
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/2017.

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).

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

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.

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.35 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 access to services and 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 as part of the Intergovernmental Agreement on Federal Financial Relations. To support the NAHA, a series of one- to three-year NPAHs have been negotiated between the Australian Government and 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).

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.

Funding

Government funded specialist homelessness services are jointly funded by the Australian Government and State and Territory governments, via the National Affordable Housing Specific Purpose Payment (for housing and homelessness services) and the NPAH (for housing and support services for people that are homeless or at risk of homelessness — matched equally between the Australian Government and State and Territory governments). Nationally, real recurrent funding was \$31.90 per person in the population in 2015-16, though the amount of funding per person varied across jurisdictions (table 19A.4).

Direct expenditure on specialist homelessness services is undertaken by State and Territory governments. Recurrent government expenditure on specialist homelessness services for 2015-16 was \$763.6 million (tables 19A.2-3) — 97.5 per cent of which was provided to agencies to deliver specialist homelessness services. The remaining 2.5 per cent was attributed to State/Territory government administration costs (table 19A.2).

Size and scope

Definition for population

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

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

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

Definition for services

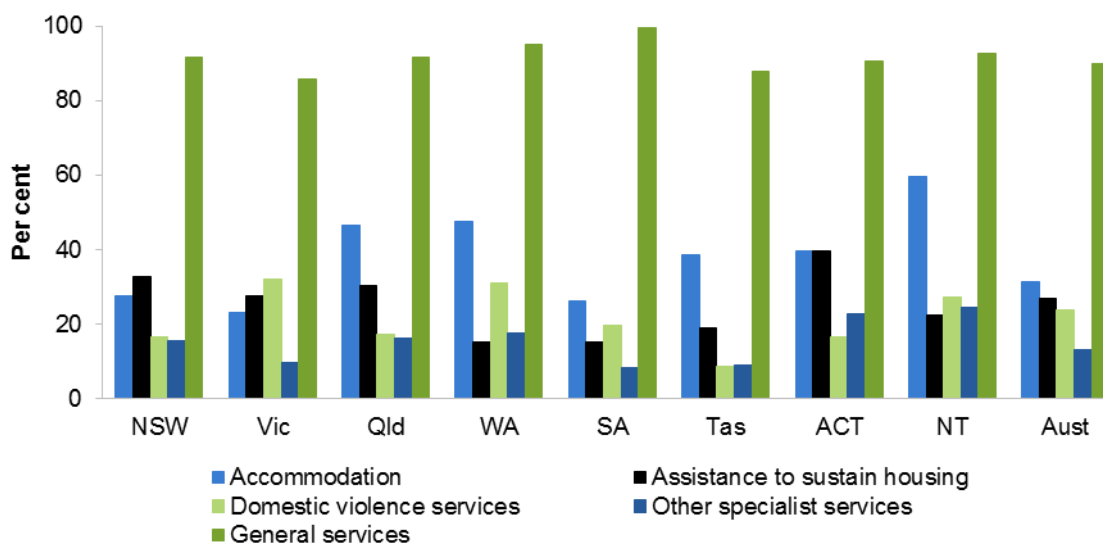
All clients of specialist homelessness services are either homeless or at risk of homelessness. Clients are considered ‘homeless’ if their housing situation was any of the following:

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

Specialist homelessness agencies provide data to the Specialist Homelessness Services Client Collection (SHSC), each month, for support periods or episodes of assistance provided to individual clients. These data provide the service information in this chapter.

Nationally in 2015-16, specialist homelessness services agencies provided support to an estimated 279 196 people (table 19A.1). Specialist homelessness agencies can provide a number of services to clients in a single support period — across a range of support areas — including general services (provided to 90.0 per cent of clients), accommodation (31.3 per cent), assistance to sustain housing (26.9 per cent), and domestic and family violence services (23.9 per cent) (figure 19.1).

Figure 19.1 **Composition of support provided, all clients, 2015-16^a**



^a See table 19A.1 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.1.

19.2 Framework of performance indicators

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

Box 19.1 Objectives for government funded 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, through the delivery of transitional supported accommodation and a range of related support services. Within this aim, the goals are to:

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

Governments seek to achieve these aims through the delivery of services that:

- are accessible
- identify and address individuals' urgent needs at presentation
- identify and address individuals' other needs as appropriate, intervening early to prevent the escalation of needs
- are provided seamlessly where more than one service type is required
- are of high quality, provided by qualified staff in a safe environment.

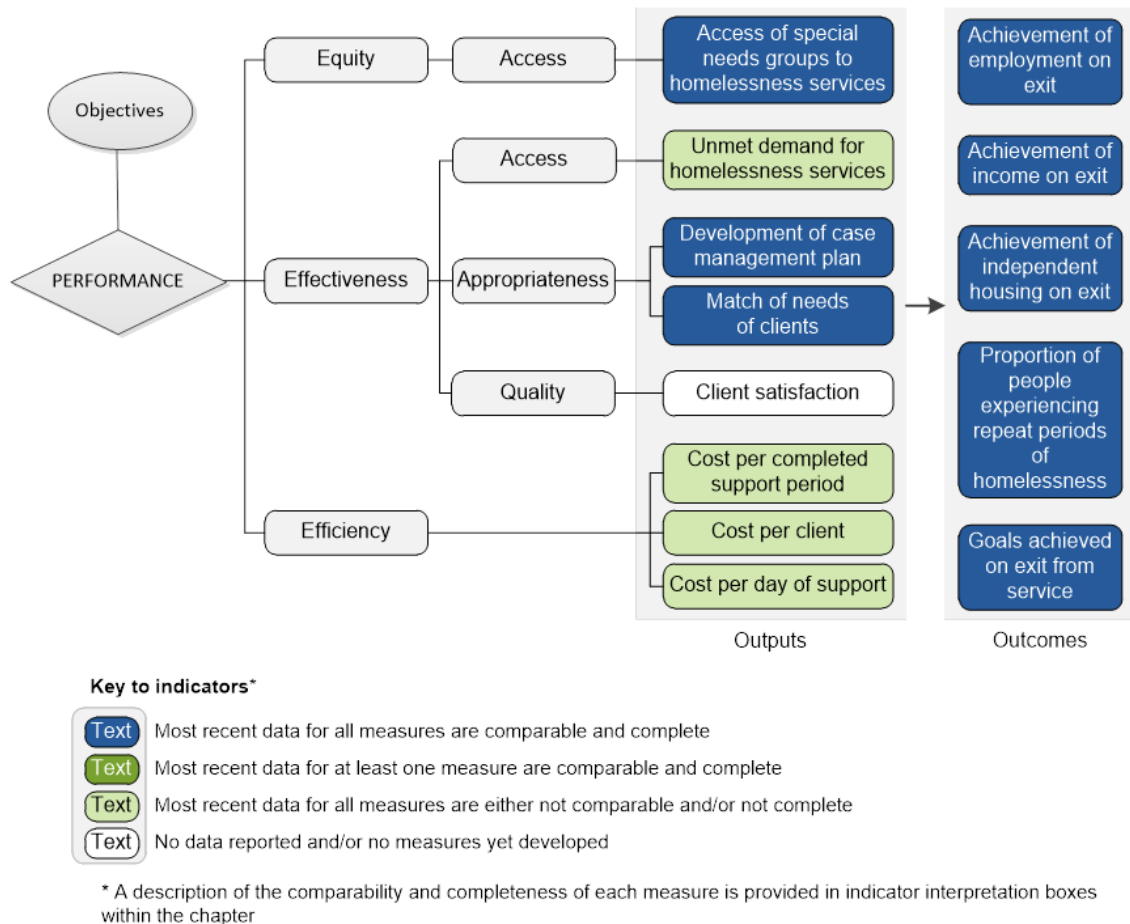
Governments aim for specialist homelessness services to meet these objectives in an equitable and efficient manner.

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 2017 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.

Improvements to performance reporting for specialist homelessness services are ongoing and will include identifying indicators to fill gaps in reporting against key objectives, improving the comparability and completeness of data and reviewing proxy indicators to see if more direct measures can be developed.

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



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).

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.

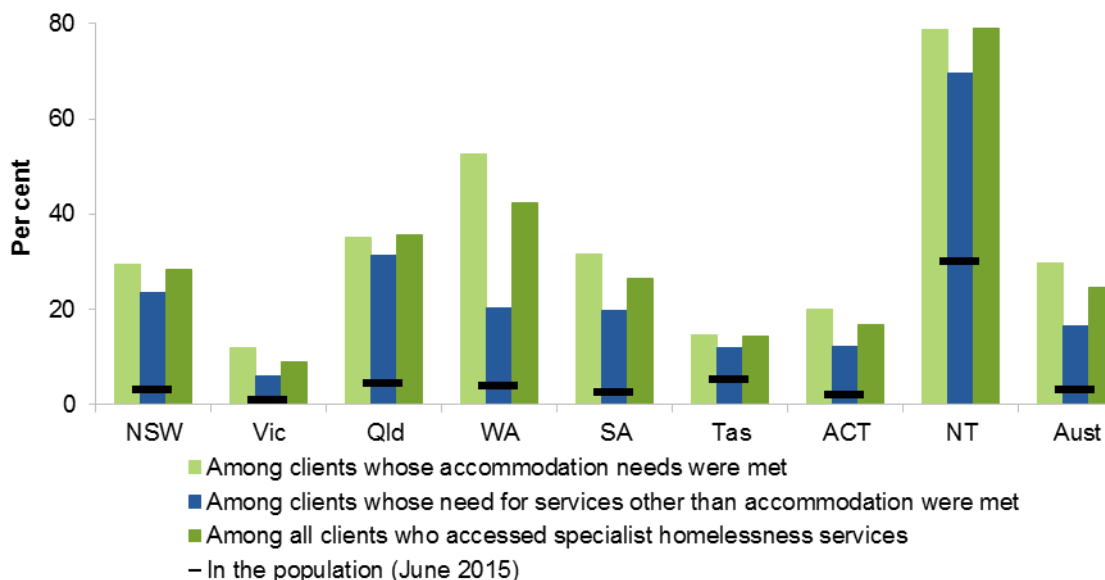
Use by special needs groups is a proxy indicator of equitable access as the relative need among each population group for specialist homelessness accommodation and other services is unknown. In general, usage rates for special needs groups similar to or higher than those for the broader service population are desirable. 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 specified 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 2015-16 data are available for all jurisdictions.

In 2015-16, Aboriginal and Torres Strait Islander people had a higher representation amongst all people accessing specialist homelessness services (24.5 per cent) than their representation in the population (3.1 per cent) — 29.7 per cent of clients whose needs for accommodation were met and 16.4 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, 2015-16^a



^a See box 19.2 and tables 19A.5 and 19A.8 for detailed definitions, footnotes and caveats.

Source: AIHW (unpublished) Specialist Homelessness Services Collection; ABS (2014) *Australian Demographic Statistics, June 2015*, Cat. no. 3101.0; ABS (2014) *Estimates and Projections, Aboriginal and Torres Strait Islander Australians, 2001 to 2026*, Cat. no. 3238.0; tables 2A.1, 2A.14, 19A.5 and 19A.8.

In 2015-16, 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 as measured at the last population census (15.1 per cent) (table 19A.8) — 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. These results varied across jurisdictions (table 19A.6).

In 2015-16, people with disability had a lower representation amongst clients of specialist homelessness services (4.1 per cent) than in the population (5.8 per cent, table 19A.8) — 4.4 per cent of all clients whose needs for accommodation were met, and 3.0 per cent of all clients whose needs for services other than accommodation were met (table 19A.7).

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).

Box 19.3 Unmet demand for homelessness services

Unmet demand for homelessness services is defined by the following two measures for each of two broad service types:

- Unmet demand for accommodation, measured by:
 - the number of average daily unassisted requests for accommodation services
 - the number of clients with an identified need for short-term or emergency accommodation or medium- 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- or long-term housing
- Unmet demand for services other than accommodation, measured by:
 - the number of average daily unassisted requests for services other than accommodation
 - 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).

Average daily unassisted requests are counted for people who are not specialist homelessness services clients and did not receive an assessment or referral for services elsewhere.

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

Jurisdictions with some central intake models may record low unmet demand for the measure unassisted requests for services and high unmet demand for the measure of clients with unmet need for services.

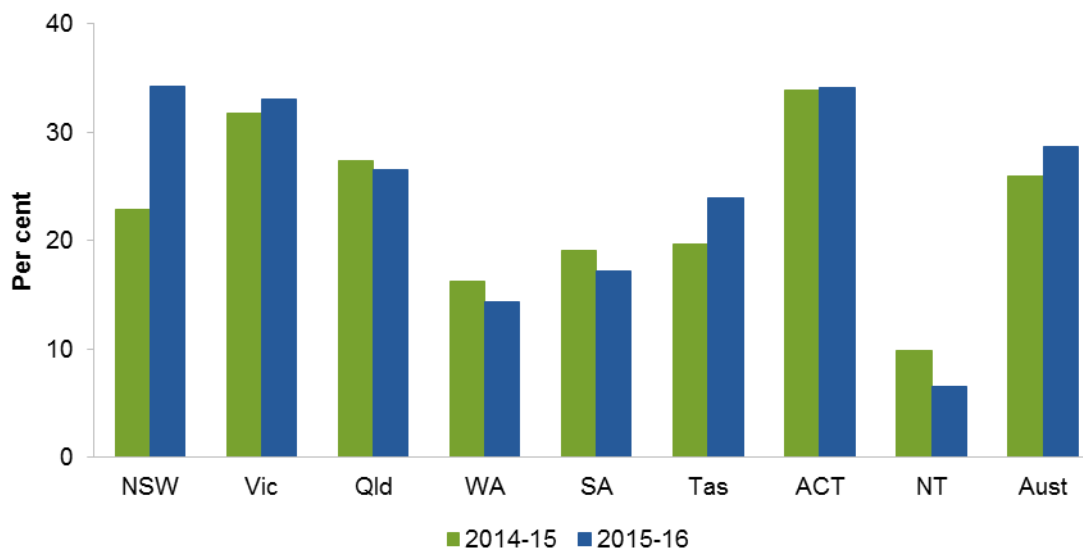
Data reported for these measures are:

- comparable (subject to caveats) within jurisdictions over time but are not comparable across jurisdictions
- complete for the current reporting period. All required 2015-16 data are available for all jurisdictions.

Nationally in 2015-16, 28.7 per cent of clients with an identified need for accommodation did not have this need met (figure 19.4), up from 25.9 per cent in 2014-15 (table 19A.9). On average in 2015-16, there were 185.1 unassisted requests for accommodation services a day nationally, a decrease from 221.7 in 2014-15 (table 19A.10).

Nationally in 2015-16, clients with unmet demand for services other than accommodation accounted for 2.5 per cent of the total demand for those services (table 19A.9). On average in 2015-16, there were 77.5 unassisted requests for services other than accommodation a day nationally (table 19A.10).

Figure 19.4 **Proportion of clients with unmet need for accommodation services^a**



^a See box 19.3 and table 19A.9 for detailed definitions, footnotes and caveats.

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

Appropriateness — Development of a case management plan

‘Development of a case management plan’ is an indicator of governments’ objective to identify and address the needs of individuals (box 19.4).

Box 19.4 **Development of a case management plan**

‘Development of a case management plan’ is defined as the number of closed support periods with an agreed case management plan divided by the total number of closed support periods.

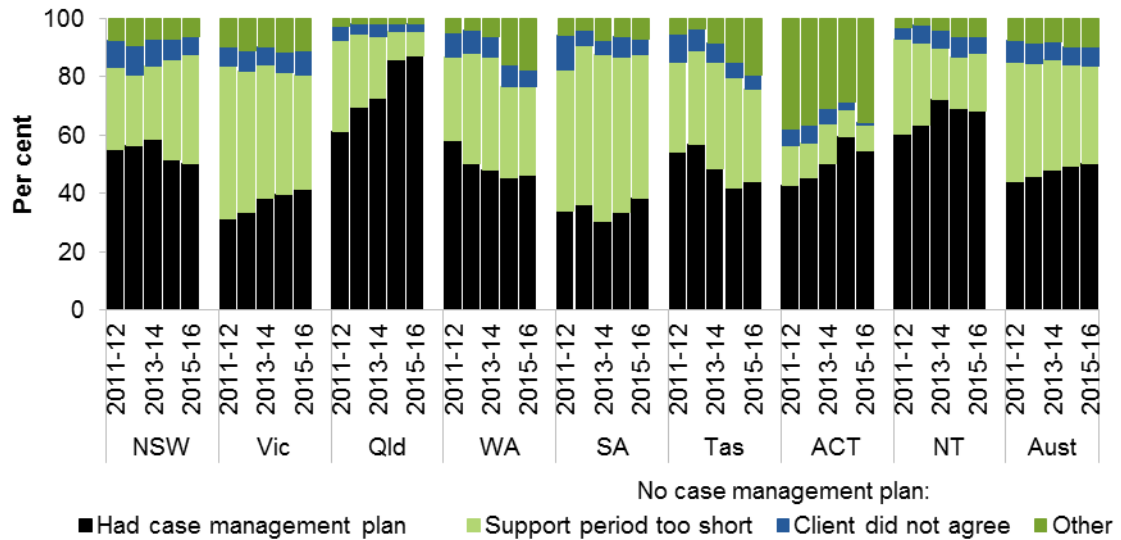
A high or increasing proportion of support periods where clients have an agreed case management plan is desirable. However, in some instances, a support plan may be judged to be inappropriate (such as when a support period is short term, for example 24 hours, or in the case of jurisdictions with central intake agencies).

Data reported for this indicator are:

- comparable (subject to caveats) across jurisdictions and over time
- complete for the current reporting period. All required 2015-16 data are available for all jurisdictions.

Nationally in 2015-16, there was an agreed case management plan for clients in 50.1 per cent of closed support periods (59.1 per cent for Aboriginal and Torres Strait Islander clients). These proportions varied across jurisdictions (figure 19.5 and tables 19A.11–12).

Figure 19.5 Proportion of closed support periods with an agreed case management plan, all clients^a



^a See box 19.4 and table 19A.11 for detailed definitions, footnotes and caveats.

Source: AIHW (unpublished) Specialist Homelessness Services Collection; table 19A.11.

Appropriateness — Match of needs of clients

‘Match of needs of clients’ is an indicator of governments’ objective to address individuals’ needs as appropriate (box 19.5).

Box 19.5 Match of needs of clients

Match of needs of clients is defined by the following two measures:

- Match of client needs for homelessness services, defined as the proportion of clients with closed support periods who were provided with and/or referred for at least one specialist homelessness service in at least one support period during the reference year.
- Match of needs for young clients who needed education and/or training assistance, defined as the proportion of clients aged 12–18 years (with closed support periods) with an identified need for education and/or training assistance who were enrolled in formal study or training at the end of support.

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

Jurisdictions with some central intake models may record a relatively high number of clients with unmet need for services because all eligible clients receive an assessment but the provision of or referral for service is determined by their level of need relative to other clients.

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 2015-16 data are available for all jurisdictions.

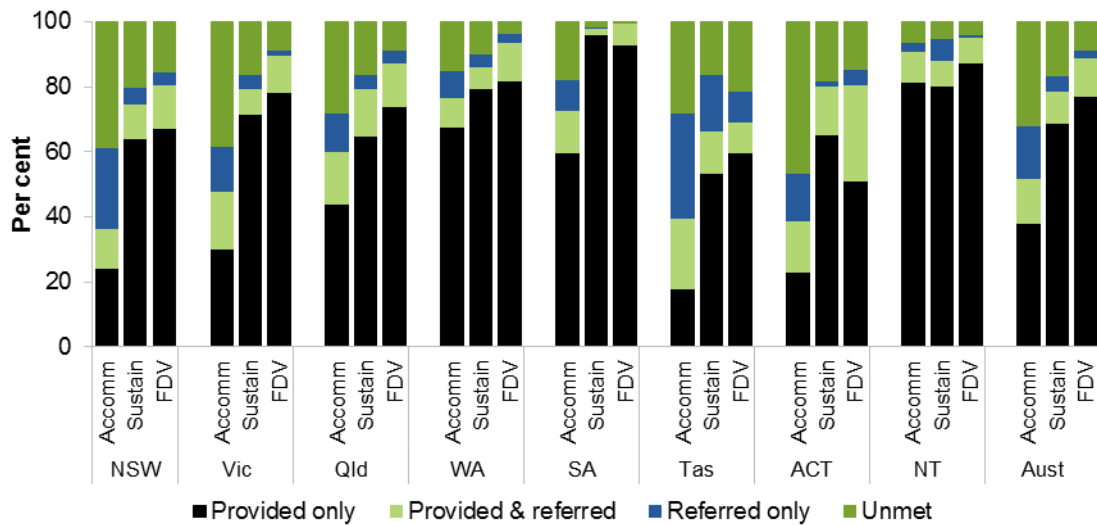
Match of client needs for homelessness services

Nationally in 2015-16, over half (116 044, or 52.5 per cent) of all clients with closed support periods who needed homelessness services needed accommodation or accommodation related assistance (table 19A.14). Of these clients, 68.1 per cent were directly provided with and/or referred for a service (38.0 per cent provided with, 14.0 per cent both provided with and referred for and, 16.1 per cent referred only) (figure 19.6). For other support needs, agencies were able to directly provide and/or refer assistance to 83.4 per cent of clients seeking to sustain tenure and 91.2 per cent of clients seeking domestic and family violence related assistance (figure 19.6).

Nationally in 2015-16, 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 (76.3 per cent) to services than all clients (table 19A.15).

Data for clients born in non-main English speaking countries are in table 19A.16. Time series data from 2011-12 are included in tables 19A.14–19A.16.

