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# 19 Homelessness services

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### Attachment tables

Attachment tables are identified in references throughout this chapter by a '19A' prefix (for example, table 19A.1) and are available from the website at [www.pc.gov.au/rogs/2018](http://www.pc.gov.au/rogs/2018).

This chapter reports on the performance of specialist homelessness services funded by government under the Council of Australian Governments (COAG) *National Affordable Housing Agreement* (NAHA) and the *National Partnership Agreement on Homelessness* (NPAH)<sup>1</sup>.

Further information on the Report on Government Services including other reported service areas, the glossary and list of abbreviations is available at [www.pc.gov.au/rogs/2018](http://www.pc.gov.au/rogs/2018).

## 19.1 Profile of homelessness services

### Service overview

Government and non-government specialist homelessness service providers deliver a range of 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.

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<sup>1</sup> The NAHA and NPAH are due to expire 1 July 2018. A new National Housing and Homelessness Agreement is currently under negotiation.

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## Accessing homelessness services in Australia

Systems for the assessment, intake, referral and ongoing case management of specialist homelessness services clients vary across states and territories, ranging from agency-based to centralised management models. This variation may affect data for specific performance indicators. Three broad summary categories are identified here — table 19A.38 summarises the intake and referral systems used in each jurisdiction and identifies the category with which they most closely align.

- *Community sector funding and support* — Assessment of client needs and intake into services is managed by individual specialist homelessness service providers in line with State or Territory policies. Referral to other service providers is made if clients' needs are not able to be met by the initial provider. These systems may be supported by a coordinating service that links clients to local specialist homelessness service providers. Coordinating services may also make an initial assessment of clients' needs (but do not provide homelessness services directly).
- *Central information management* — Assessment of client needs, intake and referral is managed by any specialist homelessness service provider using State/Territory central information management tools. The central information management system supports the identification of appropriate services for the client and indicates the availability/vacancy of those services across specialist homelessness service providers. Client information may be shared between providers upon referral (with client consent).
- *Central intake* — Assessment of client needs, intake and referral is managed by one or more 'central intake' agencies. Central intake agencies prioritise client access to services and, for specialist homelessness services, only refer clients as services and/or vacancies are available. Central information management tools may be used to share information between central intake agencies and specialist homelessness service providers.

## Roles and responsibilities

The NAHA commenced on 1 January 2009. To support the NAHA, a series of one- to three-year NPAHs have been negotiated between the Australian Government and each State and Territory government. The NPAH contributes to the NAHA outcome to help 'people who are homeless or at risk of homelessness achieve sustainable housing and social inclusion' (COAG 2012, 2015). The NPAH aims to achieve the following outcomes:

- fewer people will become homeless and fewer of these people will sleep rough
- fewer people will become homeless more than once
- people at risk of or experiencing homelessness will maintain or improve connections with their families and communities, and maintain or improve their education, training or employment participation
- people at risk of or experiencing homelessness will be supported by quality services, with improved access to sustainable housing (COAG 2015).

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

Government funded specialist homelessness services are jointly funded by the Australian Government and State and Territory governments, via the National Affordable Housing Specific Purpose Payment (for housing and homelessness services) and the NPAH (for housing and support services for people who are homeless or at risk of homelessness — matched equally between the Australian Government and State and Territory governments).

## Funding

Direct expenditure on specialist homelessness services is undertaken by State and Territory governments. Recurrent government expenditure on specialist homelessness services for 2016-17 was \$817.4 million (or \$33.52 per person in the population; table 19A.1) — 95.9 per cent of which was provided to agencies to deliver specialist homelessness services. The remaining 4.1 per cent was attributed to State/Territory government administration costs (table 19A.1).

## Size and scope

### Definition for population

Data on the prevalence of homelessness are sourced from the Australian Bureau of Statistics (ABS 2012a). The ABS definition states that when a person does not have suitable accommodation alternatives they are considered homeless if their current living arrangement:

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

Nationally in 2011<sup>2</sup>, approximately 48.9 Australians per 10 000 people in the population were homeless on Census night — an increase of 8 per cent from 2006 (ABS 2012c; table 19A.2).

Under the ABS definition for homelessness, there are six homeless operational groups (table 19A.2). In 2011, people living in supported accommodation provided by specialist homelessness service providers comprised approximately 20 per cent of the homeless population. The majority of homeless people were ‘persons living in severely crowded

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<sup>2</sup> Data for 2016 were not available in time for inclusion in this Report.

dwelling' (39 per cent) (see section 19.4 for what constitutes 'severely crowded'). Similar proportions of homeless people were staying temporarily in other households (17 per cent) and in boarding houses (17 per cent). Only 6 per cent of homeless people were in improvised dwellings, tents or sleepers out and 1 per cent were in other temporary lodgings on Census night 2011.

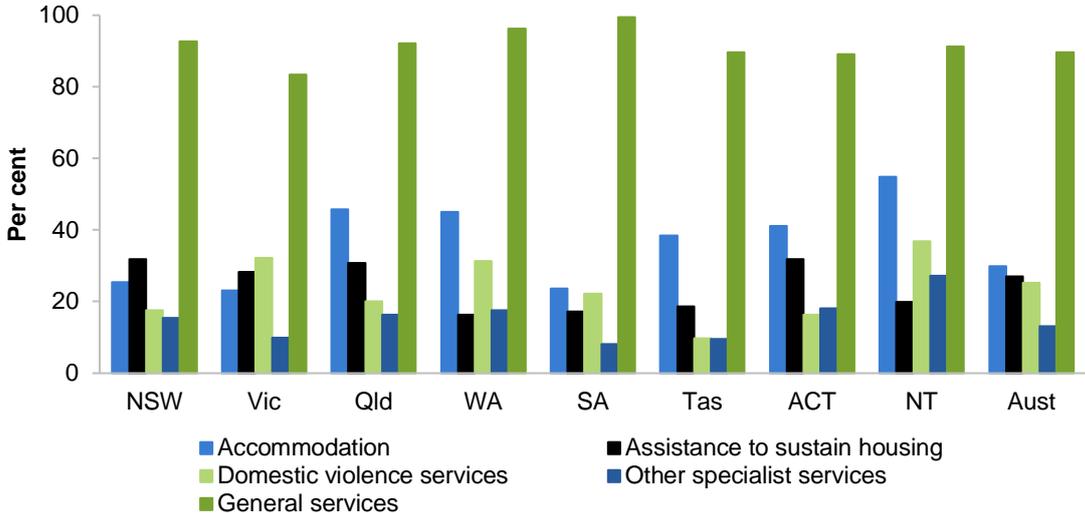
**Definition for services**

All clients of specialist homelessness services are either homeless or at risk of homelessness. Clients are considered 'homeless' if their housing situation was any of the following:

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

Nationally in 2016-17, specialist homelessness services provided support to an estimated 288 273 people (table 19A.3). Specialist homelessness services can provide a number of services to clients in a single support period — across a range of support areas including general services (89.6 per cent), accommodation (29.9 per cent), assistance to sustain housing (27.0 per cent), and domestic and family violence services (25.2 per cent) (figure 19.1).

**Figure 19.1 Composition of support provided, all clients, 2016-17<sup>a</sup>**



<sup>a</sup> See table 19A.3 for detailed footnotes and caveats. See definitions of key terms (section 19.4) for further details on the types of specialist homelessness services provided.

Source: AIHW (unpublished) Specialist Homelessness Services Collection, Australia; table 19A.3.

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## 19.2 Framework of performance indicators

The performance indicator framework is based on shared government objectives for homelessness services delivered under the NAHA and NPAH (box 19.1).

### Box 19.1 Objectives for specialist homelessness services

The specialist homelessness services system aims to support people who are homeless or at risk of homelessness to achieve sustainable housing, social inclusion and greater economic participation — re-establishing their capacity to live independently — through the delivery of transitional supported accommodation and a range of related support services that:

- are accessible
- identify and address individuals' needs as appropriate
- are of high quality, provided by qualified staff in a safe environment.

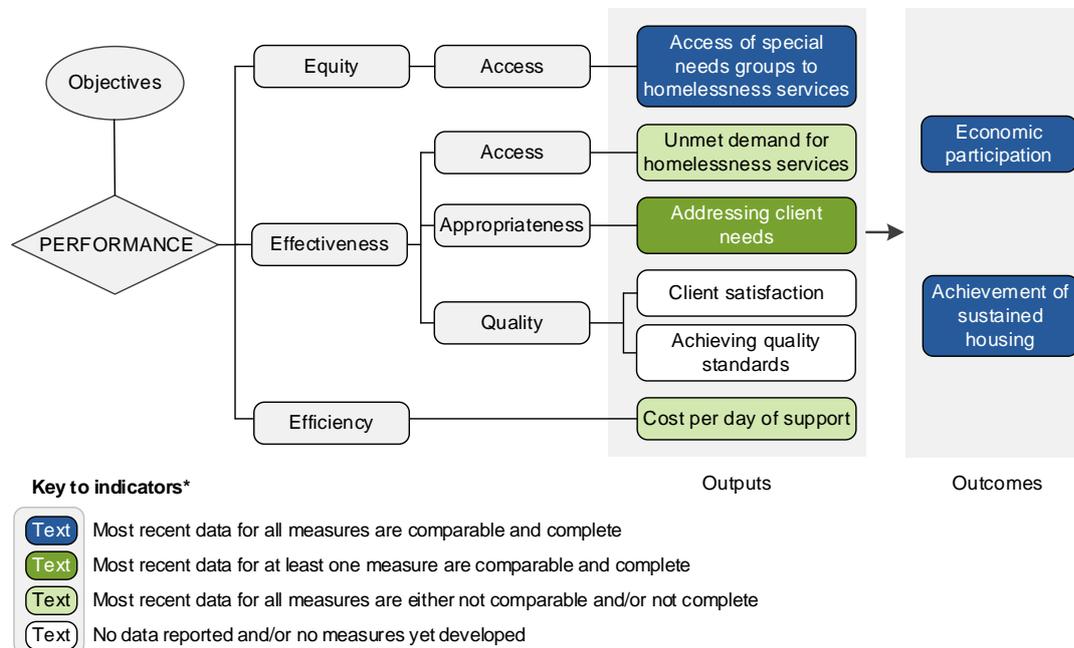
Governments aim for specialist homelessness services to meet these objectives in an equitable and efficient manner.

The performance indicator framework provides information on equity, efficiency and effectiveness, and distinguishes the outputs and outcomes of homelessness services (figure 19.2).

The performance indicator framework shows which data are complete and comparable in the 2018 Report. For data that are not considered directly comparable, text includes relevant caveats and supporting commentary. Chapter 1 discusses data comparability and completeness from a Report-wide perspective. In addition to section 19.1, the Report's statistical context chapter (chapter 2) contains data that may assist in interpreting the performance indicators presented in this chapter. Chapters 1 and 2 are available from the website at [www.pc.gov.au/rogs/2018](http://www.pc.gov.au/rogs/2018).

Improvements to performance reporting for specialist homelessness services are ongoing and include identifying data sources to fill gaps in reporting for performance indicators and measures, and improving the comparability and completeness of data.

Figure 19.2 **Government funded specialist homelessness services performance indicator framework**



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

## 19.3 Key performance indicator results

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

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

### Equity

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

‘Access of special needs groups to homelessness services’ is an indicator of governments’ objective to provide specialist homelessness services in an equitable manner (box 19.2).

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## Box 19.2 Access of special needs groups to homelessness services

'Access of special needs groups to homelessness services' is defined as the proportion of all clients whose need for accommodation or services other than accommodation was met and who are in each of three population groups:

- Aboriginal and Torres Strait Islander people
- people born in non-main English speaking countries (non-MESC)
- people with disability.

Disability is defined for this indicator as people who identify to the service provider as having a long-term health condition or disability and needing assistance with self-care, mobility or communication (core activities) – this may underestimate the number of clients with disability who need support to access and maintain housing.

This is a proxy measure as it only captures people who are clients of specialist homelessness services with an identified need for service(s), rather than all those in the population who need services. In addition, relative need among each population group for specialist homelessness accommodation and other services is unknown.

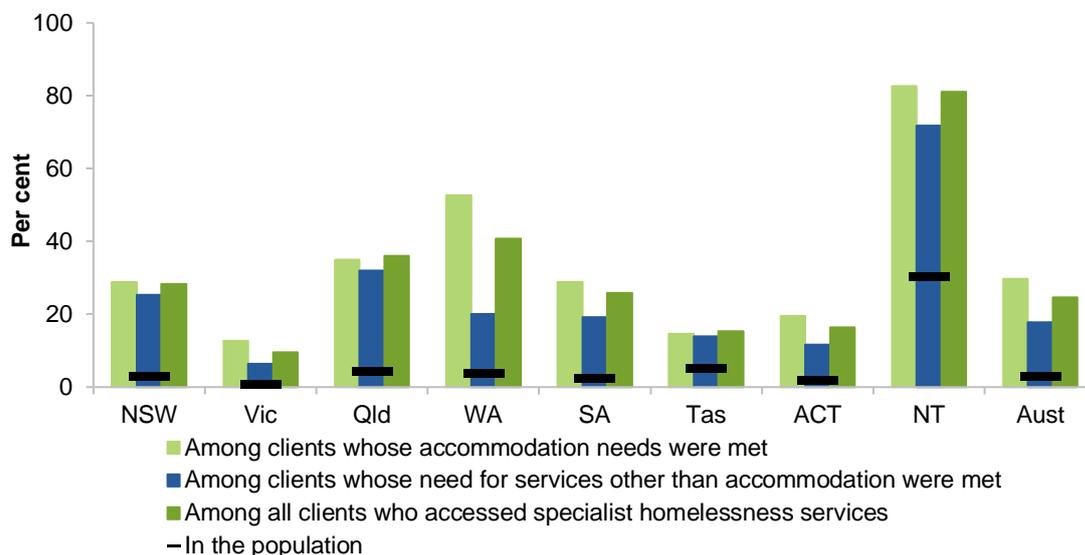
In general, the special needs groups' representation in the group of clients whose needs are met should be broadly similar to or higher than their representation in the population. Several factors need to be considered in interpreting the data — in particular, cultural differences can influence the extent to which each of the three population groups' access specialist homelessness services.

Data reported for this indicator are:

- comparable (subject to caveats) across jurisdictions and over time
- complete for the current reporting period. All required 2016-17 data are available for all jurisdictions.

In 2016-17, Aboriginal and Torres Strait Islander people had a higher representation amongst all people accessing specialist homelessness services (24.7 per cent) than their representation in the population (3.1 per cent) — and made up 29.7 per cent of clients whose needs for accommodation were met and 17.7 per cent of clients whose needs for services other than accommodation were met (figure 19.3).

Figure 19.3 Proportion of clients who were Aboriginal and Torres Strait Islander clients, 2016-17<sup>a</sup>



<sup>a</sup> See box 19.2 and table 19A.4 for detailed definitions, footnotes and caveats.

Source: AIHW (unpublished) Specialist Homelessness Services Collection; ABS (2016) *Australian Demographic Statistics, June 2016*, Cat. no. 3101.0; ABS (2014) *Estimates and Projections, Aboriginal and Torres Strait Islander Australians, 2001 to 2026*, Cat. no. 3238.0; tables 2A.1, 2A.13 and 19A.4.

In 2016-17, people born in non-main English speaking countries had a lower representation amongst clients of specialist homelessness services (11.0 per cent) than in the population (17.9 per cent) — and made up 9.7 per cent of clients whose needs for accommodation were met and 9.4 per cent of clients whose needs for services other than accommodation were met (table 19A.5). These results varied across jurisdictions.

In 2016-17, people with disability had a lower representation amongst clients of specialist homelessness services (4.4 per cent) than in the population in June 2015 (5.8 per cent) — 4.9 per cent of all clients whose needs for accommodation were met and 3.2 per cent of all clients whose needs for services other than accommodation were met (table 19A.6).

## Effectiveness

### Access — Unmet demand for homelessness services

‘Unmet demand for homelessness services’ is an indicator of governments’ objective to ensure that services are accessible to those who need them (box 19.3).

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### Box 19.3 Unmet demand for homelessness services

Unmet demand for homelessness services is defined as the proportion of people who do not receive specialist homelessness services that they need. It is reported using a proxy measure for two broad service types — accommodation services and services other than accommodation.

- Unmet need for accommodation is measured by:
  - the number of clients with an identified need for short-term or emergency accommodation or medium-term/transitional housing or long-term housing who were not provided with or referred for these services (although they may have received other types of services), divided by the number of clients who had a need for short term or emergency accommodation or medium-term/transitional housing or long-term housing
- Unmet need for services other than accommodation is measured by:
  - the number of clients with an identified need for at least one service other than accommodation (and no need for accommodation services) who were not provided with or referred for a service other than accommodation, divided by the number of clients who had a need for at least one service other than accommodation (and no need for accommodation services).

This is a proxy measure as it only captures people who are clients of specialist homelessness services with an identified need for service(s), rather than all those in the population who need services.

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

Jurisdictions with some central intake models may record high unmet demand.

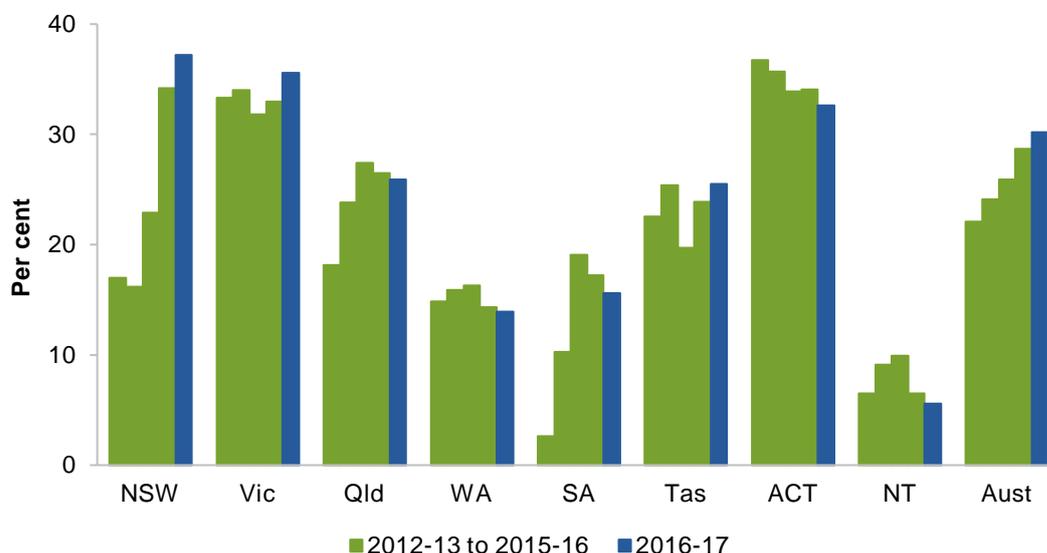
Data reported for these measures are:

- comparable (subject to caveats) within jurisdictions over time but are not comparable across jurisdictions
- complete for the current reporting period. All required 2016-17 data are available for all jurisdictions.

Nationally in 2016-17, 30.2 per cent of clients with an identified need for accommodation did not have this need met (figure 19.4), an increase from 22.1 per cent in 2012-13 (table 19A.7). A further 179.1 unassisted requests a day for accommodation services were made on average nationally in 2016-17, maintaining an annual decrease from 296.7 in 2012-13 (table 19A.8).

Nationally in 2016-17, clients with unmet demand for services other than accommodation accounted for 3.9 per cent of the total demand for those services (table 19A.7). A further 69.9 unassisted requests a day for services other than accommodation were made on average nationally (table 19A.8).

Figure 19.4 **Proportion of clients with unmet need for accommodation services<sup>a</sup>**



<sup>a</sup> See box 19.3 and table 19A.7 for detailed definitions, footnotes and caveats.

Source: AIHW (unpublished) Specialist Homelessness Services Collection; table 19A.7.

## Appropriateness — Addressing client needs

‘Addressing client needs’ is an indicator of governments’ objective to identify and address individuals’ needs as appropriate (box 19.4).

### Box 19.4 **Addressing client needs**

‘Addressing client needs’ is defined as the proportion of clients whose needs are identified and who receive services matching those needs as appropriate, and is measured in two parts:

- the identification of client needs and how they can be appropriately addressed is measured as the proportion of closed support periods (for clients) with an agreed case management plan
- the provision of services to address clients’ needs is measured as the proportion of clients (with closed support periods) with an identified need for particular service types who are provided with (and/or referred for) at least one service of that type.

Holding other factors constant, a high or increasing proportion is desirable for:

- support periods where clients have an agreed case management plan
- clients who received services that matched their needs and/ or were referred to another agency for that purpose.

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**Box 19.4** (continued)

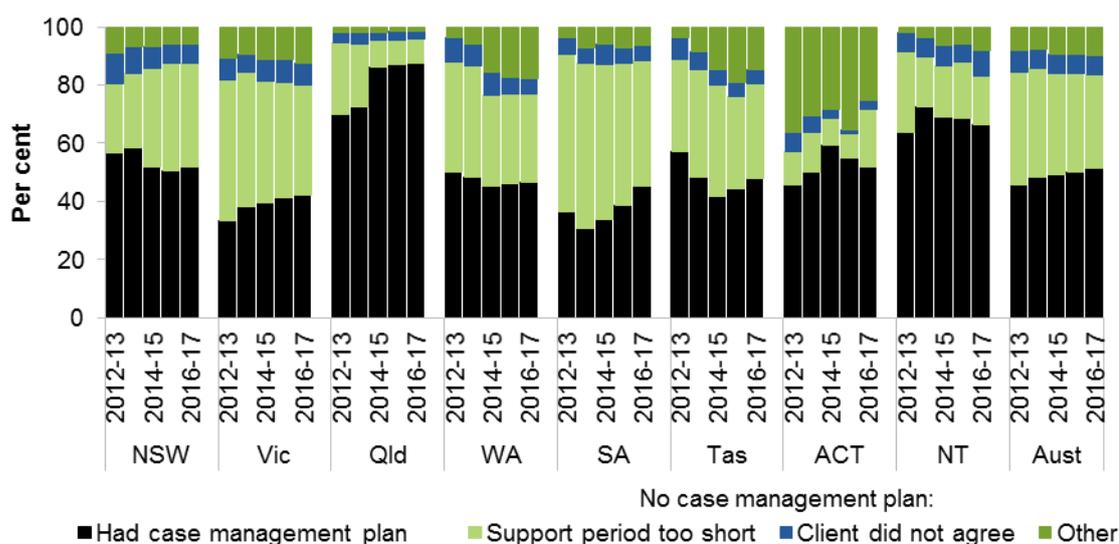
In some instances, a case management plan may be judged to be inappropriate (such as when a support period is short term — for example 24 hours). Jurisdictions with some central intake models may record a relatively low number of closed support periods where clients have an agreed case management plan and a relatively high number of clients with unmet need for services because, while all eligible clients receive an assessment, the provision of or referral for service is determined by their level of need relative to other clients.

Data reported for this indicator are:

- comparable (subject to caveats) across jurisdictions and over time for case management plans
- comparable (subject to caveats) within jurisdictions over time but not comparable across jurisdictions for match of client needs
- complete for the current reporting period. All required 2016-17 data are available for all jurisdictions.

Nationally in 2016-17, an agreed case management plan was in place for clients in 51.2 per cent of closed support periods, a rise from 45.7 per cent in 2012-13. There was a similar increase for Aboriginal and Torres Strait Islander clients across this period (from 54.2 per cent in 2012-13 to 60.0 per cent in 2016-17). These proportions varied across jurisdictions (figure 19.5 and tables 19A.9–10).

**Figure 19.5 Proportion of closed support periods with an agreed case management plan, all clients<sup>a</sup>**



<sup>a</sup> See box 19.4 and table 19A.9 for detailed definitions, footnotes and caveats.

Source: AIHW (unpublished) Specialist Homelessness Services Collection; table 19A.9.

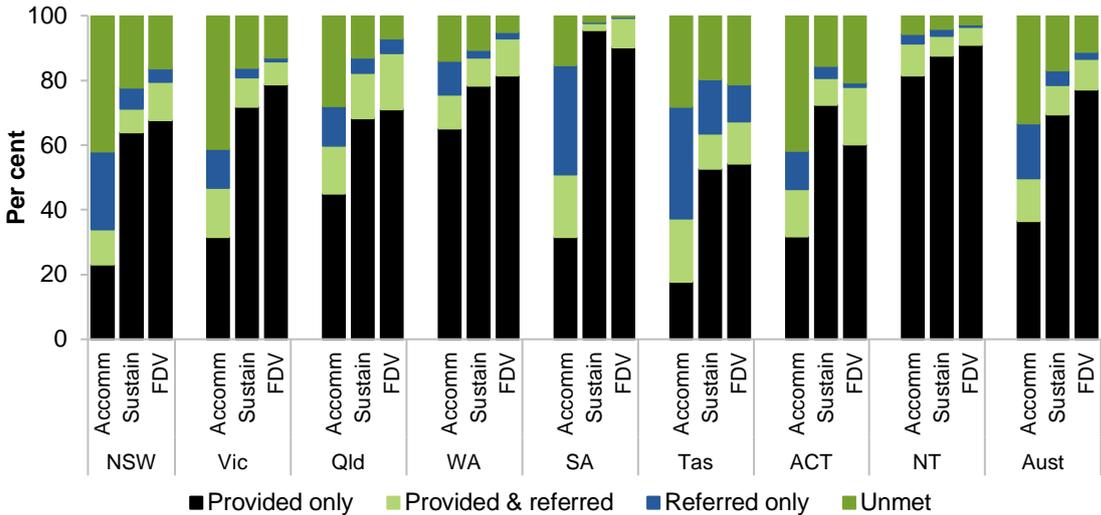
Nationally in 2016-17, over half (117 922, or 52.3 per cent) of all clients with closed support periods who needed homelessness services needed accommodation or accommodation

related assistance (table 19A.12). Of these clients, 66.7 per cent were directly provided with and/or referred for a service (36.5 per cent were provided with, 13.2 per cent both provided with and referred for, and 17.0 per cent referred only, for a service) (figure 19.6). Of clients seeking domestic and family violence related assistance, 88.8 per cent were directly provided with and/or referred for assistance, as were 83.0 per cent of clients seeking to sustain tenure (figure 19.6). Data for these and other service needs are provided in tables 19A.11–12.

Nationally in 2016-17, agencies directly provided and/or referred a larger proportion of Aboriginal and Torres Strait Islander clients with a need for accommodation or accommodation related assistance (74.2 per cent) to services than all clients (table 19A.13).

Data for clients born in non-main English speaking countries are in table 19A.14. Time series data from 2012-13 are included in tables 19A.12–14.

**Figure 19.6 Addressing client needs (closed support periods), 2016-17<sup>a</sup>**



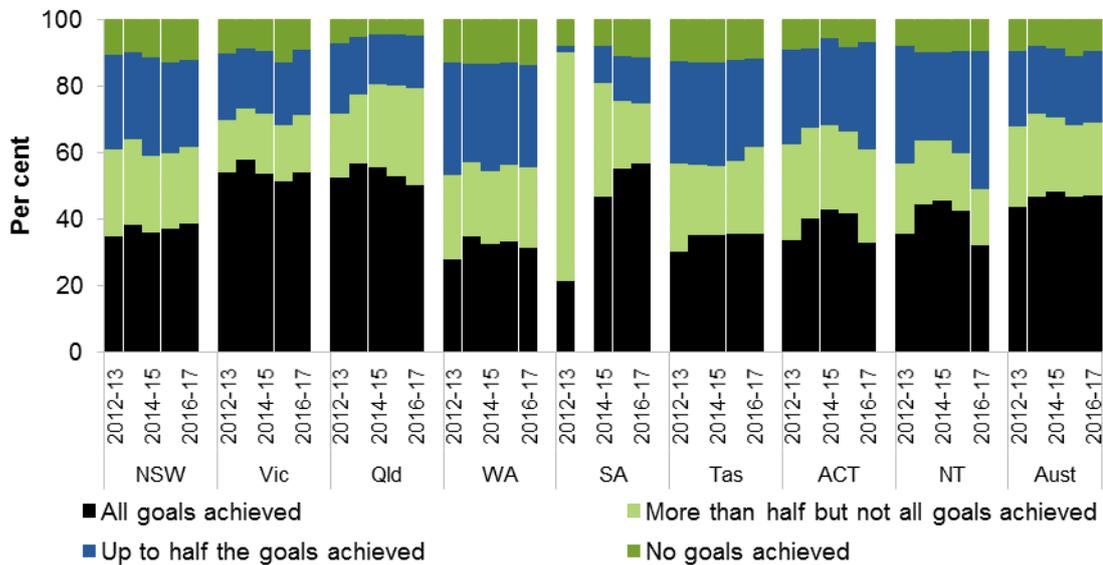
**Accomm:** Accommodation/accommodation related assistance. **Sustain:** Assistance to sustain tenure. **FDV:** Family/ Domestic and family violence assistance.

<sup>a</sup> See box 19.4 and table 19A.12 for detailed definitions, footnotes and caveats.

Source: AIHW (unpublished) Specialist Homelessness Services Collection; table 19A.12.

Prioritisation of client needs and identification of goals for clients to work toward during support is a key aspect of case management and is commonly part of agreed case management plans. Nationally in 2016-17, at least half of all case management goals were achieved at the end of support for 69.2 per cent of closed support periods with individual case management plans (figure 19.7).

Figure 19.7 Case management goals achieved (closed support periods)<sup>a, b</sup>



<sup>a</sup> See table 19A.15 for detailed definitions, footnotes and caveats. <sup>b</sup> SA 2013-14 case management goals achieved data are not available.

Source: AIHW (unpublished) Specialist Homelessness Services Collection; table 19A.15.

## Quality — Client satisfaction

‘Client satisfaction’ is an indicator of governments’ objective to provide high quality specialist homelessness services (box 19.5).

### Box 19.5 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.

Measures for this indicator are under development.

## Quality — Achieving quality standards

‘Achieving quality standards’ is an indicator of government’s objective to provide services that are of high quality, provided by qualified staff in a safe environment (box 19.6).

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**Box 19.6      Achieving quality standards**

'Achieving quality standards' is defined as the proportion of specialist homelessness services that meet nationally agreed quality standards.

A high or increasing proportion is desirable.

Data are not yet available for reporting against this indicator as there are currently no nationally agreed quality standards for specialist homelessness services.

## Efficiency

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

### Cost per day of support

'Cost per day of support' is an indicator of governments' objective to provide specialist homelessness services in an efficient manner (box 19.7).

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**Box 19.7      Cost per day of support**

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

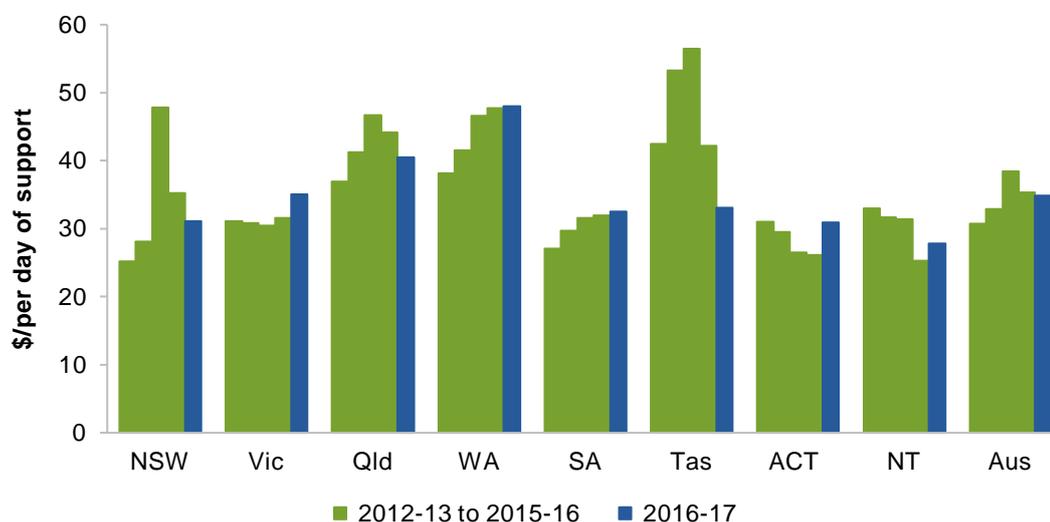
A low or decreasing cost per day of support may represent an improvement in efficiency, but may also indicate lower service quality, less complex client needs or longer waiting times for services.

Data reported for this indicator are:

- comparable within jurisdictions over time but are not comparable across jurisdictions
- complete for the current reporting period. All required 2016-17 data are available for all jurisdictions.

Nationally, the recurrent cost per day of support for clients averaged \$34.89 in 2016-17 (figure 19.8) — an increase in real terms of 13.4 per cent from 2012-13 (table 19A.16). Recurrent costs can also be measured per completed support periods or per client accessing homelessness services. Nationally in 2016-17, the recurrent cost per completed support period was \$1897 (table 19A.17) and the recurrent cost per client accessing homelessness services was \$2835 (table 19A.18).

Figure 19.8 **Real recurrent cost per day of support for clients (2016-17 dollars)<sup>a</sup>**



<sup>a</sup> See box 19.7 and table 19A.16 for detailed definitions, footnotes and caveats.

Source: AIHW (unpublished) Specialist Homelessness Services Collection; Australian, State and Territory governments (unpublished); table 19A.16.

## Outcomes

Outcomes are the impact of services on the status of an individual or group (see chapter 1).

### Economic participation

‘Economic participation’ is an indicator of governments’ objective to support people who are homeless or at risk of homelessness to achieve social inclusion and greater economic participation — re-establishing their capacity to live independently (box 19.8).

#### Box 19.8 **Economic participation**

‘Economic participation’ is defined as the change in the proportion of clients with the capacity to actively participate in the economy between the start and end of support. Two proxy measures are reported for clients aged 15 years or over (with closed support periods):

- ‘achievement of employment, education and/or training on exit’ — the change in the proportion of clients who are employed and/or enrolled in formal education/training between the start and end of support
- ‘achievement of income on exit’ — the change in the proportion of clients who have an income source between the start and end of support.

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**Box 19.8** (continued)

These are proxy measures as they only capture people who are clients of specialist homelessness services, rather than all those in the population who are homeless or at risk of homelessness.

Data are reported for all clients and for clients with an identified need for services of that type.

Holding other factors constant, an increase in the proportion from start to end of support is desirable for clients who are employed and/or enrolled in education/training and clients who have an income source.

This is an indicator of outcomes in the short term. Longer term outcomes are important, but more difficult to measure.

Data reported for these measures are:

- comparable (subject to caveats) across jurisdictions and over time
- complete for the current reporting period. All required 2016-17 data are available for all jurisdictions.

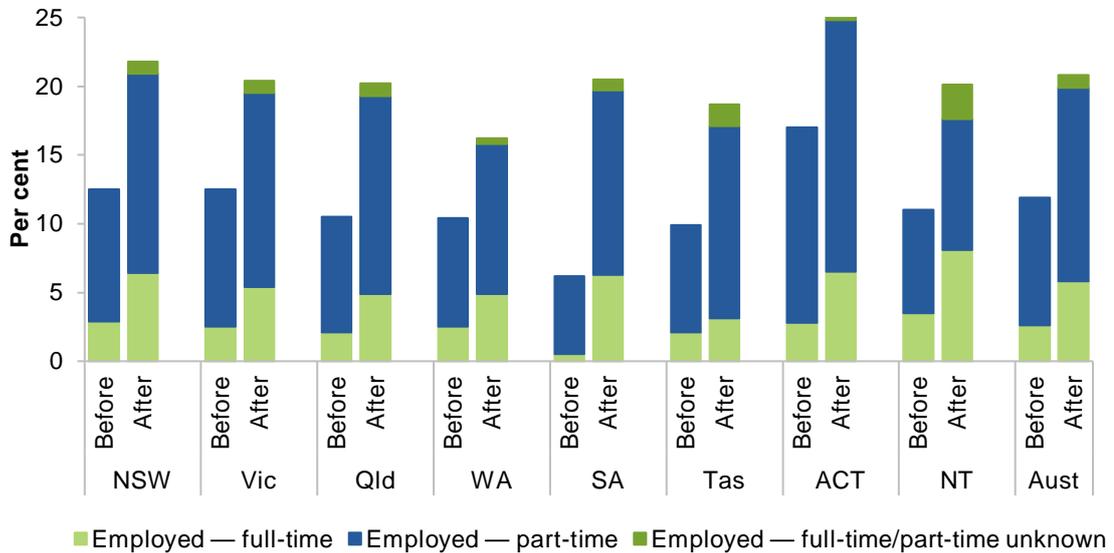
Nationally, in 2016-17, the proportion of clients aged 15 years or over who were employed and/or enrolled in education and/or training after support was slightly higher than before support for all clients and for Aboriginal and Torres Strait Islander clients. Of those in need of assistance to obtain or maintain employment or training, and/or education/training assistance, 37.6 per cent were employed and/or enrolled in education/training following support, compared with 32.0 per cent before support (for Aboriginal and Torres Strait Islander clients this was 27.7 per cent and 25.4 per cent, respectively) (table 19A.19).

When looking separately at employment and education/training the focus is on those seeking assistance for each, but it should be noted that whilst a decrease following support may indicate they did not achieve the individual employment or education/training outcome it does not mean that they did not achieve the alternative (for example, someone with an identified need for assistance in education may have found employment).

Nationally, in 2016-17, for clients in need of assistance to obtain or maintain employment and training when entering homelessness services, 20.8 per cent were employed at the end of support compared with 11.9 per cent before support (for Aboriginal and Torres Strait Islander clients this was 15.0 per cent and 8.0 per cent, respectively) (figure 19.9 and table 19A.20). Further information on labour force status before and after support is provided for all clients and for Aboriginal and Torres Strait Islander clients in tables 19A.20 and 19A.21, respectively.

Amongst those clients who were unemployed before support and in need of this assistance in 2016-17, 14.5 per cent were employed after support. Of clients who were not in the labour force before support, 12.7 per cent were employed after support (table 19A.23).

**Figure 19.9 Employment status of clients before and after support, clients in need of assistance to obtain or maintain employment and training (closed support periods), 2016-17<sup>a</sup>**



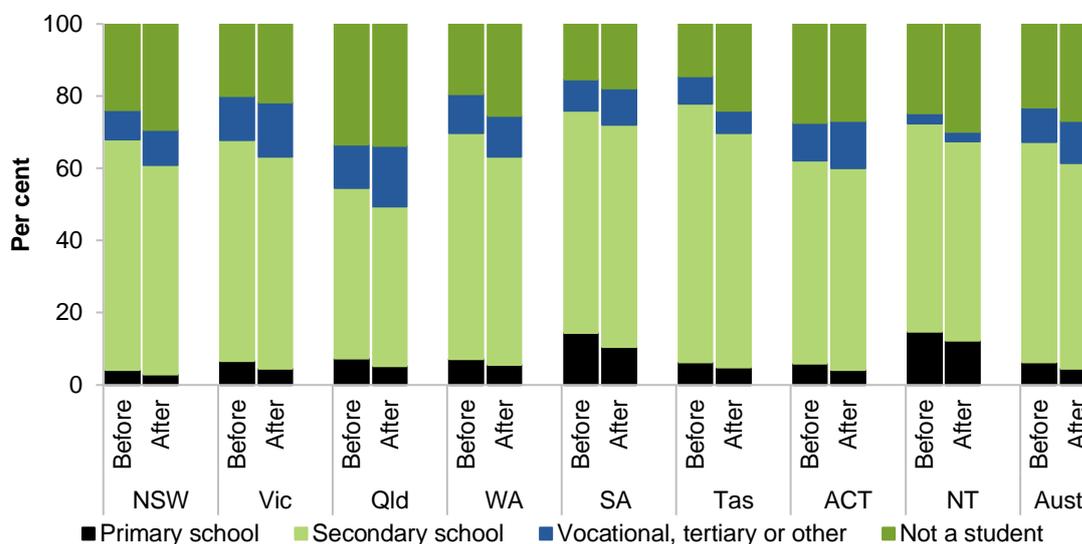
<sup>a</sup> See box 19.8 and table 19A.21 for detailed definitions, footnotes and caveats.

Source: AIHW (unpublished) Specialist Homelessness Services Collection; table 19A.21.

Nationally in 2016-17, there was little change in the proportion of clients aged 15 years or over in need of assistance with education/training who were enrolled in formal education and/or training following support (table 19A.24).

For people aged 12–18 years, engagement in education and/or training is associated with improved outcomes in later employment and income status and therefore in economic participation. Nationally in 2016-17, for those identified as needing assistance to obtain or maintain education and/or training, 73.2 per cent were enrolled in formal study or training after support (figure 19.10) compared to 76.9 per cent before support (table 19A.26).

**Figure 19.10 Young clients (aged 12–18 years) who needed education and/or training assistance, by educational enrolment status before and after support (closed support periods), 2016-17<sup>a</sup>**



<sup>a</sup> See table 19A.26 for detailed definitions, footnotes and caveats.

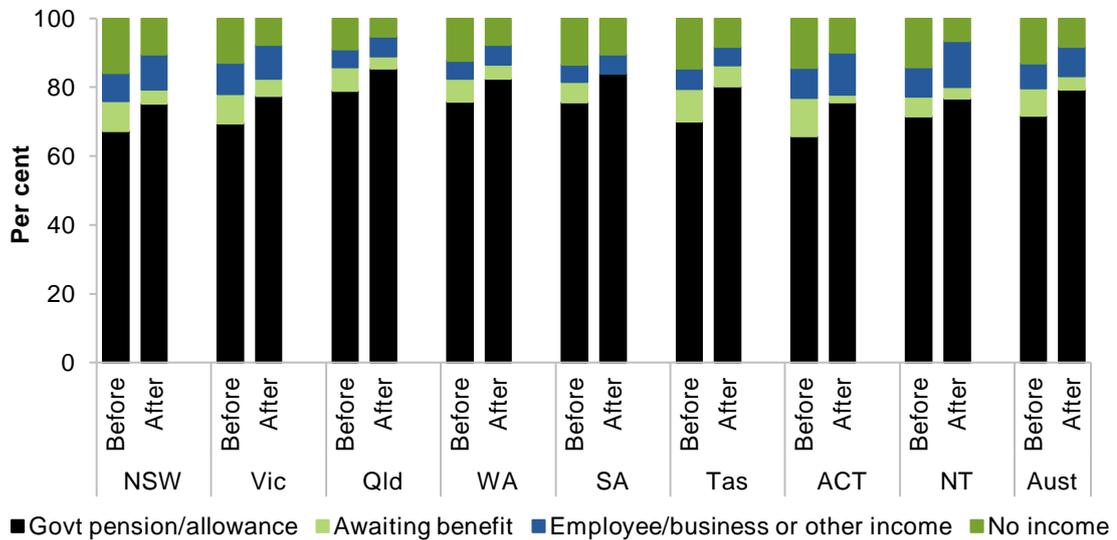
Source: AIHW (unpublished) Specialist Homelessness Services Collection; table 19A.26.

Nationally in 2016-17, 91.5 per cent of clients had an income source after support, compared with 90.2 per cent before support (table 19A.27). For those who needed income assistance when entering homelessness services, 91.7 per cent had an income source after support, compared with 86.9 per cent before support (figure 19.11) — this 4.8 percentage point increase is higher than that in 2012-13 (93.9 per cent and 89.6 per cent respectively; table 19A.28).

The main source of income after support in 2016-17 was a government pension/allowance (79.3 per cent, an increase from 71.7 per cent before support — though this varied across jurisdictions; figure 19.11).

Nationally, of Aboriginal and Torres Strait Islander clients who needed income assistance when entering homelessness services in 2016-17, 93.1 per cent had an income source after support, compared to 89.2 per cent before support (table 19A.29).

Figure 19.11 **Income status before and after support, as a proportion of clients who needed income assistance (closed support periods), 2016-17<sup>a</sup>**



<sup>a</sup> See box 19.8 and table 19A.28 for detailed definitions, footnotes and caveats.

Source: AIHW (unpublished) Specialist Homelessness Services Collection; table 19A.28.

## Achievement of sustained housing

‘Achievement of sustained housing’ is an indicator of governments’ objective to support people who are homeless or at risk of homelessness to achieve sustainable housing and re-establish their capacity to live independently (box 19.9).

### Box 19.9 Achievement of sustained housing

‘Achievement of sustained housing’ is defined as the proportion of clients living in and sustaining independent housing following support. Two proxy measures are reported:

- achievement of independent housing on exit — the change in the proportion of clients (with closed support periods) living in independent housing between the start and end of support, reported for all clients and for clients with an identified need for assistance to obtain or maintain independent housing including ‘to obtain long term housing’, ‘sustain tenancy or prevent tenancy failure or eviction’, or, ‘prevent foreclosures or for mortgage arrears’
- repeat homelessness — the number of specialist homelessness service clients who change status from ‘homeless’ to ‘not homeless’ and back to ‘homeless’ in the reporting period, divided by the number of clients who experienced homelessness at any time in the reporting period. (The definition of ‘homeless’ for specialist homelessness service clients is in section 19.4).

(continued next page)

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**Box 19.10** (continued)

These are proxy measures as they only capture people who are clients of specialist homelessness services, rather than all those in the population who are homeless or at risk of homelessness.

Holding other factors constant, a high or increasing proportion of clients who achieved independent housing in closed support periods and a low or decreasing proportion of clients who experienced repeat homelessness is desirable.

The reported data are for relatively short term outcomes achieved within a financial year. Longer term outcomes are also important, but more difficult to measure.

Data reported for these measures are:

- comparable (subject to caveats) across jurisdictions and over time
- complete for the current reporting period. All required 2016-17 data are available for all jurisdictions.

### *Achievement of independent housing on exit*

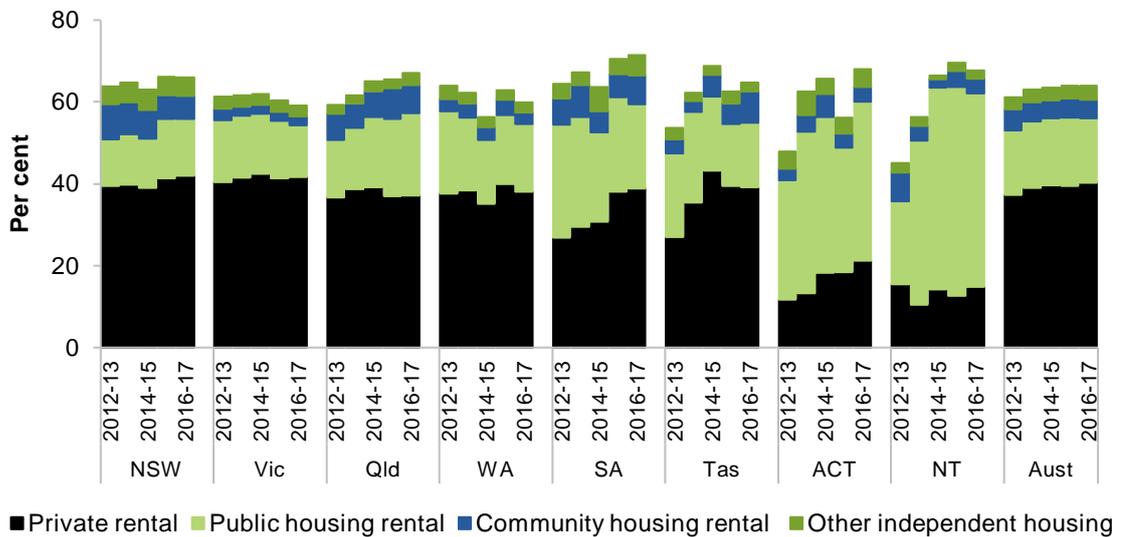
Nationally in 2016-17, 63.8 per cent of clients (with closed support periods) achieved independent housing following support, an increase from 52.0 per cent before support (table 19A.30). For Aboriginal and Torres Strait Islander clients, 62.4 per cent achieved independent housing following support, an increase from 49.5 per cent before support.

Among clients who had an identified need for assistance with obtaining or maintaining independent housing, 63.9 per cent achieved independent housing after support (up from 50.1 per cent before support) in 2016-17, compared with 61.2 per cent (up from 50.5 per cent before support) in 2012-13. This included clients who moved or returned to private rental housing (40.2 per cent) and to public or community rental housing (20.4 per cent) (figure 19.12). For the 36.1 per cent of clients who did not achieve independent housing after support, data by type of tenure is available in table 19A.31.

Nationally, of Aboriginal and Torres Strait Islander clients who had an identified need for assistance with obtaining or maintaining independent housing, 63.5 per cent achieved independent housing in 2016-17. Compared to all clients, a lower proportion of Aboriginal and Torres Strait Islander clients moved or returned to private rental housing (28.2 per cent compared to 40.2 per cent), but a higher proportion moved or returned to public or community rental housing (32.2 per cent compared to 20.4 per cent) (table 19A.32).

Data for clients living in non-independent housing before support are available in table 19A.33.

Figure 19.12 Housing tenure type after support, as a proportion of clients who needed assistance to obtain or maintain independent housing (closed support periods)<sup>a, b</sup>

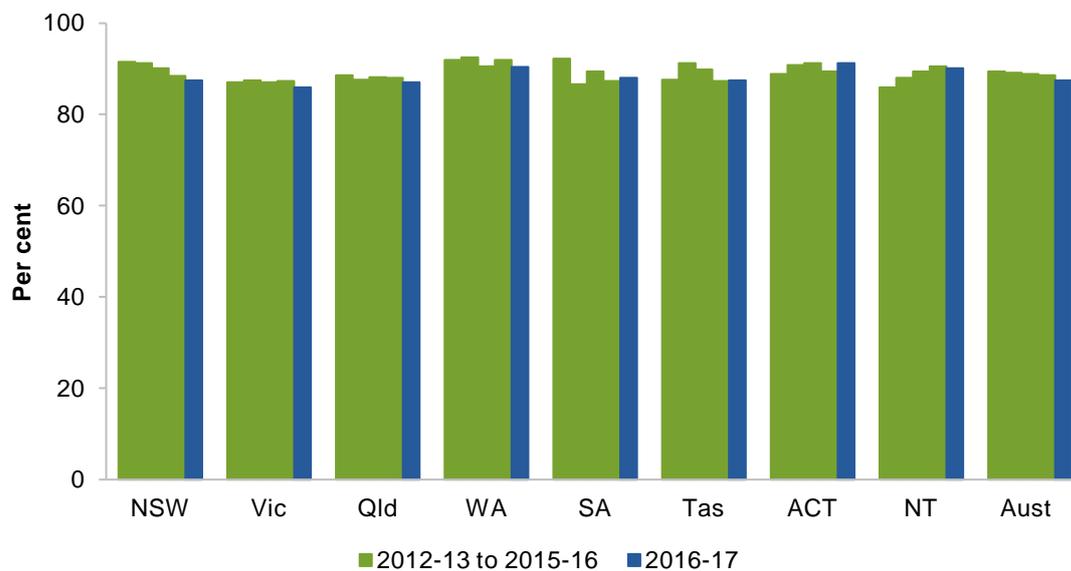


<sup>a</sup> See box 19.9 and table 19A.31 for detailed definitions, footnotes and caveats. <sup>b</sup> Other independent housing includes: 'Purchasing/purchased own home' and 'Other rental'.

