17 Homelessness services

CONTENTS

Attachment tables

Attachment tables are identified in references throughout this chapter by a '17A' prefix (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 and personal factors associated with homelessness include a shortage of affordable housing, family and relationship breakdown, unemployment and financial hardship, mental health problems, and drug and alcohol abuse (COAG Reform Council 2010).

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

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

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

Under the NAHA, and the NPAH in particular, Australian, State and Territory governments agreed to a number of outcomes relating to homelessness, including that:

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

The NPAH contributes to achieving the NAHA homelessness outcomes and outlines the roles and responsibilities of the Australian Government and State and Territory governments to reduce and prevent homelessness.

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

Previous editions of this Report have included data from the SAAP collection. Although the SAAP concluded on 31 December 2008, the SAAP data collection

continued until 30 June 2011 to enable reporting on homelessness services while a new Specialist Homelessness Services collection was developed. For completeness of time series, attachment tables 17A.30–59 of this Report present the final year of data sourced from the SAAP National Data Collection (NDC) (2010-11).

A performance indicator framework for specialist homelessness services, based on the new Specialist Homelessness Services collection (SHSC), is included for the first time in this Report (section 17.2) and data for the new collection for 2011-12 year are in this chapter and attachment tables 17A.1–29.

17.1 Profile of homelessness services

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

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

The SAAP was the main governmental response to homelessness between 1985 and 2009. It provided emergency accommodation as well as support services to people experiencing, or at risk of, homelessness. Some of the main developments of this program that have influenced the current service environment include:

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

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

Homelessness services and the link with other services

Close links exist between homelessness services and other forms of housing assistance reported in the Housing chapter of this Report (chapter 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.[1]. The Housing and homelessness sector overview provides some information on the interconnections between these services.

Size and scope

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

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

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

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

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

Data on homeless people are categorised by the ABS according to homelessness operational groups. The majority of homeless people in 2011 were 'persons living in severely crowded dwellings'[2] (39 per cent). Homeless people who were staying in supported accommodation accounted for 20 per cent of the homeless population. Similar proportions of homeless people were staying temporarily in other households (17 per cent) and in boarding houses (17 per cent). Only 6 per cent of

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

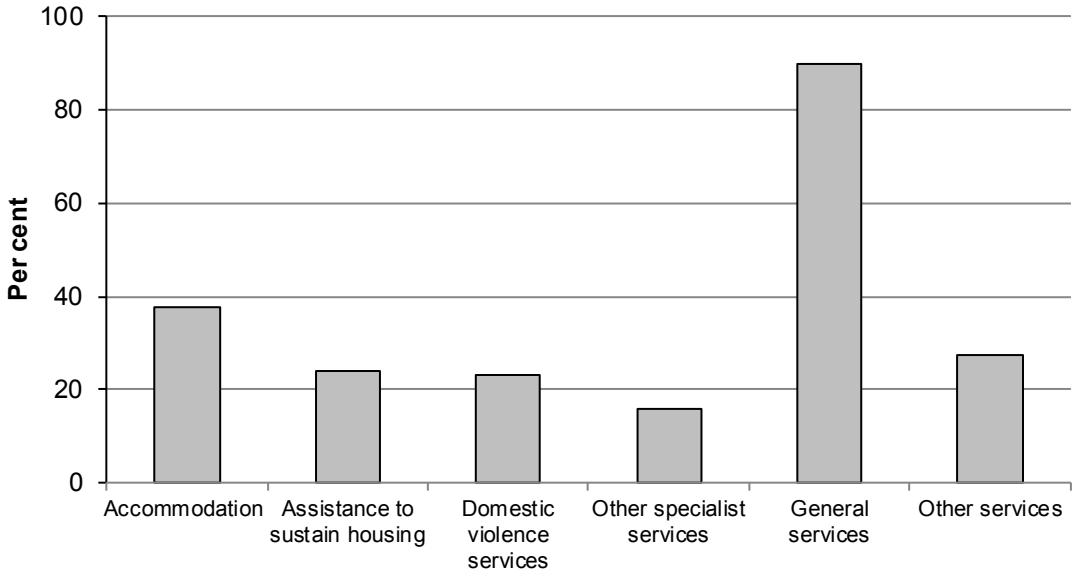
[2] The ABS categorises a dwelling as severely overcrowded if it requires four or more extra bedrooms to accommodate the number of people who usually live there based on the Canadian National Occupancy Standard (ABS 2012b).

homeless people were in improvised dwellings, tents or sleepers out and 1 per cent were in other temporary lodgings on Census night.

Estimates of homelessness from the Census provide a point-in-time prevalence measure of homelessness and information about the characteristics of those who were likely to have been homeless. However, estimates of people who are homeless on Census night may be over- or under-estimated if the data collected about a person is not sufficient to be certain about whether or not they were homeless on Census night, or under-enumerated (not counted in the Census at all). Rough sleepers and people staying in supported accommodation for the homeless are at particular risk of being under-enumerated, and Aboriginal and Torres Strait Islander people are more likely to be both under-enumerated and overrepresented in the homeless population (ABS 2012b).[3]

Nationally, specialist homelessness services agencies provided support to 229 247 people in 2011-12 (AIHW 2012). Besides general services (89.8 per cent), services commonly provided included accommodation (37.7 per cent), assistance to sustain housing (23.8 per cent), domestic violence services (23.0 per cent), and other specialist services (15.7 per cent) (figure 17.1).

Figure 17.1 **Composition of support provided, all clients, 2011-12**



Source: AIHW (unpublished) *Specialist Homelessness Services Collection: 2011-12 National Data Collection annual report*, Australia; table 17A.1.

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

Funding

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

Direct expenditure on specialist homelessness services is undertaken by State and Territory governments. Recurrent government expenditure on specialist homelessness services for 2011-12 was $507.0 million. Most of this expenditure (97.0 per cent) was funding provided to agencies to deliver services for people who are homeless or at risk of homelessness, while the remaining expenditure (3.0 per cent) was attributed to State and Territory governments' administration costs (table 17A.2).

Nationally, real recurrent funding per person in the population was $23 in 2011-12, though the amount of funding per person varied across jurisdictions (table 17A.3).

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 NAHA (box 17.1).

Box 17.1 **Objectives for government funded specialist homelessness services**

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

- resolve crises
- re-establish family links where appropriate
- re-establish the capacity of clients to live independently
- provide homelessness services 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 17.2). The performance indicator framework shows which data are comparable in the 2013 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).

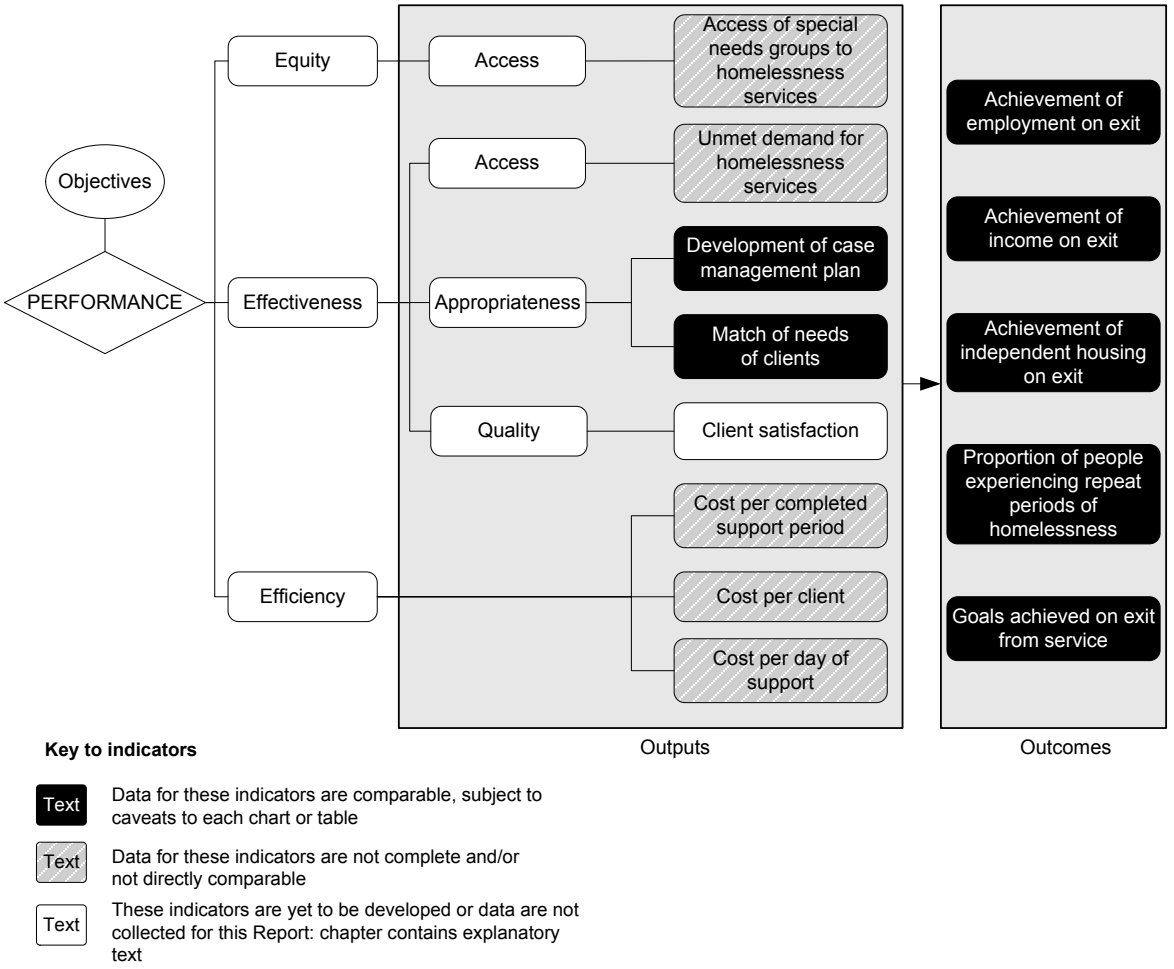
The introduction of the new specialist homelessness services collection (SHSC) from 1 July 2011 has presented an opportunity to review and re-develop the framework of performance indicators and supporting measures for government funded specialist homelessness services.

A performance indicator framework based on the SHSC is presented in figure 17.2. The key changes from the SAAP-based framework (figure 17.24) are:

- the introduction of a new indicator 'Repeat periods of homelessness' in the framework's 'Outcomes' domain
- the consolidation of indicators for special needs groups — Indigenous Australians and people from a non-English speaking background (NESB) as performance measures under a single indicator 'Access of special needs groups to homelessness services'.

Although some indicator names remain the same, many supporting measures have been revised. While there is broad consistency in the aspects of homelessness covered in the two collections, differences in the construction of the measures mean that data are not directly comparable between the two collections.

Figure 17.2 **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 NPAH for 2011-12. Data are sourced from the SHSC, which reports the number of clients and the number and types of services provided to clients (box 17.2).

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

All DQI for the 2013 Report can be found at www.pc.gov.au/gsp/reports/rogs/2013.

Box 17.2 **Specialist homelessness services collection (SHSC)**

SHSC data are collected by specialist homelessness agencies for all clients, and reported each month to the Australian Institute of Health and Welfare (AIHW). Data are collected about the characteristics and circumstances of a client when they first present at an agency, and further data — on the assistance the client receives and the client's circumstances at the end of the month — are collected at the end of every month in which the client receives services, and at the end of the support period.

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

There have been many changes between the SAAP NDC and the SHSC. While there is broad consistency in the aspects of homelessness on which data are collected, many of the changes limit the ability to directly compare data across these collections. Changes include new and revised data items, changes in the scope of agencies and changes to key concepts and definitions.

Outputs

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

Equity — access

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

Access of special needs groups to homelessness services

'Access of special needs groups to homelessness services' is an indicator of governments' objective to ensure all Australians have equitable access to accommodation services on the basis of relative need (box 17.3).

Box 17.3 **Access of special needs groups to homelessness services**

'Access of special needs groups to homelessness services' is the comparison between the representation of Indigenous people and people from a non-English speaking background (NESB) among all people whose needs for accommodation and other services were met, and the representation of these groups in the community.

This indicator is defined by three measures:

- the number of Indigenous/NESB clients whose demand for accommodation was met divided by the total number of clients whose demand for accommodation was met
- the number of Indigenous/NESB clients whose demand for services other than accommodation was met divided by the total number of clients whose demand for services other than accommodation was met
- the representation of Indigenous/NESB clients in specialist homelessness services compared with their representation in the community

Use by special needs groups is a proxy indicator of equitable access. In general, usage rates for special needs groups similar or higher to those for the broader service population are desirable. Several factors need to be considered in interpreting the results for this set of measures. In particular, cultural differences can influence the extent to which Indigenous/NESB people use different types of services

Data reported for this indicator are not directly comparable across jurisdictions**.**

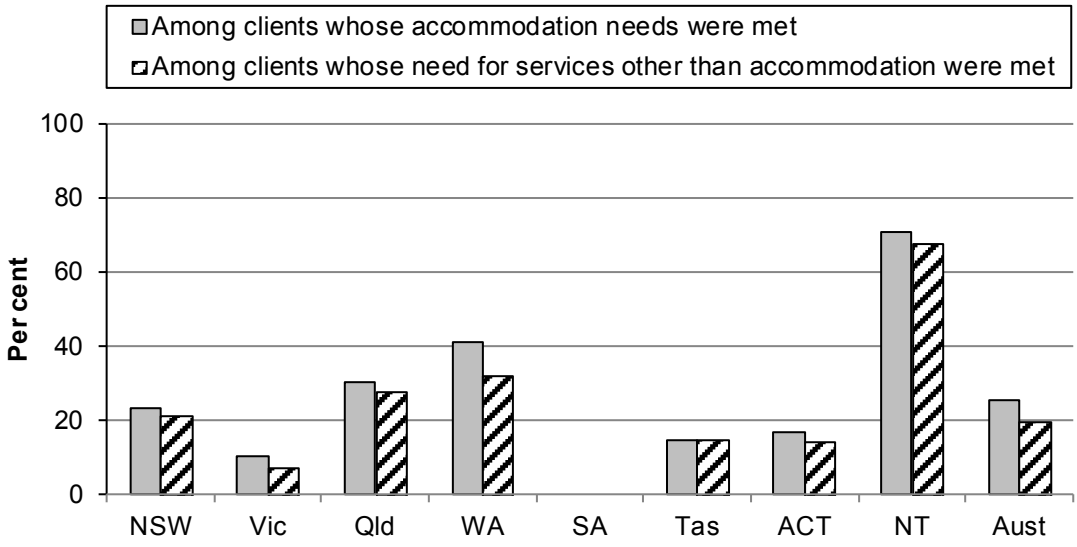
Data quality information for this indicator is under development.

Access of Indigenous people to homelessness services

Nationally, Indigenous people had a higher representation amongst all people accessing specialist homelessness services (22.4 per cent) than their representation in the community (3.0 per cent) (table 17.1).

Nationally, Indigenous people made up 25.5 per cent of all clients whose request for accommodation resulted in accommodation assistance, and 19.5 per cent of all clients whose request for services other than accommodation resulted in assistance in 2011-12. These results varied across jurisdictions (figure 17.3).

Figure 17.3 **Proportion of Indigenous clients among all clients whose needs for accommodation and services other than accommodation were met, 2011-12[a]**



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

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: 2011-12 National Data Collection annual report*, Australia; table 17A.4.

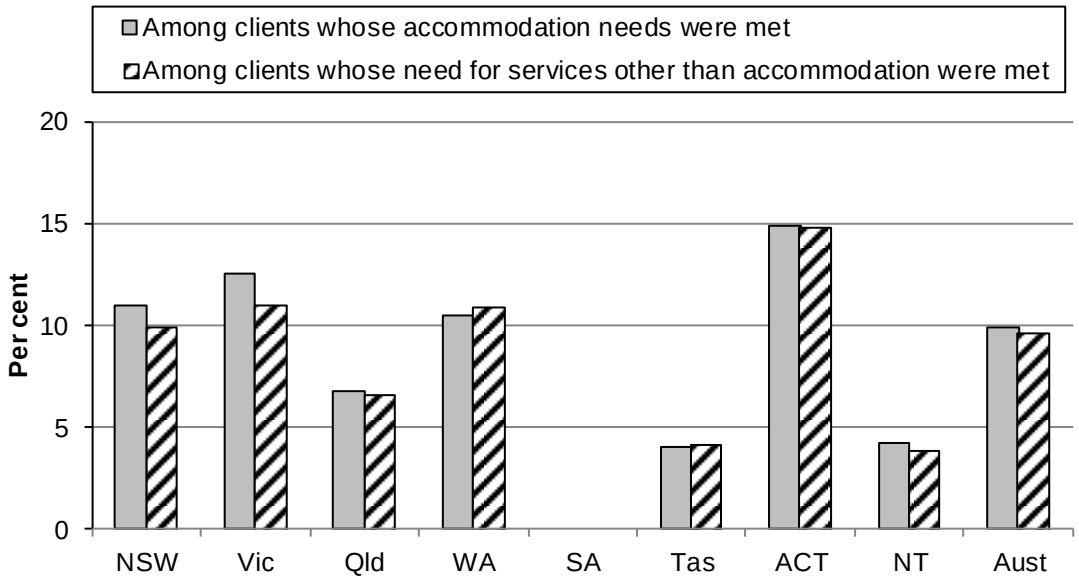
Access of people from non-English speaking backgrounds to homelessness services

Nationally, people from non-English speaking backgrounds had a lower representation amongst all people accessing specialist homelessness services (9.1 per cent) than this group's representation in the community (15.7 per cent) (table 17.1).

Nationally, people from a non-English speaking background (NESB) made up 9.9 per cent of all clients whose request for accommodation resulted in accommodation assistance and 9.6 per cent of all clients whose request for services other than accommodation resulted in assistance in 2011-12. These results varied across jurisdictions (figure 17.4).

Additional data on representation of special needs groups in specialist homelessness services are presented in tables 17A.4 to 17A.6.

Figure 17.4 **Proportion of clients from a NESB among all clients whose needs for accommodation and services other than accommodation were met, 2011-12[a]**



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

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: 2011-12 National Data Collection annual report*, Australia; table 17A.5.

Table 17.1 **Proportion of Indigenous and NESB people represented in specialist homelessness services and in the community, 2011-12 (per cent)**

	NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Indigenous people									
In specialist homelessness services	23.7	8.4	30.9	35.2	22.3	15.5	15.8	72.6	22.4
In the community, 2011	2.9	0.9	4.2	3.8	2.3	4.7	1.7	29.8	3.0
People from non-English speaking backgrounds (NESB)									
In specialist homelessness services	9.8	10.9	6.4	10.8	5.4	3.9	14.5	3.9	9.1
In the community, 2011	18.6	19.6	9.5	14.4	12.7	5.1	16.8	10.3	15.7

Source: ABS (Australian Bureau of Statistics) 2012, *Australian Demographic Statistics, March 2012*, Cat. no. 3101.0, Canberra; ABS 2012, *2011 Census of Population and Housing, Australia, States and Territories, Basic Community Profile, Table B09 — Country of birth of person by sex*, Cat. no. 2001.0, Canberra. AIHW (unpublished) *Specialist Homelessness Services Collection: 2011-12 National Data Collection annual report*, Australia; table 17A.6.

Unmet demand for homelessness services

'Unmet demand for homelessness services' is an indicator of governments' objective to ensure all Australians have equitable access to accommodation services on the basis of relative need (box 17.4).

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

Box 17.4 **Unmet demand for homelessness services**

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

'Unmet demand' is defined by two measures:

- the number of clients who requested short-term or emergency accommodation or medium or long term housing who were not provided or referred to these services, divided by the number of clients who had a need for short-term or emergency accommodation or medium or long term housing
- the number of clients who did not request accommodation but did request another type of service who were not provided or referred to any of these services, divided by the number of clients who had a need for a service other than accommodation.

Specialist homelessness agencies in Australia provide a range of services to a large number of people every day. However, agencies cannot always meet the requests for assistance they receive.

Information on unmet need is collected for people who seek services from specialist homeless agencies but receive no assistance (unassisted requests for services), and for the clients who have had some, but not all, of their needs met. These two components are part of the overall picture of unmet demand for specialist homelessness services. Indicators and associated measures for these components are under development.

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

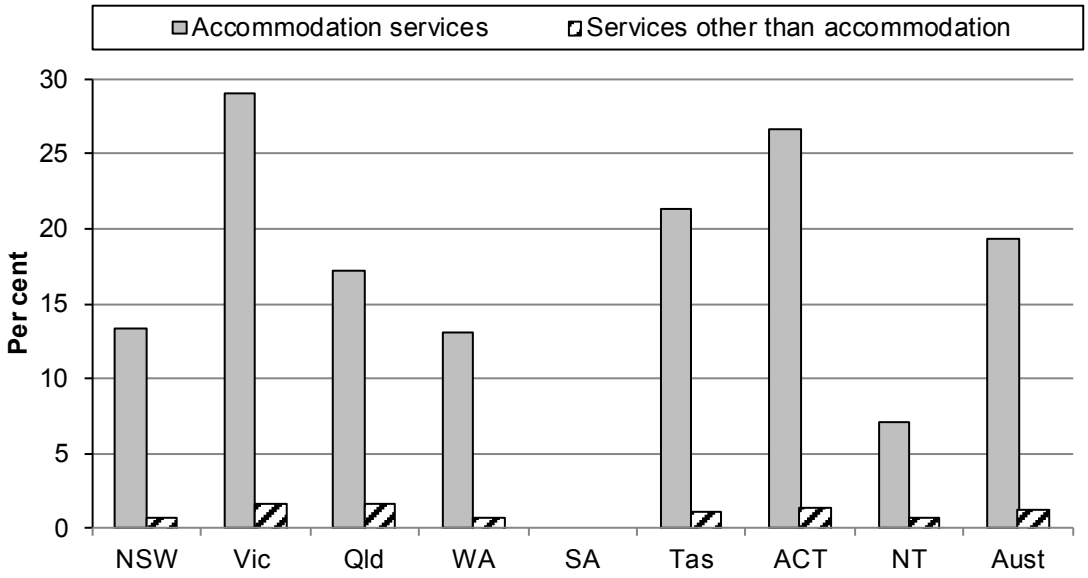
Data reported for this indicator are comparable across jurisdictions.

Data quality information for this indicator is under development.

Nationally in 2011-12, the number of clients with unmet need for accommodation accounted for 19.4 per cent of the total demand for accommodation. This result varied across jurisdictions (figure 17.5).

Nationally, the number of clients with unmet demand for services other than accommodation accounted for 1.2 per cent of the total demand for services other than accommodation in 2011-12. This result varied across jurisdictions (figure 17.5).

Figure 17.5 **Proportion of clients with unmet need for accommodation and services other than accommodation, 2011-12[a, b, c]**



Certain data items could not be implemented in SA's Homeless 2 Home (H2H) system before the collection for the SHSC commenced. Consequently, SHSC data about clients' needs for assistance where associated services have not been provided do not include data from SA. [b] The relatively higher proportion of unmet need for accommodation services in Victoria and ACT could be due to the role of central intake service models in these jurisdictions. [c] See notes to table 17A.8 for more details.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: 2011-12 National Data Collection annual report*, Australia; table 17A.8.

The number of average daily unassisted requests for accommodation and services other than accommodation are included in table 17A.7.

Effectiveness — appropriateness

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

Development of a case management plan

'Development of a case management plan' is an indicator of governments' objective to provide high quality services that are appropriately targeted to the needs of clients (box 17.5).

Box 17.5 **Development of a case management plan**

'Development of a case management plan' is defined as the number of clients with an agreed case management plan divided by the total number of clients. Data are reported for all clients, and separately for Indigenous clients.

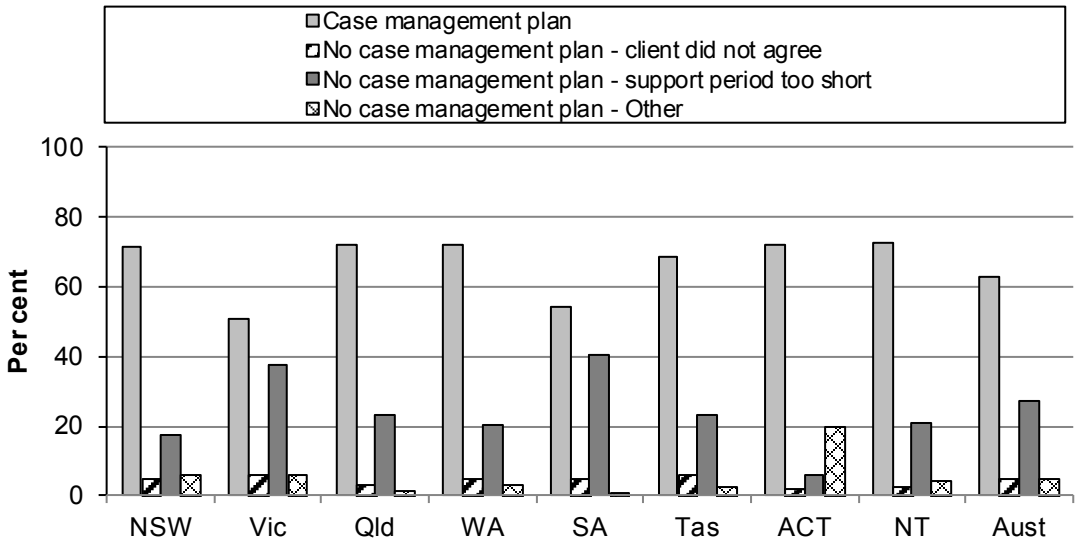
A high or increasing proportion of clients with agreed case management plans is desirable. However, in some instances, a support plan may be judged to be inappropriate (such as when a support period is short term, for example 24 hours).

Data reported for this indicator are comparable across jurisdictions.

Data quality information for this indicator is under development.

Nationally, there was an agreed case management plan for 63.1 per cent of clients in 2011-12 (compared with 69.5 per cent for Indigenous clients). These proportions varied across jurisdictions (figure 17.6 and tables 17A.9 and 17A.10).