Figure 19.6 Match of client needs (closed support periods), 2015-16^a



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

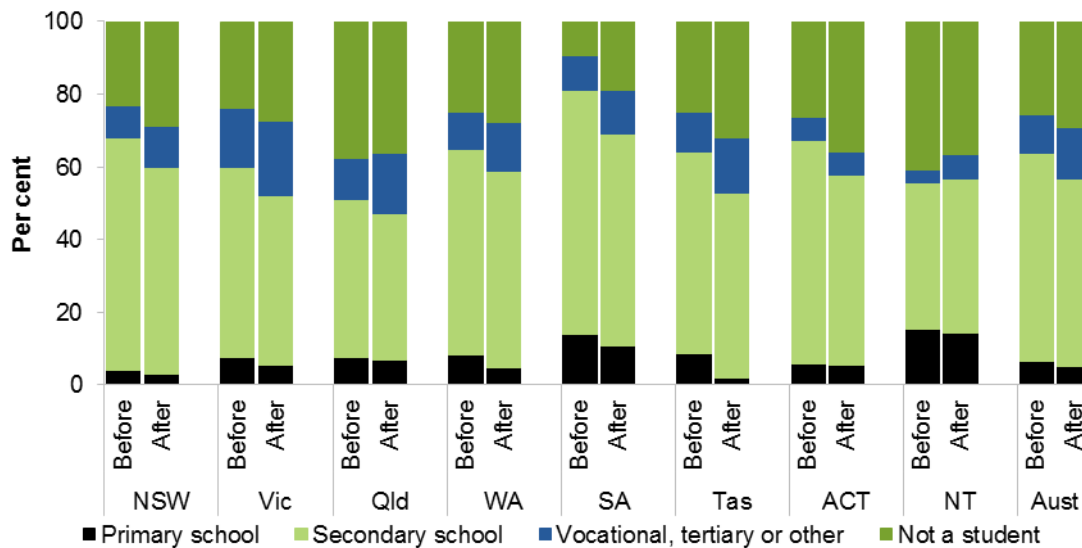
^a See box 19.5 and table 19A.14 for detailed definitions, footnotes and caveats.

Source: AIHW (unpublished) Specialist Homelessness Services Collection; table 19A.14.

Young clients who needed education and/or training assistance

Nationally in 2015-16, of young clients who needed assistance to obtain or maintain education and/or training, 70.6 per cent were enrolled in formal study or training after support (figure 19.7), an increase from 66.5 per cent in 2011-12 (table 19A.17).

Figure 19.7 Young clients who needed education and/or training assistance, by educational enrolment status before and after support (closed support periods), 2015-16^a



^a See box 19.5 and table 19A.17 for detailed definitions, footnotes and caveats.

Source: AIHW (unpublished) Specialist Homelessness Services Collection; table 19A.17.

Quality — Client satisfaction

‘Client satisfaction’ is an indicator of governments’ objective to provide high quality specialist homelessness services (box 19.6).

Box 19.6 Client satisfaction

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

This indicator and associated measures are under development.

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 completed support period

‘Cost per completed support period’ is an indicator of governments’ objective to provide specialist homelessness services in an efficient manner (box 19.7).

Box 19.7 Cost per completed support period

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

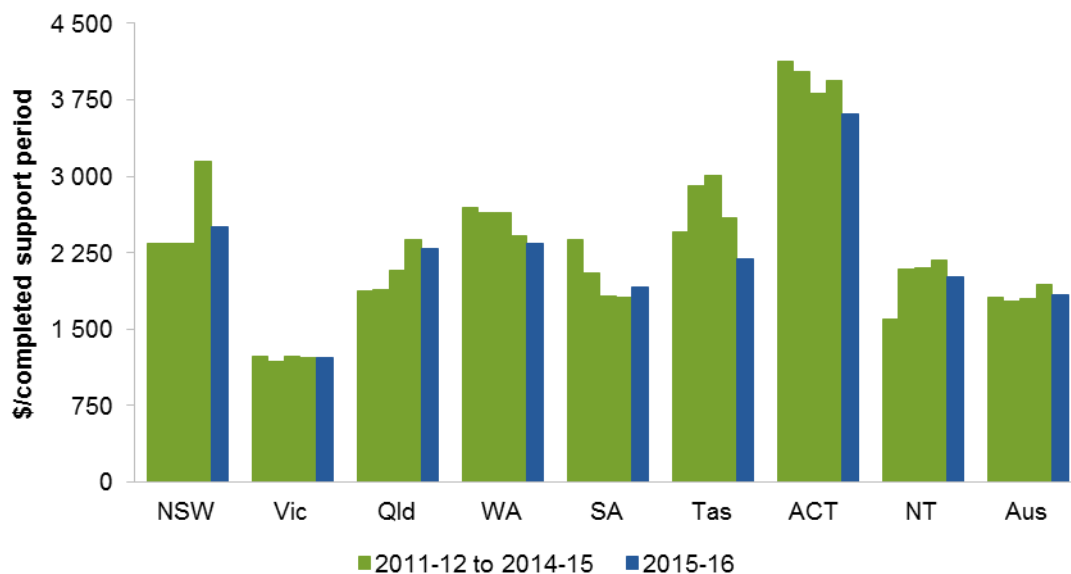
A low or decreasing cost per completed support period may represent an improvement in efficiency, but may also indicate lower service quality, shorter support periods, service delivery across more agencies or changes in client need.

Data reported for this indicator are:

- comparable within jurisdictions over time but are not comparable across jurisdictions
- complete for the current reporting period. All required 2015-16 data are available for all jurisdictions.

Nationally in 2015-16, the recurrent cost per completed support period was \$1839 — similar in real terms to that in 2011-12 (\$1814) following fluctuation in the interim years (figure 19.8).

Figure 19.8 Real recurrent cost per completed support period, 2015-16 dollars^a



^a See box 19.7 and table 19A.18 for detailed definitions, footnotes and caveats.

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

Cost per client

‘Cost per client’ is an indicator of governments’ objective to provide specialist homelessness services in an efficient manner (box 19.8).

Box 19.8 Cost per client

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

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

Data reported for this indicator are:

- comparable within jurisdictions over time but are not comparable across jurisdictions
- complete for the current reporting period. All required 2015-16 data are available for all jurisdictions.

Nationally, the recurrent cost per client accessing homelessness services was \$2735 in 2015-16 — an increase in real terms of 7.2 per cent from 2011-12 (table 19A.19).

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 19.9).

Box 19.9 Cost per day of support

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

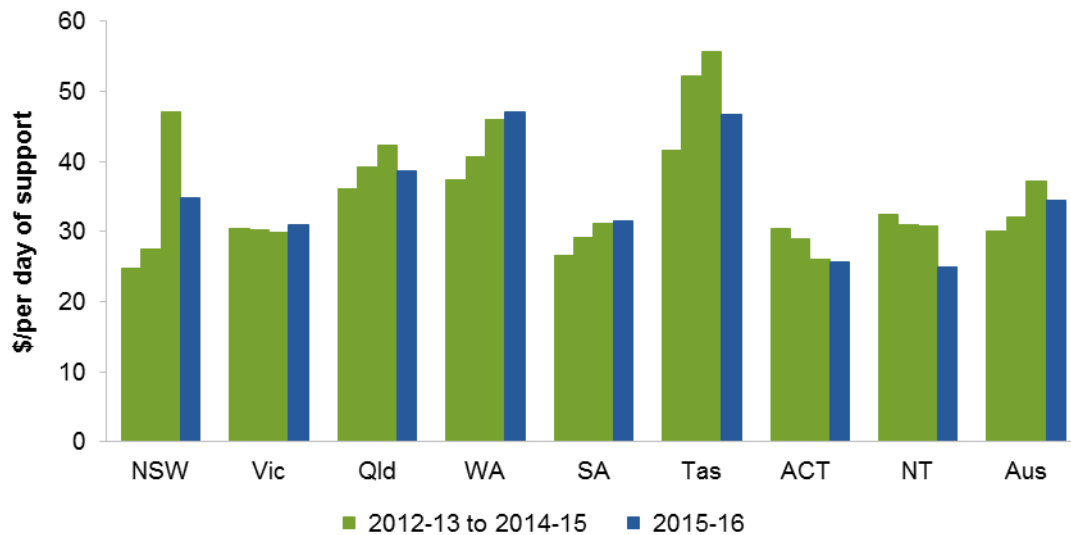
A low or decreasing cost per day of support may represent an improvement in efficiency, but may also indicate lower service quality, less complex client needs or longer waiting times for services.

Data reported for this indicator are:

- comparable within jurisdictions for the current reporting period but are not comparable across jurisdictions
- complete for the current reporting period. All required 2015-16 data are available for all jurisdictions.

Nationally, the recurrent cost per day of support for clients averaged \$34.37 in 2015-16 — an increase in real terms of 14.0 per cent from 2012-13 (figure 19.9).

Figure 19.9 **Real recurrent cost per day of support for clients, 2015-16 dollars^a**



^a See box 19.9 and table 19A.20 for detailed definitions, footnotes and caveats.

Source: AIHW (unpublished) Specialist Homelessness Services Collection; Australian, State and Territory governments (unpublished); tables 19A.20 and 19A.34.

Outcomes

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

Achievement of employment on exit

‘Achievement of employment on exit’ is an indicator of governments’ objective to re-establish the capacity of clients to live independently and to achieve social inclusion and greater economic participation (box 19.10).

Box 19.10 Achievement of employment on exit

'Achievement of employment on exit' is defined by three measures, calculated as the proportion of clients aged 15 years or over (with closed support periods) with labour force status 'employed' at the end of support, who on presentation:

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

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

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

Data reported for these measures are:

- comparable (subject to caveats) across jurisdictions and over time
- complete for the current reporting period. All required 2015-16 data are available for all jurisdictions.

Nationally, of those clients who needed assistance to obtain or maintain employment and training when entering homelessness services in 2015-16, 18.2 per cent were employed at the end of support, compared with 10.6 per cent before support (for Aboriginal and Torres Strait Islander clients this was 12.1 per cent and 6.5 per cent, respectively) (table 19A.22).

Amongst those employed after support, 5.7 per cent were employed full-time and 11.8 per cent were employed part-time after support (figure 19.10).

Nationally in 2015-16, for those clients who were unemployed before support, 13.3 per cent were employed after support, an increase from 11.7 per cent in 2013-14 (figure 19.11). Of clients who were not in the labour force before support, 9.8 per cent were employed after support (table 19A.23).

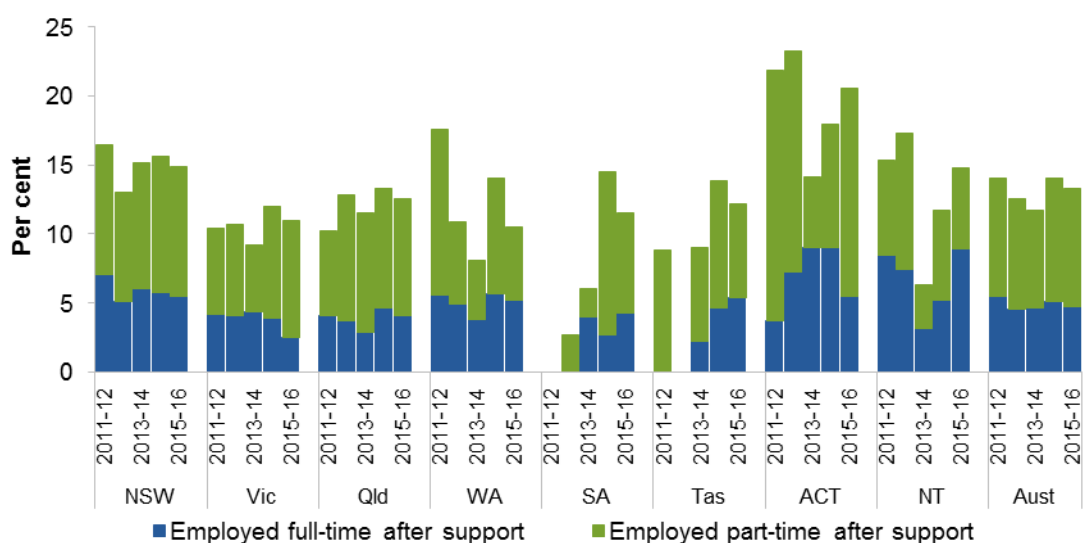
Figure 19.10 Labour force status before and after support, as a proportion of clients who needed employment and/or training assistance (closed support periods), 2015-16^a



^a See box 19.10 and table 19A.21 for detailed definitions, footnotes and caveats.

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

Figure 19.11 Proportion of clients in employment after support, who were unemployed before support (closed support periods), 2015-16^{a, b}



^a See box 19.10 and table 19A.23 for detailed definitions, footnotes and caveats. ^b Data are nil or rounded to zero for SA in 2011-12 and Tasmania for 2012-13.

Source: AIHW (unpublished) Specialist Homelessness Services Collection; table 19A.23.

Achievement of income on exit

‘Achievement of income on exit’ is an indicator of governments’ objective to re-establish the capacity of clients to live independently and to achieve social inclusion and greater economic participation (box 19.11).

Box 19.11 Achievement of income on exit

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

This indicator compares these clients’ income status before and after they received support, and relates to relatively short term outcomes.

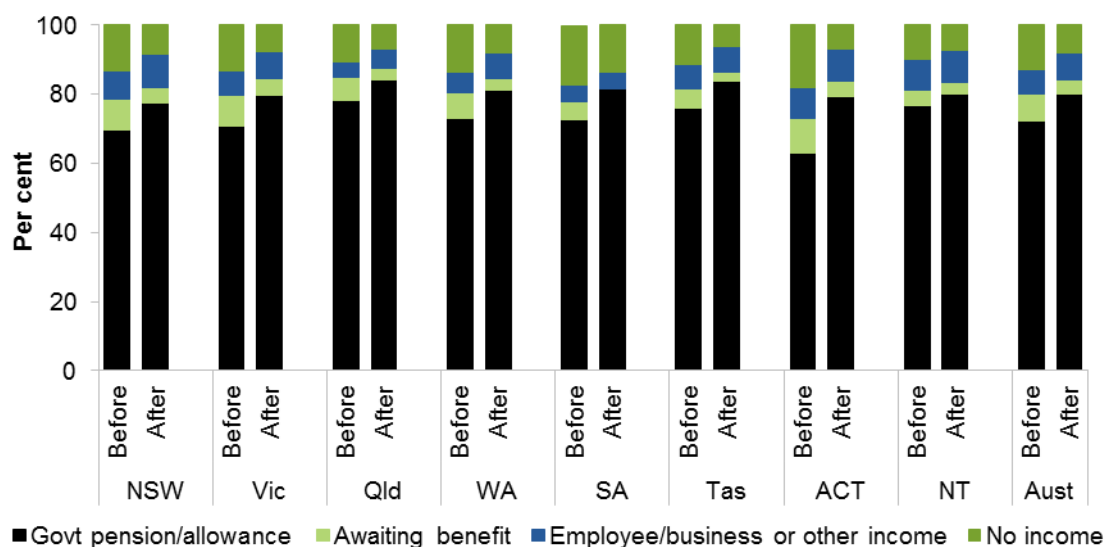
Holding other factors constant, a high or increasing proportion of clients that have achieved an income on exit from homelessness services is desirable.

Data reported for these measures are:

- comparable (subject to caveats) across jurisdictions and over time
- complete for the current reporting period. All required 2015-16 data are available for all jurisdictions.

Nationally, of clients who needed income assistance when entering homelessness services in 2015-16, 91.9 per cent had an income source after support, a decrease from 94.5 per cent in 2011-12 (figure 19.12 and table 19A.24).

Figure 19.12 **Income status before and after support, as a proportion of clients who needed income assistance (closed support periods), 2015-16^a**



^a See box 19.11 and table 19A.24 for detailed definitions, footnotes and caveats.

Source: AIHW (unpublished) Specialist Homelessness Services Collection; table 19A.24.

The main sources of income after support were a government pension/allowance (increased from 72.1 per cent before support to 79.9 per cent after support) and employee/business income (increased from 6.1 per cent before support to 7.2 per cent after support) – though these proportions varied across jurisdictions (figure 19.12).

Nationally, of Aboriginal and Torres Strait Islander clients who needed income assistance when entering homelessness services in 2015-16, 93.4 per cent had an income source after support, a decrease from 96.2 per cent in 2011-12 (table 19A.25).

Achievement of independent housing on exit

‘Achievement of independent housing’ is an indicator of governments’ objective to re-establish the capacity of clients to live independently and to achieve social inclusion and greater economic participation (box 19.12).

Box 19.12 Achievement of independent housing on exit

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

- the proportion of clients (with closed support periods, all ages) who achieved independent housing at the end of support, who on presentation were:
 - *clients with an identified need for assistance to obtain or maintain independent housing, including to obtain long term housing, sustain tenancy or prevent tenancy failure or eviction, or, prevent foreclosures or for mortgage arrears*
 - *clients living in non-independent/supported housing*
- the proportion of clients (with a support period that closed during the financial year, all ages) *with an identified need for assistance to obtain or maintain independent housing* — including a need to obtain long term housing, sustain tenancy or prevent tenancy failure or eviction, or, prevent foreclosures or for mortgage arrears — *who achieved independent housing at the end of support and did not present again during the reference year with an identified need for any of these services.*

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

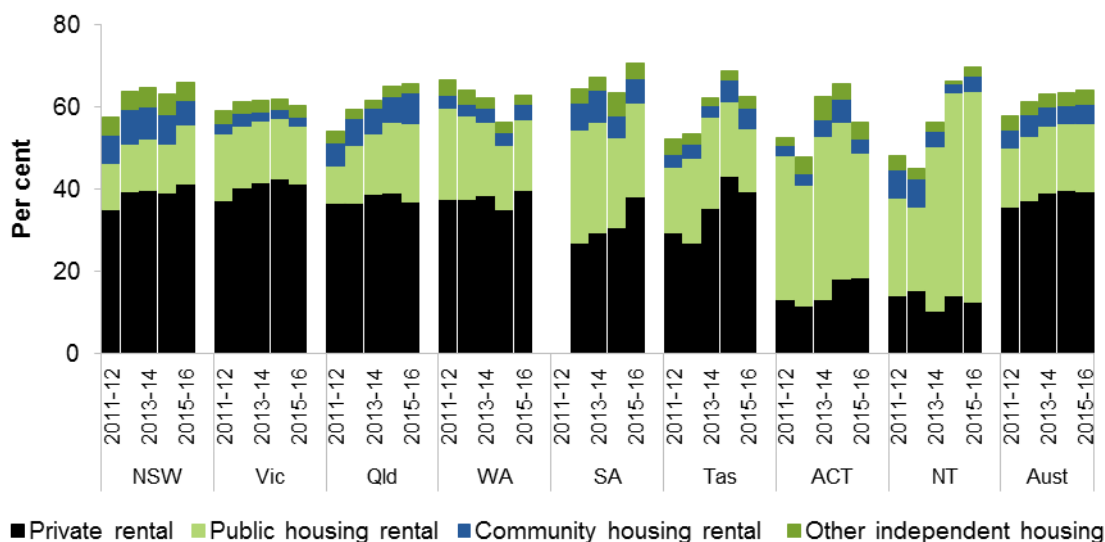
- comparable (subject to caveats) across jurisdictions and over time
- complete for the current reporting period. All required 2015-16 data are available for all jurisdictions.

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

Nationally in 2015-16, 64.0 per cent of clients who had an identified need for assistance with obtaining or maintaining independent housing achieved independent housing after support, compared with 61.2 per cent in 2012-13. This included clients who moved or returned to private rental housing (39.5 per cent) and to public or community rental housing (21.3 per cent) (figure 19.13).

For the 36.0 per cent clients who did not achieve independent housing after support, data by type of tenure is available in table 19A.26.

Figure 19.13 **Housing tenure type after support, as a proportion of clients who needed assistance to obtain or maintain independent housing (closed support periods)^{a, b}**



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

^a See box 19.12 and table 19A.26 for detailed definitions, footnotes and caveats. ^b Data are not available for SA in 2011-12.

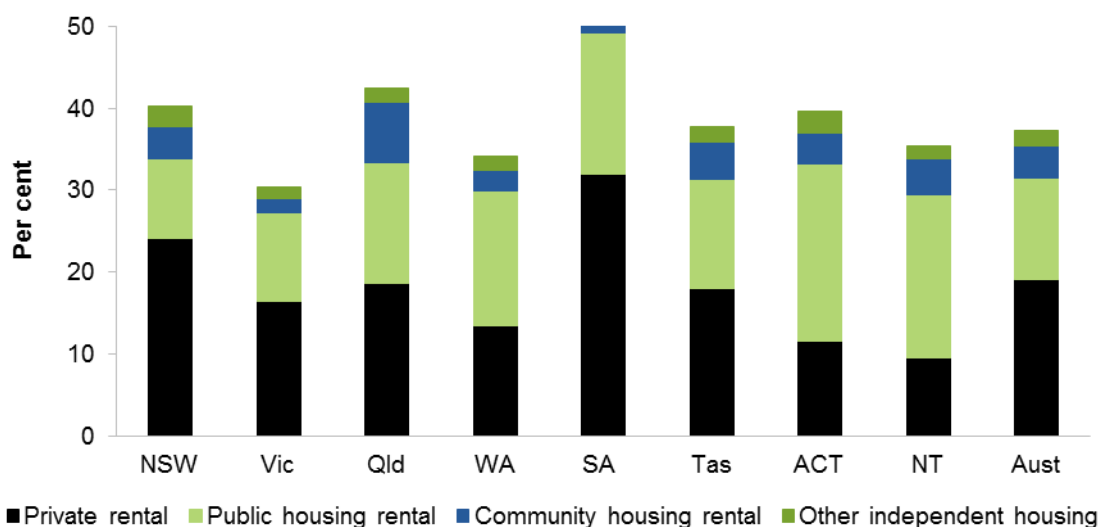
Source: AIHW (unpublished) Specialist Homelessness Services Collection; table 19A.26.

Nationally, of Aboriginal and Torres Strait Islander clients who had an identified need for assistance with obtaining or maintaining independent housing, 63.3 per cent achieved independent housing in 2015-16. Compared to all clients, Aboriginal and Torres Strait Islander clients had a lower proportion of clients that moved or returned to private rental housing (27.0 per cent), but more clients that moved to or returned to public or community rental housing (33.6 per cent) (table 19A.27).

Clients living in non-independent housing prior to presenting

Of those clients who were living in non-independent housing and who needed assistance to obtain independent housing, 37.2 per cent achieved independent housing in 2015-16, an increase from 33.0 per cent in 2012-13 (table 19A.28). This included clients who moved to private rental housing (19.1 per cent), and to public or community rental housing (16.3 per cent) (figure 19.14).

Figure 19.14 Independent housing tenure type after support, as a proportion of clients who were living in non-independent housing before support (closed support periods), 2015-16^a



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

^a See box 19.12 and table 19A.28 for detailed definitions, footnotes and caveats.

