness services clients for a particular financial year reporting period when:

- the client's support period ended in the reporting period, or
- the client's support period started on or before the end of the reporting period and either was ongoing at the end of the reporting period (30 June) or the end date of the support period was unknown and the record was entered by the NDCA before the data entry close-off date for the reporting period.

- An accompanying child is a person aged under 18 years who:
- has a parent or guardian who is a SAAP client; and
- accompanies that client to a SAAP agency any time during that client's support period; and/or
- receives assistance directly as a consequence of a parent or guardian's support period.

A SAAP support period commences when a client begins to receive support and/or supported accommodation from a homelessness services agency. The support period is considered to finish when:

- the client ends the relationship with the agency; or
- the agency ends the relationship with the client.

If it is not clear whether the agency or the client has ended the relationship, the support period is assumed to have ended if no assistance has been provided to the client for a period of one month. In such a case, the date the support period ended is the last contact with the client.

The SAAP definition of homelessness used in these tables comes from the SAAP Act 1994 and is consistent with publications such as the *Government-funded specialist homelessness services: SAAP National Data Collection annual report 2009-10*. Cat. No. HOU 291. Canberra: AIHW. Under SAAP, people are considered homeless when they do not have access to safe and secure housing. This definition of homelessness can be considered broader in scope than the cultural definition of homelessness (Chamberlain and MacKenzie, *Counting the Homeless 2006*) as the cultural definition only covers people who do not have access to housing above or equal to the minimum community standard of a small rental flat with a bedroom, living room, kitchen, bathroom and some security of tenure.

The financial year was chosen as a standard time frame, as this is in line with the SAAP reporting period.

Timeliness

- The reporting period is a financial year.
- SAAP data have been recorded on a continuous basis and published annually since 1998. The most recent reference period for the data is 2009–10. The data for the 2009-10 financial year were first published in: AIHW (2011) *Government-funded specialist homelessness services: SAAP National Data Collection annual report 2009-10.* Cat. No. HOU 291. Canberra.
- The SAAP NDC annual reports are published between 6 to 9 months after the end of the reference period.

Accuracy

- Adjustments have been made to account for client non-consent and agency non-participation. In 2009–10 the SAAP Client Collection achieved an agency participation rate of 93 per cent and valid consent rates of 85 per cent for clients and 73 per cent for accompanying children. As data are not obtained from all SAAP clients an adjustment is required to ensure that the estimates reflect the entire SAAP client population.
- The adjustment scheme assumes that, on average, the demographic characteristics and circumstances of people are the same regardless of whether data about them were reported to the NDCA. In this way, adjustments can be made to account for clients who do not give consent. The scheme adjusts estimates to allow for agency non-participation (if this occurs), for clients who give valid consent for some support periods but not for others (referred to as 'mixed consent'), and for clients who do not give consent in any of their periods of support. There is no strictly objective method that can be applied to the data from the Client Collection to adjust estimates for incomplete response. Karmel (1999: 23, 26) describes the statistical assumptions underlying the adjustment scheme developed by the AIHW.
- Note that the adjustment scheme does not account for inaccuracies associated with the use of the statistical linkage key. Statistical linkage keys allow data collected on separate occasions from the same person to be combined without identifying the person. Thus they allow enumeration of actual clients and accompanying children in addition to occasions of support. There are a small number of inaccuracies caused by identical statistical linkage keys and changing linkage key information for the same client.
- Inconsistent reporting of Indigenous status by clients has been adjusted for by using the Indigenous status of the first valid (i.e. non-missing and consenting) response provided by the client. As different periods of homelessness can occur in different states, a similar option was chosen for determining the state of the client. The state of the client is determined to be the state of the homelessness services agency where the client first presented within the financial year.

Coherence

- SAAP data used to compile tables have been affected by changes in funding arrangements. As described above, on the 1st January 2009 SAAP V was replaced by the NAHA. The development and implementation of new services under the revised arrangements have been ongoing. The majority of existing services under SAAP continued. For more information about the NAHA see *AIHW 2010. Government-funded specialist homelessness services: SAAP National Data Collection annual report 2009-10.* Cat. No. HOU 291. Canberra: AIHW.
- The approaches to delivering homelessness services vary between jurisdictions. In particular, accommodation related data for Victoria, both in regard to the assessed need for accommodation and the provision of accommodation, is affected by the model of homelessness service delivery

used in this state. Much of the specialist homelessness accommodation in Victoria is provided through the complementary Transitional Housing Management (THM) program, which collects data separately to the SAAP NDC. As such, accommodation related data in Victoria have not been recorded in the SAAP NDC in a basis consistent with other states and territories and are therefore not strictly comparable with that reported by other jurisdictions.