Figure 17.6 **Proportion of clients with a case management plan, all clients, 2011-12[a]**



a See notes to table 17A.9 for more details.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: 2011-12 National Data Collection annual report*, Australia; table 17A.9.

Match of needs of clients

'Match of needs of clients' is an indicator of governments' objective to ensure that services meet clients' individual needs (box 17.6).

Box 17.6 **Match of needs of clients**

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

- the number of clients who required services that were provided, as well as those referred to another agency, as a proportion of the total number of clients
- the number of young clients (aged 12 to 18 years) who needed education and/or training assistance, and maintained or achieved education and/or training after support, as a proportion of the total number of young clients (aged 12 to 18 years) who sought education and/or training assistance.

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

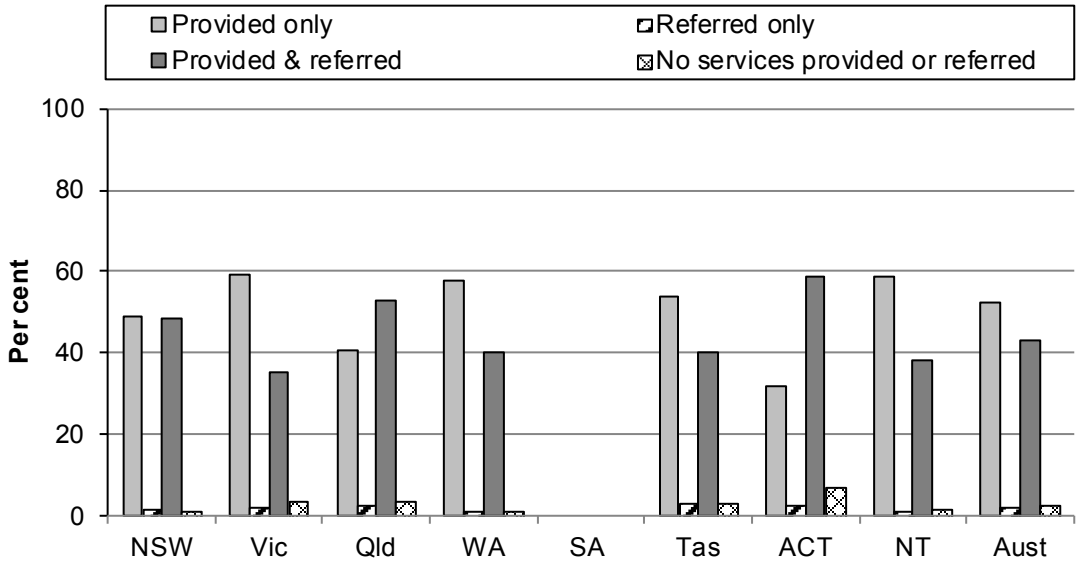
Holding other factors constant, a high or increasing proportion of clients who received services they needed, or who were referred to another agency, is desirable.

Data reported for this indicator are comparable across jurisdictions.

Data quality information for this indicator is under development.

Nationally in 2011-12, 97.4 per cent of clients received the services they needed (including services provided by the initially approached agencies and/or referrals to another agency) (figure 17.7).

Figure 17.7 **Support needs of all clients, provided and referred by agencies, 2011-12[a]**

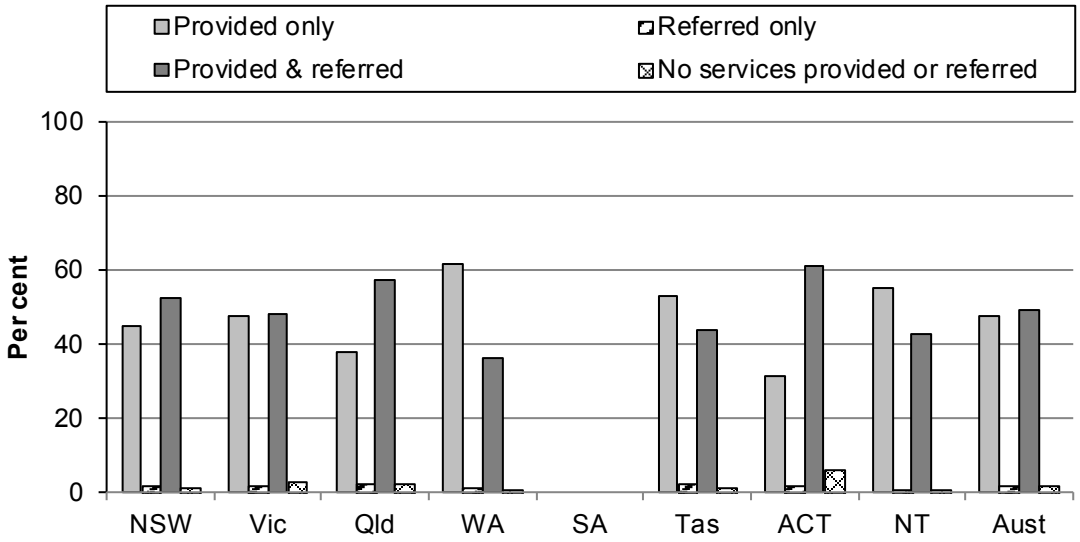


a SA collection methodology for 2011-12 does not allow for this type of analysis.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: 2011-12 National Data Collection annual report*, Australia; table 17A.11.

The proportions for Indigenous clients (98.3 per cent) and clients from a NESB (97.8 per cent) who received services they needed in 2011-12 were higher than that for all clients (97.4 per cent). These proportions varied across jurisdictions (figures 17.8 and 17.9).

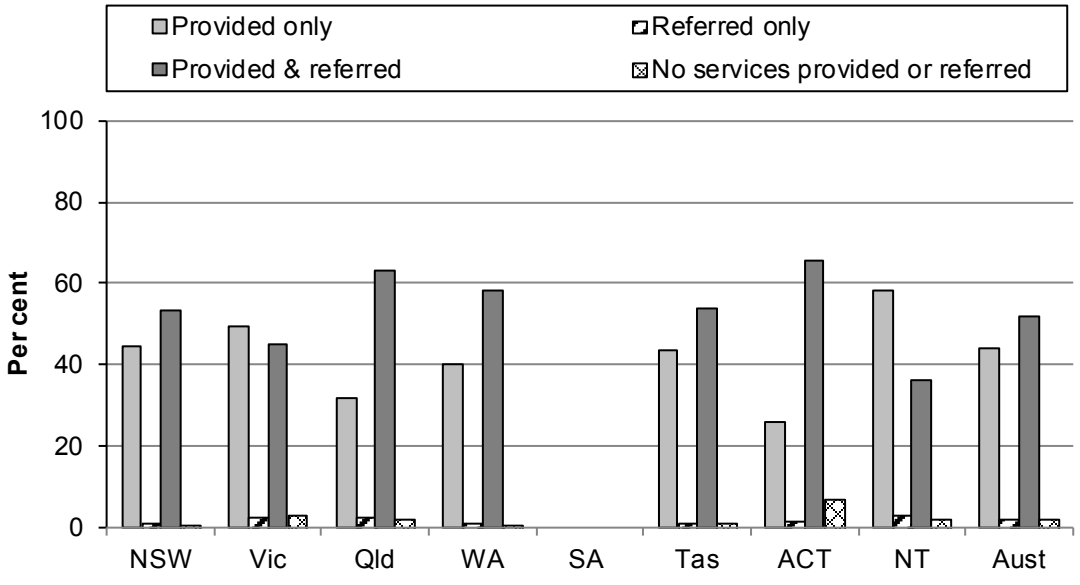
Figure 17.8 **Support needs of Indigenous clients, provided and referred by agencies, 2011-12[a]**



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

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: 2011-12 National Data Collection annual report*, Australia; table 17A.12.

Figure 17.9 **Support needs of NESB clients, provided and referred by agencies, 2011-12[a]**

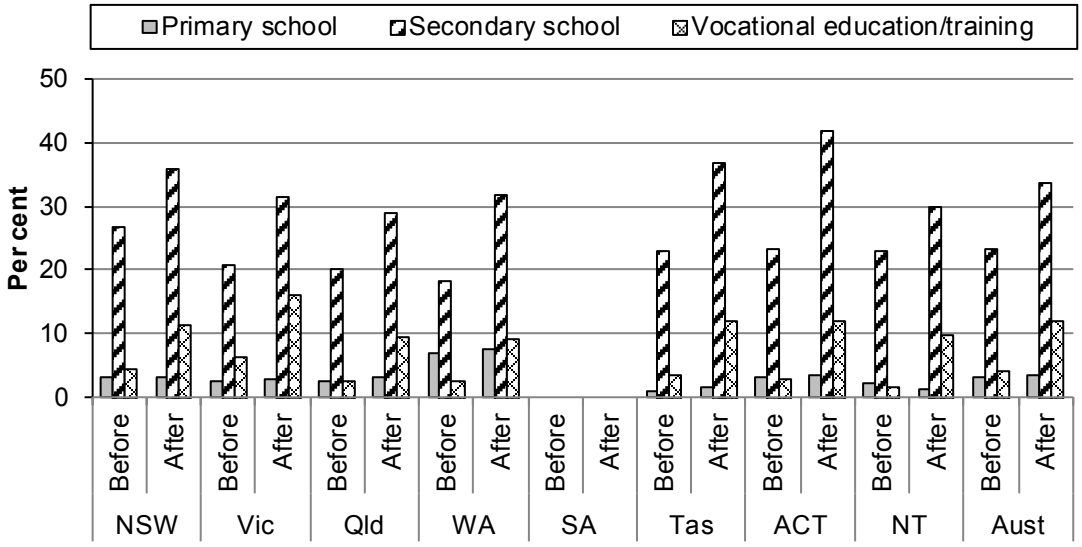


a SA collection methodology for 2011-12 does not allow for this type of analysis.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: 2011-12 National Data Collection annual report*, Australia; table 17A.13.

Nationally, of young clients (aged 12—18 years) who needed assistance to obtain or maintain education and/or training when entering homelessness services in 2011-12, 51.9 per cent were undertaking formal study or training after support. Amongst this 51.9 per cent, the proportion of clients who were in secondary school increased from 23.2 per cent before support to 33.5 per cent after support. The proportion of clients who were in vocational education/training increased from 4.1 per cent before support to 11.7 per cent after support. These proportions varied across jurisdictions (figure 17.10).

Figure 17.10 **Proportion of clients aged 12 to 18 years who needed education and/or training assistance who were undertaking formal study or training after support, status before and after support, 2011-12[a]**



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

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: 2011-12 National Data Collection annual report*, Australia; table 17A.14.

Additional data on the education and training status of clients before and after support are presented in table 17A.14.

Effectiveness — quality

Client satisfaction

'Client satisfaction' is an indicator of governments' objective to provide high quality services that meet the needs of clients (box 17.7).

Box 17.7 **Client satisfaction**

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

This indicator and associated measures are under development.

Efficiency

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

Across jurisdictions, there may be varying treatments of expenditure items (for example, superannuation) and different counting and reporting rules for generating financial data. Differences in expenditure data across jurisdictions may reflect to some extent differences in the way 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 17.8).

Box 17.8 **Cost per completed support period**

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

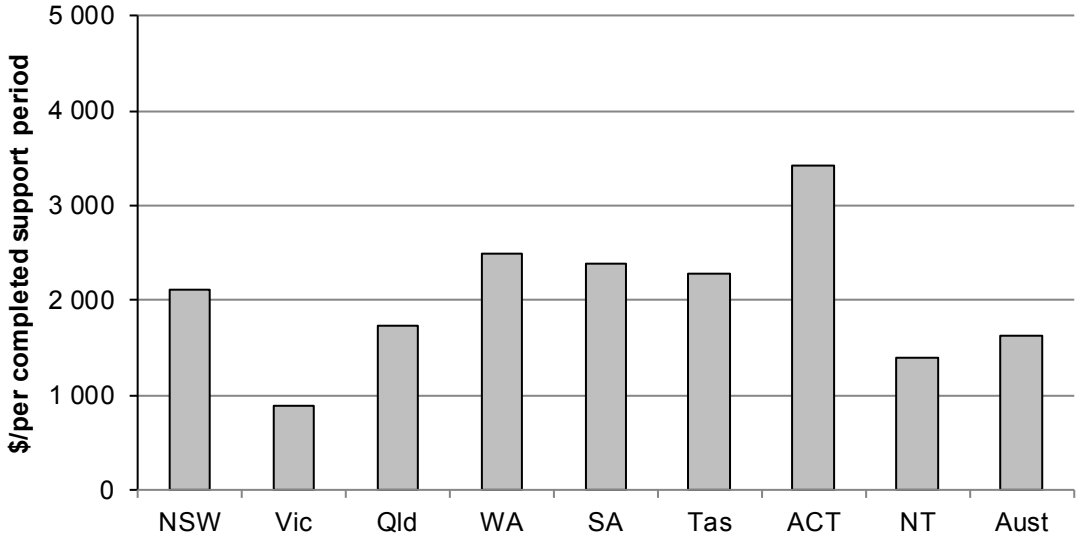
A low or decreasing cost per completed support period may represent an improvement in efficiency, but may also indicate lower service quality.

Data reported for this indicator are not comparable across jurisdictions.

Data quality information for this indicator is under development.

Nationally, the recurrent cost per completed support period was $1632 in 2011-12. This cost varied significantly across jurisdictions (figure 17.11).

Figure 17.11 **Recurrent cost per completed support period, 2011-12[a]**



a See notes to table 17A.15 for more information.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: 2011-12 National Data Collection annual report*, Australia; Australian, State and Territory governments (unpublished); table 17A.15.

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 17.9).

Box 17.9 **Cost per client**

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

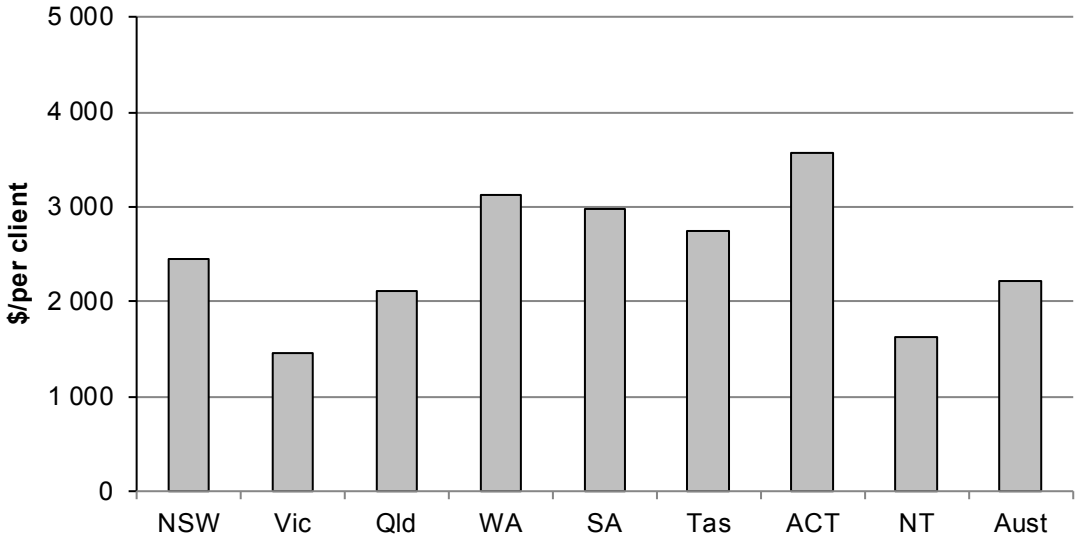
A low or decreasing cost per client may represent an improvement in efficiency, but may also indicate lower service quality.

Data reported for this indicator are not comparable across jurisdictions.

Data quality information for this indicator is under development.

Nationally, the recurrent cost per client accessing homelessness services was $2212 in 2011-12. This cost varied significantly across jurisdictions (figure 17.12).

Figure 17.12 **Recurrent cost per client accessing homelessness services, 2011-12[a]**



a See notes to table 17A.16 for more information.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: 2011-12 National Data Collection annual report*, Australia; Australian, State and Territory governments (unpublished); table 17A.16.

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 17.10).

Box 17.10 **Cost per day of support**

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

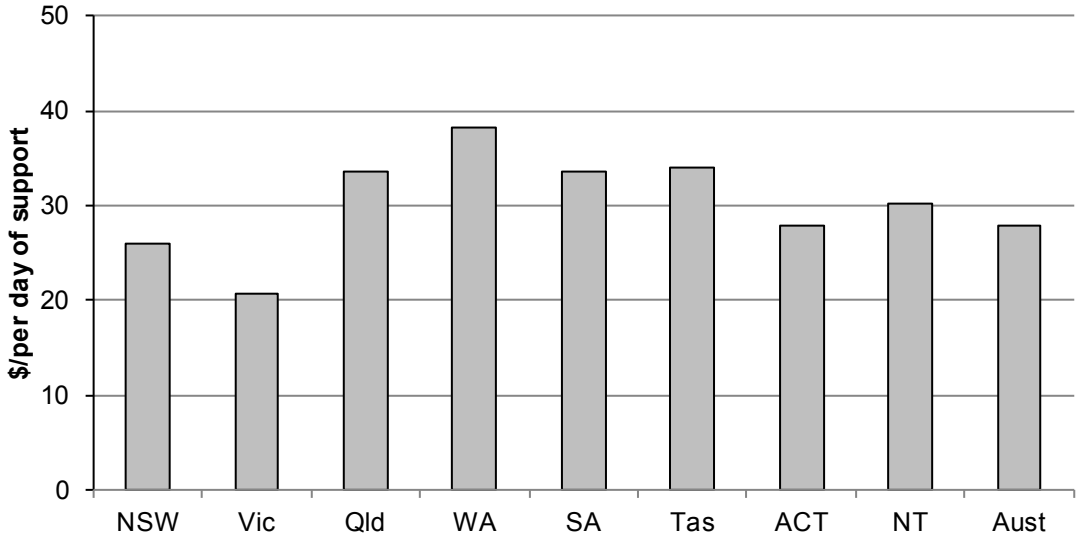
A low or decreasing cost per day of support may represent an improvement in efficiency, but may also indicate lower service quality.

Data reported for this indicator are not comparable across jurisdictions.

Data quality information for this indicator is under development.

Nationally, the recurrent cost per day of support for clients averaged $28 in 2011-12. This cost varied significantly across jurisdictions (figure 17.13).

Figure 17.13 **Recurrent cost per day of support for clients, 2011-12[a]**



a See notes to table 17A.17 for more information.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: 2011-12 National Data Collection annual report*, Australia; Australian, State and Territory governments (unpublished); table 17A.17.

Outcomes

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

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

Achievement of independent housing on exit

'Achievement of independent housing' is an indicator of governments' objective to enable clients to participate as productive and self-reliant members of society at the end of their support period (box 17.11).

Box 17.11 **Achievement of independent housing on exit**

'Achievement of independent housing' is defined by three measures:

- the proportion of clients who needed assistance with obtaining or maintaining independent housing and achieved independent housing
- the proportion of clients who needed assistance with obtaining independent housing and were in non-independent housing at the start of the support period and obtained independent housing after support
- the proportion of clients who needed assistance with obtaining or maintaining independent housing, and had independent housing after support, who did not present for accommodation within twelve months of receiving support.

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

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 across jurisdictions.

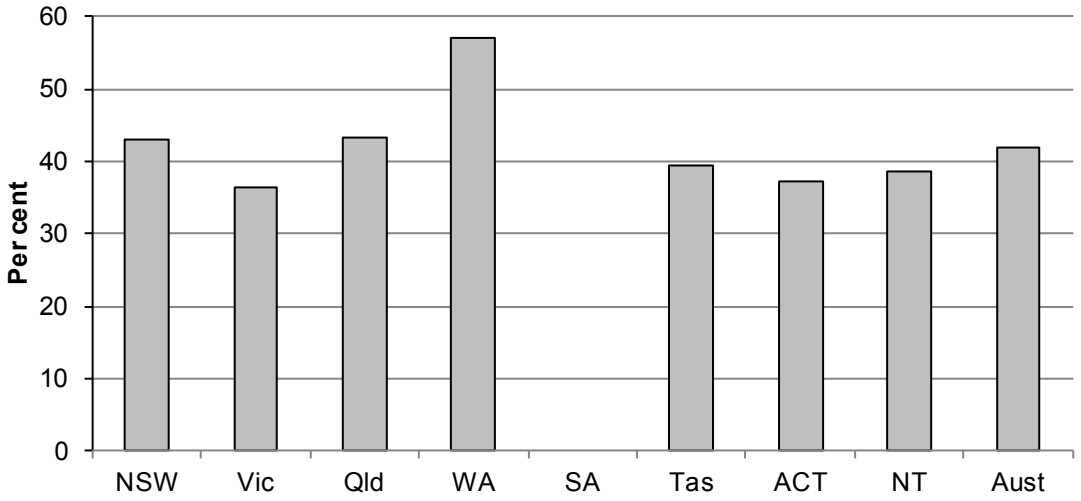
Data quality information for this indicator is under development.

Nationally, of clients who needed assistance with obtaining or maintaining independent housing 41.9 per cent achieved independent housing in 2011-12 (figure 17.18). This included clients who moved or returned to private rental housing (18.7 per cent), and to public or community rental housing (14.4 per cent). (table 17A.18).

Nationally, of Indigenous clients who needed assistance with obtaining or maintaining independent housing 39.2 per cent achieved independent housing in 2011-12 (figure 17.15). This included clients who moved or returned to private rental housing (12.3 per cent), and to public or community rental housing (18.0 per cent). (table 17A.19).

Clients who did not achieve independent housing included those who moved to, or continued to live in, short to medium term accommodation provided by homelessness services and other forms of non-independent accommodation (tables 17A.18 and 17A.19).

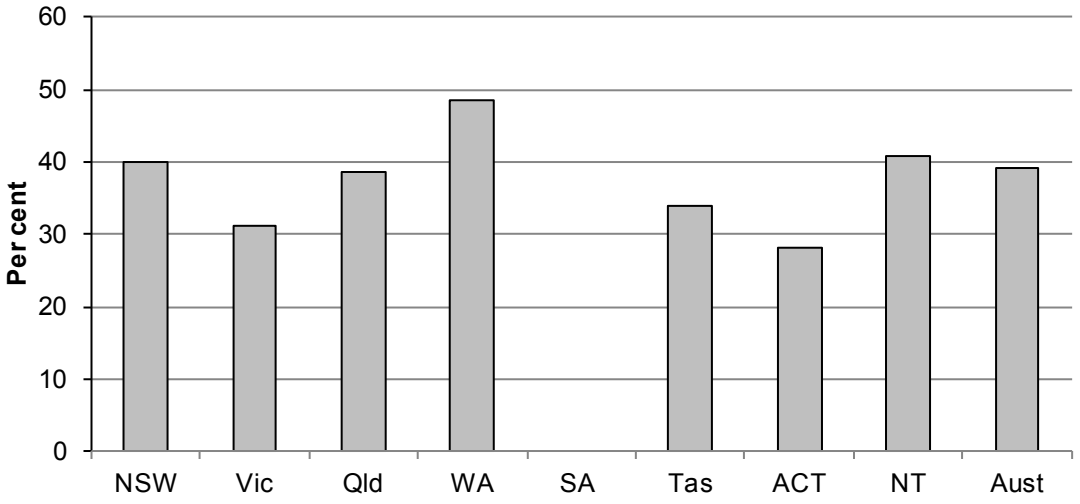
Figure 17.14 **Proportion of clients who needed assistance to obtain or maintain independent housing and who obtained or maintained independent housing after support, 2011-12[a, b]**



a SA collection methodology for 2011-12 does not allow for this type of analysis. **b** See notes to table 17A.19 for more information.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: 2011-12 National Data Collection annual report*, Australia; table 17A.18.

Figure 17.15 **Proportion of Indigenous clients who needed assistance to obtain or maintain independent housing who obtained or maintained independent housing after support, 2011-12[a, b]**

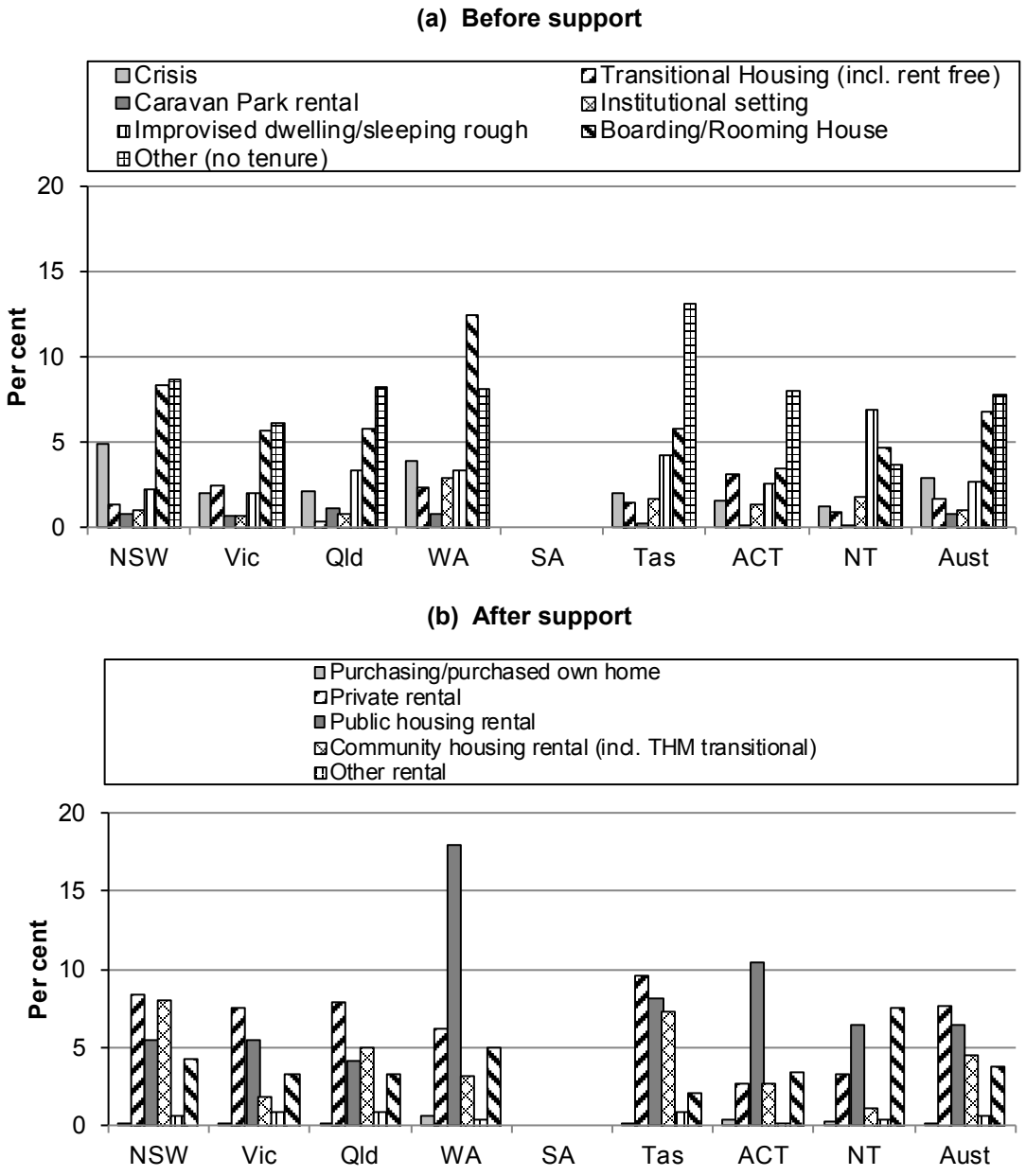


a SA collection methodology for 2011-12 does not allow for this type of analysis. **b** See notes to table 17A.20 for more information.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: 2011-12 National Data Collection annual report*, Australia; table 17A.19.