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

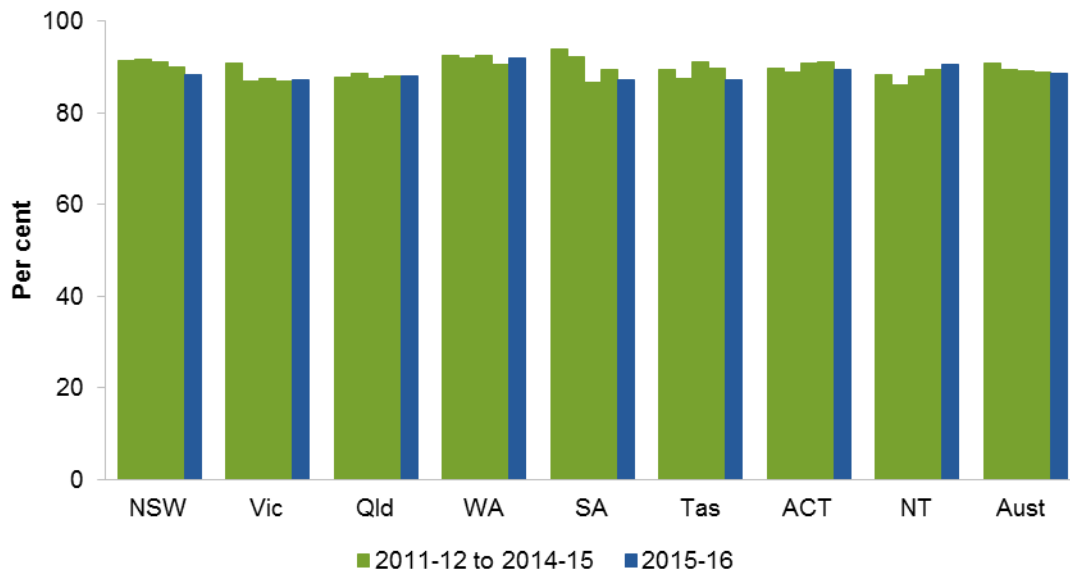
Clients who achieved independent housing and who did not present again

Nationally in 2015-16, 88.6 per cent of clients with an identified need for assistance to obtain or maintain independent housing — including a need to obtain long term housing, sustain tenancy or prevent tenancy failure or eviction, or, prevent foreclosures or for mortgage arrears — who achieved independent housing at the end of support did not present again during the reference year with an identified need for any of these services. This proportion was 90.8 per cent in 2011-12 (figure 19.15).

This proportion mainly comprised clients in private rental (61.0 per cent) or public housing rental (24.6 per cent) after support, although the proportions vary across jurisdictions (table 19A.29).

Data for Aboriginal and Torres Strait Islander clients are presented in table 19A.30.

Figure 19.15 **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^a**



^a See box 19.12 and table 19A.29 for detailed definitions, footnotes and caveats.

Source: AIHW (unpublished) Specialist Homelessness Services Collection; table 19A.29.

Proportion of people experiencing repeat periods of homelessness

‘Proportion of people experiencing repeat periods of homelessness’ is an indicator of governments’ objective to re-establish the capacity of clients to live independently and achieve sustainable housing’ (box 19.13).

Box 19.13 Clients experiencing repeat periods of homelessness

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

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

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

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

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

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

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

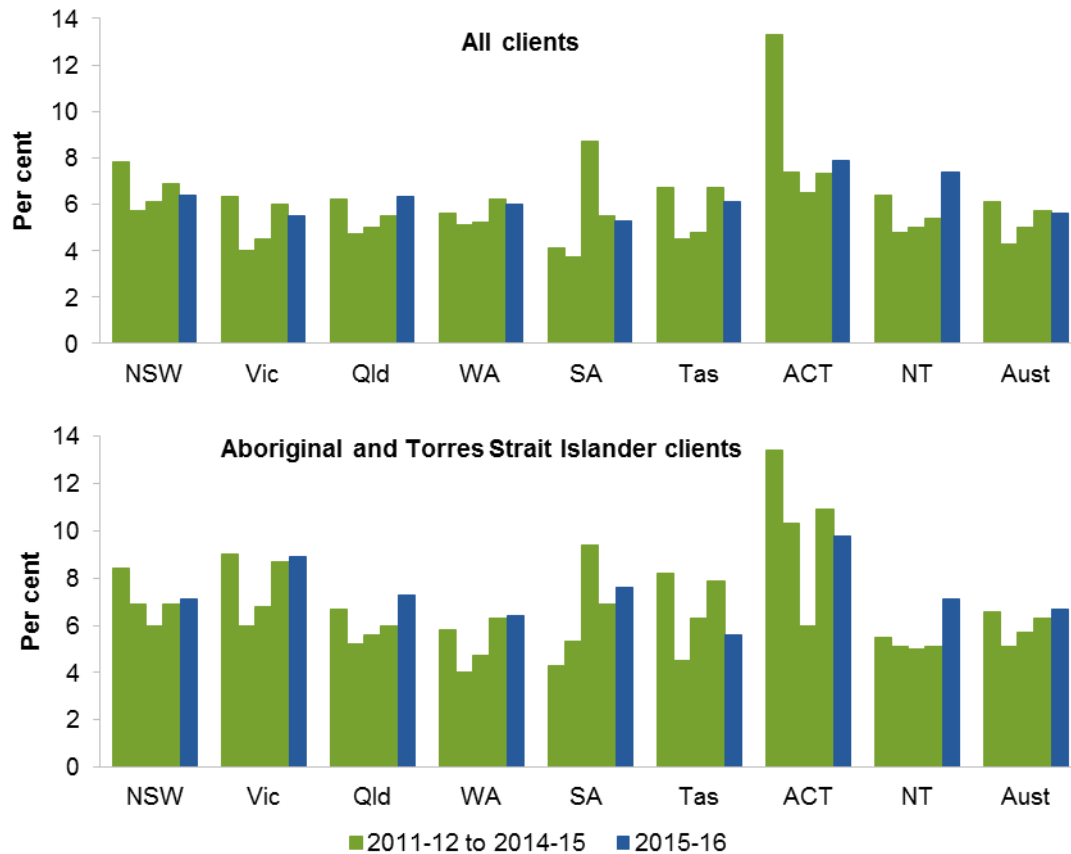
Data reported for this indicator are:

- comparable (subject to caveats) across jurisdictions and over time
- complete for the current reporting period. All required 2015-16 data are available for all jurisdictions.

Nationally, of all clients who experienced homelessness in 2015-16, 5.6 per cent experienced it more than once in the reporting year — following an increase from 4.3 to 5.7 per cent in the period 2012-13 to 2014-15 (figure 19.16). For Aboriginal and Torres Strait Islander clients, the proportion who experienced repeat homelessness in 2015-16 was 6.7 per cent (figure 19.16).

Nationally in 2015-16, capital city clients had lower rates of repeat homelessness (5.4 per cent) than those clients living in the rest of state (5.9 per cent) (table 19A.31).

Figure 19.16 Clients who had more than one period of homelessness, all clients and Aboriginal and Torres Strait Islander clients^a



^a See box 19.13 and tables 19A.31–32 or detailed definitions, footnotes and caveats.

Source: AIHW (unpublished) Specialist Homelessness Services Collection; tables 19A.31–32.

Goals achieved on exit from service

‘Goals achieved on exit’ is an indicator of governments’ objective to support clients to achieve sustainable housing, social inclusion and greater economic participation (box 19.14).

Box 19.14 Goals achieved on exit from service

‘Goals achieved on exit from service’ is defined as the proportion of closed support periods with an individual case management plan where ‘no goals’, up to half the goals’, ‘more than half but not all goals or ‘all goals’ have been achieved.

This indicator should be interpreted in conjunction with the ‘development of an agreed case management plan’ indicator.

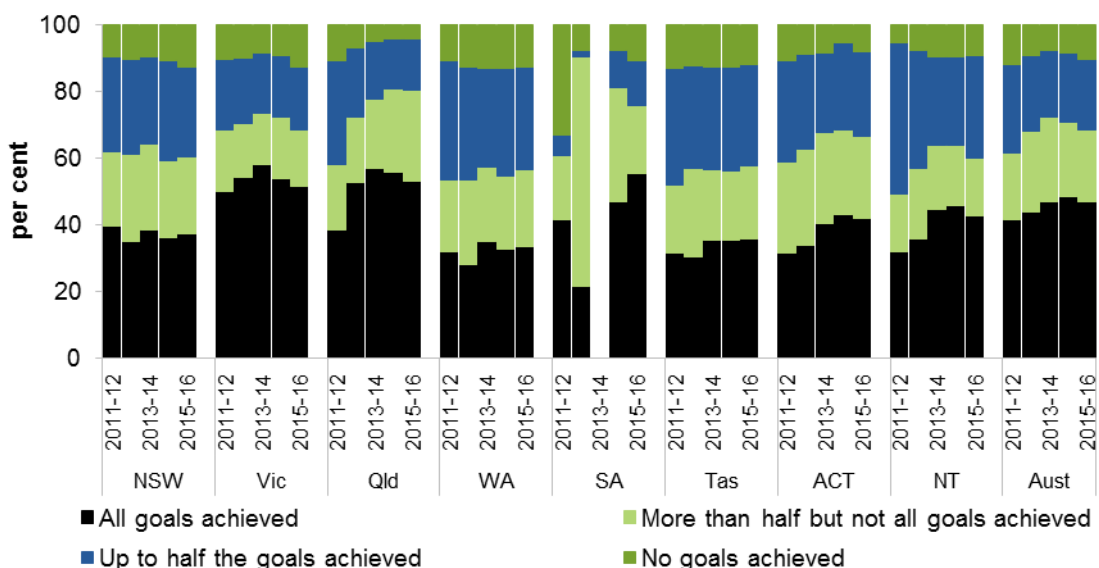
Holding other factors constant, a high or increasing proportion of achieved goals is desirable.

Data reported for these measures are:

- comparable (subject to caveats) across jurisdictions and over time
- complete for the current reporting period. All required 2015-16 data are available for all jurisdictions

Nationally in 2015-16, at least half of all case management goals were achieved at the end of support for 68.4 per cent of closed support periods with individual case management plans — continuing a downward trend from 72.0 per cent in 2013-14 (figure 19.17).

Figure 19.17 Case management goals achieved (closed support periods)^{a, b}



^a See box 19.14 and table 19A.33 for detailed definitions, footnotes and caveats. ^b SA 2013-14 case management goals achieved data are not available.

Source: AIHW (unpublished) Specialist Homelessness Services Collection; table 19A.33.

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	<p>A person who receives a specialist homelessness service.</p> <p>To be a client, the person must directly receive a service and not just be a beneficiary of a service. Children who present with a parent or guardian and receive a service are considered to be a client. This includes a service that they share with their parent or guardian such as meals or accommodation.</p> <p>Children who present with a parent or guardian but do not directly receive a service are not considered to be clients. This includes situations where the parent or guardian receives assistance to prevent tenancy failure or eviction.</p> <p>Clients can be counted differently according to the data item that is being reported:</p> <ul style="list-style-type: none">• Clients (demographic) — For clients with multiple support periods, reported data is determined based on the information at the start date of the client's first support period in the reporting period or the first date of the reporting period, whichever is later• Clients (counted by support periods) — For each data item, clients are counted based on support periods with distinct client information. The same client can be counted more than once if they have multiple support periods with a different response for the data item. The result is that percentages do not add up to 100• Clients (outcomes) – Clients are counted based on closed support periods where a valid response is recorded both when presenting to an agency and at the end of support.
Closed support period	A support period that had finished on or before the end of the reporting period.
Comparability	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.
Completeness	Data are considered complete if all required data are available for all jurisdictions that provide the service.

Disability	<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"> • self-care • mobility • communication. <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>
No tenure	<p>A type of housing tenure recorded for clients who are sleeping rough or do not have a legal right to occupy a dwelling and may be asked to leave at any time. It includes couch surfing, living in an institutional setting, living on the streets, sleeping in parks, squatting, using cars or railway carriages, improvised dwellings or living in long grass.</p>
Non-conventional accommodation	<p>Non-conventional accommodation is defined as:</p> <ul style="list-style-type: none"> • living on the streets • staying in cars or railway carriages • sleeping in parks • living in improvised dwellings • squatting • living in long grass.
Non-main English speaking countries	<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>
Ongoing support period	<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"> • no support end-date is provided • no after-support information is provided • corresponding client data was received in the month following the end of the reporting period.
Real expenditure	<p>Actual expenditure adjusted for changes in prices. Adjustments are made using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2015-16=100).</p>
Referral	<p>When an agency contacts another agency and that agency accepts the person concerned for an appointment or interview. A referral is not provided if the person is not accepted for an appointment or interview.</p>
Severely crowded dwelling	<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>

Short-term or emergency accommodation

Short-term or emergency accommodation includes: refuges; crisis shelter; couch surfing; living temporarily with friends and relatives; insecure accommodation on a short-term basis; and, emergency accommodation arranged by a specialist homelessness agency (e.g. in hotels, motels etc.).

The following short-term accommodation options are not included:

- hotels, motels, caravan parks and other temporary accommodation used when a person is on holiday or travelling
- custodial and care arrangements, such as prisons and hospitals
- temporary accommodation used by a person while renovating usual residence or building a new residence (e.g. weekenders, caravans).

Specialist homelessness agency

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

Inclusion of agencies in the 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.

Specialist homelessness service(s)

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

Housing/accommodation services:

- short-term or emergency accommodation
- medium-term/transitional housing
- long-term housing
- assistance to sustain tenancy or prevent tenancy failure or eviction
- assistance to prevent foreclosures or for mortgage arrears.

Specialised services:

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

Specialist homelessness service(s) — continued

General assistance and support services:

- assertive outreach
- assistance to obtain/maintain government allowance
- employment assistance
- training assistance
- educational assistance
- financial information
- material aid/brokerage
- assistance for incest/sexual
- 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

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

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.

— 2015 National Partnership Agreement On Homelessness — 2015-2017, viewed 18 August 2016, <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.

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

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

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

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Attachment contents

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TABLE 19A.1

Table 19A.1 **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 (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
2015-16										
Proportion of clients receiving support services, by type of service (e)										
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
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
Total clients (d)	no.	69 715	105 287	42 543	24 203	20 898	7 859	4 652	8 132	279 196
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 (e)										
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

TABLE 19A.1

Table 19A.1 **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 (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
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
Total clients (d)	no.	48 262	102 793	44 213	23 021	21 116	7 328	4 987	7 649	255 657
Total support days	'000	3 946	7 211	2 995	1 579	1 945	544	811	640	19 671
Total support periods	no.	73 213	196 959	61 608	34 360	39 257	13 115	7 546	10 946	437 004
Total closed support periods	no.	59 137	177 752	53 067	29 953	33 371	11 656	5 376	9 099	379 411

2013-14**Proportion of clients receiving support services, by type of service (e)**

Accommodation	%	42.6	23.2	46.3	43.4	27.5	41.7	39.7	64.9	34.4
Assistance to sustain housing	%	30.3	28.8	30.8	19.5	14.5	21.6	36.7	19.4	26.9
Mental health services	%	8.1	3.9	3.8	4.6	0.3	3.2	7.2	2.1	4.3
Family services	%	10.6	5.0	5.6	7.9	4.0	5.0	10.1	5.7	6.4
Disability services	%	0.7	0.4	0.4	0.3	–	0.4	1.1	0.4	0.4
Drug/alcohol assistance	%	5.7	1.6	1.7	2.6	0.2	1.5	6.1	2.4	2.4
Legal/financial services	%	6.7	4.3	4.7	4.1	0.8	2.5	7.9	6.1	4.5
Immigration/cultural services	%	7.4	5.0	3.9	9.1	4.1	0.8	6.7	17.2	5.7
Domestic violence services	%	23.6	27.7	15.5	25.9	17.9	9.7	13.4	24.5	22.9
Other specialist services	%	22.0	10.2	15.8	14.0	6.3	8.4	20.8	22.5	13.7
General services	%	93.9	88.6	90.7	94.5	99.0	89.6	92.1	92.9	91.5
Total clients (b)	no.	51 786	99 892	43 751	21 437	21 655	6 614	5 338	7 123	254 001

TABLE 19A.1

Table 19A.1 **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 (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
Total support days	'000	5 203	6 910	2 803	1 746	2 079	498	791	600	20 629
Total support periods	no.	74 983	191 589	61 223	31 844	39 442	10 136	8 151	10 573	427 941
Total closed support periods	no.	61 409	170 296	52 703	26 943	33 054	8 647	6 013	8 832	367 896

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

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	–	0.4	1.5	0.4	0.5
Drug/alcohol assistance	%	5.7	1.5	1.7	3.1	0.2	1.8	4.7	3.3	2.4
Legal/financial services	%	6.5	3.6	5.7	5.5	0.8	2.8	8.2	7.9	4.6
Immigration/cultural services	%	6.8	4.9	4.7	9.5	4.8	1.3	6.1	7.7	5.6
Domestic violence services	%	22.6	24.9	16.2	24.2	18.6	11.0	13.7	25.7	21.7
Other specialist services	%	20.8	9.2	16.8	17.1	6.7	10.9	21.9	15.1	13.5
General services	%	94.7	88.0	90.5	96.0	97.2	92.6	90.7	93.1	91.5
Total clients (d)	no.	51 953	92 462	43 001	21 417	21 342	5 585	5 367	6 959	244 176
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

2011-12**Proportion of clients receiving support services, by type of service (e)**

TABLE 19A.1

Table 19A.1 **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 (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
Accommodation	%	43.9	21.9	48.0	43.2	na	48.2	42.3	66.7	36.2
Assistance to sustain housing	%	26.7	23.8	22.8	22.4	na	17.3	29.5	13.1	23.6
Mental health services	%	8.1	3.1	3.6	5.2	na	3.6	6.7	4.8	4.6
Family services	%	10.4	4.4	6.5	8.9	na	7.0	12.8	11.9	7.1
Disability services	%	0.8	0.4	0.4	0.5	na	0.6	1.1	0.5	0.5
Drug/alcohol assistance	%	5.3	1.5	1.7	4.4	na	2.1	2.9	2.1	2.7
Legal/financial services	%	7.8	3.9	5.7	6.7	na	4.2	9.5	6.6	5.6
Immigration/cultural services	%	8.0	4.7	4.5	9.2	na	1.4	6.2	4.2	5.8
Domestic violence services	%	24.3	26.0	14.3	30.8	na	10.3	14.7	29.5	23.1
Other specialist services	%	21.1	10.0	17.0	18.8	na	10.1	21.2	18.7	15.1
General services	%	94.6	89.1	88.3	95.7	na	88.9	85.9	92.8	90.8
Total clients (d)	no.	52 105	86 150	42 487	21 190	19 497	6 148	5 602	6 584	236 429
Total support days	'000	na	na	na	na	na	na	na	na	na
Total support periods	no.	74 712	165 258	59 831	31 645	31 767	8 802	8 141	8 609	388 766
Total closed support periods	no.	60 057	149 367	51 677	26 406	24 507	7 377	5 803	7 545	332 738

- (a) 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/659136.
- (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) SA collection methodology for 2011-12 does not allow for this type of analysis.
- (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.

Table 19A.1 **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 (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
(e)	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.2

Table 19A.2 **Nominal expenditure on homelessness services**

	<i>Unit</i>	<i>NSW (a)</i>	<i>Vic (b)</i>	<i>Qld (c)</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT (d)</i>	<i>Aust</i>
2015-16										
State/Territory government expenditure										
Administrative expenditure	\$m	6.2	3.0	3.3	1.7	2.9	0.5	0.6	0.9	19.0
Service delivery expenditure	\$m	207.9	223.5	114.2	72.1	59.5	29.2	19.5	18.7	744.6
Total	\$m	214.1	226.5	117.5	73.9	62.4	29.7	20.1	19.6	763.6
Proportion of total expenditure										
Administrative expenditure	%	2.9	1.3	2.8	2.3	4.6	1.6	2.9	4.6	2.5
Service delivery expenditure	%	97.1	98.7	97.2	97.7	95.4	98.4	97.1	95.4	97.5
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
2014-15										
State/Territory government expenditure										
Administrative expenditure	\$m	4.3	3.0	3.8	1.7	2.2	0.5	0.7	1.1	17.1
Service delivery expenditure	\$m	177.1	207.8	119.7	69.1	56.9	29.1	20.0	18.2	697.9
Total	\$m	181.4	210.8	123.4	70.8	59.1	29.5	20.7	19.3	715.0
Proportion of total expenditure										
Administrative expenditure	%	2.4	1.4	3.1	2.4	3.7	1.6	3.1	5.5	2.4
Service delivery expenditure	%	97.6	98.6	96.9	97.6	96.3	98.4	96.9	94.5	97.6
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
2013-14										
State/Territory government expenditure										
Administrative expenditure	\$m	3.7	2.7	4.6	1.8	2.3	0.6	0.5	0.7	16.8
Service delivery expenditure	\$m	134.7	199.1	101.4	66.9	56.1	24.6	21.6	17.3	621.7
Total	\$m	138.5	201.8	106.0	68.7	58.4	25.1	22.1	18.0	638.5
Proportion of total expenditure										

TABLE 19A.2

Table 19A.2 **Nominal expenditure on homelessness services**

	<i>Unit</i>	<i>NSW (a)</i>	<i>Vic (b)</i>	<i>Qld (c)</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT (d)</i>	<i>Aust</i>
Administrative expenditure	%	2.7	1.3	4.3	2.6	4.0	2.2	2.3	3.7	2.6
Service delivery expenditure	%	97.3	98.7	95.7	97.4	96.0	97.8	97.7	96.3	97.4
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
2012-13										
State/Territory government expenditure										
Administrative expenditure	\$m	4.3	2.2	3.3	1.4	2.5	0.5	0.5	0.7	15.5
Service delivery expenditure	\$m	130.2	179.0	90.3	66.3	54.0	17.9	23.1	16.7	577.5
Total	\$m	134.5	181.3	93.6	67.7	56.6	18.3	23.6	17.4	593.0
Proportion of total expenditure										
Administrative expenditure	%	3.2	1.2	3.6	2.1	4.5	2.5	2.3	4.1	2.6
Service delivery expenditure	%	96.8	98.8	96.4	97.9	95.5	97.5	97.7	95.9	97.4
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
2011-12										
State/Territory government expenditure										
Administrative expenditure	\$m	3.9	3.6	3.8	1.2	2.4	0.5	0.4	0.5	16.3
Service delivery expenditure	\$m	127.9	168.3	87.0	65.5	52.2	16.5	22.1	10.8	550.3
Total	\$m	131.8	171.9	90.9	66.8	54.6	17.0	22.5	11.3	566.7
Proportion of total expenditure										
Administrative expenditure	%	3.0	2.1	4.2	1.8	4.3	3.0	1.9	4.5	2.9
Service delivery expenditure	%	97.0	97.9	95.8	98.2	95.7	97.0	98.1	95.5	97.1
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

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

(b) For Victoria: expenditure for 2013-14 has been revised to include Housing Establishment Fund expenditure for clients reported through the SHSC; expenditure for 2014-15 has been revised to include homelessness sector training.