Source: AIHW (unpublished) Specialist Homelessness Services Collection; table 19A.31.

Achievement of housing may or may not be sustained after exiting support. Nationally in 2016-17, 87.5 per cent of clients with an identified need for assistance to obtain or maintain independent housing who achieved independent housing at the end of support did not return during the reference year with this need. This proportion was 89.4 per cent in 2012-13 (figure 19.13). Data for Aboriginal and Torres Strait Islander clients are presented in table 19A.35.

**Figure 19.13 Clients who did not re-present needing housing/ accommodation assistance, as a proportion of clients who needed assistance to obtain or maintain — and achieved — independent housing<sup>a</sup>**



<sup>a</sup> See box 19.9 and table 19A.34 for detailed definitions, footnotes and caveats.

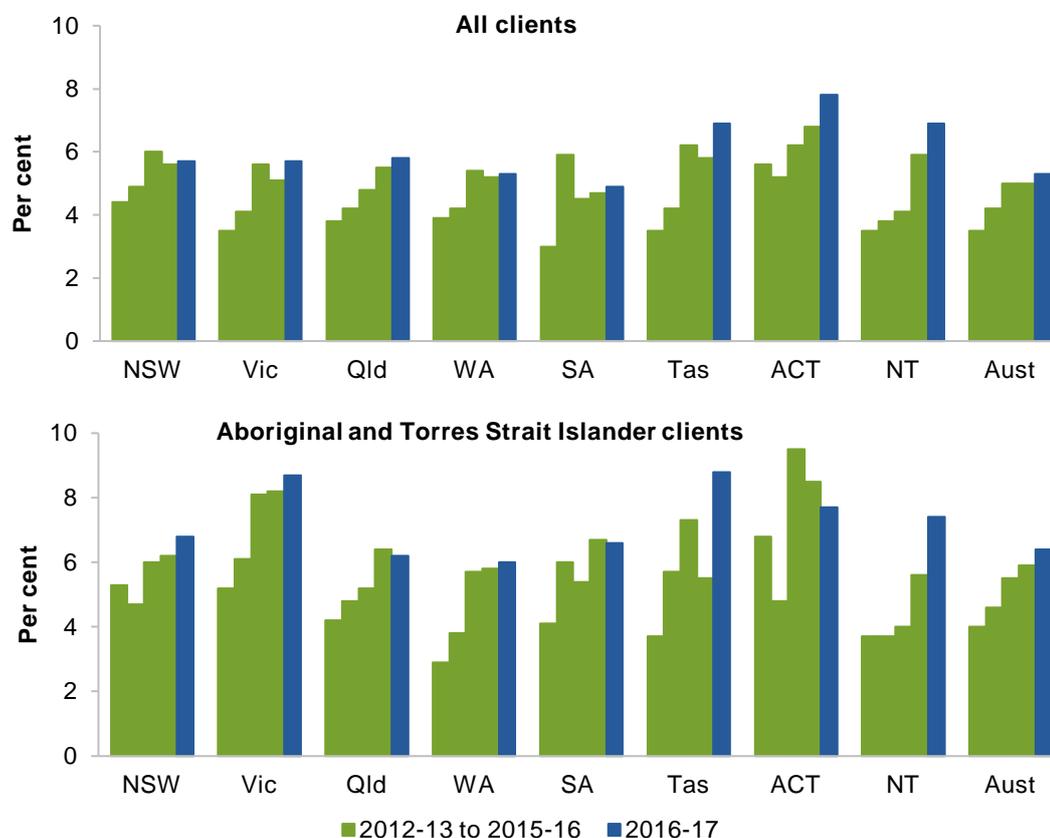
Source: AIHW (unpublished) Specialist Homelessness Services Collection; table 19A.34.

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

Nationally, of all clients who experienced homelessness in 2016-17, 5.3 per cent experienced it more than once in the reporting year — an increase from 3.5 per cent in 2012-13 (figure 19.14). For Aboriginal and Torres Strait Islander clients, the proportion who experienced repeat homelessness in 2016-17 was 6.4 per cent (figure 19.14).

Nationally in the period from 2012-13 to 2016-17, there has been little difference in the rate of repeat homelessness between capital city clients and clients living in the rest of state/territory (table 19A.37).

Figure 19.14 Clients who had more than one period of homelessness, all clients and Aboriginal and Torres Strait Islander clients<sup>a</sup>



<sup>a</sup> See box 19.9 and tables 19A.36–37 or detailed definitions, footnotes and caveats.

Source: AIHW (unpublished) Specialist Homelessness Services Collection; tables 19A.36–37.

## 19.4 Definitions of key terms

**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.

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:

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	<ul style="list-style-type: none"> <li>• Clients (demographic) — For clients with multiple support periods, reported data is determined based on the information at the start date of the client’s first support period in the reporting period or the first date of the reporting period, whichever is later</li> <li>• Clients (counted by support periods) — For each data item, clients are counted based on support periods with distinct client information. The same client can be counted more than once if they have multiple support periods with a different response for the data item. The result is that percentages do not add up to 100</li> <li>• Clients (outcomes) – Clients are counted based on closed support periods where a valid response is recorded both when presenting to an agency and at the end of support.</li> </ul>
<b>Closed support period</b>	A support period that had finished on or before the end of the reporting period.
<b>Comparability</b>	Data are considered comparable if (subject to caveats) they can be used to inform an assessment of comparative performance. Typically, data are considered comparable when they are collected in the same way and in accordance with the same definitions. For comparable indicators or measures, significant differences in reported results allow an assessment of differences in performance, rather than being the result of anomalies in the data.
<b>Completeness</b>	Data are considered complete if all required data are available for all jurisdictions that provide the service.
<b>Disability</b>	<p>Specialist homelessness services clients who have identified as having a long-term health condition or disability and needing assistance with core activities (self-care, mobility and/or communication).</p> <p>From July 2013, the specialist homelessness services collection collects information on whether, and to what extent, a long-term health condition or disability restricts clients’ everyday activities across the following three life areas and they need help/supervision with these tasks:</p> <ul style="list-style-type: none"> <li>• self-care</li> <li>• mobility</li> <li>• communication.</li> </ul> <p>The information is consistent with data collected in the 2011 Census and the 2014 and 2016 National Social Housing Survey. Questions are based on the Census ‘Core Activity Need for Assistance’ concept.</p>
<b>Homeless definition for clients of specialist homelessness services</b>	<p>Clients of specialist homelessness services are defined as being homeless in each month where at least one of the following describes their housing situation:</p> <ul style="list-style-type: none"> <li>• dwelling type is caravan, tent, cabin, boat, improvised building/dwelling, no dwelling/street/park/in the open, motor vehicle, boarding/rooming house, emergency accommodation, hotel/motel/bed and breakfast</li> <li>• tenure type is renting or living rent free in transitional housing, caravan park, boarding/rooming house or emergency accommodation/night shelter/women’s refuge/youth shelter; OR if the client has no tenure</li> <li>• conditions of occupancy is couch surfer.</li> </ul> <p>Regardless of tenure or conditions of occupancy, a client is not considered to be homeless if the dwelling type is reported as ‘Institution’ in one of these categories:</p> <ul style="list-style-type: none"> <li>• hospital (excluding psychiatric)</li> <li>• psychiatric hospital/unit</li> <li>• disability support</li> <li>• rehabilitation</li> <li>• adult correctional facility</li> <li>• youth/juvenile justice correctional centre</li> <li>• boarding school/residential college</li> <li>• aged care facility</li> <li>• immigration detention centre.</li> </ul>
<b>No tenure</b>	A type of housing tenure recorded for clients who are sleeping rough or do not have a legal right to occupy a dwelling and may be asked to leave at any time. It includes couch surfing, living in an institutional setting, living on the streets, sleeping in parks, squatting, using cars or railway carriages, improvised dwellings or living in long grass.

<b>Non-conventional accommodation</b>	<p>Non-conventional accommodation is defined as:</p> <ul style="list-style-type: none"> <li>• living on the streets</li> <li>• sleeping in parks</li> <li>• squatting</li> <li>• staying in cars or railway carriages</li> <li>• living in improvised dwellings</li> <li>• living in long grass.</li> </ul>
<b>Non-main English speaking countries</b>	<p>Non-main English speaking countries (non-MESC) are all countries except Australia, United Kingdom, Republic of Ireland, New Zealand, Canada, United States of America and South Africa.</p>
<b>Ongoing support period</b>	<p>A support period is considered ongoing at the end of the reporting period if each of the following conditions is met:</p> <ul style="list-style-type: none"> <li>• no support end-date is provided</li> <li>• no after-support information is provided</li> <li>• corresponding client data was received in the month following the end of the reporting period.</li> </ul>
<b>Real expenditure</b>	<p>Actual expenditure adjusted for changes in prices. Adjustments are made using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2016-17=100).</p>
<b>Referral</b>	<p>A referral to another agency is provided only if that agency accepts the person concerned for an appointment or interview.</p>
<b>Severely crowded dwelling</b>	<p>The ABS categorises a dwelling as severely crowded if it requires four or more extra bedrooms to accommodate the number of people who usually live there, based on the Canadian National Occupancy Standard (ABS 2012b).</p>
<b>Short-term or emergency accommodation</b>	<p>Short-term or emergency accommodation includes: refuges; crisis shelter; couch surfing; living temporarily with friends and relatives; insecure accommodation on a short-term basis; and, emergency accommodation arranged by a specialist homelessness agency (e.g. in hotels, motels etc.).</p> <p>The following short-term accommodation options are not included:</p> <ul style="list-style-type: none"> <li>• hotels, motels, caravan parks and other temporary accommodation used when a person is on holiday or travelling</li> <li>• custodial and care arrangements, such as prisons and hospitals</li> <li>• temporary accommodation used by a person while renovating usual residence or building a new residence (e.g. weekenders, caravans).</li> </ul>
<b>Specialist homelessness agency</b>	<p>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.</p> <p>Inclusion of agencies in the specialist homelessness services collection 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.</p>
<b>Specialist homelessness service(s)</b>	<p>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:</p> <p><i>Housing/accommodation services:</i></p> <ul style="list-style-type: none"> <li>• short-term or emergency accommodation</li> <li>• medium-term/transitional housing</li> <li>• long-term housing</li> <li>• assistance to sustain tenancy or prevent tenancy failure or eviction</li> <li>• assistance to prevent foreclosures or for mortgage arrears.</li> </ul> <p><i>Specialised services:</i></p> <ul style="list-style-type: none"> <li>• child protection services</li> <li>• parenting skills education</li> <li>• professional legal services</li> <li>• financial advice and counselling</li> </ul>

- 
- 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
  - 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.

*General assistance and support services:*

- assertive outreach
- assistance to obtain/maintain government allowance
- employment assistance
- training assistance
- educational assistance
- financial information
- material aid/brokerage
- assistance for incest/sexual
- assistance for domestic and family violence
- family/relationship assistance
- assistance for trauma
- assistance with challenging social/behavioural problems
- living skills/personal development
- legal information
- court support
- advice/information
- retrieval/storage/removal of personal belongings
- advocacy/liaison on behalf of client
- school liaison
- child care
- structured play/skills development
- child contact and residence arrangements
- meals
- laundry/shower facilities
- recreation
- transport
- other basic assistance.

**Support period**

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

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

**Unmet demand (or unmet need / unassisted request)**

Unmet demand for homelessness services occurs when an individual who approaches a specialist homelessness service provider does not receive, and is not referred elsewhere for, accommodation or other services that they need. For clients of specialist homelessness services, unmet demand is categorised as unmet need. For those who are not clients and do not receive any assessment, service or referral elsewhere for services, unmet demand is categorised as unassisted requests.

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## 19.5 References

ABS 2012a, Methodology for Estimating Homelessness from the Census of Population and Housing, Cat. no. 2049.0.55.001.

— 2012b, Information Paper: A Statistical Definition of Homelessness, Cat. no. 4922.0, Canberra.

— 2012c, Census of Population and Housing: Estimating homelessness, Cat. no. 2049.0, Canberra.

COAG (Council of Australian Governments) 2012, *National Affordable Housing Agreement*, viewed 26 August 2016, [www.federalfinancialrelations.gov.au/content/national\\_agreements.aspx](http://www.federalfinancialrelations.gov.au/content/national_agreements.aspx).

— 2015 National Partnership Agreement On Homelessness — 2015–2017, viewed 18 August 2016, <[www.federalfinancialrelations.gov.au/content/npa/housing.aspx](http://www.federalfinancialrelations.gov.au/content/npa/housing.aspx)>.

# 19A Homelessness services — attachment

Definitions for the indicators and descriptors in this attachment are in section 19.4 of the chapter. Unsourced information was obtained from the Australian, State and Territory governments. Information on the comparability and completeness of the data for the performance indicators and measures is in sections 19.2–3.

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 on the Review web page ([www.pc.gov.au/rogs/2018](http://www.pc.gov.au/rogs/2018)).

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<b>Table 19A.1</b>	State and Territory government expenditure expenditure on homelessness services, 2016-17 dollars
<b>Table 19A.2</b>	Rate of homeless persons per 10 000 of the population, 2011
<b>Table 19A.3</b>	Composition of support provided, all clients
<b>Table 19A.4</b>	Proportion of clients — with accommodation and services other than accommodation needs that were met — who were Aboriginal and Torres Strait Islander clients
<b>Table 19A.5</b>	Proportion of clients — with accommodation and services other than accommodation needs that were met — who were people born in non-main English speaking countries (non-MESC)
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<b>Table 19A.15</b>	Case management goals achieved after support (closed support periods)
<b>Table 19A.16</b>	Recurrent cost per day of support for clients, 2016-17 dollars
<b>Table 19A.17</b>	Recurrent cost per completed support period, 2016-17 dollars
<b>Table 19A.18</b>	Recurrent cost per client accessing homelessness services, 2016-17 dollars
<b>Table 19A.19</b>	Economic participation, before and after support, clients aged 15 years or over (closed support periods)
<b>Table 19A.20</b>	Labour force status, before and after support (closed support periods), clients aged 15 years or over
<b>Table 19A.21</b>	Labour force status, before and after support, as a proportion of clients who needed employment and/or training assistance (closed support periods)
<b>Table 19A.22</b>	Labour force status, before and after support, as a proportion of Aboriginal and Torres Strait Islander clients who needed employment and/or training assistance (closed support periods)
<b>Table 19A.23</b>	Labour force status, before and after support, as a proportion of clients who needed employment and/or training assistance and who were unemployed or not in the labour force before support (closed support periods)
<b>Table 19A.24</b>	Education and training status, before and after support, clients aged 15 years or over (closed support periods)
<b>Table 19A.25</b>	Educational enrolment status, before and after support, as a proportion of all clients aged 12 to 18 years
<b>Table 19A.26</b>	Educational enrolment status, before and after support, as a proportion of clients aged 12 to 18 years who needed education and/or training assistance
<b>Table 19A.27</b>	Income status, before and after support, clients aged 15 years or over (closed support periods)

## Attachment contents

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<b>Table 19A.28</b>	Income status, before and after support, as a proportion of clients who needed income assistance (closed support periods)
<b>Table 19A.29</b>	Income status, before and after support, as a proportion of Aboriginal and Torres Strait Islander clients who needed income assistance (closed support periods)
<b>Table 19A.30</b>	Independent housing, before and after support (closed support periods)
<b>Table 19A.31</b>	Housing tenure type, before and after support, as a proportion of clients who needed assistance to obtain or maintain independent housing (closed support periods)
<b>Table 19A.32</b>	Housing tenure type, before and after support, as a proportion of Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing (closed support periods)
<b>Table 19A.33</b>	Housing tenure type, before and after support, as a proportion of clients who needed assistance to obtain or maintain independent housing and were living in non-independent housing before support (closed support periods)
<b>Table 19A.34</b>	The proportion of clients who needed assistance to obtain or maintain independent housing and achieved it at the end of support, who did not present again with a need for accommodation assistance in the reporting period
<b>Table 19A.35</b>	The proportion of Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing and achieved it at the end of support, who did not present again with a need for accommodation assistance in the reporting period
<b>Table 19A.36</b>	Proportion of Aboriginal and Torres Strait Islander clients experiencing homelessness, who had repeat periods of homelessness
<b>Table 19A.37</b>	Proportion of clients who had repeat periods of homelessness, by geographic location
<b>Table 19A.38</b>	Jurisdictional homelessness intake and referral systems

TABLE 19A.1

Table 19A.1 State and Territory government expenditure on homelessness services, 2016-17 dollars (a)

	<i>Unit</i>	<i>NSW (b)</i>	<i>Vic (c)</i>	<i>Qld (d)</i>	<i>WA</i>	<i>SA</i>	<i>Tas (e)</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Total recurrent expenditure										
2016-17	\$m	204.4	274.0	127.7	75.1	66.1	25.5	20.7	23.9	817.4
2015-16	\$m	216.5	229.9	134.1	75.0	63.3	26.8	20.4	19.9	786.0
2014-15	\$m	188.8	219.3	139.9	73.6	61.5	30.7	21.5	20.1	755.4
2013-14	\$m	146.2	213.1	115.5	72.5	61.7	26.5	23.4	19.0	677.9
2012-13	\$m	143.8	193.9	100.1	72.4	60.5	19.6	25.3	18.6	634.2
Expenditure per person in the residential population										
2016-17	\$	26.21	43.89	26.15	29.26	38.48	49.12	50.87	97.44	33.52
2015-16	\$	28.22	38.34	27.89	28.80	37.19	51.84	51.82	81.69	32.83
2014-15	\$	24.95	37.26	29.44	28.52	36.36	59.64	55.48	82.19	31.97
2013-14	\$	19.58	36.79	24.63	28.44	36.76	51.58	60.86	78.19	29.07
2012-13	\$	19.57	34.13	21.71	29.29	36.40	38.27	66.59	78.61	27.69
Service delivery expenditure										
2016-17	%	97.8	98.9	84.9	97.8	95.6	98.1	97.0	94.7	95.9
2015-16	%	97.1	98.7	86.4	97.7	95.4	98.2	97.1	95.4	95.7
2014-15	%	97.6	98.6	89.0	97.6	96.3	98.4	96.9	94.5	96.1
2013-14	%	97.3	98.7	92.7	97.4	96.0	97.8	97.7	96.3	96.8
2012-13	%	96.8	98.8	96.4	97.9	95.5	97.5	97.7	95.9	97.4
Administrative expenditure										
2016-17	%	2.2	1.1	15.1	2.2	4.4	1.9	3.0	5.3	4.1
2015-16	%	2.9	1.3	13.6	2.3	4.6	1.8	2.9	4.6	4.3
2014-15	%	2.4	1.4	11.0	2.4	3.7	1.6	3.1	5.5	3.9
2013-14	%	2.7	1.3	7.3	2.6	4.0	2.2	2.3	3.7	3.2
2012-13	%	3.2	1.2	3.6	2.1	4.5	2.5	2.3	4.1	2.6

(a) Time series financial data are adjusted to 2016-17 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2016-17=100) (table 2A.49). See chapter 2 for details.



TABLE 19A.2

Table 19A.2 **Rate of homeless persons per 10 000 of the population, 2011 (a)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
<b>Homelessness operational groups</b>									
People who are in improvised dwellings, tents or sleeping out	2.8	2.0	3.7	4.1	1.6	3.2	0.8	40.0	3.2
People in supported accommodation for the homeless (b)	7.1	14.7	8.7	4.2	10.1	9.7	30.9	27.0	9.9
People staying temporarily with other households (c)	7.1	6.2	9.9	9.7	8.7	10.1	8.8	20.4	8.1
People staying in boarding houses	9.4	8.2	8.7	6.0	6.1	4.8	1.4	20.5	8.2
People in other temporary lodging	0.4	0.2	0.4	0.3	0.2	0.5	0.1	1.0	0.3
People living in 'severely' crowded dwellings (d)	14.0	11.3	14.3	18.6	10.7	3.7	7.8	621.8	19.2
<b>Total homeless persons</b>	<b>40.8</b>	<b>42.6</b>	<b>45.8</b>	<b>42.8</b>	<b>37.5</b>	<b>31.9</b>	<b>50.0</b>	<b>730.7</b>	<b>48.9</b>

- (a) Rate per 10 000 persons of the total population. Categories are mutually exclusive, therefore persons will only appear in one category. For example, persons who are in the category 'supported accommodation for the homeless' who are in 'living in 'severely' crowded dwellings' will not also appear in 'persons living in 'severely' crowded dwellings'.
- (b) Includes those accommodated by Specialist Homelessness Services.
- (c) Includes 'visitor only' households where all persons report having no usual address. Some people who were homeless are likely to be underestimated in this category.
- (d) Includes usual residents in dwellings needing 4 or more extra bedrooms under the Canadian National Occupancy Standard.

Source: ABS (2012) *Census of Population and Housing: Estimating Homelessness*, Cat. No. 2049.0.

TABLE 19A.3

Table 19A.3 **Composition of support provided, all clients (a)**

	<i>Unit</i>	<i>NSW (b)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (c)</i>
<b>2016-17</b>										
<b>Proportion of clients receiving support services, by type of service (d)</b>										
Accommodation	%	25.5	23.2	45.8	45.1	23.6	38.4	41.1	54.9	29.9
Assistance to sustain housing	%	31.9	28.3	30.7	16.4	17.2	18.6	31.8	19.9	27.0
Mental health services	%	5.2	3.6	4.9	5.4	0.4	4.7	7.1	3.5	4.1
Family services	%	5.6	4.7	5.4	8.5	4.5	5.3	12.2	9.0	5.5
Disability services	%	0.5	0.3	0.4	0.3	–	0.6	1.7	0.3	0.4
Drug/alcohol assistance	%	2.2	1.6	2.2	2.6	0.2	2.2	2.0	2.5	1.8
Legal/financial services	%	3.7	3.9	4.7	4.4	1.4	3.2	8.5	6.9	3.9
Immigration/cultural services	%	5.4	4.3	3.5	8.9	5.2	1.3	6.4	17.9	5.2
Domestic violence services	%	17.5	32.2	20.1	31.4	22.3	9.8	16.3	36.8	25.2
Other specialist services	%	15.5	10.0	16.3	17.5	8.1	9.6	18.2	27.3	13.2
General services	%	92.7	83.4	92.2	96.2	99.4	89.7	89.1	91.2	89.6
<b>Total clients (d)</b>	<b>no.</b>	<b>74 216</b>	<b>109 901</b>	<b>41 438</b>	<b>24 626</b>	<b>20 771</b>	<b>7 789</b>	<b>4 585</b>	<b>9 187</b>	<b>288 273</b>
Total support days	'000	6 571	7 813	3 151	1 564	2 029	770	669	859	23 425
Total support periods	no.	111 512	216 833	58 908	36 542	38 369	15 510	7 235	13 595	498 503
Total closed support periods	no.	93 302	193 516	50 184	31 782	31 994	13 529	5 538	11 070	430 916
<b>2015-16</b>										
<b>Proportion of clients receiving support services, by type of service (d)</b>										
Accommodation	%	27.7	23.3	46.6	47.7	26.3	38.8	39.8	59.7	31.3
Assistance to sustain housing	%	32.7	27.8	30.3	15.3	15.1	19.1	39.6	22.5	26.9
Mental health services	%	5.7	4.0	4.4	5.7	0.4	4.0	8.2	4.3	4.3
Family services	%	6.8	5.3	5.0	8.7	3.8	4.9	12.6	11.3	6.0
Disability services	%	0.7	0.5	0.4	0.5	–	0.5	1.7	0.9	0.5
Drug/alcohol assistance	%	2.6	1.5	2.3	2.9	0.2	1.8	2.6	3.1	1.9

TABLE 19A.3

Table 19A.3 **Composition of support provided, all clients (a)**

	<i>Unit</i>	<i>NSW (b)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (c)</i>
Legal/financial services	%	4.5	3.9	4.3	4.4	1.1	2.5	9.0	7.7	4.1
Immigration/cultural services	%	5.8	4.9	3.9	8.8	4.3	0.8	8.9	16.8	5.5
Domestic violence services	%	16.7	32.1	17.2	31.2	19.7	8.8	16.5	27.3	23.9
Other specialist services	%	15.7	9.9	16.4	17.8	8.3	8.9	22.7	24.6	13.2
General services	%	91.6	85.6	91.7	95.1	99.5	87.8	90.6	92.8	90.0
<b>Total clients (d)</b>	<b>no.</b>	<b>69 715</b>	<b>105 287</b>	<b>42 543</b>	<b>24 203</b>	<b>20 898</b>	<b>7 859</b>	<b>4 652</b>	<b>8 132</b>	<b>279 196</b>
Total support days	'000	6 139	7 289	3 036	1 571	1 979	636	780	789	22 219
Total support periods	no.	103 739	205 478	59 415	36 110	38 648	15 460	7 220	11 761	477 831
Total closed support periods	no.	85 646	185 297	51 304	31 531	32 611	13 574	5 562	9 768	415 291

**2014-15****Proportion of clients receiving support services, by type of service (d)**

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

TABLE 19A.3

Table 19A.3 **Composition of support provided, all clients (a)**

	<i>Unit</i>	<i>NSW (b)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (c)</i>
Total closed support periods	no.	59 137	177 752	53 067	29 953	33 371	11 656	5 376	9 099	379 411
<b>2013-14</b>										
<b>Proportion of clients receiving support services, by type of service (d)</b>										
Accommodation	%	42.6	23.2	46.3	43.4	27.5	41.7	39.7	64.9	34.4
Assistance to sustain housing	%	30.3	28.8	30.8	19.5	14.5	21.6	36.7	19.4	26.9
Mental health services	%	8.1	3.9	3.8	4.6	0.3	3.2	7.2	2.1	4.3
Family services	%	10.6	5.0	5.6	7.9	4.0	5.0	10.1	5.7	6.4
Disability services	%	0.7	0.4	0.4	0.3	–	0.4	1.1	0.4	0.4
Drug/alcohol assistance	%	5.7	1.6	1.7	2.6	0.2	1.5	6.1	2.4	2.4
Legal/financial services	%	6.7	4.3	4.7	4.1	0.8	2.5	7.9	6.1	4.5
Immigration/cultural services	%	7.4	5.0	3.9	9.1	4.1	0.8	6.7	17.2	5.7
Domestic violence services	%	23.6	27.7	15.5	25.9	17.9	9.7	13.4	24.5	22.9
Other specialist services	%	22.0	10.2	15.8	14.0	6.3	8.4	20.8	22.5	13.7
General services	%	93.9	88.6	90.7	94.5	99.0	89.6	92.1	92.9	91.5
<b>Total clients (d)</b>	<b>no.</b>	<b>51 786</b>	<b>99 892</b>	<b>43 751</b>	<b>21 437</b>	<b>21 655</b>	<b>6 614</b>	<b>5 338</b>	<b>7 123</b>	<b>254 001</b>
Total support days	'000	5 203	6 910	2 803	1 746	2 079	498	791	600	20 629
Total support periods	no.	74 983	191 589	61 223	31 844	39 442	10 136	8 151	10 573	427 941
Total closed support periods	no.	61 409	170 296	52 703	26 943	33 054	8 647	6 013	8 832	367 896
<b>2012-13</b>										
<b>Proportion of clients receiving support services, by type of service (d)</b>										
Accommodation	%	42.7	24.7	49.2	43.1	32.2	50.7	39.1	68.7	36.4
Assistance to sustain housing	%	26.2	26.5	24.2	21.3	16.1	19.0	28.3	16.8	24.1
Mental health services	%	8.0	3.3	4.2	4.8	0.5	3.9	7.7	3.7	4.3
Family services	%	9.9	4.2	6.3	8.6	4.9	6.5	11.4	9.5	6.5
Disability services	%	0.8	0.3	0.4	0.5	0.0	0.4	1.5	0.4	0.5

TABLE 19A.3

Table 19A.3 **Composition of support provided, all clients (a)**

	<i>Unit</i>	<i>NSW (b)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (c)</i>
Drug/alcohol assistance	%	5.7	1.5	1.7	3.1	0.2	1.8	4.7	3.3	2.4
Legal/financial services	%	6.5	3.6	5.7	5.5	0.8	2.8	8.2	7.9	4.6
Immigration/cultural services	%	6.8	4.9	4.7	9.5	4.8	1.3	6.1	7.7	5.6
Domestic violence services	%	22.6	24.9	16.2	24.2	18.6	11.0	13.7	25.7	21.7
Other specialist services	%	20.8	9.2	16.8	17.1	6.7	10.9	21.9	15.1	13.5
General services	%	94.7	88.0	90.5	96.0	97.2	92.6	90.7	93.1	91.5
<b>Total clients (d)</b>	<b>no.</b>	<b>51 953</b>	<b>92 462</b>	<b>43 001</b>	<b>21 417</b>	<b>21 342</b>	<b>5 585</b>	<b>5 367</b>	<b>6 959</b>	<b>244 176</b>
Total support days	'000	5 705	6 227	2 711	1 899	2 234	462	816	564	20 618
Total support periods	no.	77 403	179 952	60 176	32 412	36 076	7 896	8 387	10 311	412 614
Total closed support periods	no.	60 317	161 596	51 998	26 920	28 852	6 621	6 159	8 719	351 182

- (a) For further information on data quality, including collection methodologies and data limitations, see the SHSC specifications on the AIHW website [meteor.aihw.gov.au/content/index.phtml/itemId/683255](http://meteor.aihw.gov.au/content/index.phtml/itemId/683255).
- (b) For NSW: An increased number of clients and support periods were observed in 2015-16 as a result of increased program investment as well as the impact of a new access system and consolidation of new post-reform service models implemented during a period of major transition in 2014-15. The transition period affected continuity of reporting for some service providers in 2014-15, but did not affect data for 2015-16. Caution should be used when comparing NSW data across years or with data for other States and Territories.
- (c) Clients are counted once only in each jurisdiction. Where individuals are clients in more than one state or territory, state and territory client totals do not add to the Australian total.
- (d) Proportion of clients who received at least one support service of the designated type in the reference year. Individual clients commonly receive support services of more than 1 type.

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

Source: AIHW (unpublished) Specialist Homelessness Services Collection.

TABLE 19A.4

Table 19A.4 **Proportion of clients — with accommodation and services other than accommodation needs that were met — who were Aboriginal and Torres Strait Islander clients (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
<b>2016-17</b>										
Representation of Aboriginal and Torres Strait Islander people among:										
Clients with met demand for accommodation services	%	28.8	12.7	35.0	52.6	28.9	14.7	19.6	82.6	29.7
Clients with met demand for services other than accommodation	%	25.4	6.4	32.0	20.1	19.2	14.0	11.7	71.8	17.7
SHS clients	%	28.3	9.5	36.1	40.7	25.9	15.3	16.3	81.0	24.7
Total population	%	3.0	0.9	4.4	3.7	2.4	5.2	1.8	30.4	3.1
Clients with met demand										
<b>Aboriginal and Torres Strait Islander clients</b>	<b>no.</b>	<b>19 824</b>	<b>9 912</b>	<b>14 590</b>	<b>9 290</b>	<b>5 211</b>	<b>1 127</b>	<b>728</b>	<b>7 236</b>	<b>67 989</b>
All clients	no.	70 570	100 982	40 268	23 098	20 175	7 355	4 389	8 918	271 520
<b>2015-16</b>										
Representation of Aboriginal and Torres Strait Islander people among:										
Clients with met demand for accommodation services	%	29.5	11.8	35.0	52.5	31.5	14.5	20.0	78.9	29.7
Clients with met demand for services other than accommodation	%	23.4	5.9	31.2	20.3	19.7	11.8	12.1	69.6	16.4
SHS clients	%	28.2	9.0	35.6	42.3	26.5	14.4	16.7	79.1	24.5
Total population	%	3.0	0.9	4.4	3.7	2.4	5.1	1.8	30.0	3.1
Clients with met demand										
<b>Aboriginal and Torres Strait Islander clients</b>	<b>no.</b>	<b>18 331</b>	<b>8 971</b>	<b>14 633</b>	<b>9 453</b>	<b>5 286</b>	<b>1 093</b>	<b>765</b>	<b>6 152</b>	<b>64 578</b>
All clients	no.	66 146	98 966	41 080	22 684	20 167	7 427	4 556	7 738	264 675
<b>2014-15</b>										
Representation of Aboriginal and Torres Strait Islander people among:										
Clients with met demand for accommodation services	%	26.6	11.9	34.1	48.5	31.3	15.2	21.0	76.2	28.1

Table 19A.4 **Proportion of clients — with accommodation and services other than accommodation needs that were met — who were Aboriginal and Torres Strait Islander clients (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
Clients with met demand for services other than accommodation	%	22.2	5.5	28.3	22.3	19.8	13.0	11.5	67.9	15.4
SHS clients	%	26.7	9.0	33.6	40.1	26.7	15.3	16.9	78.0	23.5
Total population	%	2.9	0.9	4.3	3.6	2.4	5.0	1.7	29.5	3.0
Clients with met demand										
<b>Aboriginal and Torres Strait Islander clients</b>	<b>no.</b>	<b>12 267</b>	<b>8 709</b>	<b>14 325</b>	<b>8 607</b>	<b>5 310</b>	<b>1 092</b>	<b>831</b>	<b>5 809</b>	<b>57 096</b>
All clients	no.	46 275	96 687	42 490	21 052	20 214	7 097	4 916	7 458	242 479
<b>2013-14</b>										
Representation of Aboriginal and Torres Strait Islander people among:										
Clients with met demand for accommodation services	%	24.0	11.3	32.6	43.4	27.9	15.1	18.2	74.8	26.3
Clients with met demand for services other than accommodation	%	20.4	5.2	26.1	23.5	20.3	12.0	11.6	67.1	14.4
SHS clients	%	25.2	8.8	33.3	38.0	25.9	15.2	16.4	78.4	22.9
Total population	%	2.9	0.9	4.3	3.7	2.3	4.9	1.7	29.7	3.0
Clients with met demand										
<b>Aboriginal and Torres Strait Islander clients</b>	<b>no.</b>	<b>12 551</b>	<b>8 327</b>	<b>14 031</b>	<b>7 357</b>	<b>5 371</b>	<b>970</b>	<b>862</b>	<b>5 442</b>	<b>55 288</b>
All clients	no.	49 832	94 340	42 147	18 620	20 709	6 291	5 247	6 938	240 533
<b>2012-13</b>										
Representation of Aboriginal and Torres Strait Islander people among:										
Clients with met demand for accommodation services	%	23.2	11.0	31.6	39.8	24.3	14.9	18.6	69.5	25.3
Clients with met demand for services other than accommodation	%	19.4	5.4	25.1	22.4	18.4	13.4	10.2	68.1	14.1
SHS clients	%	24.6	8.9	32.5	35.1	24.3	15.7	15.9	76.0	22.5
Total population	%	2.9	0.9	4.2	3.7	2.3	4.8	1.7	29.8	3.0
Clients with met demand										

**Table 19A.4 Proportion of clients — with accommodation and services other than accommodation needs that were met — who were Aboriginal and Torres Strait Islander clients (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
<b>Aboriginal and Torres Strait Islander clients</b>	<b>no.</b>	<b>12 362</b>	<b>7 859</b>	<b>13 614</b>	<b>6 751</b>	<b>4 997</b>	<b>841</b>	<b>831</b>	<b>5 197</b>	<b>52 506</b>
All clients	no.	50 139	86 394	41 456	18 823	20 361	5 321	5 238	6 820	230 642

- (a) For further information on data quality, including collection methodologies and data limitations, see the SHSC specifications on the AIHW website [meteor.aihw.gov.au/content/index.phtml/itemId/683255](http://meteor.aihw.gov.au/content/index.phtml/itemId/683255).
- (b) For some central intake models, the role of intake agencies is to identify and link clients to an agency well suited to the individual client's needs, rather than to provide needed services. This may have an deflationary effect on the proportion of clients with met demand for jurisdictions which operate such central intake models.
- (c) For NSW: An increased number of clients and support periods were observed in 2015-16 as a result of increased program investment as well as the impact of a new access system and consolidation of new post-reform service models implemented during a period of major transition in 2014-15. The transition period affected continuity of reporting for some service providers in 2014-15, but did not affect data for 2015-16. Caution should be used when comparing NSW data across years or with data for other States and Territories.
- (d) Clients are counted once only in each jurisdiction. Where individuals are clients in more than one state or territory, state and territory client totals do not add to the Australian total.

*Source:* AIHW (unpublished) Specialist Homelessness Services Collection; ABS (2014) *Estimates and Projections, Aboriginal and Torres Strait Islander Australians, 2001 to 2026*, Cat. no. 3238.0; table 2A.13.

TABLE 19A.5

Table 19A.5 **Proportion of clients — with accommodation and services other than accommodation needs that were met — who were people born in non-main English speaking countries (non-MESC) (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>
<b>2016-17</b>										
Representation of people born in non-MESC countries among:										
Clients with met demand for accommodation services	%	9.5	14.8	6.6	8.4	4.9	4.8	17.3	2.5	9.7
Clients with met demand for services other than accommodation	%	8.7	11.2	7.0	8.7	6.2	3.6	17.7	3.0	9.4
SHS clients	%	9.7	16.1	7.3	8.8	6.0	5.0	19.2	2.9	11.0
Total population	%	21.0	22.0	11.1	16.6	14.3	5.8	19.6	13.4	17.9
Clients with met demand										
<b>People born in non-MESC countries</b>	<b>no.</b>	<b>6 365</b>	<b>12 472</b>	<b>2 730</b>	<b>1 975</b>	<b>1 152</b>	<b>327</b>	<b>769</b>	<b>242</b>	<b>25 745</b>
All clients	no.	70 570	100 982	40 268	23 098	20 175	7 355	4 389	8 918	271 520
<b>2015-16</b>										
Representation of people born in non-MESC countries among:										
Clients with met demand for accommodation services	%	9.2	14.8	6.9	8.0	5.6	4.8	16.2	3.6	9.7
Clients with met demand for services other than accommodation	%	8.5	11.6	6.5	9.1	5.8	2.9	18.8	2.2	9.4
SHS clients	%	9.4	16.4	7.2	8.8	6.0	4.8	19.3	3.3	11.0
Total population	%	21.0	22.0	11.1	16.6	14.3	5.8	19.6	13.4	17.9
Clients with met demand										
<b>People born in non-MESC countries</b>	<b>no.</b>	<b>5 845</b>	<b>12 465</b>	<b>2 764</b>	<b>1 914</b>	<b>1 155</b>	<b>311</b>	<b>796</b>	<b>238</b>	<b>25 220</b>
All clients	no.	66 146	98 966	41 080	22 684	20 167	7 427	4 556	7 738	264 675
<b>2014-15</b>										
Representation of people born in non-MESC countries among:										
Clients with met demand for accommodation services	%	10.5	15.2	7.6	8.8	5.9	4.2	17.2	3.3	10.5
Clients with met demand for services other than accommodation	%	7.3	12.5	6.7	10.0	5.7	4.9	17.5	2.3	9.8

TABLE 19A.5

Table 19A.5 **Proportion of clients — with accommodation and services other than accommodation needs that were met — who were people born in non-main English speaking countries (non-MESC) (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>
SHS clients	%	9.7	17.1	7.6	9.5	6.1	5.1	18.9	3.1	11.5
Total population	%	21.0	22.0	11.1	16.6	14.3	5.8	19.6	13.4	17.9
Clients with met demand										
<b>People born in non-MESC countries</b>	<b>no.</b>	<b>4 150</b>	<b>12 928</b>	<b>3 054</b>	<b>1 958</b>	<b>1 165</b>	<b>320</b>	<b>855</b>	<b>216</b>	<b>24 418</b>
All clients	no.	46 275	96 687	42 490	21 052	20 214	7 097	4 916	7 458	242 479
<b>2013-14</b>										
Representation of people born in non-MESC countries among:										
Clients with met demand for accommodation services	%	11.7	15.4	8.0	9.9	6.2	3.9	17.0	3.3	11.0
Clients with met demand for services other than accommodation	%	8.9	13.2	7.5	12.3	6.0	4.8	16.1	2.0	10.6
SHS clients	%	11.3	17.5	8.1	10.8	6.5	4.9	18.3	3.1	12.3
Total population	%	21.0	22.0	11.1	16.6	14.3	5.8	19.6	13.4	17.9
Clients with met demand										
<b>People born in non-MESC countries</b>	<b>no.</b>	<b>5 196</b>	<b>13 086</b>	<b>3 274</b>	<b>2 036</b>	<b>1 251</b>	<b>268</b>	<b>869</b>	<b>201</b>	<b>25 935</b>
All clients	no.	49 832	94 340	42 147	18 620	20 709	6 291	5 247	6 938	240 533
<b>2012-13</b>										
Representation of people born in non-MESC countries among:										
Clients with met demand for accommodation services	%	11.4	14.4	7.6	10.3	6.5	3.5	16.8	3.6	10.6
Clients with met demand for services other than accommodation	%	7.8	13.1	7.2	13.8	5.5	3.5	16.2	1.8	10.3
SHS clients	%	10.8	17.3	7.8	11.6	6.5	3.8	18.2	3.5	12.0
Total population	%	21.0	22.0	11.1	16.6	14.3	5.8	19.6	13.4	17.9
Clients with met demand										
<b>People born in non-MESC countries</b>	<b>no.</b>	<b>4 882</b>	<b>11 690</b>	<b>3 074</b>	<b>2 224</b>	<b>1 184</b>	<b>186</b>	<b>863</b>	<b>213</b>	<b>24 054</b>
All clients	no.	50 139	86 394	41 456	18 823	20 361	5 321	5 238	6 820	230 642

**Table 19A.5 Proportion of clients — with accommodation and services other than accommodation needs that were met — who were people born in non-main English speaking countries (non-MESC) (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>
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- (a) For further information on data quality, including collection methodologies and data limitations, see the SHSC specifications on the AIHW website [meteor.aihw.gov.au/content/index.phtml/itemId/683255](http://meteor.aihw.gov.au/content/index.phtml/itemId/683255).
- (b) Non-main English speaking countries (MESC) are all countries except Australia, United Kingdom, Republic of Ireland, New Zealand, Canada, United States of America and South Africa. Data do not include non-MESC clients who needed support to access and maintain housing but did not identify as non-MESC.
- (c) For some central intake models, the role of intake agencies is to identify and link clients to an agency well suited to the individual client's needs, rather than to provide needed services. This may have an deflationary effect on the proportion of clients with met demand for jurisdictions which operate such central intake models.
- (d) For NSW: An increased number of clients and support periods were observed in 2015-16 as a result of increased program investment as well as the impact of a new access system and consolidation of new post-reform service models implemented during a period of major transition in 2014-15. The transition period affected continuity of reporting for some service providers in 2014-15, but did not affect data for 2015-16. Caution should be used when comparing NSW data across years or with data for other States and Territories.
- (e) Clients are counted once only in each jurisdiction. Where individuals are clients in more than one state or territory, state and territory client totals do not add to the Australian total.

*Source:* AIHW (unpublished) Specialist Homelessness Services Collection; ABS (unpublished) 2016 Census of Population and Housing, Table generated on 12 October 2017 using ABS TableBuilder.

TABLE 19A.6

Table 19A.6 **Proportion of clients — with accommodation and services other than accommodation needs that were met — who were people with disability (a), (b), (c), (d), (e), (f)**

	<i>Unit</i>	<i>NSW (g)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (h)</i>
<b>2016-17</b>										
Representation of people with disability among:										
Clients with met demand for accommodation services	%	5.6	6.3	3.3	4.2	3.9	6.5	5.2	3.2	4.9
Clients with met demand for services other than accommodation	%	3.3	2.6	2.9	6.3	2.8	6.6	2.6	3.6	3.2
SHS clients	%	4.8	4.5	3.2	5.2	4.0	7.0	4.2	3.6	4.4
Total population	%	5.9	6.4	5.6	4.1	7.2	7.8	4.9	3.2	5.8
Clients with met demand										
<b>People with disability</b>	<b>no.</b>	<b>3 419</b>	<b>4 516</b>	<b>1 303</b>	<b>1 210</b>	<b>808</b>	<b>515</b>	<b>185</b>	<b>323</b>	<b>11 981</b>
All clients	no.	70 570	100 982	40 268	23 098	20 175	7 355	4 389	8 918	271 520
<b>2015-16</b>										
Representation of people with disability among:										
Clients with met demand for accommodation services	%	4.6	5.5	3.2	4.0	3.4	6.3	4.7	3.7	4.4
Clients with met demand for services other than accommodation	%	2.9	2.6	2.9	6.8	2.2	5.9	2.1	3.4	3.0
SHS clients	%	4.1	4.3	3.2	5.4	3.5	6.5	3.5	3.7	4.1
Total population	%	5.9	6.4	5.6	4.1	7.2	7.8	4.9	3.2	5.8
Clients with met demand										
<b>People with disability</b>	<b>no.</b>	<b>2 711</b>	<b>4 218</b>	<b>1 314</b>	<b>1 222</b>	<b>698</b>	<b>481</b>	<b>159</b>	<b>284</b>	<b>10 827</b>
All clients	no.	66 146	98 966	41 080	22 684	20 167	7 427	4 556	7 738	264 675
<b>2014-15</b>										
Representation of people with disability among:										
Clients with met demand for accommodation services	%	4.1	5.8	3.0	3.9	2.7	5.0	4.0	2.8	4.1
Clients with met demand for services other than accommodation	%	2.9	2.8	2.9	7.0	1.8	4.2	2.7	3.3	3.0

TABLE 19A.6

Table 19A.6 **Proportion of clients — with accommodation and services other than accommodation needs that were met — who were people with disability (a), (b), (c), (d), (e), (f)**

	<i>Unit</i>	<i>NSW (g)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (h)</i>
SHS clients	%	3.9	4.6	3.1	5.5	3.1	5.2	3.5	3.2	4.1
Total population	%	5.9	6.4	5.6	4.1	7.2	7.8	4.9	3.2	5.8
Clients with met demand										
<b>People with disability</b>	<b>no.</b>	<b>1 800</b>	<b>4 416</b>	<b>1 308</b>	<b>1 161</b>	<b>627</b>	<b>369</b>	<b>173</b>	<b>240</b>	<b>9 831</b>
All clients	no.	46 275	96 687	42 490	21 052	20 214	7 097	4 916	7 458	242 479
<b>2013-14</b>										
Representation of people with disability among:										
Clients with met demand for accommodation services	%	3.1	4.9	2.9	3.1	1.9	3.8	2.8	2.2	3.4
Clients with met demand for services other than accommodation	%	2.1	2.6	2.6	2.3	1.2	4.7	2.1	3.3	2.4
SHS clients	%	3.7	4.8	3.4	3.6	3.0	5.4	3.5	3.5	4.0
Total population	%	5.9	6.4	5.6	4.1	7.2	7.8	4.9	3.2	5.8
Clients with met demand										
<b>People with disability</b>	<b>no.</b>	<b>1 821</b>	<b>4 555</b>	<b>1 440</b>	<b>667</b>	<b>615</b>	<b>337</b>	<b>184</b>	<b>241</b>	<b>9 656</b>
All clients	no.	49 832	94 340	42 147	18 620	20 709	6 291	5 247	6 938	240 533
<b>2012-13</b>										
Representation of people with disability among:										
Clients with met demand for accommodation services	%	na	na	na	na	na	na	na	na	na
Clients with met demand for services other than accommodation	%	na	na	na	na	na	na	na	na	na
SHS clients	%	na	na	na	na	na	na	na	na	na
Total population	%	5.9	6.4	5.6	4.1	7.2	7.8	4.9	3.2	5.8
Clients with met demand										
<b>People with disability</b>	<b>no.</b>	<b>na</b>	<b>na</b>	<b>na</b>	<b>na</b>	<b>na</b>	<b>na</b>	<b>na</b>	<b>na</b>	<b>na</b>
All clients	no.	50 139	86 394	41 456	18 823	20 361	5 321	5 238	6 820	230 642

**Table 19A.6 Proportion of clients — with accommodation and services other than accommodation needs that were met — who were people with disability (a), (b), (c), (d), (e), (f)**

	<i>Unit</i>	<i>NSW (g)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (h)</i>
(a)	For further information on data quality, including collection methodologies and data limitations, see the SHSC specifications on the AIHW website <a href="http://meteor.aihw.gov.au/content/index.phtml/itemId/683255">meteor.aihw.gov.au/content/index.phtml/itemId/683255</a> .									
(b)	Clients with disability are defined for this measure as clients who identified as having a long-term health condition or disability and as always or sometimes needing assistance with core activities (self-care, mobility and/or communication). Data do not include clients with disability who needed support to access and maintain housing but did not identify a need for assistance with core activities.									
(c)	These data have been collected since 2013. Data for 2013-14 should be used with caution as response rates were initially low and varied between jurisdictions.									
(d)	For some central intake models, the role of intake agencies is to identify and link clients to an agency well suited to the individual client's needs, rather than to provide needed services. This may have an deflationary effect on the proportion of clients with met demand for jurisdictions which operate such central intake models.									
(e)	Clients with disability with a need for both reported service types are counted in the numerator for both service types. Therefore, the sum of the proportion of clients with met demand for each service type who were clients with disability does not equal the proportion of all clients with met demand who were clients with disability.									
(f)	Data exclude clients with missing disability status information. For 2016-17, national data exclude 39 259 clients (13.6 per cent) for this reason. By jurisdiction, the numbers of clients excluded from the analysis for this reason are: NSW: 8982 (12.1 per cent); Victoria: 21 727 (19.8 per cent); Queensland: 1571 (3.8 per cent); WA 1359 (5.5 per cent); SA: 3931 (18.9 per cent); Tasmania: 585 (7.5 per cent); ACT: 362 (7.9 per cent); NT 757 (8.2 per cent).									
(g)	For NSW: An increased number of clients and support periods were observed in 2015-16 as a result of increased program investment as well as the impact of a new access system and consolidation of new post-reform service models implemented during a period of major transition in 2014-15. The transition period affected continuity of reporting for some service providers in 2014-15, but did not affect data for 2015-16. Caution should be used when comparing NSW data across years or with data for other States and Territories.									
(h)	Clients are counted once only in each jurisdiction. Where individuals are clients in more than one state or territory, state and territory client totals do not add to the Australian total.									

**na** Not available.

*Source:* AIHW (unpublished) Specialist Homelessness Services Collection; ABS (2016) Disability, Ageing and Carers, Australia: Summary of Findings, 2015, Cat. no. 4430.0.