Amongst clients who were living in non-independent housing and who needed assistance to obtain independent housing, 23.5 per cent achieved independent housing in 2011-12. This included clients who moved to private rental housing (7.7 per cent), and to public or community rental housing (11.1 per cent) (figure 17.16).

Figure 17.16 **Proportion of clients who were living in non-independent housing before support who obtained independent housing after support, by tenure type, 2011-12[a, b]**

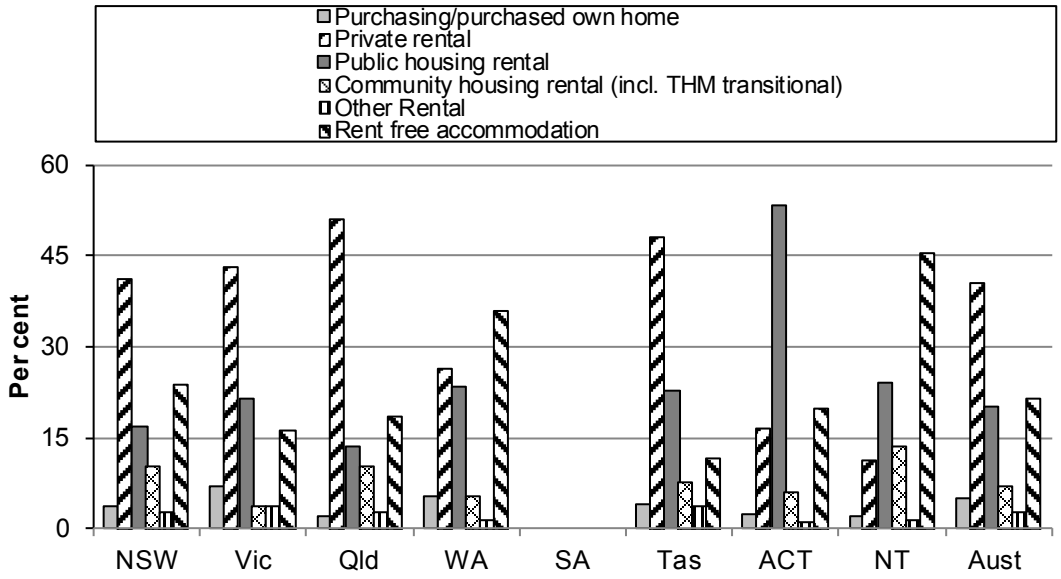


a SA collection methodology for 2011-12 does not allow for this type of analysis. **b** See notes to table 17A.20 for more information.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: 2011-12 National Data Collection annual report*, Australia; table 17A.20.

Nationally, of clients who needed assistance to obtain or maintain independent housing and that achieved independent housing after support and did not present again for accommodation in 2011-12, 40.5 per cent were in private rental after support (figure 17.17).

Figure 17.17 **Proportion of clients who needed assistance to obtain or maintain independent housing who achieved independent housing after support, and did not present again with a need for accommodation, by tenure type, 2011-12[a, b]**



a SA collection methodology for 2011-12 does not allow for this type of analysis. **b** See notes to table 17A.21 for more information.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: 2011-12 National Data Collection annual report*, Australia; table 17A.21.

Achievement of employment on exit

'Achievement of employment on exit' is an indicator of governments' objective to enable clients to participate as productive and self-reliant members of the community at the end of their support period (box 17.12).

Box 17.12 **Achievement of employment on exit**

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

- the proportion of clients who needed employment and/or training assistance, who achieved or maintained employment after support
- the proportion of clients who needed employment and/or training assistance, who were unemployed at the start of the support period, who achieved employment after support
- the proportion of clients who needed employment and/or training assistance and who were not in the labour force at the start of the support period, who achieved employment after support.

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

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

This indicator compares clients' employment status before and after they needed support. 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.

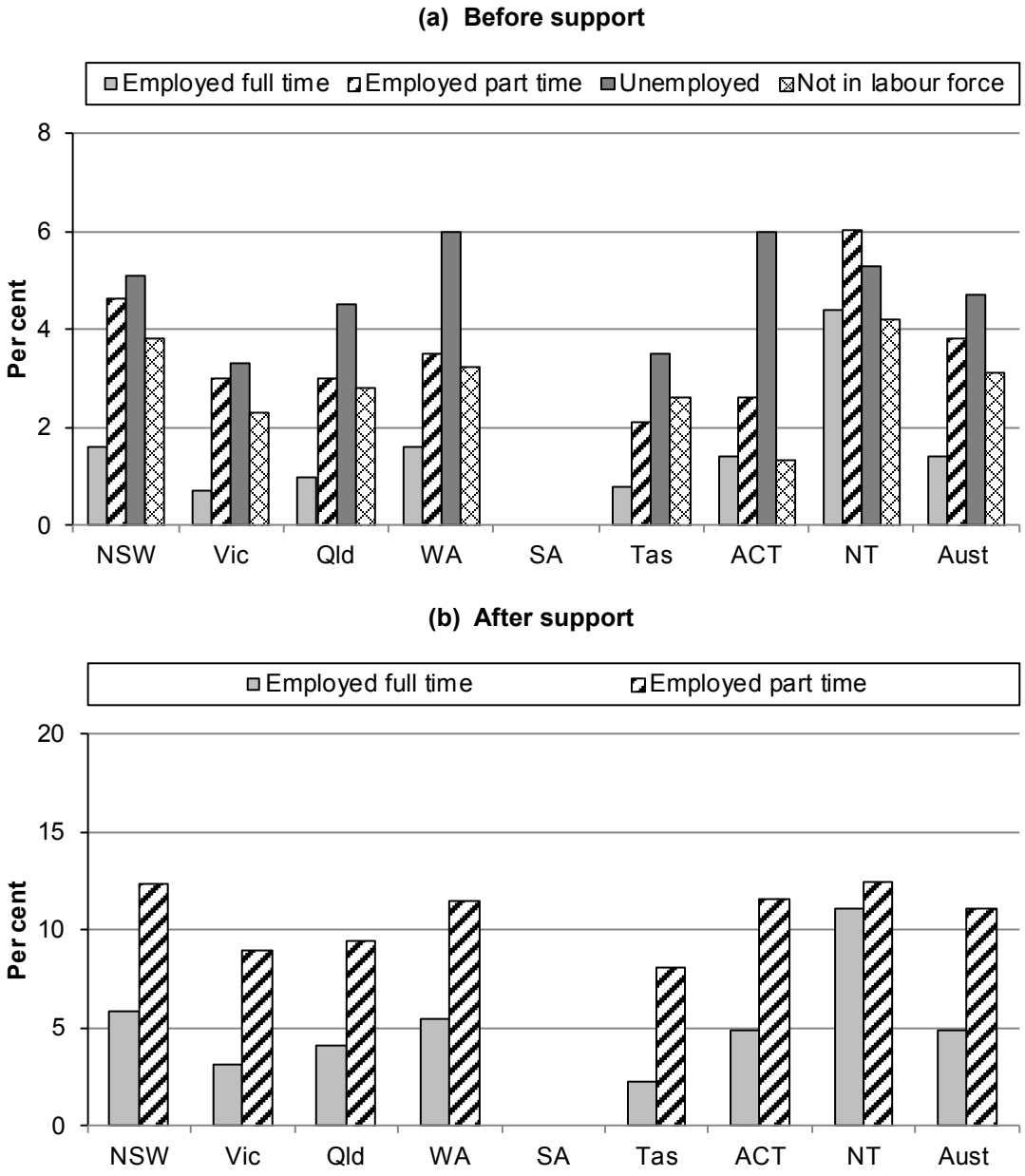
Data reported for this indicator are comparable across jurisdictions.

Data quality information for this indicator is under development.

Nationally, of those clients who needed assistance to obtain or maintain employment and training when entering homelessness services in 2011-12, 15.9 per cent were employed either part-time or full-time after support, compared to 5.2 per cent before support. Amongst the 15.9 per cent employed after support, 4.9 per cent were employed full-time and 11.0 per cent were employed part time after support. Proportions varied across jurisdictions (figure 17.18).

Nationally, of those Indigenous clients who needed assistance to obtain or maintain employment and training when entering homelessness services in 2011-12, 11.0 per cent were employed either part-time or full-time after support, compared to 3.9 per cent before support. Amongst the 11.0 per cent employed after support, 3.9 per cent were employed full time and 7.1 per cent were employed part time after support. These proportions varied across jurisdictions (table 17A.23).

Figure 17.18 **Proportion of clients who needed employment and/or training assistance and who were employed after support, by labour force status, 2011-12[a, b]**



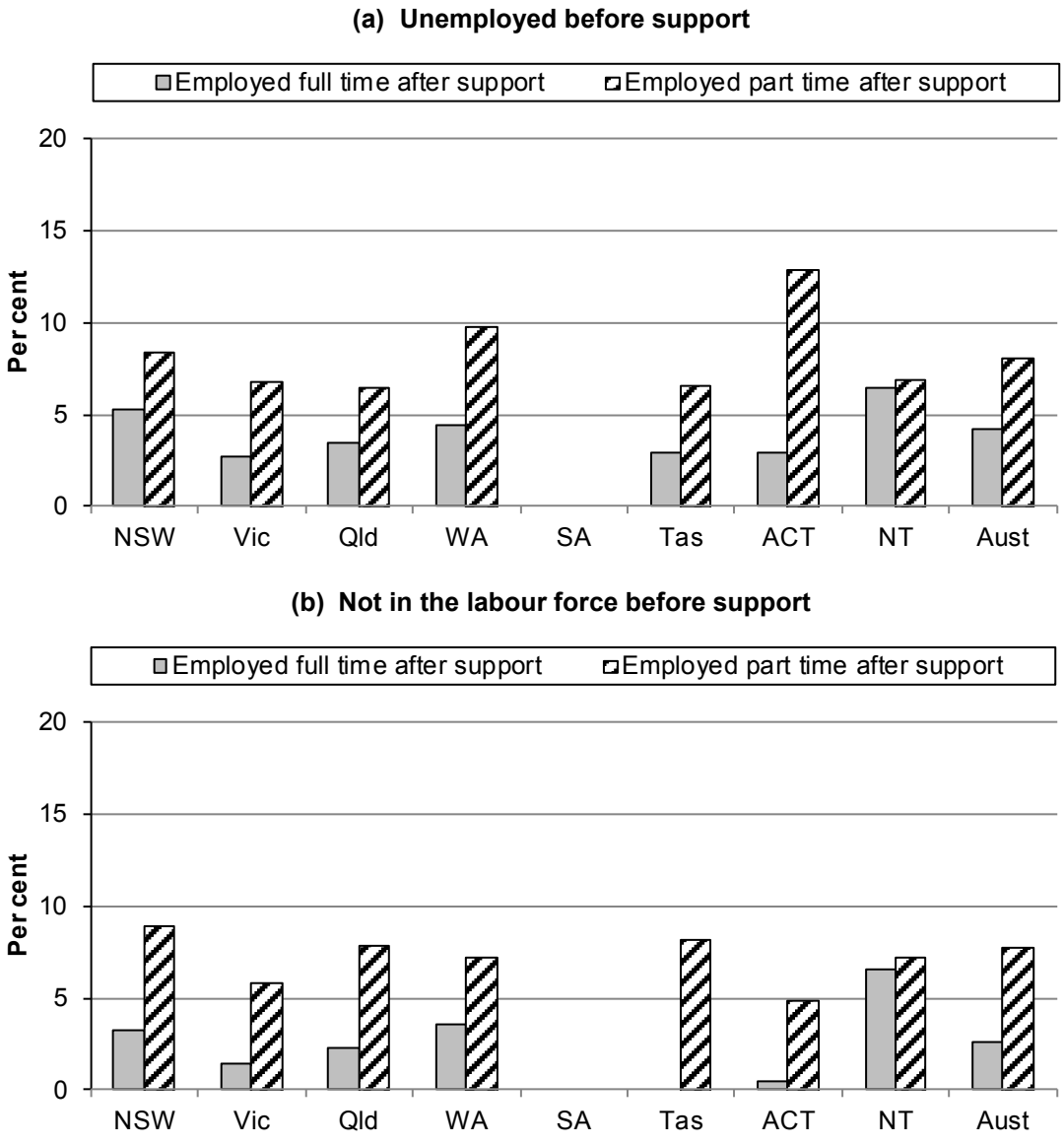
a SA collection methodology for 2011-12 does not allow for this type of analysis. **b** See notes to table 17A.22 for more information.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: 2011-12 National Data Collection annual report*, Australia; table 17A.22.

Nationally, of those clients who needed assistance to obtain or maintain employment and training when entering homelessness services in 2011-12, and were unemployed before support, 4.2 per cent were employed full time and 8.0 per cent were employed part time after support (figure 17.19 (a)).

Nationally, of those clients who needed assistance to obtain or maintain employment and training when entering homelessness services in 2011-12, and were not in the labour force before support, 2.6 per cent were employed full time and 7.7 per cent were employed part time after support (figure 17.19 (b)).

Figure 17.19 **Labour force status of clients after support who were unemployed or not in the labour force before support , 2011-12[a,b]**



a SA collection methodology for 2011-12 does not allow for this type of analysis. **b** See notes to table 17A.24 for more information.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: 2011-12 National Data Collection annual report*, Australia; table 17A.24.

Proportion of people experiencing repeat periods of homelessness

'Proportion of people experiencing repeat periods of homelessness' is an indicator of governments' objective to enable clients to participate independently in society at the end of their support period (box 17.13).

Box 17.13 **Proportion of people experiencing repeat periods of homelessness**

'Proportion of people experiencing repeat periods of homelessness' is defined as the number of clients who change status from 'homeless' to 'not homeless' and back to 'homeless'; or have repeat periods where housing situation is identified as 'homeless'.

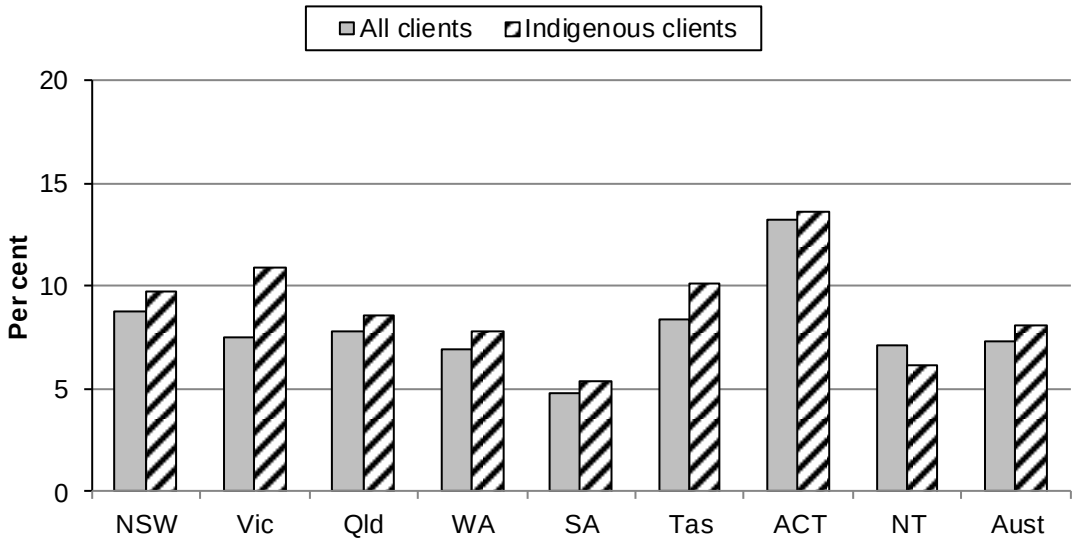
A low or decreasing proportion of clients who more than once required housing or accommodation support specifically is desirable.

Data reported for this indicator are comparable across jurisdictions.

Data quality information for this indicator is under development.

Nationally, 7.3 per cent of all clients and 8.0 per cent of Indigenous clients who experienced homelessness at some time in 2011-12, had more than one period of homelessness in 2011-12. This proportion varied across jurisdictions (figure 17.20).

Figure 17.20 **Clients who had more than one period of homelessness, all clients and Indigenous clients, 2011-12**



Source: AIHW (unpublished) *Specialist Homelessness Services Collection: 2011-12 National Data Collection annual report*, Australia; tables 17A.25-26.

Achievement of income on exit

Achievement of income on exit' is an indicator of governments' objective to enable clients to participate independently in the community at the end of their support period (box 17.14).

Box 17.14 **Achievement of income on exit**

'Achievement of income on exit' is defined as the proportion of clients who needed assistance to obtain or maintain income assistance who exited homelessness services with an income source.

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

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

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

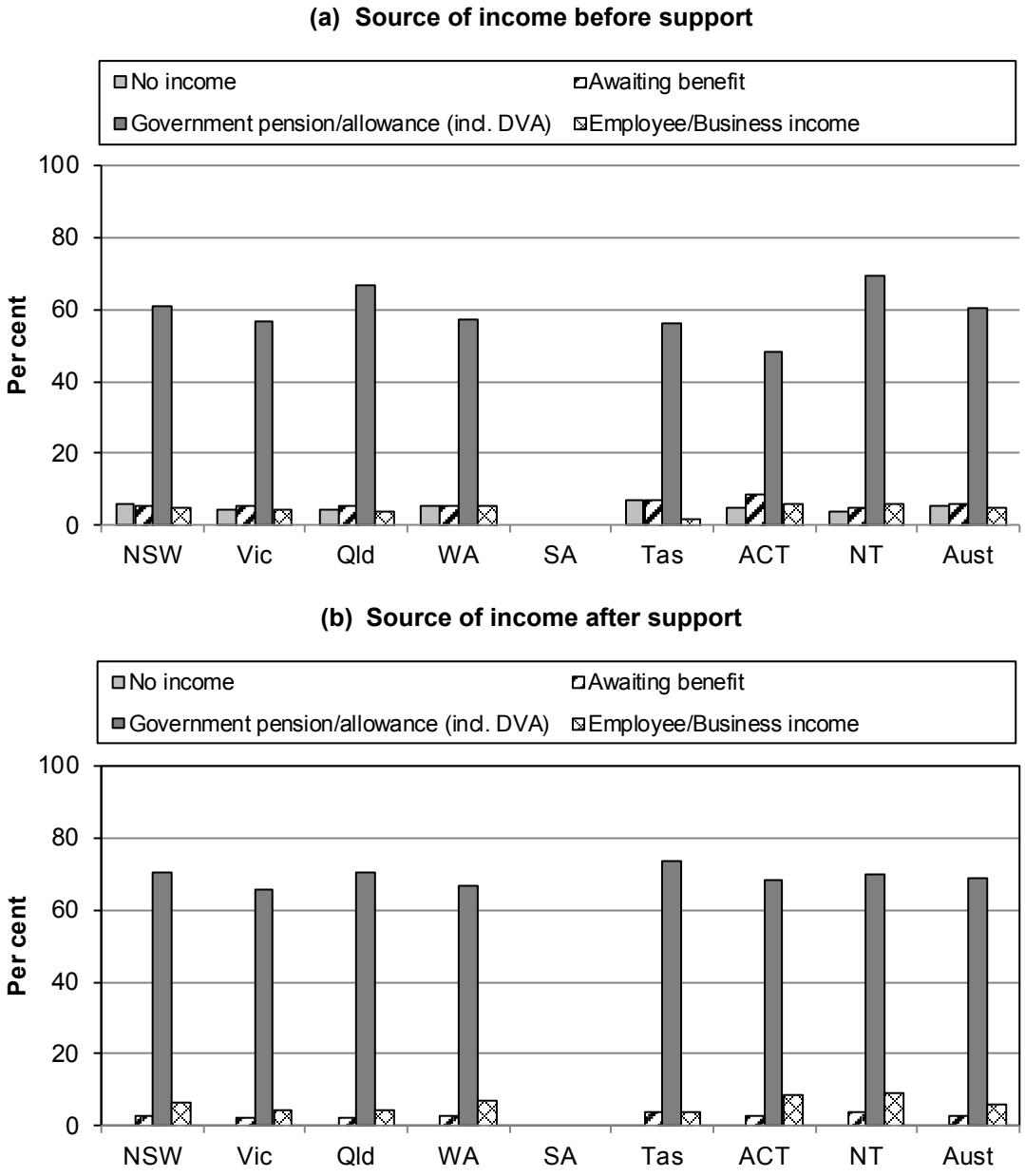
Data reported for this indicator are comparable across jurisdictions.

Data quality information for this indicator is under development.

Nationally, of clients who needed income assistance when entering homelessness services in 2011-12, 96.0 per cent had an income source after support. Amongst the 96.0 per cent, the proportion whose source of income was a government pension/allowance increased from 60.1 per cent before support to 68.6 per cent after support and the proportion of clients whose source of income was employee/business income increased from 4.5 per cent before support to 5.7 per cent after support. Proportions varied across jurisdictions (figure 17.21).

Nationally, of Indigenous clients who needed income assistance when entering homelessness services in 2011-12, 96.9 per cent had an income source after support. Amongst the 96.9 per cent, the proportion whose source of income was a government pension/allowance increased from 64.8 per cent before support to 72.0 per cent after support. The proportion of clients whose source of income was employee/business income increased from 2.8 per cent before support to 3.3 per cent after support. Proportions varied across jurisdictions (figure 17.22).

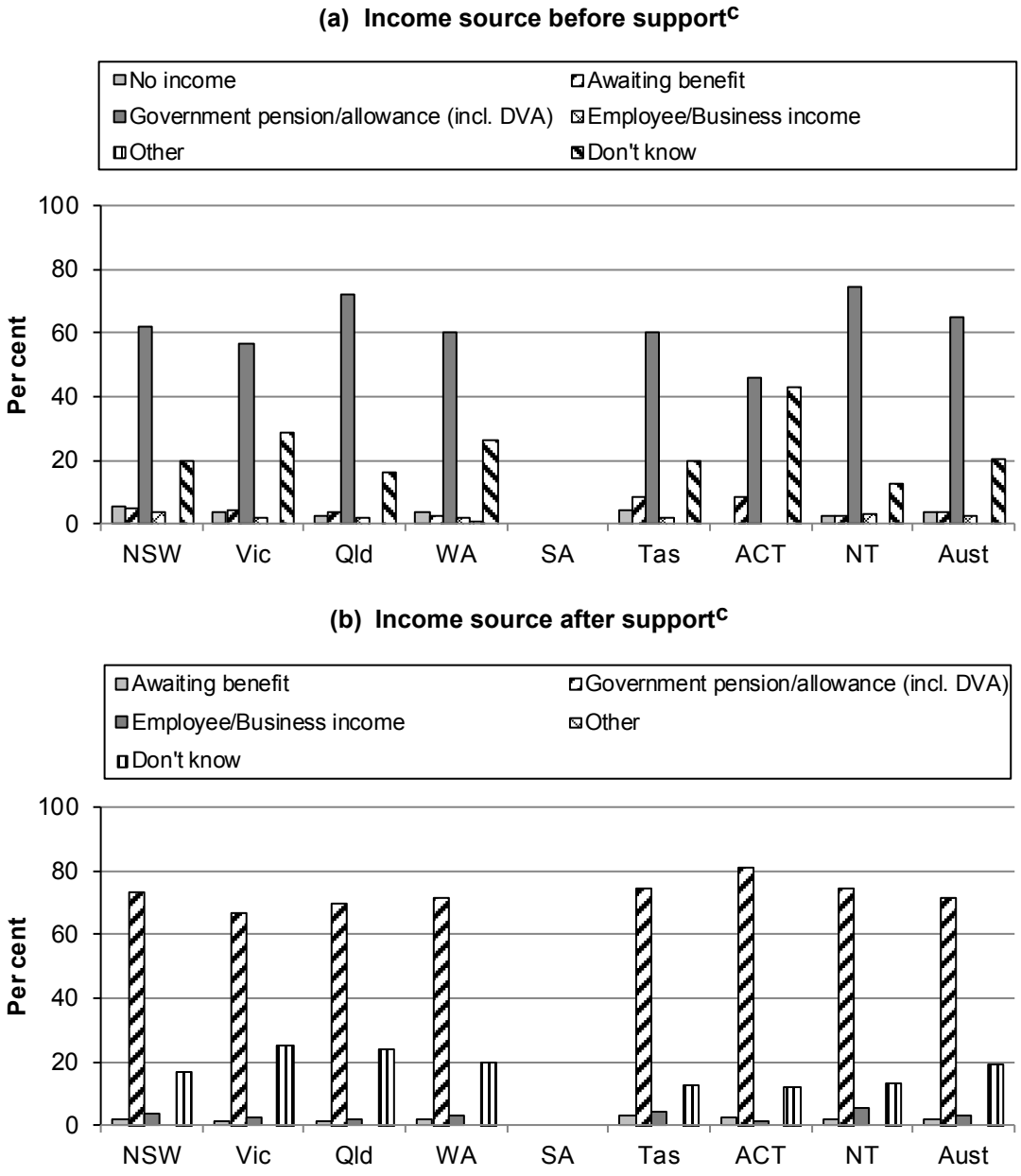
Figure 17.21 **Proportion of clients who needed income assistance and who had an income source after support, by income source, 2011-12[a, b]**



a SA collection methodology for 2011-12 does not allow for this type of analysis. **b** See notes to table 17A.27 for more information.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: 2011-12 National Data Collection annual report*, Australia; table 17A.27.