Table 19A.2 **Nominal expenditure on homelessness services**

	<i>Unit</i>	<i>NSW (a)</i>	<i>Vic (b)</i>	<i>Qld (c)</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT (d)</i>	<i>Aust</i>
(c)	For Queensland, the decrease in service delivery expenditure for 2015-16 is mainly due to delayed commencement of the NPAH Queensland Project Plan 2015-17 (signed 27 October 2015). Funding for various initiatives including Woree and Douglas House Supported Accommodation was deferred to 2016-17. Administrative expenditure also decreased for 2015-16 due to the revised NPAH. Data for 2013-14 and subsequent years include NPAH services expenditure, which was excluded in earlier years.									
(d)	Data for the NT for 2012-13 to 2014-15 have been revised to include Commonwealth funded expenses related to the National Affordable Housing Agreement (NAHA) and NPAH, as do data for 2015-16. Data may differ from previous reports which did not include this expenditure. Commonwealth funded NAHA and NPAH expenses are not included for 2011-12.									

Source: Australian, State and Territory governments (unpublished)

TABLE 19A.3

Table 19A.3 **Total recurrent expenditure on homelessness services, 2015-16 dollars (a)**

	<i>Unit</i>	<i>NSW (b)</i>	<i>Vic (c)</i>	<i>Qld (d)</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT (e)</i>	<i>Aust</i>
Nominal funding										
2015-16	\$m	214.1	226.5	117.5	73.9	62.4	29.7	20.1	19.6	763.6
2014-15	\$m	181.4	210.8	123.4	70.8	59.1	29.5	20.7	19.3	715.0
2013-14	\$m	138.5	201.8	106.0	68.7	58.4	25.1	22.1	18.0	638.5
2012-13	\$m	134.5	181.3	93.6	67.7	56.6	18.3	23.6	17.4	593.0
2011-12	\$m	131.8	171.9	90.9	66.8	54.6	17.0	22.5	11.3	566.7
Real funding (2015-16 dollars)										
2015-16	\$m	214.1	226.5	117.5	73.9	62.4	29.7	20.1	19.6	763.6
2014-15	\$m	185.9	216.0	126.5	72.5	60.6	30.3	21.2	19.8	732.6
2013-14	\$m	143.3	208.9	109.7	71.1	60.4	26.0	22.9	18.6	661.0
2012-13	\$m	141.0	190.0	98.1	71.0	59.3	19.2	24.8	18.2	621.6
2011-12	\$m	140.4	183.1	96.8	71.1	58.1	18.1	24.0	12.0	603.5

- (a) Time series financial data are adjusted to 2015-16 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2015-16=100) (table 19A.34). See chapter 2 for details.
- (b) For NSW, the increase in funding from 2013-14 to 2014-15 is due to the inclusion of NPAH expenditure, which was not presented in previous years, and additional NSW funding introduced in 2014-15.
- (c) For Victoria: expenditure for 2013-14 has been revised to include Housing Establishment Fund expenditure for clients reported through the SHSC; expenditure for 2014-15 has been revised to include homelessness sector training.
- (d) For Queensland, the decrease in service delivery expenditure for 2015-16 is mainly due to delayed commencement of the NPAH Queensland Project Plan 2015-17 (signed 27 October 2015). Funding for various initiatives including Woree and Douglas House Supported Accommodation was deferred to 2016-17. Administrative expenditure also decreased for 2015-16 due to the revised NPAH. Data for 2013-14 and subsequent years include NPAH services expenditure, which was excluded in earlier years.
- (e) Data for the NT for 2012-13 to 2014-15 have been revised to include Commonwealth funded expenses related to the NAHA and NPAH, as do data for 2015-16. Data may differ from previous reports which did not include this expenditure. Commonwealth funded NAHA and NPAH expenses are not included for 2011-12.

Source: State and Territory governments (unpublished); Tables 19A.2 and 19A.34.

TABLE 19A.4

Table 19A.4 **Real recurrent homelessness expenditure per person in the residential population, 2015-16 dollars (a), (b)**

		<i>NSW</i> (c)	<i>Vic</i> (d)	<i>Qld</i> (e)	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i> (f)	<i>Aust</i>
2015-16	\$	27.91	37.77	24.43	28.37	36.64	57.34	51.05	80.46	31.90
2014-15	\$	24.57	36.69	26.62	28.08	35.80	58.72	54.63	80.93	31.01
2013-14	\$	19.20	36.07	23.38	27.88	36.04	50.57	59.66	76.65	28.34
2012-13	\$	19.18	33.45	21.28	28.71	35.67	37.50	65.26	77.05	27.14
2011-12	\$	19.37	32.84	21.44	29.79	35.34	35.30	64.64	51.76	26.84

- (a) Time series financial data are adjusted to 2015-16 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2015-16=100) (table 19A.34). See chapter 2 for details.
- (b) Population data for all Australians for all years are estimates. See chapter 2 for details.
- (c) For NSW, the increase in funding in 2014-15 is due to the inclusion of NPAH expenditure, which was not presented in previous years, and additional NSW funding introduced in 2014-15.
- (d) For Victoria: expenditure for 2013-14 has been revised to include Housing Establishment Fund expenditure for clients reported through the SHSC; expenditure for 2014-15 has been revised to include homelessness sector training.
- (e) For Queensland, the decrease in service delivery expenditure for 2015-16 is mainly due to delayed commencement of the NPAH Queensland Project Plan 2015-17 (signed 27 October 2015). Funding for various initiatives including Woree and Douglas House Supported Accommodation was deferred to 2016-17. Administrative expenditure also decreased for 2015-16 due to the revised NPAH. Data for 2013-14 and subsequent years include NPAH services expenditure, which was excluded in earlier years.
- (f) Data for the NT for 2012-13 to 2014-15 have been revised to include Commonwealth funded expenses related to the NAHA and NPAH, as do data for 2015-16. Data may differ from previous reports which did not include this expenditure. Commonwealth funded NAHA and NPAH expenses are not included for 2011-12.

Source: Australian State and Territory governments (unpublished); Tables 19A.3, 19A.34 and 2A.2.

TABLE 19A.5

Table 19A.5 **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 (d)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>
2015-16										
Proportion of clients with met demand who were Aboriginal and Torres Strait Islander clients										
Accommodation services	%	29.5	11.8	35.0	52.5	31.5	14.5	20.0	78.9	29.7
Services other than accommodation	%	23.4	5.9	31.2	20.3	19.7	11.8	12.1	69.6	16.4
Total Aboriginal and Torres Strait Islander clients with met demand	no.	18 331	8 971	14 633	9 453	5 286	1 093	765	6 152	64 578
All clients with met demand	no.	66 146	98 966	41 080	22 684	20 167	7 427	4 556	7 738	264 675
2014-15										
Proportion of clients with met demand who were Aboriginal and Torres Strait Islander clients										
Accommodation services	%	26.6	11.9	34.1	48.5	31.3	15.2	21.0	76.2	28.1
Services other than accommodation	%	22.2	5.5	28.3	22.3	19.8	13.0	11.5	67.9	15.4
Total Aboriginal and Torres Strait Islander clients with met demand	no.	12 267	8 709	14 325	8 607	5 310	1 092	831	5 809	57 096
All clients with met demand	no.	46 275	96 687	42 490	21 052	20 214	7 097	4 916	7 458	242 479
2013-14										
Proportion of clients with met demand who were Aboriginal and Torres Strait Islander clients										
Accommodation services	%	24.0	11.3	32.6	43.4	27.9	15.1	18.2	74.8	26.3
Services other than accommodation	%	20.4	5.2	26.1	23.5	20.3	12.0	11.6	67.1	14.4
Total Aboriginal and Torres Strait Islander clients with met demand	no.	12 551	8 327	14 031	7 357	5 371	970	862	5 442	55 288
All clients with met demand	no.	49 832	94 340	42 147	18 620	20 709	6 291	5 247	6 938	240 533
2012-13										
Proportion of clients with met demand who were Aboriginal and Torres Strait Islander clients										
Accommodation services	%	23.2	11.0	31.6	39.8	24.3	14.9	18.6	69.5	25.3

TABLE 19A.5

Table 19A.5 **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 (d)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>
Services other than accommodation	%	19.4	5.4	25.1	22.4	18.4	13.4	10.2	68.1	14.1
Total Aboriginal and Torres Strait Islander clients with met demand	no.	12 362	7 859	13 614	6 751	4 997	841	831	5 197	52 506
All clients with met demand	no.	50 139	86 394	41 456	18 823	20 361	5 321	5 238	6 820	230 642
2011-12										
Proportion of clients with met demand who were Aboriginal and Torres Strait Islander clients										
Accommodation services	%	23.6	10.1	30.4	40.4	na	14.9	16.1	71.8	25.1
Services other than accommodation	%	18.6	4.7	22.6	22.2	na	14.3	9.9	59.0	12.7
Total Aboriginal and Torres Strait Islander clients with met demand	no.	12 127	6 608	12 841	7 065	na	960	805	4 774	47 602
All clients with met demand	no.	50 860	81 215	40 830	20 152	na	5 784	5 150	6 343	213 709

(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/659136.

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

(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.

na Not available.

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

TABLE 19A.6

Table 19A.6 **Proportion of clients — with accommodation and services other than accommodation needs that were met — who were people born in non-main English speaking countries (non-MESC) (a), (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 (g)</i>
2015-16										
Proportion of clients with met demand who were born in non-MESC countries										
Accommodation services	%	9.2	14.8	6.9	8.0	5.6	4.8	16.2	3.6	9.7
Services other than accommodation	%	8.5	11.6	6.5	9.1	5.8	2.9	18.8	2.2	9.4
Total non-MESC clients with met demand	no.	5 845	12 465	2 764	1 914	1 155	311	796	238	25 220
All clients with met demand	no.	66 146	98 966	41 080	22 684	20 167	7 427	4 556	7 738	264 675
2014-15										
Proportion of clients with met demand who were born in non-MESC countries										
Accommodation services	%	10.5	15.2	7.6	8.8	5.9	4.2	17.2	3.3	10.5
Services other than accommodation	%	7.3	12.5	6.7	10.0	5.7	4.9	17.5	2.3	9.8
Total non-MESC clients with met demand	no.	4 150	12 928	3 054	1 958	1 165	320	855	216	24 418
All clients with met demand	no.	46 275	96 687	42 490	21 052	20 214	7 097	4 916	7 458	242 479
2013-14										
Proportion of clients with met demand who were born in non-MESC countries										
Accommodation services	%	11.7	15.4	8.0	9.9	6.2	3.9	17.0	3.3	11.0
Services other than accommodation	%	8.9	13.2	7.5	12.3	6.0	4.8	16.1	2.0	10.6
Total non-MESC clients with met demand	no.	5 196	13 086	3 274	2 036	1 251	268	869	201	25 935
All clients with met demand	no.	49 832	94 340	42 147	18 620	20 709	6 291	5 247	6 938	240 533
2012-13										
Proportion of clients with met demand who were born in non-MESC countries										
Accommodation services	%	11.4	14.4	7.6	10.3	6.5	3.5	16.8	3.6	10.6
Services other than accommodation	%	7.8	13.1	7.2	13.8	5.5	3.5	16.2	1.8	10.3
Total non-MESC clients with met demand	no.	4 882	11 690	3 074	2 224	1 184	186	863	213	24 054
All clients with met demand	no.	50 139	86 394	41 456	18 823	20 361	5 321	5 238	6 820	230 642

TABLE 19A.6

Table 19A.6 **Proportion of clients — with accommodation and services other than accommodation needs that were met — who were people born in non-main English speaking countries (non-MESC) (a), (b), (c), (d)**

	Unit	NSW (e)	Vic	Qld	WA	SA (f)	Tas	ACT	NT	Aust (g)
2011-12										
Proportion of clients with met demand who were born in non-MESC countries										
Accommodation services	%	11.0	12.8	6.7	10.6	na	4.0	14.4	4.1	9.7
Services other than accommodation	%	8.5	10.5	5.6	12.2	na	4.0	14.3	2.5	9.4
Total non-MESC clients with met demand	no.	5 027	9 136	2 582	2 280	na	233	740	230	20 424
All clients with met demand	no.	50 860	81 215	40 830	20 152	na	5 784	5 150	6 343	213 709

(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/659136.

(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.

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

(f) 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*.

TABLE 19A.7

Table 19A.7 **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>
2015-16										
Proportion of clients with met demand who were people with disability										
Accommodation services	%	4.6	5.5	3.2	4.0	3.4	6.3	4.7	3.7	4.4
Services other than accommodation	%	2.9	2.6	2.9	6.8	2.2	5.9	2.1	3.4	3.0
Total clients with disability with met demand	no.	2 711	4 218	1 314	1 222	698	481	159	284	10 827
All clients with met demand	no.	66 146	98 966	41 080	22 684	20 167	7 427	4 556	7 738	264 675
2014-15										
Proportion of clients with met demand who were people with disability										
Accommodation services	%	4.1	5.8	3.0	3.9	2.7	5.0	4.0	2.8	4.1
Services other than accommodation	%	2.9	2.8	2.9	7.0	1.8	4.2	2.7	3.3	3.0
Total clients with disability with met demand	no.	1 800	4 416	1 308	1 161	627	369	173	240	9 831
All clients with met demand	no.	46 275	96 687	42 490	21 052	20 214	7 097	4 916	7 458	242 479
2013-14										
Proportion of clients with met demand who were people with disability										
Accommodation services	%	3.1	4.9	2.9	3.1	1.9	3.8	2.8	2.2	3.4
Services other than accommodation	%	2.1	2.6	2.6	2.3	1.2	4.7	2.1	3.3	2.4
Total clients with disability with met demand	no.	1 821	4 555	1 440	667	615	337	184	241	9 656
All clients with met demand	no.	49 832	94 340	42 147	18 620	20 709	6 291	5 247	6 938	240 533
2012-13										
Proportion of clients with met demand who were people with disability										
Accommodation services	%	na	na	na	na	na	na	na	na	na
Services other than accommodation	%	na	na	na	na	na	na	na	na	na
Total clients with disability with met demand	no.	na	na	na	na	na	na	na	na	na
All clients with met demand	no.	50 139	86 394	41 456	18 823	20 361	5 321	5 238	6 820	230 642

TABLE 19A.7

Table 19A.7 **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>
2011-12										
Proportion of clients with met demand who were people with disability										
Accommodation services	%	na	na	na	na	na	na	na	na	na
Services other than accommodation	%	na	na	na	na	na	na	na	na	na
Total clients with disability with met demand	no.	na	na	na	na	na	na	na	na	na
All clients with met demand	no.	50 860	81 215	40 830	20 152	na	5 784	5 150	6 343	213 709

- (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/659136.
- (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 a 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 2015-16, national data exclude 39 347 clients (14.1 per cent) for this reason. By jurisdiction, the numbers of clients excluded from the analysis for this reason are:
NSW: 8553 (12.3 per cent); Victoria: 20 285 (19.3 per cent); Queensland: 1952 (4.6 per cent); WA 2049 (8.5 per cent); SA: 5286 (25.3 per cent); Tasmania: 640 (8.1 per cent); ACT: 187 (4.0 per cent); NT 419 (5.2 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.

Table 19A.7 **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>
	na Not available.									

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

TABLE 19A.8

Table 19A.8 **Aboriginal and Torres Strait Islander people, people born in non-main English speaking countries (MESC) and people with disability, as a proportion of all clients who accessed specialist homelessness services and in the population (a), (b), (c), (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</i>
2015-16										
Aboriginal and Torres Strait Islander people										
In specialist homelessness services	%	28.2	9.0	35.6	42.3	26.5	14.4	16.7	79.1	24.5
In the population (June 2015)	%	3.0	0.9	4.4	3.7	2.4	5.1	1.8	30.0	3.1
People born in non-MESC										
In specialist homelessness services	%	9.4	16.4	7.2	8.8	6.0	4.8	19.3	3.3	11.0
In the population (2011)	%	17.9	18.9	9.2	13.7	12.3	4.9	16.3	9.5	15.1
People with disability										
In specialist homelessness services	%	4.1	4.3	3.2	5.4	3.5	6.5	3.5	3.7	4.1
In the population (2015) (f)	%	5.9	6.4	5.6	4.1	7.2	7.8	4.9	3.2	5.8
2014-15										
Aboriginal and Torres Strait Islander people										
In specialist homelessness services	%	26.7	9.0	33.6	40.1	26.7	15.3	16.9	78.0	23.5
In the population (June 2014)	%	2.9	0.9	4.3	3.6	2.4	5.0	1.7	29.5	3.0
People born in non-MESC										
In specialist homelessness services	%	9.7	17.1	7.6	9.5	6.1	5.1	18.9	3.1	11.5
In the population (2011)	%	17.9	18.9	9.2	13.7	12.3	4.9	16.3	9.5	15.1
People with disability										
In specialist homelessness services	%	3.9	4.6	3.1	5.5	3.1	5.2	3.5	3.2	4.1
In the population (2015) (f)	%	5.9	6.4	5.6	4.1	7.2	7.8	4.9	3.2	5.8
2013-14										
Aboriginal and Torres Strait Islander people										
In specialist homelessness services	%	25.2	8.8	33.3	38.0	25.9	15.2	16.4	78.4	22.9

TABLE 19A.8

Table 19A.8 Aboriginal and Torres Strait Islander people, people born in non-main English speaking countries (MESC) and people with disability, as a proportion of all clients who accessed specialist homelessness services and in the population (a), (b), (c), (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</i>
In the population (June 2013)	%	2.9	0.9	4.3	3.7	2.3	4.9	1.7	29.7	3.0
People born in non-MESC										
In specialist homelessness services	%	11.3	17.5	8.1	10.8	6.5	4.9	18.3	3.1	12.3
In the population (2011)	%	17.9	18.9	9.2	13.7	12.3	4.9	16.3	9.5	15.1
People with disability										
In specialist homelessness services	%	3.7	4.8	3.4	3.6	3.0	5.4	3.5	3.5	4.0
In the population (2015) (f)	%	5.9	6.4	5.6	4.1	7.2	7.8	4.9	3.2	5.8
2012-13										
Aboriginal and Torres Strait Islander people										
In specialist homelessness services	%	24.6	8.9	32.5	35.1	24.3	15.7	15.9	76.0	22.5
In the population (June 2012)	%	2.9	0.9	4.2	3.7	2.3	4.8	1.7	29.8	3.0
People born in non-MESC										
In specialist homelessness services	%	10.8	17.3	7.8	11.6	6.5	3.8	18.2	3.5	12.0
In the population (2011)	%	17.9	18.9	9.2	13.7	12.3	4.9	16.3	9.5	15.1
People with disability										
In specialist homelessness services	%	na	na	na	na	na	na	na	na	na
In the population (2015) (f)	%	5.9	6.4	5.6	4.1	7.2	7.8	4.9	3.2	5.8
2011-12										
Aboriginal and Torres Strait Islander people										
In specialist homelessness services	%	23.8	8.0	31.0	34.6	22.3	16.1	15.5	73.9	21.7
In the population (June 2012)	%	2.9	0.9	4.2	3.8	2.3	4.7	1.7	29.8	3.0
People born in non-MESC										
In specialist homelessness services	%	10.7	14.4	6.7	11.8	6.2	4.4	16.7	4.1	10.7

TABLE 19A.8

Table 19A.8 **Aboriginal and Torres Strait Islander people, people born in non-main English speaking countries (MESCC) and people with disability, as a proportion of all clients who accessed specialist homelessness services and in the population (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</i>
In the population (2011)	%	17.9	18.9	9.2	13.7	12.3	4.9	16.3	9.5	15.1
People with disability										
In specialist homelessness services	%	na	na	na	na	na	na	na	na	na
In the population (2015) (f)	%	5.9	6.4	5.6	4.1	7.2	7.8	4.9	3.2	5.8

- (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/659136.
- (b) Non-main English speaking countries (MESCC) are all countries except Australia, United Kingdom, Republic of Ireland, New Zealand, Canada, United States of America and South Africa.
- (c) Clients with disability are defined for this measure as clients who identified both 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.
- (d) Data on representation in the community are reported for different years due to the availability of data and are sourced from the ABS.
- (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) People with profound or severe core activity limitation (always or sometimes need assistance with core activities [self-care, mobility and/or communication]).
na Not available.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*; ABS (2015) *Australian Demographic Statistics, June 2015*, Cat. no. 3101.0, Canberra; ABS (2014) *Estimates and Projections, Aboriginal and Torres Strait Islander Australians, 2001 to 2026*, Cat. no. 3238.0; ABS (2012), *2011 Census of Population and Housing, Australia, States and Territories, Basic Community Profile, Table B09 — Country of birth of person by sex*, Cat. no. 2001; ABS (2016) *Disability, Ageing and Carers, Australia: Summary of Findings, 2015*, Cat. no. 4430.0; tables 2A.1, 2A.8, 2A.13 and 2A.14.

TABLE 19A.9

Table 19A.9 **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 (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
2015-16											
Accommodation services											
Clients with identified need for accommodation who <u>were not</u> provided with that service (h)	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
Proportion of clients with unmet need	%		34.2	33.0	26.5	14.3	17.2	23.9	34.1	6.5	28.7
Services other than accommodation (i)											
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
Proportion of clients with unmet need	%		1.7	4.0	2.2	0.4	–	2.2	0.8	0.4	2.5
Total clients	no.		69 715	105 287	42 543	24 203	20 898	7 859	4 652	8 132	279 196
2014-15											
Accommodation services											
Clients with identified need for accommodation who <u>were not</u> provided with that service (h)	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
Proportion of clients with unmet need	%		22.9	31.8	27.4	16.3	19.1	19.7	33.9	9.9	25.9
Services other than accommodation (i)											
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
Proportion of clients with unmet need	%		1.6	2.9	0.9	0.1	–	1.7	0.6	0.8	1.8
Total clients	no.		48 262	102 793	44 213	23 021	21 116	7 328	4 987	7 649	255 657

TABLE 19A.9

Table 19A.9 **Proportion of clients with unmet need for accommodation or services other than accommodation (a), (b), (c), (d)**

		Unit	NSW (e)	Vic	Qld	WA	SA (f)	Tas	ACT	NT	Aust (g)
2013-14											
Accommodation services											
Clients with identified need for accommodation who <u>were not</u> provided with that service (h)	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
Proportion of clients with unmet need	%		16.2	34.0	23.8	15.9	10.3	25.4	35.7	9.1	24.1
Services other than accommodation (i)											
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
Proportion of clients with unmet need	%		0.5	1.6	0.9	0.4	–	2.1	0.6	1.7	1.0
Total clients	no.		51 786	99 892	43 751	21 437	21 655	6 614	5 338	7 123	254 001
2012-13											
Accommodation services											
Clients with identified need for accommodation who <u>were not</u> provided with that service (h)	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
Proportion of clients with unmet need	%		17.0	33.3	18.1	14.8	2.6	22.6	36.7	6.5	22.1
Services other than accommodation (i)											
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
Proportion of clients with unmet need	%		0.5	1.7	0.8	0.5	–	1.6	1.0	0.7	1.0
Total clients	no.		51 953	92 462	43 001	21 417	21 342	5 585	5 367	6 959	244 176

TABLE 19A.9

Table 19A.9 **Proportion of clients with unmet need for accommodation or services other than accommodation (a), (b), (c), (d)**

		Unit	NSW (e)	Vic	Qld	WA	SA (f)	Tas	ACT	NT	Aust (g)
2011-12											
Accommodation services											
Clients with identified need for accommodation who <u>were not</u> provided with that service (h)	no.		4 347	11 065	5 443	1 594	na	972	1 298	457	25 036
Total clients with need for accommodation	no.		32 950	37 314	32 367	12 401	na	4 529	4 541	5 090	126 686
Proportion of clients with unmet need	%		13.2	29.7	16.8	12.9	na	21.5	28.6	9.0	19.8
Services other than accommodation (i)											
Clients with identified need for services other than accommodation who <u>were not</u> provided with that service	no.		73	750	283	96	na	3	8	22	1 235
Total clients with need for services other than accommodation	no.		19 105	48 711	10 117	8 773	na	1 606	1 061	1 477	90 754
Proportion of clients with unmet need	%		0.4	1.5	2.8	1.1	na	0.2	0.7	1.5	1.4
Total clients	no.		52 105	86 150	42 487	21 190	19 497	6 148	5 602	6 584	236 429

- (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/659136.
- (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.
- (f) SA collection methodology for 2011-12 does not allow for this type of analysis.