TABLE 19A.7

Table 19A.7 **Proportion of clients with unmet need for accommodation or services other than accommodation (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
<b>2016-17</b>										
<b>Accommodation services</b>										
Clients with identified need for accommodation who <u>were not</u> provided with that service (g)	no.	17 354	17 261	7 875	2 050	1 463	1 774	1 084	308	48 705
Total clients with need for accommodation	no.	46 643	48 524	30 390	14 777	9 377	6 949	3 323	5 515	161 493
<b>Proportion of clients with unmet need</b>	<b>%</b>	<b>37.2</b>	<b>35.6</b>	<b>25.9</b>	<b>13.9</b>	<b>15.6</b>	<b>25.5</b>	<b>32.6</b>	<b>5.6</b>	<b>30.2</b>
<b>Services other than accommodation (h)</b>										
Clients with identified need for services other than accommodation who <u>were not</u> provided with that service	no.	508	4 208	177	16	–	29	20	9	4 967
Total clients with need for services other than accommodation	no.	27 573	61 259	11 048	9 849	11 394	840	1 262	3 672	126 663
<b>Proportion of clients with unmet need</b>	<b>%</b>	<b>1.8</b>	<b>6.9</b>	<b>1.6</b>	<b>0.2</b>	<b>–</b>	<b>3.5</b>	<b>1.6</b>	<b>0.2</b>	<b>3.9</b>
<b>Total clients</b>	<b>no.</b>	<b>74 216</b>	<b>109 901</b>	<b>41 439</b>	<b>24 626</b>	<b>20 771</b>	<b>7 789</b>	<b>4 585</b>	<b>9 187</b>	<b>288 273</b>
<b>2015-16</b>										
<b>Accommodation services</b>										
Clients with identified need for accommodation who <u>were not</u> provided with that service (g)	no.	15 471	15 074	8 427	2 137	1 327	1 606	1 200	347	45 149
Total clients with need for accommodation	no.	45 240	45 723	31 755	14 967	7 719	6 724	3 516	5 339	157 126
<b>Proportion of clients with unmet need</b>	<b>%</b>	<b>34.2</b>	<b>33.0</b>	<b>26.5</b>	<b>14.3</b>	<b>17.2</b>	<b>23.9</b>	<b>34.1</b>	<b>6.5</b>	<b>28.7</b>
<b>Services other than accommodation (h)</b>										
Clients with identified need for services other than accommodation who <u>were not</u> provided with that service	no.	407	2 366	240	35	–	25	9	12	3 095
Total clients with need for services other than accommodation	no.	24 474	59 408	10 788	9 236	13 180	1 134	1 136	2 793	121 913
<b>Proportion of clients with unmet need</b>	<b>%</b>	<b>1.7</b>	<b>4.0</b>	<b>2.2</b>	<b>0.4</b>	<b>–</b>	<b>2.2</b>	<b>0.8</b>	<b>0.4</b>	<b>2.5</b>

TABLE 19A.7

Table 19A.7 **Proportion of clients with unmet need for accommodation or services other than accommodation (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
<b>Total clients</b>	no.	69 715	105 287	42 543	24 203	20 898	7 859	4 652	8 132	279 196
<b>2014-15</b>										
<b>Accommodation services</b>										
Clients with identified need for accommodation who <u>were not</u> provided with that service (g)	no.	7 274	14 546	9 144	2 354	1 396	1 045	1 210	484	37 063
Total clients with need for accommodation	no.	31 811	45 719	33 420	14 405	7 316	5 312	3 573	4 866	142 943
<b>Proportion of clients with unmet need</b>	%	<b>22.9</b>	<b>31.8</b>	<b>27.4</b>	<b>16.3</b>	<b>19.1</b>	<b>19.7</b>	<b>33.9</b>	<b>9.9</b>	<b>25.9</b>
<b>Services other than accommodation (h)</b>										
Clients with identified need for services other than accommodation who <u>were not</u> provided with that service	no.	261	1 639	92	8	–	33	9	21	2 065
Total clients with need for services other than accommodation	no.	16 451	56 803	10 793	8 616	13 800	2 016	1 414	2 784	112 444
<b>Proportion of clients with unmet need</b>	%	<b>1.6</b>	<b>2.9</b>	<b>0.9</b>	<b>0.1</b>	–	<b>1.7</b>	<b>0.6</b>	<b>0.8</b>	<b>1.8</b>
<b>Total clients</b>	no.	48 262	102 793	44 213	23 021	21 116	7 328	4 987	7 649	255 657
<b>2013-14</b>										
<b>Accommodation services</b>										
Clients with identified need for accommodation who <u>were not</u> provided with that service (g)	no.	5 267	15 041	7 726	2 002	692	1 286	1 416	475	33 648
Total clients with need for accommodation	no.	32 577	44 223	32 435	12 609	6 729	5 065	3 962	5 216	139 446
<b>Proportion of clients with unmet need</b>	%	<b>16.2</b>	<b>34.0</b>	<b>23.8</b>	<b>15.9</b>	<b>10.3</b>	<b>25.4</b>	<b>35.7</b>	<b>9.1</b>	<b>24.1</b>
<b>Services other than accommodation (h)</b>										
Clients with identified need for services other than accommodation who <u>were not</u> provided with that service	no.	102	876	103	34	na	33	8	32	1 190
Total clients with need for services other than accommodation	no.	19 048	55 400	11 314	8 828	14 926	1 549	1 375	1 907	114 124

TABLE 19A.7

Table 19A.7 **Proportion of clients with unmet need for accommodation or services other than accommodation (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
<b>Proportion of clients with unmet need</b>	%	<b>0.5</b>	<b>1.6</b>	<b>0.9</b>	<b>0.4</b>	–	<b>2.1</b>	<b>0.6</b>	<b>1.7</b>	<b>1.0</b>
<b>Total clients</b>	no.	51 786	99 892	43 751	21 437	21 655	6 614	5 338	7 123	254 001
<b>2012-13</b>										
<b>Accommodation services</b>										
Clients with identified need for accommodation who <u>were not</u> provided with that service (g)	no.	5 551	14 709	5 891	1 861	189	905	1 510	349	30 669
Total clients with need for accommodation	no.	32 634	44 115	32 476	12 537	7 159	4 012	4 112	5 349	138 732
<b>Proportion of clients with unmet need</b>	%	<b>17.0</b>	<b>33.3</b>	<b>18.1</b>	<b>14.8</b>	<b>2.6</b>	<b>22.6</b>	<b>36.7</b>	<b>6.5</b>	<b>22.1</b>
<b>Services other than accommodation (h)</b>										
Clients with identified need for services other than accommodation who <u>were not</u> provided with that service	no.	94	818	87	42	–	26	12	12	1 092
Total clients with need for services other than accommodation	no.	18 980	47 977	10 350	8 871	14 183	1 573	1 256	1 609	104 545
<b>Proportion of clients with unmet need</b>	%	<b>0.5</b>	<b>1.7</b>	<b>0.8</b>	<b>0.5</b>	–	<b>1.6</b>	<b>1.0</b>	<b>0.7</b>	<b>1.0</b>
<b>Total clients</b>	no.	51 953	92 462	43 001	21 417	21 342	5 585	5 367	6 959	244 176

- (a) For further information on data quality, including collection methodologies and data limitations, see the SHSC specifications on the AIHW website [meteor.aihw.gov.au/content/index.phtml/itemId/683255](http://meteor.aihw.gov.au/content/index.phtml/itemId/683255).
- (b) Need for accommodation includes need for 'Short-term or emergency accommodation', 'Medium-term / transitional housing' or 'Long-term housing'.
- (c) Unmet need for accommodation and services other than accommodation is dealt with differently by different jurisdictions and data may not be comparable.
- (d) For some central intake models, the role of intake agencies is to identify and link clients to an agency well suited to the individual client's needs, rather than to provide clients with particular services. This may have an inflationary effect on the proportion of clients with unmet need for services for jurisdictions which operate such central intake models.
- (e) For NSW: An increased number of clients and support periods were observed in 2015-16 as a result of increased program investment as well as the impact of a new access system and consolidation of new post-reform service models implemented during a period of major transition in 2014-15. The transition period affected continuity of reporting for some service providers in 2014-15, but did not affect data for 2015-16. Caution should be used when comparing NSW data across years or with data for other States and Territories.

Table 19A.7 **Proportion of clients with unmet need for accommodation or services other than accommodation (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
(f)	Clients are counted once only in each jurisdiction. 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.									
(g)	The client may have received other types of service.									
(h)	Data for services other than accommodation exclude clients who also have an identified need for accommodation services.									
	<b>na</b> Not available. – Nil or rounded to zero.									

Source: AIHW (unpublished) Specialist Homelessness Services Collection.

TABLE 19A.8

Table 19A.8 **Average daily unassisted requests for accommodation and services other than accommodation (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic</i>	<i>Qld (e)</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
<b>2016-17</b>										
Accommodation services	no.	24.7	53.2	12.9	50.0	0.4	24.7	1.7	11.5	179.1
Services other than accommodation	no.	8.1	38.8	3.2	14.6	0.7	0.1	1.2	3.2	69.9
No service need identified	no.	1.5	6.8	0.9	2.3	–	0.2	0.1	0.5	12.3
<b>2015-16</b>										
Accommodation services	no.	29.1	53.6	20.3	49.2	0.7	20.6	1.5	10.1	185.1
Services other than accommodation	no.	8.9	40.3	4.8	18.0	0.9	0.2	1.0	3.5	77.5
No service need identified	no.	1.1	6.5	1.8	2.1	–	0.3	–	0.5	12.2
<b>2014-15</b>										
Accommodation services	no.	51.0	52.6	41.0	47.1	0.8	16.8	1.5	11.0	221.7
Services other than accommodation	no.	13.1	55.4	4.4	12.1	1.0	0.5	0.9	2.9	90.3
No service need identified	no.	2.7	7.5	2.9	2.6	–	0.3	0.1	0.5	16.5
<b>2013-14</b>										
Accommodation services	no.	78.8	44.1	88.6	50.2	1.6	12.7	1.7	14.0	291.7
Services other than accommodation	no.	14.0	47.9	9.0	7.9	1.0	0.7	0.7	2.7	83.9
No service need identified	no.	10.2	9.8	15.7	7.5	–	1.0	0.2	3.1	47.5
<b>2012-13</b>										
Accommodation services	no.	89.2	36.2	94.8	47.7	1.5	12.2	1.5	13.6	296.7
Services other than accommodation	no.	12.1	42.6	7.4	7.9	1.3	0.7	0.6	1.0	73.7
No service need identified	no.	9.0	7.2	17.7	8.8	0.0	0.8	0.2	2.7	46.4

(a) For further information on data quality, including collection methodologies and data limitations, see the SHSC specifications on the AIHW website [meteor.aihw.gov.au/content/index.phtml/itemId/683255](http://meteor.aihw.gov.au/content/index.phtml/itemId/683255).

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

(c) For some central intake models, the role of intake agencies is to identify and link clients to an agency well suited to the individual client's needs. This may have a deflationary effect on unassisted requests for services for jurisdictions which operate such central intake models.

Table 19A.8 **Average daily unassisted requests for accommodation and services other than accommodation (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic</i>	<i>Qld (e)</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
(d)	For NSW: An increased number of clients and support periods were observed in 2015-16 as a result of increased program investment as well as the impact of a new access system and consolidation of new post-reform service models implemented during a period of major transition in 2014-15. The transition period affected continuity of reporting for some service providers in 2014-15, but did not affect data for 2015-16. Caution should be used when comparing NSW data across years or with data for other States and Territories.									
(e)	In 2014-15, Queensland introduced a new government funded assessment and referral tool, the Homelessness Information Platform (QHIP). This may have resulted in the observed decrease in unassisted requests from 2014-15 onwards.									
(f)	The sum of all state and territory average unassisted requests may not add to the Australian total as some people may have requested support in more than one state and/or territory.									
	– Nil or rounded to zero.									

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

TABLE 19A.9

Table 19A.9 Proportion of closed support periods with an agreed case management plan (a), (b), (c), (d)

	<i>Unii</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
<b>2016-17</b>										
<b>Yes – Case management plan (g)</b>	%	<b>52.0</b>	<b>42.2</b>	<b>87.5</b>	<b>46.7</b>	<b>45.2</b>	<b>48.0</b>	<b>51.7</b>	<b>66.4</b>	<b>51.2</b>
No case management plan (c)										
Client did not agree to one	%	6.9	7.7	2.7	5.3	5.2	4.7	2.7	8.7	6.5
Support period too short	%	35.4	37.6	8.4	30.3	43.2	32.5	20.1	16.7	32.5
Other	%	5.8	12.5	1.4	17.7	6.4	14.8	25.5	8.2	9.9
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total closed support periods provided to clients (h)	no.	93 298	193 220	50 165	31 761	24 206	13 529	5 538	11 070	422 788
<b>2015-16</b>										
<b>Yes – Case management plan (g)</b>	%	<b>50.3</b>	<b>41.3</b>	<b>87.1</b>	<b>46.2</b>	<b>38.5</b>	<b>44.2</b>	<b>54.8</b>	<b>68.5</b>	<b>50.1</b>
No case management plan (c)										
Client did not agree to one	%	6.5	8.3	2.9	5.7	5.4	4.7	1.2	6.0	6.6
Support period too short	%	37.2	39.4	8.3	30.6	49.0	31.8	8.5	19.4	33.8
Other	%	6.1	11.0	1.7	17.5	7.0	19.3	35.4	6.2	9.5
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total closed support periods provided to clients (h)	no.	85 610	184 528	51 242	31 499	25 023	13 572	5 562	9 752	406 788
<b>2014-15</b>										
<b>Yes – Case management plan (g)</b>	%	<b>51.8</b>	<b>39.7</b>	<b>86.1</b>	<b>45.3</b>	<b>33.6</b>	<b>41.9</b>	<b>59.4</b>	<b>69.1</b>	<b>49.3</b>
No case management plan (c)										
Client did not agree to one	%	7.2	7.3	2.7	7.6	7.1	5.3	2.9	7.2	6.5
Support period too short	%	34.0	41.6	9.4	31.4	53.3	37.9	9.3	17.5	34.7
Other	%	7.0	11.4	1.8	15.7	6.1	14.8	28.4	6.1	9.5
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total closed support periods provided to clients (h)	no.	58 988	177 170	52 982	29 893	26 267	11 651	5 376	9 085	371 411

TABLE 19A.9

Table 19A.9 Proportion of closed support periods with an agreed case management plan (a), (b), (c), (d)

	<i>Unii</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
<b>2013-14</b>										
<b>Yes – Case management plan (g)</b>	%	<b>58.5</b>	<b>38.2</b>	<b>72.7</b>	<b>48.2</b>	<b>30.6</b>	<b>48.4</b>	<b>50.1</b>	<b>72.4</b>	<b>48.2</b>
No case management plan (c)										
Client did not agree to one	%	9.2	6.2	4.2	7.3	5.0	6.4	5.4	6.5	6.4
Support period too short	%	25.3	46.0	21.2	38.5	57.0	36.8	13.8	17.3	37.6
Other	%	7.0	9.5	2.0	6.1	7.4	8.4	30.6	3.8	7.8
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total closed support periods provided to clients (h)	no.	61 032	169 484	52 569	26 903	26 144	8 633	6 013	8 820	359 597
<b>2012-13</b>										
<b>Yes – Case management plan (g)</b>	%	<b>56.6</b>	<b>33.4</b>	<b>69.7</b>	<b>50.2</b>	<b>36.4</b>	<b>56.9</b>	<b>45.6</b>	<b>63.5</b>	<b>45.7</b>
No case management plan (c)										
Client did not agree to one	%	10.2	7.4	3.7	8.1	5.5	7.4	6.3	6.3	7.2
Support period too short	%	24.0	48.4	24.8	37.9	54.3	32.0	11.7	28.1	38.9
Other	%	9.2	10.7	1.8	3.8	3.8	3.7	36.4	2.1	8.2
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total closed support periods provided to clients (h)	no.	59 982	161 171	51 439	26 669	26 050	6 615	6 157	8 714	346 797

(a) For further information on data quality, including collection methodologies and data limitations, see the SHSC specifications on the AIHW website [meteor.aihw.gov.au/content/index.phtml/itemId/683255](http://meteor.aihw.gov.au/content/index.phtml/itemId/683255).

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

(c) Data include support periods where a case management plan may not have been appropriate, e.g. people accessing a drop-in centre, a meals service or an information/referral service.

(d) For some central intake models, the role of intake agencies is to identify and link clients to an agency well suited to the individual client's needs. While this is counted as a support period, development of a case management plan is not an intake agency role. This may have a deflationary effect on the proportion of closed support periods with an agreed case management plan for jurisdictions which operate such central intake models.

Table 19A.9 **Proportion of closed support periods with an agreed case management plan (a), (b), (c), (d)**

	<i>Unii</i>	<i>NSW</i> (e)	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i> (f)	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
(e)	For NSW: An increased number of clients and support periods were observed in 2015-16 as a result of increased program investment as well as the impact of a new access system and consolidation of new post-reform service models implemented during a period of major transition in 2014-15. The transition period affected continuity of reporting for some service providers in 2014-15, but did not affect data for 2015-16. Caution should be used when comparing NSW data across years or with data for other States and Territories.									
(f)	For SA, the integrated sector approach to service delivery often sees multiple agencies reporting individual support periods in relation to common clients under coordinated case management. However, only the one reported by the agency who leads the case management can be recorded as having a case management plan.									
(g)	Where a case management plan applies to more than one client, data include support periods for all clients on the case management plan.									
(h)	Excludes support periods with invalid case management plan responses.									

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

TABLE 19A.10

Table 19A.10 **Proportion of closed support periods with an agreed case management plan, Aboriginal and Torres Strait Islander clients (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
<b>2016-17</b>										
<b>Yes – Case management plan (g)</b>	%	<b>60.4</b>	<b>44.0</b>	<b>85.5</b>	<b>44.6</b>	<b>51.6</b>	<b>48.4</b>	<b>59.6</b>	<b>67.6</b>	<b>60.0</b>
No case management plan (c)										
Client did not agree to one	%	6.8	8.3	2.3	6.5	4.1	4.3	1.9	10.0	6.2
Support period too short	%	28.0	36.0	10.6	22.9	39.9	31.3	16.8	14.9	24.4
Other	%	4.8	11.7	1.6	26.0	4.5	16.0	21.8	7.6	9.3
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total Aboriginal and Torres Strait Islander clients with closed support periods (h)	no.	23 570	14 206	16 793	13 350	5 402	1 925	847	8 776	84 868
<b>2015-16</b>										
<b>Yes – Case management plan (g)</b>	%	<b>60.3</b>	<b>44.3</b>	<b>84.6</b>	<b>43.2</b>	<b>42.1</b>	<b>42.1</b>	<b>62.3</b>	<b>68.8</b>	<b>59.1</b>
No case management plan (c)										
Client did not agree to one	%	6.1	7.9	3.5	7.5	5.2	3.8	1.3	6.1	5.9
Support period too short	%	28.3	35.9	10.2	24.8	48.6	34.0	6.5	20.9	25.7
Other	%	5.2	11.9	1.8	24.5	4.1	20.1	29.9	4.2	9.3
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total Aboriginal and Torres Strait Islander clients with closed support periods (h)	no.	20 474	12 909	16 957	13 738	5 654	1 647	897	7 455	79 730
<b>2014-15</b>										
<b>Yes – Case management plan (g)</b>	%	<b>61.5</b>	<b>43.6</b>	<b>83.3</b>	<b>43.7</b>	<b>37.4</b>	<b>43.8</b>	<b>62.4</b>	<b>68.4</b>	<b>58.9</b>
No case management plan (c)										
Client did not agree to one	%	7.8	8.3	3.4	11.8	5.3	4.3	2.3	7.8	7.1
Support period too short	%	23.8	37.2	11.3	25.7	52.7	37.8	10.2	18.3	25.4
Other	%	7.0	10.9	2.0	18.8	4.6	14.1	25.0	5.5	8.5
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

TABLE 19A.10

Table 19A.10 **Proportion of closed support periods with an agreed case management plan, Aboriginal and Torres Strait Islander clients (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Total Aboriginal and Torres Strait Islander clients with closed support periods (h)	no.	12 471	12 176	16 734	11 665	5 737	1 408	841	6 888	67 922
<b>2013-14</b>										
<b>Yes – Case management plan (g)</b>	%	<b>67.4</b>	<b>44.4</b>	<b>66.7</b>	<b>47.1</b>	<b>31.8</b>	<b>51.7</b>	<b>62.5</b>	<b>70.8</b>	<b>57.1</b>
No case management plan (c)										
Client did not agree to one	%	7.9	10.2	4.9	14.6	4.9	4.8	3.6	6.6	8.0
Support period too short	%	19.3	37.3	26.1	29.3	56.1	33.6	11.8	19.3	28.9
Other	%	5.5	8.2	2.4	9.0	7.2	9.9	22.1	3.3	5.9
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total Aboriginal and Torres Strait Islander clients with closed support periods (h)	no.	12 070	10 598	15 735	9 426	5 268	1 109	948	6 544	61 698
<b>2012-13</b>										
<b>Yes – Case management plan (g)</b>	%	<b>62.6</b>	<b>38.4</b>	<b>63.7</b>	<b>49.4</b>	<b>38.0</b>	<b>56.2</b>	<b>57.7</b>	<b>60.5</b>	<b>54.2</b>
No case management plan (c)										
Client did not agree to one	%	9.0	10.9	4.5	16.7	6.1	6.6	5.0	7.3	8.9
Support period too short	%	21.7	41.8	30.1	30.1	53.2	33.3	7.5	30.5	32.1
Other	%	6.8	9.0	1.7	3.8	2.7	3.9	29.7	1.7	4.9
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total Aboriginal and Torres Strait Islander clients with closed support periods (h)	no.	11 452	9 750	14 464	8 883	4 797	873	976	5 855	57 050

- (a) For further information on data quality, including collection methodologies and data limitations, see the SHSC specifications on the AIHW website [meteor.aihw.gov.au/content/index.phtml/itemId/683255](http://meteor.aihw.gov.au/content/index.phtml/itemId/683255).
- (b) Case management is dealt with differently by different jurisdictions and data may not be comparable.
- (c) Data include support periods where a case management plan may not have been appropriate, e.g. people accessing a drop-in centre, a meals service or an information/referral service.

**Table 19A.10 Proportion of closed support periods with an agreed case management plan, Aboriginal and Torres Strait Islander clients (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
(d)	For some central intake models, the role of intake agencies is to identify and link clients to an agency well suited to the individual client's needs. While this is counted as a support period, development of a case management plan is not an intake agency role. This may have a deflationary effect on the proportion of closed support periods with an agreed case management plan for jurisdictions which operate such central intake models.									
(e)	For NSW: An increased number of clients and support periods were observed in 2015-16 as a result of increased program investment as well as the impact of a new access system and consolidation of new post-reform service models implemented during a period of major transition in 2014-15. The transition period affected continuity of reporting for some service providers in 2014-15, but did not affect data for 2015-16. Caution should be used when comparing NSW data across years or with data for other States and Territories.									
(f)	For SA, the integrated sector approach to service delivery often sees multiple agencies reporting individual support periods in relation to common clients under coordinated case management. However, only the one reported by the agency who leads the case management can be recorded as having a case management plan. Support periods for central intake agencies (where a case management plan is not appropriate) are included in 'other' rather than in 'support period too short'.									
(g)	Where a case management plan applies to more than one client, data include support periods for all clients on the case management plan.									
(h)	Excludes support periods with invalid case management plan responses.									

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

TABLE 19A.11

Table 19A.11 Support needs of clients, summary (closed support periods) (a), (b), (c), (d)

	Unit	NSW (e)	Vic	Qld	WA	SA	Tas	ACT	NT	Aust (f)
<b>2016-17</b>										
<b>All clients</b>										
Provided only	%	59.2	65.6	57.3	64.5	66.7	34.0	56.3	58.7	62.0
Referred only	%	2.0	0.9	1.3	0.3	0.1	6.2	1.2	0.4	1.3
Provided & referred	%	35.2	26.6	38.9	34.6	33.2	55.8	37.0	40.3	32.5
Not provided nor referred (unmet need)	%	3.5	6.9	2.5	0.7	–	4.0	5.5	0.7	4.2
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total clients for whom need was identified	no.	56 151	88 437	32 755	20 055	15 203	5 886	3 085	6 742	225 563
<b>Aboriginal and Torres Strait Islander clients</b>										
Provided only	%	56.7	60.1	62.6	66.7	64.0	32.4	63.9	55.8	60.6
Referred only	%	2.9	1.7	1.1	0.2	0.1	4.9	0.5	0.2	1.5
Provided & referred	%	36.6	34.6	34.3	32.3	35.9	58.9	32.5	43.5	35.6
Not provided or referred	%	3.7	3.6	1.9	0.8	–	3.8	3.1	0.6	2.3
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total clients for whom need was identified	no.	15 633	7 574	11 719	8 490	3 826	907	480	5 456	54 748
<b>Non-MESC clients</b>										
Provided only	%	61.2	62.6	50.4	44.5	69.9	30.2	50.8	62.5	59.6
Referred only	%	1.7	1.0	1.0	0.3	–	4.8	1.8	0.6	1.2
Provided & referred	%	33.9	30.3	47.2	54.5	30.1	61.0	42.2	36.9	35.0
Not provided or referred	%	3.2	6.1	1.4	0.7	–	4.0	5.2	–	4.2
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total clients for whom need was identified	no.	4 879	10 381	2 110	1 460	883	249	536	182	20 508
<b>2015-16</b>										
<b>All clients</b>										
Provided only	%	55.4	63.4	57.3	63.7	71.2	31.8	52.8	63.6	60.6
Referred only	%	2.2	1.4	1.2	0.6	0.1	6.1	0.5	0.1	1.5

TABLE 19A.11

Table 19A.11 Support needs of clients, summary (closed support periods) (a), (b), (c), (d)

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
Provided & referred	%	38.0	30.1	38.6	34.9	28.7	57.3	44.0	35.7	34.2
Not provided or referred	%	4.3	5.0	2.9	0.8	–	4.8	2.7	0.7	3.7
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total clients for whom need was identified	no.	51 695	86 703	34 538	19 843	15 513	6 078	3 098	6 331	220 999
<b>Aboriginal and Torres Strait Islander clients</b>										
Provided only	%	48.6	56.8	62.3	66.1	68.8	27.4	44.7	61.5	58.7
Referred only	%	2.8	1.4	1.2	0.5	0.1	5.9	1.1	–	1.5
Provided & referred	%	42.4	37.4	34.0	32.4	31.1	63.9	52.1	37.9	36.7
Not provided or referred	%	6.2	4.4	2.5	1.0	–	2.8	2.1	0.6	3.2
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total clients for whom need was identified	no.	14 394	7 246	12 108	8 781	4 016	870	513	4 991	53 382
<b>Non-MESC clients</b>										
Provided only	%	58.5	60.2	47.7	47.0	73.2	30.3	51.4	64.2	57.9
Referred only	%	1.6	1.6	1.3	0.4	–	9.8	0.7	–	1.5
Provided & referred	%	37.6	33.3	49.3	52.1	26.8	54.0	43.8	35.3	37.2
Not provided or referred	%	2.3	4.9	1.6	0.5	–	6.0	4.0	0.5	3.5
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total clients for whom need was identified	no.	4 330	10 600	2 195	1 415	924	236	556	191	20 282
<b>2014-15</b>										
<b>All clients</b>										
Provided only	%	53.4	63.0	50.1	64.3	75.1	35.9	53.4	68.6	59.8
Referred only	%	1.7	1.6	1.2	1.0	0.2	9.6	0.2	0.1	1.6
Provided & referred	%	42.0	30.7	45.3	33.9	24.7	52.2	45.1	30.5	35.4
Not provided or referred	%	2.9	4.7	3.4	0.8	–	2.3	1.3	0.8	3.3
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total clients for whom need was identified	no.	34 442	85 095	35 823	18 908	15 809	5 961	3 123	5 885	202 500

TABLE 19A.11

Table 19A.11 Support needs of clients, summary (closed support periods) (a), (b), (c), (d)

	Unit	NSW (e)	Vic	Qld	WA	SA	Tas	ACT	NT	Aust (f)
<b>Aboriginal and Torres Strait Islander clients</b>										
Provided only	%	51.5	54.4	53.8	65.1	73.4	34.8	52.3	67.3	58.6
Referred only	%	2.1	1.4	0.9	0.8	0.3	7.0	0.2	0.1	1.2
Provided & referred	%	42.9	39.5	42.5	33.1	26.4	56.0	46.0	31.9	37.7
Not provided or referred	%	3.6	4.7	2.8	1.0	–	2.3	1.4	0.8	2.5
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total clients for whom need was identified	no.	9 193	6 949	11 949	7 841	4 027	919	506	4 568	46 580
<b>Non-MESC clients</b>										
Provided only	%	53.1	59.9	41.2	46.4	71.9	34.3	51.0	63.1	55.9
Referred only	%	0.9	1.5	2.0	1.8	–	9.8	0.6	–	1.5
Provided & referred	%	44.6	33.8	54.4	51.2	28.1	53.9	47.1	36.2	39.3
Not provided or referred	%	1.4	4.8	2.5	0.5	–	2.1	1.3	0.7	3.4
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total clients for whom need was identified	no.	2 871	11 136	2 374	1 501	928	249	539	162	19 622
<b>2013-14</b>										
<b>All clients</b>										
Provided only	%	54.0	66.2	43.7	65.8	82.9	55.1	52.1	68.7	61.2
Referred only	%	1.1	1.4	1.8	0.5	–	4.1	0.8	0.2	1.3
Provided & referred	%	43.2	27.9	51.4	32.6	17.1	37.5	45.3	30.3	34.6
Not provided or referred	%	1.7	4.5	3.1	1.0	–	3.4	1.8	0.8	2.9
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total clients for whom need was identified	no.	38 041	80 845	35 406	16 990	15 885	5 091	3 433	5 394	198 770
<b>Aboriginal and Torres Strait Islander clients</b>										
Provided only	%	51.7	55.7	46.1	70.5	82.4	53.9	56.3	66.7	58.4
Referred only	%	1.3	1.2	1.5	0.6	–	1.8	0.6	0.3	1.0
Provided & referred	%	44.8	38.3	49.7	28.0	17.6	41.9	41.9	32.3	38.4

TABLE 19A.11

Table 19A.11 Support needs of clients, summary (closed support periods) (a), (b), (c), (d)

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
Not provided or referred	%	2.3	4.8	2.6	0.9	–	2.4	1.2	0.8	2.2
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total clients for whom need was identified	no.	9 651	6 369	11 731	6 659	3 876	753	521	4 265	44 789
<b>Non-MESC clients</b>										
Provided only	%	53.2	61.6	37.3	47.5	80.6	56.0	56.0	69.9	57.1
Referred only	%	1.1	2.2	2.7	0.7	–	5.9	–	–	1.8
Provided & referred	%	44.8	30.8	57.6	50.4	19.4	34.6	42.9	30.1	37.5
Not provided or referred	%	1.0	5.4	2.4	1.3	–	3.5	1.1	–	3.6
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total clients for whom need was identified	no.	3 705	11 427	2 648	1 535	983	226	567	140	21 072
<b>2012-13</b>										
<b>All clients</b>										
Provided only	%	57.9	65.0	44.0	63.8	86.8	64.5	51.5	66.7	61.7
Referred only	%	0.8	2.2	1.9	0.5	–	0.5	1.9	0.7	1.5
Provided & referred	%	39.6	27.5	51.2	34.8	13.1	31.8	43.3	30.9	33.6
Not provided or referred	%	1.7	5.2	2.9	0.8	–	3.3	3.3	1.7	3.2
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total clients for whom need was identified	no.	36 031	75 732	34 360	16 502	14 997	4 328	3 293	5 386	188 170
<b>Aboriginal and Torres Strait Islander clients</b>										
Provided only	%	54.8	55.7	44.2	68.6	86.7	57.8	41.4	66.5	58.3
Referred only	%	0.6	1.2	1.8	0.4	0.1	0.7	2.5	0.4	1.0
Provided & referred	%	42.2	39.2	52.1	30.0	13.2	38.2	51.8	31.9	38.8
Not provided or referred	%	2.4	3.9	1.9	1.1	–	3.3	4.2	1.2	2.0
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total clients for whom need was identified	no.	8 919	6 095	11 132	5 963	3 535	684	536	4 116	41 576
<b>Non-MESC clients</b>										

TABLE 19A.11

Table 19A.11 **Support needs of clients, summary (closed support periods) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
Provided only	%	58.1	59.1	37.7	45.2	83.1	63.7	50.4	58.1	56.2
Referred only	%	1.0	3.3	2.9	0.3	–	–	1.0	1.3	2.4
Provided & referred	%	40.0	30.6	57.4	53.6	16.9	34.3	45.5	39.3	37.0
Not provided or referred	%	0.8	7.1	2.0	0.9	–	2.0	3.1	1.3	4.4
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total clients for whom need was identified	no.	3 252	10 422	2 388	1 614	839	152	531	161	19 197

- (a) For further information on data quality, including collection methodologies and data limitations, see the SHSC specifications on the AIHW website [meteor.aihw.gov.au/content/index.phtml/itemId/683255](http://meteor.aihw.gov.au/content/index.phtml/itemId/683255).
- (b) Not all clients have a need recorded. Clients with no recorded need are excluded from the data.
- (c) Non-main English speaking countries (MESC) are all countries except Australia, United Kingdom, Republic of Ireland, New Zealand, Canada, United States of America and South Africa.
- (d) For some central intake models, the role of intake agencies is to identify and link clients to an agency well suited to the individual client's needs. While this is counted as a support period, it is not the role of the intake agency to provide the needed service(s). This may have a deflationary effect on the proportion of clients provided and/or referred for services and an inflationary effect on the proportion of clients neither provided with nor referred for a needed service in jurisdictions which operate such central intake models. Data may not be directly comparable with data for other jurisdictions.
- (e) For NSW: An increased number of clients and support periods were observed in 2015-16 as a result of increased program investment as well as the impact of a new access system and consolidation of new post-reform service models implemented during a period of major transition in 2014-15. The transition period affected continuity of reporting for some service providers in 2014-15, but did not affect data for 2015-16. Caution should be used when comparing NSW data across years or with data for other States and Territories.
- (f) Clients are counted once only in each jurisdiction. State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.
- Nil or rounded to zero.

Source: AIHW (unpublished) Specialist Homelessness Services Collection.

TABLE 19A.12

Table 19A.12 Support needs of clients by service assistance type, all clients (closed support periods) (a), (b), (c), (d)

	Unit	NSW (e)	Vic	Qld	WA	SA	Tas	ACT	NT	Aust (f)
<b>2016-17</b>										
<b>Accommodation/accommodation related assistance</b>										
Provided only	%	23.2	31.5	45.0	65.1	31.6	17.8	31.7	81.5	36.5
Referred only	%	24.0	12.0	12.2	10.5	33.8	34.6	12.0	3.0	17.0
Provided & referred	%	10.8	15.3	14.9	10.4	19.3	19.5	14.6	9.8	13.2
Not provided or referred	%	41.9	41.1	27.9	14.0	15.2	28.1	41.7	5.7	33.4
Total clients for whom need was identified	no.	32 957	34 528	23 518	12 042	5 855	5 171	2 130	4 288	117 922
<b>Assistance to sustain tenure</b>										
Provided only	%	64.0	71.8	68.2	78.4	95.6	52.7	72.4	87.7	69.4
Referred only	%	6.5	2.8	4.6	2.3	0.4	16.8	3.6	2.2	4.5
Provided and referred	%	7.2	9.2	14.2	8.7	2.0	10.8	8.4	6.1	9.1
Not provided or referred	%	22.3	16.2	13.0	10.5	2.0	19.7	15.6	4.0	17.1
Clients for whom need was identified	no.	22 742	28 063	10 967	3 094	1 839	1 487	1 095	891	68 784
<b>Mental health</b>										
Provided only	%	20.7	31.0	28.8	34.2	7.5	17.6	19.6	44.9	26.3
Referred only	%	24.4	17.6	33.6	24.5	77.1	12.4	13.5	22.3	24.2
Provided and referred	%	14.9	13.4	17.6	19.3	5.0	10.5	24.4	17.4	15.1
Not provided or referred	%	40.0	38.0	20.0	22.0	10.4	59.6	42.5	15.4	34.4
Clients for whom need was identified	no.	5 581	4 648	2 556	1 619	320	632	360	298	15 417
<b>Family</b>										
Provided only	%	31.0	44.7	39.0	35.2	45.7	34.7	37.8	44.7	38.3
Referred only	%	24.7	17.1	20.6	21.8	34.8	17.7	10.2	13.0	20.9
Provided and referred	%	20.1	16.0	24.2	26.6	17.1	19.2	38.6	30.5	21.1
Not provided or referred	%	24.2	22.2	16.1	16.4	2.4	28.4	13.4	11.8	19.7
Clients for whom need was identified	no.	4 533	4 576	2 242	2 350	664	486	404	679	15 551
<b>Disability</b>										

TABLE 19A.12

Table 19A.12 Support needs of clients by service assistance type, all clients (closed support periods) (a), (b), (c), (d)

	Unit	NSW (e)	Vic	Qld	WA	SA	Tas	ACT	NT	Aust (f)
Provided only	%	19.6	27.2	24.7	25.4	11.9	18.2	22.7	34.3	22.6
Referred only	%	25.2	15.4	25.8	25.8	64.4	7.9	9.5	30.1	22.8
Provided and referred	%	8.6	11.4	17.5	14.2	7.9	6.5	31.0	28.4	11.7
Not provided or referred	%	46.5	46.0	32.0	34.6	15.8	67.4	36.8	7.2	42.9
Clients for whom need was identified	no.	673	413	237	135	25	77	57	29	1 591
<b>Drug/alcohol</b>										
Provided only	%	30.1	32.4	34.9	28.7	7.5	31.2	25.3	39.5	30.8
Referred only	%	17.8	14.8	18.2	24.0	79.4	11.3	13.8	11.6	19.0
Provided and referred	%	10.5	17.4	13.5	12.2	4.4	14.0	13.2	12.7	13.1
Not provided or referred	%	41.6	35.5	33.4	35.2	8.7	43.5	47.8	36.2	37.1
Clients for whom need was identified	no.	2 223	1 797	1 111	1 070	161	186	136	230	6 630
<b>Legal/financial</b>										
Provided only	%	26.3	49.1	35.0	22.7	14.0	27.8	33.1	24.7	34.0
Referred only	%	31.7	20.7	27.6	34.0	76.4	18.8	14.0	36.2	29.7
Provided and referred	%	12.9	8.9	21.7	19.9	6.3	8.0	40.4	13.3	13.8
Not provided or referred	%	29.1	21.3	15.8	23.4	3.3	45.5	12.5	25.7	22.5
Clients for whom need was identified	no.	3 957	4 910	2 241	1 733	794	389	268	887	14 807
<b>Domestic/family violence</b>										
Provided only	%	67.7	78.8	71.0	81.6	90.2	54.2	60.2	91.0	77.1
Referred only	%	4.1	1.2	4.5	2.0	0.4	11.4	1.5	0.7	2.2
Provided and referred	%	11.8	7.1	17.4	11.3	9.0	13.1	17.7	5.6	9.5
Not provided or referred	%	16.4	12.9	7.0	5.1	0.4	21.3	20.6	2.7	11.2
Clients for whom need was identified	no.	10 727	32 633	7 505	6 476	3 360	771	504	2 732	63 722
<b>Immigration/cultural services</b>										
Provided only	%	66.4	71.6	51.4	73.7	85.4	55.7	45.4	90.5	70.9
Referred only	%	8.6	5.5	13.2	7.2	4.7	2.3	13.3	3.6	7.3

TABLE 19A.12

Table 19A.12 Support needs of clients by service assistance type, all clients (closed support periods) (a), (b), (c), (d)

	Unit	NSW (e)	Vic	Qld	WA	SA	Tas	ACT	NT	Aust (f)
Provided and referred	%	11.9	17.2	28.4	14.8	9.5	14.8	32.5	3.5	14.6
Not provided or referred	%	13.1	5.7	7.1	4.3	0.4	27.3	8.7	2.4	7.2
Clients for whom need was identified	no.	3 186	3 330	1 203	1 818	700	88	188	1 402	11 616
<b>Other specialised services</b>										
Provided only	%	43.3	51.0	38.8	38.5	35.9	36.2	29.3	42.7	43.1
Referred only	%	16.1	13.4	18.2	23.4	52.2	15.4	16.0	8.9	18.6
Provided and referred	%	23.1	18.7	33.1	27.4	10.9	18.6	36.0	46.4	24.8
Not provided or referred	%	17.5	16.8	9.9	10.7	1.0	29.7	18.7	2.0	13.5
Clients for whom need was identified	no.	10 218	9 163	6 247	4 553	2 290	720	615	2 142	34 899
<b>Total clients who needed homelessness services (g)</b>	<b>no.</b>	<b>56 151</b>	<b>88 437</b>	<b>32 755</b>	<b>20 055</b>	<b>15 203</b>	<b>5 886</b>	<b>3 085</b>	<b>6 742</b>	<b>225 563</b>
<b>2015-16</b>										
<b>Accommodation/accommodation related assistance</b>										
Provided only	%	24.3	30.3	44.0	67.5	59.6	18.1	23.2	81.3	38.0
Referred only	%	24.9	14.0	11.9	8.1	9.4	32.4	14.6	2.5	16.1
Provided and referred	%	12.0	17.5	16.3	9.4	13.2	21.5	15.6	9.8	14.0
Not provided or referred	%	38.8	38.3	27.9	15.0	17.7	28.0	46.6	6.4	31.9
Clients for whom need was identified	no.	31 385	33 181	25 110	12 352	4 903	5 094	2 278	4 347	116 044
<b>Assistance to sustain tenure</b>										
Provided only	%	64.2	71.5	64.8	79.4	96.1	53.3	65.5	80.3	68.7
Referred only	%	5.2	4.2	4.3	4.0	0.4	17.4	1.7	6.9	4.7
Provided and referred	%	10.6	8.2	14.7	6.9	2.0	13.0	14.7	7.7	10.0
Not provided or referred	%	20.0	16.1	16.2	9.6	1.5	16.3	18.0	5.1	16.6
Clients for whom need was identified	no.	20 558	27 533	12 232	2 892	1 739	1 529	1 343	1 216	67 644
<b>Mental health</b>										
Provided only	%	23.7	30.7	27.2	38.1	10.1	22.0	21.3	40.8	28.0
Referred only	%	23.7	16.1	30.4	17.9	73.1	11.4	31.5	17.0	22.3

TABLE 19A.12

Table 19A.12 Support needs of clients by service assistance type, all clients (closed support periods) (a), (b), (c), (d)

	Unit	NSW (e)	Vic	Qld	WA	SA	Tas	ACT	NT	Aust (f)
Provided and referred	%	16.3	15.5	17.8	23.5	9.0	13.0	26.3	26.8	17.0
Not provided or referred	%	36.3	37.7	24.6	20.5	7.8	53.5	20.9	15.4	32.7
Clients for whom need was identified	no.	5 252	5 036	2 696	1 497	257	455	419	320	15 293
<b>Family</b>										
Provided only	%	37.7	42.2	37.1	41.9	56.9	40.6	27.2	41.9	40.3
Referred only	%	19.3	19.2	21.6	21.5	26.5	15.4	15.2	7.6	19.3
Provided and referred	%	21.9	19.9	24.9	25.4	15.8	17.7	45.4	41.4	23.2
Not provided or referred	%	21.1	18.7	16.4	11.2	0.8	26.2	12.1	9.2	17.2
Clients for whom need was identified	no.	4 482	5 198	2 330	2 221	485	435	434	739	15 923
<b>Disability</b>										
Provided only	%	21.9	27.5	21.3	36.9	–	17.4	21.6	57.9	26.0
Referred only	%	21.5	19.4	20.4	25.2	100.0	13.1	25.3	8.1	20.7
Provided and referred	%	13.2	17.5	18.8	13.5	–	8.7	22.4	14.8	15.7
Not provided or referred	%	43.4	35.6	39.5	24.4	–	60.9	30.7	19.2	37.6
Clients for whom need was identified	no.	638	546	293	120	17	46	67	69	1 734
<b>Drug/alcohol</b>										
Provided only	%	35.4	33.7	34.2	36.8	8.2	28.8	25.7	33.2	34.0
Referred only	%	16.2	16.0	21.2	22.6	71.4	12.4	22.9	6.7	18.8
Provided and referred	%	12.7	16.0	14.3	12.0	8.2	15.8	9.5	25.5	14.0
Not provided or referred	%	35.7	34.3	30.3	28.6	12.3	42.9	41.9	34.6	33.3
Clients for whom need was identified	no.	2 231	1 827	1 312	990	122	177	155	281	6 784
<b>Legal/financial</b>										
Provided only	%	27.0	47.1	33.6	22.9	12.8	30.1	26.9	36.9	34.1
Referred only	%	28.2	20.0	27.8	32.3	74.2	18.5	22.9	28.6	27.6
Provided and referred	%	17.9	12.2	22.3	21.6	9.3	10.9	34.8	23.4	17.3
Not provided or referred	%	26.9	20.8	16.3	23.2	3.7	40.5	15.4	11.0	20.9

TABLE 19A.12

Table 19A.12 Support needs of clients by service assistance type, all clients (closed support periods) (a), (b), (c), (d)

	Unit	NSW (e)	Vic	Qld	WA	SA	Tas	ACT	NT	Aust (f)
Clients for whom need was identified	no.	3 862	4 644	2 427	1 583	571	304	337	723	14 064
<b>Domestic/family violence</b>										
Provided only	%	67.3	78.3	73.9	82.0	93.0	59.6	51.2	87.5	77.2
Referred only	%	3.9	1.7	3.9	2.6	–	9.4	4.7	0.9	2.4
Provided and referred	%	13.4	11.3	13.6	11.7	6.5	9.7	29.5	7.6	11.6
Not provided or referred	%	15.3	8.6	8.5	3.7	0.4	21.4	14.6	4.0	8.8
Clients for whom need was identified	no.	9 154	31 120	6 503	6 465	2 924	674	479	1 971	58 346
<b>Immigration/cultural services</b>										
Provided only	%	58.5	71.0	54.6	72.4	85.9	54.6	57.7	87.1	68.2
Referred only	%	8.3	4.7	11.0	9.8	5.1	9.1	5.0	8.2	7.4
Provided and referred	%	21.8	18.2	26.5	14.7	8.7	13.6	31.1	4.3	18.0
Not provided or referred	%	11.4	6.1	7.9	3.1	0.3	22.7	6.3	0.5	6.4
Clients for whom need was identified	no.	2 967	3 826	1 404	1 893	602	66	290	1 256	11 978
<b>Other specialised services</b>										
Provided only	%	42.4	46.5	37.1	42.7	44.2	41.3	34.7	45.7	42.7
Referred only	%	16.5	15.9	16.7	23.6	44.1	14.0	20.8	9.8	18.5
Provided and referred	%	24.4	22.1	37.5	26.1	10.7	17.1	33.3	39.2	26.4
Not provided or referred	%	16.7	15.4	8.8	7.6	1.0	27.6	11.2	5.4	12.4
Clients for whom need was identified	no.	9 664	9 219	6 903	4 353	2 084	685	822	1 868	34 560
<b>Total clients who needed homelessness services (g)</b>	<b>no.</b>	<b>51 695</b>	<b>86 703</b>	<b>34 538</b>	<b>19 843</b>	<b>15 513</b>	<b>6 078</b>	<b>3 098</b>	<b>6 331</b>	<b>220 999</b>
<b>2014-15</b>										
<b>Accommodation/accommodation related assistance</b>										
Provided only	%	37.6	30.2	41.2	60.2	66.2	25.5	23.9	78.4	40.7
Referred only	%	21.7	15.0	13.3	10.5	1.6	33.5	13.5	2.3	15.2
Provided and referred	%	15.3	17.6	16.0	11.7	13.0	19.8	23.6	9.8	15.3
Not provided or referred	%	25.5	37.2	29.5	17.5	19.2	21.2	39.0	9.5	28.8

TABLE 19A.12

Table 19A.12 Support needs of clients by service assistance type, all clients (closed support periods) (a), (b), (c), (d)

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
Clients for whom need was identified	no.	21 419	33 611	26 550	11 719	4 675	4 143	2 076	3 974	105 794
<b>Assistance to sustain tenure</b>										
Provided only	%	70.0	72.6	68.0	78.2	96.3	58.8	65.3	81.1	71.5
Referred only	%	5.8	3.5	4.9	5.6	0.5	17.9	5.1	6.0	4.8
Provided and referred	%	12.5	8.4	14.7	9.7	2.1	11.9	14.5	2.9	10.5
Not provided or referred	%	11.6	15.5	12.4	6.6	1.1	11.4	15.1	9.9	13.1
Clients for whom need was identified	no.	12 843	28 349	13 028	3 065	1 689	1 772	1 404	1 016	61 852
<b>Mental health</b>										
Provided only	%	24.4	33.6	23.9	29.8	7.1	34.6	17.1	38.5	28.0
Referred only	%	29.3	17.4	34.8	23.0	76.9	17.7	39.0	26.6	26.8
Provided and referred	%	20.6	16.9	20.5	25.7	10.1	16.0	15.6	17.7	19.0
Not provided or referred	%	25.6	32.1	20.8	21.5	6.0	31.8	28.3	17.2	26.3
Clients for whom need was identified	no.	3 977	4 857	2 753	1 276	268	297	541	242	13 686
<b>Family</b>										
Provided only	%	38.7	45.4	40.2	36.6	55.1	48.0	28.8	33.8	41.2
Referred only	%	19.1	15.8	22.6	23.9	23.5	13.0	20.2	15.8	19.3
Provided and referred	%	26.5	19.8	25.0	27.9	20.3	28.7	40.2	37.3	24.9
Not provided or referred	%	15.7	19.0	12.2	11.7	1.1	10.4	10.7	13.0	14.6
Clients for whom need was identified	no.	3 723	4 375	2 608	1 952	471	367	481	438	14 129
<b>Disability</b>										
Provided only	%	20.4	29.8	32.6	24.1	14.0	10.5	21.3	49.4	26.4
Referred only	%	26.9	22.1	26.0	27.9	51.0	23.7	23.6	16.6	25.2
Provided and referred	%	19.4	10.5	12.4	17.1	14.0	26.4	20.1	4.2	14.3
Not provided or referred	%	33.3	37.7	29.0	31.0	21.0	39.3	35.0	29.8	34.1
Clients for whom need was identified	no.	417	530	272	102	14	38	46	25	1 403
<b>Drug/alcohol</b>										

TABLE 19A.12

Table 19A.12 Support needs of clients by service assistance type, all clients (closed support periods) (a), (b), (c), (d)

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
Provided only	%	43.0	36.1	26.2	29.7	15.4	45.7	22.3	30.4	35.3
Referred only	%	18.2	15.5	24.1	23.6	62.2	13.3	16.8	10.2	19.5
Provided and referred	%	16.7	17.4	20.2	16.4	5.4	15.7	44.9	11.5	18.0
Not provided or referred	%	22.1	30.9	29.5	30.3	17.0	25.2	16.0	47.9	27.2
Clients for whom need was identified	no.	2 315	1 846	1 154	729	130	128	275	249	6 511
<b>Legal/financial</b>										
Provided only	%	30.3	53.4	34.1	22.2	14.2	52.0	33.5	35.6	38.5
Referred only	%	28.8	18.0	29.8	38.4	74.5	19.4	24.8	29.8	27.6
Provided and referred	%	21.4	12.3	24.8	23.0	8.8	12.2	32.3	18.4	18.7
Not provided or referred	%	19.5	16.3	11.4	16.4	2.5	16.3	9.3	16.1	15.1
Clients for whom need was identified	no.	3 036	4 886	3 021	1 365	477	173	318	535	13 480
<b>Domestic/family violence</b>										
Provided only	%	72.4	75.2	71.7	81.3	91.5	76.6	49.1	90.6	76.3
Referred only	%	3.7	2.7	6.4	1.6	0.2	6.8	9.7	0.3	3.0
Provided and referred	%	15.3	13.6	14.6	14.4	8.0	10.5	29.1	4.2	13.4
Not provided or referred	%	8.5	8.6	7.3	2.7	0.2	6.0	12.2	4.9	7.3
Clients for whom need was identified	no.	7 221	27 680	6 075	5 072	2 926	549	439	1 833	51 037
<b>Immigration/cultural services</b>										
Provided only	%	59.7	68.3	55.7	74.8	82.4	53.9	34.3	88.2	68.3
Referred only	%	9.0	5.2	9.9	8.0	7.6	10.8	18.9	6.6	7.6
Provided and referred	%	23.8	20.5	26.7	13.0	9.0	32.6	39.0	2.4	18.5
Not provided or referred	%	7.5	6.0	7.7	4.3	1.0	2.7	7.8	2.9	5.6
Clients for whom need was identified	no.	2 247	3 777	1 406	1 624	633	37	277	1 370	11 130
<b>Other specialised services</b>										
Provided only	%	45.2	49.4	33.9	34.0	41.9	47.9	29.7	64.8	43.4
Referred only	%	17.4	16.6	24.1	29.4	42.0	16.9	24.5	8.4	21.0