Figure 17.22 **Proportion of Indigenous clients who needed income assistance and who had an income source after support, by income source, 2011-12[a, b]**



a SA collection methodology for 2011-12 does not allow for this type of analysis. **b** See notes to table 17A.28 for more information. **c** 'No income' is nil or rounded to zero for ACT. 'Employee/business income is nil or rounded to zero for ACT. 'Other' is nil or rounded to zero for Queensland, Tasmania the ACT and the NT.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: 2011-12 National Data Collection annual report*, Australia; table 17A.28.

Goals achieved on exit from service

'Goals achieved on exit' is an indicator of governments' objective to ensure homelessness services meet the needs and expectations of clients (box 17.15).

Box 17.15 **Goals achieved on exit from service**

'Goals achieved on exit from service' is defined as the proportion of clients in a given period who reported that their case management goals were 'all', 'some' or 'none' achieved by the end of their support period.

This indicator should be interpreted in conjunction with the 'Match of needs of clients' indicator which identifies the proportion of case management plans developed.

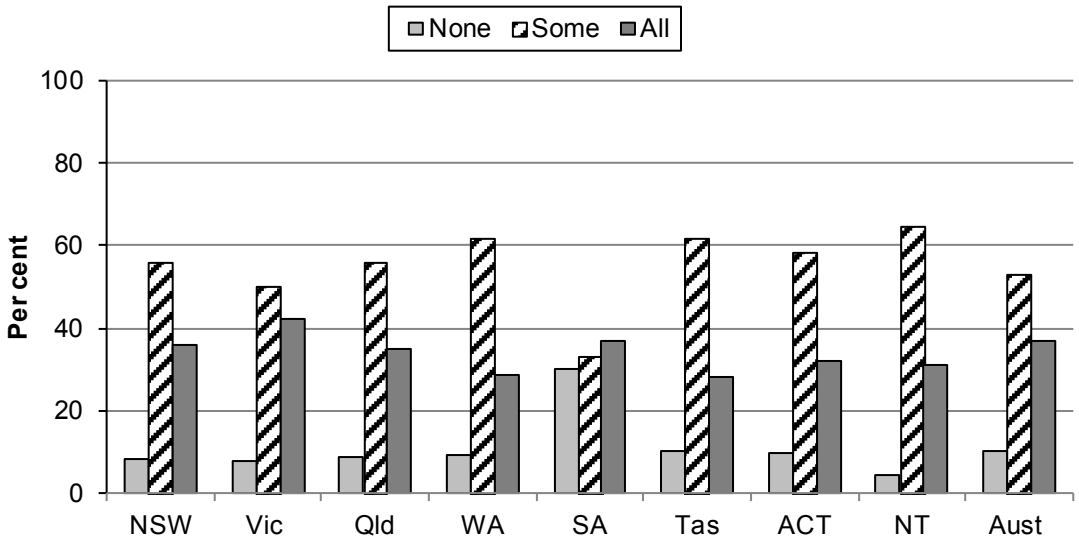
A high or increasing proportion of achieved goals is desirable.

Data reported for this indicator are comparable across jurisdictions.

Data quality information for this indicator is under development.

Nationally, some or all case management goals were achieved by the end of the support period for 89.7 per cent of clients in 2011-12 (figure 17.23).

Figure 17.23 **Goals achieved on exit from homelessness services, 2011-12**



Source: AIHW (unpublished) *Specialist Homelessness Services Collection: 2011-12 National Data Collection annual report*, Australia; table 17A.29.

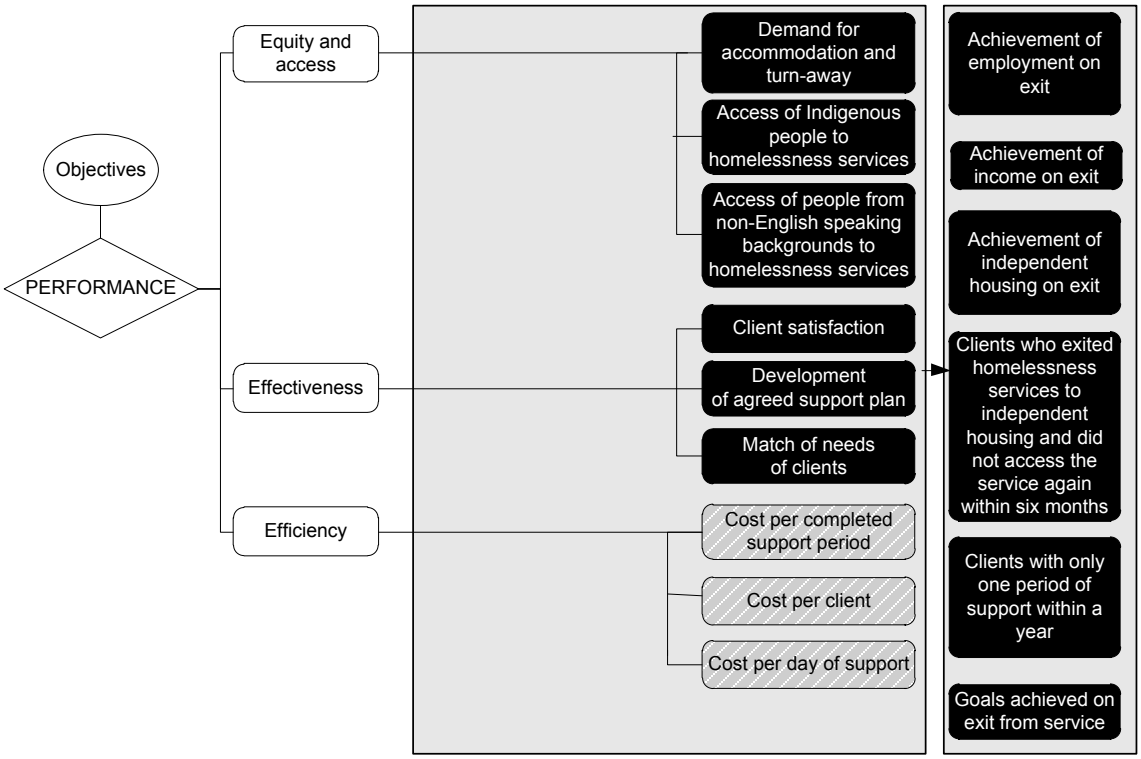
17.4 Key performance indicator results for government funded specialist homelessness services, SAAP, 2010-11

The SAAP program concluded on 31 December 2008 but the SAAP data collection continued to enable reporting on homelessness services while the new specialist homelessness services (SHS) data collection was developed.

For reference, the performance indicator framework for government funded specialist homelessness services delivered under the SAAP V Agreement is presented in figure 17.24.

Attachment tables 17A.30–59 of this Report present the final year of data from the SAAP National Data Collection (NDC) (data for 2010-11).

Figure 17.24 **Government funded specialist homelessness services performance indicator framework, SAAP**



Key to indicators

Text — Data for these indicators comparable, subject to caveats to each chart or table

Text — Data for these indicators not complete or not directly comparable

Text — These indicators yet to be developed or data not collected for this Report

17.5 Future directions in homelessness services performance reporting

Homelessness data developments

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

The 2014 Report and later editions will continue:

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

17.6 Jurisdictions' comments

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

Australian Government comments

“ The Australian Government continues to deliver, develop, and assess initiatives to achieve the goals of the White Paper on Homelessness: *The Road Home*.

FaHCSIA, through the Reconnect program, provides community-based and family focused early intervention program supporting young people who are homeless, or at risk of homelessness. In partnership with Centrelink, FaHCSIA delivers the ‘HOME Advice’ program to assist families facing difficulty to maintain tenancies or home ownership. FaHCSIA manages A Place to Call Home, a $311 million joint program by the Commonwealth and states and territories to build over 600 dwellings for people who are experiencing or, at risk of, homelessness, beginning in July 2008.

FaHCSIA also manages Research Partnership Agreements worth $4 million. These agreements aim to contribute to the design and implementation of evidence-based policy and support for the homeless and the development of services that meet their needs. In addition, 16 National Homelessness Research Projects worth $1.4 million support a ‘bottom up’ approach to strengthen understanding of factors leading to homelessness and inform service improvements, future policies and programs.

FaHCSIA is also funding *Journeys Home*: Longitudinal Study of Factors Affecting Housing Stability which aims to improve the understanding of, and policy response to, the diverse social, economic and personal factors relating to homelessness and the risk of becoming homeless. The survey has four waves, running from September 2011 to the first half of 2013. Three waves have been completed and the research report for Wave 2 is due in late 2012.

FaHCSIA is developing the *Homelessness Bill 2012* which will provide greater recognition of the needs of homeless people. Together with States and Territories, FaHCSIA is developing a *National Quality Framework* to improve the quality and integration of services delivered to people experiencing or at risk of homelessness. In 2012, the National Homelessness Services Achievement Awards were presented to seven inaugural winners in recognition of the outstanding contributions that community organisations and services around Australia make to supporting homeless people or those at risk of homelessness.

As the National Partnership Agreement on Homelessness (NPAH) is in its final year of implementation, the Government is working with all jurisdictions to collect evidence about services and programs that are making a difference to reducing homelessness. This evidence will inform future policy directions. The significant additional investment in homelessness provided by the NPAH has been an opportunity for states and territories to undertake strategic reforms and position themselves to reduce homelessness into the future.

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

New South Wales Government comments

NSW 2021, the Government's plan for New South Wales, outlines the Government's commitment to deliver well-coordinated services to support those who need it most, including homeless people. This includes actions to reduce homelessness by 7 per cent, reduce rough sleeping by 25 per cent and reduce the number of people experiencing repeat periods of homelessness.

Under the National Affordable Housing Agreement (NAHA), Specialist Homelessness Services (SHS) in NSW received funding of $134 million in 2011/12 to assist people who are homeless or at risk of homelessness. This provided SHS to 65 ,400 people, including crisis and transitional support and practical assistance to help break the cycle of repeat homelessness.

In addition to homelessness funding under the NAHA, the National Partnership Agreement on Homelessness (NPAH) provides a joint Commonwealth and NSW 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 the life of the agreement - $101 million in Commonwealth funding and a NSW Government contribution of up to $241 million. The NPAH includes A Place to Call Home, and in 2011-12, $6.4 million was committed for new accommodation places under this initiative.

NSW's investment under the NPAH focuses on continued interagency collaboration, driving service reform and priorities and the ongoing implementation of regional homelessness action plans, to deliver streamlined services for clients to prevent, reduce and respond effectively to homelessness.

The NSW Homelessness Action Plan (HAP) puts NSW and national homelessness policy into action. 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. A key initiative of the HAP is reform of the delivery of homeless services, shifting the focus away from crisis services towards early intervention services.

To this end, NSW has committed to a two-year $5.3 million reform program, *Going Home, Staying Home*, in order to improve the capacity of the Specialist Homelessness Services sector to deliver better and more cost effective outcomes for people who are homeless.

NSW's service delivery achievements are evidence of the strong consolidation of projects that have taken place over the life of the NPAH. All projects have established service delivery regimes and built referral networks and strong interagency partnerships. Significantly, in 2011/12, NSW exceeded the total agreed client target across all NPAH funded projects by some 60 per cent.

Victorian Government comments

“ Together with our funded service providers, Victoria provides support to people who are homeless, at risk of homelessness or experiencing family violence to get their lives back on track.

Planning and development of a new type of student accommodation that supports young people at risk of homelessness is well underway. Based on a successful early intervention model, Youth Foyers will give vulnerable young people stable accommodation with support to achieve their education goals and move into employment, empowering them to reach their full potential and make a pathway out of homelessness.

The Government has already committed $30.1 million for the development of three new youth foyers for up to 40 disadvantaged students. The first of the youth foyers will be built on Kangan Institute land in Broadmeadows in partnership with two community service providers. Developing the Youth Foyers on Tertiary and Further Education (TAFE) provider land supports the collaborative relationship between the Youth Foyer and the TAFE and will increase access to educational activities by foyer participants.

After significant policy work at the acute end of the social housing system, the $76.7 million Victorian Homelessness Action Plan 2011–15 was released by the Minister for Housing in October 2011. The plan focuses on supporting innovative approaches to homelessness, investigating early intervention and prevention models and better targeting resources. The plan includes ten Innovation Action Projects that demonstrate new ways to tackle homelessness through partnerships with the sector. A newly established Ministerial Advisory Council on Homelessness will also provide advice to Government on longer-term service system reforms.

The Australian Institute of Health and Welfare’s (AIHW) new Specialist Homelessness Services Collection (SHSC) commenced 1 July 2011. Victoria contributed significant effort in training over 1,500 specialist homelessness services agency staff in the new SHSC and the associated Information Platform (SHIP) which has contributed to Victoria’s higher than the national average agency reporting compliance. This is expected to improve the capacity of the department and the agency to monitor the impact of initiatives. The AIHW has adopted nationally the E-Learning modules developed by Victoria for the SHSC.

The Victorian Government continued to work in close partnership with other organisations in 2011-12 to support homeless people. For example, a trial working with Centrelink and HomeGround (a community service organisation supporting homeless people) worked to put in place an innovative model to better integrate assistance to clients in resolving their housing issues at earlier stages and assisting them to reconnect with education and employment pathways. Clients of all three agencies were involved in the design of the project, and nearly 100 clients have been referred to the project. Many have been assisted with long term accommodation, returning to employment and assisted to stay in school. ”

Queensland Government comments

“

In 2011-12, Queensland allocated over $100 million to support the delivery of 246 specialist homelessness services for target groups including young people, families, adults and women and children escaping domestic and family violence.

Through the NPA on Homelessness, the Australian and Queensland Governments are providing an additional $284.6 million over five years (2008-09 to 2012-13) to reduce homelessness in Queensland, including $149.5 million state funds and $135.1 million Australian Government funds.

Several initiatives and reform activities have helped people who are homeless or at risk of homelessness. These include:

- Five *Street to Home* services, which assisted 1,552 instances of rough sleepers and chronically homeless people to transition to stable housing.
- The Micah Projects Supportive Housing Service, which assisted 132 chronically homeless people.
- *HomeStay Support* services, which provided early intervention assistance to 3,932 instances of clients to maintain their tenancies.

Progress was made in service integration which includes:

- Seven Homelessness Community Action Plans to provide better coordinated local responses to homelessness were developed and commenced implementation.
- Introduction of a *Vacancy Capacity Management System* to manage access to supported accommodation, providing real time vacancy information for specialist homelessness services.

Significant efforts were also made to address homelessness at key points such as the transition from statutory or institutional care settings back to the community. Several initiatives were in place for clients at risk of homelessness to have appropriate transition/discharge arrangements before exiting health facilities, child safety arrangements, prisons and youth detention facilities. Examples of services include:

- *Youth Housing and Reintegration Services* provided support in six locations to 400 young people aged 12-21 years to transition to stable housing and develop skills to live independently.
- *Five After Care Services* provided support to 244 young people leaving out-of-home care at risk of becoming homeless. These persons were supported to find accommodation and connect with the education system.

Emergency Department Homeless Liaison officers, located at four hospital sites provided support on 742 occasions to people who were identified as homeless or at risk of homelessness.

”

Western Australian Government comments

“ The Western Australian (WA) Department for Child Protection (the Department) has lead agency responsibility for homelessness, and contracts community sector organisations across the state to provide a range of specialist homelessness services (SHSs). Through the National Affordable Housing Agreement (NAHA), the Department provides recurrent funding to 115 specialist homelessness services, and through the National Partnership Agreement on Homelessness (NPAH), 81 additional specialist homelessness services are currently operating across the state.

The roll out of the WA Implementation Plan for the NPAH enabled specialist homelessness services to further integrate and provide a continuum of homelessness services for people who are at risk of, or experiencing, homelessness.

The NPAH has been an important mechanism in leveraging reform in the response to homelessness by mainstream and specialist homelessness services. As part of this reform, the reporting requirements of community sector organisations have been reduced through streamlined contracting arrangements. Ongoing collaboration between community services sector organisations and government agencies has resulted in the development of new innovative programs such as the Safe at Home and Street to Home programs that require a partnership approach to ensure successful outcomes The provision of brokerage funding and incorporation of assertive case management models in the majority of NPAH programs have been effective strategies to ensure purposeful, client centred support is provided to specific cohorts.

The WA Council on Homelessness was instrumental in developing the *Western Australia Homelessness State Plan: Opening Doors 2010-13* (State Plan) which ensured continuation in the implementation of state-wide integrated responses to homelessness by Government agencies and community sector organisations. To complement the State Plan, 16 regional homelessness plans have also been implemented to provide relevant location specific responses to homelessness. The regional plans were developed collaboratively by communities, government, and non-government stakeholders in regional and remote locations across the state.

The Department and the Western Australian Council on Homelessness continue to promote continuous quality improvement and best practice in service delivery by mainstream, agencies and specialist homelessness services through best practice forums. *The Specialist Homelessness Services Conference: Leading The Road Home* held in May 2012 attracted 450 specialist and mainstream service providers. The Department continues to provide SHS training to NPAH and NAHA services to ensure compliance and accuracy in data collection. An independent external evaluation of all NPAH programs is currently under way and will inform future policies, processes and funding to ensure a range of homelessness services is provided on a continuum across the state for people who are homeless or at risk of homelessness. ”

South Australian Government comments

“As a result of the National Partnership Agreement on Homelessness (NPAH), the Specialist Homelessness Service (SHS) sector in South Australia has been significantly restructured and retendered.

The SHS sector now delivers a consistent and integrated suite of services to priority population groups throughout South Australia. Each region is served by generic homelessness, youth, Aboriginal and Torres Strait Islander and Domestic/Aboriginal family violence services. Each of these services deliver individualised case managed support to adults/young people aged over 15 years as well as children. Complementing this is a state wide network of services to improve access to specialist regional services and to respond to groups at particular risk of homelessness, including young people, adults exiting custodial institutions, children with complex needs and people of Aboriginal and Torres Strait Islander background who are transient.

The reform has also ensured that homeless people are able to receive support to help them sustain the transition from homelessness to sustainable housing via a ‘housing first’ principle. This has included formalising funding and service arrangements to enable structured, outreach based case management.

In 2011-12, 41 government and non-government organisations provided 75 specialist homelessness programs/services that assisted over 19 000 people. The services provided by the SHS sector are complemented by a portfolio of 146 properties used for crisis accommodation and 611 Community Tenancy properties that provide transitional accommodation.

635 properties were allocated to people that were homeless or at risk of homelessness with 484 of these properties coupled with support packages. The funding under the NPAH is to assist households to maintain their tenancies by building their capacity to address issues impacting on their housing stability. A further 48 supportive accommodation dwellings are operated though a dedicated Aged Homeless Persons Program.

The South Australian SHS sector responds to clients as a holistic, integrated sector, ensuring that clients encounter ‘no wrong door and only need to tell their story once’. This capacity is facilitated by the new *Homeless to Home* (H2H) system, a web-based client information and case management system that enables agencies to coordinate referrals and joint case work for clients.”

Tasmanian Government comments

“ 2011-12 saw the consolidation of the new initiatives of the National Partnership Agreement on Homelessness, and the continuation of strong relationships between the specialist homelessness sector and Housing Tasmania.

Tasmania’s ambitious and multi-faceted approach to homelessness is focused through three priorities: new services; new supply; and new ways of working.

The leading new services - “Keys” and “Stay” and are provided through two non-government agencies. The service model relies on the separation of tenancy management and casework support. It is also based on the ‘housing first’ principle of long-term housing with wrap-around intensive services as the best solution to homelessness, especially for people with complex needs. Next year’s evaluation will provide important insights into how this worked, although the anecdotal evidence to date, is very positive.

Since 2009, the Tasmanian Government has invested more than $200 million to increase the supply of social and affordable housing through a range of Australian and Tasmanian funding sources and delivered 1 400 new homes for Tasmanians. A key focus of this new supply was on housing for people who are homeless or at risk.

This financial year has seen the completion and tenanting of supported accommodation facilities in Ulverstone (Grove Street), Launceston (Thistle Street and Thyne House). In Hobart, the two Common Ground facilities are in the process of being tenanted. Between them, these facilities will provide 165 beds.

Within the theme “new ways of working” are common trends: integration, accessibility, and collaboration. Significant work included establishment of a common assessment framework and tools and an integrated social housing application list which will mature next year into a knowledge base about people with a housing need and accessible to all providers.

Housing Tasmania undertook the most comprehensive review of support and accommodation assistance which started in July 2011 and was characterised by intensive sector engagement throughout the year.

Tasmania’s data reinforces both reviews’ findings: many people have unmet needs for accommodation (21.4 per cent against the national average of 19.4 per cent), while case management goals are well met (89.7 per cent) and there is a high proportion of clients (68.5 per cent) with a case management plan.

The outcome is new social housing and homelessness service system model that will deliver improved services to Tasmanians in need and will commence from July 2013**.** ”

Australian Capital Territory Government comments

“ The ACT has undertaken a program of reform aimed at the development of a suite of service responses that either respond to or prevent homelessness.

The reform of the Youth Housing and Homelessness Service delivery model in the ACT was finalised during the year. The reform resulted in six community organisations selected to deliver seven new services as part of the new service delivery model. All services under the model commenced operation in March/April 2012. Housing ACT worked with the outgoing services to transition young people to appropriate accommodation and support to ensure no young person entered into homelessness.

The implementation of the new national data collection system for specialist homelessness services was undertaken with 35 ACT agencies commencing on 1 July 2011. This included the use of the Specialist Homelessness Information Platform (SHIP), an online client information management tool provided by AIHW which will result in an increase in consistency of recording and reporting of Homelessness data. The data collected supports the ACT participation in national reporting under the National Affordable Housing Agreement (NAHA) and the National Partnership Agreement on Homelessness (NPAH) and their focus on outcomes based reporting. A number of agencies commenced in the Collection in 2012, including First Point – the ACT centralised access service for persons requiring homelessness support.

The establishment of First Point is a significant initiative in the homelessness reform program in the ACT and a substantial advance in managing demand for and access to homelessness services. All persons experiencing or at risk of homelessness in the ACT are referred to First Point for assistance. It is important to understand the impacts of this centralised access service on the service delivery system in the ACT. The inclusion of First Point in ACT data for the Specialist homelessness services collection raises unique issues in the interpretation of performance indicators results for the ACT including those that relate to outcomes for clients. Direct comparison of ACT results with those of other jurisdictions may be inappropriate except where comparisons are understood in the light of this substantially different service model.

The Common Ground feasibility study which was conducted throughout 2011-2012 has been completed. The feasibility study report identified a proposed service model, potential locations, and design considerations. The 2012 budget allocates $130,000 for the forward design and planning for a Common Ground. The Snow Foundation has also pledged $500 000 to the project over four years.

The Joint Pathways Group continued to provide an effective forum for senior non-government and government representatives to work in partnership to propose the future structure of the homelessness service system in the ACT following the review of the NAHA and NPAH programs. ”

Northern Territory Government comments

“During 2011-12 the Northern Territory Government consolidated and supported the non-government sector to improve and expand existing services under the National Affordable Housing Agreement (NAHA) and the National Partnership Agreement on Homelessness (NPAH). Nineteen non-government organisations were funded $10.8 million to deliver 40 specialist homelessness services across the Northern Territory under the NAHA. This represents a joint contribution from the Australian and Northern Territory governments.

In addition, $19.32 million was invested to deliver 22 initiatives under the NPAH. During this year significant achievement was made under the NPAH by services focussed on young people and women and children affected by domestic and family violence, including:

- establishing a youth crisis accommodation service in Katherine and a medium term transitional youth accommodation service in Palmerston
- providing safe places to stay for women and children escaping domestic and family violence in remote indigenous communities through the ongoing establishment of remote safe houses in Wadeye and Gunbalanya
- establishing a medium term transitional housing program for women and children in Darwin.

In 2011-12, three new service providers commenced under the A Place to Call Home initiative, providing much needed support for households in Katherine and more households in Darwin. The Northern Territory continued to strengthen its NPAH initiatives aimed at decreasing indigenous homelessness through:

- Percy Court, providing an additional 75 beds in 28 accommodation units for transitional accommodation in Alice Springs
- South Terrace managed accommodation facility providing 66 beds for short term accommodation to people who would otherwise sleep rough or stay in overcrowded households in Alice Springs
- The Apmere Mwerre accommodation park in Alice Springs provided a mix of units, cabins, tents and open camping areas for short term accommodation for up to 150 people.

2011-12 saw the development of ShelterMe, a web-based directory of services for homeless Territorians containing up to date information on housing and homelessness services throughout the NT. ShelterMe is funded by the NT Government under the NPAH and is managed by NT Shelter, the Territory’s housing and homelessness peak body.