Table 19A.9 **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 (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
(g)	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.									
(h)	The client may have received other types of service.									
(i)	Data for services other than accommodation exclude clients who also have an identified need for accommodation services.									

na Not available. – Nil or rounded to zero.

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

TABLE 19A.10

Table 19A.10 **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 (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
2015-16										
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
2014-15										
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
2013-14										
Accommodation services	no.	78.8	44.1	88.6	50.2	1.6	12.7	1.7	14.0	291.7
Services other than accommodation	no.	14.0	47.9	9.0	7.9	1.0	0.7	0.7	2.7	83.9
No service need identified	no.	10.2	9.8	15.7	7.5	–	1.0	0.2	3.1	47.5
2012-13										
Accommodation services	no.	89.2	36.2	94.8	47.7	1.5	12.2	1.5	13.6	296.7
Services other than accommodation	no.	12.1	42.6	7.4	7.9	1.3	0.7	0.6	1.0	73.7
No service need identified	no.	9.0	7.2	17.7	8.8	–	0.8	0.2	2.7	46.4
2011-12										
Accommodation services	no.	96.2	24.6	88.5	43.0	na	14.5	1.0	9.4	278.6
Services other than accommodation	no.	10.9	31.9	6.4	9.7	na	1.0	0.6	0.6	57.0
No service need identified	no.	7.2	5.7	23.5	5.7	na	0.8	0.1	0.8	49.0

(a) 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/659136.

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

TABLE 19A.10

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

na Not available. – Nil or rounded to zero.

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

TABLE 19A.11

Table 19A.11 Proportion of closed support periods with an agreed case management plan (a), (b), (c), (d)

	Unit	NSW (e)	Vic	Qld	WA	SA (f)	Tas	ACT	NT	Aust
2015-16										
Yes – Case management plan (g)	%	50.3	41.3	87.1	46.2	38.5	44.2	54.8	68.5	50.1
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
2014-15										
Yes – Case management plan (g)	%	51.8	39.7	86.1	45.3	33.6	41.9	59.4	69.1	49.3
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
2013-14										
Yes – Case management plan (g)	%	58.5	38.2	72.7	48.2	30.6	48.4	50.1	72.4	48.2
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

TABLE 19A.11

Table 19A.11 Proportion of closed support periods with an agreed case management plan (a), (b), (c), (d)

	Unit	NSW (e)	Vic	Qld	WA	SA (f)	Tas	ACT	NT	Aust
2012-13										
Yes – Case management plan (g)	%	56.6	33.4	69.7	50.2	36.4	56.9	45.6	63.5	45.7
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
2011-12										
Yes – Case management plan (g)	%	55.1	31.5	61.3	58.4	34.0	54.2	43.0	60.5	44.1
No case management plan (c)										
Client did not agree to one	%	9.3	6.9	5.0	8.5	11.9	9.3	5.9	4.0	7.5
Support period too short	%	28.3	52.0	31.1	28.4	48.5	31.0	13.3	32.3	40.8
Other	%	7.3	9.6	2.6	4.8	5.7	5.6	37.8	3.1	7.7
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total closed support periods provided to clients (h)	no.	59 243	148 343	51 154	26 191	24 504	7 316	5 803	7 515	330 068

(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/659136.

(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.11 **Proportion of closed support periods with an agreed case management plan (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>
(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.12

Table 19A.12 **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>
2015-16										
Yes – Case management plan (g)	%	60.3	44.3	84.6	43.2	42.1	42.1	62.3	68.8	59.1
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
2014-15										
Yes – Case management plan (g)	%	61.5	43.6	83.3	43.7	37.4	43.8	62.4	68.4	58.9
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
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
2013-14										
Yes – Case management plan (g)	%	67.4	44.4	66.7	47.1	31.8	51.7	62.5	70.8	57.1
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

TABLE 19A.12

Table 19A.12 **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	%	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
2012-13										
Yes – Case management plan (g)	%	62.6	38.4	63.7	49.4	38.0	56.2	57.7	60.5	54.2
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
2011-12										
Yes – Case management plan (g)	%	58.6	35.2	58.7	56.1	38.8	50.1	42.7	57.6	52.5
No case management plan (c)										
Client did not agree to one	%	9.8	9.7	5.6	10.9	12.4	11.0	8.9	4.2	8.5
Support period too short	%	25.3	50.8	32.7	28.5	43.1	34.2	18.7	36.2	34.3
Other	%	6.3	4.3	3.0	4.4	5.7	4.7	29.8	2.0	4.7
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total Aboriginal and Torres Strait Islander clients with closed support periods (h)	no.	11 377	8 387	14 002	8 532	4 325	927	839	5 315	53 704

(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/659136.

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

Table 19A.12 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>
(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.									
(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.13

Table 19A.13 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 (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
2015-16										
All clients										
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
Provided & referred	%	38.0	30.1	38.6	34.9	28.7	57.3	44.0	35.7	34.2
Not provided nor referred (unmet need)	%	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
Aboriginal and Torres Strait Islander clients										
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
Non-MESC clients										
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
2014-15										
All clients										
Provided only	%	53.4	63.0	50.1	64.3	75.1	35.9	53.4	68.6	59.8

TABLE 19A.13

Table 19A.13 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 (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
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
Aboriginal and Torres Strait Islander clients										
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
Non-MESC clients										
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
2013-14										
All clients										
Provided only	%	54.0	66.2	43.7	65.8	82.9	55.1	52.1	68.7	61.2
Referred only	%	1.1	1.4	1.8	0.5	–	4.1	0.8	0.2	1.3
Provided & referred	%	43.2	27.9	51.4	32.6	17.1	37.5	45.3	30.3	34.6
Not provided or referred	%	1.7	4.5	3.1	1.0	–	3.4	1.8	0.8	2.9

TABLE 19A.13

Table 19A.13 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 (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total clients for whom need was identified	no.	38 041	80 845	35 406	16 990	15 885	5 091	3 433	5 394	198 770
Aboriginal and Torres Strait Islander clients										
Provided only	%	51.7	55.7	46.1	70.5	82.4	53.9	56.3	66.7	58.4
Referred only	%	1.3	1.2	1.5	0.6	–	1.8	0.6	0.3	1.0
Provided & referred	%	44.8	38.3	49.7	28.0	17.6	41.9	41.9	32.3	38.4
Not provided or referred	%	2.3	4.8	2.6	0.9	–	2.4	1.2	0.8	2.2
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total clients for whom need was identified	no.	9 651	6 369	11 731	6 659	3 876	753	521	4 265	44 789
Non-MESC clients										
Provided only	%	53.2	61.6	37.3	47.5	80.6	56.0	56.0	69.9	57.1
Referred only	%	1.1	2.2	2.7	0.7	–	5.9	–	–	1.8
Provided & referred	%	44.8	30.8	57.6	50.4	19.4	34.6	42.9	30.1	37.5
Not provided or referred	%	1.0	5.4	2.4	1.3	–	3.5	1.1	–	3.6
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total clients for whom need was identified	no.	3 705	11 427	2 648	1 535	983	226	567	140	21 072
2012-13										
All clients										
Provided only	%	57.9	65.0	44.0	63.8	86.8	64.5	51.5	66.7	61.7
Referred only	%	0.8	2.2	1.9	0.5	–	0.5	1.9	0.7	1.5
Provided & referred	%	39.6	27.5	51.2	34.8	13.1	31.8	43.3	30.9	33.6
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
Aboriginal and Torres Strait Islander clients										

TABLE 19A.13

Table 19A.13 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 (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
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
Non-MESC clients										
Provided only	%	58.1	59.1	37.7	45.2	83.1	63.7	50.4	58.1	56.2
Referred only	%	1.0	3.3	2.9	0.3	–	–	1.0	1.3	2.4
Provided & referred	%	40.0	30.6	57.4	53.6	16.9	34.3	45.5	39.3	37.0
Not provided or referred	%	0.8	7.1	2.0	0.9	–	2.0	3.1	1.3	4.4
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total clients for whom need was identified	no.	3 252	10 422	2 388	1 614	839	152	531	161	19 197
2011-12										
All clients										
Provided only	%	53.4	65.6	42.3	61.6	na	56.1	33.1	57.6	57.1
Referred only	%	1.7	2.2	3.2	1.2	na	3.5	4.2	1.1	2.3
Provided & referred	%	43.5	28.1	50.8	36.2	na	37.1	51.4	38.9	37.4
Not provided or referred	%	1.4	4.1	3.8	1.0	na	3.3	11.3	2.4	3.3
Total	%	100.0	100.0	100.0	100.0	na	100.0	100.0	100.0	100.0
Total clients for whom need was identified	no.	37 969	71 148	34 625	16 490	na	4 771	3 446	5 111	171 852
Aboriginal and Torres Strait Islander clients										
Provided only	%	48.9	53.7	40.1	66.5	na	56.5	31.6	54.0	50.8
Referred only	%	2.0	1.9	2.8	1.2	na	2.8	3.1	0.8	2.0
Provided & referred	%	47.6	41.1	54.6	31.4	na	39.5	54.9	44.1	45.2

TABLE 19A.13

Table 19A.13 **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 (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
Not provided or referred	%	1.4	3.4	2.5	0.9	na	1.2	10.4	1.1	2.0
Total	%	100.0	100.0	100.0	100.0	na	100.0	100.0	100.0	100.0
Total clients for whom need was identified	no.	9 082	5 122	10 495	5 858	na	704	497	3 865	36 539
Non-MESC clients										
Provided only	%	51.1	55.9	33.7	44.7	na	46.7	29.0	57.5	50.0
Referred only	%	1.9	3.2	3.3	1.5	na	1.6	2.5	5.1	2.7
Provided & referred	%	46.0	36.9	60.5	53.3	na	50.1	55.9	34.0	44.2
Not provided or referred	%	1.0	4.1	2.5	0.5	na	1.6	12.6	3.5	3.1
Total	%	100.0	100.0	100.0	100.0	na	100.0	100.0	100.0	100.0
Total clients for whom need was identified	no.	3 540	7 682	2 064	1 661	na	192	464	158	15 649

- (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/659136.
- (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) SA collection methodology in 2011-12 does not allow for this type of analysis.
- (g) 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.13 **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 (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
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na Not available. – 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, 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 (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
2015-16										
Accommodation/accommodation related assistance										
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 & 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
Total 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
Assistance to sustain tenure										
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
Mental health										
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
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
Family										
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

TABLE 19A.14

Table 19A.14 **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 (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
Disability										
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
Drug/alcohol										
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
Legal/financial										
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
Clients for whom need was identified	no.	3 862	4 644	2 427	1 583	571	304	337	723	14 064
Domestic/family violence										
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

TABLE 19A.14

Table 19A.14 Support needs of clients by service assistance type, all clients (closed support periods) (a), (b), (c), (d)

	Unit	NSW (e)	Vic	Qld	WA	SA (f)	Tas	ACT	NT	Aust (g)
Immigration/cultural services										
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
Other specialised services										
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
Total clients who needed homelessness services (h)	no.	51 695	86 703	34 538	19 843	15 513	6 078	3 098	6 331	220 999
2014-15										
Accommodation/accommodation related assistance										
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
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
Assistance to sustain tenure										
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

TABLE 19A.14

Table 19A.14 **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 (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
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
Mental health										
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
Family										
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
Disability										
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
Drug/alcohol										
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

TABLE 19A.14

Table 19A.14 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 (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
Legal/financial										
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
Domestic/family violence										
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
Immigration/cultural services										
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
Other specialised services										
Provided only	%	45.2	49.4	33.9	34.0	41.9	47.9	29.7	64.8	43.4
Referred only	%	17.4	16.6	24.1	29.4	42.0	16.9	24.5	8.4	21.0
Provided and referred	%	27.8	21.0	34.3	28.0	15.2	21.9	35.9	22.3	26.3
Not provided or referred	%	9.6	13.1	7.6	8.6	0.9	13.3	9.9	4.5	9.3
Clients for whom need was identified	no.	8 184	8 993	7 218	3 702	1 910	543	882	1 921	32 357
Total clients who needed homelessness services (h)	no.	34 442	85 098	35 823	18 908	15 809	5 961	3 123	5 885	202 503

TABLE 19A.14

Table 19A.14 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 (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
2013-14										
Accommodation/accommodation related assistance										
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
Assistance to sustain tenure										
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
Mental health										
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
Family										
Provided only	%	38.3	42.1	39.1	35.3	67.5	53.3	34.1	28.6	40.3
Referred only	%	19.2	18.5	22.9	25.9	15.2	15.8	25.0	25.0	20.6
Provided and referred	%	31.5	22.2	25.3	26.5	16.3	19.3	30.6	33.8	26.3
Not provided or referred	%	11.1	17.2	12.7	12.3	1.0	11.6	10.3	12.5	12.8
Clients for whom need was identified	no.	4 472	4 103	2 609	1 677	517	315	417	430	14 214

TABLE 19A.14

Table 19A.14 **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 (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
Disability										
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
Drug/alcohol										
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
Legal/financial										
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
Domestic/family violence										
Provided only	%	76.3	86.5	75.8	84.9	93.1	75.2	50.5	87.0	83.2
Referred only	%	3.2	1.3	5.1	1.3	0.1	3.0	12.5	0.3	2.2
Provided and referred	%	13.9	7.6	12.6	10.9	6.6	12.1	17.6	5.1	9.6
Not provided or referred	%	6.5	4.6	6.5	2.9	0.2	9.7	19.4	7.6	5.1
Clients for whom need was identified	no.	8 827	23 459	5 923	4 472	2 813	514	529	1 533	47 355

TABLE 19A.14

Table 19A.14 **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 (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
Immigration/cultural services										
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
Other specialised services										
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
Total clients who needed homelessness services (h)	no.	38 202	80 849	35 407	16 990	15 885	5 091	3 433	5 394	198 936
2012-13										
Accommodation/accommodation related assistance										
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
Assistance to sustain tenure										
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.14

Table 19A.14 **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 (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
Clients for whom need was identified	no.	9 761	23 626	9 412	3 523	1 899	766	981	650	49 614
Mental health										
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
Family										
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
Disability										
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
Drug/alcohol										
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

TABLE 19A.14

Table 19A.14 Support needs of clients by service assistance type, all clients (closed support periods) (a), (b), (c), (d)

	Unit	NSW (e)	Vic	Qld	WA	SA (f)	Tas	ACT	NT	Aust (g)
Legal/financial										
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
Domestic/family violence										
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
Immigration/cultural services										
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
Other specialised services										
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
Total clients who needed homelessness services (h)	no.	36 061	75 738	34 535	16 508	14 997	4 328	3 293	5 387	188 394

TABLE 19A.14

Table 19A.14 **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 (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
2011–12										
Accommodation/accommodation related assistance										
Provided only	%	43.2	23.8	39.7	60.4	na	38.5	20.2	72.2	38.8
Referred only	%	19.9	21.8	21.2	13.5	na	15.6	22.4	4.6	19.6
Provided and referred	%	21.2	18.9	20.3	13.2	na	22.5	23.6	13.9	18.9
Not provided or referred	%	15.7	35.5	18.7	12.9	na	23.4	33.8	9.3	22.7
Clients for whom need was identified	no.	22 463	26 798	25 607	9 434	na	3 411	2 749	3 962	92 794
Assistance to sustain tenure										
Provided only	%	76.0	74.9	56.7	76.9	na	64.7	60.4	59.8	70.5
Referred only	%	5.8	4.5	13.0	3.3	na	8.5	9.7	6.9	6.9
Provided and referred	%	12.5	7.6	17.2	12.0	na	9.3	19.2	15.3	11.6
Not provided or referred	%	5.7	13.0	13.1	7.9	na	17.6	10.9	18.0	11.1
Clients for whom need was identified	no.	9 925	18 550	9 858	3 495	na	784	1 067	567	43 571
Mental health										
Provided only	%	28.8	23.1	17.2	31.5	na	20.7	9.4	46.5	24.7
Referred only	%	32.2	33.0	40.6	25.7	na	34.9	41.9	22.0	33.6
Provided and referred	%	22.4	19.5	20.1	21.6	na	13.6	25.4	20.8	20.8
Not provided or referred	%	16.5	24.4	22.2	21.2	na	30.8	23.3	10.7	20.9
Clients for whom need was identified	no.	4 538	3 193	2 757	1 313	na	295	437	327	12 400
Family										
Provided only	%	33.8	36.6	33.9	37.7	na	43.6	37.5	44.0	36.0
Referred only	%	22.9	22.9	24.5	21.6	na	22.7	17.2	17.6	22.5
Provided and referred	%	32.5	22.4	25.6	28.3	na	20.4	33.7	30.6	27.6
Not provided or referred	%	10.8	18.1	16.0	12.5	na	13.3	11.8	7.7	13.9
Clients for whom need was identified	no.	4 551	3 512	3 170	1 814	na	406	483	703	14 393

TABLE 19A.14

Table 19A.14 **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 (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
Disability										
Provided only	%	24.0	16.3	16.5	23.0	na	22.4	32.7	23.1	19.8
Referred only	%	33.4	29.9	39.5	29.1	na	36.7	30.9	30.8	34.0
Provided and referred	%	24.5	24.8	12.9	20.3	na	14.3	18.2	30.8	20.5
Not provided or referred	%	18.1	29.1	31.1	27.0	na	24.5	18.2	15.4	25.7
Clients for whom need was identified	no.	371	412	395	148	na	49	55	26	1 404
Drug/alcohol										
Provided only	%	45.0	27.1	19.3	51.3	na	16.9	8.8	39.4	35.3
Referred only	%	17.0	27.0	33.5	13.8	na	33.1	45.0	26.5	23.5
Provided and referred	%	21.9	17.8	18.2	13.9	na	16.9	20.5	9.0	18.4
Not provided or referred	%	16.0	28.2	28.9	21.1	na	33.1	26.1	25.8	22.8
Clients for whom need was identified	no.	2 493	1 576	1 313	987	na	142	249	155	6 637
Legal/financial										
Provided only	%	32.0	45.4	28.1	23.3	na	36.7	40.1	50.1	34.4
Referred only	%	29.6	24.7	34.7	33.5	na	28.5	30.8	20.6	29.7
Provided and referred	%	25.6	14.1	23.3	29.1	na	15.8	21.9	19.3	21.9
Not provided or referred	%	12.8	15.9	13.9	14.0	na	19.3	7.2	10.0	14.0
Clients for whom need was identified	no.	4 016	3 613	3 247	1 616	na	316	416	441	13 354
Domestic/family violence										
Provided only	%	74.5	82.7	70.4	87.1	na	71.3	53.9	77.1	79.4
Referred only	%	4.4	3.2	6.7	1.4	na	8.8	11.6	1.0	3.7
Provided and referred	%	16.0	8.1	15.2	7.2	na	11.2	23.3	19.3	11.1
Not provided or referred	%	5.1	6.0	7.6	4.2	na	8.6	11.2	2.7	5.8
Clients for whom need was identified	no.	9 254	20 254	5 511	5 520	na	498	527	1 656	42 725

TABLE 19A.14

Table 19A.14 **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 (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
Immigration/cultural services										
Provided only	%	56.0	59.2	35.7	71.6	na	51.9	33.5	35.3	55.3
Referred only	%	12.7	5.9	14.7	6.3	na	22.2	22.0	47.1	11.1
Provided and referred	%	27.5	28.3	42.0	17.5	na	17.3	36.0	12.4	28.0
Not provided or referred	%	3.8	6.6	7.8	4.5	na	8.6	8.5	5.3	5.6
Clients for whom need was identified	no.	2 879	3 135	1 568	1 552	na	81	200	340	9 614
Other specialised services										
Provided only	%	39.3	46.3	25.9	46.1	na	39.0	28.8	30.8	37.9
Referred only	%	24.5	22.0	26.4	20.7	na	25.6	25.5	26.4	24.0
Provided and referred	%	28.7	21.1	38.9	24.3	na	22.3	32.2	36.6	29.0
Not provided or referred	%	7.6	10.7	8.9	8.9	na	13.1	13.6	6.2	9.1
Clients for whom need was identified	no.	9 353	7 648	8 017	3 696	na	579	884	1 300	30 636
Total clients who needed homelessness services	no.	37 990	71 150	34 629	16 504	13 160	4 785	3 446	5 111	184 589
2011-12										
Accommodation/accommodation related assistance										
Provided only	%	43.2	23.8	39.7	60.4	na	38.5	20.2	72.2	38.8
Referred only	%	19.9	21.8	21.2	13.5	na	15.6	22.4	4.6	19.6
Provided and referred	%	21.2	18.9	20.3	13.2	na	22.5	23.6	13.9	18.9
Not provided or referred	%	15.7	35.5	18.7	12.9	na	23.4	33.8	9.3	22.7
Clients for whom need was identified	no.	22 463	26 798	25 607	9 434	na	3 411	2 749	3 962	92 794
Assistance to sustain tenure										
Provided only	%	76.0	74.9	56.7	76.9	na	64.7	60.4	59.8	70.5
Referred only	%	5.8	4.5	13.0	3.3	na	8.5	9.7	6.9	6.9
Provided and referred	%	12.5	7.6	17.2	12.0	na	9.3	19.2	15.3	11.6
Not provided or referred	%	5.7	13.0	13.1	7.9	na	17.6	10.9	18.0	11.1

TABLE 19A.14

Table 19A.14 **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 (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
Clients for whom need was identified	no.	9 925	18 550	9 858	3 495	na	784	1 067	567	43 571
Mental health										
Provided only	%	28.8	23.1	17.2	31.5	na	20.7	9.4	46.5	24.7
Referred only	%	32.2	33.0	40.6	25.7	na	34.9	41.9	22.0	33.6
Provided and referred	%	22.4	19.5	20.1	21.6	na	13.6	25.4	20.8	20.8
Not provided or referred	%	16.5	24.4	22.2	21.2	na	30.8	23.3	10.7	20.9
Clients for whom need was identified	no.	4 538	3 193	2 757	1 313	na	295	437	327	12 400
Family										
Provided only	%	33.8	36.6	33.9	37.7	na	43.6	37.5	44.0	36.0
Referred only	%	22.9	22.9	24.5	21.6	na	22.7	17.2	17.6	22.5
Provided and referred	%	32.5	22.4	25.6	28.3	na	20.4	33.7	30.6	27.6
Not provided or referred	%	10.8	18.1	16.0	12.5	na	13.3	11.8	7.7	13.9
Clients for whom need was identified	no.	4 551	3 512	3 170	1 814	na	406	483	703	14 393
Disability										
Provided only	%	24.0	16.3	16.5	23.0	na	22.4	32.7	23.1	19.8
Referred only	%	33.4	29.9	39.5	29.1	na	36.7	30.9	30.8	34.0
Provided and referred	%	24.5	24.8	12.9	20.3	na	14.3	18.2	30.8	20.5
Not provided or referred	%	18.1	29.1	31.1	27.0	na	24.5	18.2	15.4	25.7
Clients for whom need was identified	no.	371	412	395	148	na	49	55	26	1 404
Drug/alcohol										
Provided only	%	45.0	27.1	19.3	51.3	na	16.9	8.8	39.4	35.3
Referred only	%	17.0	27.0	33.5	13.8	na	33.1	45.0	26.5	23.5
Provided and referred	%	21.9	17.8	18.2	13.9	na	16.9	20.5	9.0	18.4
Not provided or referred	%	16.0	28.2	28.9	21.1	na	33.1	26.1	25.8	22.8
Clients for whom need was identified	no.	2 493	1 576	1 313	987	na	142	249	155	6 637

TABLE 19A.14

Table 19A.14 Support needs of clients by service assistance type, all clients (closed support periods) (a), (b), (c), (d)

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

Table 19A.14 **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 (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
(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/659136 .									
(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)	SA collection methodology for 2011-12 does not allow for this type of analysis.									
(g)	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.									
(h)	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.									

na Not available. – Nil or rounded to zero.