TABLE 19A.12

Table 19A.12 Support needs of clients by service assistance type, all clients (closed support periods) (a), (b), (c), (d)

	Unit	NSW (e)	Vic	Qld	WA	SA	Tas	ACT	NT	Aust (f)
Provided and referred	%	27.8	21.0	34.3	28.0	15.2	21.9	35.9	22.3	26.3
Not provided or referred	%	9.6	13.1	7.6	8.6	0.9	13.3	9.9	4.5	9.3
Clients for whom need was identified	no.	8 184	8 993	7 218	3 702	1 910	543	882	1 921	32 357
<b>Total clients who needed homelessness services (g)</b>	<b>no.</b>	<b>34 442</b>	<b>85 098</b>	<b>35 823</b>	<b>18 908</b>	<b>15 809</b>	<b>5 961</b>	<b>3 123</b>	<b>5 885</b>	<b>202 503</b>
<b>2013-14</b>										
<b>Accommodation/accommodation related assistance</b>										
Provided only	%	46.0	27.6	42.1	60.5	75.9	36.3	22.0	81.2	42.5
Referred only	%	17.8	14.5	14.8	10.2	1.6	22.2	11.1	2.2	14.2
Provided and referred	%	18.0	17.8	17.6	12.4	13.4	13.3	24.1	8.0	16.2
Not provided or referred	%	18.2	40.1	25.5	16.9	9.1	28.2	42.7	8.6	27.1
Clients for whom need was identified	no.	22 350	31 732	25 528	9 904	4 099	3 821	2 456	4 110	101 851
<b>Assistance to sustain tenure</b>										
Provided only	%	71.9	72.8	63.1	76.0	96.8	68.8	68.0	83.8	71.4
Referred only	%	5.3	3.3	5.8	4.0	0.4	6.6	5.8	2.6	4.3
Provided and referred	%	15.0	7.5	19.9	9.9	1.8	7.0	12.9	4.3	11.5
Not provided or referred	%	7.8	16.4	11.2	10.1	1.0	17.6	13.4	9.2	12.7
Clients for whom need was identified	no.	12 161	26 967	12 294	3 294	1 698	1 170	1 357	852	58 669
<b>Mental health</b>										
Provided only	%	26.8	30.2	22.9	25.1	12.9	34.9	25.7	40.8	27.0
Referred only	%	27.7	21.1	35.3	27.2	65.1	13.6	39.5	23.9	27.8
Provided and referred	%	24.9	16.3	18.4	27.3	11.0	10.6	10.1	14.6	19.9
Not provided or referred	%	20.6	32.4	23.4	20.4	11.0	40.8	24.8	20.7	25.3
Clients for whom need was identified	no.	4 582	4 234	2 592	1 172	163	260	609	154	13 211
<b>Family</b>										
Provided only	%	38.3	42.1	39.1	35.3	67.5	53.3	34.1	28.6	40.3
Referred only	%	19.2	18.5	22.9	25.9	15.2	15.8	25.0	25.0	20.6

TABLE 19A.12

Table 19A.12 Support needs of clients by service assistance type, all clients (closed support periods) (a), (b), (c), (d)

	Unit	NSW (e)	Vic	Qld	WA	SA	Tas	ACT	NT	Aust (f)
Provided and referred	%	31.5	22.2	25.3	26.5	16.3	19.3	30.6	33.8	26.3
Not provided or referred	%	11.1	17.2	12.7	12.3	1.0	11.6	10.3	12.5	12.8
Clients for whom need was identified	no.	4 472	4 103	2 609	1 677	517	315	417	430	14 214
<b>Disability</b>										
Provided only	%	19.1	25.3	26.8	23.9	9.0	23.2	28.3	25.7	23.8
Referred only	%	28.0	20.6	32.7	27.9	54.8	39.0	39.5	12.7	27.0
Provided and referred	%	24.6	12.3	9.8	14.4	–	11.3	13.1	29.4	16.1
Not provided or referred	%	28.2	41.7	30.8	33.8	36.2	26.5	19.1	32.2	33.1
Clients for whom need was identified	no.	424	474	232	108	11	46	72	32	1 368
<b>Drug/alcohol</b>										
Provided only	%	42.7	34.7	25.1	34.8	15.9	40.3	26.6	36.3	35.7
Referred only	%	14.9	15.5	26.0	19.8	62.7	18.8	8.5	15.4	18.0
Provided and referred	%	22.1	16.6	15.1	18.4	11.9	10.6	50.7	13.2	19.7
Not provided or referred	%	20.4	33.1	33.9	26.9	9.5	30.3	14.3	35.1	26.7
Clients for whom need was identified	no.	2 883	1 678	1 217	654	95	104	290	227	6 818
<b>Legal/financial</b>										
Provided only	%	31.1	50.9	28.2	21.4	14.4	46.5	50.0	51.3	37.0
Referred only	%	29.2	19.1	35.5	38.9	69.3	20.3	17.2	23.1	28.8
Provided and referred	%	25.1	12.1	23.0	23.1	12.7	7.2	20.5	14.4	19.1
Not provided or referred	%	14.7	17.9	13.2	16.5	3.6	26.0	12.3	11.1	15.1
Clients for whom need was identified	no.	3 516	4 324	2 937	1 145	362	172	317	465	12 907
<b>Domestic/family violence</b>										
Provided only	%	76.3	86.5	75.8	84.9	93.1	75.2	50.5	87.0	83.2
Referred only	%	3.2	1.3	5.1	1.3	0.1	3.0	12.5	0.3	2.2
Provided and referred	%	13.9	7.6	12.6	10.9	6.6	12.1	17.6	5.1	9.6
Not provided or referred	%	6.5	4.6	6.5	2.9	0.2	9.7	19.4	7.6	5.1

TABLE 19A.12

Table 19A.12 Support needs of clients by service assistance type, all clients (closed support periods) (a), (b), (c), (d)

	Unit	NSW (e)	Vic	Qld	WA	SA	Tas	ACT	NT	Aust (f)
Clients for whom need was identified	no.	8 827	23 459	5 923	4 472	2 813	514	529	1 533	47 355
<b>Immigration/cultural services</b>										
Provided only	%	47.6	68.5	49.6	76.6	86.1	72.9	38.5	88.1	64.7
Referred only	%	14.2	5.8	16.7	8.5	3.6	9.0	24.4	5.4	9.8
Provided and referred	%	33.2	19.5	28.3	12.2	10.3	15.0	32.0	3.9	21.0
Not provided or referred	%	4.9	6.2	5.4	2.7	–	3.1	5.1	2.5	4.5
Clients for whom need was identified	no.	2 689	3 686	1 388	1 658	616	33	257	1 139	11 234
<b>Other specialised services</b>										
Provided only	%	42.0	48.3	26.6	35.6	41.6	48.0	37.2	53.4	40.0
Referred only	%	19.8	16.6	27.2	29.0	46.4	15.5	28.7	12.3	22.7
Provided and referred	%	30.8	21.4	38.4	26.7	11.1	20.1	27.1	26.4	28.2
Not provided or referred	%	7.4	13.7	7.9	8.7	0.9	16.3	7.0	8.0	9.1
Clients for whom need was identified	no.	9 420	8 409	7 745	3 150	1 632	491	922	1 611	32 322
<b>Total clients who needed homelessness services (g)</b>	<b>no.</b>	<b>38 202</b>	<b>80 849</b>	<b>35 407</b>	<b>16 990</b>	<b>15 885</b>	<b>5 091</b>	<b>3 433</b>	<b>5 394</b>	<b>198 936</b>
<b>2012-13</b>										
<b>Accommodation/accommodation related assistance</b>										
Provided only	%	46.4	27.9	44.4	60.4	87.1	48.5	22.2	80.2	43.9
Referred only	%	17.4	16.2	17.8	11.9	1.5	8.0	14.2	4.8	15.3
Provided and referred	%	16.6	16.6	18.7	12.8	8.8	18.5	21.3	9.3	15.8
Not provided or referred	%	19.5	39.3	19.1	14.9	2.7	25.1	42.2	5.8	25.0
Clients for whom need was identified	no.	21 224	32 376	25 432	9 498	4 441	3 056	2 506	4 172	100 439
<b>Assistance to sustain tenure</b>										
Provided only	%	72.9	71.1	62.0	77.6	97.7	72.6	71.5	73.4	71.2
Referred only	%	4.8	4.4	7.3	3.8	0.3	3.8	8.3	7.8	4.9
Provided and referred	%	12.8	7.3	17.9	8.0	1.3	9.3	9.5	9.2	10.2
Not provided or referred	%	9.5	17.2	12.8	10.6	0.7	14.5	10.8	9.7	13.6

TABLE 19A.12

Table 19A.12 Support needs of clients by service assistance type, all clients (closed support periods) (a), (b), (c), (d)

	Unit	NSW (e)	Vic	Qld	WA	SA	Tas	ACT	NT	Aust (f)
Clients for whom need was identified	no.	9 761	23 626	9 412	3 523	1 899	766	981	650	49 614
<b>Mental health</b>										
Provided only	%	27.5	25.9	23.9	30.0	17.7	33.2	20.9	48.8	26.8
Referred only	%	28.5	24.4	38.0	22.5	50.8	19.9	38.7	18.0	28.9
Provided and referred	%	22.7	16.9	19.9	20.8	18.5	11.3	17.4	17.2	19.5
Not provided or referred	%	21.2	32.8	18.1	26.9	13.1	35.2	23.1	16.0	24.8
Clients for whom need was identified	no.	3 940	3 492	2 646	1 188	130	256	455	256	11 776
<b>Family</b>										
Provided only	%	38.8	40.0	42.0	41.8	71.2	49.3	35.8	41.2	41.8
Referred only	%	20.1	20.4	24.4	20.1	8.3	19.4	15.6	16.0	20.2
Provided and referred	%	28.9	21.3	21.9	25.9	18.3	20.5	33.4	24.8	24.5
Not provided or referred	%	12.2	18.3	11.7	12.2	2.1	10.9	14.9	17.9	13.5
Clients for whom need was identified	no.	3 764	3 181	2 889	1 581	563	341	422	624	13 025
<b>Disability</b>										
Provided only	%	21.8	23.6	21.8	27.2	–	20.8	28.4	23.1	23.1
Referred only	%	26.0	23.6	33.9	28.9	66.7	33.3	11.9	34.6	27.1
Provided and referred	%	23.4	20.5	11.7	21.9	8.3	8.3	32.8	11.5	20.0
Not provided or referred	%	28.8	32.2	32.7	21.9	25.0	37.5	26.9	30.8	29.8
Clients for whom need was identified	no.	427	351	248	114	12	24	67	26	1 223
<b>Drug/alcohol</b>										
Provided only	%	41.6	32.4	24.8	43.6	17.0	35.0	24.0	53.0	36.4
Referred only	%	13.6	16.6	30.2	20.3	49.1	9.7	18.5	19.1	18.7
Provided and referred	%	22.9	16.5	14.6	15.5	20.8	21.4	37.0	9.8	18.8
Not provided or referred	%	21.9	34.5	30.4	20.6	11.3	34.0	20.5	18.1	26.1
Clients for whom need was identified	no.	2 574	1 460	1 159	785	53	103	254	215	6 286
<b>Legal/financial</b>										

TABLE 19A.12

Table 19A.12 Support needs of clients by service assistance type, all clients (closed support periods) (a), (b), (c), (d)

	Unit	NSW (e)	Vic	Qld	WA	SA	Tas	ACT	NT	Aust (f)
Provided only	%	31.2	47.4	30.6	26.8	23.9	38.9	49.2	62.7	36.7
Referred only	%	28.1	20.6	31.9	35.1	61.8	29.8	19.1	13.5	27.9
Provided and referred	%	22.1	12.3	26.0	24.5	13.3	9.6	20.1	9.1	19.4
Not provided or referred	%	18.6	19.7	11.4	13.7	1.1	22.1	11.3	14.9	16.0
Clients for whom need was identified	no.	2 935	3 352	2 822	1 504	285	208	309	549	11 596
<b>Domestic/family violence</b>										
Provided only	%	77.0	85.2	78.6	84.7	92.7	78.9	47.1	75.7	82.5
Referred only	%	4.4	2.3	4.8	1.3	0.2	3.9	12.1	0.8	2.9
Provided and referred	%	12.5	7.5	11.9	10.3	6.9	10.0	22.2	17.0	9.7
Not provided or referred	%	6.0	5.0	4.7	3.7	0.3	7.3	18.3	6.5	4.9
Clients for whom need was identified	no.	7 872	19 803	5 944	3 995	2 621	441	486	1 542	42 009
<b>Immigration/cultural services</b>										
Provided only	%	52.4	65.3	48.2	75.2	88.7	90.5	41.2	67.2	63.0
Referred only	%	14.7	4.8	13.9	6.5	2.5	3.2	20.1	25.0	9.6
Provided and referred	%	24.8	22.2	33.2	13.8	8.9	4.8	28.9	5.6	21.3
Not provided or referred	%	8.2	7.7	4.7	4.3	–	1.6	10.3	2.3	6.1
Clients for whom need was identified	no.	2 170	3 473	1 581	1 668	675	63	204	521	10 124
<b>Other specialised services</b>										
Provided only	%	42.7	46.9	29.1	44.8	47.1	51.0	39.9	33.5	40.6
Referred only	%	19.3	18.8	24.7	22.2	41.0	12.9	24.6	27.1	22.3
Provided and referred	%	29.8	20.7	39.9	25.4	10.9	23.3	24.9	27.6	28.1
Not provided or referred	%	8.3	13.5	6.3	7.6	0.9	12.7	10.5	11.9	9.0
Clients for whom need was identified	no.	7 968	7 018	7 354	3 457	1 474	490	889	1 164	28 749
<b>Total clients who needed homelessness services (g)</b>	<b>no.</b>	<b>36 061</b>	<b>75 738</b>	<b>34 535</b>	<b>16 508</b>	<b>14 997</b>	<b>4 328</b>	<b>3 293</b>	<b>5 387</b>	<b>188 394</b>

(a) For further information on data quality, including collection methodologies and data limitations, see the SHSC specifications on the AIHW website [meteor.aihw.gov.au/content/index.phtml/itemId/683255](http://meteor.aihw.gov.au/content/index.phtml/itemId/683255).

Table 19A.12 **Support needs of clients by service assistance type, all clients (closed support periods) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
(b)	Data for jurisdictions which operate central intake models are not directly comparable with data for other states and territories.									
(c)	For some central intake models, the role of intake agencies is to identify and link clients to an agency well suited to the individual client's needs. While this is counted as a support period, it is not the role of the intake agency to provide the needed service(s). This may have a deflationary effect on the proportion of clients provided and/or referred for services and an inflationary effect on the proportion of clients neither provided with nor referred for a needed service in jurisdictions which operate such central intake models. Data may not be directly comparable with data for other jurisdictions.									
(d)	Where clients are 'referred only', it is not known whether the client attends the referral appointment and/or receives the service.									
(e)	For NSW: An increased number of clients and support periods were observed in 2015-16 as a result of increased program investment as well as the impact of a new access system and consolidation of new post-reform service models implemented during a period of major transition in 2014-15. The transition period affected continuity of reporting for some service providers in 2014-15, but did not affect data for 2015-16. Caution should be used when comparing NSW data across years or with data for other States and Territories.									
(f)	Clients are counted once only in each jurisdiction. 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.									
(g)	Clients may be assessed as having a need for multiple services and assistance types. Therefore, the sum of the categories does not equal the total number of clients.									
	– Nil or rounded to zero.									

Source: AIHW (unpublished) Specialist Homelessness Services Collection.

TABLE 19A.13

Table 19A.13 **Support needs of clients, by service assistance type, Aboriginal and Torres Strait Islander clients (closed support periods) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
<b>2016-17</b>										
<b>Accommodation/accommodation related assistance</b>										
Provided only	%	23.0	36.2	48.2	76.9	40.6	19.0	47.4	83.5	48.1
Referred only	%	24.2	13.8	9.2	5.9	27.6	31.8	12.9	2.3	14.1
Provided & referred	%	11.3	18.8	13.9	8.6	18.8	21.7	13.7	9.6	12.0
Not provided or referred	%	41.4	31.2	28.7	8.6	13.0	27.6	26.0	4.6	25.8
Total clients for whom need was identified	no.	9 572	3 548	8 295	6 360	1 659	762	333	3 577	33 292
<b>Assistance to sustain tenure</b>										
Provided only	%	65.0	73.2	69.3	73.8	96.1	59.5	80.6	87.6	69.8
Referred only	%	6.9	2.6	4.1	3.0	0.4	17.4	1.0	2.4	5.1
Provided and referred	%	7.6	9.2	10.9	8.9	1.6	10.8	8.7	6.0	8.4
Not provided or referred	%	20.4	14.9	15.7	14.3	2.0	12.3	9.8	4.0	16.6
Clients for whom need was identified	no.	6 831	2 119	3 566	810	557	212	209	638	14 538
<b>Mental health</b>										
Provided only	%	19.5	22.1	25.8	34.1	9.0	16.9	26.9	41.5	24.2
Referred only	%	22.3	28.3	32.0	23.0	65.4	16.9	32.4	24.4	26.2
Provided and referred	%	15.6	11.5	17.7	23.1	9.0	9.1	10.0	17.8	16.1
Not provided or referred	%	42.6	38.1	24.6	19.8	16.6	57.1	30.7	16.4	33.5
Clients for whom need was identified	no.	1 252	480	618	491	66	77	50	185	3 050
<b>Family</b>										
Provided only	%	30.5	45.3	37.0	35.0	47.4	39.0	44.2	43.5	37.3
Referred only	%	23.6	17.6	19.6	17.7	28.8	14.7	5.7	13.4	19.4
Provided and referred	%	22.0	17.0	24.1	27.7	20.8	13.7	32.6	30.5	23.8
Not provided or referred	%	23.9	20.2	19.3	19.6	3.0	32.6	17.6	12.6	19.4
Clients for whom need was identified	no.	1 273	579	627	1 134	168	95	70	562	4 357

TABLE 19A.13

Table 19A.13 **Support needs of clients, by service assistance type, Aboriginal and Torres Strait Islander clients (closed support periods) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
<b>Disability</b>										
Provided only	%	17.7	25.0	29.8	32.4	19.9	28.5	88.8	31.7	24.1
Referred only	%	23.8	14.1	21.3	24.1	60.2	–	11.2	34.3	22.5
Provided and referred	%	11.8	9.4	17.6	16.3	–	–	–	29.1	13.3
Not provided or referred	%	46.7	51.6	31.4	27.3	19.9	71.5	–	4.9	40.1
Clients for whom need was identified	no.	171	64	58	56	5	7	10	21	381
<b>Drug/alcohol</b>										
Provided only	%	24.1	19.6	22.8	23.5	8.6	26.9	32.4	31.7	23.2
Referred only	%	16.1	24.9	13.7	28.2	74.1	19.2	10.4	11.5	20.6
Provided and referred	%	14.3	15.2	10.9	9.8	4.3	11.5	12.1	13.2	12.1
Not provided or referred	%	45.6	40.4	52.5	38.6	12.9	42.3	45.1	43.6	44.0
Clients for whom need was identified	no.	617	271	398	474	46	26	33	175	1 943
<b>Legal/financial</b>										
Provided only	%	25.3	45.9	34.6	25.9	9.1	22.0	23.9	23.1	27.5
Referred only	%	29.6	22.7	29.8	26.9	80.8	12.0	37.0	36.9	32.4
Provided and referred	%	12.5	7.3	13.9	18.1	4.5	8.0	16.1	12.5	13.0
Not provided or referred	%	32.6	24.1	21.8	29.1	5.6	58.0	22.9	27.5	27.1
Clients for whom need was identified	no.	975	359	539	652	178	50	27	770	3 426
<b>Domestic/family violence</b>										
Provided only	%	66.5	83.5	73.6	82.4	90.0	68.3	64.5	91.1	79.6
Referred only	%	5.3	1.2	4.0	1.7	0.2	8.5	1.8	0.7	2.6
Provided and referred	%	11.5	7.0	14.6	9.3	9.3	12.1	10.9	5.7	9.4
Not provided or referred	%	16.7	8.3	7.8	6.7	0.5	11.1	22.8	2.5	8.4
Clients for whom need was identified	no.	2 702	1 984	2 072	2 710	603	117	55	2 243	12 112
<b>Immigration/cultural services</b>										

TABLE 19A.13

Table 19A.13 **Support needs of clients, by service assistance type, Aboriginal and Torres Strait Islander clients (closed support periods) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
Provided only	%	64.5	85.9	45.3	77.3	87.9	65.0	67.2	91.2	77.5
Referred only	%	7.8	1.5	16.7	7.2	4.0	–	16.0	3.5	5.9
Provided and referred	%	14.1	8.9	30.4	11.3	7.6	–	8.2	3.3	10.5
Not provided or referred	%	13.6	3.7	7.6	4.2	0.5	35.0	8.6	2.0	6.0
Clients for whom need was identified	no.	1 296	1 267	425	927	380	20	49	1 309	5 459
<b>Other specialised services</b>										
Provided only	%	44.0	57.6	35.9	33.1	22.5	38.8	36.6	41.5	40.5
Referred only	%	12.8	11.8	17.6	20.9	61.6	17.2	14.1	8.3	16.8
Provided and referred	%	23.7	17.4	31.7	30.0	14.7	16.4	26.5	48.6	29.2
Not provided or referred	%	19.6	13.3	14.8	16.0	1.2	27.6	22.8	1.6	13.4
Clients for whom need was identified	no.	2 774	1 189	1 767	1 919	498	116	103	1 861	9 846
<b>Total clients who needed homelessness services (g)</b>	<b>no.</b>	<b>15 633</b>	<b>7 574</b>	<b>11 719</b>	<b>8 490</b>	<b>3 826</b>	<b>907</b>	<b>480</b>	<b>5 456</b>	<b>54 748</b>
<b>2015-16</b>										
<b>Accommodation/accommodation related assistance</b>										
Provided only	%	23.7	35.3	48.9	78.2	68.0	19.0	26.6	84.3	50.1
Referred only	%	26.1	15.0	10.5	4.7	8.1	27.7	21.5	1.8	13.7
Provided and referred	%	13.4	19.9	15.3	7.4	10.9	29.0	16.3	8.5	12.5
Not provided or referred	%	36.8	29.8	25.4	9.6	12.9	24.3	35.6	5.4	23.8
Clients for whom need was identified	no.	9 242	3 446	8 502	6 494	1 460	694	404	3 435	32 836
<b>Assistance to sustain tenure</b>										
Provided only	%	57.8	71.7	62.5	68.1	95.9	61.0	70.3	81.0	64.2
Referred only	%	5.6	3.6	4.7	3.9	0.4	14.0	0.7	7.5	5.1
Provided and referred	%	13.4	8.6	11.0	9.9	2.1	10.2	18.7	7.8	11.2
Not provided or referred	%	23.2	16.1	21.8	18.2	1.6	14.9	10.3	3.7	19.5
Clients for whom need was identified	no.	6 493	2 148	3 841	730	488	216	282	864	14 648

TABLE 19A.13

Table 19A.13 **Support needs of clients, by service assistance type, Aboriginal and Torres Strait Islander clients (closed support periods) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
<b>Mental health</b>										
Provided only	%	24.1	26.7	26.5	33.8	7.2	13.2	6.9	35.2	25.9
Referred only	%	21.2	18.7	33.9	15.9	71.2	10.3	47.2	21.9	24.1
Provided and referred	%	17.1	15.7	12.8	32.0	14.4	14.8	27.8	29.9	18.6
Not provided or referred	%	37.7	38.9	26.8	18.3	7.2	61.7	18.1	13.0	31.4
Clients for whom need was identified	no.	1 167	532	592	403	56	68	116	186	2 941
<b>Family</b>										
Provided only	%	39.5	50.8	36.7	47.7	45.1	41.8	30.4	36.2	42.3
Referred only	%	17.2	15.7	18.7	16.7	30.3	18.7	8.7	8.2	16.1
Provided and referred	%	23.2	18.9	24.7	22.0	23.9	20.9	55.1	45.8	25.7
Not provided or referred	%	20.1	14.6	20.0	13.6	0.7	18.7	5.8	9.8	15.9
Clients for whom need was identified	no.	1 425	629	767	1 094	134	91	120	583	4 648
<b>Disability</b>										
Provided only	%	23.1	17.3	23.9	37.8	–	–	–	54.7	26.5
Referred only	%	25.7	33.4	18.5	43.0	100.0	14.3	38.4	7.6	25.2
Provided and referred	%	18.0	16.1	25.5	–	–	14.3	28.0	18.7	17.6
Not provided or referred	%	33.2	33.3	32.1	19.2	–	71.5	33.7	19.0	30.7
Clients for whom need was identified	no.	163	87	77	37	2	7	15	46	407
<b>Drug/alcohol</b>										
Provided only	%	31.1	27.4	32.8	23.4	6.5	23.3	17.9	26.3	27.9
Referred only	%	17.4	24.6	19.2	29.8	69.6	10.0	47.2	5.9	22.0
Provided and referred	%	15.5	12.8	14.1	13.6	13.0	30.0	7.5	28.8	15.8
Not provided or referred	%	36.0	35.3	33.9	33.1	10.8	36.7	27.4	39.0	34.3
Clients for whom need was identified	no.	602	300	428	393	46	30	42	226	1 970
<b>Legal/financial</b>										

TABLE 19A.13

Table 19A.13 **Support needs of clients, by service assistance type, Aboriginal and Torres Strait Islander clients (closed support periods) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
Provided only	%	26.8	36.4	33.3	27.9	9.1	33.4	7.6	33.1	29.2
Referred only	%	21.5	26.7	28.1	24.8	77.9	11.6	44.2	31.1	28.5
Provided and referred	%	22.8	14.2	16.6	22.4	9.7	13.3	25.6	23.9	19.9
Not provided or referred	%	28.9	22.7	22.1	24.9	3.2	41.6	22.5	11.8	22.4
Clients for whom need was identified	no.	1 021	390	659	593	154	60	70	555	3 363
<b>Domestic/family violence</b>										
Provided only	%	66.3	82.2	75.0	84.6	92.2	70.2	45.9	87.3	79.0
Referred only	%	4.1	1.8	2.8	2.3	–	4.0	7.5	1.0	2.5
Provided and referred	%	14.5	10.2	13.8	10.1	6.9	7.3	39.0	7.7	11.3
Not provided or referred	%	15.0	5.8	8.4	3.0	0.9	18.5	7.6	4.0	7.2
Clients for whom need was identified	no.	2 433	1 910	1 975	2 642	566	124	133	1 599	10 962
<b>Immigration/cultural services</b>										
Provided only	%	58.1	84.1	57.3	80.6	89.4	68.2	83.8	87.5	76.1
Referred only	%	8.7	3.7	13.4	10.0	3.9	18.2	2.3	8.4	7.8
Provided and referred	%	20.7	8.3	17.9	6.9	6.1	4.5	8.7	3.6	10.7
Not provided or referred	%	12.5	4.0	11.5	2.5	0.6	9.1	5.3	0.5	5.5
Clients for whom need was identified	no.	1 347	1 274	508	1 041	363	22	132	1 176	5 622
<b>Other specialised services</b>										
Provided only	%	40.8	46.4	35.0	42.8	31.1	48.0	30.3	43.1	40.7
Referred only	%	14.0	14.4	17.4	23.5	53.9	14.4	24.3	10.3	18.0
Provided and referred	%	27.0	25.3	36.9	26.8	14.5	16.0	37.2	41.5	29.9
Not provided or referred	%	18.2	13.9	10.8	6.9	0.4	21.6	8.2	5.1	11.3
Clients for whom need was identified	no.	2 732	1 169	1 909	1 842	475	125	179	1 558	9 578
<b>Total clients who needed homelessness services (g)</b>	<b>no.</b>	<b>14 394</b>	<b>7 246</b>	<b>12 108</b>	<b>8 781</b>	<b>4 016</b>	<b>870</b>	<b>513</b>	<b>4 991</b>	<b>53 382</b>

2014-15

TABLE 19A.13

Table 19A.13 **Support needs of clients, by service assistance type, Aboriginal and Torres Strait Islander clients (closed support periods) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
<b>Accommodation/accommodation related assistance</b>										
Provided only	%	37.4	33.9	47.9	73.7	73.9	27.1	30.5	82.6	53.6
Referred only	%	20.9	17.1	12.2	7.3	2.4	28.8	16.6	1.4	12.4
Provided and referred	%	16.9	21.9	15.1	9.2	9.6	24.1	25.3	8.3	13.9
Not provided or referred	%	24.9	27.2	24.8	9.9	14.1	20.0	27.6	7.7	20.0
Clients for whom need was identified	no.	5 737	3 342	8 656	5 597	1 384	641	370	3 020	28 034
<b>Assistance to sustain tenure</b>										
Provided only	%	69.0	75.1	66.4	74.3	96.9	68.3	77.4	80.7	71.5
Referred only	%	6.8	3.5	4.6	5.9	–	14.0	3.2	7.7	5.3
Provided and referred	%	12.5	7.5	11.1	11.8	2.0	8.0	9.3	3.1	9.9
Not provided or referred	%	11.7	13.9	17.9	8.0	1.1	9.8	10.2	8.4	13.3
Clients for whom need was identified	no.	3 449	2 129	3 616	640	449	238	247	701	11 105
<b>Mental health</b>										
Provided only	%	21.1	30.8	27.2	25.3	8.5	23.6	12.8	37.7	25.2
Referred only	%	27.3	17.3	33.9	24.6	66.0	23.6	47.7	22.1	28.0
Provided and referred	%	20.4	15.6	18.4	29.6	17.0	19.7	12.8	20.5	19.6
Not provided or referred	%	31.2	36.3	20.6	20.4	8.5	33.2	26.7	19.7	27.2
Clients for whom need was identified	no.	886	489	616	358	59	51	87	144	2 532
<b>Family</b>										
Provided only	%	41.0	42.6	41.1	33.9	43.7	43.6	31.9	33.6	39.4
Referred only	%	17.4	12.9	26.0	22.0	23.5	8.4	24.8	15.5	19.7
Provided and referred	%	25.4	23.2	20.6	29.5	31.2	43.7	35.1	40.0	26.6
Not provided or referred	%	16.2	21.4	12.3	14.7	1.6	4.2	8.2	10.9	14.4
Clients for whom need was identified	no.	1 128	572	868	811	126	72	84	351	3 880
<b>Disability</b>										

TABLE 19A.13

Table 19A.13 **Support needs of clients, by service assistance type, Aboriginal and Torres Strait Islander clients (closed support periods) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
Provided only	%	17.9	13.2	41.2	14.1	25.0	14.5	10.8	38.1	21.3
Referred only	%	21.9	27.9	24.4	35.6	–	14.3	49.6	22.1	26.9
Provided and referred	%	22.3	10.3	10.7	33.5	25.0	–	10.3	–	17.1
Not provided or referred	%	37.9	48.6	23.7	16.7	50.0	71.3	29.4	39.8	34.6
Clients for whom need was identified	no.	105	68	68	43	4	7	10	18	304
<b>Drug/alcohol</b>										
Provided only	%	37.4	21.6	25.1	14.2	6.1	52.0	19.7	20.1	26.5
Referred only	%	18.8	27.3	25.1	40.7	69.6	20.0	18.4	11.6	25.2
Provided and referred	%	16.8	16.5	20.5	10.9	4.1	12.0	45.4	10.1	16.0
Not provided or referred	%	26.9	34.6	29.3	34.2	20.3	16.0	16.5	58.2	32.3
Clients for whom need was identified	no.	585	280	312	252	49	25	53	192	1 676
<b>Legal/financial</b>										
Provided only	%	28.9	40.9	27.1	27.1	9.4	59.4	32.6	33.6	29.9
Referred only	%	22.5	27.9	37.0	34.7	75.8	6.2	22.8	32.1	32.1
Provided and referred	%	22.2	10.1	22.4	20.1	9.2	15.7	34.6	18.8	19.4
Not provided or referred	%	26.4	21.1	13.5	18.1	5.5	18.7	9.9	15.5	18.5
Clients for whom need was identified	no.	753	359	683	506	108	32	48	407	2 771
<b>Domestic/family violence</b>										
Provided only	%	72.4	78.2	71.1	82.6	90.3	79.4	43.9	90.9	79.1
Referred only	%	3.4	2.5	4.7	1.7	0.6	4.9	8.1	0.2	2.5
Provided and referred	%	15.7	12.5	17.3	13.3	8.9	9.8	32.9	4.4	12.7
Not provided or referred	%	8.5	6.8	6.9	2.4	0.2	5.9	15.2	4.5	5.6
Clients for whom need was identified	no.	1 860	1 696	1 939	1 977	528	103	65	1 493	9 367
<b>Immigration/cultural services</b>										
Provided only	%	61.5	81.1	51.8	77.2	87.3	36.6	50.4	88.1	75.2

TABLE 19A.13

Table 19A.13 **Support needs of clients, by service assistance type, Aboriginal and Torres Strait Islander clients (closed support periods) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
Referred only	%	11.0	3.1	14.2	7.9	6.1	10.5	17.3	7.2	7.9
Provided and referred	%	20.7	10.5	25.7	11.0	5.5	52.9	22.9	1.6	11.9
Not provided or referred	%	6.7	5.2	8.3	4.0	1.1	–	9.3	3.1	4.9
Clients for whom need was identified	no.	1 095	1 329	503	749	370	19	85	1 195	5 159
<b>Other specialised services</b>										
Provided only	%	45.0	48.5	34.4	33.8	27.4	47.3	33.3	64.2	43.9
Referred only	%	16.0	15.1	24.1	32.2	54.9	9.6	21.4	8.6	21.1
Provided and referred	%	28.3	24.2	33.0	27.7	16.4	31.6	37.3	23.1	26.9
Not provided or referred	%	10.7	12.1	8.6	6.3	1.3	11.5	7.9	4.1	8.0
Clients for whom need was identified	no.	2 002	1 050	1 852	1 565	397	96	147	1 609	8 394
<b>Total clients who needed homelessness services (g)</b>	<b>no.</b>	<b>9 193</b>	<b>6 949</b>	<b>11 949</b>	<b>7 841</b>	<b>4 027</b>	<b>919</b>	<b>506</b>	<b>4 568</b>	<b>46 580</b>
<b>2013-14</b>										
<b>Accommodation/accommodation related assistance</b>										
Provided only	%	45.0	31.4	47.3	73.4	79.6	40.2	38.0	82.8	54.9
Referred only	%	18.9	19.0	13.5	6.1	1.9	17.7	7.5	1.4	12.2
Provided and referred	%	18.5	20.5	15.8	9.7	10.1	15.6	21.2	8.2	14.3
Not provided or referred	%	17.6	29.1	23.4	10.8	8.4	26.5	33.3	7.5	18.6
Clients for whom need was identified	no.	5 430	2 841	8 144	4 287	1 077	541	355	3 104	25 190
<b>Assistance to sustain tenure</b>										
Provided only	%	70.9	75.2	62.6	68.9	97.3	71.7	78.3	83.3	70.9
Referred only	%	6.2	2.9	6.2	4.8	0.5	3.9	3.0	3.0	5.0
Provided and referred	%	14.1	9.4	13.7	14.9	1.0	6.4	12.0	5.1	11.9
Not provided or referred	%	8.8	12.4	17.5	11.4	1.3	18.0	6.7	8.5	12.1
Clients for whom need was identified	no.	3 109	1 762	3 054	702	401	159	226	597	9 765
<b>Mental health</b>										

TABLE 19A.13

Table 19A.13 **Support needs of clients, by service assistance type, Aboriginal and Torres Strait Islander clients (closed support periods) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
Provided only	%	23.8	29.3	24.3	25.5	29.9	45.9	30.5	32.1	26.1
Referred only	%	24.9	22.8	34.6	25.1	44.5	10.7	25.4	25.5	27.4
Provided and referred	%	24.9	15.4	19.8	31.1	4.3	5.3	9.3	15.1	21.3
Not provided or referred	%	26.4	32.5	21.3	18.2	21.3	38.1	34.9	27.3	25.2
Clients for whom need was identified	no.	812	380	526	227	23	38	72	78	2 040
<b>Family</b>										
Provided only	%	38.9	43.4	38.9	37.4	54.8	48.2	49.6	26.7	39.0
Referred only	%	19.0	19.1	22.1	18.5	26.2	18.6	15.1	25.0	20.3
Provided and referred	%	30.1	25.1	28.3	31.3	16.8	30.8	27.2	35.8	29.4
Not provided or referred	%	12.0	12.4	10.8	12.8	2.2	2.3	8.0	12.6	11.3
Clients for whom need was identified	no.	1 156	419	795	580	90	44	78	363	3 424
<b>Disability</b>										
Provided only	%	9.4	14.2	17.7	15.1	–	75.1	82.1	19.4	16.4
Referred only	%	37.1	37.2	27.3	19.4	100.0	24.9	–	13.6	30.6
Provided and referred	%	24.1	17.3	8.8	23.4	–	–	–	33.9	18.8
Not provided or referred	%	29.5	31.4	46.2	42.1	–	–	17.9	33.0	34.2
Clients for whom need was identified	no.	96	35	58	27	2	4	6	15	239
<b>Drug/alcohol</b>										
Provided only	%	39.1	31.3	25.8	35.2	12.3	45.7	25.5	24.4	32.4
Referred only	%	16.9	23.7	24.2	17.9	50.8	4.2	14.9	19.4	20.2
Provided and referred	%	21.3	13.5	16.6	21.3	16.4	4.1	46.8	12.1	18.9
Not provided or referred	%	22.6	31.4	33.5	25.5	20.5	46.0	12.8	44.1	28.4
Clients for whom need was identified	no.	607	187	346	193	24	25	49	164	1 507
<b>Legal/financial</b>										
Provided only	%	31.4	42.6	27.3	28.4	12.1	39.1	43.1	44.9	33.0

TABLE 19A.13

Table 19A.13 **Support needs of clients, by service assistance type, Aboriginal and Torres Strait Islander clients (closed support periods) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
Referred only	%	27.5	25.9	38.0	32.1	72.9	26.0	18.3	26.3	31.6
Provided and referred	%	24.9	9.2	20.9	19.2	6.0	–	24.4	16.2	19.4
Not provided or referred	%	16.2	22.4	13.7	20.3	9.0	34.9	14.2	12.6	16.1
Clients for whom need was identified	no.	760	313	631	291	67	18	29	368	2 396
<b>Domestic/family violence</b>										
Provided only	%	75.9	81.6	76.4	86.3	91.2	87.5	48.1	86.3	81.1
Referred only	%	2.7	2.4	3.7	0.7	0.4	–	10.9	0.2	2.1
Provided and referred	%	13.8	10.0	13.7	10.1	7.8	10.9	11.9	5.5	10.8
Not provided or referred	%	7.6	6.0	6.2	2.9	0.6	1.6	29.2	8.1	6.0
Clients for whom need was identified	no.	1 974	1 291	1 738	1 556	500	64	96	1 235	8 194
<b>Immigration/cultural services</b>										
Provided only	%	47.8	87.1	48.5	85.4	93.0	72.7	29.1	87.5	73.4
Referred only	%	17.7	2.3	24.1	5.6	3.7	27.3	27.1	6.1	9.9
Provided and referred	%	30.4	7.5	22.0	6.3	3.3	–	39.8	4.0	13.5
Not provided or referred	%	4.1	3.1	5.4	2.6	–	–	3.9	2.5	3.3
Clients for whom need was identified	no.	1 141	1 086	444	664	301	11	52	997	4 541
<b>Other specialised services</b>										
Provided only	%	36.5	51.5	28.7	42.0	30.2	51.6	41.7	51.8	39.8
Referred only	%	20.5	16.3	25.0	22.9	57.5	10.8	28.7	12.7	21.8
Provided and referred	%	35.6	21.5	38.6	28.0	11.1	18.0	24.5	28.0	30.7
Not provided or referred	%	7.4	10.7	7.7	7.1	1.2	19.6	5.1	7.5	7.6
Clients for whom need was identified	no.	1 986	826	1 760	1 010	324	62	122	1 359	7 166
<b>Total clients who needed homelessness services (g)</b>	<b>no.</b>	<b>9 688</b>	<b>6 369</b>	<b>11 733</b>	<b>6 659</b>	<b>3 876</b>	<b>753</b>	<b>521</b>	<b>4 265</b>	<b>44 822</b>

2012-13

**Accommodation/accommodation related assistance**

TABLE 19A.13

Table 19A.13 **Support needs of clients, by service assistance type, Aboriginal and Torres Strait Islander clients (closed support periods) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
Provided only	%	44.8	30.7	45.8	73.0	88.4	42.8	29.2	82.8	54.2
Referred only	%	18.6	19.5	19.0	7.2	1.0	8.7	14.4	3.0	14.4
Provided and referred	%	17.0	22.7	17.4	9.9	8.4	26.1	23.2	9.6	15.1
Not provided or referred	%	19.5	27.0	17.7	9.9	2.2	22.4	33.5	4.6	16.2
Clients for whom need was identified	no.	4 962	2 752	7 988	3 893	1 031	437	397	2 901	23 733
<b>Assistance to sustain tenure</b>										
Provided only	%	70.4	70.8	62.1	72.1	96.9	75.6	78.9	73.7	69.6
Referred only	%	4.1	4.3	7.5	4.3	0.8	1.5	6.8	8.0	5.3
Provided and referred	%	15.1	10.7	14.3	10.6	1.1	8.9	5.4	9.5	12.5
Not provided or referred	%	10.4	14.3	16.1	13.0	1.1	14.1	8.8	8.8	12.6
Clients for whom need was identified	no.	2 391	1 454	2 446	784	357	135	147	411	7 877
<b>Mental health</b>										
Provided only	%	21.8	23.6	29.7	25.2	28.0	28.6	12.2	53.6	26.8
Referred only	%	31.0	28.1	34.5	19.8	28.0	17.1	48.6	14.3	29.5
Provided and referred	%	20.8	18.2	18.6	21.9	24.0	22.9	21.6	17.9	19.5
Not provided or referred	%	26.6	30.0	17.0	33.1	16.0	28.6	17.6	13.6	24.2
Clients for whom need was identified	no.	707	313	505	242	25	35	74	140	1 897
<b>Family</b>										
Provided only	%	34.1	43.2	41.6	37.8	64.2	36.8	29.9	40.7	39.7
Referred only	%	24.9	19.3	28.9	19.6	11.9	35.1	13.4	17.7	22.5
Provided and referred	%	28.9	24.4	19.5	28.6	22.0	14.0	41.8	28.4	25.6
Not provided or referred	%	12.0	13.2	10.1	14.2	1.8	14.0	14.9	13.1	12.2
Clients for whom need was identified	no.	916	431	771	598	109	57	67	464	3 300
<b>Disability</b>										
Provided only	%	10.1	45.0	21.2	28.6	–	28.6	18.2	16.7	21.8

TABLE 19A.13

Table 19A.13 **Support needs of clients, by service assistance type, Aboriginal and Torres Strait Islander clients (closed support periods) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
Referred only	%	29.2	17.5	38.5	14.3	80.0	57.1	9.1	27.8	29.4
Provided and referred	%	16.9	17.5	9.6	35.7	20.0	14.3	63.6	16.7	18.9
Not provided or referred	%	43.8	17.5	30.8	17.9	–	–	–	33.3	30.3
Clients for whom need was identified	no.	89	40	52	28	5	7	11	18	238
<b>Drug/alcohol</b>										
Provided only	%	33.6	36.5	28.3	35.6	30.8	15.8	20.8	46.1	34.1
Referred only	%	16.1	18.7	28.3	19.8	61.5	–	16.7	19.7	20.3
Provided and referred	%	21.9	14.6	15.8	23.9	7.7	52.6	50.0	11.2	19.2
Not provided or referred	%	28.3	30.1	27.6	21.2	–	31.6	10.4	22.4	26.4
Clients for whom need was identified	no.	515	219	279	222	13	19	48	152	1 388
<b>Legal/financial</b>										
Provided only	%	27.8	36.3	37.0	32.6	20.9	28.1	47.7	63.1	38.7
Referred only	%	25.2	19.7	23.3	31.5	55.8	28.1	22.7	14.0	23.8
Provided and referred	%	21.8	20.1	20.4	21.8	20.9	18.8	13.6	11.8	18.9
Not provided or referred	%	25.2	23.9	18.9	14.0	2.3	25.0	15.9	10.8	18.5
Clients for whom need was identified	no.	551	284	519	435	43	32	44	407	2 227
<b>Domestic/family violence</b>										
Provided only	%	76.1	83.6	76.7	83.9	90.8	82.6	44.9	72.6	79.1
Referred only	%	4.5	1.5	7.0	1.2	0.2	5.8	30.3	0.8	3.5
Provided and referred	%	12.5	10.4	11.2	11.0	8.7	4.3	16.9	19.8	12.1
Not provided or referred	%	6.8	4.6	5.1	4.0	0.2	5.8	6.7	6.8	5.2
Clients for whom need was identified	no.	1 698	1 224	1 560	1 388	402	69	89	1 135	7 304
<b>Immigration/cultural services</b>										
Provided only	%	46.7	81.4	42.9	81.2	94.1	91.7	26.9	62.3	67.0
Referred only	%	21.7	3.4	15.6	5.2	3.4	4.2	32.8	29.1	12.6

TABLE 19A.13

Table 19A.13 **Support needs of clients, by service assistance type, Aboriginal and Torres Strait Islander clients (closed support periods) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
Provided and referred	%	23.8	11.3	36.3	6.9	2.5	4.2	22.4	5.8	15.2
Not provided or referred	%	7.8	3.9	5.0	6.9	–	–	17.9	2.8	5.2
Clients for whom need was identified	no.	842	1 020	501	639	355	24	67	430	3 748
<b>Other specialised services</b>										
Provided only	%	33.1	52.2	30.2	53.0	34.1	45.7	30.4	29.6	38.1
Referred only	%	23.4	13.4	23.8	18.9	51.4	10.0	29.0	29.6	23.3
Provided and referred	%	33.3	23.2	40.2	22.2	12.9	28.6	30.4	30.7	30.4
Not provided or referred	%	10.4	11.3	5.8	5.9	1.2	14.3	10.1	9.9	8.2
Clients for whom need was identified	no.	1 533	813	1 787	1 207	249	70	138	877	6 377
<b>Total clients who needed homelessness services (g)</b>	<b>no.</b>	<b>8 925</b>	<b>6 095</b>	<b>11 175</b>	<b>5 962</b>	<b>3 535</b>	<b>684</b>	<b>536</b>	<b>4 116</b>	<b>41 625</b>

- (a) For further information on data quality, including collection methodologies and data limitations, see the SHSC specifications on the AIHW website [meteor.aihw.gov.au/content/index.phtml/itemId/683255](http://meteor.aihw.gov.au/content/index.phtml/itemId/683255).
- (b) Data for jurisdictions which operate central intake models are not directly comparable with data for other states and territories.
- (c) For some central intake models, the role of intake agencies is to identify and link clients to an agency well suited to the individual client's needs. While this is counted as a support period, it is not the role of the intake agency to provide the needed service(s). This may have a deflationary effect on the proportion of clients provided and/or referred for services and an inflationary effect on the proportion of clients neither provided with nor referred for a needed service in jurisdictions which operate such central intake models. Data may not be directly comparable with data for other jurisdictions.
- (d) Where clients are 'referred only', it is not known whether the client attends the referral appointment and/or receives the service.
- (e) For NSW: An increased number of clients and support periods were observed in 2015-16 as a result of increased program investment as well as the impact of a new access system and consolidation of new post-reform service models implemented during a period of major transition in 2014-15. The transition period affected continuity of reporting for some service providers in 2014-15, but did not affect data for 2015-16. Caution should be used when comparing NSW data across years or with data for other States and Territories.
- (f) Clients are counted once only in each jurisdiction. 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.
- (g) Clients may be assessed as having a need for multiple services and assistance types. Therefore, the sum of the categories does not equal the total number of clients.  
– Nil or rounded to zero.

Source: AIHW (unpublished) Specialist Homelessness Services Collection.