Accessibility Related data to those shown in the tables are available publicly in the SAAP annual reports released by AIHW. Not all disaggregations are published directly but may be requested.

The relevant publication associated with the tables are:

- AIHW (2011). *Government-funded specialist homelessness services: SAAP National Data Collection annual report 2009-10*. Cat. No. HOU 291. Canberra.

Interpretability Further information on the adjustment scheme, legislation and the SAAP collection can be found in:

- AIHW (2011) *Government-funded specialist homelessness services: SAAP National Data Collection annual report 2009-10*. Cat. No. HOU 291. Canberra.
- AIHW (2005) SAAP *National Data Collection collector's manual July 2005*. Canberra.
- Karmel R (1999). *SAAP National Data Collection: adjustment methods for incomplete coverage*. Canberra.
- Commonwealth of Australia (1994) *Supported Accommodation Assistance Act 1994*, Act No. 162 of 1994, Canberra.
- National Affordable Agreement on Homelessness http://www.coag.gov.au/intergov_agreements/federal_financial_relations/

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 SAAP data is relevance. SAAP data do not capture the whole of the homeless (and at risk) population, rather only people who access homelessness services.

SAAP Demand for Accommodation Collection

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

Indicator definition and description

Element	Various
Indicator	Various.
Measure (computation)	Various
Data source/s	SAAP National Data Collection (NDC) – Demand for Accommodation Collection. The SAAP Demand for Accommodation Collection provides information on unsuccessful and successful requests for accommodation through SAAP. Data are collected by service providers in two one-week periods of a reference year (July to June) and are then forwarded to the National Data Collection Agency (NDCA).

Data Quality Framework Dimensions

Institutional environment

- The AIHW has had the role of the SAAP NDCA since the collection's inception in 1996-97.
- The AIHW works closely with all state, territory and Australian Government authorities in collecting, analysing and disseminating data. However, the Institute is an independent statutory authority within the Health and Ageing portfolio, and is responsible to the Minister for Health and Ageing. The Institute is governed by a Board, which is accountable to the parliament of Australia through the Minister.
- When errors are found in published data, those errors are corrected immediately in publications on the AIHW website, and where necessary, in on-line tables and online interactive data cubes. Corrections are documented on the AIHW website.
- There are various mechanisms in place that provide the framework for the implementation and governance of SAAP and the NDCA. These mechanisms include the SAAP Act (1994) and the Multilateral and Bilateral Agreements which set out accountability arrangements, management structures, and funding allocations.
- As part of the Australian Government's National Reform Agenda, the Council of Australian Governments (COAG) replaced SAAP with the new National Affordable Housing Agreement (NAHA), effective from 1 January 2009.

Relevance

- SAAP data do not cover all homeless people and those at risk of homelessness, but only those who are supported at a SAAP agency. Homeless people (and those at risk) who do not receive support from homelessness services agencies are not in scope for proxy indicators compiled solely from SAAP data.
- In the SAAP Demand for Accommodation Collection, data are collected by support providers for each unsuccessful and successful request for accommodation during the collection period. An individual client may request accommodation on more than one occasion – either from the same homelessness services agency or from different homelessness services agencies.
- The scope of the Demand for Accommodation Collection is all people who

requested accommodation from agencies during the two reference weeks in 2009-10 (18-24 November 2009 and 5-11 May 2010).