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

TABLE 19A.15

Table 19A.15 **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 (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
2015-16											
Accommodation/accommodation related assistance											
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 & 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
Total clients for whom need was identified	no.		9 242	3 446	8 502	6 494	1 460	694	404	3 435	32 836
Assistance to sustain tenure											
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
Mental health											
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
Family											
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

TABLE 19A.15

Table 19A.15 **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 (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
Clients for whom need was identified	no.	1 425	629	767	1 094	134	91	120	583	4 648
Disability										
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
Drug/alcohol										
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
Legal/financial										
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
Domestic/family violence										
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

TABLE 19A.15

Table 19A.15 **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 (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
Clients for whom need was identified	no.	2 433	1 910	1 975	2 642	566	124	133	1 599	10 962
Immigration/cultural services										
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
Other specialised services										
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
Total clients who needed homelessness services (h)	no.	14 394	7 246	12 108	8 781	4 016	870	513	4 991	53 382
2014-15										
Accommodation/accommodation related assistance										
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
Assistance to sustain tenure										
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

TABLE 19A.15

Table 19A.15 **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 (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
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
Mental health										
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
Family										
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
Disability										
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
Drug/alcohol										
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

TABLE 19A.15

Table 19A.15 **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 (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
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
Legal/financial										
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
Domestic/family violence										
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
Immigration/cultural services										
Provided only	%	61.5	81.1	51.8	77.2	87.3	36.6	50.4	88.1	75.2
Referred only	%	11.0	3.1	14.2	7.9	6.1	10.5	17.3	7.2	7.9
Provided and referred	%	20.7	10.5	25.7	11.0	5.5	52.9	22.9	1.6	11.9
Not provided or referred	%	6.7	5.2	8.3	4.0	1.1	–	9.3	3.1	4.9
Clients for whom need was identified	no.	1 095	1 329	503	749	370	19	85	1 195	5 159
Other specialised services										
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

TABLE 19A.15

Table 19A.15 **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 (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
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
Total clients who needed homelessness services (h)	no.	9 193	6 949	11 949	7 841	4 027	919	506	4 568	46 580
2013-14										
Accommodation/accommodation related assistance										
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
Assistance to sustain tenure										
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
Mental health										
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

TABLE 19A.15

Table 19A.15 **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 (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
Family										
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
Disability										
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
Drug/alcohol										
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
Legal/financial										
Provided only	%	31.4	42.6	27.3	28.4	12.1	39.1	43.1	44.9	33.0
Referred only	%	27.5	25.9	38.0	32.1	72.9	26.0	18.3	26.3	31.6
Provided and referred	%	24.9	9.2	20.9	19.2	6.0	–	24.4	16.2	19.4
Not provided or referred	%	16.2	22.4	13.7	20.3	9.0	34.9	14.2	12.6	16.1
Clients for whom need was identified	no.	760	313	631	291	67	18	29	368	2 396

TABLE 19A.15

Table 19A.15 **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 (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
Domestic/family violence										
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
Immigration/cultural services										
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
Other specialised services										
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
Total clients who needed homelessness services (h)	no.	9 688	6 369	11 733	6 659	3 876	753	521	4 265	44 822
2012-13										
Accommodation/accommodation related assistance										
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

TABLE 19A.15

Table 19A.15 **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 (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
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
Assistance to sustain tenure										
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
Mental health										
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
Family										
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
Disability										
Provided only	%	10.1	45.0	21.2	28.6	–	28.6	18.2	16.7	21.8
Referred only	%	29.2	17.5	38.5	14.3	80.0	57.1	9.1	27.8	29.4
Provided and referred	%	16.9	17.5	9.6	35.7	20.0	14.3	63.6	16.7	18.9

TABLE 19A.15

Table 19A.15 **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 (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
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
Drug/alcohol										
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
Legal/financial										
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
Domestic/family violence										
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
Immigration/cultural services										
Provided only	%	46.7	81.4	42.9	81.2	94.1	91.7	26.9	62.3	67.0
Referred only	%	21.7	3.4	15.6	5.2	3.4	4.2	32.8	29.1	12.6
Provided and referred	%	23.8	11.3	36.3	6.9	2.5	4.2	22.4	5.8	15.2

TABLE 19A.15

Table 19A.15 **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 (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
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
Other specialised services										
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
Total clients who needed homelessness services (h)	no.	8 925	6 095	11 175	5 962	3 535	684	536	4 116	41 625
2011–12										
Accommodation/accommodation related assistance										
Provided only	%	41.3	24.0	40.5	71.7	na	44.9	25.1	76.3	48.9
Referred only	%	23.2	22.4	22.5	8.9	na	14.1	16.0	3.6	17.9
Provided and referred	%	21.2	23.7	20.6	8.0	na	22.5	29.1	15.2	17.8
Not provided or referred	%	14.4	29.9	16.4	11.5	na	18.3	30.1	4.9	15.5
Clients for whom need was identified	no.	5 442	2 385	7 516	4 000	na	432	375	2 840	22 574
Assistance to sustain tenure										
Provided only	%	73.6	64.9	55.5	72.1	na	59.0	59.5	51.6	64.8
Referred only	%	7.4	7.0	10.9	3.0	na	7.7	9.5	10.3	8.2
Provided and referred	%	13.3	15.2	18.8	14.4	na	13.7	25.4	22.0	16.0
Not provided or referred	%	5.7	12.9	14.9	10.5	na	19.7	5.6	16.1	11.0
Clients for whom need was identified	no.	2 374	1 071	2 282	829	na	117	126	273	6 927
Mental health										
Provided only	%	22.1	16.5	17.2	21.6	na	33.3	–	31.8	20.5

TABLE 19A.15

Table 19A.15 **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 (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
Referred only	%	33.2	32.0	39.8	27.2	na	19.4	50.0	26.0	33.0
Provided and referred	%	25.7	24.4	22.7	22.8	na	11.1	31.8	29.2	24.4
Not provided or referred	%	19.1	26.7	20.3	28.4	na	33.3	18.2	13.0	22.0
Clients for whom need was identified	no.	716	303	512	250	na	36	44	154	1 919
Family										
Provided only	%	34.3	35.5	33.9	35.9	na	46.6	23.8	35.6	35.0
Referred only	%	24.9	21.5	22.7	18.6	na	15.1	23.8	22.1	22.1
Provided and referred	%	31.4	26.8	25.1	29.3	na	20.5	46.0	33.8	29.4
Not provided or referred	%	9.4	16.2	18.5	16.1	na	19.2	6.3	8.5	13.5
Clients for whom need was identified	no.	1 176	377	806	601	na	73	63	497	3 512
Disability										
Provided only	%	15.6	14.3	14.8	21.6	na	14.3	–	26.7	17.0
Referred only	%	34.4	25.0	35.2	21.6	na	28.6	80.0	20.0	32.3
Provided and referred	%	22.2	21.4	14.8	24.3	na	28.6	–	33.3	22.4
Not provided or referred	%	27.8	35.7	33.3	29.7	na	28.6	20.0	13.3	28.3
Clients for whom need was identified	no.	90	28	54	37	na	7	5	15	223
Drug/alcohol										
Provided only	%	33.7	20.1	13.6	39.2	na	19.4	9.5	25.3	26.6
Referred only	%	24.7	32.1	32.1	13.8	na	29.0	47.6	34.7	27.2
Provided and referred	%	24.1	23.0	22.5	21.1	na	9.7	28.6	7.4	21.3
Not provided or referred	%	17.3	25.4	31.8	25.9	na	41.9	11.9	33.7	24.9
Clients for whom need was identified	no.	526	209	324	232	na	31	42	95	1 387
Legal/financial										
Provided only	%	29.9	40.7	29.1	26.6	na	51.6	27.0	45.2	32.7

TABLE 19A.15

Table 19A.15 **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 (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
Referred only	%	35.2	22.9	33.1	25.7	na	17.2	35.1	22.5	29.8
Provided and referred	%	20.8	22.1	20.9	30.0	na	15.6	35.1	21.8	22.6
Not provided or referred	%	14.0	13.9	16.9	17.7	na	14.1	2.7	10.5	15.0
Clients for whom need was identified	no.	899	280	640	417	na	64	37	325	2 576
Domestic/family violence										
Provided only	%	75.5	79.2	72.0	86.1	na	74.3	45.7	77.5	77.9
Referred only	%	5.5	2.4	6.3	1.3	na	6.8	7.4	0.7	3.5
Provided and referred	%	13.0	9.7	12.8	7.9	na	9.5	35.8	20.2	12.7
Not provided or referred	%	5.9	8.7	8.8	4.8	na	8.1	11.1	1.6	5.9
Clients for whom need was identified	no.	2 002	1 045	1 380	1 704	na	74	81	1 418	7 546
Immigration/cultural services										
Provided only	%	52.7	68.2	31.2	79.0	na	68.0	22.8	33.0	54.9
Referred only	%	17.8	7.1	17.4	9.1	na	12.0	26.3	50.7	16.8
Provided and referred	%	25.0	19.3	44.5	4.1	na	16.0	45.6	11.1	22.5
Not provided or referred	%	4.6	5.2	6.9	7.8	na	4.0	5.3	5.6	5.7
Clients for whom need was identified	no.	1 162	729	638	613	na	25	57	306	3 451
Other specialised services										
Provided only	%	32.4	46.1	22.5	47.1	na	47.5	26.0	19.2	32.0
Referred only	%	28.5	22.2	22.9	20.2	na	16.2	29.8	31.6	24.9
Provided and referred	%	30.8	22.4	47.5	23.0	na	22.2	35.6	43.4	34.9
Not provided or referred	%	8.3	9.3	7.2	9.7	na	13.1	8.7	5.8	8.2
Clients for whom need was identified	no.	2 007	749	2 061	1 190	na	99	104	944	6 940
Total clients who needed homelessness services (h)	no.	8 159	3 985	9 233	5 334	2 290	621	436	3 522	33 026

Table 19A.15 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 (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
(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/659136 .									
(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)	SA collection methodology for 2011-12 does not allow for this type of analysis.									
(g)	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.									
(h)	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.									

na Not available. – Nil or rounded to zero.

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

TABLE 19A.16

Table 19A.16 **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 (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
2015-16										
Accommodation/accommodation related assistance										
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 & 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
Total clients for whom need was identified	no.	2 229	5 049	1 595	916	246	208	398	145	10 632
Assistance to sustain tenure										
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
Mental health										
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
Family										
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

TABLE 19A.16

Table 19A.16 **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 (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
Clients for whom need was identified	no.	327	435	126	183	27	14	68	21	1 179
Disability										
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
Drug/alcohol										
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
Legal/financial										
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
Domestic/family violence										
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

TABLE 19A.16

Table 19A.16 **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 (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
Clients for whom need was identified	no.	935	2 721	615	538	264	30	99	86	5 227
Immigration/cultural services										
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
Other specialised services										
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
Total clients who needed homelessness services (h)	no.	4 330	10 600	2 195	1 415	924	236	556	191	20 282
2014-15										
Accommodation/accommodation related assistance										
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
Assistance to sustain tenure										
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

TABLE 19A.16

Table 19A.16 **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 (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
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
Mental health										
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
Family										
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
Disability										
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
Drug/alcohol										
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

TABLE 19A.16

Table 19A.16 **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 (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
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
Legal/financial										
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
Domestic/family violence										
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
Immigration/cultural services										
Provided only	%	48.8	60.6	56.9	73.3	74.6	71.4	16.3	53.9	60.1
Referred only	%	8.2	5.9	7.3	7.4	8.3	14.2	23.0	10.5	7.4
Provided and referred	%	34.8	28.4	30.9	15.8	16.5	14.3	52.1	32.1	27.5
Not provided or referred	%	8.2	5.1	4.9	3.5	0.6	–	8.6	3.5	5.1
Clients for whom need was identified	no.	555	1 680	655	673	182	14	110	29	3 868
Other specialised services										
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

TABLE 19A.16

Table 19A.16 **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 (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
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
Total clients who needed homelessness services (h)	no.	2 871	11 136	2 374	1 501	928	249	539	162	19 622
2013-14										
Accommodation/accommodation related assistance										
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
Assistance to sustain tenure										
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
Mental health										
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

TABLE 19A.16

Table 19A.16 **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 (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
Family										
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
Disability										
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
Drug/alcohol										
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
Legal/financial										
Provided only	%	31.3	40.9	25.1	14.3	26.2	22.5	42.8	46.0	32.0
Referred only	%	31.5	22.3	33.4	46.1	52.9	22.2	17.5	13.9	30.1
Provided and referred	%	23.8	17.7	32.5	30.5	20.9	11.1	30.0	26.6	23.9
Not provided or referred	%	13.4	19.2	9.0	9.1	–	44.3	9.7	13.6	14.0
Clients for whom need was identified	no.	463	534	275	184	24	9	64	8	1 533

TABLE 19A.16

Table 19A.16 **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 (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
Domestic/family violence										
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
Immigration/cultural services										
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
Other specialised services										
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
Total clients who needed homelessness services (h)	no.	3 711	11 427	2 648	1 535	983	226	567	140	21 078
2012-13										
Accommodation/accommodation related assistance										
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

TABLE 19A.16

Table 19A.16 **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 (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
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
Assistance to sustain tenure										
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
Mental health										
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
Family										
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
Disability										
Provided only	%	30.6	26.2	14.3	20.0	–	–	33.3	–	23.5
Referred only	%	30.6	23.8	42.9	40.0	–	–	33.3	100.0	32.8
Provided and referred	%	30.6	11.9	14.3	26.7	–	–	33.3	–	21.8

TABLE 19A.16

Table 19A.16 **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 (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
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
Drug/alcohol										
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
Legal/financial										
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
Domestic/family violence										
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
Immigration/cultural services										
Provided only	%	52.9	61.7	49.8	72.8	75.4	87.5	38.2	70.6	60.8
Referred only	%	11.2	4.5	11.3	6.1	0.7	–	18.0	5.9	7.2
Provided and referred	%	29.0	26.2	34.5	18.8	23.9	6.3	37.1	23.5	26.5

TABLE 19A.16

Table 19A.16 **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 (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
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
Other specialised services										
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
Total clients who needed homelessness services (h)	no.	3 252	10 422	2 401	1 620	839	152	531	161	19 215
2011–12										
Accommodation/accommodation related assistance										
Provided only	%	50.3	21.0	35.1	39.9	na	26.7	18.5	55.6	33.5
Referred only	%	14.0	22.9	24.9	29.3	na	18.5	19.8	11.3	21.5
Provided and referred	%	25.2	21.7	25.6	17.8	na	36.3	26.9	17.3	23.0
Not provided or referred	%	10.5	34.4	14.5	13.1	na	19.3	34.8	15.8	22.0
Clients for whom need was identified	no.	2 083	3 103	1 529	902	na	135	379	133	8 160
Assistance to sustain tenure										
Provided only	%	75.6	69.0	56.7	72.9	na	70.6	57.4	60.7	68.7
Referred only	%	4.7	5.9	14.0	4.7	na	5.9	11.6	3.6	6.8
Provided and referred	%	15.8	9.6	19.8	12.3	na	8.8	19.4	10.7	13.1
Not provided or referred	%	3.7	15.5	9.4	10.3	na	14.7	12.4	21.4	11.4
Clients for whom need was identified	no.	722	1 556	501	465	na	34	129	28	3 392
Mental health										
Provided only	%	25.7	16.5	15.2	32.8	na	28.6	13.7	25.0	21.2

TABLE 19A.16

Table 19A.16 **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 (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
Referred only	%	35.4	46.0	41.3	36.0	na	14.3	47.1	33.3	40.2
Provided and referred	%	24.3	17.4	22.5	16.0	na	14.3	23.5	33.3	21.0
Not provided or referred	%	14.6	20.1	21.7	15.2	na	42.9	15.7	–	17.6
Clients for whom need was identified	no.	534	448	138	125	na	7	51	12	1 278
Family										
Provided only	%	29.7	30.6	40.0	36.0	na	45.5	38.3	36.8	32.9
Referred only	%	25.1	28.5	18.0	32.6	na	27.3	10.0	15.8	25.3
Provided and referred	%	35.5	25.5	37.3	25.6	na	9.1	31.7	36.8	30.9
Not provided or referred	%	9.7	15.8	4.7	5.2	na	18.2	20.0	10.5	10.8
Clients for whom need was identified	no.	391	330	150	172	na	11	60	19	1 126
Disability										
Provided only	%	23.8	24.1	16.0	37.5	na	100.0	28.6	–	25.0
Referred only	%	42.9	37.9	68.0	18.8	na	–	71.4	–	44.2
Provided and referred	%	16.7	24.1	4.0	31.3	na	–	–	–	17.5
Not provided or referred	%	16.7	13.8	8.0	12.5	na	–	–	100.0	14.2
Clients for whom need was identified	no.	42	29	25	16	na	1	7	1	120
Drug/alcohol										
Provided only	%	53.5	18.3	14.3	45.7	na	–	18.2	33.3	37.6
Referred only	%	10.1	30.5	25.0	25.7	na	33.3	63.6	11.1	21.7
Provided and referred	%	23.3	20.7	14.3	11.4	na	–	–	44.4	19.7
Not provided or referred	%	13.2	30.5	42.9	14.3	na	66.7	9.1	–	21.0
Clients for whom need was identified	no.	129	82	28	35	na	3	11	9	290
Legal/financial										
Provided only	%	29.3	30.5	23.6	23.6	na	37.5	32.3	50.0	28.3

TABLE 19A.16

Table 19A.16 **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 (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
Referred only	%	25.7	32.5	37.2	40.2	na	37.5	43.5	21.4	32.9
Provided and referred	%	36.3	19.4	35.7	30.9	na	12.5	14.5	14.3	28.4
Not provided or referred	%	8.6	17.9	4.0	5.7	na	8.3	8.1	7.1	10.5
Clients for whom need was identified	no.	474	459	199	246	na	24	62	14	1 452
Domestic/family violence										
Provided only	%	74.8	77.8	72.5	91.0	na	59.4	68.5	51.5	77.4
Referred only	%	2.9	4.0	4.0	2.2	na	12.5	7.6	6.1	3.7
Provided and referred	%	19.1	15.8	19.4	5.5	na	12.5	14.1	27.3	15.9
Not provided or referred	%	3.2	2.4	4.2	1.1	na	15.6	9.8	15.2	3.0
Clients for whom need was identified	no.	1 153	2 772	505	457	na	32	92	33	5 008
Immigration/cultural services										
Provided only	%	55.2	54.8	33.1	67.0	na	51.5	36.0	35.3	54.0
Referred only	%	9.0	4.4	12.7	2.7	na	18.2	21.3	17.6	6.6
Provided and referred	%	32.3	34.4	48.7	28.3	na	21.2	31.5	41.2	34.4
Not provided or referred	%	3.5	6.4	5.7	1.8	na	9.1	11.2	5.9	4.9
Clients for whom need was identified	no.	932	1 643	528	773	na	33	89	17	3 980
Other specialised services										
Provided only	%	40.4	41.7	29.7	51.7	na	48.3	34.6	43.3	40.6
Referred only	%	19.8	22.4	23.6	22.0	na	24.1	23.9	26.7	21.9
Provided and referred	%	33.5	25.7	39.6	22.2	na	20.7	27.0	23.3	29.9
Not provided or referred	%	6.2	10.2	7.0	4.2	na	3.4	14.5	6.7	7.7
Clients for whom need was identified	no.	1 089	985	512	478	na	29	159	30	3 222
Total clients who needed homelessness services (h)	no.	3 540	7 682	2 064	1 661	711	192	464	158	16 331

Table 19A.16 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 (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
(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/659136 .									
(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)	SA collection methodology for 2011-12 does not allow for this type of analysis.									
(g)	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.									
(h)	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.									

na Not available. – Nil or rounded to zero.