TABLE 19A.14

Table 19A.14 **Support needs of clients, by service assistance type, clients born in non-main English speaking countries (closed support periods) (a), (b), (c), (d)**

		<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
<b>2016-17</b>											
<b>Accommodation/accommodation related assistance</b>											
Provided only	%		32.1	27.7	39.0	42.3	35.8	17.9	26.9	72.9	31.6
Referred only	%		24.7	14.0	17.4	26.0	25.9	39.3	13.8	9.5	18.7
Provided & referred	%		13.9	13.5	17.4	14.2	23.8	21.8	13.5	12.5	14.2
Not provided or referred	%		29.3	44.8	26.2	17.5	14.4	21.0	45.8	5.0	35.5
Total clients for whom need was identified	no.		2 371	5 343	1 432	913	274	229	361	91	10 850
<b>Assistance to sustain tenure</b>											
Provided only	%		74.1	65.6	70.4	78.5	98.9	55.7	68.4	90.8	69.7
Referred only	%		4.1	3.1	4.7	2.2	–	14.8	5.8	–	3.7
Provided and referred	%		5.6	7.6	13.1	9.7	1.1	6.6	6.6	5.7	7.5
Not provided or referred	%		16.1	23.6	11.8	9.6	–	23.0	19.2	3.5	19.1
Clients for whom need was identified	no.		1 964	3 340	587	274	89	61	205	39	6 468
<b>Mental health</b>											
Provided only	%		20.4	33.8	31.8	31.3	–	15.0	21.0	45.3	27.8
Referred only	%		33.6	15.9	33.8	36.7	100.0	5.0	4.0	26.2	26.5
Provided and referred	%		10.6	14.4	18.0	14.8	–	20.0	37.4	22.9	14.8
Not provided or referred	%		35.4	35.9	16.5	17.1	–	60.0	37.6	5.6	30.9
Clients for whom need was identified	no.		412	487	141	136	19	20	50	18	1 254
<b>Family</b>											
Provided only	%		35.0	44.9	44.0	35.0	53.4	13.3	29.8	45.1	39.7
Referred only	%		26.2	18.4	25.3	14.4	40.4	26.7	6.8	–	20.5
Provided and referred	%		20.0	17.9	23.1	38.7	3.1	40.1	52.5	48.4	24.5
Not provided or referred	%		18.8	18.9	7.7	11.9	3.1	20.0	10.9	6.5	15.3
Clients for whom need was identified	no.		349	410	145	171	32	15	77	16	1 194

TABLE 19A.14

Table 19A.14 **Support needs of clients, by service assistance type, clients born in non-main English speaking countries (closed support periods) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
<b>Disability</b>										
Provided only	%	33.0	35.4	27.9	25.0	–	–	–	–	29.5
Referred only	%	34.9	20.6	24.2	25.0	50.7	–	20.7	–	26.7
Provided and referred	%	2.7	5.9	12.0	50.0	–	–	79.3	–	11.0
Not provided or referred	%	29.5	38.2	35.8	–	49.3	100.0	–	–	32.8
Clients for whom need was identified	no.	38	34	25	4	2	3	5	–	110
<b>Drug/alcohol</b>										
Provided only	%	46.5	39.1	43.0	48.5	–	66.7	100.0	51.2	44.5
Referred only	%	18.2	12.0	11.4	12.0	100.0	–	–	24.4	14.1
Provided and referred	%	7.3	26.1	17.0	12.0	–	–	–	24.4	15.6
Not provided or referred	%	28.0	22.9	28.6	27.4	–	33.3	–	–	25.8
Clients for whom need was identified	no.	85	92	35	33	1	3	1	4	245
<b>Legal/financial</b>										
Provided only	%	24.3	42.0	24.3	19.5	16.8	10.1	29.6	26.7	29.3
Referred only	%	42.3	25.6	34.8	37.2	63.7	10.0	7.5	38.7	34.0
Provided and referred	%	15.1	11.7	22.5	33.4	19.5	20.1	53.9	25.9	19.6
Not provided or referred	%	18.3	20.7	18.4	9.9	–	59.9	9.0	8.7	17.1
Clients for whom need was identified	no.	442	531	243	224	62	10	70	24	1 577
<b>Domestic/family violence</b>										
Provided only	%	72.3	85.0	78.9	81.7	85.4	58.5	51.5	86.4	81.1
Referred only	%	2.7	0.6	1.6	2.4	–	16.6	3.2	2.2	1.4
Provided and referred	%	13.2	10.6	16.9	11.0	14.3	5.5	21.5	10.1	12.1
Not provided or referred	%	11.8	3.9	2.6	4.8	0.3	19.4	23.8	1.3	5.4
Clients for whom need was identified	no.	1 082	2 876	759	503	302	36	101	96	5 677
<b>Immigration/cultural services</b>										

TABLE 19A.14

Table 19A.14 **Support needs of clients, by service assistance type, clients born in non-main English speaking countries (closed support periods) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
Provided only	%	63.0	65.7	56.4	69.3	80.9	50.0	27.7	64.9	64.3
Referred only	%	9.6	6.3	7.2	6.0	4.9	2.2	18.8	11.9	7.4
Provided and referred	%	14.7	23.0	29.4	20.9	13.7	17.4	43.4	23.3	21.3
Not provided or referred	%	12.7	5.0	7.0	3.8	0.5	30.4	10.1	–	6.9
Clients for whom need was identified	no.	897	1 386	524	640	205	46	81	28	3 758
<b>Other specialised services</b>										
Provided only	%	47.6	49.8	48.2	45.0	46.6	34.2	18.5	57.9	47.2
Referred only	%	21.8	11.7	15.6	15.5	35.4	2.6	20.8	13.1	17.0
Provided and referred	%	20.3	19.4	30.3	34.3	16.0	18.4	50.8	25.7	23.6
Not provided or referred	%	10.3	19.1	5.9	5.3	2.0	44.7	9.9	3.3	12.2
Clients for whom need was identified	no.	1 051	1 218	487	382	152	38	108	42	3 411
<b>Total clients who needed homelessness services (g)</b>	<b>no.</b>	<b>4 879</b>	<b>10 381</b>	<b>2 110</b>	<b>1 460</b>	<b>883</b>	<b>249</b>	<b>536</b>	<b>182</b>	<b>20 508</b>
<b>2015-16</b>										
<b>Accommodation/accommodation related assistance</b>										
Provided only	%	31.1	27.1	37.8	44.5	59.0	21.2	22.4	70.5	32.0
Referred only	%	27.2	16.0	13.3	20.9	7.0	43.7	11.3	2.4	18.4
Provided and referred	%	14.7	15.8	23.5	11.2	18.7	15.9	13.1	18.9	16.0
Not provided or referred	%	26.9	41.1	25.4	23.4	15.4	19.2	53.2	8.1	33.6
Clients for whom need was identified	no.	2 229	5 049	1 595	916	246	208	398	145	10 632
<b>Assistance to sustain tenure</b>										
Provided only	%	75.9	67.5	70.1	68.6	96.2	45.7	62.2	76.3	70.0
Referred only	%	4.7	3.7	4.9	9.7	–	3.5	–	2.3	4.1
Provided and referred	%	7.6	6.6	13.3	9.3	3.8	15.8	12.1	15.8	7.9
Not provided or referred	%	11.8	22.3	11.7	12.4	–	35.0	25.7	5.6	18.0
Clients for whom need was identified	no.	1 614	3 301	662	255	79	57	238	45	6 165

TABLE 19A.14

Table 19A.14 **Support needs of clients, by service assistance type, clients born in non-main English speaking countries (closed support periods) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
<b>Mental health</b>										
Provided only	%	20.2	27.8	26.6	33.4	–	33.4	46.3	36.5	26.2
Referred only	%	32.6	18.7	40.9	24.6	66.7	16.6	16.0	15.3	26.6
Provided and referred	%	18.6	15.0	14.5	18.7	–	–	20.3	22.7	16.7
Not provided or referred	%	28.5	38.6	18.1	23.2	33.3	50.0	17.4	25.4	30.4
Clients for whom need was identified	no.	439	542	172	158	12	12	51	14	1 362
<b>Family</b>										
Provided only	%	37.7	39.9	49.0	40.1	70.8	42.9	25.2	85.5	41.3
Referred only	%	19.8	19.5	17.8	20.0	7.3	14.3	7.4	4.8	18.1
Provided and referred	%	21.8	24.3	25.2	33.3	21.9	–	58.2	4.8	26.2
Not provided or referred	%	20.6	16.2	8.0	6.7	–	42.8	9.2	4.9	14.5
Clients for whom need was identified	no.	327	435	126	183	27	14	68	21	1 179
<b>Disability</b>										
Provided only	%	29.4	29.0	16.5	42.4	–	–	68.9	100.0	32.6
Referred only	%	5.4	13.2	16.6	29.4	–	100.0	–	–	11.8
Provided and referred	%	13.4	10.5	44.6	14.2	–	–	31.1	–	19.2
Not provided or referred	%	51.8	47.4	22.2	14.0	–	–	–	–	36.4
Clients for whom need was identified	no.	38	38	19	7	–	1	11	2	113
<b>Drug/alcohol</b>										
Provided only	%	45.1	33.3	57.6	61.2	–	–	35.5	–	44.2
Referred only	%	17.7	18.4	3.2	12.7	–	–	–	–	15.0
Provided and referred	%	8.4	14.9	12.1	2.7	–	–	–	–	10.2
Not provided or referred	%	28.8	33.3	27.2	23.4	–	100.0	64.5	–	30.7
Clients for whom need was identified	no.	87	88	33	40	–	2	8	–	251
<b>Legal/financial</b>										

TABLE 19A.14

Table 19A.14 **Support needs of clients, by service assistance type, clients born in non-main English speaking countries (closed support periods) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
Provided only	%	26.1	42.5	29.3	23.2	30.5	21.4	32.5	67.1	33.8
Referred only	%	40.6	25.4	35.5	32.4	51.5	28.6	13.3	2.5	31.0
Provided and referred	%	15.5	15.4	25.7	25.7	12.0	28.6	51.6	27.9	20.4
Not provided or referred	%	17.9	16.7	9.5	18.8	6.0	21.4	2.6	2.5	14.8
Clients for whom need was identified	no.	393	584	204	202	33	14	79	40	1 524
<b>Domestic/family violence</b>										
Provided only	%	70.8	76.3	81.6	80.9	91.3	66.7	65.0	90.7	77.3
Referred only	%	2.4	1.2	2.5	4.5	–	10.0	1.0	–	1.9
Provided and referred	%	16.2	18.5	12.5	9.9	8.7	3.3	23.8	8.2	15.7
Not provided or referred	%	10.6	4.0	3.5	4.7	–	20.0	10.2	1.2	5.1
Clients for whom need was identified	no.	935	2 721	615	538	264	30	99	86	5 227
<b>Immigration/cultural services</b>										
Provided only	%	55.6	64.1	57.7	61.5	84.4	44.0	24.5	39.4	60.9
Referred only	%	7.0	4.4	6.5	9.8	4.7	8.0	10.2	12.8	6.3
Provided and referred	%	27.9	26.6	32.4	24.9	10.9	16.0	55.1	47.9	27.3
Not provided or referred	%	9.5	4.9	3.3	3.8	–	32.0	10.1	–	5.4
Clients for whom need was identified	no.	800	1 638	592	638	175	25	91	24	3 939
<b>Other specialised services</b>										
Provided only	%	41.3	42.0	47.1	52.6	57.2	38.8	26.0	50.3	44.2
Referred only	%	21.9	16.6	15.4	17.2	33.1	12.9	14.3	5.9	18.1
Provided and referred	%	26.2	21.9	32.0	24.2	8.9	16.1	49.5	28.0	25.5
Not provided or referred	%	10.6	19.5	5.5	6.0	0.7	32.2	10.2	15.8	12.3
Clients for whom need was identified	no.	934	1 196	544	396	135	31	124	52	3 351
<b>Total clients who needed homelessness services (g)</b>	<b>no.</b>	<b>4 330</b>	<b>10 600</b>	<b>2 195</b>	<b>1 415</b>	<b>924</b>	<b>236</b>	<b>556</b>	<b>191</b>	<b>20 282</b>

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TABLE 19A.14

Table 19A.14 **Support needs of clients, by service assistance type, clients born in non-main English speaking countries (closed support periods) (a), (b), (c), (d)**

		<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
<b>Accommodation/accommodation related assistance</b>											
Provided only	%		49.5	27.0	35.3	32.8	69.7	27.2	20.1	56.9	33.8
Referred only	%		20.2	14.9	16.6	28.2	2.0	32.6	15.1	7.4	17.2
Provided and referred	%		17.2	17.7	24.1	14.2	17.0	23.5	23.3	18.7	18.2
Not provided or referred	%		13.1	40.3	24.0	24.9	11.2	16.8	41.5	17.0	30.8
Clients for whom need was identified	no.		1 809	5 341	1 693	997	247	145	354	126	10 581
<b>Assistance to sustain tenure</b>											
Provided only	%		77.2	65.7	70.4	53.4	90.5	68.6	66.5	86.3	67.9
Referred only	%		4.6	3.5	4.0	15.6	1.2	14.8	5.5	–	4.7
Provided and referred	%		13.0	7.7	13.6	22.0	7.1	7.4	15.6	3.5	10.5
Not provided or referred	%		5.2	23.2	12.0	9.0	1.2	9.2	12.3	10.2	16.9
Clients for whom need was identified	no.		1 002	3 334	816	379	84	54	239	30	5 868
<b>Mental health</b>											
Provided only	%		22.6	32.5	18.2	30.3	–	43.1	19.8	28.5	27.1
Referred only	%		42.8	20.0	42.8	27.4	75.2	42.7	42.4	21.8	31.1
Provided and referred	%		19.7	13.2	20.7	18.7	16.5	–	13.0	21.2	16.3
Not provided or referred	%		14.9	34.4	18.3	23.6	8.3	14.2	24.9	28.4	25.5
Clients for whom need was identified	no.		315	583	175	108	12	7	79	14	1 272
<b>Family</b>											
Provided only	%		38.8	42.2	46.7	39.2	60.8	33.5	42.5	35.2	42.1
Referred only	%		18.3	17.3	18.2	26.4	19.6	16.6	12.7	14.5	18.4
Provided and referred	%		31.2	19.0	25.7	24.8	19.6	33.3	36.1	29.0	25.1
Not provided or referred	%		11.7	21.5	9.5	9.6	–	16.6	8.7	21.3	14.3
Clients for whom need was identified	no.		248	419	163	140	15	6	94	14	1 088
<b>Disability</b>											

TABLE 19A.14

Table 19A.14 **Support needs of clients, by service assistance type, clients born in non-main English speaking countries (closed support periods) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
Provided only	%	29.2	26.4	25.3	51.6	–	–	–	–	25.4
Referred only	%	22.2	32.2	32.9	–	49.9	–	100.0	–	32.8
Provided and referred	%	25.7	11.4	25.4	–	–	–	–	–	16.6
Not provided or referred	%	22.9	30.0	16.5	48.4	50.1	–	–	–	25.2
Clients for whom need was identified	no.	32	53	12	2	2	–	5	–	105
<b>Drug/alcohol</b>										
Provided only	%	54.4	42.0	27.6	63.8	–	50.3	44.2	67.3	48.1
Referred only	%	13.4	10.6	17.3	12.1	28.6	–	20.8	–	14.3
Provided and referred	%	9.1	14.6	17.4	12.0	14.3	–	28.4	–	13.6
Not provided or referred	%	23.1	32.8	37.7	12.1	57.1	49.7	6.6	32.7	24.0
Clients for whom need was identified	no.	124	96	30	34	7	2	29	3	306
<b>Legal/financial</b>										
Provided only	%	29.3	44.9	22.3	19.0	15.9	62.6	33.9	45.1	34.1
Referred only	%	34.3	21.6	43.3	49.0	81.3	12.5	23.3	22.6	32.3
Provided and referred	%	26.7	14.7	22.3	22.1	2.9	–	38.1	23.2	20.0
Not provided or referred	%	9.7	18.9	12.1	9.9	–	25.0	4.8	9.1	13.6
Clients for whom need was identified	no.	312	626	246	147	35	8	66	23	1 446
<b>Domestic/family violence</b>										
Provided only	%	72.3	74.4	83.0	84.3	87.0	82.6	50.2	89.1	76.5
Referred only	%	3.4	1.9	3.7	1.1	–	–	3.0	–	2.2
Provided and referred	%	20.5	20.4	10.2	10.9	12.6	11.9	35.1	7.1	17.9
Not provided or referred	%	3.9	3.3	3.1	3.7	0.4	5.5	11.6	3.8	3.4
Clients for whom need was identified	no.	646	2 872	691	383	254	18	99	56	4 988
<b>Immigration/cultural services</b>										
Provided only	%	48.8	60.6	56.9	73.3	74.6	71.4	16.3	53.9	60.1

TABLE 19A.14

Table 19A.14 **Support needs of clients, by service assistance type, clients born in non-main English speaking countries (closed support periods) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
Referred only	%	8.2	5.9	7.3	7.4	8.3	14.2	23.0	10.5	7.4
Provided and referred	%	34.8	28.4	30.9	15.8	16.5	14.3	52.1	32.1	27.5
Not provided or referred	%	8.2	5.1	4.9	3.5	0.6	–	8.6	3.5	5.1
Clients for whom need was identified	no.	555	1 680	655	673	182	14	110	29	3 868
<b>Other specialised services</b>										
Provided only	%	46.4	40.9	48.4	36.7	49.8	57.9	23.0	65.8	43.4
Referred only	%	20.1	18.0	17.7	26.4	33.9	10.5	23.7	15.8	20.1
Provided and referred	%	27.2	22.8	27.2	26.3	16.3	26.3	46.9	13.0	25.6
Not provided or referred	%	6.3	18.2	6.8	10.6	–	5.3	6.4	5.4	10.9
Clients for whom need was identified	no.	840	1 201	649	314	135	19	145	39	3 287
<b>Total clients who needed homelessness services (g)</b>	<b>no.</b>	<b>2 871</b>	<b>11 136</b>	<b>2 374</b>	<b>1 501</b>	<b>928</b>	<b>249</b>	<b>539</b>	<b>162</b>	<b>19 622</b>
<b>2013-14</b>										
<b>Accommodation/accommodation related assistance</b>										
Provided only	%	51.3	25.3	33.8	33.5	76.7	38.1	23.2	80.2	34.2
Referred only	%	16.9	14.9	19.8	21.2	1.3	23.7	11.3	3.6	16.4
Provided and referred	%	22.5	16.3	24.0	11.2	15.7	13.0	24.1	7.2	18.0
Not provided or referred	%	9.3	43.5	22.4	34.1	6.2	25.2	41.4	9.0	31.5
Clients for whom need was identified	no.	2 199	5 367	1 846	1 088	230	147	404	117	11 249
<b>Assistance to sustain tenure</b>										
Provided only	%	74.7	66.7	61.8	63.3	96.4	55.0	64.7	96.6	67.4
Referred only	%	5.0	3.7	6.3	3.9	–	8.7	6.4	–	4.3
Provided and referred	%	13.8	6.1	19.1	12.5	3.6	14.8	11.9	3.4	9.8
Not provided or referred	%	6.5	23.5	12.8	20.4	–	21.5	17.0	–	18.4
Clients for whom need was identified	no.	940	3 363	810	468	83	49	203	33	5 864
<b>Mental health</b>										

TABLE 19A.14

Table 19A.14 **Support needs of clients, by service assistance type, clients born in non-main English speaking countries (closed support periods) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
Provided only	%	28.2	29.2	22.3	26.2	–	12.4	20.3	16.7	27.1
Referred only	%	31.3	22.2	31.7	32.0	71.7	15.0	32.9	33.5	28.8
Provided and referred	%	24.1	14.7	25.5	23.6	21.2	24.0	19.8	–	20.1
Not provided or referred	%	16.5	33.9	20.5	18.2	7.1	48.6	26.9	49.8	24.1
Clients for whom need was identified	no.	487	515	213	91	14	8	71	7	1 369
<b>Family</b>										
Provided only	%	44.6	35.5	40.7	35.3	60.5	60.1	35.8	47.0	39.8
Referred only	%	12.6	17.9	21.7	18.5	26.6	9.9	15.4	18.5	16.9
Provided and referred	%	32.1	25.3	26.6	34.2	12.9	19.8	38.2	34.5	29.2
Not provided or referred	%	10.7	21.3	11.0	12.1	–	10.2	10.6	–	14.2
Clients for whom need was identified	no.	405	420	144	142	23	10	60	7	1 189
<b>Disability</b>										
Provided only	%	21.2	29.9	23.6	21.2	–	–	27.3	–	25.9
Referred only	%	17.0	21.7	29.7	57.1	–	–	51.7	–	27.2
Provided and referred	%	35.8	9.4	5.6	7.4	–	–	10.6	–	15.4
Not provided or referred	%	26.1	39.0	41.0	14.3	–	100.0	10.4	–	31.6
Clients for whom need was identified	no.	36	66	18	15	–	1	10	–	144
<b>Drug/alcohol</b>										
Provided only	%	53.5	43.5	36.3	58.9	32.8	–	39.2	100.0	48.1
Referred only	%	9.9	11.8	12.8	15.1	67.2	50.0	22.3	–	12.3
Provided and referred	%	18.4	13.2	15.1	11.1	–	–	38.5	–	16.9
Not provided or referred	%	18.2	31.5	35.7	14.9	–	50.0	–	–	22.7
Clients for whom need was identified	no.	156	77	40	28	3	2	14	1	310
<b>Legal/financial</b>										
Provided only	%	31.3	40.9	25.1	14.3	26.2	22.5	42.8	46.0	32.0

TABLE 19A.14

Table 19A.14 **Support needs of clients, by service assistance type, clients born in non-main English speaking countries (closed support periods) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
Referred only	%	31.5	22.3	33.4	46.1	52.9	22.2	17.5	13.9	30.1
Provided and referred	%	23.8	17.7	32.5	30.5	20.9	11.1	30.0	26.6	23.9
Not provided or referred	%	13.4	19.2	9.0	9.1	–	44.3	9.7	13.6	14.0
Clients for whom need was identified	no.	463	534	275	184	24	9	64	8	1 533
<b>Domestic/family violence</b>										
Provided only	%	77.8	79.4	81.3	85.2	90.9	74.7	53.8	90.5	80.0
Referred only	%	1.6	1.1	3.1	1.8	–	3.9	9.1	–	1.6
Provided and referred	%	16.6	16.3	11.4	8.9	9.1	8.0	23.5	9.5	14.8
Not provided or referred	%	4.0	3.2	4.2	4.1	–	13.4	13.7	–	3.6
Clients for whom need was identified	no.	1 071	2 658	719	361	276	25	91	32	5 179
<b>Immigration/cultural services</b>										
Provided only	%	43.5	60.5	48.5	70.7	78.2	73.7	32.7	21.2	57.6
Referred only	%	12.8	6.5	12.4	10.4	2.5	–	26.3	–	9.5
Provided and referred	%	37.2	26.5	34.9	17.1	19.3	19.5	35.8	56.8	27.9
Not provided or referred	%	6.5	6.5	4.3	1.8	–	6.7	5.2	22.1	5.0
Clients for whom need was identified	no.	810	1 833	666	790	202	15	121	9	4 402
<b>Other specialised services</b>										
Provided only	%	43.3	41.7	36.9	37.2	45.8	46.1	36.1	66.6	41.1
Referred only	%	21.2	14.9	22.8	26.2	38.3	7.6	26.8	13.2	20.8
Provided and referred	%	29.4	26.7	34.4	28.4	15.9	34.3	31.0	13.5	28.6
Not provided or referred	%	6.1	16.7	5.9	8.1	–	12.0	6.1	6.7	9.5
Clients for whom need was identified	no.	1 100	1 113	649	385	126	26	135	16	3 476
<b>Total clients who needed homelessness services (g)</b>	<b>no.</b>	<b>3 711</b>	<b>11 427</b>	<b>2 648</b>	<b>1 535</b>	<b>983</b>	<b>226</b>	<b>567</b>	<b>140</b>	<b>21 078</b>

2012-13

**Accommodation/accommodation related assistance**

TABLE 19A.14

Table 19A.14 **Support needs of clients, by service assistance type, clients born in non-main English speaking countries (closed support periods) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
Provided only	%	54.6	25.5	36.5	34.4	89.1	56.1	23.8	71.3	35.9
Referred only	%	14.0	14.0	22.2	24.0	1.8	4.1	13.2	7.0	15.8
Provided and referred	%	20.3	16.0	23.8	12.7	7.7	22.4	24.3	14.7	17.6
Not provided or referred	%	11.1	44.4	17.6	28.9	1.5	16.3	38.7	7.7	30.7
Clients for whom need was identified	no.	2 021	5 120	1 741	979	274	98	403	143	10 635
<b>Assistance to sustain tenure</b>										
Provided only	%	72.8	67.0	61.4	71.2	97.6	53.8	64.4	52.9	67.8
Referred only	%	6.2	4.7	11.4	7.5	–	–	9.6	8.8	5.9
Provided and referred	%	14.0	6.2	17.2	9.2	1.2	23.1	15.6	29.4	9.3
Not provided or referred	%	7.1	22.2	10.0	12.0	1.2	19.2	9.6	5.9	17.0
Clients for whom need was identified	no.	680	2 858	528	424	83	26	135	34	4 709
<b>Mental health</b>										
Provided only	%	32.7	18.5	30.1	23.2	10.0	57.1	21.2	45.5	25.7
Referred only	%	31.4	27.8	38.5	40.0	70.0	14.3	30.8	36.4	31.9
Provided and referred	%	21.3	14.7	18.6	17.6	10.0	14.3	23.1	9.1	17.7
Not provided or referred	%	14.7	39.1	11.5	18.4	10.0	14.3	25.0	9.1	24.9
Clients for whom need was identified	no.	395	496	156	125	10	7	52	11	1 214
<b>Family</b>										
Provided only	%	46.9	40.7	49.4	40.1	66.7	77.8	34.3	27.3	43.8
Referred only	%	21.0	22.5	18.9	19.8	4.2	11.1	14.3	36.4	20.2
Provided and referred	%	23.8	16.3	21.1	34.1	29.2	11.1	40.0	9.1	23.7
Not provided or referred	%	8.6	20.5	10.6	6.0	–	–	11.4	27.3	12.4
Clients for whom need was identified	no.	290	307	180	167	24	9	70	11	1 037
<b>Disability</b>										
Provided only	%	30.6	26.2	14.3	20.0	–	–	33.3	–	23.5

TABLE 19A.14

Table 19A.14 **Support needs of clients, by service assistance type, clients born in non-main English speaking countries (closed support periods) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
Referred only	%	30.6	23.8	42.9	40.0	–	–	33.3	100.0	32.8
Provided and referred	%	30.6	11.9	14.3	26.7	–	–	33.3	–	21.8
Not provided or referred	%	5.6	38.1	28.6	13.3	–	100.0	–	–	21.8
Clients for whom need was identified	no.	36	42	7	30	–	1	3	1	119
<b>Drug/alcohol</b>										
Provided only	%	56.1	25.3	33.3	47.2	50.0	–	36.4	50.0	42.6
Referred only	%	12.9	15.8	13.3	8.3	50.0	–	13.6	50.0	14.8
Provided and referred	%	18.0	12.6	13.3	22.2	–	–	45.5	–	17.9
Not provided or referred	%	12.9	45.3	40.0	19.4	–	100.0	4.5	–	24.7
Clients for whom need was identified	no.	139	95	30	36	2	2	22	6	324
<b>Legal/financial</b>										
Provided only	%	31.2	32.1	30.7	18.7	35.3	60.0	48.5	50.0	30.3
Referred only	%	29.8	25.3	31.2	49.8	52.9	20.0	21.2	40.0	31.5
Provided and referred	%	28.2	14.6	28.1	22.8	11.8	20.0	27.3	–	22.7
Not provided or referred	%	10.5	27.9	9.5	8.7	–	–	3.0	10.0	15.5
Clients for whom need was identified	no.	362	458	231	241	17	5	66	10	1 358
<b>Domestic/family violence</b>										
Provided only	%	81.1	75.6	85.8	87.6	90.9	70.4	46.7	89.3	79.5
Referred only	%	1.9	4.5	1.6	0.7	0.5	3.7	5.6	3.6	3.1
Provided and referred	%	13.8	16.5	11.0	9.0	8.7	14.8	32.2	10.7	14.3
Not provided or referred	%	3.2	3.4	1.6	2.5	–	11.1	15.6	–	3.1
Clients for whom need was identified	no.	838	2 363	636	442	208	27	90	28	4 591
<b>Immigration/cultural services</b>										
Provided only	%	52.9	61.7	49.8	72.8	75.4	87.5	38.2	70.6	60.8
Referred only	%	11.2	4.5	11.3	6.1	0.7	–	18.0	5.9	7.2

TABLE 19A.14

Table 19A.14 **Support needs of clients, by service assistance type, clients born in non-main English speaking countries (closed support periods) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
Provided and referred	%	29.0	26.2	34.5	18.8	23.9	6.3	37.1	23.5	26.5
Not provided or referred	%	6.9	7.6	4.3	2.3	–	–	7.9	–	5.6
Clients for whom need was identified	no.	714	1 769	699	825	142	16	89	17	4 219
<b>Other specialised services</b>										
Provided only	%	45.4	38.9	34.1	37.6	62.0	73.1	34.8	33.3	40.6
Referred only	%	18.3	20.8	27.6	28.7	22.8	7.7	30.4	40.0	22.8
Provided and referred	%	31.0	22.2	34.6	26.5	13.0	11.5	28.1	13.3	27.2
Not provided or referred	%	5.2	18.1	3.5	7.4	2.2	7.7	6.7	16.7	9.4
Clients for whom need was identified	no.	897	944	540	460	92	26	135	30	3 055
<b>Total clients who needed homelessness services (g)</b>	<b>no.</b>	<b>3 252</b>	<b>10 422</b>	<b>2 401</b>	<b>1 620</b>	<b>839</b>	<b>152</b>	<b>531</b>	<b>161</b>	<b>19 215</b>

- (a) For further information on data quality, including collection methodologies and data limitations, see the SHSC specifications on the AIHW website [meteor.aihw.gov.au/content/index.phtml/itemId/683255](http://meteor.aihw.gov.au/content/index.phtml/itemId/683255).
- (b) Data for jurisdictions which operate central intake models are not directly comparable with data for other states and territories.
- (c) For some central intake models, the role of intake agencies is to identify and link clients to an agency well suited to the individual client's needs. While this is counted as a support period, it is not the role of the intake agency to provide the needed service(s). This may have a deflationary effect on the proportion of clients provided and/or referred for services and an inflationary effect on the proportion of clients neither provided with nor referred for a needed service in jurisdictions which operate such central intake models. Data may not be directly comparable with data for other jurisdictions.
- (d) Where clients are 'referred only', it is not known whether the client attends the referral appointment and/or receives the service.
- (e) For NSW: An increased number of clients and support periods were observed in 2015-16 as a result of increased program investment as well as the impact of a new access system and consolidation of new post-reform service models implemented during a period of major transition in 2014-15. The transition period affected continuity of reporting for some service providers in 2014-15, but did not affect data for 2015-16. Caution should be used when comparing NSW data across years or with data for other States and Territories.
- (f) Clients are counted once only in each jurisdiction. 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.
- (g) Clients may be assessed as having a need for multiple services and assistance types. Therefore, the sum of the categories does not equal the total number of clients.  
– Nil or rounded to zero.

Source: AIHW (unpublished) Specialist Homelessness Services Collection.

TABLE 19A.15

Table 19A.15 Case management goals achieved after support (closed support periods) (a), (b)

	Unit	NSW (c)	Vic	Qld	WA	SA (d)	Tas	ACT	NT	Aust
<b>2016-17</b>										
Total closed support periods with a case management plan that applies to more than one client	no.	11 112	22 429	9 249	4 497	–	2 442	478	2 490	52 697
Total closed support periods with a case management plan	no.	48 488	81 855	43 899	14 852	10 953	6 494	2 865	7 354	216 436
<b>Proportion of closed support periods with an individual case management plan where (b)</b>										
No goals achieved	%	12.0	9.2	4.7	13.4	11.2	11.8	6.8	9.3	9.3
Up to half the goals achieved	%	26.2	19.4	15.9	30.9	13.7	26.3	32.2	41.7	21.6
Half but not all of the goals achieved	%	22.8	17.2	29.1	24.3	18.2	26.1	27.8	16.9	21.9
All the goals achieved	%	39.0	54.3	50.3	31.4	56.8	35.8	33.2	32.2	47.3
<b>Total closed support periods with an individual case management plan (b)</b>	<b>no.</b>	<b>37 376</b>	<b>59 426</b>	<b>34 650</b>	<b>10 355</b>	<b>10 953</b>	<b>4 052</b>	<b>2 387</b>	<b>4 865</b>	<b>163 739</b>
<b>2015-16</b>										
Total closed support periods with a case management plan that applies to more than one client	no.	9 871	21 773	9 161	4 558	–	1 550	375	2 141	49 429
Total closed support periods with a case management plan	no.	43 084	76 989	44 711	14 570	9 636	6 000	3 050	6 686	203 858
<b>Proportion of closed support periods with an individual case management plan where (b)</b>										
No goals achieved	%	13.1	13.0	4.4	12.9	10.8	12.0	8.1	9.4	10.7
Up to half the goals achieved	%	26.9	18.6	15.5	30.8	13.7	30.3	25.5	30.6	20.9
Half but not all of the goals achieved	%	22.9	17.0	27.1	22.9	20.1	22.0	24.5	17.5	21.4
All the goals achieved	%	37.2	51.5	53.0	33.4	55.4	35.7	41.9	42.5	47.0
<b>Total closed support periods with an individual case management plan (b)</b>	<b>no.</b>	<b>33 213</b>	<b>55 216</b>	<b>35 549</b>	<b>10 012</b>	<b>9 636</b>	<b>4 450</b>	<b>2 675</b>	<b>4 545</b>	<b>154 429</b>
<b>2014-15</b>										
Total closed support periods with a case management plan that applies to more than one client	no.	7 041	21 041	9 976	4 024	–	760	455	2 072	45 369
Total closed support periods with a case management plan	no.	30 661	70 842	45 618	13 586	8 813	4 884	3 191	6 283	183 148

TABLE 19A.15

Table 19A.15 Case management goals achieved after support (closed support periods) (a), (b)

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (d)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
<b>Proportion of closed support periods with an individual case management plan where (b)</b>										
No goals achieved	%	11.1	9.4	4.2	13.3	7.9	12.7	5.6	9.5	8.6
Up to half the goals achieved	%	29.7	18.5	15.1	32.1	11.0	31.3	26.1	26.5	20.8
Half but not all of the goals achieved	%	23.2	18.3	25.1	21.8	34.0	20.6	25.2	18.3	22.4
All the goals achieved	%	36.0	53.7	55.6	32.8	47.0	35.4	43.2	45.6	48.3
<b>Total closed support periods with an individual case management plan (b)</b>	<b>no.</b>	<b>23 620</b>	<b>49 802</b>	<b>35 641</b>	<b>9 562</b>	<b>8 813</b>	<b>4 124</b>	<b>2 736</b>	<b>4 211</b>	<b>137 779</b>
<b>2013-14</b>										
Total closed support periods with a case management plan that applies to more than one client	no.	7 915	18 149	9 254	3 967	–	907	593	1 735	42 520
Total closed support periods with a case management plan	no.	35 830	65 573	38 247	12 968	8 006	4 189	3 015	6 401	173 226
<b>Proportion of closed support periods with an individual case management plan where (b)</b>										
No goals achieved	%	9.9	8.5	5.4	13.1	na	13.0	8.7	9.6	8.1
Up to half the goals achieved	%	25.9	18.2	17.3	29.5	na	30.4	23.7	26.5	20.0
Half but not all of the goals achieved	%	26.0	15.3	20.7	22.6	na	21.4	27.1	19.5	25.0
All the goals achieved	%	38.3	58.0	56.7	34.8	na	35.2	40.5	44.4	47.0
<b>Total closed support periods with an individual case management plan (b)</b>	<b>no.</b>	<b>27 915</b>	<b>47 424</b>	<b>28 994</b>	<b>9 001</b>	<b>8 006</b>	<b>3 282</b>	<b>2 422</b>	<b>4 666</b>	<b>130 707</b>
<b>2012-13</b>										
Total closed support periods with a case management plan that applies to more than one client	no.	7 144	11 986	9 364	4 426	–	892	593	1 151	35 555
Total closed support periods with a case management plan	no.	34 130	54 206	35 925	13 458	9 481	3 766	2 812	5 534	158 657
<b>Proportion of closed support periods with an individual case management plan where (b)</b>										
No goals achieved	%	10.6	10.0	7.1	12.9	7.7	12.5	8.9	7.9	9.5
Up to half the goals achieved	%	28.2	19.9	20.8	33.8	1.9	30.8	28.5	35.3	22.5
Half but not all of the goals achieved	%	26.2	15.8	19.4	25.4	68.8	26.2	28.8	21.1	24.3

TABLE 19A.15

Table 19A.15 **Case management goals achieved after support (closed support periods) (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (d)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
All the goals achieved	%	35.0	54.3	52.6	27.9	21.5	30.5	33.8	35.7	43.7
<b>Total closed support periods with an individual case management plan (b)</b>	<b>no.</b>	<b>26 986</b>	<b>42 220</b>	<b>26 560</b>	<b>9 032</b>	<b>9 481</b>	<b>2 874</b>	<b>2 220</b>	<b>4 383</b>	<b>123 102</b>

- (a) For further information on data quality, including collection methodologies and data limitations, see the SHSC specifications on the AIHW website [meteor.aihw.gov.au/content/index.phtml/itemId/683255](http://meteor.aihw.gov.au/content/index.phtml/itemId/683255).
- (b) An 'individual case management plan' is a case management plan that covers only one client. 'Goals achieved' data analysis is conducted only for closed support periods with an individual case management plan, not for closed support periods with a case management plan that covers more than one client.
- (c) For NSW: An increased number of clients and support periods were observed in 2015-16 as a result of increased program investment as well as the impact of a new access system and consolidation of new post-reform service models implemented during a period of major transition in 2014-15. The transition period affected continuity of reporting for some service providers in 2014-15, but did not affect data for 2015-16. Caution should be used when comparing NSW data across years or with data for other States and Territories.
- (d) For SA, changes made as part of general systems improvements introduced at the beginning of 2013-14 resulted in an error that caused all data entries for some items to inaccurately display as 'half or more goals achieved' in the reported extracts.

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

Source: AIHW (unpublished) Specialist Homelessness Services Collection.

TABLE 19A.16

Table 19A.16 Recurrent cost per day of support for clients, 2016-17 dollars (a), (b), (c)

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld (d)</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
<b>2016-17</b>										
Recurrent allocation	\$m	204.4	274.0	127.7	75.1	66.1	25.5	20.7	23.9	817.4
Number of support days	'000	6 571	7 813	3 151	1 564	2 029	770	669	859	23 425
<b>Cost per support day</b>	<b>\$</b>	<b>31.10</b>	<b>35.08</b>	<b>40.52</b>	<b>48.04</b>	<b>32.56</b>	<b>33.11</b>	<b>30.90</b>	<b>27.80</b>	<b>34.89</b>
<b>2015-16</b>										
Recurrent allocation	\$m	216.5	229.9	134.1	75.0	63.3	26.8	20.4	19.9	786.0
Number of support days	'000	6 139	7 289	3 036	1 571	1 979	636	780	789	22 219
<b>Cost per support day</b>	<b>\$</b>	<b>35.27</b>	<b>31.54</b>	<b>44.17</b>	<b>47.74</b>	<b>32.00</b>	<b>42.17</b>	<b>26.11</b>	<b>25.27</b>	<b>35.37</b>
<b>2014-15</b>										
Recurrent allocation	\$m	188.8	219.3	139.9	73.6	61.5	30.7	21.5	20.1	755.4
Number of support days	'000	3 946	7 211	2 995	1 579	1 945	544	811	640	19 671
<b>Cost per support day</b>	<b>\$</b>	<b>47.84</b>	<b>30.42</b>	<b>46.70</b>	<b>46.64</b>	<b>31.61</b>	<b>56.50</b>	<b>26.51</b>	<b>31.37</b>	<b>38.40</b>
<b>2013-14</b>										
Recurrent allocation	\$m	146.2	213.1	115.5	72.5	61.7	26.5	23.4	19.0	677.9
Number of support days	'000	5 203	6 910	2 803	1 746	2 079	498	791	600	20 629
<b>Cost per support day</b>	<b>\$</b>	<b>28.10</b>	<b>30.83</b>	<b>41.21</b>	<b>41.56</b>	<b>29.66</b>	<b>53.29</b>	<b>29.56</b>	<b>31.63</b>	<b>32.86</b>
<b>2012-13</b>										
Recurrent allocation	\$m	143.8	193.9	100.1	72.4	60.5	19.6	25.3	18.6	634.2
Number of support days	'000	5 705	6 227	2 711	1 899	2 234	462	816	564	20 618
<b>Cost per support day</b>	<b>\$</b>	<b>25.21</b>	<b>31.13</b>	<b>36.93</b>	<b>38.14</b>	<b>27.08</b>	<b>42.44</b>	<b>30.97</b>	<b>33.02</b>	<b>30.76</b>

(a) Expenditure data are provided by State and Territory governments, while data on the number of support days are drawn from the Specialist Homelessness Services Collection. For further information on data quality for the number of support days, including collection methodologies and data limitations, see the SHSC specifications on the AIHW website [meteor.aihw.gov.au/content/index.phtml/itemId/659136](http://meteor.aihw.gov.au/content/index.phtml/itemId/659136).

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

Table 19A.16 **Recurrent cost per day of support for clients, 2016-17 dollars (a), (b), (c)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld (d)</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
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(c) Time series financial data are adjusted to 2016-17 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2016-17=100) (table 2A.49). See chapter 2 for details.

(d) Queensland data for 2013-14 and subsequent years include National Partnership on Homelessness (NPAH) services expenditure, which was excluded in earlier years.

*Source:* Australian State and Territory governments (unpublished); AIHW (unpublished) Specialist Homelessness Services Collection; Tables 19A.3 and 2A.49.

TABLE 19A.17

Table 19A.17 Recurrent cost per completed support period, 2016-17 dollars (a), (b), (c)

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld (d)</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
<b>2016-17</b>										
Recurrent allocation	\$m	204.4	274.0	127.7	75.1	66.1	25.5	20.7	23.9	817.4
Closed support periods	no.	93 302	193 516	50 184	31 782	31 994	13 529	5 538	11 070	430 916
<b>Cost per completed support period</b>	<b>\$</b>	<b>2 191</b>	<b>1 416</b>	<b>2 544</b>	<b>2 364</b>	<b>2 065</b>	<b>1 884</b>	<b>3 733</b>	<b>2 157</b>	<b>1 897</b>
<b>2015-16</b>										
Recurrent allocation	\$m	216.5	229.9	134.1	75.0	63.3	26.8	20.4	19.9	786.0
Closed support periods	no.	85 646	185 297	51 304	31 531	32 611	13 574	5 562	9 768	415 291
<b>Cost per completed support period</b>	<b>\$</b>	<b>2 528</b>	<b>1 241</b>	<b>2 614</b>	<b>2 378</b>	<b>1 942</b>	<b>1 976</b>	<b>3 662</b>	<b>2 041</b>	<b>1 893</b>
<b>2014-15</b>										
Recurrent allocation	\$m	188.8	219.3	139.9	73.6	61.5	30.7	21.5	20.1	755.4
Closed support periods	no.	59 137	177 752	53 067	29 953	33 371	11 656	5 376	9 099	379 411
<b>Cost per completed support period</b>	<b>\$</b>	<b>3 192</b>	<b>1 234</b>	<b>2 636</b>	<b>2 458</b>	<b>1 843</b>	<b>2 636</b>	<b>4 001</b>	<b>2 206</b>	<b>1 991</b>
<b>2013-14</b>										
Recurrent allocation	\$m	146.2	213.1	115.5	72.5	61.7	26.5	23.4	19.0	677.9
Closed support periods	no.	61 409	170 296	52 703	26 943	33 054	8 647	6 013	8 832	367 896
<b>Cost per completed support period</b>	<b>\$</b>	<b>2 381</b>	<b>1 251</b>	<b>2 192</b>	<b>2 692</b>	<b>1 865</b>	<b>3 066</b>	<b>3 888</b>	<b>2 148</b>	<b>1 843</b>
<b>2012-13</b>										
Recurrent allocation	\$m	143.8	193.9	100.1	72.4	60.5	19.6	25.3	18.6	634.2
Closed support periods	no.	60 317	161 596	51 998	26 920	28 852	6 621	6 159	8 719	351 182
<b>Cost per completed support period</b>	<b>\$</b>	<b>2 385</b>	<b>1 200</b>	<b>1 925</b>	<b>2 691</b>	<b>2 097</b>	<b>2 962</b>	<b>4 104</b>	<b>2 136</b>	<b>1 806</b>

- (a) Expenditure data are provided by State and Territory governments, while data on the number of closed support periods are drawn from the Specialist Homelessness Services Collection. For further information on data quality for closed support periods, including collection methodologies and data limitations, see the SHSC specifications on the AIHW website [meteor.aihw.gov.au/content/index.phtml/itemId/659136](http://meteor.aihw.gov.au/content/index.phtml/itemId/659136).
- (b) There may be varying treatments of expenditure items and different counting and reporting rules for generating financial data across jurisdictions. Differences in expenditure data across jurisdictions may reflect differences in the way in which these data are compiled rather than true variations in expenditure.
- (c) Time series financial data are adjusted to 2016-17 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2016-17=100) (table 2A.49). See chapter 2 for details.

TABLE 19A.17

Table 19A.17 **Recurrent cost per completed support period, 2016-17 dollars (a), (b), (c)**

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

Source: Australian State and Territory governments (unpublished); AIHW (unpublished) Specialist Homelessness Services Collection; Tables 19A.3 and 2A.49.

TABLE 19A.18

Table 19A.18 Recurrent cost per client accessing homelessness services, 2016-17 dollars (a), (b), (c)

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld (d)</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
<b>2016-17</b>										
Recurrent allocation	\$m	204.4	274.0	127.7	75.1	66.1	25.5	20.7	23.9	817.4
Reported number of clients	no.	74 216	109 901	41 438	24 626	20 771	7 789	4 585	9 187	288 273
<b>Estimated cost per client</b>	<b>\$</b>	<b>2 754</b>	<b>2 494</b>	<b>3 082</b>	<b>3 051</b>	<b>3 181</b>	<b>3 273</b>	<b>4 509</b>	<b>2 599</b>	<b>2 835</b>
<b>2015-16</b>										
Recurrent allocation	\$m	216.5	229.9	134.1	75.0	63.3	26.8	20.4	19.9	786.0
Reported number of clients	no.	69 715	105 287	42 543	24 203	20 898	7 859	4 652	8 132	279 196
<b>Estimated cost per client</b>	<b>\$</b>	<b>3 105</b>	<b>2 184</b>	<b>3 152</b>	<b>3 098</b>	<b>3 031</b>	<b>3 413</b>	<b>4 378</b>	<b>2 451</b>	<b>2 815</b>
<b>2014-15</b>										
Recurrent allocation	\$m	188.8	219.3	139.9	73.6	61.5	30.7	21.5	20.1	755.4
Reported number of clients	no.	48 262	102 793	44 213	23 021	21 116	7 328	4 987	7 649	255 657
<b>Estimated cost per client</b>	<b>\$</b>	<b>3 912</b>	<b>2 134</b>	<b>3 163</b>	<b>3 198</b>	<b>2 912</b>	<b>4 193</b>	<b>4 313</b>	<b>2 625</b>	<b>2 955</b>
<b>2013-14</b>										
Recurrent allocation	\$m	146.2	213.1	115.5	72.5	61.7	26.5	23.4	19.0	677.9
Reported number of clients	no.	51 786	99 892	43 751	21 437	21 655	6 614	5 338	7 123	254 001
<b>Estimated cost per client</b>	<b>\$</b>	<b>2 823</b>	<b>2 133</b>	<b>2 641</b>	<b>3 384</b>	<b>2 847</b>	<b>4 008</b>	<b>4 380</b>	<b>2 663</b>	<b>2 669</b>
<b>2012-13</b>										
Recurrent allocation	\$m	143.8	193.9	100.1	72.4	60.5	19.6	25.3	18.6	634.2
Reported number of clients	no.	51 953	92 462	43 001	21 417	21 342	5 585	5 367	6 959	244 176
<b>Estimated cost per client</b>	<b>\$</b>	<b>2 768</b>	<b>2 097</b>	<b>2 328</b>	<b>3 382</b>	<b>2 835</b>	<b>3 511</b>	<b>4 709</b>	<b>2 676</b>	<b>2 597</b>

(a) Expenditure data are provided by State and Territory governments, while data on the number of clients are drawn from the Specialist Homelessness Services Collection. For further information on data quality for the number of clients, including collection methodologies and data limitations, see the SHSC specifications on the AIHW website [meteor.aihw.gov.au/content/index.phtml/itemId/659136](http://meteor.aihw.gov.au/content/index.phtml/itemId/659136).

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

Table 19A.18 **Recurrent cost per client accessing homelessness services, 2016-17 dollars (a), (b), (c)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld (d)</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
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(c) Time series financial data are adjusted to 2016-17 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2016-17=100) (table 2A.49). See chapter 2 for details.

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

*Source:* Australian State and Territory governments (unpublished); AIHW (unpublished) Specialist Homelessness Services Collection; Tables 19A.3 and 2A.49.

TABLE 19A.19

Table 19A.19 Economic participation, before and after support, clients aged 15 years or over (closed support periods) (a)

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (b)</i>
<b>2016-17</b>										
<b>Proportion of clients with labour force status 'employed' and/or enrolled in formal education/training</b>										
All clients										
Before support	%	22.5	18.8	14.5	16.0	22.9	18.4	30.1	15.0	19.4
After support	%	24.1	19.2	16.2	16.9	23.9	18.7	32.1	16.2	20.4
Total number of clients	no.	43 449	73 164	22 696	15 212	12 256	4 037	2 476	4 621	175 489
Aboriginal and Torres Strait Islander clients										
Before support	%	17.9	14.1	10.9	9.8	15.9	17.8	24.2	10.9	13.9
After support	%	18.9	14.1	11.2	9.5	16.4	17.5	26.3	10.9	14.3
Number of Aboriginal and Torres Strait Islander clients	no.	11 006	5 947	7 529	5 758	2 834	563	374	3 595	37 975
<b>Proportion of clients with a need for employment and/or education and/or training assistance with labour force status 'employed' and/or enrolled in formal education/training</b>										
All clients										
Before support	%	33.6	35.5	25.5	25.8	30.4	37.6	39.1	21.1	32.0
After support	%	39.4	39.7	33.9	29.2	39.1	39.4	46.3	25.5	37.6
Total number of clients	no.	5 127	3 452	1 949	1 452	818	332	340	514	13 630
Aboriginal and Torres Strait Islander clients										
Before support	%	29.2	30.7	19.4	19.3	28.3	35.6	39.1	18.8	25.4
After support	%	31.5	29.2	24.6	18.5	31.6	40.4	41.8	20.0	27.7
Number of Aboriginal and Torres Strait Islander clients	no.	1 332	327	594	471	192	51	61	360	3 292

(a) For further information on data quality, including collection methodologies and data limitations, see the SHSC specifications on the AIHW website [meteor.aihw.gov.au/content/index.phtml/itemId/683255](http://meteor.aihw.gov.au/content/index.phtml/itemId/683255).

(b) Clients are counted once only in each jurisdiction. Where individuals are clients in more than one state or territory, state and territory client totals do not add to the Australian total.

Source: AIHW (unpublished) Specialist Homelessness Services Collection.

TABLE 19A.20

Table 19A.20 Labour force status, before and after support (closed support periods), clients aged 15 years or over (a), (b)

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (c)</i>
<b>2016-17</b>										
<b>Proportion of clients with labour force status 'employed'</b>										
All clients										
Before support	%	11.5	13.1	7.6	9.5	10.2	7.3	17.1	9.9	11.3
After support	%	13.9	14.1	9.5	10.6	11.7	8.9	20.8	11.6	12.9
Total number of clients	no.	43 449	73 164	22 696	15 212	12 256	4 037	2 476	4 621	175 489
Aboriginal and Torres Strait Islander clients										
Before support	%	8.1	7.3	4.9	5.2	4.2	6.5	11.6	6.6	6.5
After support	%	9.9	8.5	5.4	5.3	5.3	6.3	15.5	7.2	7.5
Number of Aboriginal and Torres Strait Islander clients	no.	11 006	5 947	7 529	5 758	2 834	563	374	3 595	37 975
<b>Proportion of clients with a need for employment and/or training assistance with labour force status 'employed' (b)</b>										
All clients										
Before support	%	12.5	12.5	10.5	10.4	6.2	9.9	17.0	11.0	11.9
After support	%	21.8	20.4	20.2	16.2	20.5	18.7	26.8	20.1	20.8
Total number of clients	no.	3 588	2 301	1 305	1 040	444	208	228	367	9 240
Aboriginal and Torres Strait Islander clients										
Before support	%	8.3	6.3	6.0	7.4	4.7	4.3	21.9	10.1	8.0
After support	%	16.3	15.3	12.7	8.5	13.1	8.7	34.4	16.6	15.0
Number of Aboriginal and Torres Strait Islander clients	no.	910	181	375	309	91	26	37	228	2 089

(a) For further information on data quality, including collection methodologies and data limitations, see the SHSC specifications on the AIHW website [meteor.aihw.gov.au/content/index.phtml/itemId/683255](http://meteor.aihw.gov.au/content/index.phtml/itemId/683255).