The NT Government continued to provide hands-on support to agencies participating in the Specialist Homelessness Services Collection across urban and remote areas of the Territory. This continued support included group training and one-on-one training tailored to the specific needs of individual services.”

17.7 Definitions of key terms

Based on the SHS client collection

Age

Age is calculated as age of the client on the start date of their first support period of the reporting period or the first date of the reporting period, whichever of the two is the later date.

Client

A person who receives a specialist homelessness service. A client can be of any age—children are also clients if they receive a service from a specialist homelessness agency.

To be a client, the person must directly receive a service and not just be a beneficiary of a service. Children who present with a parent or guardian and receive a service are considered to be a client. This includes a service that they share with their parent or guardian such as meals or accommodation.

Children who present with a parent or guardian but do not directly receive a service are not considered to be clients. This includes situations where the parent or guardian receives assistance to prevent tenancy failure or eviction. Clients can be counted differently according to the data item that is being reported:

- Clients (demographic)—For clients with multiple support periods, reported data is determined based on the information at the start date of the client's first support period in the reporting period or the first date of the reporting period, whichever is later
- Clients (counted by support periods)—For each data item, clients are counted based on support periods with distinct client information. The same client can be counted more than once if they have multiple support periods with a different response for the data item. The result is that percentages do not add up to 100
- Clients (outcomes) - Clients are counted based on closed support periods where a valid response is recorded both when presenting to an agency and at the end of support.

Closed support period

A support period that had finished on or before the end of the reporting period — 30 June 2012.

Homelessness

A person is homeless if they are either:

- living in non-conventional accommodation or 'sleeping rough', or
- living in short-term or emergency accommodation due to lack of other options.

Indigenous status

In practice, it is not realistic to collect information on the community acceptance of part of 'The Commonwealth Definition' and therefore standard questions on Indigenous status relate to descent and self-identification only.

Where Indigenous status is not stated, the 'not stated' figure includes clients where contradictory Indigenous status' were reported across multiple support periods as well as, missing, 'not applicable' and 'don't know' responses.

Labour force status

Reported data excludes clients aged under 15.

Main source of income

Reported data excludes clients aged under 15.

Non-English speaking background services	Services that are targeted at persons whose first language is not English.
No tenure	A type of housing tenure recorded for clients who are sleeping rough or do not have a legal right to occupy a dwelling and may be asked to leave at any time. Includes couch surfing, living in an institutional setting, living on the streets, sleeping in parks, squatting, using cars or railway carriages, improvised dwellings or living in long grass.
Non-conventional accommodation	Non-conventional accommodation is defined as: • living on the streets • sleeping in parks • squatting • staying in cars or railway carriages • living in improvised dwellings • living in long grass..
Ongoing support period	A support period is considered ongoing at the end of the reporting period if each of the following conditions is met: • no support end-date is provided • no after-support information is provided • corresponding client data was received in the month following the end of the reporting period.
Real expenditure	Actual expenditure adjusted for changes in prices. Adjustments are made using the 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.
Reporting period	For the purposes of this report the reporting period is the financial year-to-date (FYTD):1 July 2011 to 30 June 2012.
Short-term or emergency accommodation	Short-term or emergency accommodation includes: • refuges • crisis shelter • couch surfing • living temporarily with friends and relatives • insecure accommodation on a short-term basis • emergency accommodation arranged by a specialist homelessness • agency (e.g. in hotels, motels etc.). The following short-term accommodation options are not included: • hotels, motels, caravan parks and other temporary accommodation used when a person is on holiday or travelling • custodial and care arrangements, such as prisons and hospitals • temporary accommodation used by a person while renovating usual residence or building a new residence (e.g. weekenders, caravans).

Specialist homelessness agency

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

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

Specialist homelessness service(s)

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

Housing/accommodation services:

- short-term or emergency accommodation
- medium-term/transitional housing
- long-term housing
- assistance to sustain tenancy or prevent tenancy failure or eviction
- assistance to prevent foreclosures or for mortgage arrears.
- *General assistance and support:*
- assertive outreach
- assistance to obtain/maintain government allowance
- employment assistance
- training assistance
- educational assistance
- financial information
- material aid/brokerage
- assistance for incest/sexual
- assistance for domestic/family violence
- family/relationship assistance
- assistance for trauma
- assistance with challenging social/behavioural problems
- living skills/personal development
- legal information
- court support
- advice/information
- retrieval/storage/removal of personal belongings
- advocacy/liaison on behalf of client
- school liaison
- child care
- structured play/skills development
- child contact and residence arrangements
- meals
- laundry/shower facilities
- recreation
- transport
- other basic assistance.

Specialised services:

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

Support period

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

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

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

Unmet demand

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

17.8 List of attachment tables

Attachment tables are identified in references throughout this chapter by an '17A' prefix (for example, table 17A.1 is table 1). Attachment tables are provided on the Review website (www.pc.gov.au/gsp).

2011-12 (SHSC)

Table 17A.21 Proportion of clients who needed assistance to obtain or maintain independent housing and who achieved independent housing after support, and did not present again with a need for accommodation within the reporting period, by tenure type after support, 2011-12

Table 17A.22 Proportion of clients who needed employment and/or training assistance who were employed after support, labour force status, 2011-12

Table 17A.23 Proportion of Indigenous clients who needed employment and/or training assistance who were employed after support, by labour force status, 2011-12

Table 17A.24 Proportion of clients who needed employment and/or training assistance and who were unemployed and not in the labour force before support, who were employed after support, by labour force status, 2011-12

Table 17A.25 Proportion of clients experiencing homelessness who had repeat periods of homelessness, 2011-12

Table 17A.26 Proportion of Indigenous clients experiencing homelessness who had repeat periods of homelessness, 2011-12

Table 17A.27 Proportion of clients who needed income assistance and who had an income source after support, 2011-12

Table 17A.28 Proportion of Indigenous clients who needed income assistance and who had an income source after support, 2011-12

Table 17A.29 The extent that case management goals have been achieved after support, all clients, 2011-12

2010-11 SAAP

Table 17A.30 Composition of support provided in support periods

Table 17A.31 Agencies by primary target group

Table 17A.32 Agencies by service delivery model

Table 17A.33 Nominal expenditure on homelessness services

Table 17A.34 Total recurrent expenditure on homelessness services

Table 17A.35 Real recurrent homelessness expenditure per person in the residential population (2011-12 dollars)

Table 17A.36 Turn-away of adults and unaccompanied children as a proportion of people requiring new immediate accommodation

Table 17A.37 Turn-away of adults and unaccompanied children as the proportion of total demand for accommodation

Table 17A.38 Proportion of Indigenous people among all accommodated clients and among people whose valid requests for accommodation were unmet

Table 17A.39 Proportion of people from non-English speaking backgrounds among all accommodated clients and among people whose valid requests for accommodation were unmet

Table 17A.40 Closed support periods, by the existence of a support plan, all clients

Table 17A.41 Closed support periods, by the existence of a support plan, Indigenous clients

Table 17A.42 Support needs of all clients, met and unmet

Table 17A.43 Support needs of Indigenous clients, met and unmet

Table 17A.44 Support needs of clients from non-English speaking backgrounds, met and unmet

17.9 References

ABS 2012a, *Census of Population and Housing: Estimating homelessness*, Cat. no. 2049.0, Canberra.

—— 2012b, *Methodology for Estimating Homelessness from the Census of Population and Housing*, Cat. No. 2049.0.55.001, Canberra.

—— 2012c, *Information Paper: A Statistical Definition of Homelessness*, Cat. No. 4922.0, Canberra

AIHW (Australian Institute of Health and Welfare) 2011, *Australia's welfare 2011. Australia's welfare series no. 10*, Cat. no. AUS 142. Canberra: AIHW)

—— 2012, *Specialist homelessness services collection: 2011-12,* Cat. No. HOU 2XX, Canberra.

COAG Reform Council 2010, *National Affordable Housing Agreement: Baseline performance report for 2008-09*, www.coagreformcouncil.gov.au/reports/housing.cfm (accessed 1 October 2010).

17A Homelessness services — attachment

Definitions for the indicators and descriptors in this attachment are in section 17.2 of the chapter. Unsourced information was obtained from the Australian, State and Territory governments.

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

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

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

Attachment contents

Attachment contents

Attachment contents

Table 17A.1 **Composition of support provided, all clients, 2011-12**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Accommodation	%	43.7	23.6	47.8	43.3	33.2	48.4	44.3	68.2	37.7
Assistance to sustain housing	%	26.7	24.4	22.7	22.1	13.2	17.2	30.0	12.3	23.8
Mental health services	%	8.1	3.4	3.6	5.1	–	3.6	6.8	4.9	4.8
Family services	%	10.4	4.9	6.5	8.8	3.4	6.8	13.4	13.0	7.5
Disability services	%	0.8	0.4	0.4	0.5	–	0.6	1.4	0.5	0.5
Drug/alcohol assistance	%	5.3	1.7	1.6	4.4	–	2.1	3.0	2.2	2.8
Legal/financial services	%	7.8	4.1	5.7	6.7	0.4	4.1	11.2	6.8	5.8
Immigration/cultural services	%	8.0	4.8	4.6	9.0	3.0	1.4	6.8	4.7	5.9
Domestic violence services	%	24.5	25.8	14.6	30.9	16.1	10.2	15.6	30.2	23.0
Other specialist services	%	21.0	10.9	17.0	18.7	3.5	10.2	21.4	19.6	15.7
General services	%	94.3	86.8	88.2	94.0	95.1	88.8	85.8	93.3	89.8
Total clients (a)	**no.**	**53 532**	**76 950**	**42 930**	**21 359**	**18 368**	**6 175**	**6 318**	**6 953**	**229 247**

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

– Nil or rounded to zero.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: 2011-12 National Data Collection annual report, Australia.*

Table 17A.2 **Nominal expenditure on homelessness services, 2011-12**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
State/Territory government expenditure										
Administrative expenditure	$m	3.9	2.6	3.8	1.2	2.4	0.5	0.4	0.5	15.4
Service delivery expenditure	$m	127.9	109.6	87.0	65.5	52.2	16.5	22.1	10.8	491.6
Total	**$m**	**131.8**	**112.3**	**90.9**	**66.8**	**54.6**	**17.0**	**22.5**	**11.3**	**507.0**
Proportion of total expenditure										
Administrative expenditure	%	3.0	2.3	4.2	1.8	4.3	3.0	1.9	4.5	3.0
Service delivery expenditure	%	97.0	97.7	95.8	98.2	95.7	97.0	98.1	95.5	97.0
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**

Source: Australian State and Territory governments (unpublished)

Table 17A.3 **Real recurrent homelessness expenditure per person in the residential population, 2011-12**

NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
18.18	20.14	20.13	27.97	33.19	33.14	60.70	48.60	22.55

Source: Australian State and Territory governments (unpublished); Table 17A.2; Table AA.2.

Table 17A.4 **Proportion of Indigenous clients among all clients whose needs for accommodation and services other than accommodation were met, 2011-12**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (a)	*Tas*	*ACT*	*NT*	*Aust*
Representation among clients whose accommodation needs were met										
	%	23.3	10.3	30.3	41.0	na	14.8	16.9	70.5	25.5
Representation among clients whose need for services other than accommodation were met										
	%	21.1	7.0	27.4	31.9	na	14.8	14.1	67.5	19.5

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

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: 2011-12 National Data Collection, annual report, Australia.*

Table 17A.5 **Proportion of clients from a non-English speaking background (NESB) among all clients whose needs for accommodation and services other than accommodation were met, 2011-12**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (a)	*Tas*	*ACT*	*NT*	*Aust*
Representation among clients whose accommodation needs were met										
	%	11.0	12.5	6.8	10.5	na	4.0	14.9	4.2	9.9
Representation among clients whose need for services other than accommodation were met										
	%	9.9	11.0	6.6	10.9	na	4.1	14.8	3.8	9.6

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

na Not available.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: 2011-12 National Data Collection annual report, Australia.*

Table 17A.6 **Proportion of Indigenous and NESB people represented in specialist homelessness services and in the community, 2011-12 (a), (b), (c)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Indigenous people										
In specialist homelessness services	%	23.7	8.4	30.9	35.2	22.3	15.5	15.8	72.6	22.4
In the community (2011)	%	2.9	0.9	4.2	3.8	2.3	4.7	1.7	29.8	3.0
People from a non-English speaking background										
In specialist homelessness services	%	9.8	10.9	6.4	10.8	5.4	3.9	14.5	3.9	9.1
In the community (2011)	%	18.6	19.6	9.5	14.4	12.7	5.1	16.8	10.3	15.7

Source : ABS (Australian Bureau of Statistics) 2012, *Australian Demographic Statistics, March 2012* , Cat. no. 3101.0, Canberra; ABS 2012, *2011 Census of Population and Housing, Australia, States and Territories, Basic Community Profile, Table B09 — Country of birth of person by sex* , Cat. no. 2001.0, Canberra; AIHW (unpublished) *Specialist Homelessness Services Collection: 2011-12 National Data Collection annual report* , Australia.

Table 17A.7 **Average daily unassisted requests for accommodation and services other than accommodation, 2011-12 (a)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (b)	*Tas*	*ACT*	*NT*	*Aust* (c)
Accommodation services	no.	98.8	14.6	90.6	43.2	np	15.4	1.4	10.2	275.5
Services other than accommodation	no.	11.3	26.9	6.0	9.6	np	1.0	0.7	0.7	57.4

(a) There was a significant difference across states and territories in the number of unassisted requests for services. In part this is due to the different service models and approaches that exist in different states and territories. For example, Victoria and ACT have central intake models which mean that their data for unassisted requests for services are not directly comparable with other states and territories.

(b) Certain data items could not be implemented in SA's Homeless 2 Home (H2H) system before the collection for the SHSC commenced. Consequently, SHSC data about clients' needs for assistance where associated services have not been provided do not include data from SA.

(c) State and territory client totals may not add to the Australian total as some data from SA was included in the Australian total.

np Not published.

Source : AIHW (unpublished) *Specialist Homelessness Services Collection: 2011-12 National Data Collection annual report, Australia.*

Table 17A.8 **Proportion of clients with unmet needs for accommodation and services other than accommodation, 2011-12**

	Unit	*NSW*	*Vic* (a)	*Qld*	*WA*	*SA* (b)	*Tas*	*ACT* (a)	*NT*	*Aust*
Accommodation services	%	13.3	29.0	17.2	13.1	na	21.4	26.7	7.1	19.4
Services other than accommodation	%	0.7	1.6	1.6	0.6	na	1.0	1.3	0.6	1.2

(a) The relatively higher proportion of unmet need for accommodation services in Victoria and ACT could be due to the role of central intake service models in these jurisdictions.

(b) Certain data items could not be implemented in SA's Homeless 2 Home (H2H) system before the collection for the SHSC commenced. Consequently, SHSC data about clients' needs for assistance where associated services have not been provided do not include data from SA.

na Not available.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: 2011-12 National Data Collection annual report, Australia.*

Table 17A.9 **Proportion of clients with a case management plan, all clients, 2011-12**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Case management plan	%	71.5	50.8	72.3	72.1	54.5	68.5	72.3	72.4	63.1
No case management plan										
Client did not agree to case management plan	%	4.9	6.1	3.0	4.9	4.7	5.7	2.2	2.5	4.9
Support period too short	%	17.5	37.3	23.5	20.1	40.7	23.4	5.9	21.0	27.5
Other	%	6.1	5.8	1.3	2.9	0.1	2.4	19.7	4.0	4.6
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total clients (a)	**no.**	**53 532**	**76 950**	**42 930**	**21 359**	**18 368**	**6 175**	**6 318**	**6 953**	**229 247**

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

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: 2011-12 National Data Collection annual report, Australia.*

Table 17A.10 **Proportion of Indigenous clients with a case management plan, 2011-12**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Case management plan	%	74.8	63.3	69.5	71.0	61.5	68.9	77.5	70.1	69.5
No case management plan										
Client did not agree to case management plan	%	4.9	6.8	3.7	6.2	4.4	5.5	1.7	2.6	4.8
Support period too short	%	15.8	27.8	25.1	20.2	34.0	23.6	5.1	24.0	22.8
Other	%	4.5	2.2	1.6	2.5	0.1	2.0	15.8	3.3	2.9
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total Indigenous clients (a)	**no.**	**12 670**	**6 456**	**13 257**	**7 521**	**4 090**	**958**	**998**	**5 045**	**51 487**

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

Source : AIHW (unpublished) *Specialist Homelessness Services Collection: 2011-12 National Data Collection annual report, Australia.*

Table 17A.11 **Support needs of all clients, provided and referred by agencies, 2011-12**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (a)	*Tas*	*ACT*	*NT*	*Aust*
Provided only	%	49.1	59.4	40.9	58.0	na	54.0	31.7	59.0	52.3
Referred only	%	1.3	2.0	2.7	1.0	na	2.8	2.7	1.0	1.9
Provided & referred	%	48.5	35.2	53.1	40.2	na	40.3	58.7	38.3	43.1
No services provided or referred	%	1.1	3.4	3.3	0.8	na	2.9	7.0	1.6	2.6
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**na**	**100.0**	**100.0**	**100.0**	**100.0**
Total clients (b)	**no.**	**53 532**	**76 950**	**42 930**	**21 359**	**18 368**	**6 175**	**6 318**	**6 953**	**229 247**

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

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

na Not available.

Source : AIHW (unpublished) *Specialist Homelessness Services Collection: 2011-12 National Data Collection annual report, Australia.*

Table 17A.12 **Support needs of Indigenous clients, provided and referred by agencies, 2011-12**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (a)	*Tas*	*ACT*	*NT*	*Aust*
Provided only	%	44.7	47.4	38.0	61.8	na	53.2	31.3	55.4	47.5
Referred only	%	1.5	1.6	2.4	1.0	na	2.1	1.8	0.8	1.6
Provided & referred	%	52.5	48.2	57.4	36.5	na	43.6	61.0	43.0	49.1
No services provided or referred	%	1.3	2.7	2.2	0.8	na	1.1	5.9	0.9	1.7
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**na**	**100.0**	**100.0**	**100.0**	**100.0**
Total Indigenous clients (b)	**no.**	**12 670**	**6 456**	**13 257**	**7 521**	**4 090**	**958**	**998**	**5 045**	**51 487**

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

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

na Not available.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: 2011-12 National Data Collection annual report, Australia.*

Table 17A.13 **Support needs of clients from non-English speaking backgrounds, provided and referred, 2011-12**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (a)	*Tas*	*ACT*	*NT*	*Aust*
Provided only	%	44.5	49.3	32.1	40.3	na	43.8	25.9	58.3	43.9
Referred only	%	1.2	2.7	2.5	1.2	na	1.3	1.5	3.0	2.1
Provided & referred	%	53.6	44.9	63.3	58.1	na	53.8	65.8	36.5	51.9
No services provided or referred	%	0.7	3.1	2.1	0.4	na	1.3	6.8	2.2	2.2
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**na**	**100.0**	**100.0**	**100.0**	**100.0**
Total clients from non-English speaking backgrounds (b)	**no.**	**5 273**	**8 378**	**2 729**	**2 303**	**985**	**240**	**918**	**271**	**20 870**

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

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

na Not available.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: 2011-12 National Data Collection annual report, Australia.*

Table 17A.14 **Proportion of clients aged 12 to 18 years who needed education and/or training assistance who were undertaking formal study or training after support, before and after support, 2011-12**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (a)	*Tas*	*ACT*	*NT*	*Aust*
Education and training status of clients **before** support										
Not a student	%	4.1	4.9	7.5	5.5	na	3.4	5.0	4.7	5.0
Student										
Primary school	%	3.2	2.4	2.7	6.9	na	0.8	3.1	2.3	3.2
Secondary school	%	26.6	20.7	19.9	18.0	na	22.8	23.1	22.8	23.2
University student	%	–	0.2	0.3	–	na	–	–	0.5	0.1
Vocational education/training	%	4.3	6.1	2.5	2.4	na	3.4	2.8	1.4	4.1
Other education/training	%	0.6	1.3	2.0	1.2	na	1.7	1.7	1.9	1.2
Don't know	%	13.9	17.1	11.3	17.4	na	21.1	23.6	8.8	15.1
Total	**%**	**52.8**	**52.7**	**46.1**	**51.5**	**na**	**53.2**	**59.2**	**42.3**	**51.9**
Education and training status of clients **after** support										
Student										
Primary school	%	3.1	2.8	3.3	7.5	na	1.7	3.3	1.4	3.4
Secondary school	%	35.6	31.1	28.8	31.7	na	36.7	41.7	29.8	33.5
University student	%	0.6	1.0	0.9	0.5	na	0.4	1.4	0.9	0.7
Vocational education/training	%	11.2	15.9	9.2	8.9	na	11.8	11.7	9.8	11.7
Other education/training	%	2.4	2.0	4.0	3.1	na	2.5	1.1	0.5	2.6
Total young clients who needed education and/or training assistance and who were undertaking formal study or training after support										

Table 17A.14 **Proportion of clients aged 12 to 18 years who needed education and/or training assistance who were undertaking formal study or training after support, before and after support, 2011-12**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (a)	*Tas*	*ACT*	*NT*	*Aust*
	%	**52.8**	**52.7**	**46.1**	**51.5**	**na**	**53.2**	**59.2**	**42.3**	**51.9**
Total young clients who needed education and/or training assistance and who were not undertaking formal study or training after support										
	%	**47.2**	**47.3**	**53.9**	**48.5**	**na**	**46.8**	**40.8**	**57.7**	**48.1**
Total young clients who needed education and /or training assistance (b)										
	no.	**3 087**	**1 663**	**1 158**	**654**	**na**	**237**	**360**	**215**	**7 271**

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

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

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

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: 2011-12 National Data Collection annual report, Australia.*

Table 17A.15 **Recurrent cost per completed support period, 2011-12 (a), (b)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Recurrent allocation										
	$m	131.8	112.3	90.9	66.8	54.6	17.0	22.5	11.3	507.0
Closed support periods										
	no.	62 085	124 545	52 415	26 693	22 865	7 432	6 583	8 096	310 713
Cost per completed support period										
	$	2 123	901	1 733	2 502	2 388	2 282	3 418	1 395	1 632

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

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

Source : Australian State and Territory governments (unpublished); AIHW (unpublished); AIHW (unpublished) Specialist Homelessness Services Collection: 2011-12 National Data Collection annual report, Australia; Table 17A.2.

Table 17A.16 **Recurrent cost per client accessing homelessness services, 2011-12, (a), (b)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Recurrent allocation										
	$m	131.8	112.3	90.9	66.8	54.6	17.0	22.5	11.3	507.0
Reported number of clients										
	no.	53 532	76 950	42 930	21 359	18 368	6 175	6 318	6 953	229 247
Estimated cost per client										
	$	2 462	1 459	2 116	3 126	2 972	2 747	3 562	1 624	2 212

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

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

Source: Australian State and Territory governments (unpublished); AIHW (unpublished); AIHW (unpublished) Specialist Homelessness Services Collection: 2011-12 National Data Collection annual report, Australia; Table 17A.2.

Table 17A.17 **Recurrent cost per day of support for clients 2011-12 (a), (b)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Recurrent allocation										
	$m	131.8	112.3	90.9	66.8	54.6	17.0	22.5	11.3	507.0
Number of support days										
	000	5 077	5 403	2 699	1 742	1 627	498	818	373	18 235
Cost per support day										
	$	26	21	34	38	34	34	28	30	28

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

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

Source: Australian State and Territory governments (unpublished); AIHW (unpublished); AIHW (unpublished) Specialist Homelessness Services Collection: 2011-12 National Data Collection annual report, Australia; Table 17A.2.

Table 17A.18 **Proportion of clients who needed assistance to obtain or maintain independent housing and who obtained or maintained independent housing after support, 2011-12, (a), (b), (c)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (d)	*Tas*	*ACT*	*NT*	*Aust*
Type of tenure immediately **before** support period										
Independent housing										
Purchasing/purchased own home	%	0.8	0.5	0.4	1.1	na	1.3	0.2	0.4	0.6
Private rental	%	11.5	11.3	16.8	16.8	na	8.2	4.9	3.9	12.7
Public housing rental	%	3.2	5.5	2.7	6.4	na	3.4	8.9	9.0	4.6
Community housing rental (incl. THM transitional)	%	1.8	0.4	1.6	1.3	na	1.2	1.2	1.1	1.2
Other rental		0.4	0.5	0.5	0.5	na	0.5	0.1	0.6	0.5
Rent free accommodation	%	3.2	2.3	1.9	3.6	na	1.7	1.4	3.3	2.5
Non-independent housing						na				
Crisis	%	1.8	0.7	0.8	1.2	na	0.9	0.6	0.5	1.0
Transitional Housing (incl. rent free)	%	0.5	0.8	0.1	0.7	na	0.6	1.1	0.4	0.6
Caravan Park rental	%	0.3	0.3	0.4	0.2	na	0.1	0.1	0.0	0.3
Institutional setting	%	0.4	0.2	0.3	0.9	na	0.7	0.5	0.7	0.3
Improvised dwelling/sleeping rough	%	0.8	0.7	1.2	1.1	na	1.8	0.9	2.6	0.9
Boarding/Rooming House	%	3.0	1.9	2.1	3.9	na	2.5	1.2	1.6	2.4
Other (no tenure)	%	3.1	2.1	3.0	2.5	na	5.7	2.9	1.3	2.8
Don't know	%	12.4	9.0	11.7	16.9	na	10.9	13.3	13.2	11.5
Total clients who needed assistance to obtain or maintain independent housing and who obtained or maintained independent housing after support										

Table 17A.18 **Proportion of clients who needed assistance to obtain or maintain independent housing and who obtained or maintained independent housing after support, 2011-12, (a), (b), (c)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (d)	*Tas*	*ACT*	*NT*	*Aust*
	%	**43.1**	**36.4**	**43.3**	**57.1**	**na**	**39.4**	**37.3**	**38.6**	**41.9**
Type of tenure immediately **after** support period										
Independent housing										
Purchasing/purchased own home	%	0.9	0.5	0.5	1.2	na	1.0	0.5	0.7	0.7
Private rental	%	18.7	17.6	23.4	18.7	na	15.6	6.6	6.7	18.7
Public housing rental	%	7.5	10.0	6.6	17.0	na	10.5	19.9	14.8	9.8
Community housing rental (incl. THM transitional)	%	7.9	1.8	5.4	3.4	na	7.3	3.3	3.1	4.6
Other rental		0.7	1.0	0.8	0.7	na	1.2	0.3	0.9	0.8
Rent free accommodation	%	7.4	5.5	6.6	16.2	na	3.7	6.6	12.4	7.3
Total clients who needed assistance to obtain or maintain independent housing and who obtained or maintained independent housing after support										
	%	**43.1**	**36.4**	**43.3**	**57.1**	**na**	**39.4**	**37.3**	**38.6**	**41.9**
Total clients who needed assistance to obtain or maintain independent housing and who did not obtain or maintain independent housing after support										
	%	**56.9**	**63.7**	**56.7**	**42.9**	**na**	**60.6**	**62.7**	**61.4**	**58.1**
Total clients who identified a need for assistance to obtain or maintain independent housing (e)										
	no.	**26 592**	**37 474**	**25 074**	**8 603**	**na**	**3 433**	**4 614**	**2 077**	**105 914**

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

(b) The number of clients is based on a weighted estimate of accommodation status. However, there were 25,248 client for whom accommodation information was missing at the end of support.