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

TABLE 19A.17

Table 19A.17 **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)**

		<i>Unit</i>	<i>NSW (b)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
2015-16											
Educational enrolment status <u>before</u> support											
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
Educational enrolment status <u>after</u> support											
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 enrolled in formal study or training <u>after</u> support	%		71.2	72.3	63.8	72.2	80.8	68.1	64.1	63.3	70.6

TABLE 19A.17

Table 19A.17 **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)**

	<i>Unit</i>	<i>NSW (b)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
Total clients 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										
Educational enrolment status <u>before</u> support										
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
Educational enrolment status <u>after</u> support										
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

TABLE 19A.17

Table 19A.17 **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)**

	<i>Unit</i>	<i>NSW (b)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
Total clients aged 12–18 years who needed education and/or training assistance and who were enrolled in formal study or training after support	%	71.8	72.6	62.3	69.9	73.8	71.6	79.8	73.9	70.9
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 <u>before</u> support										
Not a student	%	32.1	21.8	36.2	32.6	20.5	28.4	14.0	22.7	29.2
Student										
Primary school	%	3.3	6.6	7.5	11.8	10.2	6.3	16.2	24.5	6.7
Secondary school	%	53.4	53.2	44.6	45.9	59.4	51.0	63.4	44.1	51.4
University student	%	0.2	0.6	1.1	0.8	–	1.3	1.3	0.9	0.6
Vocational education/training	%	7.1	13.3	6.2	5.8	6.0	6.6	3.9	6.0	8.1
Other education/training	%	3.9	4.4	4.6	3.1	3.8	6.4	1.3	1.8	4.1
Total 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
Educational enrolment status <u>after</u> support										
Not a student	%	34.3	25.8	36.6	38.0	26.8	25.6	17.6	27.0	31.6
Student										
Primary school	%	2.7	3.9	6.1	9.5	8.4	6.5	11.5	19.6	5.1
Secondary school	%	46.2	47.4	40.1	40.0	54.0	49.7	54.3	42.3	45.5
University student	%	1.2	1.3	1.8	1.5	–	1.3	1.3	0.9	1.3
Vocational education/training	%	11.0	15.8	9.0	7.5	5.1	7.9	13.9	8.5	11.2

TABLE 19A.17

Table 19A.17 **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)**

	Unit	NSW (b)	Vic	Qld	WA	SA (c)	Tas	ACT	NT	Aust (d)
Other education/training	%	4.5	5.8	6.4	3.6	5.6	9.0	1.3	1.8	5.1
Total clients aged 12–18 years who needed education and/or training assistance and who were enrolled in formal study or training after support	%	65.7	74.2	63.4	62.0	73.2	74.4	82.4	73.0	68.4
Total clients aged 12–18 years who needed education and/or training assistance	no.	2 069	1 204	870	369	149	107	118	146	4 958
2012-13										
Educational enrolment status <u>before</u> support										
Not a student	%	28.6	26.0	49.9	33.0	7.6	14.7	19.4	28.4	29.6
Student										
Primary school	%	4.0	7.6	6.4	18.0	5.3	3.6	7.7	16.5	6.8
Secondary school	%	55.2	49.3	33.2	38.1	79.1	75.5	63.0	44.5	51.7
University student	%	0.5	np	1.1	–	–	–	–	np	0.5
Vocational education/training	%	7.2	8.5	5.0	5.4	2.7	3.7	9.9	5.6	6.4
Other education/training	%	4.5	8.3	4.3	5.4	5.2	2.5	–	3.8	5.1
Total 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
Educational enrolment status <u>after</u> support										
Not a student	%	35.8	27.5	46.2	30.3	9.6	24.4	19.5	37.5	32.1
Student										
Primary school	%	2.5	4.7	6.0	15.1	5.3	4.9	2.2	17.6	5.3
Secondary school	%	46.6	45.5	31.0	36.6	76.5	60.9	60.4	37.9	46.6
University student	%	0.9	0.8	1.8	np	–	–	np	np	1.0

TABLE 19A.17

Table 19A.17 **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)**

	Unit	NSW (b)	Vic	Qld	WA	SA (c)	Tas	ACT	NT	Aust (d)
Vocational education/training	%	8.6	13.4	9.7	10.9	3.4	8.6	15.8	2.8	9.4
Other education/training	%	5.6	8.1	5.2	6.3	5.1	np	np	3.0	5.7
Total clients aged 12–18 years who needed education and/or training assistance and who were enrolled in formal study or training <u>after</u> support	%	64.2	72.5	53.8	69.7	90.4	75.6	80.5	62.5	67.9
Total clients aged 12–18 years who needed education and/or training assistance	no.	1 792	1 087	923	362	347	152	137	113	4 810
2011-12										
Educational enrolment status <u>before</u> support										
Not a student	%	27.4	28.1	41.0	36.4	na	22.9	30.7	34.2	31.4
Student										
Primary school	%	7.3	4.3	5.8	15.7	na	np	9.7	9.2	7.3
Secondary school	%	54.0	53.4	42.3	39.3	na	65.5	50.6	51.0	50.2
University student	%	–	0.6	np	–	na	–	–	–	0.2
Vocational education/training	%	9.1	11.0	5.8	5.4	na	8.1	7.8	2.6	8.0
Other education/training	%	2.2	2.7	4.8	3.2	na	np	np	2.9	2.9
Total clients aged 12–18 years who needed education and/or training assistance and who were enrolled in formal study or training <u>before</u> support	%	72.6	71.9	59.0	63.6	25.1	77.1	69.3	65.8	68.6
Educational enrolment status <u>after</u> support										
Not a student	%	30.6	32.0	38.2	36.4	na	32.0	36.3	39.6	33.5
Student										
Primary school	%	6.8	3.4	4.9	10.4	na	np	8.6	5.6	6.0
Secondary school	%	47.8	44.5	39.6	40.3	na	53.8	36.0	45.3	44.6

TABLE 19A.17

Table 19A.17 **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)**

	Unit	NSW (b)	Vic	Qld	WA	SA (c)	Tas	ACT	NT	Aust (d)
University student	%	0.4	1.7	0.5	np	na	–	–	np	0.7
Vocational education/training	%	10.7	15.7	10.8	9.2	na	11.9	14.0	7.5	11.5
Other education/training	%	3.6	2.7	5.9	3.3	na	np	5.2	np	3.8
Total clients aged 12–18 years who needed education and/or training assistance and who were enrolled in formal study or training after support	%	69.4	68.0	61.8	63.6	na	68.0	63.7	60.4	66.5
Total clients aged 12–18 years who needed education and/or training assistance	no.	2 083	1 075	945	498	na	173	166	198	5 081

(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/659136.

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

(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.

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

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

TABLE 19A.18

Table 19A.18 Recurrent cost per completed support period, 2015-16 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>
2015-16										
Recurrent allocation	\$m	214.1	226.5	117.5	73.9	62.4	29.7	20.1	19.6	763.6
Closed support periods	no.	85 646	185 297	51 304	31 531	32 611	13 574	5 562	9 768	415 291
Cost per completed support period	\$	2 499	1 222	2 290	2 343	1 913	2 186	3 607	2 010	1 839
2014-15										
Recurrent allocation	\$m	185.9	216.0	126.5	72.5	60.6	30.3	21.2	19.8	732.6
Closed support periods	no.	59 137	177 752	53 067	29 953	33 371	11 656	5 376	9 099	379 411
Cost per completed support period	\$	3 143	1 215	2 383	2 420	1 814	2 596	3 939	2 173	1 931
2013-14										
Recurrent allocation	\$m	143.3	208.9	109.7	71.1	60.4	26.0	22.9	18.6	661.0
Closed support periods	no.	61 409	170 296	52 703	26 943	33 054	8 647	6 013	8 832	367 896
Cost per completed support period	\$	2 334	1 227	2 081	2 640	1 829	3 006	3 811	2 105	1 797
2012-13										
Recurrent allocation	\$m	141.0	190.0	98.1	71.0	59.3	19.2	24.8	18.2	621.6
Closed support periods	no.	60 317	161 596	51 998	26 920	28 852	6 621	6 159	8 719	351 182
Cost per completed support period	\$	2 337	1 176	1 887	2 637	2 055	2 903	4 022	2 093	1 770
2011-12										
Recurrent allocation	\$m	140.4	183.1	96.8	71.1	58.1	18.1	24.0	12.0	603.5
Closed support periods	no.	60 057	149 367	51 677	26 406	24 507	7 377	5 803	7 545	332 738
Cost per completed support period	\$	2 337	1 226	1 872	2 693	2 372	2 448	4 130	1 594	1 814

(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. 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.

(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 completed support period, 2015-16 dollars (a), (b), (c)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i> (d)	<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 2015-16 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2015-16=100) (table 19A.34). 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 19A.34.

TABLE 19A.19

Table 19A.19 Recurrent cost per client accessing homelessness services, 2015-16 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>
2015-16										
Recurrent allocation	\$m	214.1	226.5	117.5	73.9	62.4	29.7	20.1	19.6	763.6
Reported number of clients	no.	69 715	105 287	42 543	24 203	20 898	7 859	4 652	8 132	279 196
Estimated cost per client	\$	3 070	2 151	2 761	3 052	2 985	3 775	4 313	2 415	2 735
2014-15										
Recurrent allocation	\$m	185.9	216.0	126.5	72.5	60.6	30.3	21.2	19.8	732.6
Reported number of clients	no.	48 262	102 793	44 213	23 021	21 116	7 328	4 987	7 649	255 657
Estimated cost per client	\$	3 852	2 101	2 861	3 149	2 868	4 129	4 246	2 584	2 865
2013-14										
Recurrent allocation	\$m	143.3	208.9	109.7	71.1	60.4	26.0	22.9	18.6	661.0
Reported number of clients	no.	51 786	99 892	43 751	21 437	21 655	6 614	5 338	7 123	254 001
Estimated cost per client	\$	2 768	2 091	2 507	3 317	2 791	3 929	4 293	2 610	2 602
2012-13										
Recurrent allocation	\$m	141.0	190.0	98.1	71.0	59.3	19.2	24.8	18.2	621.6
Reported number of clients	no.	51 953	92 462	43 001	21 417	21 342	5 585	5 367	6 959	244 176
Estimated cost per client	\$	2 713	2 055	2 282	3 315	2 778	3 441	4 615	2 622	2 546
2011-12										
Recurrent allocation	\$m	140.4	183.1	96.8	71.1	58.1	18.1	24.0	12.0	603.5
Reported number of clients	no.	52 105	86 150	42 487	21 190	19 497	6 148	5 602	6 584	236 429
Estimated cost per client	\$	2 694	2 125	2 277	3 356	2 982	2 938	4 278	1 827	2 552

(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. 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.

(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.19 **Recurrent cost per client accessing homelessness services, 2015-16 dollars (a), (b), (c)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i> (d)	<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 2015-16 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2015-16=100) (table 19A.34). 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 19A.34.

TABLE 19A.20

Table 19A.20 Recurrent cost per day of support for clients, 2015-16 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>
2015-16										
Recurrent allocation	\$m	214.1	226.5	117.5	73.9	62.4	29.7	20.1	19.6	763.6
Number of support days	'000	6 139	7 289	3 036	1 571	1 979	636	780	789	22 219
Cost per support day	\$	34.87	31.07	38.70	47.02	31.52	46.65	25.72	24.89	34.37
2014-15										
Recurrent allocation	\$m	185.9	216.0	126.5	72.5	60.6	30.3	21.2	19.8	732.6
Number of support days	'000	3 946	7 211	2 995	1 579	1 945	544	811	640	19 671
Cost per support day	\$	47.11	29.95	42.23	45.92	31.13	55.63	26.10	30.88	37.24
2013-14										
Recurrent allocation	\$m	143.3	208.9	109.7	71.1	60.4	26.0	22.9	18.6	661.0
Number of support days	'000	5 203	6 910	2 803	1 746	2 079	498	791	600	20 629
Cost per support day	\$	27.55	30.23	39.13	40.74	29.08	52.24	28.97	31.01	32.04
2012-13										
Recurrent allocation	\$m	141.0	190.0	98.1	71.0	59.3	19.2	24.8	18.2	621.6
Number of support days	'000	5 705	6 227	2 711	1 899	2 234	462	816	564	20 618
Cost per support day	\$	24.71	30.51	36.19	37.38	26.54	41.60	30.36	32.36	30.15
2011-12 (e)										
Recurrent allocation	\$m	140.4	183.1	96.8	71.1	58.1	18.1	24.0	12.0	603.5
Number of support days	'000	na	na	na	na	na	na	na	na	na
Cost per support day	\$	na	na	na	na	na	na	na	na	na

(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. 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.

(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.20 **Recurrent cost per day of support for clients, 2015-16 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 2015-16 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2015-16=100) (table 19A.34). 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.

(e) Data for the number of support days for 2011-12 and previous years are not available.

na Not available.

Source : Australian State and Territory governments (unpublished); AIHW (unpublished) Specialist Homelessness Services Collection; Tables 19A.3 and 19A.34.

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)

	Unit	NSW (b)	Vic	Qld	WA	SA (c)	Tas	ACT	NT	Aust (d)
2015-16										
Labour force status <u>before</u> support — clients who needed employment and/or training assistance										
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
Labour force status <u>after</u> support — clients who needed employment and/or training assistance										
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
Total employed after support (e)	%	19.8	17.3	16.9	15.5	14.0	14.7	23.1	16.9	18.2
Total not employed after support	%	80.2	82.7	83.1	84.5	86.0	85.3	76.9	83.1	81.8
Total clients who needed employment and/or training support	no.	3 469	2 456	1 580	1 047	337	157	254	358	9 394
2014-15										
Labour force status <u>before</u> support — clients who needed employment and/or training assistance										
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
Labour force status <u>after</u> support — clients who needed employment and/or training assistance										
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
Total employed after support (e)	%	20.6	16.9	17.2	19.8	22.7	16.5	23.7	17.0	19.1
Total not employed after support	%	79.4	83.1	82.8	80.2	77.3	83.5	76.3	83.0	80.9

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)**

	<i>Unit</i>	<i>NSW (b)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
Total clients who needed employment and/or training support	no.	2 622	2 632	1 898	1 061	342	127	350	338	9 078
2013-14										
Labour force status <u>before</u> support — clients who needed employment and/or training assistance										
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
Labour force status <u>after</u> support — clients who needed employment and/or training assistance										
Employed — Full-time	%	6.4	3.9	3.8	6.3	8.6	2.1	10.8	8.3	5.6
Employed — Part-time	%	13.7	9.9	11.3	9.0	10.9	7.7	11.7	6.3	11.5
Total employed after support (e)	%	20.8	14.5	15.5	15.8	20.2	9.7	23.5	15.0	17.7
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
2012-13										
Labour force status <u>before</u> support — clients who needed employment and/or training assistance										
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
Labour force status <u>after</u> support — clients who needed employment and/or training assistance										
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

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)**

	<i>Unit</i>	<i>NSW (b)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
Total employed after support (e)	%	21.9	14.8	16.5	16.2	15.7	14.9	26.0	24.8	18.8
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
2011-12										
Labour force status <u>before</u> support — clients who needed employment and/or training assistance										
Employed — Full-time	%	3.5	3.1	2.6	3.8	na	np	3.1	10.2	3.4
Employed — Part-time	%	9.6	8.8	6.4	7.7	na	6.6	9.7	9.7	8.5
Not employed — Unemployed	%	51.8	50.0	58.1	57.0	na	53.3	52.6	47.5	53.4
Not employed — Not in Labour force	%	35.1	38.1	33.0	31.5	na	38.2	34.7	32.6	34.7
Labour force status <u>after</u> support — clients who needed employment and/or training assistance										
Employed — Full-time	%	8.6	4.7	5.0	8.7	na	3.1	5.8	16.1	7.1
Employed — Part-time	%	15.1	10.7	10.6	13.7	na	10.3	14.9	11.9	13.0
Total employed after support (e)	%	23.7	15.4	15.7	22.4	na	13.4	20.6	28.0	20.1
Total <i>not employed</i> after support	%	76.3	84.6	84.3	77.6	na	86.6	79.4	72.0	79.9
Total clients who needed employment and/or training support	no.	3 381	2 076	2 351	1 055	na	173	353	290	9 381

- (a) 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/659136.
- (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) SA collection methodology for 2011-12 does not allow for this type of analysis.

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)**

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

na Not available. – 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)

	Unit	NSW (b)	Vic	Qld	WA	SA (c)	Tas	ACT	NT	Aust (d)
2015-16										
Labour force status <u>before</u> support — clients who needed employment and/or training assistance										
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
Labour force status <u>after</u> support — clients who needed employment and/or training assistance										
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
Total employed after support (e)	%	13.0	11.3	12.3	10.0	3.4	6.5	24.8	10.8	12.1
Total not employed after support	%	87.0	88.7	87.7	90.0	96.6	93.5	75.2	89.2	87.9
Total clients who needed employment and/or training support	no.	800	212	421	325	67	36	41	207	2 035
2014-15										
Labour force status <u>before</u> support — clients who needed employment and/or training assistance										
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
Labour force status <u>after</u> support — clients who needed employment and/or training assistance										
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
Total employed after support (e)	%	12.3	15.3	9.4	12.1	13.6	np	26.1	14.0	12.5

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)

	Unit	NSW (b)	Vic	Qld	WA	SA (c)	Tas	ACT	NT	Aust (d)
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
2013-14										
Labour force status <u>before</u> support — clients who needed employment and/or training assistance										
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
Labour force status <u>after</u> support — clients who needed employment and/or training assistance										
Employed — Full-time	%	4.1	3.2	3.9	4.5	10.4	8.1	14.5	3.1	4.5
Employed — Part-time	%	11.4	10.2	5.7	3.9	6.3	—	—	5.0	8.0
Total employed after support (e)	%	15.8	13.5	9.6	8.5	16.8	8.1	14.5	8.1	12.6
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
2012-13										
Labour force status <u>before</u> support — clients who needed employment and/or training assistance										
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
Labour force status <u>after</u> support — clients who needed employment and/or training assistance										

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)

	Unit	NSW (b)	Vic	Qld	WA	SA (c)	Tas	ACT	NT	Aust (d)
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
Total employed after support (e)	%	21.2	9.8	8.7	12.7	11.1	np	7.7	20.9	15.2
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
2011-12										
Labour force status <u>before</u> support — clients who needed employment and/or training assistance										
Employed — Full time	%	2.0	np	4.7	np	na	np	–	13.0	3.7
Employed — Part time	%	10.4	4.8	4.7	6.9	na	–	4.8	3.1	7.1
Not employed — Unemployed	%	48.6	58.8	56.3	46.9	na	61.3	62.9	47.1	52.2
Not employed — Not in Labour force	%	38.9	33.5	34.3	44.5	na	33.9	32.4	36.8	37.0
Labour force status <u>after</u> support — clients who needed employment and/or training assistance										
Employed — Full time	%	4.1	np	5.4	7.8	na	np	–	17.2	5.7
Employed — Part time	%	12.2	7.5	7.5	6.4	na	np	np	1.3	9.1
Total employed after support (e)	%	16.3	9.9	12.8	14.2	na	np	np	18.6	14.9
Total <i>not employed</i> after support	%	83.7	90.1	87.2	85.8	na	90.4	91.1	81.4	85.1
Total clients who needed employment and/or training support	no.	673	159	483	223	na	25	34	142	1 683

(a) 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/659136.

(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.

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)

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

(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) 'Total employed' includes employed clients with employment status (part-time/full-time) unknown.

na Not available. – 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)**

	<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 (e)</i>
2015-16										
Of those unemployed before support										
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
Of those not in the labour force before support										
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
2014-15										
Of those unemployed before support										
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
Of those not in the labour force before support										
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
2013-14										
Of those unemployed before support										
Employed full time after support	%	6.0	4.4	2.9	3.8	4.0	2.2	9.0	3.2	4.6
Employed part time after support	%	9.1	4.8	8.6	4.3	2.0	6.8	5.1	3.1	7.1
Of those not in the labour force before support										
Employed full time after support	%	2.7	1.5	2.4	4.4	–	2.2	7.8	4.8	2.6
Employed part time after support	%	10.1	6.8	6.8	8.4	1.0	2.2	9.3	3.6	7.9

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)**

	<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 (e)</i>
2012-13										
Of those unemployed before support										
Employed full time after support	%	5.1	4.1	3.7	4.9	–	np	7.2	7.5	4.5
Employed part time after support	%	7.9	6.6	9.1	6.0	2.7	np	16.0	9.8	8.1
Of those not in the labour force before support										
Employed full time after support	%	3.8	2.0	1.0	4.0	3.9	–	np	12.8	3.0
Employed part time after support	%	8.8	8.1	6.3	7.0	5.7	15.6	13.4	11.8	8.2
2011-12										
Of those unemployed before support										
Employed full time after support	%	7.1	4.2	4.0	5.6	na	np	3.7	8.4	5.5
Employed part time after support	%	9.4	6.2	6.2	12.0	na	8.8	18.1	6.9	8.5
Of those not in the labour force before support										
Employed full time after support	%	4.4	2.2	2.7	6.7	na	–	np	11.0	3.9
Employed part time after support	%	8.9	6.6	9.7	7.9	na	7.9	12.0	5.9	8.6

(a) 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/659136.

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

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

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)**

	<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 (e)</i>
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(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.