Table 19A.20 **Labour force status, before and after support (closed support periods), clients aged 15 years or over (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (c)</i>
(b) Specialist homelessness providers referral of clients with a need for employment and/or training assistance to these services is limited by the availability of employment and training services.										
(c) Clients are counted once only in each jurisdiction. Where individuals are clients in more than one state or territory, state and territory client totals do not add to the Australian total.										

Source: AIHW (unpublished) Specialist Homelessness Services Collection.

TABLE 19A.21

Table 19A.21 Labour force status, before and after support, as a proportion of clients who needed employment and/or training assistance (closed support periods) (a) (b)

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
<b>2016-17</b>										
<b>Labour force status <u>before</u> support — clients who needed employment and/or training assistance</b>										
Employed — Full-time	%	2.9	2.5	2.1	2.5	0.5	2.1	2.8	3.5	2.6
Employed — Part-time	%	9.6	10.0	8.4	7.9	5.7	7.8	14.2	7.5	9.3
Not employed — Unemployed	%	62.3	54.0	65.7	66.0	56.4	58.0	45.1	44.4	59.7
Not employed — Not in Labour force	%	25.2	33.5	23.9	23.6	37.3	32.1	37.9	44.6	28.4
<b>Labour force status <u>after</u> support — clients who needed employment and/or training assistance</b>										
Employed — Full-time	%	6.4	5.4	4.9	4.9	6.3	3.1	6.5	8.1	5.8
Employed — Part-time	%	14.5	14.1	14.4	10.9	13.4	14.0	18.3	9.5	14.1
<b>Total employed after support (e)</b>	<b>%</b>	<b>21.8</b>	<b>20.4</b>	<b>20.2</b>	<b>16.2</b>	<b>20.5</b>	<b>18.7</b>	<b>26.8</b>	<b>20.1</b>	<b>20.8</b>
Total <i>not employed</i> after support	%	78.2	79.6	79.8	83.8	79.5	81.3	73.2	79.9	79.2
Total clients who needed employment and/or training support	no.	3 588	2 301	1 305	1 040	444	208	228	367	9 240
<b>2015-16</b>										
<b>Labour force status <u>before</u> support — clients who needed employment and/or training assistance</b>										
Employed — Full-time	%	2.2	1.9	1.0	2.8	2.3	1.4	1.1	2.8	2.1
Employed — Part-time	%	8.4	11.0	6.4	7.4	5.9	5.6	8.6	5.5	8.5
Not employed — Unemployed	%	62.2	52.5	64.9	64.9	52.7	62.9	55.4	51.5	59.5
Not employed — Not in Labour force	%	27.2	34.5	27.6	24.9	39.2	30.1	34.9	40.2	30.0
<b>Labour force status <u>after</u> support — clients who needed employment and/or training assistance</b>										
Employed — Full-time	%	6.4	3.8	4.7	6.6	4.3	4.9	8.9	9.5	5.7
Employed — Part-time	%	12.7	12.6	11.7	8.2	9.4	8.4	14.3	6.9	11.8
<b>Total employed after support (e)</b>	<b>%</b>	<b>19.8</b>	<b>17.3</b>	<b>16.9</b>	<b>15.5</b>	<b>14.0</b>	<b>14.7</b>	<b>23.1</b>	<b>16.9</b>	<b>18.2</b>
Total <i>not employed</i> after support	%	80.2	82.7	83.1	84.5	86.0	85.3	76.9	83.1	81.8

TABLE 19A.21

Table 19A.21 Labour force status, before and after support, as a proportion of clients who needed employment and/or training assistance (closed support periods) (a) (b)

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
Total clients who needed employment and/or training support	no.	3 469	2 456	1 580	1 047	337	157	254	358	9 394
<b>2014-15</b>										
<b>Labour force status <u>before</u> support — clients who needed employment and/or training assistance</b>										
Employed — Full-time	%	3.0	2.6	1.4	3.1	2.6	—	3.3	4.8	2.7
Employed — Part-time	%	8.7	8.7	7.1	7.1	7.4	8.2	9.8	4.4	8.2
Not employed — Unemployed	%	57.3	52.2	64.9	61.1	57.3	39.5	58.9	57.8	57.6
Not employed — Not in Labour force	%	31.0	36.4	26.7	28.7	32.6	52.3	27.9	33.1	31.6
<b>Labour force status <u>after</u> support — clients who needed employment and/or training assistance</b>										
Employed — Full-time	%	7.0	4.7	4.6	7.2	4.4	2.7	9.7	8.1	6.0
Employed — Part-time	%	12.7	11.4	11.8	12.1	17.6	11.9	13.6	8.6	12.3
<b>Total employed after support (e)</b>	<b>%</b>	<b>20.6</b>	<b>16.9</b>	<b>17.2</b>	<b>19.8</b>	<b>22.7</b>	<b>16.5</b>	<b>23.7</b>	<b>17.0</b>	<b>19.1</b>
Total <i>not employed</i> after support	%	79.4	83.1	82.8	80.2	77.3	83.5	76.3	83.0	80.9
Total clients who needed employment and/or training support	no.	2 622	2 632	1 898	1 061	342	127	350	338	9 078
<b>2013-14</b>										
<b>Labour force status <u>before</u> support — clients who needed employment and/or training assistance</b>										
Employed — Full-time	%	2.5	1.7	1.8	3.4	6.9	0.9	5.8	6.0	2.6
Employed — Part-time	%	8.8	8.6	7.1	6.9	11.8	6.1	8.7	5.4	8.3
Not employed — Unemployed	%	53.9	50.0	64.2	61.4	42.6	61.7	54.4	50.8	55.6
Not employed — Not in Labour force	%	34.8	39.6	26.9	28.2	38.7	31.3	31.2	37.7	33.5
<b>Labour force status <u>after</u> support — clients who needed employment and/or training assistance</b>										
Employed — Full-time	%	6.4	3.9	3.8	6.3	8.6	2.1	10.8	8.3	5.6
Employed — Part-time	%	13.7	9.9	11.3	9.0	10.9	7.7	11.7	6.3	11.5
<b>Total employed after support (e)</b>	<b>%</b>	<b>20.8</b>	<b>14.5</b>	<b>15.5</b>	<b>15.8</b>	<b>20.2</b>	<b>9.7</b>	<b>23.5</b>	<b>15.0</b>	<b>17.7</b>

TABLE 19A.21

Table 19A.21 **Labour force status, before and after support, as a proportion of clients who needed employment and/or training assistance (closed support periods) (a) (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
Total <i>not employed</i> after support	%	79.2	85.5	84.5	84.2	79.8	90.3	76.5	85.0	82.3
Total clients who needed employment and/or training support	no.	3 503	2 836	1 973	1 080	374	187	396	319	10 340
<b>2012-13</b>										
<b>Labour force status <u>before</u> support — clients who needed employment and/or training assistance</b>										
Employed — Full-time	%	3.1	2.0	2.2	3.4	2.3	4.0	5.0	3.6	2.7
Employed — Part-time	%	10.8	6.7	7.7	6.6	8.3	8.4	10.2	8.6	8.7
Not employed — Unemployed	%	50.5	51.5	62.4	57.7	45.5	50.7	48.8	52.4	54.1
Not employed — Not in Labour force	%	35.6	39.8	27.7	32.4	43.9	36.8	36.1	35.3	34.4
<b>Labour force status <u>after</u> support — clients who needed employment and/or training assistance</b>										
Employed — Full-time	%	6.7	4.3	4.4	6.8	4.1	np	5.2	10.5	5.6
Employed — Part-time	%	15.2	10.5	12.2	9.3	11.6	12.7	20.8	14.3	13.2
<b>Total employed after support (e)</b>	<b>%</b>	<b>21.9</b>	<b>14.8</b>	<b>16.5</b>	<b>16.2</b>	<b>15.7</b>	<b>14.9</b>	<b>26.0</b>	<b>24.8</b>	<b>18.8</b>
Total <i>not employed</i> after support	%	78.1	85.2	83.5	83.8	84.3	85.1	74.0	75.2	81.2
Total clients who needed employment and/or training support	no.	3 158	2 607	2 114	967	301	151	398	259	9 587

- (a) For further information on data quality, including collection methodologies and data limitations, see the SHSC specifications on the AIHW website [meteor.aihw.gov.au/content/index.phtml/itemId/683255](http://meteor.aihw.gov.au/content/index.phtml/itemId/683255).
- (b) Specialist homelessness providers referral of clients with a need for employment and/or training assistance to these services is limited by the availability of employment and training services.
- (c) For NSW: An increased number of clients and support periods were observed in 2015-16 as a result of increased program investment as well as the impact of a new access system and consolidation of new post-reform service models implemented during a period of major transition in 2014-15. The transition period affected continuity of reporting for some service providers in 2014-15, but did not affect data for 2015-16. Caution should be used when comparing NSW data across years or with data for other States and Territories.
- (d) Clients are counted once only in each jurisdiction. State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

Table 19A.21 **Labour force status, before and after support, as a proportion of clients who needed employment and/or training assistance (closed support periods) (a) (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
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(e) 'Total employed' includes employed clients with employment status (part-time/full-time) unknown.

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

Source: AIHW (unpublished) Specialist Homelessness Services Collection.

TABLE 19A.22

Table 19A.22 **Labour force status, before and after support, as a proportion of Aboriginal and Torres Strait Islander clients who needed employment and/or training assistance (closed support periods) (a) (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
<b>2016-17</b>										
<b>Labour force status <u>before</u> support — clients who needed employment and/or training assistance</b>										
Employed — Full-time	%	2.6	2.1	1.7	3.0	—	—	2.8	5.0	2.6
Employed — Part-time	%	5.7	4.2	4.3	4.4	4.7	4.3	19.1	5.1	5.4
Not employed — Unemployed	%	65.3	58.3	68.6	67.0	50.6	61.1	43.4	42.6	62.3
Not employed — Not in Labour force	%	26.4	35.4	25.5	25.6	44.7	34.6	34.6	47.3	29.7
<b>Labour force status <u>after</u> support — clients who needed employment and/or training assistance</b>										
Employed — Full-time	%	5.3	5.1	3.4	3.9	4.7	—	18.0	8.5	5.3
Employed — Part-time	%	10.5	10.2	8.8	4.6	7.2	8.7	13.3	7.5	9.1
<b>Total employed after support (e)</b>	<b>%</b>	<b>16.3</b>	<b>15.3</b>	<b>12.7</b>	<b>8.5</b>	<b>13.1</b>	<b>8.7</b>	<b>34.4</b>	<b>16.6</b>	<b>15.0</b>
Total <i>not employed</i> after support	%	83.7	84.7	87.3	91.5	86.9	91.3	65.6	83.4	85.0
Total clients who needed employment and/or training support	no.	910	181	375	309	91	26	37	228	2 089
<b>2015-16</b>										
<b>Labour force status <u>before</u> support — clients who needed employment and/or training assistance</b>										
Employed — Full-time	%	2.2	2.3	1.4	3.7	3.4	—	—	—	2.0
Employed — Part-time	%	5.4	5.7	4.3	2.6	1.7	—	6.2	3.4	4.5
Not employed — Unemployed	%	68.7	50.6	68.9	67.6	45.0	61.3	69.5	50.3	64.3
Not employed — Not in Labour force	%	23.8	41.4	25.4	26.1	49.9	38.7	24.3	46.2	29.2
<b>Labour force status <u>after</u> support — clients who needed employment and/or training assistance</b>										
Employed — Full-time	%	4.0	2.8	5.3	5.4	1.7	3.2	14.1	5.3	4.8
Employed — Part-time	%	8.7	7.3	6.4	4.3	1.7	3.2	10.7	5.5	6.9
<b>Total employed after support (e)</b>	<b>%</b>	<b>13.0</b>	<b>11.3</b>	<b>12.3</b>	<b>10.0</b>	<b>3.4</b>	<b>6.5</b>	<b>24.8</b>	<b>10.8</b>	<b>12.1</b>
Total <i>not employed</i> after support	%	87.0	88.7	87.7	90.0	96.6	93.5	75.2	89.2	87.9

TABLE 19A.22

Table 19A.22 **Labour force status, before and after support, as a proportion of Aboriginal and Torres Strait Islander clients who needed employment and/or training assistance (closed support periods) (a) (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
Total clients who needed employment and/or training support	no.	800	212	421	325	67	36	41	207	2 035
<b>2014-15</b>										
<b>Labour force status <u>before</u> support — clients who needed employment and/or training assistance</b>										
Employed — Full-time	%	1.3	1.2	0.5	1.6	5.1	—	4.0	3.4	1.5
Employed — Part-time	%	5.3	6.1	3.2	3.2	6.5	—	7.5	1.4	4.2
Not employed — Unemployed	%	61.7	53.2	72.1	59.9	55.6	52.3	60.8	53.8	62.2
Not employed — Not in Labour force	%	31.7	39.4	24.2	35.4	32.9	47.7	27.8	41.4	32.0
<b>Labour force status <u>after</u> support — clients who needed employment and/or training assistance</b>										
Employed — Full-time	%	4.6	4.6	2.4	5.1	7.0	np	14.8	6.2	4.7
Employed — Part-time	%	7.1	9.6	6.5	6.7	6.7	np	11.2	7.8	7.3
<b>Total employed after support (e)</b>	<b>%</b>	<b>12.3</b>	<b>15.3</b>	<b>9.4</b>	<b>12.1</b>	<b>13.6</b>	<b>np</b>	<b>26.1</b>	<b>14.0</b>	<b>12.5</b>
Total <i>not employed</i> after support	%	87.7	84.7	90.6	87.9	86.4	np	73.9	86.0	87.5
Total clients who needed employment and/or training support	no.	551	216	464	285	66	25	59	178	1 773
<b>2013-14</b>										
<b>Labour force status <u>before</u> support — clients who needed employment and/or training assistance</b>										
Employed — Full-time	%	1.3	0.8	2.5	2.0	5.1	—	3.5	3.7	2.0
Employed — Part-time	%	7.9	7.2	4.6	2.6	7.6	—	11.0	3.6	6.0
Not employed — Unemployed	%	56.8	48.3	66.8	65.5	46.8	67.2	67.1	50.6	59.1
Not employed — Not in Labour force	%	34.0	43.7	26.1	29.9	40.6	32.8	18.4	42.1	32.9
<b>Labour force status <u>after</u> support — clients who needed employment and/or training assistance</b>										
Employed — Full-time	%	4.1	3.2	3.9	4.5	10.4	8.1	14.5	3.1	4.5
Employed — Part-time	%	11.4	10.2	5.7	3.9	6.3	—	—	5.0	8.0
<b>Total employed after support (e)</b>	<b>%</b>	<b>15.8</b>	<b>13.5</b>	<b>9.6</b>	<b>8.5</b>	<b>16.8</b>	<b>8.1</b>	<b>14.5</b>	<b>8.1</b>	<b>12.6</b>

TABLE 19A.22

Table 19A.22 **Labour force status, before and after support, as a proportion of Aboriginal and Torres Strait Islander clients who needed employment and/or training assistance (closed support periods) (a) (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
Total <i>not employed</i> after support	%	84.2	86.5	90.4	91.5	83.2	91.9	85.5	91.9	87.4
Total clients who needed employment and/or training support	no.	746	201	447	249	66	17	49	200	1 913
<b>2012-13</b>										
<b>Labour force status <u>before</u> support — clients who needed employment and/or training assistance</b>										
Employed — Full time	%	3.0	np	1.6	5.2	np	—	—	np	2.6
Employed — Part time	%	13.9	6.9	4.9	4.2	9.1	—	7.7	6.1	8.7
Not employed — Unemployed	%	51.2	50.5	65.7	57.7	37.9	53.2	52.9	55.6	55.8
Not employed — Not in Labour force	%	31.9	40.7	27.9	32.9	51.1	46.8	39.4	35.0	33.0
<b>Labour force status <u>after</u> support — clients who needed employment and/or training assistance</b>										
Employed — Full time	%	5.7	np	1.8	8.4	np	—	np	9.6	4.4
Employed — Part time	%	15.6	8.6	6.9	4.3	8.4	np	np	11.3	10.7
<b>Total employed after support (e)</b>	<b>%</b>	<b>21.2</b>	<b>9.8</b>	<b>8.7</b>	<b>12.7</b>	<b>11.1</b>	<b>np</b>	<b>7.7</b>	<b>20.9</b>	<b>15.2</b>
Total <i>not employed</i> after support	%	78.5	90.2	91.3	87.3	88.9	86.7	89.7	79.1	84.8
Total clients who needed employment and/or training support	no.	647	219	460	197	56	27	55	122	1 697

- (a) For further information on data quality, including collection methodologies and data limitations, see the SHSC specifications on the AIHW website [meteor.aihw.gov.au/content/index.phtml/itemId/683255](http://meteor.aihw.gov.au/content/index.phtml/itemId/683255).
- (b) Specialist homelessness providers referral of clients with a need for employment and/or training assistance to these services is limited by the availability of employment and training services.
- (c) For NSW: An increased number of clients and support periods were observed in 2015-16 as a result of increased program investment as well as the impact of a new access system and consolidation of new post-reform service models implemented during a period of major transition in 2014-15. The transition period affected continuity of reporting for some service providers in 2014-15, but did not affect data for 2015-16. Caution should be used when comparing NSW data across years or with data for other States and Territories.
- (d) Clients are counted once only in each jurisdiction. State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

Table 19A.22 **Labour force status, before and after support, as a proportion of Aboriginal and Torres Strait Islander clients who needed employment and/or training assistance (closed support periods) (a) (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
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(e) 'Total employed' includes employed clients with employment status (part-time/full-time) unknown.

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

Source: AIHW (unpublished) Specialist Homelessness Services Collection.

TABLE 19A.23

Table 19A.23 **Labour force status, before and after support, as a proportion of clients who needed employment and/or training assistance and who were unemployed or not in the labour force before support (closed support periods) (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>
<b>2016-17</b>										
<b>Of those unemployed before support</b>										
Employed full time after support	%	5.3	4.6	5.0	3.1	7.9	2.2	5.5	10.2	5.0
Employed part time after support	%	9.2	8.8	9.5	8.2	11.8	11.1	16.5	9.1	9.5
<b>Of those not in the labour force before support</b>										
Employed full time after support	%	3.3	2.7	1.1	1.8	3.5	4.8	3.3	3.9	2.8
Employed part time after support	%	11.0	9.0	13.3	4.4	8.3	8.1	14.9	5.3	9.9
<b>2015-16</b>										
<b>Of those unemployed before support</b>										
Employed full time after support	%	5.5	2.5	4.1	5.2	4.3	5.4	5.5	8.9	4.7
Employed part time after support	%	9.4	8.5	8.4	5.3	7.2	6.8	15.0	5.9	8.6
<b>Of those not in the labour force before support</b>										
Employed full time after support	%	3.1	1.7	2.6	3.1	0.9	2.3	8.0	5.9	2.9
Employed part time after support	%	7.8	5.4	11.0	4.9	6.8	2.3	6.3	1.3	6.9
<b>2014-15</b>										
<b>Of those unemployed before support</b>										
Employed full time after support	%	5.8	3.9	4.6	5.7	2.7	4.6	9.0	5.2	5.1
Employed part time after support	%	9.8	8.1	8.7	8.3	11.8	9.2	8.9	6.5	8.9
<b>Of those not in the labour force before support</b>										
Employed full time after support	%	2.4	2.2	1.4	3.6	2.4	2.0	3.3	3.2	2.4
Employed part time after support	%	6.7	7.4	7.9	7.0	16.5	10.4	7.0	4.5	7.5

Table 19A.23 **Labour force status, before and after support, as a proportion of clients who needed employment and/or training assistance and who were unemployed or not in the labour force before support (closed support periods) (a), (b), (c)**

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

(a) For further information on data quality, including collection methodologies and data limitations, see the SHSC specifications on the AIHW website [meteor.aihw.gov.au/content/index.phtml/itemId/683255](http://meteor.aihw.gov.au/content/index.phtml/itemId/683255).

(b) Specialist homelessness providers referral of clients with a need for employment and/or training assistance to these services is limited by the availability of employment and training services.

(c) Excludes clients with missing full-time/part-time employment status information.

(d) For NSW: An increased number of clients and support periods were observed in 2015-16 as a result of increased program investment as well as the impact of a new access system and consolidation of new post-reform service models implemented during a period of major transition in 2014-15. The transition period affected continuity of reporting for some service providers in 2014-15, but did not affect data for 2015-16. Caution should be used when comparing NSW data across years or with data for other States and Territories.

(e) Clients are counted once only in each jurisdiction. 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. **np** Not published.

Source: AIHW (unpublished) Specialist Homelessness Services Collection.

TABLE 19A.24

Table 19A.24 **Education and training status, before and after support, clients aged 15 years or over (closed support periods) (a)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (b)</i>
<b>2016-17</b>										
<b>Enrolled in formal study /training</b>										
All clients										
Before support	%	15.7	9.0	9.2	9.2	15.1	13.9	18.1	8.2	11.6
After support	%	15.0	8.6	9.3	9.1	14.7	12.7	17.7	7.9	11.2
Total number of clients	no.	43 449	73 164	22 696	15 212	12 256	4 037	2 476	4 621	175 489
Clients with an identified need for education and/or training assistance										
Before support	%	32.8	36.0	23.7	23.6	34.9	42.0	33.7	19.1	31.6
After support	%	32.8	35.9	27.0	23.3	36.3	34.6	38.2	18.9	32.0
Number of clients with an identified need for education and/or training assistance	no.	4 188	2 691	1 478	1 179	500	263	282	360	10 674

(a) For further information on data quality, including collection methodologies and data limitations, see the SHSC specifications on the AIHW website [meteor.aihw.gov.au/content/index.phtml/itemId/683255](http://meteor.aihw.gov.au/content/index.phtml/itemId/683255).

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

Source: AIHW (unpublished) Specialist Homelessness Services Collection.

TABLE 19A.25

Table 19A.25 **Educational enrolment status, before and after support, as a proportion of all clients aged 12 to 18 years (a)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (b)</i>
<b>2016-17</b>										
<b>Enrolled in formal study /training</b>										
Before support	%	74.1	76.6	67.3	74.2	80.4	75.8	77.5	69.1	74.1
After support	%	71.1	74.9	65.9	70.4	78.6	72.6	75.6	66.1	71.9
Total number of clients	no.	8 882	7 345	3 961	1 873	1 617	869	345	836	25 547

(a) For further information on data quality, including collection methodologies and data limitations, see the SHSC specifications on the AIHW website [meteor.aihw.gov.au/content/index.phtml/itemId/683255](http://meteor.aihw.gov.au/content/index.phtml/itemId/683255).

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

Source: AIHW (unpublished) Specialist Homelessness Services Collection.

TABLE 19A.26

Table 19A.26 **Educational enrolment status, before and after support, as a proportion of clients aged 12 to 18 years who needed education and/or training assistance (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
<b>2016-17</b>										
<b>Educational enrolment status <u>before</u> support</b>										
Not a student	%	23.8	20.0	33.4	19.5	15.3	14.5	27.4	24.8	23.1
Student										
Primary school	%	4.2	6.7	7.4	7.2	14.4	6.2	6.0	14.8	6.2
Secondary school	%	63.8	61.2	47.2	62.6	61.6	71.8	56.2	57.7	61.1
University student	%	0.2	0.1	0.5	0.4	–	0.7	1.0	–	0.2
Vocational education/training	%	4.3	6.8	6.5	7.0	4.3	2.1	7.4	0.6	5.3
Other education/training	%	3.7	5.3	5.0	3.3	4.4	4.8	2.0	2.1	4.1
Total clients aged 12–18 years who needed education and/or training assistance and who were enrolled in formal study or training <u>before</u> support	%	76.2	80.0	66.6	80.5	84.7	85.5	72.6	75.2	76.9
<b>Educational enrolment status <u>after</u> support</b>										
Not a student	%	29.4	21.7	33.8	25.4	17.8	24.1	26.9	29.8	26.8
Student										
Primary school	%	2.9	4.6	5.3	5.6	10.5	4.8	4.2	12.3	4.5
Secondary school	%	58.0	58.7	44.2	57.6	61.6	64.9	55.9	55.2	57.0
University student	%	0.3	0.9	1.9	0.6	–	–	2.1	–	0.7
Vocational education/training	%	6.2	9.7	9.5	7.0	5.3	2.8	9.8	1.2	7.2
Other education/training	%	3.2	4.4	5.3	3.7	4.8	3.4	1.1	1.5	3.8
Total clients aged 12–18 years who needed education and/or training assistance and who were <b>enrolled in formal study or training <u>after</u> support</b>	%	<b>70.6</b>	<b>78.3</b>	<b>66.2</b>	<b>74.6</b>	<b>82.2</b>	<b>75.9</b>	<b>73.1</b>	<b>70.2</b>	<b>73.2</b>
Total clients aged 12–18 years who needed education and/or training assistance	no.	2 463	1 292	707	524	235	155	111	186	5 595

TABLE 19A.26

Table 19A.26 **Educational enrolment status, before and after support, as a proportion of clients aged 12 to 18 years who needed education and/or training assistance (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
<b>2015-16</b>										
<b>Educational enrolment status <u>before</u> support</b>										
Not a student	%	23.1	23.9	37.6	25.1	9.5	24.9	26.4	40.9	25.7
Student										
Primary school	%	4.1	7.6	7.6	8.3	13.8	8.6	5.6	15.1	6.6
Secondary school	%	63.9	52.4	43.5	56.5	67.4	55.3	61.6	40.4	57.1
University student	%	0.2	0.2	0.1	–	–	–	–	–	0.1
Vocational education/training	%	6.4	10.6	6.3	4.7	1.9	6.0	5.4	1.2	6.8
Other education/training	%	2.3	5.2	4.9	5.4	7.5	5.2	1.0	2.4	3.8
Total clients aged 12–18 years who needed education and/or training assistance and who were enrolled in formal study or training <u>before</u> support	%	76.9	76.1	62.4	74.9	90.5	75.1	73.6	59.1	74.3
<b>Educational enrolment status <u>after</u> support</b>										
Not a student	%	28.8	27.7	36.2	27.8	19.2	31.9	35.9	36.7	29.4
Student										
Primary school	%	2.9	5.5	6.7	4.6	10.7	1.7	5.5	14.1	4.9
Secondary school	%	57.1	46.6	40.4	54.1	58.5	50.9	52.1	42.7	51.8
University student	%	0.5	1.4	0.8	0.4	1.8	–	–	1.2	0.8
Vocational education/training	%	7.5	12.9	9.7	7.3	2.4	6.9	6.5	0.6	8.5
Other education/training	%	3.3	6.0	6.1	5.8	7.5	8.6	–	4.7	4.7
Total clients aged 12–18 years who needed education and/or training assistance and who were <b>enrolled in formal study or training <u>after</u> support</b>	%	<b>71.2</b>	<b>72.3</b>	<b>63.8</b>	<b>72.2</b>	<b>80.8</b>	<b>68.1</b>	<b>64.1</b>	<b>63.3</b>	<b>70.6</b>
Total clients aged 12–18 years who needed education and/or training assistance	no.	2 334	1 167	785	519	195	128	101	181	5 330

**2014-15**

TABLE 19A.26

Table 19A.26 **Educational enrolment status, before and after support, as a proportion of clients aged 12 to 18 years who needed education and/or training assistance (a), (b)**

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

**2013-14****Educational enrolment status before support**

TABLE 19A.26

Table 19A.26 **Educational enrolment status, before and after support, as a proportion of clients aged 12 to 18 years who needed education and/or training assistance (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
Not a student	%	32.1	21.8	36.2	32.6	20.5	28.4	14.0	22.7	29.2
Student										
Primary school	%	3.3	6.6	7.5	11.8	10.2	6.3	16.2	24.5	6.7
Secondary school	%	53.4	53.2	44.6	45.9	59.4	51.0	63.4	44.1	51.4
University student	%	0.2	0.6	1.1	0.8	–	1.3	1.3	0.9	0.6
Vocational education/training	%	7.1	13.3	6.2	5.8	6.0	6.6	3.9	6.0	8.1
Other education/training	%	3.9	4.4	4.6	3.1	3.8	6.4	1.3	1.8	4.1
Total clients aged 12–18 years who needed education and/or training assistance and who were enrolled in formal study or training <u>before</u> support	%	67.9	78.2	63.8	67.4	79.5	71.6	86.0	77.3	70.8
<b>Educational enrolment status <u>after</u> support</b>										
Not a student	%	34.3	25.8	36.6	38.0	26.8	25.6	17.6	27.0	31.6
Student										
Primary school	%	2.7	3.9	6.1	9.5	8.4	6.5	11.5	19.6	5.1
Secondary school	%	46.2	47.4	40.1	40.0	54.0	49.7	54.3	42.3	45.5
University student	%	1.2	1.3	1.8	1.5	–	1.3	1.3	0.9	1.3
Vocational education/training	%	11.0	15.8	9.0	7.5	5.1	7.9	13.9	8.5	11.2
Other education/training	%	4.5	5.8	6.4	3.6	5.6	9.0	1.3	1.8	5.1
Total clients aged 12–18 years who needed education and/or training assistance and who were <b>enrolled in formal study or training <u>after</u> support</b>	%	<b>65.7</b>	<b>74.2</b>	<b>63.4</b>	<b>62.0</b>	<b>73.2</b>	<b>74.4</b>	<b>82.4</b>	<b>73.0</b>	<b>68.4</b>
Total clients aged 12–18 years who needed education and/or training assistance	no.	2 069	1 204	870	369	149	107	118	146	4 958
<b>2012-13</b>										
<b>Educational enrolment status <u>before</u> support</b>										
Not a student	%	28.6	26.0	49.9	33.0	7.6	14.7	19.4	28.4	29.6

TABLE 19A.26

Table 19A.26 **Educational enrolment status, before and after support, as a proportion of clients aged 12 to 18 years who needed education and/or training assistance (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
Student										
Primary school	%	4.0	7.6	6.4	18.0	5.3	3.6	7.7	16.5	6.8
Secondary school	%	55.2	49.3	33.2	38.1	79.1	75.5	63.0	44.5	51.7
University student	%	0.5	np	1.1	–	–	–	–	np	0.5
Vocational education/training	%	7.2	8.5	5.0	5.4	2.7	3.7	9.9	5.6	6.4
Other education/training	%	4.5	8.3	4.3	5.4	5.2	2.5	–	3.8	5.1
Total clients aged 12–18 years who needed education and/or training assistance and who were enrolled in formal study or training <u>before</u> support	%	71.4	74.0	50.1	67.0	92.4	85.3	80.6	71.6	70.4
<b>Educational enrolment status <u>after</u> support</b>										
Not a student	%	35.8	27.5	46.2	30.3	9.6	24.4	19.5	37.5	32.1
Student										
Primary school	%	2.5	4.7	6.0	15.1	5.3	4.9	2.2	17.6	5.3
Secondary school	%	46.6	45.5	31.0	36.6	76.5	60.9	60.4	37.9	46.6
University student	%	0.9	0.8	1.8	np	–	–	np	np	1.0
Vocational education/training	%	8.6	13.4	9.7	10.9	3.4	8.6	15.8	2.8	9.4
Other education/training	%	5.6	8.1	5.2	6.3	5.1	np	np	3.0	5.7
Total clients aged 12–18 years who needed education and/or training assistance and who were <b>enrolled in formal study or training <u>after</u> support</b>	%	<b>64.2</b>	<b>72.5</b>	<b>53.8</b>	<b>69.7</b>	<b>90.4</b>	<b>75.6</b>	<b>80.5</b>	<b>62.5</b>	<b>67.9</b>
Total clients aged 12–18 years who needed education and/or training assistance	no.	1 792	1 087	923	362	347	152	137	113	4 810

(a) For further information on data quality, including collection methodologies and data limitations, see the SHSC specifications on the AIHW website [meteor.aihw.gov.au/content/index.phtml/itemId/683255](http://meteor.aihw.gov.au/content/index.phtml/itemId/683255).

(b) Some students complete studies in each of the categories reported during the support period, contributing to a decline in the proportion of students enrolled in each category from before support to after support.

Table 19A.26 **Educational enrolment status, before and after support, as a proportion of clients aged 12 to 18 years who needed education and/or training assistance (a), (b)**

	<i>Unit</i>	<i>NSW</i> (c)	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i> (d)
(c)	For NSW: An increased number of clients and support periods were observed in 2015-16 as a result of increased program investment as well as the impact of a new access system and consolidation of new post-reform service models implemented during a period of major transition in 2014-15. The transition period affected continuity of reporting for some service providers in 2014-15, but did not affect data for 2015-16. Caution should be used when comparing NSW data across years or with data for other States and Territories.									
(d)	Clients are counted once only in each jurisdiction. 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. <b>np</b> Not published.									
<i>Source:</i>	AIHW (unpublished) Specialist Homelessness Services Collection.									

TABLE 19A.27

Table 19A.27 **Income status, before and after support, clients aged 15 years or over (closed support periods) (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (c)</i>
<b>2016-17</b>										
<b>Proportion of clients with an income source</b>										
All clients										
Before support	%	89.4	89.3	92.5	92.8	89.6	91.3	90.6	90.5	90.2
After support	%	90.8	90.8	93.5	93.7	89.9	93.0	93.0	91.6	91.5
Total number of clients	no.	43 449	73 164	22 696	15 212	12 256	4 037	2 476	4 621	175 489
Aboriginal and Torres Strait Islander clients										
Before support	%	90.4	91.2	94.1	95.7	89.4	90.0	90.0	92.2	92.2
After support	%	91.6	92.7	94.7	96.0	90.3	93.7	92.4	92.5	93.1
Number of Aboriginal and Torres Strait Islander clients	no.	11 006	5 947	7 529	5 758	2 834	563	374	3 595	37 975
<b>Proportion of clients with a need for income assistance with an income source</b>										
All clients										
Before support	%	84.1	87.1	91.1	87.7	86.5	85.4	85.7	85.9	86.9
After support	%	89.5	92.3	94.8	92.4	89.5	91.8	90.1	93.4	91.7
Total number of clients	no.	4 890	3 123	3 525	1 634	733	395	289	482	14 536
Aboriginal and Torres Strait Islander clients										
Before support	%	84.7	87.6	93.9	91.6	89.5	85.7	91.8	87.1	89.2
After support	%	90.6	94.0	95.8	93.7	94.0	92.0	91.1	93.3	93.1
Number of Aboriginal and Torres Strait Islander clients	no.	1 178	308	1 095	561	203	63	56	295	3 571

(a) For further information on data quality, including collection methodologies and data limitations, see the SHSC specifications on the AIHW website [meteor.aihw.gov.au/content/index.phtml/itemId/683255](http://meteor.aihw.gov.au/content/index.phtml/itemId/683255).

(b) A client's income status after support is determined at the end of their last closed support period in the reference year.

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

Source: AIHW (unpublished) Specialist Homelessness Services Collection.

TABLE 19A.28

Table 19A.28 **Income status, before and after support, as a proportion of clients who needed income assistance (closed support periods) (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
<b>2016-17</b>										
<b>Source of income <u>before</u> support — clients who needed income assistance</b>										
No income	%	15.9	12.9	8.9	12.4	13.6	14.6	14.3	14.1	13.1
Awaiting benefit	%	8.6	8.6	7.0	6.7	6.0	9.6	11.2	5.7	8.0
Government pension/allowance	%	67.3	69.4	78.9	75.8	75.6	70.0	65.8	71.6	71.7
Employee/business income	%	7.2	8.3	4.4	4.5	4.1	5.3	8.7	8.3	6.4
Other	%	1.0	0.8	0.8	0.7	0.8	0.5	—	0.3	0.8
<b>Source of income <u>after</u> support — clients who needed income assistance</b>										
No income	%	10.5	7.7	5.2	7.6	10.5	8.2	9.9	6.6	8.3
Awaiting benefit	%	4.0	4.9	3.6	4.0	—	6.1	2.3	3.3	4.0
Government pension/allowance	%	75.3	77.5	85.4	82.5	84.0	80.3	75.6	76.7	79.3
Employee/business income	%	9.4	9.2	5.4	5.3	4.7	5.0	12.2	12.7	7.8
Other	%	0.8	0.8	0.4	0.5	0.8	0.3	—	0.8	0.6
<b>Total clients who needed income assistance and who had an income source after support</b>	<b>%</b>	<b>89.5</b>	<b>92.3</b>	<b>94.8</b>	<b>92.4</b>	<b>89.5</b>	<b>91.8</b>	<b>90.1</b>	<b>93.4</b>	<b>91.7</b>
Total clients who needed income assistance	no.	4 890	3 123	3 525	1 634	733	395	289	482	14 536
<b>2015-16</b>										
<b>Source of income <u>before</u> support — clients who needed income assistance</b>										
No income	%	13.5	13.2	10.6	13.8	17.2	11.4	18.1	10.1	13.0
Awaiting benefit	%	8.9	8.9	6.5	7.5	5.5	5.5	10.2	4.5	8.0
Government pension/allowance	%	69.5	70.5	78.1	72.9	72.4	75.9	62.7	76.7	72.1
Employee/business income	%	6.9	6.7	4.2	4.7	4.4	6.5	8.7	8.0	6.1
Other	%	1.2	0.7	0.5	1.2	0.3	0.6	0.3	0.7	0.9
<b>Source of income <u>after</u> support — clients who needed income assistance</b>										
No income	%	8.4	7.7	7.0	8.2	13.6	6.5	7.0	7.4	8.1

TABLE 19A.28

Table 19A.28 **Income status, before and after support, as a proportion of clients who needed income assistance (closed support periods) (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
Awaiting benefit	%	4.6	4.7	3.1	3.3	–	2.8	4.5	3.4	4.0
Government pension/allowance	%	77.3	79.6	84.2	81.2	81.3	83.6	79.2	79.9	79.9
Employee/business income	%	8.5	7.4	5.2	6.4	4.6	6.8	8.7	9.3	7.2
Other	%	1.2	0.6	0.6	0.9	0.5	0.3	0.7	–	0.8
<b>Total clients who needed income assistance and who had an income source after support</b>	<b>%</b>	<b>91.6</b>	<b>92.3</b>	<b>93.0</b>	<b>91.8</b>	<b>86.4</b>	<b>93.5</b>	<b>93.0</b>	<b>92.6</b>	<b>91.9</b>
Total clients who needed income assistance	no.	4 556	3 475	3 620	1 448	638	352	329	534	14 406
<b>2014-15</b>										
<b>Source of income <u>before</u> support — clients who needed income assistance</b>										
No income	%	12.9	10.3	11.4	10.8	14.8	14.9	12.5	6.4	11.6
Awaiting benefit	%	8.4	7.3	8.4	6.5	6.2	5.6	8.9	4.0	7.7
Government pension/allowance	%	71.4	74.8	75.0	75.6	73.4	76.6	71.1	79.4	73.7
Employee/business income	%	6.1	6.5	4.6	6.2	4.2	2.6	7.2	9.6	5.9
Other	%	1.2	1.2	0.6	0.9	1.5	0.4	0.3	0.6	1.0
<b>Source of income <u>after</u> support — clients who needed income assistance</b>										
No income	%	7.2	6.5	6.9	5.6	11.7	8.5	5.1	6.4	7.1
Awaiting benefit	%	4.4	3.8	3.4	3.7	–	2.6	2.5	2.3	3.7
Government pension/allowance	%	78.8	82.2	83.1	84.2	83.1	84.0	81.4	78.4	81.3
Employee/business income	%	8.4	6.8	5.9	5.6	4.6	4.5	11.0	12.5	7.2
Other	%	1.1	0.6	0.6	0.8	0.6	0.4	–	0.4	0.8
<b>Total clients who needed income assistance and who had an income source after support</b>	<b>%</b>	<b>92.8</b>	<b>93.5</b>	<b>93.1</b>	<b>94.4</b>	<b>88.3</b>	<b>91.5</b>	<b>94.9</b>	<b>93.6</b>	<b>92.9</b>
Total clients who needed income assistance	no.	3 306	3 707	3 431	1 311	597	286	347	512	13 008
<b>2013-14</b>										
<b>Source of income <u>before</u> support — clients who needed income assistance</b>										

TABLE 19A.28

Table 19A.28 **Income status, before and after support, as a proportion of clients who needed income assistance (closed support periods) (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
No income	%	12.4	9.2	9.9	11.3	14.9	7.0	5.4	6.1	10.6
Awaiting benefit	%	8.8	8.4	8.1	7.6	7.0	12.1	13.0	2.1	8.4
Government pension/allowance	%	72.6	75.1	76.6	73.4	71.6	74.9	76.3	81.9	74.4
Employee/business income	%	5.0	6.2	4.8	6.7	5.7	5.5	5.3	9.6	5.7
Other	%	1.1	1.1	0.7	1.0	0.8	0.4	–	0.2	0.9
<b>Source of income <u>after</u> support — clients who needed income assistance</b>										
No income	%	7.4	5.7	5.6	6.1	12.5	4.6	4.4	4.4	6.4
Awaiting benefit	%	3.4	4.2	3.9	4.2	–	5.6	1.8	0.9	3.7
Government pension/allowance	%	81.9	83.0	84.4	82.0	81.1	86.3	85.2	82.6	82.6
Employee/business income	%	6.4	6.4	5.4	6.5	5.9	3.1	7.8	11.5	6.5
Other	%	0.9	0.7	0.6	1.2	0.5	0.4	1.0	0.6	0.8
<b>Total clients who needed income assistance and who had an income source after support</b>	%	<b>92.6</b>	<b>94.3</b>	<b>94.4</b>	<b>93.9</b>	<b>87.5</b>	<b>95.4</b>	<b>95.6</b>	<b>95.6</b>	<b>93.6</b>
Total clients who needed income assistance	no.	4 152	3 798	3 410	1 236	621	323	425	629	14 081
<b>2012-13</b>										
<b>Source of income <u>before</u> support — clients who needed income assistance</b>										
No income	%	11.6	10.3	9.1	9.5	15.0	11.3	6.9	7.8	10.4
Awaiting benefit	%	8.0	8.1	7.7	6.6	3.1	11.3	14.9	4.8	7.9
Government pension/allowance	%	74.8	75.2	77.0	76.8	74.7	67.4	64.8	80.3	75.0
Employee/business income	%	5.1	5.5	5.6	5.8	6.1	10.0	13.1	6.6	6.0
Other	%	0.5	0.8	0.6	1.3	1.1	–	np	np	0.7
<b>Source of income <u>after</u> support — clients who needed income assistance</b>										
No income	%	6.6	6.0	5.5	4.0	14.6	8.4	2.8	4.5	6.1
Awaiting benefit	%	4.7	4.5	3.5	4.3	–	2.9	4.3	2.0	4.0
Government pension/allowance	%	81.2	82.0	84.5	83.4	77.6	79.6	79.6	80.2	81.9

Table 19A.28 **Income status, before and after support, as a proportion of clients who needed income assistance (closed support periods) (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
Employee/business income	%	7.1	6.5	6.0	7.2	6.7	7.7	12.9	12.4	7.2
Other	%	0.5	1.0	0.6	1.0	1.1	np	np	0.9	0.7
<b>Total clients who needed income assistance and who had an income source after support</b>	<b>%</b>	<b>93.4</b>	<b>94.0</b>	<b>94.5</b>	<b>96.0</b>	<b>85.4</b>	<b>91.6</b>	<b>97.2</b>	<b>95.5</b>	<b>93.9</b>
Total clients who needed income assistance	no.	3 584	3 302	3 375	1 342	573	231	436	492	12 762

(a) For further information on data quality, including collection methodologies and data limitations, see the SHSC specifications on the AIHW website [meteor.aihw.gov.au/content/index.phtml/itemId/683255](http://meteor.aihw.gov.au/content/index.phtml/itemId/683255).

(b) A client's income status after support is determined at the end of their last closed support period in the reference year.

(c) For NSW: An increased number of clients and support periods were observed in 2015-16 as a result of increased program investment as well as the impact of a new access system and consolidation of new post-reform service models implemented during a period of major transition in 2014-15. The transition period affected continuity of reporting for some service providers in 2014-15, but did not affect data for 2015-16. Caution should be used when comparing NSW data across years or with data for other States and Territories.

(d) Clients are counted once only in each jurisdiction. 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. **np** Not published.

Source: AIHW (unpublished) Specialist Homelessness Services Collection.

TABLE 19A.29

Table 19A.29 **Income status, before and after support, as a proportion of Aboriginal and Torres Strait Islander clients who needed income assistance (closed support periods) (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
<b>2016-17</b>										
<b>Source of income <u>before</u> support — clients who needed income assistance</b>										
No income	%	15.2	12.3	6.1	8.4	10.5	14.3	8.3	12.9	10.7
Awaiting benefit	%	7.4	7.8	3.8	4.8	3.4	11.1	6.3	4.9	5.7
Government pension/allowance	%	73.9	75.4	88.1	85.8	85.0	71.4	76.8	78.0	80.8
Employee/business income	%	3.2	3.7	1.8	0.6	1.1	3.2	8.7	4.2	2.5
Other	%	0.2	0.7	0.2	0.4	—	—	—	—	0.2
<b>Source of income <u>after</u> support — clients who needed income assistance</b>										
No income	%	9.4	6.0	4.2	6.3	6.0	8.0	8.9	6.7	6.9
Awaiting benefit	%	3.5	4.8	2.4	3.1	—	6.4	—	1.8	3.0
Government pension/allowance	%	82.4	83.6	91.2	89.4	91.7	84.1	74.3	85.6	86.6
Employee/business income	%	4.5	4.9	2.1	1.1	1.7	1.6	16.8	5.9	3.4
Other	%	0.2	0.7	0.1	—	0.5	—	—	—	0.2
<b>Total clients who needed income assistance and who had an income source after support</b>	<b>%</b>	<b>90.6</b>	<b>94.0</b>	<b>95.8</b>	<b>93.7</b>	<b>94.0</b>	<b>92.0</b>	<b>91.1</b>	<b>93.3</b>	<b>93.1</b>
Total clients who needed income assistance	no.	1 178	308	1 095	561	203	63	56	295	3 571
<b>2015-16</b>										
<b>Source of income <u>before</u> support — clients who needed income assistance</b>										
No income	%	12.7	8.2	6.8	7.9	15.9	10.3	7.9	13.2	9.9
Awaiting benefit	%	7.3	6.2	4.8	5.2	2.6	3.4	8.4	4.8	5.8
Government pension/allowance	%	75.0	82.0	86.7	85.6	79.6	86.2	77.3	76.3	81.0
Employee/business income	%	5.0	3.0	1.6	0.6	1.9	—	6.5	5.1	3.0
Other	%	0.1	0.6	0.2	0.6	—	—	—	0.6	0.3
<b>Source of income <u>after</u> support — clients who needed income assistance</b>										
No income	%	7.9	4.9	4.5	5.4	13.3	8.6	4.1	10.0	6.6

TABLE 19A.29

Table 19A.29 **Income status, before and after support, as a proportion of Aboriginal and Torres Strait Islander clients who needed income assistance (closed support periods) (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
Awaiting benefit	%	3.9	3.0	2.5	2.1	–	1.7	1.9	3.9	2.9
Government pension/allowance	%	83.8	87.6	89.8	89.5	84.8	88.0	85.6	80.3	86.5
Employee/business income	%	4.4	4.6	3.0	2.7	1.9	1.7	8.4	5.9	3.9
Other	%	0.1	–	0.3	0.2	–	–	–	–	0.1
<b>Total clients who needed income assistance and who had an income source after support</b>	<b>%</b>	<b>92.1</b>	<b>95.1</b>	<b>95.5</b>	<b>94.6</b>	<b>86.7</b>	<b>91.4</b>	<b>95.9</b>	<b>90.0</b>	<b>93.4</b>
Total clients who needed income assistance	no.	1 037	359	1 076	521	173	63	58	296	3 404
<b>2014-15</b>										
<b>Source of income <u>before</u> support — clients who needed income assistance</b>										
No income	%	10.6	7.5	8.0	12.2	9.2	7.0	15.2	5.3	9.4
Awaiting benefit	%	6.8	5.1	4.8	3.7	3.3	11.6	7.0	3.0	5.3
Government pension/allowance	%	77.9	82.7	84.3	80.7	84.9	81.4	77.8	84.3	81.3
Employee/business income	%	4.1	3.8	2.7	3.2	0.9	–	–	7.4	3.6
Other	%	0.6	1.0	0.2	0.2	1.7	–	–	–	0.5
<b>Source of income <u>after</u> support — clients who needed income assistance</b>										
No income	%	7.6	5.1	5.2	5.9	7.6	2.3	11.4	6.6	6.4
Awaiting benefit	%	2.2	2.4	1.8	3.0	–	2.3	–	3.0	2.2
Government pension/allowance	%	85.2	87.7	90.3	87.8	91.4	95.4	83.0	82.6	87.3
Employee/business income	%	4.9	4.1	2.5	2.7	0.9	–	5.6	7.9	3.8
Other	%	0.1	0.7	0.2	0.7	–	–	–	–	0.3
<b>Total clients who needed income assistance and who had an income source after support</b>	<b>%</b>	<b>92.4</b>	<b>94.9</b>	<b>94.8</b>	<b>94.1</b>	<b>92.4</b>	<b>97.7</b>	<b>88.6</b>	<b>93.4</b>	<b>93.6</b>
Total clients who needed income assistance	no.	756	330	964	432	149	44	60	254	2 870
<b>2013-14</b>										
<b>Source of income <u>before</u> support — clients who needed income assistance</b>										

TABLE 19A.29

Table 19A.29 **Income status, before and after support, as a proportion of Aboriginal and Torres Strait Islander clients who needed income assistance (closed support periods) (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
No income	%	11.0	9.3	6.4	8.1	11.3	16.2	6.0	3.8	8.2
Awaiting benefit	%	5.9	5.3	5.7	2.6	8.1	4.6	13.4	2.2	5.2
Government pension/allowance	%	80.8	84.1	84.6	86.6	77.2	77.0	78.1	89.1	83.6
Employee/business income	%	2.1	1.2	3.1	2.2	3.3	2.3	2.6	4.9	2.8
Other	%	0.3	–	0.2	0.5	–	–	–	–	0.2
<b>Source of income <u>after</u> support — clients who needed income assistance</b>										
No income	%	6.1	5.3	3.4	6.6	9.7	7.0	6.0	3.0	5.1
Awaiting benefit	%	2.5	3.6	3.0	3.2	–	4.6	2.6	1.4	2.7
Government pension/allowance	%	87.6	88.8	90.3	87.2	88.5	86.1	86.3	89.1	88.4
Employee/business income	%	3.8	2.3	3.3	2.2	1.7	2.3	5.1	6.5	3.8
Other	%	–	–	–	0.8	–	–	–	–	0.1
<b>Total clients who needed income assistance and who had an income source after support</b>	<b>%</b>	<b>93.9</b>	<b>94.7</b>	<b>96.6</b>	<b>93.4</b>	<b>90.3</b>	<b>93.0</b>	<b>94.0</b>	<b>97.0</b>	<b>94.9</b>
Total clients who needed income assistance	no.	929	287	926	338	108	53	55	392	2 965
<b>2012-13</b>										
<b>Source of income <u>before</u> support — clients who needed income assistance</b>										
No income	%	7.5	4.1	7.5	7.5	13.8	16.3	12.0	4.3	7.5
Awaiting benefit	%	4.4	4.9	4.9	2.6	np	–	21.9	2.0	4.4
Government pension/allowance	%	85.3	86.1	84.9	85.1	82.8	78.5	61.1	89.9	84.7
Employee/business income	%	2.6	3.5	2.5	4.4	np	np	np	3.8	3.1
Other	%	np	np	np	np	–	–	–	–	0.3
<b>Source of income <u>after</u> support — clients who needed income assistance</b>										
No income	%	4.9	2.1	5.3	3.1	15.4	16.4	–	2.6	4.8
Awaiting benefit	%	2.3	1.4	2.0	2.7	–	–	7.0	1.7	2.2
Government pension/allowance	%	88.6	93.1	90.1	90.6	79.5	78.4	88.0	87.5	88.9

Table 19A.29 **Income status, before and after support, as a proportion of Aboriginal and Torres Strait Islander clients who needed income assistance (closed support periods) (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
Employee/business income	%	4.3	2.1	2.6	3.6	5.1	np	5.0	7.7	4.0
Other	%	–	np	–	–	–	–	–	np	0.2
<b>Total clients who needed income assistance and who had an income source after support</b>	<b>%</b>	<b>95.1</b>	<b>97.9</b>	<b>94.7</b>	<b>96.9</b>	<b>84.6</b>	<b>83.6</b>	<b>100.0</b>	<b>97.4</b>	<b>95.2</b>
Total clients who needed income assistance	no.	774	300	820	371	103	37	71	301	2 626

(a) For further information on data quality, including collection methodologies and data limitations, see the SHSC specifications on the AIHW website [meteor.aihw.gov.au/content/index.phtml/itemId/683255](http://meteor.aihw.gov.au/content/index.phtml/itemId/683255).