- In 2009-10, data in these tables from the Demand for Accommodation Collection exclude Victorian data. In Victoria, accommodation for homeless people is also provided through the Transitional Housing Management program. As accommodation provided through transitional housing is not recorded in the Demand for Accommodation Collection it is therefore not possible to derive turn-away rates for Victoria that are comparable with information reported in previous years, or with those reported by other states and territories. For more information on the reporting of accommodation data in Victoria in 2009–10, refer to *Government-funded specialist homelessness services 2009–10* (AIHW 2011). The AIHW and the Victorian Government are working to improve data recording for future reporting.
- The SAAP definition of homelessness used in these tables comes from the SAAP Act 1994 and is consistent with publications such as the *Government-funded specialist homelessness services: SAAP National Data Collection annual report 2009-10*. Cat. No. HOU 291. Canberra: AIHW. Under SAAP, people are considered homeless when they do not have access to safe and secure housing. This definition of homelessness can be considered broader in scope than the cultural definition of homelessness (Chamberlain and MacKenzie, *Counting the Homeless 2006*) as the cultural definition only covers people who do not have access to housing above or equal to the minimum community standard of a small rental flat with a bedroom, living room, kitchen, bathroom and some security of tenure.
- The financial year was chosen as a standard time frame, as this is in line with the SAAP reporting period.

Timeliness

- The reporting period is a financial year.
- SAAP unmet demand data have been recorded on a continuous basis and published annually since 1998. The most recent reference period for the data is 2009-10. The data for the 2009-10 financial year was first published in: AIHW (2011) *Demand for government-funded specialist homelessness accommodation 2009-10*. Cat. No. HOU 230. Canberra: AIHW.
- The SAAP NDC annual reports are published between 9 to 12 months after the end of the reference period.

Accuracy

- People's request for accommodation may not be met by an agency for a variety of reasons, not all of which indicate that accommodation was unavailable. This includes requests for accommodation at agencies where the person does not fall within the agency's target group or where there is no fee-free accommodation available. It also includes those people who refuse an agency's offer of accommodation. Therefore, unmet requests for accommodation are distinguished by whether the requests were considered valid or invalid. The number of valid unmet requests is a more useful measure of unmet demand than the total number of unmet requests.
- Some people who make a valid unmet request for accommodation subsequently receive accommodation on the same day. For this reason, when estimating how many people were turned away it is essential to distinguish between people who made a valid unmet request for accommodation but could not be accommodated at all and those who eventually found accommodation by the end of each day. The number of people who were turned away is defined as those in the former group: those who could not be accommodated at all.
- There are two turn-away rates calculated: turn-away as a proportion of the total demand for accommodation, and turn-away as a proportion of demand for new accommodation. Both of these denominators include information from the SAAP Client Collection. Inaccuracies arise due to the different

methodologies of the two collections,

- The method used to derive the number of individuals making valid unmet requests for accommodation would overstate the number of people if those people make requests for accommodation on different approaches to agencies within the collection period. Because people might make several approaches on the same day to agencies, the daily figure cannot be pro-rated up to give an estimate of the number of people turned away from agencies annually.
- It is estimated that 66 per cent of all agencies participated in the Demand for Accommodation Collection in 2009-10.
- Missing information affects estimates of valid unmet requests and/or estimates of people making those requests. To adjust for missing information in the Demand for Accommodation Collection, answers were imputed where some information was missing. This was done by randomly assigning an answer for the missing question using the distribution of answers for that question. This imputation also used information from related questions.
- No imputation was done to adjust for missing data on country of birth (24 per cent of all responses in 2009-10) or Aboriginal and Torres Strait Islander status (35 per cent of all responses in 2009-10).

Coherence

SAAP data used to compile tables have been affected by changes in funding arrangements. As described above, on the 1st January 2009 SAAP V was replaced by the NAHA. The development and implementation of new services under the revised arrangements have been ongoing. The majority of existing services under SAAP continued. For more information about the NAHA see *AIHW 2010. Government-funded specialist homelessness services: SAAP National Data Collection annual report 2009-10.* Cat. No. HOU 291. Canberra: AIHW.

Accessibility

Related data to those shown in the tables are available publicly in the SAAP annual reports released by AIHW. Not all disaggregations are published directly but may be requested.

The relevant publications associated with the tables are:

- *Demand for government-funded specialist homelessness accommodation 2009-10*. Cat. No. HOU 230. Canberra.

Interpretability

Further information on the adjustment scheme, legislation and the SAAP collection can be found in:

- AIHW (2011) *Demand for government-funded specialist homelessness accommodation 2009-10.* Cat. No. HOU 230. Canberra.
- AIHW (2005) SAAP *National Data Collection collector's manual July 2005*. Canberra.
- Commonwealth of Australia (1994) *Supported Accommodation Assistance Act 1994*, Act No. 162 of 1994, Canberra.
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Data Gaps/Issues Analysis

Key data gaps/ issues

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