Table 17A.18 **Proportion of clients who needed assistance to obtain or maintain independent housing and who obtained or maintained independent housing after support, 2011-12, (a), (b), (c)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (d)	*Tas*	*ACT*	*NT*	*Aust*

(c) A client's housing tenancy was determined at the end of their last closed support period in 2012, or at as 30 June 2012 if they had ongoing support a this time.

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

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

na Not available.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: 2011-12 National Data Collection annual report, Australia.*

Table 17A.19 **Proportion of Indigenous clients who needed assistance to obtain or maintain independent housing and who obtained or maintained independent housing after support, 2011-12 (a), (b), (c)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (d)	*Tas*	*ACT*	*NT*	*Aust*
Type of tenure immediately **before** support period										
Independent housing										
Purchasing/purchased own home	%	0.2	0.1	na	0.1	na	1.0	na	na	0.1
Private rental	%	8.5	4.1	9.9	3.6	na	5.8	1.2	1.6	7.0
Public housing rental	%	4.9	6.1	3.9	10.6	na	3.5	5.2	11.5	5.9
Community housing rental (incl. THM transitional)	%	1.8	0.8	1.8	1.5	na	0.8	0.6	1.8	1.6
Other rental		0.2	0.3	0.1	0.1	na	0.6	0.2	0.3	0.2
Rent free accommodation	%	2.7	2.2	1.9	4.7	na	0.4	1.1	3.7	2.6
Non-independent housing										
Crisis	%	1.2	0.3	0.9	1.0	na	1.2	0.9	0.4	0.9
Transitional Housing (incl. rent free)	%	0.4	0.8	na	0.5	na	0.2	0.8	0.3	0.4
Caravan Park rental	%	0.1	0.4	0.3	0.2	na	na	0.2	na	0.2
Institutional setting	%	0.3	0.1	0.2	0.4	na	0.4	0.6	0.4	0.3
Improvised dwelling/sleeping rough	%	0.7	0.5	1.3	0.7	na	2.1	0.5	3.8	1.0
Boarding/Rooming House	%	2.9	2.1	2.5	3.6	na	1.9	0.5	1.2	2.6
Other (no tenure)	%	3.3	2.9	3.6	3.5	na	6.8	2.0	1.0	3.3
Don't know	%	13.1	10.4	12.0	17.7	na	9.1	14.3	14.9	13.1
Total Indigenous clients who needed assistance to obtain or maintain independent housing and who obtained or maintained independent housing after support										

Table 17A.19 **Proportion of Indigenous clients who needed assistance to obtain or maintain independent housing and who obtained or maintained independent housing after support, 2011-12 (a), (b), (c)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (d)	*Tas*	*ACT*	*NT*	*Aust*
	%	**40.0**	**31.3**	**38.6**	**48.4**	**na**	**33.9**	**28.1**	**40.9**	**39.2**
Type of tenure immediately **after** support period										
Independent housing										
Purchasing/purchased own home	%	0.1	0.3	0.1	0.2	na	0.4	na	0.1	0.2
Private rental	%	14.1	9.2	17.1	4.5	na	12.5	1.9	2.6	12.3
Public housing rental	%	10.9	14.3	8.4	23.1	na	10.7	15.7	17.0	12.7
Community housing rental (incl. THM transitional)	%	7.4	2.0	6.0	2.6	na	6.8	2.3	4.2	5.3
Other rental		0.5	0.7	0.6	0.6	na	0.6	na	0.2	0.6
Rent free accommodation	%	6.9	4.9	6.3	17.4	na	2.9	8.2	16.8	8.3
Total Indigenous clients who needed assistance to obtain or maintain independent housing and who obtained or maintained independent housing after support										
	%	**40.0**	**31.3**	**38.6**	**48.4**	**na**	**33.9**	**28.1**	**40.9**	**39.2**
Total Indigenous clients who needed assistance to obtain or maintain independent housing and who did not obtain or maintain independent housing after support										
	%	**60.0**	**68.7**	**61.4**	**51.6**	**na**	**66.1**	**71.9**	**59.1**	**60.8**
Total Indigenous clients who needed assistance to obtain or maintain independent housing (e)										
	no.	**6 594**	**3 190**	**6 948**	**2 554**	**na**	**514**	**648**	**1 297**	**21 197**

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

Table 17A.19 **Proportion of Indigenous clients who needed assistance to obtain or maintain independent housing and who obtained or maintained independent housing after support, 2011-12 (a), (b), (c)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (d)	*Tas*	*ACT*	*NT*	*Aust*

(b) The number of clients is based on a weighted estimate of accommodation status. However, there were 4,922 client for whom accommodation information was missing at the end of support.

(c) A client's housing tenancy was determined at the end of their last closed support period in 2012, or at as 30 June 2012 if they had ongoing support a this time.

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

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

na Not available.

Source : AIHW (unpublished) *Specialist Homelessness Services Collection: 2011-12 National Data Collection annual report, Australia.*

Table 17A.20 **Proportion of clients who were living in non-independent housing before support who obtained independent housing after support, 2011-12 (a), (b), (c)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (d)	*Tas*	*ACT*	*NT*	*Aust*
Type of tenure immediately **before** support period										
Non-independent housing										
Crisis	%	4.9	2.0	2.1	3.9	na	2.0	1.6	1.3	2.9
Transitional Housing (incl. rent free)	%	1.3	2.4	0.3	2.3	na	1.4	3.1	0.9	1.6
Caravan Park rental	%	0.8	0.7	1.1	0.8	na	0.3	0.2	0.1	0.8
Institutional setting	%	1.0	0.6	0.8	2.9	na	1.6	1.3	1.8	1.0
Improvised dwelling/sleeping rough	%	2.2	2.0	3.3	3.3	na	4.2	2.5	6.9	2.6
Boarding/Rooming	%	8.3	5.6	5.7	12.4	na	5.8	3.4	4.6	6.8
Other (no tenure)	%	8.6	6.1	8.2	8.1	na	13.1	8.0	3.7	7.8
Total clients who were living in non-independent housing before support and who obtained or maintained independent housing after support										
	%	**27.1**	**19.5**	**21.5**	**33.7**	**na**	**28.4**	**20.2**	**19.3**	**23.5**
Type of tenure immediately **after** support period										
Purchasing/purchased own home	%	0.1	0.1	0.1	0.6	na	0.1	0.4	0.3	0.2
Private rental	%	8.4	7.6	7.9	6.2	na	9.7	2.8	3.3	7.7
Public housing rental	%	5.5	5.5	4.2	18.0	na	8.2	10.4	6.5	6.5
Community housing rental (incl. THM transitional)	%	8.1	1.9	5.1	3.2	na	7.3	2.8	1.2	4.6
Other rental		0.7	0.9	0.9	0.5	na	0.9	0.2	0.4	0.7
Rent free accommodation	%	4.3	3.4	3.3	5.1	na	2.1	3.5	7.6	3.8
Total clients who were living in non-independent housing before support and who obtained independent housing after support										

Table 17A.20 **Proportion of clients who were living in non-independent housing before support who obtained independent housing after support, 2011-12 (a), (b), (c)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (d)	*Tas*	*ACT*	*NT*	*Aust*
	%	**27.1**	**19.5**	**21.5**	**33.7**	**na**	**28.4**	**20.2**	**19.3**	**23.5**
Total clients who were living in non-independent housing before support and who did not obtain independent housing after support										
	%	**72.9**	**80.5**	**78.5**	**66.3**	**na**	**71.6**	**79.8**	**80.7**	**76.5**
Total clients who were living in non-independent housing before support (e)										
	no.	**9 656**	**13 082**	**9 090**	**2 689**	**na**	**1 491**	**1 649**	**766**	**37 418**

(a) These data are calculated using the numerator 'Total number of clients who, on presentation, were living in non-independent/supported housing and achieved independent housing at the end of support' and the denominator 'Total number of clients who, on presentation, were living in non-independent/supported housing.

(b) The number of clients is based on a weighted estimate of accommodation status. However, there were 7,250 client for whom accommodation information was missing at the end of support.

(c) A client's housing tenancy was determined at the end of their last closed support period in 2012, or at as 30 June 2012 if they had ongoing support a this time.

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

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

na Not available.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: 2011-12 National Data Collection annual report, Australia.*

Table 17A.21 **Proportion of clients who needed assistance to obtain or maintain independent housing and who achieved independent housing after support, and did not present again with a need for accommodation within the reporting period, by tenure type after support, 2011-12 (a), (b)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (c)	*Tas*	*ACT*	*NT*	*Aust*
Purchasing/purchased own home	%	3.8	7.1	2.0	5.3	na	4.0	2.5	2.2	5.0
Private rental	%	41.1	43.1	50.8	26.4	na	48.0	16.4	11.1	40.5
Public housing rental	%	16.9	21.6	13.7	23.4	na	22.9	53.3	24.0	20.3
Community housing rental (incl. THM transitional)	%	10.2	3.5	10.3	5.3	na	7.6	5.8	13.6	7.0
Other Rental	%	2.7	3.7	2.6	1.3	na	3.5	1.1	1.3	2.6
Rent free accommodation	%	23.7	16.0	18.5	35.8	na	11.6	19.7	45.5	21.4
Total clients who needed assistance to obtain or maintain independent housing and who achieved independent housing after support, and did not present again with a need for accommodation										
	%	**98.3**	**95.0**	**97.9**	**97.5**	**na**	**97.6**	**98.8**	**97.9**	**96.8**
Total clients who needed assistance to obtain or maintain independent housing and who achieved independent housing after support, but presented again with a need for accommodation										
	%	**1.7**	**5.0**	**2.1**	**2.5**	**na**	**2.4**	**1.2**	**2.1**	**3.2**
Total clients who needed assistance to obtain or maintain independent housing (d)										
	no.	**16 368**	**29 216**	**15 163**	**9 470**	**na**	**2 275**	**1 684**	**2 775**	**82 002**

(a) These data are calculated using the numerator 'Total number of clients who achieved independent housing at the end of support, and who did not represent with a need for short-term, medium-term, long term housing, assistance to sustain tenancy or prevent tenancy failure or eviction or assistance to prevent foreclosures or for mortgage arrears again during 2011-12', and the denominator 'Total Clients who had requested assistance with obtaining or maintaining independent/non-supported housing and who had independent/non-supported housing at the end if support.

(b) A client's housing tenancy was determined at the end of their last closed support period in 2012, or at as 30 June 2012 if they had ongoing support a this time.

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

Table 17A.21 **Proportion of clients who needed assistance to obtain or maintain independent housing and who achieved independent housing after support, and did not present again with a need for accommodation within the reporting period, by tenure type after support, 2011-12 (a), (b)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (c)	*Tas*	*ACT*	*NT*	*Aust*

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

na Not available.

Source : AIHW (unpublished) *Specialist Homelessness Services Collection: 2011-12 National Data Collection annual report, Australia.*

Table 17A.22 **Proportion of clients who needed employment and/or training assistance who were employed after support, labour force status, 2011-12 (a), (b)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (c)	*Tas*	*ACT*	*NT*	*Aust*
Labour force status of clients who needed employment and training assistance and who were employed after support - status **before** support										
Employed full time	%	1.6	0.7	1.0	1.6	na	0.8	1.4	4.4	1.4
Employed part time	%	4.6	3.0	3.0	3.5	na	2.1	2.6	6.0	3.8
Unemployed	%	5.1	3.3	4.5	6.0	na	3.5	6.0	5.3	4.7
Not in labour force	%	3.8	2.3	2.8	3.2	na	2.6	1.3	4.2	3.1
Don't know	%	**3.0**	2.7	2.2	2.7	na	1.3	5.1	3.6	2.9
Total clients who needed employment and/or training assistance and who were employed afer support										
	%	**18.1**	**12.0**	**13.5**	**16.9**	**na**	**10.3**	**16.4**	**23.5**	**15.9**
Labour force status of clients who needed employment and training assistance and who were employed after support - status **after** support										
Employed full time	%	5.8	3.1	4.1	5.5	na	2.3	4.9	11.1	4.9
Employed part time	%	12.3	8.9	9.4	11.4	na	8.0	11.5	12.4	11.0
Total clients who needed employment and/or training assistance and who were employed afer support										
	%	**18.1**	**12.0**	**13.5**	**16.9**	**na**	**10.3**	**16.4**	**23.5**	**15.9**
Total clients who needed employment and/or training assistance (d)										
	no.	**6 406**	**3 846**	**3 412**	**1 809**	**na**	**388**	**917**	**548**	**16 827**

(a) The number of clients employed is based on a weighted estimate of labour force status. However, there were 3,121 clients for whom labour force status was missing at the end of support.

(b) A client's employment and/or training status was determined at the end of their last closed support period in 2012, or at as 30 June 2012 if they had ongoing support a this time.

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

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

na Not available.

Table 17A.22 **Proportion of clients who needed employment and/or training assistance who were employed after support, labour force status, 2011-12 (a), (b)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (c)	*Tas*	*ACT*	*NT*	*Aust*

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: 2011-12 National Data Collection annual report, Australia.*

Table 17A.23 Proportion of Indigenous clients who needed employment and/or training assistance who were employed after support, by labour force status, 2011-12 (a), (b)

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (c)	*Tas*	*ACT*	*NT*	*Aust*
Labour force status of Indigenous clients who needed employment and training assistance and who were employed after support - status **before** support										
Employed full time	%	0.9	0.3	1.6	1.0	na	–	–	4.6	1.2
Employed part time	%	4.1	0.6	1.2	1.9	na	–	–	2.3	2.6
Unemployed	%	3.2	2.2	2.4	2.9	na	3.1	1.8	4.8	2.9
Not in labour force	%	1.9	1.0	2.5	3.2	na	1.6	0.9	1.9	2.2
Don't know	%	2.2	2.2	1.6	0.7	na	1.6	5.5	4.3	2.1
Total	**%**	**12.3**	**6.3**	**9.3**	**9.7**	na	**6.3**	**8.2**	**17.9**	**11.0**
Labour force status of Indigenous clients who needed employment and training assistance and who were employed after support - status **after** support										
Employed full time	%	3.2	2.5	3.5	4.7	na	1.6	1.8	11.3	3.9
Employed part time	%	9.1	3.8	5.8	5.0	na	4.7	6.4	6.6	7.1
Total Indigenous clients who needed employment and/or training assistance who were employed after support										
	%	**12.3**	**6.3**	**9.3**	**9.7**	**na**	**6.3**	**8.2**	**17.9**	**11.0**
Total Indigenous clients who needed employment and/or training assistance who were not employed after support										
	%	**87.7**	**93.7**	**90.7**	**90.3**	**na**	**93.7**	**91.8**	**82.1**	**89.0**
Total number of Indigenous clients who needed employment and/or training assistance (d)										
	no.	**1 209**	**318**	**754**	**411**	**na**	**64**	**109**	**257**	**3 011**

(a) The number of clients employed is based on a weighted estimate of labour force status. However, there were 605 Indigenous clients for whom labour force status was missing at the end of support.

(b) A client's employment and/or training status was determined at the end of their last closed support period in 2012, or at as 30 June 2012 if they had ongoing support a this time.

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

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

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

Table 17A.23 **Proportion of Indigenous clients who needed employment and/or training assistance who were employed after support, by labour force status, 2011-12 (a), (b)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (c)	*Tas*	*ACT*	*NT*	*Aust*

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: 2011-12 National Data Collection annual report, Australia.*

Table 17A.24 **Proportion of clients who needed employment and/or training assistance and who were unemployed and not in the labour force before support, who were employed after support, by labour force status, 2011-12 (a), (b)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (c)	*Tas*	*ACT*	*NT*	*Aust*
Of those unemployed before support										
Employed full time after support	%	5.2	2.7	3.5	4.5	na	2.9	3.0	6.4	4.2
Employed part time after support	%	8.4	6.7	6.4	9.7	na	6.5	12.8	6.9	8.0
Total	**%**	**13.6**	**9.4**	**9.9**	**14.2**	**na**	**9.4**	**15.8**	**13.3**	**12.2**
Total clients unemployed before support who needed employment or training assistance										
	no.	**2 401**	**1 360**	**1 558**	**763**	**na**	**139**	**336**	**218**	**6 548**
Of those not in the labour force before support										
Employed full time after support	%	3.2	1.4	2.3	3.6	na	–	0.4	6.5	2.6
Employed part time after support	%	8.9	5.8	7.7	7.2	na	8.1	4.8	7.1	7.7
Total	**%**	**12.1**	**7.2**	**10.0**	**10.8**	**na**	**8.1**	**5.2**	**13.6**	**10.3**
Total clients not in the labour force before support who needed employment or training assistance (d)										
	no.	**2 008**	**1 225**	**968**	**529**	**na**	**124**	**230**	**169**	**5 102**

(a) The number of clients employed is based on a weighted estimate of labour force status. However, there were 1,012 unemployed clients and 745 not in the labour force clients for whom labour force status was missing at the end of support.

(b) A client's employment and/or training status was determined at the end of their last closed support period in 2012, or at as 30 June 2012 if they had ongoing support a this time.

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

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

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

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: 2011-12 National Data Collection annual report, Australia.*

Table 17A.25 **Proportion of clients experiencing homelessness who had repeat periods of homelessness, 2011-12 (a)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Clients who had more than one period of homelessness										
	%	8.8	7.5	7.8	6.9	4.8	8.4	13.2	7.1	7.3
Clients who experienced homelessness at some time in 2011-12										
Total (b)	no.	**29 530**	**38 219**	**24 889**	**9 336**	**9 678**	**3 833**	**3 916**	**3 667**	**119 625**

(a) A client's housing tenancy was determined at the end of their last closed support period in 2012, or at as 30 June 2012 if they had ongoing support a this time.

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

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: 2011-12 National Data Collection annual report, Australia.*

Table 17A.26 **Proportion of Indigenous clients experiencing homelessness who had repeat periods of homelessness, 2011-12 (a)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Indigenous clients who had more than one period of homelessness										
	%	9.7	10.8	8.5	7.7	5.3	10.1	13.6	6.1	8.0
Indigenous clients who experienced homelessness at some time in 2011-12 (b)										
	no.	**6688**	**3539**	**7835**	**3158**	**2316**	**648**	**552**	**2445**	**26511**

(a) A client's housing tenancy was determined at the end of their last closed support period in 2012, or at as 30 June 2012 if they had ongoing support a this time.

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

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: 2011-12 National Data Collection annual report, Australia.*

Table 17A.27 **Proportion of clients who needed income assistance and who had an income source after support, 2011-12 (a)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (b)	*Tas*	*ACT*	*NT*	*Aust*
Source of income **before** support										
No income	%	6.2	4.6	4.2	5.5	na	6.9	5.1	4.0	5.2
Awaiting benefit	%	5.2	5.5	5.3	5.1	na	6.9	8.3	5.0	5.6
Government pension/allowance (incl. DVA)	%	60.7	56.9	66.8	57.4	na	56.2	48.1	69.1	60.1
Employee/Business income	%	4.9	4.0	3.6	5.1	na	1.7	5.8	5.8	4.5
Other	%	0.8	0.5	0.5	0.7	na	0.4	1.0	0.2	0.7
Don't know	%	18.2	25.5	15.5	21.5	na	21.0	26.8	12.0	19.9
Total clients who needed income assistance and who had an income source after support										
	%	**96.0**	**97.0**	**95.9**	**95.3**	na	**93.3**	**95.2**	**96.0**	**96.0**
Total clients who needed income assistance										
	no.	**7 193**	**5 093**	**4 962**	**2 273**	na	**520**	**1 010**	**834**	**21 107**
Source of income **after** support										
No income	%	–	–	–	–	–	–	–	–	–
Awaiting benefit	%	2.9	2.3	2.3	2.9	na	3.5	2.4	3.6	2.7
Government pension/allowance (incl. DVA)	%	70.1	65.6	70.5	66.9	na	73.3	68.3	69.8	68.6
Employee/Business income	%	6.3	4.4	4.2	6.9	na	3.5	8.4	8.9	5.7
Other	%	0.6	0.6	0.5	0.8	na	0.4	0.7	0.1	0.6
Don't know	%	16.1	24.0	18.4	17.9	na	12.5	15.4	13.7	18.3
Total clients who needed income assistance and who had an income source after support										
	%	**96.0**	**97.0**	**95.9**	**95.3**	**na**	**93.3**	**95.2**	**96.0**	**96.0**

Table 17A.27 **Proportion of clients who needed income assistance and who had an income source after support, 2011-12 (a)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (b)	*Tas*	*ACT*	*NT*	*Aust*
Total clients who needed income assistance and who did not have an income source after support										
	%	**4.0**	**3.0**	**4.1**	**4.7**	**na**	**6.7**	**4.8**	**4.0**	**4.0**
Total clients who needed income assistance (c)										
	no.	**7 193**	**5 093**	**4 962**	**2 273**	**na**	**520**	**1 010**	**834**	**21 107**

(a) A client's income status was determined at the end of their last closed support period in 2012, or at as 30 June 2012 if they had ongoing support a this time.

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

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

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

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: 2011-12 National Data Collection annual report, Australia.*

Table 17A.28 **Proportion of Indigenous clients who needed income assistance and who had an income source after support, 2011-12 (a)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (b)	*Tas*	*ACT*	*NT*	*Aust*
Source of income **before** support										
No income	%	5.8	4.0	2.5	3.7	na	4.4	–	2.6	3.8
Awaiting benefit	%	5.0	4.6	3.9	3.0	na	8.8	8.7	2.8	4.3
Government pension/allowance (incl. DVA)	%	61.9	56.7	72.4	60.1	na	60.4	45.7	74.3	64.8
Employee/Business income	%	3.8	2.4	2.1	2.4	na	2.2	–	3.4	2.8
Other	%	0.4	0.4	–	0.8	na	–	–	–	0.3
Don't know	%	20.0	28.9	16.6	26.8	na	19.8	43.3	13.0	20.9
Total Indigenous clients who needed income assistance and who had an income source after support										
	%	**96.7**	**97.1**	**97.4**	**96.8**	**na**	**95.6**	**97.6**	**96.2**	**96.9**
Total Indigenous clients who needed income assistance										
	no.	**1 427**	**453**	**1 239**	**627**	**na**	**91**	**127**	**529**	**4 304**
Source of income **after** support										
No income	%	–	–	–	–	–	–	–	–	–
Awaiting benefit	%	2.2	1.1	1.3	1.8	na	3.3	2.4	2.1	1.9
Government pension/allowance (incl. DVA)	%	73.4	67.1	70.1	71.8	na	74.7	81.1	74.9	72.0
Employee/Business income	%	3.9	2.6	1.9	2.9	na	4.4	1.6	5.7	3.3
Other	%	0.3	0.7	–	0.5	na	–	–	–	0.2
Don't know	%	16.9	25.6	24.1	19.9	na	13.2	12.6	13.6	19.4
Total Indigenous clients who needed income assistance and who had an income source after support										
	%	**96.7**	**97.1**	**97.4**	**96.8**	**na**	**95.6**	**97.6**	**96.2**	**96.9**

Table 17A.28 **Proportion of Indigenous clients who needed income assistance and who had an income source after support, 2011-12 (a)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (b)	*Tas*	*ACT*	*NT*	*Aust*
Total Indigenous clients who needed income assistance and who did not have an income source after support										
	%	**3.3**	**2.9**	**2.6**	**3.2**	**na**	**4.4**	**2.4**	**3.8**	**3.1**
Total Indigenous clients who needed income assistance (c)										
	no.	**1 427**	**453**	**1 239**	**627**	**na**	**91**	**127**	**529**	**4 304**

(a) A client's income status was determined at the end of their last closed support period in 2012, or at as 30 June 2012 if they had ongoing support a this time.

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

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

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

Source : AIHW (unpublished) Specialist Homelessness Services Collection: 2011-12 *National Data Collection annual report, Australia* .

Table 17A.29 **The extent that case management goals have been achieved after support, all clients, 2011-12 (a), (b), (c)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
None	%	8.6	8.0	9.0	9.5	30.1	10.3	9.9	4.7	10.3
Some	%	55.6	49.7	55.7	61.5	32.7	61.5	58.2	64.3	52.8
All	%	35.8	42.3	35.2	28.9	37.2	28.2	31.9	31.0	36.9
Total	%	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Clients with case management plans (d)	**no.**	**38 275**	**39 091**	**31 038**	**15 400**	**10 011**	**4 230**	**4 568**	**5 034**	**144 655**

(a) The status of a client's case management goals was determined at the end of their last closed support period in 2011-12.

(b) Case management plan status: if a client reports having a case management plan in any support period within the collection month they are counted as a client who has a case management plan.