(b) A client's income status after support is determined at the end of their last closed support period in the reference year.

(c) For NSW: An increased number of clients and support periods were observed in 2015-16 as a result of increased program investment as well as the impact of a new access system and consolidation of new post-reform service models implemented during a period of major transition in 2014-15. The transition period affected continuity of reporting for some service providers in 2014-15, but did not affect data for 2015-16. Caution should be used when comparing NSW data across years or with data for other States and Territories.

(d) Clients are counted once only in each jurisdiction. 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. **np** Not published.

Source: AIHW (unpublished) Specialist Homelessness Services Collection.

TABLE 19A.30

Table 19A.30 Independent housing, before and after support (closed support periods) (a)

	Unit	NSW (b)	Vic	Qld	WA	SA	Tas	ACT	NT	Aust (c)
<b>2016-17</b>										
<b>Proportion of clients with independent housing</b>										
All clients										
Before support	%	50.0	55.5	45.1	55.1	47.6	48.7	46.9	64.5	52.0
After support	%	62.9	62.5	63.9	63.6	68.8	64.4	66.6	67.8	63.8
Total number of clients	no.	56 151	88 437	32 755	20 055	15 203	5 886	3 085	6 742	225 563
Aboriginal and Torres Strait Islander clients										
Before support	%	47.0	48.8	44.8	53.3	38.9	44.2	37.5	66.9	49.5
After support	%	61.2	57.3	61.2	62.8	67.4	60.5	57.9	69.4	62.4
Number of Aboriginal and Torres Strait Islander clients	no.	15 633	7 574	11 719	8 490	3 826	907	480	5 456	54 748
<b>Proportion of clients in need of assistance to obtain or maintain independent housing, with independent housing</b>										
All clients										
Before support	%	51.0	50.5	48.3	48.7	40.1	49.1	46.0	58.8	50.1
After support	%	66.0	59.2	67.1	59.9	71.4	64.7	68.1	67.7	63.9
Total number of clients	no.	34 848	43 093	19 648	5 519	3 758	4 958	1 938	1 326	112 886
Aboriginal and Torres Strait Islander clients										
Before support	%	48.8	44.2	47.3	37.6	34.4	44.4	36.9	62.0	47.0
After support	%	65.1	54.3	66.1	51.4	71.5	60.9	58.6	69.1	63.5
Number of Aboriginal and Torres Strait Islander clients	no.	10 113	3 622	6 264	1 709	1 020	735	305	941	24 073

(a) For further information on data quality, including collection methodologies and data limitations, see the SHSC specifications on the AIHW website [meteor.aihw.gov.au/content/index.phtml/itemId/683255](http://meteor.aihw.gov.au/content/index.phtml/itemId/683255).

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

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

Source: AIHW (unpublished) Specialist Homelessness Services Collection.

TABLE 19A.31

Table 19A.31 **Housing tenure type, before and after support, as a proportion of clients who needed assistance to obtain or maintain independent housing (closed support periods) (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>
<b>2016-17</b>										
<b>Type of tenure <u>before</u> support</b>										
<i>Independent housing</i>										
Purchasing/purchased own home	%	1.6	1.0	0.8	1.5	1.1	2.2	0.8	0.3	1.2
Private rental	%	33.7	37.9	31.8	35.2	21.7	35.0	21.5	13.2	34.5
Public housing rental	%	9.0	8.0	10.9	9.2	11.0	7.6	17.0	40.5	9.5
Community housing rental	%	3.4	1.4	3.2	1.7	3.5	2.4	2.5	3.4	2.5
Other rental	%	3.2	2.3	1.6	0.9	2.7	1.9	4.2	1.5	2.4
Independent housing — Total	%	<b>51.0</b>	<b>50.5</b>	<b>48.3</b>	<b>48.7</b>	<b>40.1</b>	<b>49.1</b>	<b>46.0</b>	<b>58.8</b>	<b>50.1</b>
Crisis	%	12.4	4.1	8.5	7.1	5.5	3.7	11.9	6.0	7.6
Transitional Housing (incl. rent free)	%	1.8	2.3	1.1	2.7	1.5	0.7	0.8	4.4	1.9
Caravan park rental	%	1.3	1.5	1.5	1.0	1.0	0.8	0.4	0.4	1.3
Institutional setting	%	2.1	5.1	1.5	3.1	4.7	2.9	3.3	5.1	3.3
Improvised dwelling/sleeping rough	%	5.5	8.9	11.6	12.3	11.1	7.9	9.8	5.2	8.3
Boarding/rooming house	%	8.2	10.7	7.9	13.3	11.1	7.6	4.7	7.0	9.3
Other (no tenure)	%	17.7	16.9	19.7	11.9	25.0	27.4	23.0	13.1	18.1
Non-Independent housing — Total	%	<b>49.0</b>	<b>49.5</b>	<b>51.7</b>	<b>51.3</b>	<b>59.9</b>	<b>50.9</b>	<b>54.0</b>	<b>41.2</b>	<b>49.9</b>
<b>Type of tenure <u>after</u> support</b>										
<i>Independent housing</i>										
Purchasing/purchased own home	%	1.4	0.8	0.8	1.3	0.9	0.9	1.0	0.2	1.0
Private rental	%	41.9	41.7	37.2	38.1	38.8	39.1	21.3	14.9	40.2
Public housing rental	%	13.9	12.6	20.1	16.5	20.6	15.8	38.7	47.2	15.8
Community housing rental	%	5.7	2.2	6.8	2.8	7.1	7.7	3.6	3.6	4.6
Other rental	%	3.1	1.9	2.2	1.2	4.0	1.2	3.5	1.8	2.3

TABLE 19A.31

Table 19A.31 **Housing tenure type, before and after support, as a proportion of clients who needed assistance to obtain or maintain independent housing (closed support periods) (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>
Independent housing — Total	%	<b>66.0</b>	<b>59.2</b>	<b>67.1</b>	<b>59.9</b>	<b>71.4</b>	<b>64.7</b>	<b>68.1</b>	<b>67.7</b>	<b>63.9</b>
<i>Non-independent housing</i>										
Crisis	%	6.7	3.9	5.2	5.2	2.7	3.2	7.1	8.9	5.0
Transitional Housing (incl. rent free)	%	2.3	2.4	2.7	2.2	1.1	1.6	2.5	3.7	2.4
Caravan park rental	%	1.2	1.6	0.9	1.3	0.9	0.4	0.6	0.4	1.2
Institutional setting	%	1.8	3.9	1.5	1.7	3.1	1.7	2.1	1.6	2.5
Improvised dwelling/sleeping rough	%	3.1	5.6	4.1	7.9	3.5	4.2	3.2	2.0	4.3
Boarding/rooming house	%	7.6	11.8	8.1	12.7	8.7	7.1	5.2	6.3	9.3
Other (no tenure)	%	11.3	11.7	10.4	9.1	8.7	17.0	11.3	9.4	11.3
Non-Independent housing — Total	%	<b>34.0</b>	<b>40.8</b>	<b>32.9</b>	<b>40.1</b>	<b>28.6</b>	<b>35.3</b>	<b>31.9</b>	<b>32.3</b>	<b>36.1</b>
Total clients who needed assistance to obtain or maintain independent housing	no.	34 848	43 093	19 648	5 519	3 758	4 958	1 938	1 326	112 886
<b>2015-16</b>										
<b>Type of tenure <u>before</u> support</b>										
<b>Independent housing</b>										
Purchasing/purchased own home	%	1.7	1.2	1.0	1.1	1.5	2.3	1.6	0.4	1.4
Private rental	%	32.7	37.5	32.7	37.0	24.4	35.2	15.7	12.5	34.1
Public housing rental	%	9.3	8.7	9.7	9.8	13.8	7.4	15.8	47.0	10.0
Community housing rental	%	4.2	1.3	3.6	2.3	3.6	2.0	2.5	2.4	2.8
Other rental	%	3.2	2.3	1.6	1.5	3.6	1.0	2.8	2.2	2.4
<b>Total</b>	%	<b>51.1</b>	<b>51.0</b>	<b>48.6</b>	<b>51.7</b>	<b>46.9</b>	<b>47.8</b>	<b>38.4</b>	<b>64.5</b>	<b>50.7</b>
<b>Non-independent housing</b>										
Crisis	%	9.9	4.5	6.4	7.1	4.6	4.8	10.2	5.6	6.6
Transitional Housing (incl. rent free)	%	2.0	2.6	1.1	1.6	1.7	0.3	2.2	5.5	2.0
Caravan park rental	%	1.7	1.7	1.3	1.4	1.4	0.5	0.4	0.4	1.5

TABLE 19A.31

Table 19A.31 **Housing tenure type, before and after support, as a proportion of clients who needed assistance to obtain or maintain independent housing (closed support periods) (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>
Institutional setting	%	1.9	5.4	1.5	2.6	4.6	2.1	3.8	3.3	3.3
Improvised dwelling/sleeping rough	%	6.0	7.9	10.6	8.4	8.0	8.0	10.4	4.9	7.7
Boarding/rooming house	%	9.1	11.2	9.7	14.2	13.3	8.6	6.5	8.2	10.2
Other (no tenure)	%	18.3	15.7	20.7	12.9	19.4	27.7	28.1	7.7	18.0
<b>Total</b>	<b>%</b>	<b>48.9</b>	<b>49.0</b>	<b>51.4</b>	<b>48.3</b>	<b>53.1</b>	<b>52.2</b>	<b>61.6</b>	<b>35.5</b>	<b>49.3</b>
<b>Type of tenure after support</b>										
<b>Independent housing</b>										
Purchasing/purchased own home	%	1.5	0.9	0.7	0.9	0.8	1.4	1.4	0.3	1.1
Private rental	%	41.4	41.3	37.0	39.9	38.1	39.5	18.4	12.7	39.5
Public housing rental	%	14.4	14.1	18.9	16.9	23.0	15.1	30.5	51.0	16.6
Community housing rental	%	5.9	2.2	7.5	3.7	5.7	5.0	3.4	3.9	4.7
Other rental	%	2.9	1.9	1.5	1.5	3.0	1.6	2.5	1.7	2.1
<b>Total</b>	<b>%</b>	<b>66.1</b>	<b>60.4</b>	<b>65.7</b>	<b>62.8</b>	<b>70.6</b>	<b>62.7</b>	<b>56.1</b>	<b>69.6</b>	<b>64.0</b>
<b>Non-independent housing</b>										
Crisis	%	5.9	4.2	5.2	5.6	3.0	3.0	7.7	8.4	4.9
Transitional Housing (incl. rent free)	%	2.1	2.5	2.8	1.8	1.1	0.8	2.4	7.5	2.4
Caravan park rental	%	1.6	1.4	1.1	1.3	1.1	0.6	0.6	0.9	1.3
Institutional setting	%	1.6	4.1	1.3	1.4	2.9	1.6	3.1	1.4	2.5
Improvised dwelling/sleeping rough	%	3.0	4.9	4.2	5.6	2.5	3.8	5.8	1.5	4.0
Boarding/rooming house	%	8.0	11.8	9.1	12.6	10.0	7.6	5.3	5.4	9.6
Other (no tenure)	%	11.8	10.7	10.6	8.9	8.8	19.7	19.0	5.5	11.3
<b>Total</b>	<b>%</b>	<b>33.9</b>	<b>39.6</b>	<b>34.3</b>	<b>37.2</b>	<b>29.4</b>	<b>37.3</b>	<b>43.9</b>	<b>30.4</b>	<b>36.0</b>
Total clients who needed assistance to obtain or maintain independent housing	no.	31 893	40 658	21 091	5 324	3 234	4 841	2 526	1 740	109 074

2014-15

TABLE 19A.31

Table 19A.31 **Housing tenure type, before and after support, as a proportion of clients who needed assistance to obtain or maintain independent housing (closed support periods) (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>
<b>Type of tenure <u>before</u> support</b>										
<b>Independent housing</b>										
Purchasing/purchased own home	%	1.7	1.3	0.8	1.0	1.5	1.1	2.1	0.3	1.2
Private rental	%	29.8	39.0	35.9	32.3	18.7	37.0	16.2	14.6	34.9
Public housing rental	%	8.4	8.9	8.7	9.6	13.9	10.7	19.6	46.3	9.9
Community housing rental	%	4.0	1.3	3.1	1.9	3.1	2.5	2.6	2.9	2.5
Other rental	%	3.9	2.3	2.1	2.0	4.3	1.4	2.7	1.0	2.5
<b>Total</b>	<b>%</b>	<b>47.7</b>	<b>52.8</b>	<b>50.6</b>	<b>46.8</b>	<b>41.4</b>	<b>52.6</b>	<b>43.3</b>	<b>65.1</b>	<b>51.0</b>
<b>Non-independent housing</b>										
Crisis	%	12.6	4.1	5.7	5.7	5.7	6.1	10.0	4.2	6.4
Transitional Housing (incl. rent free)	%	2.2	2.8	1.2	2.1	2.5	0.5	2.3	4.4	2.2
Caravan park rental	%	1.5	1.5	1.8	1.7	0.6	0.6	0.5	1.0	1.5
Institutional setting	%	2.1	4.8	1.4	2.6	4.2	2.6	2.6	1.9	3.2
Improvised dwelling/sleeping rough	%	7.9	7.7	10.8	11.4	8.3	8.9	13.4	7.2	8.6
Boarding/rooming house	%	9.2	11.5	9.5	14.2	15.6	7.2	6.2	6.1	10.5
Other (no tenure)	%	16.6	14.7	18.9	15.5	21.6	21.5	21.6	10.0	16.7
<b>Total</b>	<b>%</b>	<b>52.3</b>	<b>47.2</b>	<b>49.4</b>	<b>53.2</b>	<b>58.6</b>	<b>47.4</b>	<b>56.7</b>	<b>34.9</b>	<b>49.0</b>
<b>Type of tenure <u>after</u> support</b>										
<b>Independent housing</b>										
Purchasing/purchased own home	%	1.5	1.0	0.8	0.8	0.9	0.9	1.8	–	1.0
Private rental	%	39.0	42.5	39.1	35.1	30.8	43.2	18.2	14.2	39.6
Public housing rental	%	12.0	14.6	17.3	15.6	21.8	18.1	38.1	49.3	16.4
Community housing rental	%	7.1	2.2	6.2	3.1	5.1	5.3	5.6	2.1	4.4
Other rental	%	3.5	1.7	1.7	1.8	5.0	1.3	2.0	0.8	2.1
<b>Total</b>	<b>%</b>	<b>63.0</b>	<b>62.0</b>	<b>65.1</b>	<b>56.5</b>	<b>63.5</b>	<b>68.9</b>	<b>65.7</b>	<b>66.4</b>	<b>63.5</b>

TABLE 19A.31

Table 19A.31 **Housing tenure type, before and after support, as a proportion of clients who needed assistance to obtain or maintain independent housing (closed support periods) (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>
<b>Non-independent housing</b>										
Crisis	%	7.8	4.3	5.2	5.8	3.6	4.3	7.8	9.7	5.3
Transitional Housing (incl. rent free)	%	3.5	2.2	2.1	1.5	1.6	0.8	1.9	6.4	2.4
Caravan park rental	%	1.3	1.7	1.4	1.7	0.9	0.3	0.3	0.6	1.4
Institutional setting	%	2.1	3.8	1.2	1.6	2.2	1.7	2.3	1.6	2.5
Improvised dwelling/sleeping rough	%	3.8	4.2	4.9	7.9	3.9	3.8	3.7	3.5	4.3
Boarding/rooming house	%	8.1	11.8	9.1	13.5	14.4	6.6	7.0	5.2	10.1
Other (no tenure)	%	10.5	10.0	11.0	11.6	9.9	13.6	11.3	6.7	10.5
<b>Total</b>	<b>%</b>	<b>37.0</b>	<b>38.0</b>	<b>34.9</b>	<b>43.5</b>	<b>36.5</b>	<b>31.1</b>	<b>34.3</b>	<b>33.6</b>	<b>36.5</b>
Total clients who needed assistance to obtain or maintain independent housing	no.	19 636	41 728	22 473	6 181	3 077	4 189	2 530	1 628	99 457
<b>2013-14</b>										
<b>Type of tenure <u>before</u> support</b>										
<b>Independent housing</b>										
Purchasing/purchased own home	%	1.7	1.1	0.8	1.1	1.3	1.1	1.2	–	1.2
Private rental	%	30.4	38.3	37.3	36.4	23.1	31.2	14.3	12.6	35.1
Public housing rental	%	7.9	9.0	8.1	10.4	22.7	10.6	20.0	35.0	9.7
Community housing rental	%	4.1	1.4	3.4	2.4	4.9	2.1	2.3	4.2	2.7
Other rental	%	3.0	2.8	1.8	1.9	2.7	1.6	4.1	2.1	2.5
<b>Total</b>	<b>%</b>	<b>47.1</b>	<b>52.6</b>	<b>51.4</b>	<b>52.2</b>	<b>54.7</b>	<b>46.6</b>	<b>41.9</b>	<b>53.9</b>	<b>51.2</b>
<b>Non-independent housing</b>										
Crisis	%	13.7	3.9	5.6	6.0	6.6	5.3	6.5	5.4	6.5
Transitional Housing (incl. rent free)	%	2.2	2.8	0.8	2.9	3.4	0.6	1.9	2.3	2.1
Caravan park rental	%	1.3	1.9	2.2	1.7	0.8	1.0	0.7	0.8	1.7
Institutional setting	%	2.0	4.9	1.4	2.7	5.4	3.3	3.2	4.1	3.1

TABLE 19A.31

Table 19A.31 **Housing tenure type, before and after support, as a proportion of clients who needed assistance to obtain or maintain independent housing (closed support periods) (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>
Improvised dwelling/sleeping rough	%	8.0	8.4	11.0	10.2	4.9	9.1	14.5	8.3	9.0
Boarding/rooming house	%	10.5	11.5	10.2	12.7	13.1	9.2	6.7	10.0	10.8
Other (no tenure)	%	15.2	14.0	17.4	11.5	11.2	24.9	24.5	15.1	15.6
<b>Total</b>	<b>%</b>	<b>52.9</b>	<b>47.4</b>	<b>48.6</b>	<b>47.7</b>	<b>45.4</b>	<b>53.4</b>	<b>58.0</b>	<b>46.0</b>	<b>48.8</b>
<b>Type of tenure <u>after</u> support</b>										
<b>Independent housing</b>										
Purchasing/purchased own home	%	1.3	0.9	0.6	1.1	0.9	0.8	2.1	0.1	0.9
Private rental	%	39.8	41.5	38.7	38.4	29.5	35.4	13.3	10.5	39.0
Public housing rental	%	12.3	15.2	14.9	17.8	26.9	22.2	39.4	40.0	16.3
Community housing rental	%	7.8	2.1	6.0	3.4	7.7	2.7	4.1	3.7	4.6
Other rental	%	3.6	2.0	1.5	1.6	2.2	1.1	3.7	2.1	2.2
<b>Total</b>	<b>%</b>	<b>64.8</b>	<b>61.7</b>	<b>61.7</b>	<b>62.3</b>	<b>67.2</b>	<b>62.2</b>	<b>62.6</b>	<b>56.4</b>	<b>63.0</b>
<b>Non-independent housing</b>										
Crisis	%	7.8	4.4	7.3	6.7	3.5	5.3	6.8	12.8	6.0
Transitional Housing (incl. rent free)	%	3.1	2.4	1.9	2.3	2.8	0.8	2.8	4.4	2.4
Caravan park rental	%	1.2	1.8	1.8	1.4	1.1	0.5	0.1	0.5	1.5
Institutional setting	%	1.8	4.1	1.1	1.2	2.1	2.0	3.4	0.5	2.4
Improvised dwelling/sleeping rough	%	4.2	4.9	5.3	6.4	2.6	3.5	3.8	5.3	4.7
Boarding/rooming house	%	8.6	11.2	10.1	12.6	12.7	8.9	7.2	10.0	10.2
Other (no tenure)	%	8.6	9.4	10.9	7.0	8.2	16.9	13.4	10.2	9.8
<b>Total</b>	<b>%</b>	<b>35.3</b>	<b>38.2</b>	<b>38.4</b>	<b>37.6</b>	<b>33.0</b>	<b>37.9</b>	<b>37.5</b>	<b>43.7</b>	<b>37.0</b>
Total clients who needed assistance to obtain or maintain independent housing	no.	19 015	40 053	21 790	5 688	2 591	3 311	2 715	1 376	94 772

2012-13

**Type of tenure before support**

TABLE 19A.31

Table 19A.31 **Housing tenure type, before and after support, as a proportion of clients who needed assistance to obtain or maintain independent housing (closed support periods) (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>
<b>Independent housing</b>										
Purchasing/purchased own home	%	1.5	1.1	0.7	2.1	2.5	1.8	1.3	0.5	1.2
Private rental	%	33.4	37.3	35.6	39.2	21.2	22.0	12.7	13.9	34.6
Public housing rental	%	7.7	10.0	6.4	12.2	21.1	8.7	16.4	18.8	9.5
Community housing rental	%	4.4	1.4	3.4	2.5	2.6	1.9	1.1	3.3	2.7
Other rental	%	3.6	2.8	1.9	1.5	2.3	1.9	2.7	3.0	2.6
<b>Total</b>	<b>%</b>	<b>50.5</b>	<b>52.5</b>	<b>48.0</b>	<b>57.5</b>	<b>49.8</b>	<b>36.3</b>	<b>34.2</b>	<b>39.5</b>	<b>50.5</b>
<b>Non-independent housing</b>										
Crisis	%	12.1	4.2	7.1	5.3	5.0	7.2	5.6	8.7	6.7
Transitional Housing (incl. rent free)	%	1.7	2.9	1.3	1.7	4.6	0.4	1.9	1.8	2.1
Caravan park rental	%	1.9	1.7	2.1	1.9	0.6	1.5	0.4	3.5	1.8
Institutional setting	%	2.1	4.2	1.4	3.5	2.6	2.3	3.3	6.8	2.9
Improvised dwelling/sleeping rough	%	5.9	7.6	10.9	9.7	3.3	11.5	15.7	12.4	8.4
Boarding/rooming house	%	11.6	13.4	11.8	11.2	15.7	12.1	6.3	10.7	12.2
Other (no tenure)	%	14.1	13.5	17.4	9.3	18.4	28.7	32.7	16.6	15.5
<b>Total</b>	<b>%</b>	<b>49.5</b>	<b>47.5</b>	<b>52.0</b>	<b>42.5</b>	<b>50.2</b>	<b>63.7</b>	<b>65.8</b>	<b>60.5</b>	<b>49.5</b>
<b>Type of tenure <u>after</u> support</b>										
<b>Independent housing</b>										
Purchasing/purchased own home	%	1.3	0.9	0.7	1.8	1.8	1.1	1.3	0.5	1.0
Private rental	%	39.5	40.3	36.7	37.7	26.9	27.0	11.7	15.5	37.3
Public housing rental	%	11.4	15.1	14.0	20.1	27.5	20.5	29.1	20.2	15.7
Community housing rental	%	8.6	2.9	6.4	2.9	6.5	3.4	2.8	7.0	5.1
Other rental	%	3.0	2.1	1.5	1.5	1.8	1.7	2.9	2.0	2.1
<b>Total</b>	<b>%</b>	<b>63.8</b>	<b>61.3</b>	<b>59.3</b>	<b>64.0</b>	<b>64.5</b>	<b>53.6</b>	<b>47.9</b>	<b>45.2</b>	<b>61.2</b>
<b>Non-independent housing</b>										

TABLE 19A.31

Table 19A.31 **Housing tenure type, before and after support, as a proportion of clients who needed assistance to obtain or maintain independent housing (closed support periods) (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>
Crisis	%	9.1	4.8	9.6	7.2	3.8	7.9	7.9	14.1	7.2
Transitional Housing (incl. rent free)	%	3.4	2.6	2.5	1.6	2.0	1.8	4.8	5.8	2.7
Caravan park rental	%	1.4	1.7	1.6	1.8	0.9	1.3	0.2	2.4	1.5
Institutional setting	%	1.2	3.4	0.8	1.6	2.4	1.4	1.5	2.0	1.9
Improvised dwelling/sleeping rough	%	3.1	4.7	5.2	6.3	2.1	4.8	7.8	5.6	4.5
Boarding/rooming house	%	9.4	12.1	9.8	11.2	14.3	11.8	7.4	13.2	10.7
Other (no tenure)	%	8.8	9.4	11.2	6.4	10.0	17.5	22.6	11.8	10.1
<b>Total</b>	<b>%</b>	<b>36.2</b>	<b>38.7</b>	<b>40.7</b>	<b>36.0</b>	<b>35.5</b>	<b>46.4</b>	<b>52.1</b>	<b>54.8</b>	<b>38.8</b>
Total clients who needed assistance to obtain or maintain independent housing	no.	16 733	37 184	19 621	6 059	2 799	2 109	2 537	1 344	86 663

- (a) For further information on data quality, including collection methodologies and data limitations, see the SHSC specifications on the AIHW website [meteor.aihw.gov.au/content/index.phtml/itemId/683255](http://meteor.aihw.gov.au/content/index.phtml/itemId/683255).
- (b) These data are calculated using the numerator 'Total number of clients who identified a need for assistance with 'long term housing', to 'sustain tenancy or prevent tenancy failure or eviction' or to 'prevent foreclosures or for mortgage arrears, and had achieved independent housing at the end of support' and the denominator 'Total Number of clients who identified a need for assistance with 'long term housing', to 'sustain tenancy or prevent tenancy failure or eviction' or to 'prevent foreclosures or for mortgage arrears'.
- (c) A client's housing tenancy after support is determined at the end of their last closed support period in the reference year.
- (d) For NSW: An increased number of clients and support periods were observed in 2015-16 as a result of increased program investment as well as the impact of a new access system and consolidation of new post-reform service models implemented during a period of major transition in 2014-15. The transition period affected continuity of reporting for some service providers in 2014-15, but did not affect data for 2015-16. Caution should be used when comparing NSW data across years or with data for other States and Territories.
- (e) Clients are counted once only in each jurisdiction. State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.
- Nil or rounded to zero.

Source: AIHW (unpublished) Specialist Homelessness Services Collection.

TABLE 19A.32

Table 19A.32 **Housing tenure type, before and after support, as a proportion of Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing (closed support periods) (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>
<b>2016-17</b>										
<b>Type of tenure <u>before</u> support</b>										
<b>Independent housing</b>										
Purchasing/purchased own home	%	0.6	0.4	0.1	0.3	0.5	0.5	0.4	0.1	0.4
Private rental	%	24.9	21.3	23.6	15.7	11.5	31.1	7.3	8.1	22.5
Public housing rental	%	14.3	17.5	18.4	18.1	14.0	7.2	20.1	48.1	17.3
Community housing rental	%	5.2	3.6	3.4	2.7	4.6	2.2	3.0	4.3	4.2
Other rental	%	3.7	1.4	1.9	0.9	3.7	3.4	6.1	1.5	2.6
<b>Total</b>	<b>%</b>	<b>48.8</b>	<b>44.2</b>	<b>47.3</b>	<b>37.6</b>	<b>34.4</b>	<b>44.4</b>	<b>36.9</b>	<b>62.0</b>	<b>47.0</b>
<b>Non-independent housing</b>										
Crisis	%	9.6	5.3	8.5	8.1	5.7	4.5	18.6	4.7	8.1
Transitional Housing (incl. rent free)	%	1.8	3.0	1.1	3.1	1.1	–	1.3	5.8	1.9
Caravan park rental	%	1.4	0.9	1.4	0.3	1.1	0.9	–	0.2	1.2
Institutional setting	%	1.7	6.0	1.2	3.3	4.5	3.9	5.2	5.4	2.6
Improvised dwelling/sleeping rough	%	5.4	9.3	8.9	12.6	9.7	8.7	11.5	3.2	7.4
Boarding/rooming house	%	8.9	10.0	7.6	18.3	12.3	4.4	2.5	5.7	9.1
Other (no tenure)	%	22.4	21.4	24.0	16.8	31.2	33.2	24.1	13.0	22.7
<b>Total</b>	<b>%</b>	<b>51.2</b>	<b>55.8</b>	<b>52.7</b>	<b>62.4</b>	<b>65.6</b>	<b>55.6</b>	<b>63.1</b>	<b>38.0</b>	<b>53.0</b>
<b>Type of tenure <u>after</u> support</b>										
<b>Independent housing</b>										
Purchasing/purchased own home	%	0.6	0.4	0.1	0.2	0.3	0.3	0.4	0.1	0.4
Private rental	%	32.3	24.5	28.6	20.8	25.6	32.1	10.4	7.9	28.2
Public housing rental	%	20.9	23.2	28.0	26.3	30.4	18.6	41.0	54.4	25.5
Community housing rental	%	7.9	4.6	7.1	2.3	7.2	7.9	3.4	4.5	6.7

TABLE 19A.32

Table 19A.32 **Housing tenure type, before and after support, as a proportion of Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing (closed support periods) (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>
Other rental	%	3.5	1.6	2.2	1.8	8.0	1.9	3.4	2.2	2.8
<b>Total</b>	<b>%</b>	<b>65.1</b>	<b>54.3</b>	<b>66.1</b>	<b>51.4</b>	<b>71.5</b>	<b>60.9</b>	<b>58.6</b>	<b>69.1</b>	<b>63.5</b>
<b>Non-independent housing</b>										
Crisis	%	5.3	4.9	5.4	5.3	2.9	3.6	19.6	7.9	5.3
Transitional Housing (incl. rent free)	%	2.1	3.2	3.1	2.4	1.1	0.9	2.2	4.7	2.6
Caravan park rental	%	1.4	1.4	0.6	0.4	0.7	0.7	0.8	0.2	1.0
Institutional setting	%	1.6	4.5	1.4	2.8	3.5	2.2	3.6	1.5	2.1
Improvised dwelling/sleeping rough	%	3.2	5.8	3.4	9.6	3.4	6.0	4.6	1.8	4.0
Boarding/rooming house	%	7.4	12.0	6.7	15.2	6.9	6.2	1.2	5.8	8.1
Other (no tenure)	%	14.0	13.8	13.3	12.9	10.2	19.7	9.2	9.0	13.5
<b>Total</b>	<b>%</b>	<b>34.9</b>	<b>45.7</b>	<b>33.9</b>	<b>48.6</b>	<b>28.5</b>	<b>39.1</b>	<b>41.4</b>	<b>30.9</b>	<b>36.5</b>
Total clients who needed assistance to obtain or maintain independent housing	no.	10 113	3 622	6 264	1 709	1 020	735	305	941	24 073
<b>2015-16</b>										
<b>Type of tenure <u>before</u> support</b>										
<b>Independent housing</b>										
Purchasing/purchased own home	%	0.5	0.3	0.5	0.2	0.4	1.9	–	–	0.5
Private rental	%	22.6	21.4	23.4	14.1	13.8	29.0	8.3	8.0	21.2
Public housing rental	%	15.1	16.3	15.7	20.6	16.6	7.5	22.9	54.6	18.0
Community housing rental	%	6.3	4.0	4.2	3.3	4.5	3.0	2.9	3.2	4.9
Other rental	%	3.2	2.4	2.4	2.6	5.3	2.3	3.8	2.8	2.9
<b>Total</b>	<b>%</b>	<b>47.8</b>	<b>44.4</b>	<b>46.1</b>	<b>40.8</b>	<b>40.6</b>	<b>43.5</b>	<b>37.9</b>	<b>68.6</b>	<b>47.4</b>
<b>Non-independent housing</b>										
Crisis	%	8.8	6.0	8.1	7.3	4.1	4.5	15.4	5.4	7.6

TABLE 19A.32

Table 19A.32 **Housing tenure type, before and after support, as a proportion of Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing (closed support periods) (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>
Transitional Housing (incl. rent free)	%	1.9	3.2	1.4	2.4	1.5	–	6.3	6.6	2.3
Caravan park rental	%	1.7	2.1	1.4	0.6	1.1	0.6	–	0.2	1.4
Institutional setting	%	1.5	5.3	1.2	2.1	5.6	1.3	2.9	2.7	2.1
Improvised dwelling/sleeping rough	%	5.2	8.1	8.0	7.7	8.2	9.5	6.7	2.6	6.5
Boarding/rooming house	%	9.4	11.3	10.2	19.1	13.2	9.2	3.9	6.6	10.3
Other (no tenure)	%	23.8	19.6	23.5	20.0	25.8	31.4	26.9	7.4	22.4
<b>Total</b>	<b>%</b>	<b>52.2</b>	<b>55.6</b>	<b>53.9</b>	<b>59.2</b>	<b>59.4</b>	<b>56.5</b>	<b>62.1</b>	<b>31.4</b>	<b>52.6</b>
<b>Type of tenure after support</b>										
<b>Independent housing</b>										
Purchasing/purchased own home	%	0.5	0.4	0.4	0.1	–	0.7	–	–	0.4
Private rental	%	29.9	27.1	28.3	19.2	28.7	30.3	13.0	8.2	27.0
Public housing rental	%	21.6	25.0	26.4	27.8	29.7	14.9	45.5	57.6	26.5
Community housing rental	%	8.0	4.7	8.4	4.8	6.1	6.5	2.9	4.8	7.1
Other rental	%	3.1	1.4	1.9	1.7	3.5	2.8	1.2	1.9	2.3
<b>Total</b>	<b>%</b>	<b>63.1</b>	<b>58.6</b>	<b>65.5</b>	<b>53.6</b>	<b>68.0</b>	<b>55.3</b>	<b>62.6</b>	<b>72.5</b>	<b>63.3</b>
<b>Non-independent housing</b>										
Crisis	%	5.4	4.8	6.1	5.9	4.3	3.2	7.8	5.6	5.4
Transitional Housing (incl. rent free)	%	2.0	4.3	3.1	2.7	0.9	1.3	2.8	7.9	3.0
Caravan park rental	%	1.5	1.1	0.9	0.5	0.9	1.1	1.4	0.5	1.1
Institutional setting	%	1.5	4.2	1.1	1.6	2.5	1.3	1.4	1.1	1.7
Improvised dwelling/sleeping rough	%	2.9	4.2	3.6	5.5	2.0	5.6	3.6	1.3	3.3
Boarding/rooming house	%	7.6	10.1	8.2	15.4	10.3	8.8	3.1	5.3	8.4
Other (no tenure)	%	16.0	12.6	11.4	14.9	11.0	23.4	17.3	5.8	13.7
<b>Total</b>	<b>%</b>	<b>36.9</b>	<b>41.4</b>	<b>34.5</b>	<b>46.4</b>	<b>32.0</b>	<b>44.7</b>	<b>37.4</b>	<b>27.5</b>	<b>36.7</b>

TABLE 19A.32

Table 19A.32 **Housing tenure type, before and after support, as a proportion of Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing (closed support periods) (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>
Total clients who needed assistance to obtain or maintain independent housing	no.	9 583	3 412	6 479	1 589	812	653	436	1 206	23 500
<b>2014-15</b>										
<b>Type of tenure <u>before</u> support</b>										
<b>Independent housing</b>										
Purchasing/purchased own home	%	0.6	0.3	0.2	0.3	0.4	0.4	–	0.2	0.3
Private rental	%	21.8	19.5	24.8	12.1	10.6	26.0	6.5	5.6	20.4
Public housing rental	%	13.8	17.9	14.7	20.2	16.7	11.5	20.2	57.5	18.0
Community housing rental	%	5.8	3.8	4.0	2.2	4.8	2.8	6.7	3.8	4.4
Other rental	%	4.9	2.4	2.0	3.1	4.1	3.0	1.0	0.8	3.0
<b>Total</b>	<b>%</b>	<b>46.9</b>	<b>43.9</b>	<b>45.8</b>	<b>37.9</b>	<b>36.5</b>	<b>43.7</b>	<b>34.4</b>	<b>67.9</b>	<b>46.0</b>
<b>Non-independent housing</b>										
Crisis	%	10.9	4.9	7.1	7.2	6.7	8.5	12.8	4.7	7.7
Transitional Housing (incl. rent free)	%	2.1	3.9	1.4	1.2	2.5	0.2	6.4	5.3	2.3
Caravan park rental	%	1.3	1.6	1.7	0.8	0.5	0.6	0.3	0.2	1.2
Institutional setting	%	1.6	5.2	1.1	1.6	4.6	2.2	2.3	1.1	2.1
Improvised dwelling/sleeping rough	%	6.8	8.3	9.7	10.5	5.8	9.9	13.8	5.3	8.3
Boarding/rooming house	%	9.8	13.4	12.4	16.6	20.8	6.1	6.0	5.4	11.8
Other (no tenure)	%	20.6	18.8	20.8	24.1	22.7	28.9	24.0	10.0	20.5
<b>Total</b>	<b>%</b>	<b>53.1</b>	<b>56.1</b>	<b>54.2</b>	<b>62.1</b>	<b>63.5</b>	<b>56.3</b>	<b>65.6</b>	<b>32.1</b>	<b>54.0</b>
<b>Type of tenure <u>after</u> support</b>										
<b>Independent housing</b>										
Purchasing/purchased own home	%	0.6	0.3	0.1	0.1	–	0.4	–	–	0.3
Private rental	%	29.6	23.6	29.7	14.6	19.9	31.9	8.6	6.2	25.6

TABLE 19A.32

Table 19A.32 **Housing tenure type, before and after support, as a proportion of Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing (closed support periods) (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>
Public housing rental	%	18.7	24.8	24.1	28.2	27.4	18.9	39.6	60.6	25.7
Community housing rental	%	9.0	5.2	7.9	3.1	6.3	5.3	9.8	2.5	7.0
Other rental	%	4.1	1.8	1.7	2.2	7.4	1.6	3.7	0.3	2.5
<b>Total</b>	<b>%</b>	<b>62.1</b>	<b>55.7</b>	<b>63.6</b>	<b>48.3</b>	<b>61.0</b>	<b>58.1</b>	<b>61.7</b>	<b>69.7</b>	<b>61.1</b>
<b>Non-independent housing</b>										
Crisis	%	7.6	5.0	6.6	5.2	4.3	7.8	11.5	6.2	6.4
Transitional Housing (incl. rent free)	%	3.7	4.0	2.2	1.5	1.8	0.6	1.7	7.1	3.0
Caravan park rental	%	1.0	1.2	1.1	0.9	0.9	–	–	0.2	0.9
Institutional setting	%	1.5	4.1	1.3	1.4	2.5	1.4	1.6	1.8	1.9
Improvised dwelling/sleeping rough	%	3.4	4.7	3.8	8.5	3.1	4.8	5.3	2.9	4.0
Boarding/rooming house	%	8.0	11.2	10.1	15.8	15.1	7.2	5.2	4.5	9.8
Other (no tenure)	%	12.8	14.2	11.4	18.4	11.4	20.0	13.0	7.6	12.9
<b>Total</b>	<b>%</b>	<b>37.9</b>	<b>44.3</b>	<b>36.4</b>	<b>51.7</b>	<b>39.0</b>	<b>41.9</b>	<b>38.3</b>	<b>30.3</b>	<b>38.9</b>
Total clients who needed assistance to obtain or maintain independent housing	no.	5 243	3 428	6 509	1 683	766	596	406	1 069	19 164
<b>2013-14</b>										
<b>Type of tenure <u>before</u> support</b>										
<b>Independent housing</b>										
Purchasing/purchased own home	%	0.7	0.6	0.3	0.1	np	1.3	1.6	np	0.5
Private rental	%	23.8	20.0	26.4	11.7	10.8	25.5	3.8	7.1	22.1
Public housing rental	%	14.9	16.6	11.6	24.9	24.6	11.0	25.4	43.6	16.6
Community housing rental	%	5.9	2.6	4.3	2.4	6.8	1.0	6.0	5.5	4.5
Other rental	%	3.1	4.0	2.1	2.4	5.0	0.3	4.2	2.2	2.7
<b>Total</b>	<b>%</b>	<b>48.4</b>	<b>43.8</b>	<b>44.7</b>	<b>41.5</b>	<b>47.2</b>	<b>39.1</b>	<b>41.0</b>	<b>58.4</b>	<b>46.4</b>

TABLE 19A.32

Table 19A.32 **Housing tenure type, before and after support, as a proportion of Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing (closed support periods) (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>
<b>Non-independent housing</b>										
Crisis	%	10.4	4.1	6.7	6.5	7.6	8.0	8.1	5.0	7.2
Transitional Housing (incl. rent free)	%	1.9	4.2	0.7	2.5	3.6	–	4.5	1.8	1.8
Caravan park rental	%	0.9	2.5	1.8	0.3	0.3	0.7	0.5	0.3	1.4
Institutional setting	%	1.5	5.5	1.2	2.5	6.0	3.0	0.9	2.6	2.2
Improvised dwelling/sleeping rough	%	7.0	9.5	10.5	10.0	7.3	10.9	14.4	6.7	8.8
Boarding/rooming house	%	11.5	11.7	13.4	16.3	13.3	10.3	4.7	8.7	12.4
Other (no tenure)	%	18.4	18.7	21.1	20.4	14.6	27.9	26.0	16.4	19.8
<b>Total</b>	<b>%</b>	<b>51.6</b>	<b>56.2</b>	<b>55.4</b>	<b>58.5</b>	<b>52.7</b>	<b>60.8</b>	<b>59.1</b>	<b>41.5</b>	<b>53.6</b>
<b>Type of tenure after support</b>										
<b>Independent housing</b>										
Purchasing/purchased own home	%	0.5	0.5	0.1	0.7	–	0.3	1.6	0.2	0.4
Private rental	%	32.3	24.5	28.8	13.4	14.3	28.6	7.4	5.1	26.3
Public housing rental	%	18.5	26.6	19.3	34.2	28.0	24.3	47.1	49.7	23.9
Community housing rental	%	11.1	3.6	7.0	3.9	10.8	2.3	1.3	4.7	7.2
Other rental	%	3.2	2.4	2.1	2.2	3.6	0.7	3.3	1.4	2.4
<b>Total</b>	<b>%</b>	<b>65.6</b>	<b>57.6</b>	<b>57.3</b>	<b>54.4</b>	<b>56.7</b>	<b>56.2</b>	<b>60.7</b>	<b>61.1</b>	<b>60.2</b>
<b>Non-independent housing</b>										
Crisis	%	6.1	4.2	7.9	6.0	7.3	6.9	9.5	10.3	6.6
Transitional Housing (incl. rent free)	%	2.7	3.9	2.2	2.1	3.6	2.0	2.0	3.9	2.7
Caravan park rental	%	0.9	1.4	1.5	0.2	1.3	0.4	0.5	–	1.1
Institutional setting	%	1.6	4.8	1.0	1.1	3.0	3.1	3.4	0.7	1.8
Improvised dwelling/sleeping rough	%	3.6	4.7	4.8	8.3	3.3	4.3	4.7	5.3	4.5
Boarding/rooming house	%	8.5	10.2	11.5	15.1	13.8	9.5	5.7	7.4	10.4

TABLE 19A.32

Table 19A.32 **Housing tenure type, before and after support, as a proportion of Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing (closed support periods) (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>
Other (no tenure)	%	11.2	13.2	14.0	12.8	10.9	17.7	13.5	11.4	12.8
<b>Total</b>	<b>%</b>	<b>34.6</b>	<b>42.4</b>	<b>42.9</b>	<b>45.6</b>	<b>43.2</b>	<b>43.9</b>	<b>39.3</b>	<b>39.0</b>	<b>39.9</b>
Total clients who needed assistance to obtain or maintain independent housing	no.	4 872	2 905	6 028	1 424	610	445	396	947	17 199
<b>2012-13</b>										
<b>Type of tenure <u>before</u> support</b>										
<b>Independent housing</b>										
Purchasing/purchased own home	%	0.8	0.6	0.2	np	np	np	np	np	0.4
Private rental	%	27.3	20.0	24.3	15.2	9.4	17.4	4.5	6.7	22.1
Public housing rental	%	12.6	15.6	10.5	29.7	25.4	7.1	19.0	25.9	14.8
Community housing rental	%	7.3	3.7	4.2	2.2	1.9	np	2.5	5.0	4.6
Other rental	%	4.0	2.1	1.9	1.1	3.4	1.5	2.1	2.0	2.4
<b>Total</b>	<b>%</b>	<b>51.9</b>	<b>42.0</b>	<b>41.1</b>	<b>48.4</b>	<b>40.1</b>	<b>26.1</b>	<b>28.1</b>	<b>39.6</b>	<b>44.3</b>
<b>Non-independent housing</b>										
Crisis	%	10.1	4.8	7.6	7.2	5.9	7.7	7.5	8.4	7.8
Transitional Housing (incl. rent free)	%	0.9	5.0	1.5	2.0	4.3	–	np	1.1	1.8
Caravan park rental	%	2.4	1.4	1.6	1.3	–	np	np	1.2	1.6
Institutional setting	%	1.4	7.2	1.0	3.5	3.9	np	4.3	5.6	2.4
Improvised dwelling/sleeping rough	%	4.6	7.4	8.7	9.4	3.4	11.1	20.0	14.2	7.8
Boarding/rooming house	%	13.1	14.0	14.7	12.9	14.7	10.2	5.0	9.2	13.5
Other (no tenure)	%	15.6	18.3	23.8	15.1	27.3	43.4	33.1	20.2	20.8
<b>Total</b>	<b>%</b>	<b>48.1</b>	<b>58.0</b>	<b>58.9</b>	<b>51.4</b>	<b>59.5</b>	<b>72.4</b>	<b>69.9</b>	<b>59.9</b>	<b>55.7</b>
<b>Type of tenure <u>after</u> support</b>										
<b>Independent housing</b>										

TABLE 19A.32

Table 19A.32 **Housing tenure type, before and after support, as a proportion of Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing (closed support periods) (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>
Purchasing/purchased own home	%	0.5	0.3	0.4	0.1	0.7	–	0.5	0.2	0.4
Private rental	%	32.9	23.1	26.8	14.5	12.5	21.9	5.5	8.8	25.1
Public housing rental	%	16.8	23.4	18.7	39.6	29.9	26.1	37.3	26.0	22.3
Community housing rental	%	11.5	5.7	8.1	2.3	8.6	1.0	4.5	8.4	7.9
Other rental	%	3.5	3.0	1.5	2.1	1.2	2.0	3.6	3.1	2.3
<b>Total</b>	<b>%</b>	<b>65.1</b>	<b>55.5</b>	<b>55.4</b>	<b>58.7</b>	<b>52.9</b>	<b>51.1</b>	<b>51.4</b>	<b>46.5</b>	<b>58.0</b>
<b>Non-independent housing</b>										
Crisis	%	6.6	7.0	10.0	7.2	6.1	12.7	8.0	15.4	8.5
Transitional Housing (incl. rent free)	%	2.6	3.4	2.3	2.2	3.8	1.5	2.6	5.4	2.7
Caravan park rental	%	1.8	1.0	1.3	1.1	–	np	–	1.0	1.3
Institutional setting	%	1.1	5.4	0.8	2.3	4.4	1.5	np	1.6	1.7
Improvised dwelling/sleeping rough	%	2.7	4.4	3.4	7.1	1.5	5.6	10.4	3.6	3.7
Boarding/rooming house	%	10.1	11.3	11.6	11.7	14.6	8.2	5.5	12.6	11.1
Other (no tenure)	%	10.0	12.0	15.3	9.6	16.6	18.4	21.1	13.7	13.1
<b>Total</b>	<b>%</b>	<b>34.9</b>	<b>44.4</b>	<b>44.6</b>	<b>41.2</b>	<b>47.1</b>	<b>47.9</b>	<b>47.6</b>	<b>53.2</b>	<b>42.0</b>
Total clients who needed assistance to obtain or maintain independent housing	no.	4 081	2 621	5 604	1 485	543	334	370	836	15 417

(a) For further information on data quality, including collection methodologies and data limitations, see the SHSC specifications on the AIHW website [meteor.aihw.gov.au/content/index.phtml/itemId/683255](http://meteor.aihw.gov.au/content/index.phtml/itemId/683255).

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

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

Table 19A.32 **Housing tenure type, before and after support, as a proportion of Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing (closed support periods) (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>
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(d) For NSW: An increased number of clients and support periods were observed in 2015-16 as a result of increased program investment as well as the impact of a new access system and consolidation of new post-reform service models implemented during a period of major transition in 2014-15. The transition period affected continuity of reporting for some service providers in 2014-15, but did not affect data for 2015-16. Caution should be used when comparing NSW data across years or with data for other States and Territories.

(e) Clients are counted once only in each jurisdiction. 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. **np** Not published.

Source: AIHW (unpublished) Specialist Homelessness Services Collection.