(c) Achievement of case management goals: where a client is recorded as having a case management plan, the achievement of their case management goals are recorded as none, all or some. None: all support periods within the collection month reported 'not at all'. All: all support periods within the collection month reported 'all'. Some: at least one support period within the collection month reported 'up to half', 'half or more' or 'all' where multiple different responses are recorded for the one client within the collection month.

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

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: 2011-12 National Data Collection annual report, Australia.*

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Table 17A.30 **Composition of support provided in support periods (a), (b), (c)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
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
Counselling	%	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	0.0
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
Counselling	%	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
Counselling	%	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
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**
2010-11										
Housing/accommodation	%	58.7	34.0	69.2	58.5	55.8	76.4	78.0	74.7	53.0
Financial assistance/ employment assistance	%	47.4	37.7	45.5	44.9	26.5	37.8	55.9	54.7	41.9
Counselling	%	68.6	43.3	53.0	56.1	64.5	59.3	73.2	62.8	56.1

Table 17A.30 **Composition of support provided in support periods (a), (b), (c)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
General support/advocacy	%	82.5	71.2	75.8	62.8	81.9	87.5	83.0	75.7	76.1
Specialist services	%	35.0	12.3	17.4	26.0	22.1	8.5	32.0	23.5	21.9
Other	%	68.2	26.8	50.8	55.2	32.2	54.7	61.6	68.3	47.1
Total number	**000**	**64.3**	**74.6**	**35.7**	**17.5**	**20.2**	**5.8**	**2.7**	**5.1**	**226.0**

(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) Excludes records with no information on service requirements or provision (weighted): in 2006-07: 9098; in 2007-08: 9787; in 2008-09: 9440; in 2009-10: 11759; in 2010-11: 15992.

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

Table 17A.31 **Agencies by primary target group (a), (b)**

		Proportion of agencies targeting client group				
Primary target group	*Unit*	*2006-07*	*2007-08*	*2008-09*	*2009-10*	*2010-11*
Young people	%	35.4	35.4	34.3	33.2	33.3
Women escaping domestic violence	%	24.0	23.0	22.9	24.3	23.7
Cross target/multiple/general	%	22.7	23.6	25.2	25.3	25.9
Families	%	8.4	8.3	8.6	8.6	8.1
Single men only	%	6.4	6.5	6.2	5.8	6.0
Single women only	%	3.0	3.1	2.8	2.8	2.9
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**1 539**	**1 562**	**1 532**	**1 559**	**1 547**

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

(b) 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; at 30 June 2011, 1547 agencies were funded.

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

Table 17A.32 **Agencies by service delivery model (a), (b)**

		Proportion of agencies targeting client group				
Primary target group	*Unit*	*2006-07*	*2007-08*	*2008-09*	*2009-10*	*2010-11*
Medium/long term accommodation	%	40.0	41.2	40.6	40.0	40.1
Crisis/short term accommodation	%	31.1	30.9	32.2	30.5	30.6
Multiple	%	12.2	9.0	8.7	9.1	9.4
Outreach support	%	6.4	7.1	6.5	8.7	8.1
Day support	%	1.9	1.7	1.6	1.7	1.6
Agency support	%	1.4	1.5	1.6	1.6	1.6
Telephone information/referral	%	1.0	1.0	1.2	1.1	1.2
Other	%	6.0	7.6	7.6	7.4	7.3
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**1 539**	**1 562**	**1 532**	**1 559**	**1 547**

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

(b) 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; at 30 June 2011, 1547 agencies were funded.

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

Table 17A.33 **Nominal expenditure on homelessness services (a)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
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										0
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										
Funding allocation										
Australian government	$m	31.4	20.4	15.8	9.4	9.0	4.0	3.2	2.7	95.9
State/Territory governments	$m	30.8	18.8	17.8	10.1	8.7	3.9	3.2	2.4	95.7
Total	**$m**	**127.1**	**102.2**	**74.1**	**40.0**	**31.6**	**15.5**	**12.9**	**10.2**	**191.6**
Proportion of total funding										
Australian government	%	24.7	20.0	21.3	23.5	28.5	26.0	25.1	26.4	50.1
State/Territory governments	%	24.2	18.4	24.1	25.2	27.5	25.0	24.6	23.8	49.9
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	1.4	1.3	2.1	0.4	0.3	0.2	–
Service delivery expenditure	$m	129.4	104.5	77.4	54.9	41.4	15.5	15.4	10.2	–
Total	**$m**	**133.1**	**107.1**	**78.8**	**56.2**	**43.5**	**15.9**	**15.6**	**10.4**	**–**
Proportion of total expenditure										
Administrative expenditure	%	2.8	2.4	1.8	2.3	4.8	2.2	1.7	1.9	na

Table 17A.33 **Nominal expenditure on homelessness services (a)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Service delivery expenditure	%	97.2	97.6	98.2	97.7	95.2	97.8	98.3	98.1	na
Total	%	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**na**
2010-11										
State/Territory government expenditure										
Administrative expenditure	$m	3.6	2.8	3.1	1.2	2.9	0.5	0.3	0.2	14.5
Service delivery expenditure	$m	125.2	107.2	83.0	58.8	48.0	16.2	19.6	10.6	468.7
Total	**$m**	**128.8**	**110.0**	**86.1**	**60.0**	**50.9**	**16.7**	**19.9**	**10.8**	**483.2**
Proportion of total expenditure										
Administrative expenditure	%	2.8	2.6	3.6	1.9	5.7	2.7	1.4	1.9	3.0
Service delivery expenditure	%	97.2	97.4	96.4	98.1	94.3	97.3	98.6	98.1	97.0
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.34 **Total recurrent expenditure on homelessness services (a), (b)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Nominal funding										
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	78.8	56.2	43.5	15.9	15.6	10.4	460.7
2010-11	$m	128.8	110.0	86.1	60.0	50.9	16.7	19.9	10.8	483.2
Real funding (2011-12 dollars)										
2007-08	$m	138.9	87.4	75.0	42.0	39.4	17.3	14.2	11.4	426.2
2008-09	$m	138.4	111.2	80.7	43.5	34.3	16.9	14.0	11.1	450.1
2009-10	$m	143.5	115.4	85.0	60.6	46.9	17.1	16.8	11.2	496.5
2010-11	$m	130.9	111.8	87.5	60.9	51.7	17.0	20.2	11.0	491.1

(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 (2011-12 = 100).

Source: Australian State and Territory governments (unpublished); Table 17A.33 and Table AA.51.

Table 17A.35 **Real recurrent homelessness expenditure per person in the residential population (2011-12 dollars) (a), (b)**

	NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
2007-08	20.05	16.66	17.74	19.71	24.76	34.91	41.66	52.42	20.12
2008-09	19.65	20.72	18.54	19.74	21.31	33.72	40.36	50.16	20.79
2009-10	19.95	21.00	19.00	26.68	28.70	33.88	47.44	49.30	22.41
2010-11	18.00	20.02	19.24	26.30	31.34	33.31	55.87	47.72	21.85

(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 (2011-12 = 100).

Source: Australian State and Territory governments (unpublished); Tables 17A.34, AA.2 and AA.51.

Table 17A.36 **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*
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										*0*
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
2010-11										
Not accommodated	no.	56.8	na	48.3	16.8	26.6	12.0	2.3	8.3	171.1
Adults and unaccompanied children making requests for accommodation	no.	114.1	na	78.8	34.6	35.3	18.3	4.6	18.1	303.9
Turn-away	%	49.7	na	61.3	48.6	75.5	65.6	49.2	45.7	56.3

Table 17A.36 **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 2010-11).

(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 2010-11 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 of SAAP annual report 2010-11).

(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 National Data Collection 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.37 **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*
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.	2639.4	1928.7	1414.2	594.6	846.6	233.2	205.4	153.6	8015.8
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.	3 361.0	na	1 377.3	596.0	764.5	253.7	284.3	143.4	6 780.3
Total demand for accommodation	no.	3 435.2	na	1 431.7	623.9	787.8	265.0	290.6	151.5	6 985.8
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
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
2010-11										
Not accommodated	no.	56.8	na	48.3	16.8	26.6	12.0	2.3	8.3	171.1
Total accommodated	no.	3 142.1	na	1 540.4	663.0	777.6	234.2	286.6	226.2	6 870.1
Total demand for accommodation	no.	3 198.9	na	1 588.7	679.8	804.2	246.2	288.9	234.5	7 041.2

Table 17A.37 **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	%	1.8	na	3.0	2.5	3.3	4.9	0.8	3.5	2.4

(a) Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2 of 2010-11 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 2010-11 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 National Data Collection 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.38 **Proportion of Indigenous people among all accommodated clients and among people whose valid requests for accommodation were unmet (a), (b), (c), (d)**

	Unit	*NSW*	*Vic* (e)	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Representation among accommodated clients										
2006-07	%	18.5	6.8	22.3	40.9	23.3	12.2	13.8	66.4	22.1
2007-08 (f)	%	18.2	7.2	21.7	41.0	21.4	11.6	12.3	65.2	21.7
2008-09 (g)	%	16.8	7.8	22.1	38.0	22.8	12.6	12.4	68.6	21.9
2009-10 (h)	%	16.9	7.5	23.7	37.2	20.7	12.0	15.3	69.2	22.4
2010-11 (i)	%	18.0	6.7	24.2	36.9	24.8	12.4	14.0	70.2	23.2
Representation among people unable to be provided with accommodation										
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
2010-11	%	29.2	na	33.7	43.1	22.1	5.0	33.3	71.4	30.3

(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) Data 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) The approaches to delivering homelessness services vary between jurisdictions. In particular, accommodation related data in Victoria are not been recorded in the SAAP National Data Collection 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.

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

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

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

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

Table 17A.38 **Proportion of Indigenous people among all accommodated clients and among people whose valid requests for accommodation were unmet (a), (b), (c), (d)**

	Unit	*NSW*	*Vic* (e)	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*

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.39 **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* (f)	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Representation among accommodated clients										
2006-07	%	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 (i)	%	13.9	20.3	7.8	11.1	8.7	3.4	19.9	4.4	11.8
2010-11	%	14.5	19.9	8.0	11.7	8.2	3.7	16.8	4.2	11.9
Representation among people unable to be provided with accommodation										
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
2010-11	%	7.9	na	3.7	13.8	8.1	5.0	–	–	6.8

(a) Data exclude 1690 records where ethnicity was unknown (weighted); Client figures have been weighted to adjust for agency non-participation and client non-consent; figures on number of requests have been

(b) Data 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, 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) The approaches to delivering homelessness services vary between jurisdictions. In particular, accommodation related data in Victoria are not been recorded in the SAAP National Data Collection 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.

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

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

na Not available. – Nil or rounded to zero.

Table 17A.39 **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* (f)	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*

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.40 **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*
2006-07 (d)										
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**	**–**
Total	**no.**	**40 900**	**62 600**	**22 200**	**10 800**	**13 100**	**5 200**	**1 800**	**3 900**	**160 600**
2007-08 (e)										
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 (f)										
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**
2009-10 (g)										
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**

Table 17A.40 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*
2010-11 (h)										
Support plan	%	69.2	52.7	58.5	61.1	60.2	59.5	72.7	67.9	59.5
No support plan										
Client did not agree to support plan	%	4.1	6.0	7.7	9.4	6.2	7.6	9.2	8.8	6.2
Support period too short	%	25.7	32.3	30.5	28.2	32.8	32.5	18.2	21.4	29.8
Other	%	0.9	9.0	3.3	1.3	0.9	0.4	0.0	1.9	4.5
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**44 900**	**73 800**	**31 600**	**12 200**	**15 700**	**4 900**	**1 900**	**4 000**	**189 100**

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

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

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

(f) Data exclude 10 690 records due to errors and omissions.

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

(h) Data exclude 14 003 records due to errors or ommissions.

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

Table 17A.41 **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*
2006-07 (d)										
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**	**–**
Total	**no.**	**7 300**	**3 000**	**4 900**	**5 000**	**2 900**	**600**	**200**	**2 700**	**26 600**
2007-08 (e)										
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 (f)										
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**
2009-10 (g)										
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**

Table 17A.41 **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*
2010-11 (h)										
Support plan	%	75.1	47.7	59.3	48.2	63.8	59.0	67.1	64.8	61.3
No support plan										
Client did not agree to support plan	%	3.9	9.9	9.1	9.1	3.7	7.4	10.5	9.4	7.3
Support period too short	%	20.5	30.1	28.8	42.4	32.0	33.5	22.4	24.5	28.5
Other	%	0.5	12.2	2.8	0.3	0.6	–	–	1.3	2.9
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**8 000**	**4 700**	**7 600**	**3 900**	**3 400**	**500**	**300**	**2 800**	**31 300**

(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 2006-07 include analysis of closed support periods only and are not comparable with earlier data. Some categories have also changed for 2006-07 and subsequent data.

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

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

(f) Data exclude 2492 records due to errors and omissions.

(g) Data exclude 2510 records due to errors or ommissions.

(h) Data exclude 3135 records due to errors or ommissions and 10218 records where Indigenous status – Nil or rounded to zero.

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

Table 17A.42 **Support needs of all clients, met and unmet (a), (b), (c)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
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**	**–**
2007-08										
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 (d)										
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 (e)										
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**
2010-11 (f)										
Provided only	%	80.6	81.1	80.2	87.8	77.3	87.5	61.4	93.4	81.2
Referred only	%	4.6	5.4	5.7	3.6	8.0	4.3	8.3	1.5	5.1
Provided & referred	%	13.0	9.9	11.1	6.6	7.2	4.4	29.1	4.0	10.7
Unmet	%	1.8	3.7	3.1	2.0	7.6	3.8	1.2	1.1	3.0
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**'000**	**348.5**	**249.9**	**183.5**	**78.2**	**91.1**	**28.7**	**18.9**	**33.4**	**1 032.1**

(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.

(c) Proportions are of distinct services needed.

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

(e) Data exclude 7556 records due to errors and omissions.

Table 17A.42 **Support needs of all clients, met and unmet (a), (b), (c)**

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

(f) Data exclude 10649 records with no information on service requirements or provision, and a further 1962 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.43 **Support needs of Indigenous clients, met and unmet (a), (b), (c)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
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**	**–**
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										
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**
2010-11 (d)										
Provided only	%	77.5	76.8	75.0	90.9	84.0	89.1	59.8	94.2	81.4
Referred only	%	5.5	7.2	4.5	2.4	6.2	3.1	10.2	1.1	4.5
Provided & referred	%	14.7	11.8	15.9	4.6	5.7	3.7	28.3	3.9	11.1
Unmet	%	2.3	4.3	4.6	2.1	4.1	4.1	1.6	0.8	2.9
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**'000**	**62.3**	**18.0**	**40.6**	**25.6**	**17.1**	**3.2**	**3.0**	**26.8**	**196.6**

(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 and client non-consent.

(c) Proportions are of distinct services needed.

(d) Data exclude 40595 records where Indigenous status was unknown, 1747 records that had no information on service requirements or provision, and 202 records with no information on service requirements.

Source: AIHW (unpublished) SAAP NDCA Client collection.

Table 17A.44 **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*
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**	**–**
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										
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**
2010-11 (d)										
Provided only	%	75.4	77.6	79.2	86.4	80.2	89.5	59.6	89.8	77.7
Referred only	%	4.1	4.9	6.0	4.1	6.7	3.6	8.0	2.7	4.8
Provided & referred	%	18.7	14.9	13.1	8.5	12.2	4.4	31.4	5.9	15.5
Unmet	%	1.8	2.5	1.8	1.0	0.9	2.6	1.1	1.6	1.9
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**'000**	**44.8**	**46.5**	**15.0**	**10.5**	**8.2**	**1.2**	**2.7**	**0.7**	**129.5**

(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 44880 records where country of birth was unknown, 1087 records that had no information on service requirements or provision, and 328 records with no information on service requirements.

Source: AIHW (unpublished) SAAP NDCA Client collection.

Table 17A.45 **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 2006 & May 2007	*Aug 2007 & May 2008*	*Dec 2008 & May 2009*	*Dec 2009 & May 2010*	*Dec 2010 & May 2011*
Insufficient staff to provide support	%	2.0	1.3	0.9	0.9	0.7
Insufficient accommodation available	%	59.7	59.0	59.9	58.3	56.6
Referral agency with no vacancies on books	%	21.8	24.0	24.5	23.7	25.4
Type of accommodation requested is not provided	%	6.8	7.8	6.8	7.7	7.4
Facilities for special needs not available						
Total	%	1.1	0.9	0.7	0.8	0.9
Other	%	8.6	7.0	7.2	8.6	9.0
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**7 080**	**7 060**	**5 830**	**5 667**	**4 960**

(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) Data 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.

(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.45 **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 2006 & May 2007	*Aug 2007 & May 2008*	*Dec 2008 & May 2009*	*Dec 2009 & May 2010*	*Dec 2010 & May 2011*

(g) Data for Victoria are excluded.

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

Table 17A.46 Recurrent cost per completed support period (2010-11 dollars) (a), (b), (c), (d), (e), (f), (g)

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Recurrent allocation										
2006-07	$m	134.5	104.7	74.5	39.5	37.4	16.5	16.4	9.2	432.6
2007-08	$m	132.9	101.8	75.5	41.4	37.6	16.8	16.2	9.7	431.9
2008-09	$m	127.1	103.2	77.5	41.8	48.2	16.3	15.8	11.1	441.0
2009-10	$m	133.5	112.3	92.3	42.6	38.9	16.5	16.5	16.8	469.3
2010-11	$m	134.1	118.6	104.3	41.3	46.9	17.4	16.9	15.1	494.5
Closed support periods										0
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
2010-11	no.	51 400	74 000	32 500	15 400	17 700	5 100	2 100	4 900	203 100
Cost per completed support period										
2006-07	$	3 010	1 530	3 070	3 160	2 290	2 940	8 200	2 150	2 430
2007-08	$	2 560	1 610	2 720	2 670	2 110	3 050	8 540	2 690	2 310
2008-09	$	2 580	1 740	2 980	3 080	2 850	2 860	8 310	2 640	2 490
2009-10	$	2 640	1 720	3 380	2 680	2 170	3 230	8 240	3 810	2 490
2010-11	$	2 610	1 600	3 210	2 680	2 650	3 410	8 030	3 070	2 430

(a) Only agency level recurrent allocations are included in the funding analysis. Recurrent allocation refers to funding provided directly 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) Closed 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 (2010-11 = 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.51.

Table 17A.47 Recurrent cost per client accessing services (2010-11 dollars) (a), (b), (c), (d), (e), (f), (g), (h), (i)

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Recurrent allocation										
2006-07	$m	134.5	104.7	74.5	39.5	37.4	16.5	16.4	9.2	432.6
2007-08	$m	132.9	101.8	75.5	41.4	37.6	16.8	16.2	9.7	431.9
2008-09	$m	127.1	103.2	77.5	41.8	48.2	16.3	15.8	11.1	441.0
2009-10	$m	133.5	112.3	92.3	42.6	38.9	16.5	16.5	16.8	469.3
2010-11	$m	134.1	118.6	104.3	41.3	46.9	17.4	16.9	15.1	494.5
Reported number of clients										
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
2010-11	no.	44 100	41 600	25 100	11 600	13 000	4 300	2 100	3 600	142 500
Estimated cost per client										
2006-07	$	4 220	2 760	3 920	3 560	3 060	3 500	8 640	2 890	3 640
2007-08	$	3 520	2 780	3 700	3 800	2 890	3 570	8 110	3 120	3 440
2008-09	$	3 400	2 910	3 730	3 770	3 540	3 390	7 900	3 360	3 510
2009-10	$	3 200	2 870	4 000	3 740	2 970	3 660	8 240	4 800	3 460
2010-11	$	3 040	2 850	4 160	3 560	3 610	4 050	8 030	4 180	3 470

(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 include Innovation and Investment (I&I) funding.

(h) Recurrent funding calculated using ABS GDP expenditure implicit price deflators (2010-11 = 100).

(i) Data have been rounded.

Source: AIHW (unpublished) SAAP NDCA Administrative Data and Client Collections; table AA.51.

Table 17A.48 **Real recurrent cost per day of support for clients (2010-11 dollars) (a), (b), (c), (d), (e), (f), (g)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Recurrent allocation										
2006-07	$m	134.5	104.7	74.5	39.5	37.4	16.5	16.4	9.2	432.6
2007-08	$m	132.9	101.8	75.5	41.4	37.6	16.8	16.2	9.7	431.9
2008-09	$m	127.1	103.2	77.5	41.8	48.2	16.3	15.8	11.1	441.0
2009-10	$m	133.5	112.3	92.3	42.6	38.9	16.5	16.5	16.8	469.3
2010-11	$m	134.1	118.6	104.3	41.3	46.9	17.4	16.9	15.1	494.5
Number of support days										0
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
2010-11	000	6 222	3 607	2 117	1 142	1 550	444	334	313	15 730
Cost per support day										
2006-07	$	46	34	55	29	30	38	75	51	40
2007-08	$	31	34	48	42	24	35	47	45	34
2008-09	$	29	32	48	33	30	32	46	37	33
2009-10	$	24	32	46	41	23	37	55	50	31
2010-11	$	22	33	49	36	30	39	51	48	31

(a) Ongoing support periods (not ended by 30 June) were included. Supported period excludes any dates outside the reference period. For instance, if a support period started in December 2009 and ended in September 2010, only the support dates between July and September 2010 were included.

(b) Only agency level recurrent allocations are included in the funding analysis. Recurrent allocation refers to funding provided directly 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 includes Innovation and Investment (I&I) funding.

(g) Recurrent funding calculated using ABS GDP expenditure implicit price deflators (2010-11 = 100).

Source: AIHW (unpublished) SAAP NDCA Administrative Data and Client Collections; table AA.51.

Table 17A.49 **Average accommodation load and caseload per day (a), (b), (c)**

	NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Average accommodation load per day									
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
2010-11	11.7	5.5	9.5	7.6	11.5	9.2	12.3	6.3	9.0
Average caseload per day									
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
2010-11	37.7	19.7	27.8	21.9	46.7	33.9	26.4	18.0	28.2

(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.50 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*
2006-07										
Type of tenure immediately before support period (c)										
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	0.0
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**	**68.3**
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**	**98.0**
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 (d)										
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**
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

Table 17A.50 **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	%	1.5	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**
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
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**

Table 17A.50 **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	%	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										
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**
Type of tenure immediately after support period										
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

Table 17A.50 **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)	%	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 (e)										
Independent housing										
Purchasing/purchased own home	%	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
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**

Table 17A.50 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	%	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**
2010-11										
Type of tenure immediately before support period (g)										
Independent housing										
Purchasing/purchased	%	4.6	1.8	2.1	1.9	2.3	3.0	1.7	0.9	2.9
Private rental	%	37.1	23.8	43.7	44.6	22.3	31.4	13.1	14.2	33.1
Public housing rental	%	8.1	6.7	5.3	7.3	11.7	8.4	13.4	22.7	7.7
Community housing rental (incl. THM transitional)	%	2.5	6.3	1.7	1.5	1.2	0.9	0.7	3.0	3.1
Rent free accommodation	%	8.8	10.8	7.9	5.5	9.0	8.3	13.8	9.0	9.1
Boarding	%	17.1	26.5	15.3	16.2	27.1	19.4	16.3	33.1	20.2
Total	**%**	**78.1**	**75.8**	**76.0**	**77.0**	**73.7**	**71.4**	**59.2**	**82.8**	**76.1**
Non-independent housing										
Crisis	%	7.9	7.4	7.1	7.5	7.1	14.4	8.7	5.3	7.8
Medium/long term	%	1.8	1.5	1.9	1.7	2.0	1.5	7.0	2.0	1.8
Other	%	1.9	2.2	1.0	0.6	2.0	1.2	0.7	–	1.7
Institutional setting	%	2.4	4.0	1.8	3.0	3.0	4.1	10.4	0.4	3.0
Improvised dwelling/sleeping rough	%	5.5	6.3	10.2	8.6	8.9	7.1	14.0	8.9	7.3

Table 17A.50 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)	%	2.4	2.7	2.0	1.6	3.4	0.4	0.1	0.5	2.3
Total	**%**	**21.9**	**24.2**	**24.0**	**23.0**	**26.3**	**28.6**	**40.8**	**17.2**	**23.9**
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**17 200**	**13 300**	**9 400**	**2 800**	**4 000**	**1 800**	**1 100**	**500**	**50 200**
Type of tenure immediately after support period (h)										
Independent housing										
Purchasing/purchased own home	%	4.1	1.1	1.8	1.5	1.7	2.2	1.0	–	2.3
Private rental	%	45.9	33.1	49.4	47.4	35.8	39.1	10.3	15.9	41.0
Public housing rental	%	12.0	16.1	10.7	12.5	23.4	20.8	38.2	38.2	14.9
Community housing rental (incl. THM transitional)	%	5.3	10.9	5.7	4.5	4.2	5.7	4.3	3.8	6.8
Rent free accommodation	%	5.2	6.4	5.2	3.3	4.9	4.5	6.4	5.5	5.4
Boarding	%	13.7	18.8	11.9	15.8	17.2	13.4	13.4	26.8	15.3
Total	**%**	**86.2**	**86.3**	**84.7**	**85.1**	**87.2**	**85.8**	**73.8**	**90.3**	**85.7**
Non-Independent housing										
Crisis	%	4.6	4.2	5.2	5.5	3.2	4.4	5.7	2.0	4.6
Medium/long term	%	3.9	2.1	4.0	3.6	4.0	3.7	16.2	3.9	3.7
Other	%	1.5	2.2	1.0	0.7	0.5	0.7	–	1.4	1.4
Institutional setting	%	1.5	1.8	0.9	1.7	1.5	3.6	2.6	0.3	1.6
Improvised dwelling/sleeping rough	%	1.4	1.7	3.1	2.0	1.2	1.6	1.5	2.2	1.8
Other (no tenure)	%	0.8	1.6	1.1	1.4	2.4	0.2	0.3	–	1.2
Total	**%**	**13.8**	**13.7**	**15.3**	**14.9**	**12.8**	**14.2**	**26.2**	**9.7**	**14.3**
Total	%	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**14 900**	**12 000**	**8 400**	**2 300**	**3 400**	**1 400**	**1 000**	**400**	**43 700**

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

(d) Data exclude 603 closed support periods (weighted) 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 254 closed support periods due to errors and omissions and 3347 closed support periods due to "don’t know" response.

(h) Data exclude 382 closed support periods due to errors and omissions and 9668 closed support periods due to "don’t know" response and "client left without providing any information" response.

Table 17A.50 **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.51 **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*
2006-07										
Type of tenure immediately before support period										
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	0.0
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**	**70.3**
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**	**96.0**
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
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

Table 17A.51 **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	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 (c)										
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
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										
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

Table 17A.51 **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	3.5	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 (e)										
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
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

Table 17A.51 **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)	%	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 (f)										
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 (g)										
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

Table 17A.51 **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	%	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 (h)										
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
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**
2010-11										
Type of tenure immediately before support period (i)										

Table 17A.51 **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	%	0.7	0.6	0.8	0.7	0.5	2.9	–	–	0.7
Private rental	%	24.5	16.3	35.0	21.4	14.0	24.4	5.7	6.9	24.0
Public housing rental	%	16.9	24.6	10.2	22.6	15.2	16.2	24.2	32.0	17.2
Community housing rental (incl. THM transitional)	%	3.8	3.9	2.3	2.9	2.2	–	–	3.2	3.1
Rent free accommodation	%	9.5	6.0	9.2	6.5	9.8	7.1	10.7	12.2	8.8
Boarding	%	26.1	27.8	17.9	25.7	29.3	21.3	9.0	28.9	24.2
Total	**%**	**81.6**	**79.2**	**75.5**	**79.8**	**71.1**	**71.8**	**49.6**	**83.2**	**78.0**
Non-independent housing										
Crisis	%	6.4	4.1	8.6	6.4	7.0	9.0	10.5	5.3	6.8
Medium/long term	%	1.5	1.2	2.0	1.2	2.2	3.1	5.4	0.7	1.7
Other	%	2.0	1.4	1.6	0.5	2.4	3.1	–	–	1.7
Institutional setting	%	1.3	4.9	0.9	2.6	2.8	4.4	8.5	0.3	2.1
Improvised dwelling/sleeping rough	%	4.9	7.1	9.2	8.0	11.4	7.4	25.9	9.8	7.7
Other (no tenure)	%	2.1	2.0	2.3	1.6	3.2	1.2	–	0.8	2.1
Total	**%**	**18.4**	**20.8**	**24.5**	**20.2**	**28.9**	**28.2**	**50.4**	**16.8**	**22.0**
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**3 400**	**1 500**	**2 500**	**500**	**800**	**200**	**200**	**300**	**9 300**
Type of tenure immediately after support period (j)										
Independent housing										
Purchasing/purchased own home	%	0.8	0.6	2.0	0.6	0.9	–	–	–	1.0
Private rental	%	35.8	24.2	40.5	23.9	21.3	32.7	3.1	7.3	31.9
Public housing rental	%	20.5	35.7	16.3	29.8	34.1	29.7	39.6	45.4	24.7
Community housing rental (incl. THM transitional)	%	5.3	7.9	5.3	4.0	5.0	8.5	4.8	5.1	5.7
Rent free accommodation	%	5.8	3.1	6.6	5.2	4.6	4.7	7.9	6.2	5.5
Boarding	%	20.3	18.6	12.8	21.7	19.1	11.9	13.9	25.0	17.9
Total	**%**	**88.6**	**90.2**	**83.4**	**85.3**	**85.0**	**87.5**	**69.4**	**89.1**	**86.7**
Non-Independent housing										
Crisis	%	3.5	2.9	6.9	7.2	4.4	1.9	13.1	1.3	4.6
Medium/long term	%	3.4	1.1	4.0	2.8	4.4	1.8	14.1	4.3	3.4
Other	%	1.4	1.4	1.4	0.7	0.2	2.8	–	2.2	1.3

Table 17A.51 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	%	1.4	1.6	0.5	1.0	1.8	3.7	2.2	0.5	1.2
Improvised dwelling/sleeping rough	%	1.1	1.7	2.8	2.2	1.4	1.4	1.2	2.6	1.8
Other (no tenure)	%	0.6	1.1	1.0	0.9	2.8	0.9	–	–	1.0
Total	**%**	**11.4**	**9.8**	**16.6**	**14.7**	**15.0**	**12.5**	**30.6**	**10.9**	**13.3**
Total	%	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**2 800**	**1 300**	**2 200**	**400**	**600**	**100**	**100**	**300**	**7 800**

(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 2010-11, there were 1782 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 52 closed support periods (wieghted) due to errors and omissions and 654 closed support periods (weighted) due to "don't know" reponse.

(j) Data excluded 52 closed support periods (weighted) due to errors and omissions and 2891 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.52 **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*
2006-07										
Labour force status of clients before support										
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**	**0.0**
Total	**no.**	**3 100**	**3 200**	**1 300**	**600**	**600**	**200**	**300**	**100**	**9 500**
Labour force status of clients after support										
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 (c)										
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**
Labour force status of clients after support (d)										
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 (e)										
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**

Table 17A.52 **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	%	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 (g)										
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 (h)										
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**
2010-11										
Labour force status of clients before support (i)										
Employed full time	%	5.7	1.5	2.1	2.1	1.0	0.7	3.9	10.8	3.5
Employed part time	%	8.5	7.2	6.9	6.4	6.6	6.3	10.2	10.8	7.7
Unemployed	%	28.7	33.0	38.8	32.9	27.7	33.0	26.3	26.4	31.7
Not in labour force	%	57.2	58.3	52.2	58.7	64.6	60.0	59.6	52.0	57.2
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**4 900**	**2 600**	**2 300**	**800**	**900**	**200**	**300**	**100**	**12 000**
Labour force status of clients after support (j)										
Employed full time	%	9.7	5.3	6.5	7.8	3.2	4.4	6.2	13.3	7.4
Employed part time	%	14.0	11.9	11.6	11.8	10.3	11.4	15.9	18.7	12.8
Unemployed	%	25.5	31.7	34.8	28.5	24.8	27.6	23.0	22.3	28.7
Not in labour force	%	50.7	51.0	47.1	51.9	61.7	56.6	54.8	45.7	51.1
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**4 600**	**2 300**	**2 100**	**700**	**800**	**200**	**300**	**100**	**11 100**

Table 17A.52 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 26 closed support periods due to errors and omissions and 624 closed support periods due to "don't know" response.

(j) Data exclude 73 closed support periods due to errors and omissions and 1529 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.53 **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*
2006-07										
Before support										
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**	**–**
Total	**no.**	**600**	**200**	**200**	**100**	**100**	**–**	**–**	**100**	**1 400**
After support										
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 (c)										
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**
After support (d)										
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 (e)										
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**

Table 17A.53 **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	%	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 (g)										
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 (h)										
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**
2010-11										
Before support (i)										
Employed full time	%	3.3	1.3	1.0	3.9	–	–	8.0	8.6	2.6
Employed part time	%	5.3	2.5	5.8	3.9	3.4	–	–	10.9	4.9
Unemployed	%	30.5	23.7	36.5	32.1	23.4	38.8	52.9	21.0	30.6
Not in labour force	%	60.9	72.5	56.7	60.1	73.3	61.2	39.2	59.4	61.9
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**900**	**200**	**300**	**100**	**200**	**–**	**–**	**100**	**1 800**
After support (j)										
Employed full time	%	5.5	3.7	3.2	6.2	2.7	–	9.6	15.8	5.0
Employed part time	%	11.7	7.3	9.6	4.9	5.8	7.2	8.3	13.2	9.7
Unemployed	%	27.2	30.9	32.4	29.9	20.1	29.9	38.0	28.3	28.5
Not in labour force	%	55.7	58.1	54.8	59.1	71.4	62.9	44.1	42.7	56.8
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**	**100**	**–**	**–**	**–**	**1 600**

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

Table 17A.53 **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 2010-11, there were 406 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 1 closed support period due to errors and omissions and 71 closed support periods due to "don’t know" response.

(j) Data exclude 11 closed support periods due to errors and omissions and exclude 206 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.54 **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*
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	0.0
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**	**98.0**
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**
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**

Table 17A.54 **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*
2010-11										
Total number of support periods										
1	%	76.5	67.4	75.0	73.1	73.5	77.1	78.3	75.1	72.4
2	%	14.4	16.4	15.8	17.2	14.5	13.8	15.3	16.3	15.6
3	%	4.4	7.1	5.0	5.2	6.2	5.6	4.2	4.6	5.7
4	%	1.9	3.4	2.2	2.2	2.5	1.9	1.5	1.6	2.6
5	%	1.1	1.8	0.9	0.9	1.3	0.8	0.5	0.9	1.3
6+	%	1.8	3.9	1.1	1.3	2.0	0.9	0.2	1.5	2.4
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**44 100**	**41 600**	**25 100**	**11 600**	**13 000**	**4 300**	**2 100**	**3 600**	**142 500**
Proportion of clients who return to services within 12 months that is, clients having two or more support periods in 12 months										
2006-07	%	25.8	30.1	22.8	23.3	28.0	23.6	20.9	24.9	25.6
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
2010-11	%	23.5	32.7	25.0	26.9	26.5	22.9	21.7	24.9	27.6
Proportion of clients with only one support period in 12 months										
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
2010-11	%	76.5	67.4	75.0	73.1	73.5	77.1	78.3	75.1	72.4

(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.55 **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*
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	0.0
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**	**98.0**
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**
2009-10										
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**

Table 17A.55 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*
2010-11 (c)										
Total number of support periods										
1	%	76.9	70.9	74.0	70.3	69.8	72.7	79.2	71.6	72.4
2	%	14.1	15.2	16.4	18.1	15.3	17.1	11.0	17.4	16.0
3	%	4.4	6.1	5.5	5.4	8.8	5.2	5.8	5.4	5.9
4	%	2.0	2.9	2.0	2.8	2.6	2.7	2.2	2.1	2.4
5	%	0.9	1.7	1.0	1.1	1.6	0.8	1.4	1.3	1.2
6+	%	1.6	3.2	1.2	2.2	1.9	1.4	0.5	2.2	2.1
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**7 600**	**3 100**	**6 000**	**3 400**	**2 600**	**400**	**300**	**2 300**	**25 100**
Proportion of clients who return to services within 12 months that is, clients having two or more support periods in 12 months										
2006-07	%	24.4	29.2	23.5	30.1	35.1	24.1	18.0	26.8	26.3
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
2010-11	%	23.1	29.1	26.0	29.7	30.2	27.3	20.8	28.4	27.6
Proportion of clients with only one support period in 12 months										
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
2010-11	%	76.9	70.9	74.0	70.3	69.8	72.7	79.2	71.6	72.4

(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.56 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										
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
2010-11	no.	904	256	915	730	324	61	35	511	3 736
Number of clients (and accompanying children) who had a housing/accommodation need identified by an agency worker										
2008-09	no.	8 675	3 235	6 708	5 280	3 662	635	421	2 795	
2009-10	no.	9 464	3 023	7 868	5 237	3 433	665	456	3 001	33 147
2010-11	no.	10 302	3 500	8 745	5 045	3 628	641	403	3 184	35 448
Proportion of clients (and accompanying children) who more than once had a housing/accommodation need identified by an agency worker										
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
2010-11	%	8.8	7.3	10.5	14.5	8.9	9.5	8.7	16.0	10.5
All clients										
Number of clients (and accompanying children) who more than once had a housing/accommodation need identified by an agency worker										
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
2010-11	no.	3 714	2 381	2 986	1 487	1 199	367	203	612	12 949
Number of clients (and accompanying children) who had a housing/accommodation need identified by an agency worker										
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
2010-11	no.	45 611	33 290	30 332	13 010	14 833	5 160	2 733	4 291	149 260
Proportion of clients (and accompanying children) who more than once had a housing/accommodation need identified by an agency worker										
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
2010-11	%	8.1	7.2	9.8	11.4	8.1	7.1	7.4	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.57 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*
2006-07										
Source of income before support										
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**	**0.0**
Total	**no.**	**4 800**	**4 000**	**2 500**	**1 400**	**1 400**	**400**	**300**	**400**	**15 100**
Source of income after support										
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 (b)										
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
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 (c)										
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 (d)										
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

Table 17A.57 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	%	6.6	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 (e)										
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 (f)										
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 (g)										
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
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**
2010-11										
Source of income before support (h)										
No income	%	13.5	18.5	13.0	13.9	10.0	14.4	17.8	10.6	14.1
Awaiting benefit	%	2.6	3.0	2.2	2.1	2.2	1.6	4.1	2.4	2.5
Government pension/allowance	%	74.1	72.2	78.9	74.4	75.9	80.0	69.7	76.2	74.9
Other	%	9.8	6.4	5.9	9.6	11.9	4.0	8.4	10.9	8.4
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**7 300**	**4 100**	**3 900**	**1 500**	**1 900**	**300**	**400**	**500**	**19 900**
Source of income after support (i)										
No income	%	5.7	6.3	4.7	4.4	2.4	6.3	2.9	4.4	5.1
Awaiting benefit	%	1.5	3.0	1.9	2.9	2.2	2.9	3.0	1.5	2.1

Table 17A.57 **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	%	80.7	84.6	87.3	81.6	82.9	86.0	84.7	82.1	83.2
Other	%	12.2	6.1	6.0	11.2	12.5	4.8	9.4	12.0	9.5
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**7 000**	**3 800**	**3 600**	**1 400**	**1 800**	**300**	**400**	**400**	**18 800**

(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 46 closed support periods due to errors and omissions, and 570 closed support periods due to "don't know" response.

(i) Data exclude 80 closed support periods due to errors and omissions, and 1667 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.58 **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*
2006-07										
Source of income before support										
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**	**0.0**
Total	**no.**	**900**	**300**	**400**	**400**	**200**	**–**	**–**	**300**	**2 600**
Source of income after support										
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 (b)										
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
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 (c)										
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 (d)										
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

Table 17A.58 **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	%	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 (e)										
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 (f)										
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 (g)										
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
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**
2010-11										
Source of income before support (h)										
No income	%	8.4	18.9	10.3	6.6	8.8	9.6	28.7	9.9	10.0
Awaiting benefit	%	1.9	3.2	1.7	0.7	2.1	4.7	–	1.9	1.8
Government pension/allowance	%	85.0	75.8	84.8	89.0	83.6	83.3	67.3	85.4	84.1
Other	%	4.8	2.0	3.3	3.7	5.6	2.4	4.0	2.8	4.0
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**1 300**	**300**	**600**	**300**	**300**	**–**	**100**	**300**	**3 200**
Source of income after support (i)										
No income	%	3.6	4.1	3.6	3.6	2.4	5.1	8.9	3.2	3.6
Awaiting benefit	%	1.1	3.0	1.8	0.8	1.0	2.5	4.2	0.5	1.4

Table 17A.58 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	%	89.0	89.7	91.5	91.1	89.2	92.5	83.6	93.5	90.1
Other	%	6.3	3.2	3.1	4.5	7.4	–	3.3	2.7	4.9
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**1 200**	**200**	**600**	**300**	**300**	**–**	**100**	**200**	**3 000**

(a) Figures have been weighted to adjust for agency non-participation and client non-consent. In 2010-11, there were 718 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 7 closed support periods (weighted) due to errors and omissions and 69 closed support periods (weighted) due to "don't know" response.

(i) Data exclude 14 closed support periods (weighted) due to errors and omissions, and 286 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.59 **The extent that clients case management goals have been achieved (a)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
2006-07 (b)										
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**	**0.0**
Total	no.	**23 000**	**31 900**	**11 900**	**5 400**	**8 400**	**3 100**	**1 200**	**2 600**	**87 500**
2007-08 (c)										
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 (d)										
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
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 (e)										
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

Table 17A.59 **The extent that clients case management goals have been achieved (a)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
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**
2010-11 (f)										
Not at all	%	3.5	5.0	9.3	5.8	6.8	10.2	3.7	5.2	5.3
Some	%	27.0	27.4	30.0	29.6	31.7	45.1	40.1	38.8	29.0
Most	%	20.2	16.7	25.3	18.8	23.1	16.8	35.9	26.0	20.2
All	%	49.3	50.9	35.5	45.9	38.5	28.0	20.4	30.0	45.5
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Total	**no.**	**31 000**	**38 900**	**18 300**	**7 400**	**9 400**	**2 900**	**1 400**	**2 700**	**112 100**

(a) Support period figures have been weighted to adjust for agency non-participation. Figures are for closed support periods.

(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): 333.

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

Specialist homelessness services client collection

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

Indicator definition and description

Element	Various
Indicator	Various.
Measure (computation)	Various
Data source/s	Specialist Homelessness Services Client Collection. The SHSC collects information on people who receive services from agencies that are funded under the NAHA or the NPAH to provide specialist homelessness services. A limited amount of data is also collected about clients who seek, but do not receive, assistance from a specialist homelessness agency. Data are collected monthly from agencies participating in the collection. The SHSC replaces the Supported Accommodation Assistance Program National Data Collection (SAAP NDC). There are significant differences between the two collections, impacting on comparability over time.

Data Quality Framework Dimensions

Institutional environment	The Australian Institute of Health and Welfare (AIHW) is a major national agency set up by the Australian Government under the Australian Institute of Health and Welfare Act 1987 to provide reliable, regular and relevant information and statistics on Australia's health and welfare. It is an independent statutory authority established in 1987, governed by a management Board, and accountable to the Australian Parliament through the Health and Ageing portfolio. The AIHW aims to provide authoritative information and statistics to promote better health and wellbeing. The Institute collects and reports information on a wide range of topics and issues, ranging from health and welfare expenditure, hospitals, disease and injury, and mental health, to ageing, homelessness, disability and child protection. The Institute also plays a role in developing and maintaining national metadata standards. This work contributes to improving the quality and consistency of national health and welfare statistics. The Institute works closely with governments and non-government organisations to achieve greater adherence to these standards in administrative data collections to promote national consistency and comparability of data and reporting. One of the main functions of the AIHW is to work with the states and territories to improve the quality of administrative data and, where possible, to compile national data sets based on data from each jurisdiction, to analyse these data sets and disseminate information and statistics. The Australian Institute of Health and Welfare Act 1987, in conjunction with compliance to the Privacy Act 1988, ensures that the data collections managed by the AIHW are kept securely and under the strictest conditions with respect to privacy and confidentiality. For further information see the AIHW website <www.aihw.gov.au>.

The SHSC was developed by AIHW in conjunction with the states and territories and is administered by the AIHW.

Relevance

Scope and coverage—clients

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

SHSC data does not cover all homeless people and those at risk of homelessness, but only those who seek assistance from an SHS agency.

Not everyone in scope for SHSC is homeless, because specialist homelessness agencies provide services to people who are at risk of homelessness aimed at preventing them from becoming homeless, as well as to people who are currently homeless.

Data about clients is submitted based on support periods—a period of support provided by a specialist homelessness service agency to a client. Information about clients is then linked together based on a statistical key (see 'Statistical Linkage Key (SLK) validity' below).

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

Scope and coverage—agencies

The SHSC collects information on people who seek and receive services from specialist homelessness agencies. All agencies that receive funding under the NAHA or NPAH to provide specialist homelessness services are in scope for the SHSC in general, but only those who received funding for at least four months during the 2011–12 financial year are in scope for the 2011–12 reporting period. Agencies that are in coverage are those in-scope agencies for which details have been provided to the AIHW by the relevant state/territory department.

Since the beginning of the SHSC in July 2011, the number of agencies covered by the data collection has steadily increased as jurisdictions identified and enlisted agencies that were expected to participate.

Of all agencies expected to participate in the collection in at least one month during the 2011–12 reporting period, 76% submitted information for all 12 collection months and 91% submitted data for at least one month.

Timeliness

The SHSC began on 1 July 2011. Specialist homelessness agencies provide their data to the AIHW each month, once sufficient data is received and validated 'snapshots' are created at particular points in time for reporting purposes.

The 2011–12 snapshot contains data submitted to the AIHW for the July 2011 to June 2012 collection months, using responses received and validated as at 27 August 2012.

Accuracy

Potential sources of error

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

Data validation

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

that need correcting before data can be accepted.

Statistical Linkage Key (SLK) validity

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

If a support period record does not have a valid SLK, it cannot be linked to a client, and thus it is not included in client-level tables (although it is included in support period-level tables). Ninety-three per cent of support periods had a valid SLK in 2011–12.

Incomplete responses

In many support periods, in 2011–12, valid responses were not recorded for all questions—invalid responses were recorded, 'don't know' was selected, or no response was recorded. Support periods with invalid/'don't know'/missing responses were retained in the collection and, no attempt was made to deduce or impute the true value of invalid/'don't know'/missing responses.

Where data relate to the total population the estimate includes clients with missing information. This information has been attributed in proportion with those clients for whom information is available. In tables where the population relates to clients with a particular need or accommodation circumstance, clients with missing needs information are excluded.

Non-response bias

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

Imputation

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

This strategy has three parts. The first addresses the 'ramp-up' of response levels as agencies start to submit data to the new collection. This element will not be required in future years when the collection has become established. The second part addresses agency non-response by using both explicit and implicit imputation and results in agency weights and some explicitly imputed service period records and end dates. The third part addresses the impact of invalid statistical linkage keys (SLKs) on the total number of clients and results in client weights.

Agencies that are out of scope for 9 months in 2011–12 are deemed to be out of scope for the whole period and excluded from all calculations.

Coherence

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

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

Accessibility Published results from 2011-12 are available on the AIHW website. Data not available online or in reports can be obtained from the Communications, Media and Marketing Unit on (02) 6244 1032 or via email to info@aihw.gov.au. Data requests are charged on a cost-recovery basis.

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

Data Gaps/Issues Analysis

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

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

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 SAAP. 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 NDCA on a regular basis.

Data Quality Framework Dimensions

Institutional environment	The Australian Institute of Health and Welfare (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	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 SAAP agency or from different SAAP agencies. The scope of the SAAP Client Collection is comprised of all people who were either SAAP clients or children accompanying SAAP clients during the 2010-11 financial year. A SAAP client is a person who is homeless or at imminent risk of homelessness who: • is accommodated by a SAAP *agency*; or • enters into an *ongoing support relationship* with a SAAP agency; or receives *support* or assistance from a SAAP 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 SAAP 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 SAAP 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 AIHW 2011. *Government-funded specialist homelessness services: SAAP National Data Collection annual report 2010-11*. Cat. No. HOU 250. 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.

SAAP data does 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 SAAP agencies are not in scope for proxy indicators compiled solely from SAAP data. While this is a limitation when investigating characteristics of all homelessness people, this is not a problem for the purposes of analysing the provision of services and characteristics of those who receive services.

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

Timeliness

The reporting period for the tables is a financial year.

SAAP data has been recorded on a continuous basis and published annually since 1998. The most recent reference period for the data is 2010–11. The data for the 2010-11 financial year was first published in: AIHW 2011. *Government-funded specialist homelessness services: SAAP National Data*

Collection annual report 2010-11. Cat. No. HOU 250. Canberra: AIHW.

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 2010-11 the SAAP Client Collection achieved an agency participation rate of 90% and a valid consent rate of 85% for clients. As data is 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 SAAP agency where the client first presented within the financial year.

Rates based on numerators less than 5 or denominators less than 100 have been published but should be used with caution as they may not be reliable

Coherence

SAAP data used to compile tables for 2009-10 and 2010-11 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 2011. *Government-funded specialist homelessness services: SAAP National Data Collection annual report 2010-11*. Cat. No. HOU 250. 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 publication associated with the tables are:

- AIHW 2011. *Government-funded specialist homelessness services: SAAP National Data Collection annual report 2010-11*. Cat. No. HOU 250. Canberra: AIHW.

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 2010-11*. Cat. No. HOU 250.

Canberra: AIHW
- AIHW 2005. *SAAP National Data Collection collector's manual July 2005*. Canberra: AIHW
- Karmel R 1999. SAAP *National Data Collection: adjustment methods for incomplete coverage*. Canberra: AIHW
- 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 Australian Institute of Health and Welfare (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	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 SAAP agency or from different SAAP agencies. The scope of the Demand for Accommodation Collection is all people who requested accommodation from agencies during the two reference weeks in 2010-11 (17–23 November 2010 and 4–10 May 2011). In 2010-11, 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 2010-11, refer to AIHW 2011. *Government-funded specialist homelessness services: SAAP National Data Collection annual report 2010-11*. Cat. No. HOU 250. Canberra: AIHW.

The SAAP definition of homelessness used in these tables comes from the *SAAP Act 1994* and is consistent with publications such as AIHW 2011. *Government-funded specialist homelessness services: SAAP National Data Collection annual report 2010-11*. Cat. No. HOU 250. 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.

SAAP data does 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 SAAP agencies are not in scope for proxy indicators compiled solely from SAAP data. While this is a limitation when investigating characteristics of all homelessness people, this is not a problem for the purposes of analysing the provision of services and characteristics of those who receive services.

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

Timeliness

The reporting period for the tables is a financial year.

SAAP unmet demand data has been recorded on a continuous basis and published annually since 1998. The most recent reference period for the data is 2010-11. The data for the 2010-11 financial year was first published in AIHW 2011 *Demand for government-funded specialist homelessness accommodation 2010-11*. Cat. No. HOU 260. 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 alter 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. As well, 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 61% of all agencies participated in the Demand for Accommodation Collection in 2010-11.

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 or Aboriginal and Torres Strait Islander status.

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 2011. *Government-funded specialist homelessness services: SAAP National Data Collection annual report 2010-11*. Cat. No. HOU 250. 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:

- AIHW 2011 *Demand for government-funded specialist homelessness accommodation 2010-11*. Cat. No. HOU 260. Canberra: AIHW.

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 2010-11*. Cat. No. HOU 260. Canberra: AIHW.
- AIHW 2005. *SAAP National Data Collection collector's manual July 2005*. Canberra: AIHW.
- 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.