TABLE 19A.33

Table 19A.33 **Housing tenure type, before and after support, as a proportion of clients who needed assistance to obtain or maintain independent housing and were living in non-independent housing before support (closed support periods) (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
<b>2016-17</b>										
<b>Clients who were living in non-independent housing before support:</b>										
<b>Type of tenure <u>before</u> support</b>										
<b>Non-independent housing</b>										
Crisis	%	25.2	8.3	16.5	13.8	9.2	7.3	22.1	14.6	15.3
Transitional Housing (incl. rent free)	%	3.8	4.7	2.1	5.3	2.4	1.4	1.5	10.6	3.8
Caravan park rental	%	2.7	3.0	2.9	1.9	1.7	1.5	0.8	1.0	2.7
Institutional setting	%	4.3	10.4	2.8	6.0	7.9	5.7	6.1	12.5	6.6
Improvised dwelling/sleeping rough	%	11.3	17.9	22.4	23.9	18.5	15.5	18.2	12.6	16.6
Boarding/rooming house	%	16.8	21.6	15.3	26.0	18.5	14.8	8.7	16.9	18.6
Other (no tenure)	%	36.0	34.1	38.0	23.1	41.6	53.9	42.6	31.9	36.4
<b>Total</b>	<b>%</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Who obtained independent housing after support: Type of tenure <u>after</u> support</b>										
<b>Independent housing</b>										
Purchasing/purchased own home	%	0.2	0.1	0.3	0.2	0.5	0.3	0.4	–	0.2
Private rental	%	24.7	16.3	20.6	13.5	32.9	19.6	14.0	13.8	20.1
Public housing rental	%	9.2	9.2	16.1	15.5	16.1	14.9	31.9	20.2	11.9
Community housing rental	%	4.5	1.6	6.5	2.9	6.5	5.8	3.9	3.0	3.9
Other rental	%	2.4	1.2	2.0	1.0	3.6	0.6	3.4	1.4	1.8
<b>Total (e)</b>	<b>%</b>	<b>41.0</b>	<b>28.5</b>	<b>45.6</b>	<b>33.2</b>	<b>59.6</b>	<b>41.1</b>	<b>53.5</b>	<b>38.4</b>	<b>37.9</b>
Total clients who were living in non-independent housing before support	no.	17 088	21 334	10 160	2 834	2 252	2 524	1 046	546	56 314

**2015-16**

**Clients who were living in non-independent housing before support:**

TABLE 19A.33

Table 19A.33 **Housing tenure type, before and after support, as a proportion of clients who needed assistance to obtain or maintain independent housing and were living in non-independent housing before support (closed support periods) (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
<b>Type of tenure <u>before</u> support</b>										
<b>Non-independent housing</b>										
Crisis	%	20.3	9.2	12.4	14.7	8.6	9.3	16.6	15.7	13.4
Transitional Housing (incl. rent free)	%	4.1	5.3	2.2	3.4	3.3	0.6	3.6	15.3	4.1
Caravan park rental	%	3.5	3.4	2.6	3.0	2.7	1.0	0.6	1.1	3.0
Institutional setting	%	3.8	11.0	2.9	5.5	8.7	4.1	6.2	9.3	6.6
Improvised dwelling/sleeping rough	%	12.2	16.2	20.7	17.4	15.1	15.3	17.0	13.7	15.6
Boarding/rooming house	%	18.6	22.9	18.8	29.4	25.0	16.6	10.5	23.1	20.7
Other (no tenure)	%	37.5	32.0	40.4	26.6	36.6	53.2	45.5	21.8	36.6
<b>Total</b>	<b>%</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Who obtained independent housing after support: Type of tenure <u>after</u> support</b>										
<b>Independent housing</b>										
Purchasing/purchased own home	%	0.3	0.2	0.1	0.1	0.2	0.3	0.7	0.2	0.2
Private rental	%	24.1	16.4	18.7	13.5	31.9	18.0	11.5	9.5	19.1
Public housing rental	%	9.7	10.8	14.6	16.4	17.3	13.4	21.7	20.0	12.4
Community housing rental	%	4.0	1.7	7.4	2.6	4.5	4.5	3.8	4.3	3.9
Other rental	%	2.1	1.3	1.6	1.5	2.4	1.5	2.0	1.4	1.7
<b>Total (e)</b>	<b>%</b>	<b>40.3</b>	<b>30.3</b>	<b>42.3</b>	<b>34.2</b>	<b>56.3</b>	<b>37.8</b>	<b>39.7</b>	<b>35.4</b>	<b>37.2</b>
Total clients who were living in non-independent housing before support	no.	15 590	19 935	10 842	2 571	1 717	2 526	1 556	618	53 769

**2014-15****Clients who were living in non-independent housing before support:****Type of tenure before support****Non-independent housing**

TABLE 19A.33

Table 19A.33 **Housing tenure type, before and after support, as a proportion of clients who needed assistance to obtain or maintain independent housing and were living in non-independent housing before support (closed support periods) (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
Crisis	%	24.2	8.7	11.5	10.7	9.7	12.8	17.7	12.0	13.0
Transitional Housing (incl. rent free)	%	4.3	5.9	2.5	3.9	4.4	1.0	4.0	12.7	4.4
Caravan park rental	%	2.9	3.2	3.6	3.1	1.0	1.2	0.9	3.0	3.0
Institutional setting	%	4.1	10.2	2.9	5.0	7.2	5.4	4.7	5.6	6.5
Improvised dwelling/sleeping rough	%	15.2	16.3	21.9	21.5	14.2	18.9	23.7	20.6	17.7
Boarding/rooming house	%	17.7	24.4	19.1	26.7	26.7	15.3	11.0	17.5	21.3
Other (no tenure)	%	31.7	31.2	38.3	29.1	36.9	45.5	38.1	28.7	34.0
<b>Total</b>	<b>%</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Who obtained independent housing after support: Type of tenure <u>after</u> support</b>										
<b>Independent housing</b>										
Purchasing/purchased own home	%	0.3	0.2	0.3	–	0.3	0.3	0.3	–	0.2
Private rental	%	22.3	16.2	18.3	12.3	26.0	22.0	11.6	7.7	17.9
Public housing rental	%	7.8	11.8	14.2	11.7	13.5	14.6	28.8	16.8	12.3
Community housing rental	%	5.8	1.5	6.1	3.0	5.0	4.3	5.2	0.9	3.9
Other rental	%	2.6	1.2	1.1	1.4	4.7	1.3	1.7	0.2	1.6
<b>Total (e)</b>	<b>%</b>	<b>38.8</b>	<b>30.9</b>	<b>40.0</b>	<b>28.4</b>	<b>49.4</b>	<b>42.5</b>	<b>47.6</b>	<b>25.6</b>	<b>35.9</b>
Total clients who were living in non-independent housing before support	no.	10 261	19 698	11 104	3 288	1 802	1 984	1 435	568	48 724
<b>2013-14</b>										
<b>Clients who were living in non-independent housing before support:</b>										
<b>Type of tenure <u>before</u> support</b>										
<b>Non-independent housing</b>										
Crisis	%	25.9	8.3	11.5	12.6	14.5	9.9	11.3	11.8	13.3
Transitional Housing (incl. rent free)	%	4.3	6.0	1.6	6.0	7.6	1.1	3.3	5.1	4.3

TABLE 19A.33

Table 19A.33 **Housing tenure type, before and after support, as a proportion of clients who needed assistance to obtain or maintain independent housing and were living in non-independent housing before support (closed support periods) (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
Caravan park rental	%	2.4	4.0	4.6	3.5	1.9	1.8	1.3	1.8	3.5
Institutional setting	%	3.8	10.2	2.9	5.6	11.9	6.2	5.5	8.9	6.4
Improvised dwelling/sleeping rough	%	15.1	17.8	22.6	21.4	10.8	17.0	25.0	18.0	18.4
Boarding/rooming house	%	19.8	24.2	21.0	26.7	28.8	17.3	11.5	21.7	22.2
Other (no tenure)	%	28.8	29.6	35.8	24.1	24.6	46.7	42.2	32.8	31.9
<b>Total</b>	<b>%</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Who obtained independent housing after support: Type of tenure <u>after</u> support</b>										
<b>Independent housing</b>										
Purchasing/purchased own home	%	0.3	0.1	0.2	0.3	0.2	0.2	0.9	0.3	0.2
Private rental	%	22.4	15.3	14.5	13.0	19.0	17.0	8.4	4.1	16.3
Public housing rental	%	8.4	12.1	11.2	15.1	10.4	17.8	27.6	16.8	12.1
Community housing rental	%	6.8	1.4	5.3	3.1	6.7	1.8	4.4	1.2	3.9
Other rental	%	3.3	1.4	1.1	1.1	1.3	0.6	2.5	1.6	1.7
<b>Total (e)</b>	<b>%</b>	<b>41.2</b>	<b>30.3</b>	<b>32.2</b>	<b>32.6</b>	<b>37.6</b>	<b>37.4</b>	<b>43.8</b>	<b>24.0</b>	<b>34.2</b>
Total clients who were living in non-independent housing before support	no.	10 050	18 996	10 577	2 715	1 177	1 768	1 573	633	46 265
<b>2012-13</b>										
<b>Clients who were living in non-independent housing before support:</b>										
<b>Type of tenure <u>before</u> support</b>										
<b>Non-independent housing</b>										
Crisis	%	24.5	8.8	13.6	12.5	9.9	11.3	8.5	14.4	13.5
Transitional Housing (incl. rent free)	%	3.4	6.1	2.4	4.1	9.1	0.6	2.9	3.0	4.2
Caravan park rental	%	3.9	3.6	4.1	4.4	1.2	2.4	0.7	5.8	3.6
Institutional setting	%	4.3	8.9	2.8	8.1	5.2	3.6	4.9	11.3	5.8

TABLE 19A.33

**Table 19A.33 Housing tenure type, before and after support, as a proportion of clients who needed assistance to obtain or maintain independent housing and were living in non-independent housing before support (closed support periods) (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
Improvised dwelling/sleeping rough	%	12.0	16.0	21.0	22.7	6.6	18.0	23.8	20.5	17.0
Boarding/rooming house	%	23.4	28.2	22.6	26.4	31.3	19.1	9.5	17.6	24.6
Other (no tenure)	%	28.5	28.4	33.5	21.8	36.7	45.1	49.6	27.4	31.3
<b>Total</b>	<b>%</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Clients who obtained independent housing after support: Type of tenure <u>after</u> support</b>										
<b>Independent housing</b>										
Purchasing/purchased own home	%	2.1	1.9	3.1	1.9	2.6	4.6	4.1	4.2	2.5
Private rental	%	13.2	8.3	9.5	9.1	7.4	8.1	6.3	15.3	9.5
Public housing rental	%	8.3	8.7	8.1	5.5	9.4	8.4	8.3	8.3	8.1
Community housing rental	%	7.7	8.0	8.7	6.9	10.3	12.2	10.6	5.6	8.4
Other rental	%	4.7	3.7	5.9	2.3	3.9	5.4	3.8	4.5	4.4
<b>Total (e)</b>	<b>%</b>	<b>36.0</b>	<b>30.6</b>	<b>35.2</b>	<b>25.7</b>	<b>33.6</b>	<b>38.7</b>	<b>33.0</b>	<b>37.9</b>	<b>33.0</b>
Total clients who were living in non-independent housing before support	no.	8 277	17 654	10 201	2 577	1 405	1 343	1 670	813	42 917

- (a) For further information on data quality, including collection methodologies and data limitations, see the SHSC specifications on the AIHW website [meteor.aihw.gov.au/content/index.phtml/itemId/683255](http://meteor.aihw.gov.au/content/index.phtml/itemId/683255).
- (b) A client's housing tenancy after support is determined at the end of their last closed support period in the reference year.
- (c) For NSW: An increased number of clients and support periods were observed in 2015-16 as a result of increased program investment as well as the impact of a new access system and consolidation of new post-reform service models implemented during a period of major transition in 2014-15. The transition period affected continuity of reporting for some service providers in 2014-15, but did not affect data for 2015-16. Caution should be used when comparing NSW data across years or with data for other States and Territories.
- (d) Clients are counted once only in each jurisdiction. State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

**Table 19A.33 Housing tenure type, before and after support, as a proportion of clients who needed assistance to obtain or maintain independent housing and were living in non-independent housing before support (closed support periods) (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
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(e) These data are calculated using the numerator 'Total number of clients who, on presentation, were living in non-independent/supported housing and achieved independent housing at the end of support' and the denominator 'Total number of clients who, on presentation, were living in non-independent/supported housing'. Only those clients who were assessed as requiring one of the following forms of assistance during the financial year are included: 'long term housing', to 'sustain tenancy or prevent tenancy failure or eviction', or to 'prevent foreclosures or for mortgage arrears'.

– Nil or rounded to zero.

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

**Table 19A.34 The proportion of clients who needed assistance to obtain or maintain independent housing and achieved it at the end of support, who did not present again with a need for accommodation assistance in the reporting period (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
<b>2016-17</b>										
Clients who needed assistance to obtain or maintain independent housing and achieved independent housing at the end of support who:										
<b>Did not present again needing housing/accommodation assistance (a)</b>										
	no.	20 270	23 414	11 718	3 103	2 441	3 004	1 229	872	65 254
	%	<b>87.5</b>	<b>85.9</b>	<b>87.0</b>	<b>90.4</b>	<b>88.0</b>	<b>87.5</b>	<b>91.2</b>	<b>90.1</b>	<b>87.5</b>
By type of independent housing tenure achieved at the end of support (e)										
Purchasing/purchased own home	%	1.6	1.3	0.9	1.9	1.0	1.4	0.9	0.2	1.3
Private rental	%	62.6	69.2	55.4	62.3	52.2	65.1	33.7	19.7	62.4
Public housing rental	%	19.6	20.8	27.8	27.0	27.5	20.5	48.5	69.6	23.3
Community housing rental	%	8.8	4.0	11.0	5.3	12.2	8.4	8.4	7.1	7.4
Other Rental	%	7.4	4.7	4.9	3.5	7.1	4.6	8.4	3.4	5.6
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Did present again needing housing/accommodation assistance (a)										
	no.	2 899	3 844	1 751	331	334	428	119	96	9 285
	%	<b>12.5</b>	<b>14.1</b>	<b>13.0</b>	<b>9.6</b>	<b>12.0</b>	<b>12.5</b>	<b>8.8</b>	<b>9.9</b>	<b>12.5</b>
Total clients who needed assistance to obtain or maintain independent housing and achieved independent housing at the end of support (a)										
	no.	23 169	27 258	13 469	3 434	2 775	3 432	1 349	968	74 539
<b>2015-16</b>										
Clients who needed assistance to obtain or maintain independent housing and achieved independent housing at the end of support who:										
<b>Did not present again needing housing/accommodation assistance (a)</b>										
	no.	18 619	22 592	12 307	3 121	2 081	2 750	1 390	1 106	63 283
	%	<b>88.5</b>	<b>87.3</b>	<b>88.0</b>	<b>91.9</b>	<b>87.3</b>	<b>87.3</b>	<b>89.5</b>	<b>90.5</b>	<b>88.6</b>
By type of independent housing tenure achieved at the end of support (e)										
Purchasing/purchased own home	%	1.5	1.3	0.8	1.1	1.3	2.2	2.1	0.2	1.3
Private rental	%	61.4	67.4	55.8	61.6	50.7	64.0	34.3	18.3	61.0
Public housing rental	%	20.4	22.5	27.3	27.4	31.0	21.0	48.6	70.5	24.6
Community housing rental	%	9.5	3.8	11.8	6.1	10.5	7.9	7.3	5.5	7.6

**Table 19A.34 The proportion of clients who needed assistance to obtain or maintain independent housing and achieved it at the end of support, who did not present again with a need for accommodation assistance in the reporting period (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
Other Rental	%	7.3	4.9	4.3	3.8	6.5	4.9	7.8	5.4	5.5
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Did present again needing housing/accommodation assistance (a)										
	no.	2 410	3 299	1 682	276	302	400	163	116	8 162
	%	<b>11.5</b>	<b>12.7</b>	<b>12.0</b>	<b>8.1</b>	<b>12.7</b>	<b>12.7</b>	<b>10.5</b>	<b>9.5</b>	<b>11.4</b>
Total clients who needed assistance to obtain or maintain independent housing and achieved independent housing at the end of support (a)										
	no.	21 029	25 891	13 988	3 397	2 383	3 150	1 553	1 222	71 444
<b>2014-15</b>										
Clients who needed assistance to obtain or maintain independent housing and achieved independent housing at the end of support who:										
<b>Did not present again needing housing/accommodation assistance (a)</b>										
	no.	11 277	23 466	13 269	3 254	1 890	2 530	1 488	1 009	57 520
	%	<b>90.1</b>	<b>87.1</b>	<b>88.2</b>	<b>90.5</b>	<b>89.5</b>	<b>89.9</b>	<b>91.3</b>	<b>89.4</b>	<b>88.9</b>
By type of independent housing tenure achieved at the end of support (e)										
Purchasing/purchased own home	%	1.8	1.6	0.9	1.3	1.4	1.4	2.5	0.1	1.4
Private rental	%	58.4	67.4	59.8	60.4	46.0	62.4	29.6	21.0	60.9
Public housing rental	%	18.3	22.8	24.2	26.3	32.9	24.8	52.3	72.6	24.5
Community housing rental	%	12.5	3.6	10.2	6.2	9.9	7.7	8.3	3.5	7.5
Other Rental	%	9.1	4.6	4.9	5.8	9.8	3.7	7.2	2.8	5.7
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Did present again needing housing/accommodation assistance (a)										
	no.	1 243	3 488	1 767	340	222	283	142	120	7 191
	%	<b>9.9</b>	<b>12.9</b>	<b>11.8</b>	<b>9.5</b>	<b>10.5</b>	<b>10.1</b>	<b>8.7</b>	<b>10.6</b>	<b>11.1</b>
Total clients who needed assistance to obtain or maintain independent housing and achieved independent housing at the end of support (a)										
	no.	12 520	26 954	15 035	3 594	2 112	2 813	1 631	1 129	64 710

**2013-14**

Clients who needed assistance to obtain or maintain independent housing and achieved independent housing at the end of support who:

**Table 19A.34 The proportion of clients who needed assistance to obtain or maintain independent housing and achieved it at the end of support, who did not present again with a need for accommodation assistance in the reporting period (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
<b>Did not present again needing housing/accommodation assistance (a)</b>										
	no.	9 858	18 769	11 604	3 137	1 524	1 695	1 453	591	48 136
	%	<b>91.2</b>	<b>87.5</b>	<b>87.6</b>	<b>92.5</b>	<b>86.6</b>	<b>91.2</b>	<b>90.8</b>	<b>88.0</b>	<b>89.2</b>
By type of independent housing tenure achieved at the end of support (e)										
Purchasing/purchased own home	%	1.4	1.4	0.7	1.5	2.2	1.4	3.0	0.2	1.3
Private rental	%	59.4	66.0	62.5	58.6	40.8	57.9	20.7	20.1	60.4
Public housing rental	%	19.1	23.9	22.6	29.5	40.2	31.8	58.0	67.5	25.3
Community housing rental	%	12.7	3.7	10.3	5.1	11.2	5.6	7.5	8.1	7.6
Other Rental	%	7.4	5.1	3.9	5.4	5.6	3.2	10.9	4.1	5.3
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Did present again needing housing/accommodation assistance (a)										
	no.	946	2 670	1 637	253	236	164	146	80	5 805
	%	<b>8.8</b>	<b>12.5</b>	<b>12.4</b>	<b>7.5</b>	<b>13.4</b>	<b>8.8</b>	<b>9.2</b>	<b>12.0</b>	<b>10.8</b>
Total clients who needed assistance to obtain or maintain independent housing and achieved independent housing at the end of support (a)										
	no.	10 805	21 438	13 241	3 390	1 760	1 859	1 600	671	53 941

**2012-13**

Clients who needed assistance to obtain or maintain independent housing and achieved independent housing at the end of support who:

**Did not present again needing housing/accommodation assistance (a)**

	no.	7 792	14 315	9 570	3 337	1 552	896	1 031	452	38 507
	%	<b>91.6</b>	<b>87.1</b>	<b>88.6</b>	<b>92.0</b>	<b>92.3</b>	<b>87.6</b>	<b>88.9</b>	<b>86.0</b>	<b>89.4</b>
By type of independent housing tenure achieved at the end of support (e)										
Purchasing/purchased own home	%	1.4	1.3	0.8	1.9	3.1	1.9	2.4	1.0	1.4
Private rental	%	58.8	64.9	59.0	55.8	41.2	49.2	24.9	31.7	58.8
Public housing rental	%	18.4	23.7	23.0	31.6	40.4	35.5	53.3	45.4	25.2
Community housing rental	%	15.3	4.9	12.1	5.5	11.1	10.1	8.5	15.6	9.3
Other Rental	%	6.1	5.2	5.1	5.2	4.3	3.3	10.8	6.3	5.4
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

**Table 19A.34 The proportion of clients who needed assistance to obtain or maintain independent housing and achieved it at the end of support, who did not present again with a need for accommodation assistance in the reporting period (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
Did present again needing housing/accommodation assistance (a)										
	no.	713	2 114	1 230	290	130	127	129	73	4 560
	%	<b>8.4</b>	<b>12.9</b>	<b>11.4</b>	<b>8.0</b>	<b>7.7</b>	<b>12.4</b>	<b>11.1</b>	<b>14.0</b>	<b>10.6</b>
Total clients who needed assistance to obtain or maintain independent housing and achieved independent housing at the end of support (a)										
	no.	8 505	16 429	10 799	3 627	1 681	1 023	1 161	526	43 067

- (a) The proportion of those clients who achieved independent housing at the end of a support period (period 'a') where a need for assistance to obtain or maintain independent housing was identified, who did not have a subsequent support period (period 'b') in the same financial year where a need for housing/accommodation assistance was identified, where:
- a need for assistance to obtain or maintain independent housing includes a need for: 'long term housing'; 'assistance to sustain tenancy or prevent tenancy failure or eviction'; and, 'assistance to prevent foreclosures or for mortgage arrears'
  - a need for housing/accommodation assistance includes a need for: 'short term or emergency accommodation'; 'medium term/transitional housing'; long term housing'; 'assistance to sustain tenancy or prevent tenancy failure or eviction'; and, 'assistance to prevent foreclosures or for mortgage arrears.
- Clients are excluded where support period 'b' started less than 30 days after the end of support period 'a'.
- (b) For further information on data quality, including collection methodologies and data limitations, see the SHSC specifications on the AIHW website [meteor.aihw.gov.au/content/index.phtml/itemId/683255](http://meteor.aihw.gov.au/content/index.phtml/itemId/683255).
- (c) For NSW: An increased number of clients and support periods were observed in 2015-16 as a result of increased program investment as well as the impact of a new access system and consolidation of new post-reform service models implemented during a period of major transition in 2014-15. The transition period affected continuity of reporting for some service providers in 2014-15, but did not affect data for 2015-16. Caution should be used when comparing NSW data across years or with data for other States and Territories.
- (d) Clients are counted once only in each jurisdiction. State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.
- (e) Type of independent housing tenure at the end of support period 'a' (see footnote (a)).

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

**Table 19A.35 The proportion of Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing and achieved it at the end of support, who did not present again with a need for accommodation assistance in the reporting period (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
<b>2016-17</b>										
Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing and achieved independent housing at the end of support who:										
<b>Did not present again needing housing/accommodation assistance (a)</b>										
	no.	5 784	1 884	3 706	802	676	404	184	653	13 847
	%	<b>84.9</b>	<b>80.6</b>	<b>83.1</b>	<b>86.7</b>	<b>85.1</b>	<b>84.5</b>	<b>90.6</b>	<b>89.4</b>	<b>84.8</b>
By type of independent housing tenure achieved at the end of support (e)										
Purchasing/purchased own home	%	0.6	0.5	0.2	0.2	0.4	–	0.5	0.1	0.4
Private rental	%	49.2	46.0	43.4	40.5	35.7	56.9	16.2	10.6	44.2
Public housing rental	%	29.8	40.2	39.0	49.5	38.1	27.0	58.5	77.4	37.7
Community housing rental	%	11.8	8.7	12.1	4.7	12.9	9.2	14.1	8.2	10.9
Other Rental	%	8.5	4.7	5.3	5.1	12.9	6.9	10.7	3.8	6.8
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Did present again needing housing/accommodation assistance (a)										
	no.	1 030	454	752	123	118	74	19	78	2 473
	%	15.1	19.4	16.9	13.3	14.9	15.5	9.4	10.6	15.2
Total Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing and achieved independent housing at the end of support (a)										
	no.	6 814	2 338	4 459	925	794	478	203	730	16 320
<b>2015-16</b>										
Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing and achieved independent housing at the end of support who:										
<b>Did not present again needing housing/accommodation assistance (a)</b>										
	no.	5 202	1 805	3 871	766	511	310	266	810	13 316
	%	<b>85.0</b>	<b>81.6</b>	<b>86.1</b>	<b>88.0</b>	<b>84.6</b>	<b>79.5</b>	<b>89.3</b>	<b>90.5</b>	<b>85.9</b>
By type of independent housing tenure achieved at the end of support (e)										
Purchasing/purchased own home	%	0.4	0.3	0.2	0.1	0.2	1.5	–	–	0.3
Private rental	%	46.4	44.9	42.8	33.6	37.7	63.0	23.0	10.8	42.0

**Table 19A.35 The proportion of Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing and achieved it at the end of support, who did not present again with a need for accommodation assistance in the reporting period (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
Public housing rental	%	31.5	41.9	38.5	52.1	41.0	17.7	65.9	77.7	39.4
Community housing rental	%	12.9	8.3	13.1	8.2	11.7	10.3	6.5	6.1	11.5
Other Rental	%	8.7	4.6	5.4	5.9	9.5	7.5	4.6	5.4	6.8
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Did present again needing housing/accommodation assistance (a)										
	no.	919	407	626	104	93	80	32	85	2 181
	%	15.0	18.4	13.9	12.0	15.4	20.5	10.7	9.5	14.1
Total Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing and achieved independent housing at the end of support (a)										
	no.	6 121	2 212	4 498	870	605	390	298	896	15 497

#### 2014-15

Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing and achieved independent housing at the end of support who:

##### Did not present again needing housing/accommodation assistance (a)

	no.	2 947	1 711	3 769	739	463	303	214	699	10 679
	%	<b>87.8</b>	<b>80.4</b>	<b>85.7</b>	<b>87.0</b>	<b>89.9</b>	<b>86.1</b>	<b>87.3</b>	<b>88.2</b>	<b>86.6</b>

##### By type of independent housing tenure achieved at the end of support (e)

Purchasing/purchased own home	%	0.5	0.4	0.2	0.2	–	0.9	–	–	0.3
Private rental	%	44.7	43.5	47.5	29.4	30.6	53.2	15.6	8.9	41.2
Public housing rental	%	27.8	41.3	34.4	52.5	46.1	32.7	62.0	85.6	39.3
Community housing rental	%	15.6	8.6	12.2	7.2	12.4	8.9	13.3	4.3	11.7
Other Rental	%	11.4	6.2	5.7	10.7	10.9	4.3	9.2	1.3	7.5
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

##### Did present again needing housing/accommodation assistance (a)

	no.	408	418	630	110	52	49	31	94	1 656
	%	12.2	19.6	14.3	13.0	10.1	13.9	12.7	11.8	13.4

Total Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing and achieved independent housing at the end of support (a)

**Table 19A.35 The proportion of Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing and achieved it at the end of support, who did not present again with a need for accommodation assistance in the reporting period (a), (b)**

<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
no.	3 356	2 129	4 399	849	515	352	245	793	12 335

**2013-14**

Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing and achieved independent housing at the end of support who:

**Did not present again needing housing/accommodation assistance (a)**

no.	2 508	1 316	2 967	665	315	196	190	427	8 466
%	<b>90.0</b>	<b>81.9</b>	<b>84.5</b>	<b>90.7</b>	<b>87.2</b>	<b>85.5</b>	<b>88.8</b>	<b>87.5</b>	<b>87.0</b>

By type of independent housing tenure achieved at the end of support (e)

Purchasing/purchased own home	%	0.5	0.6	0.2	0.4	0.3	0.9	1.6	0.2	0.4
Private rental	%	48.3	41.4	51.8	26.0	26.3	54.5	11.3	11.1	43.3
Public housing rental	%	28.0	44.4	30.5	59.9	50.4	37.6	65.8	75.8	38.3
Community housing rental	%	15.9	6.4	12.3	5.6	15.7	5.3	10.3	10.3	11.7
Other Rental	%	7.2	7.3	5.3	8.1	7.4	1.8	11.1	2.6	6.3
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Did present again needing housing/accommodation assistance (a)

no.	280	292	543	68	46	33	24	61	1 261
%	10.0	18.1	15.5	9.3	12.8	14.5	11.2	12.5	13.0

Total Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing and achieved independent housing at the end of support (a)

no.	2 788	1 607	3 510	734	361	229	214	489	9 727
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**2012-13**

Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing and achieved independent housing at the end of support who:

**Did not present again needing housing/accommodation assistance (a)**

no.	1 974	938	2 610	674	237	133	157	264	6 878
%	<b>90.2</b>	<b>82.3</b>	<b>85.0</b>	<b>86.6</b>	<b>87.8</b>	<b>88.7</b>	<b>87.2</b>	<b>82.4</b>	<b>86.9</b>

By type of independent housing tenure achieved at the end of support (e)

Purchasing/purchased own home	%	0.4	0.2	0.3	0.4	1.1	0.7	0.6	0.3	0.4
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**Table 19A.35 The proportion of Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing and achieved it at the end of support, who did not present again with a need for accommodation assistance in the reporting period (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
Private rental	%	47.6	43.3	47.6	25.8	25.2	40.1	14.0	16.6	41.9
Public housing rental	%	26.5	40.2	31.8	61.4	53.3	50.5	58.6	58.3	37.2
Community housing rental	%	19.1	9.4	15.0	5.8	15.2	6.0	10.7	17.9	14.2
Other Rental	%	6.4	7.0	5.4	6.7	5.2	2.7	16.2	6.9	6.2
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Did present again needing housing/accommodation assistance (a)										
	no.	214	201	461	105	33	17	23	56	1 034
	%	9.8	17.7	15.0	13.4	12.2	11.3	12.8	17.6	13.1
Total Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing and achieved independent housing at the end of support (a)										
	no.	2 189	1 140	3 071	778	270	150	180	321	7 912

- (a) The proportion of those clients who achieved independent housing at the end of a support period (period 'a') where a need for assistance to obtain or maintain independent housing was identified, who did not have a subsequent support period (period 'b') in the same financial year where a need for housing/accommodation assistance was identified, where:
- a need for assistance to obtain or maintain independent housing includes a need for: 'long term housing'; 'assistance to sustain tenancy or prevent tenancy failure or eviction'; and, 'assistance to prevent foreclosures or for mortgage arrears'
  - a need for housing/accommodation assistance includes a need for: 'short term or emergency accommodation'; 'medium term/transitional housing'; long term housing'; 'assistance to sustain tenancy or prevent tenancy failure or eviction'; and, 'assistance to prevent foreclosures or for mortgage arrears.
- Clients are excluded where support period 'b' started less than 30 days after the end of support period 'a'.
- (b) For further information on data quality, including collection methodologies and data limitations, see the SHSC specifications on the AIHW website [meteor.aihw.gov.au/content/index.phtml/itemId/683255](http://meteor.aihw.gov.au/content/index.phtml/itemId/683255).
- (c) For NSW: An increased number of clients and support periods were observed in 2015-16 as a result of increased program investment as well as the impact of a new access system and consolidation of new post-reform service models implemented during a period of major transition in 2014-15. The transition period affected continuity of reporting for some service providers in 2014-15, but did not affect data for 2015-16. Caution should be used when comparing NSW data across years or with data for other States and Territories.
- (d) Clients are counted once only in each jurisdiction. State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.
- (e) Type of independent housing tenure at the end of support period 'a' (see footnote (a)).
- Nil or rounded to zero.

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

TABLE 19A.36

Table 19A.36 **Proportion of Aboriginal and Torres Strait Islander clients experiencing homelessness, who had repeat periods of homelessness (a), (b), (c), (d) (e)**

	<i>Unit</i>	<i>NSW (f)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (g)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (h)</i>
<b>2016-17</b>										
Proportion of clients experiencing homelessness who had repeat periods of homelessness										
Aboriginal and Torres Strait Islander clients	%	6.8	8.7	6.2	6.0	6.6	8.8	7.7	7.4	6.4
Non-Indigenous clients	%	5.2	5.3	5.6	4.8	4.2	6.5	7.9	5.1	5.0
Total	%	5.7	5.7	5.8	5.3	4.9	6.9	7.8	6.9	5.3
Clients who had more than one period of homelessness										
Aboriginal and Torres Strait Islander clients	no.	886	517	604	320	212	76	41	210	2 575
Non-Indigenous clients	no.	1 586	2 534	971	359	323	280	189	45	5 778
Total	no.	2 474	3 069	1 575	685	534	356	230	255	8 380
Clients who experienced homelessness at some time in 2016-17										
Aboriginal and Torres Strait Islander clients	no.	13 021	5 910	9 687	5 299	3 200	865	533	2 843	40 461
Non-Indigenous clients	no.	30 586	47 927	17 285	7 555	7 737	4 290	2 397	878	116 359
Total	no.	43 616	53 908	26 972	12 869	10 934	5 155	2 930	3 721	156 933
<b>2015-16</b>										
Proportion of clients experiencing homelessness who had repeat periods of homelessness										
Aboriginal and Torres Strait Islander clients	%	6.2	8.2	6.4	5.8	6.7	5.5	8.5	5.6	5.9
Non-Indigenous clients	%	5.4	4.7	4.9	4.8	3.9	5.8	6.4	6.8	4.7
Total	%	5.6	5.1	5.5	5.2	4.7	5.8	6.8	5.9	5.0
Clients who had more than one period of homelessness										
Aboriginal and Torres Strait Islander clients	no.	747	449	638	296	206	44	49	144	2 268
Non-Indigenous clients	no.	1 524	2 151	874	359	313	248	161	69	5 240
Total	no.	2 273	2 612	1 512	657	518	292	210	212	7 528
Clients who experienced homelessness at some time in 2015-16										
Aboriginal and Torres Strait Islander clients	no.	12 044	5 441	9 930	5 094	3 077	799	573	2 569	38 595
Non-Indigenous clients	no.	28 468	45 395	17 656	7 499	7 950	4 262	2 539	1 012	112 445

TABLE 19A.36

Table 19A.36 **Proportion of Aboriginal and Torres Strait Islander clients experiencing homelessness, who had repeat periods of homelessness (a), (b), (c), (d) (e)**

	<i>Unit</i>	<i>NSW (f)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (g)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (h)</i>
Total	no.	40 524	50 892	27 586	12 575	11 027	5 061	3 111	3 580	151 126
<b>2014-15</b>										
Proportion of clients experiencing homelessness who had repeat periods of homelessness										
Aboriginal and Torres Strait Islander clients	%	6.0	8.1	5.2	5.7	5.4	7.3	9.5	4.0	5.5
Non-Indigenous clients	%	5.9	5.3	4.5	5.2	4.2	6.0	5.4	4.5	4.9
Total	%	6.0	5.6	4.8	5.4	4.5	6.2	6.2	4.1	5.0
Clients who had more than one period of homelessness										
Aboriginal and Torres Strait Islander clients	no.	488	432	502	272	162	52	59	87	1 865
Non-Indigenous clients	no.	1 245	2 314	843	401	340	213	142	43	5 048
Total	no.	1 733	2 753	1 345	673	502	266	201	130	6 920
Clients who experienced homelessness at some time in 2014-15										
Aboriginal and Torres Strait Islander clients	no.	8 157	5 333	9 666	4 805	2 988	717	625	2 200	33 864
Non-Indigenous clients	no.	20 948	43 558	18 565	7 703	8 086	3 563	2 606	950	103 640
Total	no.	29 104	48 933	28 230	12 491	11 073	4 280	3 230	3 155	137 555
<b>2013-14</b>										
Proportion of clients experiencing homelessness who had repeat periods of homelessness										
Aboriginal and Torres Strait Islander clients	%	4.7	6.1	4.8	3.8	6.0	5.7	4.8	3.7	4.6
Non-Indigenous clients	%	5.0	3.9	3.9	4.5	5.9	3.9	5.2	3.9	4.1
Total	%	4.9	4.1	4.2	4.2	5.9	4.2	5.2	3.8	4.2
Clients who had more than one period of homelessness										
Aboriginal and Torres Strait Islander clients	no.	381	301	442	160	185	39	30	106	1 513
Non-Indigenous clients	no.	1 126	1 631	690	325	450	135	150	38	4 170
Total	no.	1 506	1 932	1 132	483	634	174	180	144	5 683
Clients who experienced homelessness at some time in 2013-14										
Aboriginal and Torres Strait Islander clients	no.	8 016	4 952	9 196	4 215	3 056	683	621	2 818	33 039

**Table 19A.36 Proportion of Aboriginal and Torres Strait Islander clients experiencing homelessness, who had repeat periods of homelessness (a), (b), (c), (d) (e)**

	<i>Unit</i>	<i>NSW (f)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (g)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (h)</i>
Non-Indigenous clients	no.	22 716	42 103	17 823	7 201	7 675	3 466	2 868	969	102 527
Total	no.	30 727	47 052	27 018	11 408	10 727	4 149	3 487	3 807	135 567
<b>2012-13</b>										
Proportion of clients experiencing homelessness who had repeat periods of homelessness										
Aboriginal and Torres Strait Islander clients	%	5.3	5.2	4.2	2.9	4.1	3.7	6.8	3.7	4.0
Non-Indigenous clients	%	4.1	3.3	3.5	4.4	2.6	3.5	5.3	3.1	3.4
Total	%	4.4	3.5	3.8	3.9	3.0	3.5	5.6	3.5	3.5
Clients who had more than one period of homelessness										
Aboriginal and Torres Strait Islander clients	no.	415	237	378	109	125	23	42	91	1 241
Non-Indigenous clients	no.	945	1 310	623	314	213	106	159	33	3 358
Total	no.	1 358	1 548	1 001	422	338	129	200	124	4 601
Clients who experienced homelessness at some time in 2012-13										
Aboriginal and Torres Strait Islander clients	no.	7 771	4 595	8 929	3 686	3 054	623	612	2 473	31 074
Non-Indigenous clients	no.	22 792	39 209	17 716	7 207	8 133	3 039	2 969	1 060	99 912
Total	no.	30 557	43 811	26 643	10 888	11 184	3 662	3 581	3 565	131 005

- (a) For further information on data quality, including collection methodologies and data limitations, see the SHSC specifications on the AIHW website [meteor.aihw.gov.au/content/index.phtml/itemId/683255](http://meteor.aihw.gov.au/content/index.phtml/itemId/683255).
- (b) Data are for clients who experience repeat periods of homelessness within the reporting year. Clients who had multiple periods of homelessness spanning different financial years may fall outside of the scope for the indicator.
- (c) A revised methodology has been used by the AIHW to derive repeat homelessness data. Historical data have been revised and may differ from previous reports.
- (d) Data for the number of clients who experienced homelessness are estimated for each jurisdiction to account for missing data. Estimates are calculated by multiplying the proportion of clients who experienced homelessness with the total number of clients. Calculations are done separately for Aboriginal and Torres Strait Islander clients, non-Indigenous clients and all clients. Therefore, components may not sum to totals.

**Table 19A.36 Proportion of Aboriginal and Torres Strait Islander clients experiencing homelessness, who had repeat periods of homelessness (a), (b), (c), (d) (e)**

	<i>Unit</i>	<i>NSW (f)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (g)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (h)</i>
(e)	Clients are not considered homeless if their dwelling type is any of the following: hospital (excluding psychiatric), psychiatric hospital/unit, disability support, rehabilitation, adult correctional facility, youth/juvenile justice correctional centre, boarding school/residential college, aged care facility, immigration detention centre.									
(f)	For NSW: An increased number of clients and support periods were observed in 2015-16 as a result of increased program investment as well as the impact of a new access system and consolidation of new post-reform service models implemented during a period of major transition in 2014-15. The transition period affected continuity of reporting for some service providers in 2014-15, but did not affect data for 2015-16. Caution should be used when comparing NSW data across years or with data for other States and Territories.									
(g)	For SA, clients who had repeat periods of homelessness is overstated for 2013-14 because improvements to recording of housing status for clients introduced early in 2013-14 initially increased the proportion of clients with 'unknown' housing status recorded (this proportion progressively reduced through the year).									
(h)	Clients are counted once only in each jurisdiction. State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.									

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

TABLE 19A.37

Table 19A.37 **Proportion of clients who had repeat periods of homelessness, by geographic location (a), (b), (c), (d), (e), (f), (g)**

	<i>Unit</i>	<i>NSW (h)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (i)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (j)</i>
<b>2016-17</b>										
Proportion of clients experiencing homelessness who had repeat periods of homelessness										
Capital city	%	5.6	5.6	6.1	5.4	4.5	7.5	7.2	7.2	5.3
Balance of State	%	5.7	5.8	5.7	5.2	6.1	6.3	31.7	6.6	5.3
Total	%	5.7	5.7	5.8	5.3	4.9	6.9	7.8	6.9	5.3
Clients who had more than one period of homelessness										
Capital city	no.	1 133	2 121	736	409	382	189	204	136	4 899
Balance of State	no.	1 341	949	839	267	152	168	26	120	3 486
Total	no.	2 474	3 069	1 575	685	534	356	230	255	8 380
Clients who experienced homelessness at some time in 2016-17										
Capital city	no.	20 127	37 741	12 141	7 578	8 460	2 499	2 848	1 902	91 767
Balance of State	no.	23 501	16 231	14 831	5 146	2 478	2 656	82	1 829	65 251
Total	no.	43 616	53 908	26 972	12 869	10 934	5 155	2 930	3 721	156 933
<b>2015-16</b>										
Proportion of clients experiencing homelessness who had repeat periods of homelessness										
Capital city	%	5.6	4.8	5.3	5.3	4.3	6.8	6.2	5.6	4.8
Balance of State	%	5.7	5.8	5.6	5.1	6.1	4.9	25.0	6.2	5.2
Total	%	5.6	5.1	5.5	5.2	4.7	5.8	6.8	5.9	5.0
Clients who had more than one period of homelessness										
Capital city	no.	1 146	1 737	594	404	373	152	189	93	4 311
Balance of State	no.	1 126	865	917	245	145	140	21	119	3 213
Total	no.	2 273	2 612	1 512	657	518	292	210	212	7 528
Clients who experienced homelessness at some time in 2015-16										
Capital city	no.	20 596	36 106	11 109	7 642	8 672	2 236	3 026	1 669	89 498
Balance of State	no.	19 932	14 831	16 479	4 799	2 363	2 825	85	1 914	61 678

TABLE 19A.37

Table 19A.37 **Proportion of clients who had repeat periods of homelessness, by geographic location (a), (b), (c), (d), (e), (f), (g)**

	<i>Unit</i>	<i>NSW (h)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (i)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (j)</i>
Total	no.	40 524	50 892	27 586	12 575	11 027	5 061	3 111	3 580	151 126
<b>2014-15</b>										
Proportion of clients experiencing homelessness who had repeat periods of homelessness										
Capital city	%	6.3	5.3	5.2	5.7	4.5	6.2	5.8	4.3	5.1
Balance of State	%	5.6	6.4	4.5	4.9	4.7	6.2	23.4	4.0	5.0
Total	%	6.0	5.6	4.8	5.4	4.5	6.2	6.2	4.1	5.0
Clients who had more than one period of homelessness										
Capital city	no.	912	1 809	543	430	375	122	182	64	4 070
Balance of State	no.	821	938	802	232	127	143	18	66	2 852
Total	no.	1 733	2 753	1 345	673	502	266	201	130	6 920
Clients who experienced homelessness at some time in 2014-15										
Capital city	no.	14 410	34 314	10 487	7 603	8 413	1 977	3 152	1 495	80 395
Balance of State	no.	14 697	14 642	17 744	4 761	2 671	2 301	77	1 654	57 193
Total	no.	29 104	48 933	28 230	12 491	11 073	4 280	3 230	3 155	137 555
<b>2013-14</b>										
Proportion of clients experiencing homelessness who had repeat periods of homelessness										
Capital city	%	5.0	3.9	4.2	4.6	5.6	4.4	4.9	4.1	4.2
Balance of State	%	4.7	4.6	4.2	3.6	6.6	4.0	14.2	3.6	4.2
Total	%	4.9	4.1	4.2	4.2	5.9	4.2	5.2	3.8	4.2
Clients who had more than one period of homelessness										
Capital city	no.	852	1 250	423	302	434	78	167	60	3 292
Balance of State	no.	654	679	709	168	199	96	12	83	2 391
Total	no.	1 506	1 932	1 132	483	634	174	180	144	5 683
Clients who experienced homelessness at some time in 2013-14										
Capital city	no.	16 942	32 415	10 006	6 636	7 710	1 773	3 401	1 481	78 954

TABLE 19A.37

Table 19A.37 **Proportion of clients who had repeat periods of homelessness, by geographic location (a), (b), (c), (d), (e), (f), (g)**

	<i>Unit</i>	<i>NSW (h)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (i)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (j)</i>
Balance of State	no.	13 780	14 654	17 011	4 671	3 017	2 372	85	2 317	56 617
Total	no.	30 727	47 052	27 018	11 408	10 727	4 149	3 487	3 807	135 567
<b>2012-13</b>										
Proportion of clients experiencing homelessness who had repeat periods of homelessness										
Capital city	%	4.5	3.4	4.1	4.4	3.0	3.8	5.3	3.3	3.6
Balance of State	%	4.4	3.7	3.5	2.9	3.1	3.3	15.4	3.6	3.4
Total	%	4.4	3.5	3.8	3.9	3.0	3.5	5.6	3.5	3.5
Clients who had more than one period of homelessness										
Capital city	no.	754	1 027	419	284	232	61	186	53	2 729
Balance of State	no.	603	521	582	127	106	68	14	70	1 872
Total	no.	1 358	1 548	1 001	422	338	129	200	124	4 601
Clients who experienced homelessness at some time in 2012-13										
Capital city	no.	16 845	29 833	10 224	6 441	7 798	1 622	3 489	1 599	76 206
Balance of State	no.	13 703	13 985	16 421	4 435	3 381	2 035	91	1 935	54 796
Total	no.	30 557	43 811	26 643	10 888	11 184	3 662	3 581	3 565	131 005

- (a) For further information on data quality, including collection methodologies and data limitations, see the SHSC specifications on the AIHW website [meteor.aihw.gov.au/content/index.phtml/itemId/683255](http://meteor.aihw.gov.au/content/index.phtml/itemId/683255).
- (b) Data are for clients who experience repeat periods of homelessness within the reporting year. Clients who had multiple periods of homelessness spanning different financial years may fall outside of the scope for the indicator.
- (c) A revised methodology has been used by the AIHW to derive repeat homelessness data. Historical data have been revised and may differ from previous reports.

**Table 19A.37 Proportion of clients who had repeat periods of homelessness, by geographic location (a), (b), (c), (d), (e), (f), (g)**

	<i>Unit</i>	<i>NSW (h)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (i)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (j)</i>
(d)	Data for the proportion of clients experiencing repeat periods of homelessness exclude clients whose homelessness status could not be assessed due to missing information for dwelling type, tenure type and conditions of occupancy. Nationally for <u>2016-17</u> , 20 719 clients (7.2 per cent) were excluded for this reason. By jurisdiction, the numbers of clients excluded from the analysis for this reason are: NSW 3230 (4.4 per cent); Victoria: 13 658 (12.4 per cent); Queensland: 284 (0.7 per cent); WA: 2483 (10.1 per cent); SA: 612 (2.9 per cent); Tasmania: 44 (0.6 per cent); ACT: 32 (0.7 per cent); NT: 385 (4.2 per cent). Nationally for <u>2015-16</u> , 17 881 clients (6.4 per cent) were excluded for this reason. By jurisdiction, the numbers of clients excluded from the analysis for this reason are: NSW: 3165 (4.5 per cent); Victoria: 10 890 (10.3 per cent); Queensland: 383 (0.9 per cent); WA: 2381 (9.8 per cent); SA: 733 (3.5 per cent); Tasmania: 45 (0.6 per cent); ACT: 26 (0.6 per cent); NT: 2.6 (3.3 per cent). Data for 2015-16 have been revised (see footnote (c)).									
(e)	Data for the number of clients who experienced homelessness are estimated for each jurisdiction to account for missing data. Estimates are calculated by multiplying the proportion of clients who experienced homelessness with the total number of clients. Calculations are done separately for 'Capital city' clients, 'Balance of State' clients and all clients. Therefore, component numbers may not sum to totals.									
(f)	Clients are not considered homeless if their dwelling type is any of the following: hospital (excluding psychiatric), psychiatric hospital/unit, disability support, rehabilitation, adult correctional facility, youth/juvenile justice correctional centre, boarding school/residential college, aged care facility, immigration detention centre.									
(g)	Geographic location is based on the Australian Standard Geographical Classification for 2013-14 and subsequent years. For 2012-13, geolocation is based on the Australian Standard Geographical Classification (ASGC). 'Total' includes clients with missing information for geolocation status.									
(h)	For NSW: An increased number of clients and support periods were observed in 2015-16 as a result of increased program investment as well as the impact of a new access system and consolidation of new post-reform service models implemented during a period of major transition in 2014-15. The transition period affected continuity of reporting for some service providers in 2014-15, but did not affect data for 2015-16. Caution should be used when comparing NSW data across years or with data for other States and Territories.									
(i)	For SA, clients who had repeat periods of homelessness is overstated for 2013-14 because improvements to recording of housing status for clients introduced early in 2013-14 initially increased the proportion of clients with 'unknown' housing status recorded (this proportion progressively reduced through the year).									
(j)	Clients are counted once only in each jurisdiction. State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.									

Source: AIHW (unpublished) Specialist Homelessness Services Collection.

Table 19A.38 **Jurisdictional homelessness intake and referral systems**

	<i>System name</i>	<i>Description</i>	<i>Category<sup>a</sup></i>
<i>NSW</i>	No Wrong Door	Assessment and referral for homelessness services may be conducted by: 1) any specialist homelessness service provider; 2) the Link2home information and referral service; or 3) the NSW Domestic Violence Line.  It is supported by a centralised service directory and vacancy management system.	Central information
<i>Vic</i>	Opening Doors	Place-based entry points operate across 17 local areas to provide assessment and coordinate intake into homelessness services, with a 24 hour response.	Central intake
<i>Qld</i>	Queensland Homelessness Information Platform	Assessment and referral for homelessness services is conducted by any specialist homelessness service provider.  The information platform provides a consistent assessment, referral and prioritisation process.	Central information
<i>WA</i>	Entrypoint Perth	Provides: - information, assessment and referral to specialist homelessness service providers in the metropolitan area - information on accommodation and support options in regional WA - information, assessment and referral to specialist homelessness service providers for individuals and families experiencing domestic violence in regional WA	Community sector funding and support
<i>SA</i>	Homeless 2 Home	Provides client assessment, intake, referral and ongoing case management system accessible to specialist homelessness service providers.	Central information
<i>Tas</i>	Housing connect	Client intake and referral is managed using a 'front door' model by two organisations at seven offices across the State and clients receive housing and/or homelessness assistance and are connected to support from five organisations for the duration of need. Referrals to and from crisis accommodation are made so that 'no wrong door' access is available to all people seeking housing and/or homelessness assistance. A shared information system streamlines the integrated Housing Connect model.	Central intake
<i>ACT</i>	First point	First point is the single intake and referral provider for the ACT.	Central intake
<i>NT</i>	Shelter me	ShelterMe is a directory of services for homeless Territorians.	Community sector funding and

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

Source: State and Territory governments.