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

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

TABLE 19A.24

Table 19A.24 **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 (d)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>
2015-16										
Source of income <u>before</u> support — clients who needed income assistance										
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
Source of income <u>after</u> support — clients who needed income assistance										
No income	%	8.4	7.7	7.0	8.2	13.6	6.5	7.0	7.4	8.1
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
Total clients who needed income assistance and who had an income source after support	%	91.6	92.3	93.0	91.8	86.4	93.5	93.0	92.6	91.9
Total clients who needed income assistance	no.	4 556	3 475	3 620	1 448	638	352	329	534	14 406
2014-15										
Source of income <u>before</u> support — clients who needed income assistance										
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

TABLE 19A.24

Table 19A.24 **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 (d)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>
Source of income <u>after</u> support — clients who needed income assistance										
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
Total clients who needed income assistance and who had an income source after support	%	92.8	93.5	93.1	94.4	88.3	91.5	94.9	93.6	92.9
Total clients who needed income assistance	no.	3 306	3 707	3 431	1 311	597	286	347	512	13 008
2013-14										
Source of income <u>before</u> support — clients who needed income assistance										
No income	%	12.4	9.2	9.9	11.3	14.9	7.0	5.4	6.1	10.6
Awaiting benefit	%	8.8	8.4	8.1	7.6	7.0	12.1	13.0	2.1	8.4
Government pension/allowance	%	72.6	75.1	76.6	73.4	71.6	74.9	76.3	81.9	74.4
Employee/business income	%	5.0	6.2	4.8	6.7	5.7	5.5	5.3	9.6	5.7
Other	%	1.1	1.1	0.7	1.0	0.8	0.4	—	0.2	0.9
Source of income <u>after</u> support — clients who needed income assistance										
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

TABLE 19A.24

Table 19A.24 **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 (d)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>
Total clients who needed income assistance and who had an income source after support	%	92.6	94.3	94.4	93.9	87.5	95.4	95.6	95.6	93.6
Total clients who needed income assistance	no.	4 152	3 798	3 410	1 236	621	323	425	629	14 081
2012-13										
Source of income <u>before</u> support — clients who needed income assistance										
No income	%	11.6	10.3	9.1	9.5	15.0	11.3	6.9	7.8	10.4
Awaiting benefit	%	8.0	8.1	7.7	6.6	3.1	11.3	14.9	4.8	7.9
Government pension/allowance	%	74.8	75.2	77.0	76.8	74.7	67.4	64.8	80.3	75.0
Employee/business income	%	5.1	5.5	5.6	5.8	6.1	10.0	13.1	6.6	6.0
Other	%	0.5	0.8	0.6	1.3	1.1	–	np	np	0.7
Source of income <u>after</u> support — clients who needed income assistance										
No income	%	6.6	6.0	5.5	4.0	14.6	8.4	2.8	4.5	6.1
Awaiting benefit	%	4.7	4.5	3.5	4.3	–	2.9	4.3	2.0	4.0
Government pension/allowance	%	81.2	82.0	84.5	83.4	77.6	79.6	79.6	80.2	81.9
Employee/business income	%	7.1	6.5	6.0	7.2	6.7	7.7	12.9	12.4	7.2
Other	%	0.5	1.0	0.6	1.0	1.1	np	np	0.9	0.7
Total clients who needed income assistance and who had an income source after support	%	93.4	94.0	94.5	96.0	85.4	91.6	97.2	95.5	93.9
Total clients who needed income assistance	no.	3 584	3 302	3 375	1 342	573	231	436	492	12 762
2011-12										
Source of income <u>before</u> support — clients who needed income assistance										
No income	%	11.1	9.1	8.7	11.1	na	14.0	9.8	8.1	10.0
Awaiting benefit	%	7.5	8.8	7.0	7.7	na	13.7	13.9	6.6	8.1

TABLE 19A.24

Table 19A.24 **Income status, before and after support, as a proportion of clients who needed income assistance (closed support periods) (a), (b)**

	Unit	NSW (c)	Vic	Qld	WA	SA (d)	Tas	ACT	NT	Aust (e)
Government pension/allowance	%	74.3	74.1	79.4	73.3	na	67.1	68.4	77.5	75.1
Employee/business income	%	5.9	6.8	4.4	7.0	na	3.2	7.2	7.6	5.9
Other	%	1.1	1.1	0.6	0.9	na	2.1	0.8	0.2	0.9
Source of income <u>after</u> support — clients who needed income assistance										
No income	%	5.5	5.0	5.3	6.6	na	7.6	3.5	4.9	5.5
Awaiting benefit	%	4.6	3.9	3.3	4.5	na	7.1	5.7	4.3	4.3
Government pension/allowance	%	81.0	83.0	86.3	79.0	na	81.0	80.5	80.2	82.2
Employee/business income	%	8.2	7.5	4.3	9.2	na	3.3	9.5	10.3	7.3
Other	%	0.7	0.7	0.7	0.8	na	1.0	0.8	0.2	0.7
Total clients who needed income assistance and who had an income source after support	%	94.5	95.0	94.7	93.4	na	92.4	96.5	95.1	94.5
Total clients who needed income assistance	no.	3 885	2 970	3 462	1 410	na	298	428	563	12 584

- (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/659136.
- (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) SA collection methodology for 2011-12 does not allow for this type of analysis.
- (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.

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

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

TABLE 19A.25

Table 19A.25 **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 (d)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>
2015-16										
Source of income <u>before</u> support — clients who needed income assistance										
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
Source of income <u>after</u> support — clients who needed income assistance										
No income	%	7.9	4.9	4.5	5.4	13.3	8.6	4.1	10.0	6.6
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
Total clients who needed income assistance and who had an income source after support	%	92.1	95.1	95.5	94.6	86.7	91.4	95.9	90.0	93.4
Total clients who needed income assistance	no.	1 037	359	1 076	521	173	63	58	296	3 404
2014-15										
Source of income <u>before</u> support — clients who needed income assistance										
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

TABLE 19A.25

Table 19A.25 **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 (d)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>
Source of income <u>after</u> support — clients who needed income assistance										
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
Total clients who needed income assistance and who had an income source after support	%	92.4	94.9	94.8	94.1	92.4	97.7	88.6	93.4	93.6
Total clients who needed income assistance	no.	756	330	964	432	149	44	60	254	2 870
2013-14										
Source of income <u>before</u> support — clients who needed income assistance										
No income	%	11.0	9.3	6.4	8.1	11.3	16.2	6.0	3.8	8.2
Awaiting benefit	%	5.9	5.3	5.7	2.6	8.1	4.6	13.4	2.2	5.2
Government pension/allowance	%	80.8	84.1	84.6	86.6	77.2	77.0	78.1	89.1	83.6
Employee/business income	%	2.1	1.2	3.1	2.2	3.3	2.3	2.6	4.9	2.8
Other	%	0.3	—	0.2	0.5	—	—	—	—	0.2
Source of income <u>after</u> support — clients who needed income assistance										
No income	%	6.1	5.3	3.4	6.6	9.7	7.0	6.0	3.0	5.1
Awaiting benefit	%	2.5	3.6	3.0	3.2	—	4.6	2.6	1.4	2.7
Government pension/allowance	%	87.6	88.8	90.3	87.2	88.5	86.1	86.3	89.1	88.4
Employee/business income	%	3.8	2.3	3.3	2.2	1.7	2.3	5.1	6.5	3.8
Other	%	—	—	—	0.8	—	—	—	—	0.1
Total clients who needed income assistance and who had an income source after support	%	93.9	94.7	96.6	93.4	90.3	93.0	94.0	97.0	94.9
Total clients who needed income assistance	no.	929	287	926	338	108	53	55	392	2 965

TABLE 19A.25

Table 19A.25 **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 (d)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>
2012-13										
Source of income <u>before</u> support — clients who needed income assistance										
No income	%	7.5	4.1	7.5	7.5	13.8	16.3	12.0	4.3	7.5
Awaiting benefit	%	4.4	4.9	4.9	2.6	np	–	21.9	2.0	4.4
Government pension/allowance	%	85.3	86.1	84.9	85.1	82.8	78.5	61.1	89.9	84.7
Employee/business income	%	2.6	3.5	2.5	4.4	np	np	np	3.8	3.1
Other	%	np	np	np	np	–	–	–	–	0.3
Source of income <u>after</u> support — clients who needed income assistance										
No income	%	4.9	2.1	5.3	3.1	15.4	16.4	–	2.6	4.8
Awaiting benefit	%	2.3	1.4	2.0	2.7	–	–	7.0	1.7	2.2
Government pension/allowance	%	88.6	93.1	90.1	90.6	79.5	78.4	88.0	87.5	88.9
Employee/business income	%	4.3	2.1	2.6	3.6	5.1	np	5.0	7.7	4.0
Other	%	–	np	–	–	–	–	–	np	0.2
Total clients who needed income assistance and who had an income source after support	%	95.1	97.9	94.7	96.9	84.6	83.6	100.0	97.4	95.2
Total clients who needed income assistance	no.	774	300	820	371	103	37	71	301	2 626
2011-12										
Source of income <u>before</u> support — clients who needed income assistance										
No income	%	4.0	3.4	2.9	4.3	na	np	–	3.9	3.7
Awaiting benefit	%	7.5	6.2	4.1	7.4	na	9.9	6.8	3.3	5.7
Government pension/allowance	%	80.6	83.1	88.4	83.1	na	67.9	77.6	86.0	83.8
Employee/business income	%	4.6	1.8	1.0	2.7	na	6.1	–	4.0	3.0
Other	%	3.3	5.5	3.6	2.5	na	13.0	15.6	2.8	3.8

TABLE 19A.25

Table 19A.25 **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 (d)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>
Source of income <u>after</u> support — clients who needed income assistance										
No income	%	3.6	5.7	3.2	3.2	na	np	–	4.3	3.8
Awaiting benefit	%	3.9	1.7	2.4	2.7	na	9.9	6.8	1.9	3.1
Government pension/allowance	%	86.6	86.2	92.2	89.9	na	80.8	89.9	87.4	88.4
Employee/business income	%	5.6	5.5	2.2	3.8	na	np	np	6.4	4.6
Other	%	0.3	0.8	–	0.4	na	–	–	–	0.2
Total clients who needed income assistance and who had an income source after support	%	96.4	94.3	96.8	96.8	na	96.9	100.0	95.7	96.2
Total clients who needed income assistance	no.	833	247	823	411	na	48	58	383	2 713

(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/659136.

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

(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.

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

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

TABLE 19A.26

Table 19A.26 **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 (e)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
2015-16										
Type of tenure <u>before</u> support										
Independent housing										
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
Total	%	51.1	51.0	48.6	51.7	46.9	47.8	38.4	64.5	50.7
Non-independent housing										
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
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
Total	%	48.9	49.0	51.4	48.3	53.1	52.2	61.6	35.5	49.3
Type of tenure <u>after</u> support										
Independent housing										
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

TABLE 19A.26

Table 19A.26 **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 (e)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
Other rental	%	2.9	1.9	1.5	1.5	3.0	1.6	2.5	1.7	2.1
Total	%	66.1	60.4	65.7	62.8	70.6	62.7	56.1	69.6	64.0
Non-independent housing										
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
Total	%	33.9	39.6	34.3	37.2	29.4	37.3	43.9	30.4	36.0
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										
Type of tenure <u>before</u> support										
Independent housing										
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
Total	%	47.7	52.8	50.6	46.8	41.4	52.6	43.3	65.1	51.0
Non-independent housing										
Crisis	%	12.6	4.1	5.7	5.7	5.7	6.1	10.0	4.2	6.4

TABLE 19A.26

Table 19A.26 **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 (e)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
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
Total	%	52.3	47.2	49.4	53.2	58.6	47.4	56.7	34.9	49.0
Type of tenure after support										
Independent housing										
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
Total	%	63.0	62.0	65.1	56.5	63.5	68.9	65.7	66.4	63.5
Non-independent housing										
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
Total	%	37.0	38.0	34.9	43.5	36.5	31.1	34.3	33.6	36.5

TABLE 19A.26

Table 19A.26 **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 (e)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
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
2013-14										
Type of tenure <u>before</u> support										
Independent housing										
Purchasing/purchased own home	%	1.7	1.1	0.8	1.1	1.3	1.1	1.2	–	1.2
Private rental	%	30.4	38.3	37.3	36.4	23.1	31.2	14.3	12.6	35.1
Public housing rental	%	7.9	9.0	8.1	10.4	22.7	10.6	20.0	35.0	9.7
Community housing rental	%	4.1	1.4	3.4	2.4	4.9	2.1	2.3	4.2	2.7
Other rental	%	3.0	2.8	1.8	1.9	2.7	1.6	4.1	2.1	2.5
Total	%	47.1	52.6	51.4	52.2	54.7	46.6	41.9	53.9	51.2
Non-independent housing										
Crisis	%	13.7	3.9	5.6	6.0	6.6	5.3	6.5	5.4	6.5
Transitional Housing (incl. rent free)	%	2.2	2.8	0.8	2.9	3.4	0.6	1.9	2.3	2.1
Caravan park rental	%	1.3	1.9	2.2	1.7	0.8	1.0	0.7	0.8	1.7
Institutional setting	%	2.0	4.9	1.4	2.7	5.4	3.3	3.2	4.1	3.1
Improvised dwelling/sleeping rough	%	8.0	8.4	11.0	10.2	4.9	9.1	14.5	8.3	9.0
Boarding/rooming house	%	10.5	11.5	10.2	12.7	13.1	9.2	6.7	10.0	10.8
Other (no tenure)	%	15.2	14.0	17.4	11.5	11.2	24.9	24.5	15.1	15.6
Total	%	52.9	47.4	48.6	47.7	45.4	53.4	58.0	46.0	48.8
Type of tenure <u>after</u> support										
Independent housing										
Purchasing/purchased own home	%	1.3	0.9	0.6	1.1	0.9	0.8	2.1	0.1	0.9
Private rental	%	39.8	41.5	38.7	38.4	29.5	35.4	13.3	10.5	39.0

TABLE 19A.26

Table 19A.26 **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 (e)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
Public housing rental	%	12.3	15.2	14.9	17.8	26.9	22.2	39.4	40.0	16.3
Community housing rental	%	7.8	2.1	6.0	3.4	7.7	2.7	4.1	3.7	4.6
Other rental	%	3.6	2.0	1.5	1.6	2.2	1.1	3.7	2.1	2.2
Total	%	64.8	61.7	61.7	62.3	67.2	62.2	62.6	56.4	63.0
Non-independent housing										
Crisis	%	7.8	4.4	7.3	6.7	3.5	5.3	6.8	12.8	6.0
Transitional Housing (incl. rent free)	%	3.1	2.4	1.9	2.3	2.8	0.8	2.8	4.4	2.4
Caravan park rental	%	1.2	1.8	1.8	1.4	1.1	0.5	0.1	0.5	1.5
Institutional setting	%	1.8	4.1	1.1	1.2	2.1	2.0	3.4	0.5	2.4
Improvised dwelling/sleeping rough	%	4.2	4.9	5.3	6.4	2.6	3.5	3.8	5.3	4.7
Boarding/rooming house	%	8.6	11.2	10.1	12.6	12.7	8.9	7.2	10.0	10.2
Other (no tenure)	%	8.6	9.4	10.9	7.0	8.2	16.9	13.4	10.2	9.8
Total	%	35.3	38.2	38.4	37.6	33.0	37.9	37.5	43.7	37.0
Total clients who needed assistance to obtain or maintain independent housing	no.	19 015	40 053	21 790	5 688	2 591	3 311	2 715	1 376	94 772
2012-13										
Type of tenure <u>before</u> support										
Independent housing										
Purchasing/purchased own home	%	1.5	1.1	0.7	2.1	2.5	1.8	1.3	0.5	1.2
Private rental	%	33.4	37.3	35.6	39.2	21.2	22.0	12.7	13.9	34.6
Public housing rental	%	7.7	10.0	6.4	12.2	21.1	8.7	16.4	18.8	9.5
Community housing rental	%	4.4	1.4	3.4	2.5	2.6	1.9	1.1	3.3	2.7
Other rental	%	3.6	2.8	1.9	1.5	2.3	1.9	2.7	3.0	2.6
Total	%	50.5	52.5	48.0	57.5	49.8	36.3	34.2	39.5	50.5

TABLE 19A.26

Table 19A.26 **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 (e)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
Non-independent housing										
Crisis	%	12.1	4.2	7.1	5.3	5.0	7.2	5.6	8.7	6.7
Transitional Housing (incl. rent free)	%	1.7	2.9	1.3	1.7	4.6	0.4	1.9	1.8	2.1
Caravan park rental	%	1.9	1.7	2.1	1.9	0.6	1.5	0.4	3.5	1.8
Institutional setting	%	2.1	4.2	1.4	3.5	2.6	2.3	3.3	6.8	2.9
Improvised dwelling/sleeping rough	%	5.9	7.6	10.9	9.7	3.3	11.5	15.7	12.4	8.4
Boarding/rooming house	%	11.6	13.4	11.8	11.2	15.7	12.1	6.3	10.7	12.2
Other (no tenure)	%	14.1	13.5	17.4	9.3	18.4	28.7	32.7	16.6	15.5
Total	%	49.5	47.5	52.0	42.5	50.2	63.7	65.8	60.5	49.5
Type of tenure after support										
Independent housing										
Purchasing/purchased own home	%	1.3	0.9	0.7	1.8	1.8	1.1	1.3	0.5	1.0
Private rental	%	39.5	40.3	36.7	37.7	26.9	27.0	11.7	15.5	37.3
Public housing rental	%	11.4	15.1	14.0	20.1	27.5	20.5	29.1	20.2	15.7
Community housing rental	%	8.6	2.9	6.4	2.9	6.5	3.4	2.8	7.0	5.1
Other rental	%	3.0	2.1	1.5	1.5	1.8	1.7	2.9	2.0	2.1
Total	%	63.8	61.3	59.3	64.0	64.5	53.6	47.9	45.2	61.2
Non-independent housing										
Crisis	%	9.1	4.8	9.6	7.2	3.8	7.9	7.9	14.1	7.2
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

TABLE 19A.26

Table 19A.26 **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 (e)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
Boarding/rooming house	%	9.4	12.1	9.8	11.2	14.3	11.8	7.4	13.2	10.7
Other (no tenure)	%	8.8	9.4	11.2	6.4	10.0	17.5	22.6	11.8	10.1
Total	%	36.2	38.7	40.7	36.0	35.5	46.4	52.1	54.8	38.8
Total clients who needed assistance to obtain or maintain independent housing	no.	16 733	37 184	19 621	6 059	2 799	2 109	2 537	1 344	86 663

2011-12**Type of tenure before support****Independent housing**

Purchasing/purchased own home	%	1.9	1.4	0.9	2.0	na	3.5	0.5	1.1	1.5
Private rental	%	31.8	34.5	38.7	37.6	na	24.6	15.3	14.2	34.5
Public housing rental	%	7.8	12.1	5.9	14.1	na	8.9	20.9	16.5	9.9
Community housing rental	%	3.4	1.0	3.1	2.4	na	0.9	2.3	6.4	2.4
Other rental	%	2.7	2.9	1.9	1.6	na	2.2	1.6	2.6	2.4
Total	%	47.6	51.9	50.6	57.8	-	40.1	40.6	40.8	50.6

Non-independent housing

Crisis	%	11.7	4.8	6.0	6.4	na	5.6	8.0	3.9	6.8
Transitional Housing (incl. rent free)	%	1.9	2.8	0.6	1.5	na	1.4	5.0	2.4	1.9
Caravan park rental	%	2.1	2.2	2.3	1.4	na	0.8	-	1.5	2.0
Institutional setting	%	2.8	2.9	1.7	3.4	na	2.7	5.1	5.5	2.6
Improvised dwelling/sleeping rough	%	7.4	9.1	10.8	7.7	na	12.4	12.8	17.9	9.2
Boarding/rooming house	%	12.6	13.9	13.5	12.5	na	12.7	6.4	12.4	13.1
Other (no tenure)	%	13.9	12.3	14.5	9.3	na	24.3	22.2	15.6	13.7
Total	%	52.4	48.1	49.4	42.2	na	59.9	59.4	59.2	49.4

TABLE 19A.26

Table 19A.26 **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 (e)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
Type of tenure <u>after</u> support										
Independent housing										
Purchasing/purchased own home	%	1.6	1.0	0.7	1.6	na	2.0	0.8	1.1	1.1
Private rental	%	35.2	37.4	36.7	37.7	na	29.3	13.3	14.1	35.8
Public housing rental	%	11.0	16.1	8.9	22.1	na	16.1	35.0	23.8	14.2
Community housing rental	%	6.9	2.3	5.7	3.2	na	3.1	2.4	6.9	4.5
Other rental	%	2.7	2.3	2.3	2.0	na	1.6	0.8	2.5	2.3
Total	%	57.5	59.2	54.3	66.5	na	52.1	52.4	48.3	58.0
Non-independent housing										
Crisis	%	10.4	5.5	12.2	5.1	na	7.2	10.4	9.9	8.5
Transitional Housing (incl. rent free)	%	3.0	2.5	2.3	1.8	na	2.7	4.3	3.7	2.6
Caravan park rental	%	1.6	2.1	1.7	1.6	na	1.1	np	2.3	1.7
Institutional setting	%	2.0	2.1	0.9	1.6	na	2.0	2.8	1.0	1.7
Improvised dwelling/sleeping rough	%	5.0	6.3	6.2	5.1	na	6.0	6.6	5.9	5.7
Boarding/rooming house	%	10.5	13.0	11.4	10.4	na	12.4	7.1	13.4	11.5
Other (no tenure)	%	10.1	9.3	11.0	7.9	na	16.6	16.2	15.4	10.3
Total	%	42.5	40.8	45.7	33.5	na	47.9	47.4	51.7	42.0
Total clients who needed assistance to obtain or maintain independent housing	no.	17 336	30 438	19 444	5 794	na	2 431	2 302	1 310	77 838

(a) 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/659136.

(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'.

Table 19A.26 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 (e)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
(c)	A client's housing tenancy 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)	SA collection methodology for 2011-12 does not allow for this type of analysis.									
(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.									

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

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

TABLE 19A.27

Table 19A.27 **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 (e)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
2015-16										
Type of tenure <u>before</u> support										
Independent housing										
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
Total	%	47.8	44.4	46.1	40.8	40.6	43.5	37.9	68.6	47.4
Non-independent housing										
Crisis	%	8.8	6.0	8.1	7.3	4.1	4.5	15.4	5.4	7.6
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
Total	%	52.2	55.6	53.9	59.2	59.4	56.5	62.1	31.4	52.6
Type of tenure <u>after</u> support										
Independent housing										
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

TABLE 19A.27

Table 19A.27 **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 (e)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
Other rental	%	3.1	1.4	1.9	1.7	3.5	2.8	1.2	1.9	2.3
Total	%	63.1	58.6	65.5	53.6	68.0	55.3	62.6	72.5	63.3
Non-independent housing										
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
Total	%	36.9	41.4	34.5	46.4	32.0	44.7	37.4	27.5	36.7
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
2014-15										
Type of tenure <u>before</u> support										
Independent housing										
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
Total	%	46.9	43.9	45.8	37.9	36.5	43.7	34.4	67.9	46.0
Non-independent housing										
Crisis	%	10.9	4.9	7.1	7.2	6.7	8.5	12.8	4.7	7.7

TABLE 19A.27

Table 19A.27 **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 (e)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
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
Total	%	53.1	56.1	54.2	62.1	63.5	56.3	65.6	32.1	54.0
Type of tenure <u>after</u> support										
Independent housing										
Purchasing/purchased own home	%	0.6	0.3	0.1	0.1	–	0.4	–	–	0.3
Private rental	%	29.6	23.6	29.7	14.6	19.9	31.9	8.6	6.2	25.6
Public housing rental	%	18.7	24.8	24.1	28.2	27.4	18.9	39.6	60.6	25.7
Community housing rental	%	9.0	5.2	7.9	3.1	6.3	5.3	9.8	2.5	7.0
Other rental	%	4.1	1.8	1.7	2.2	7.4	1.6	3.7	0.3	2.5
Total	%	62.1	55.7	63.6	48.3	61.0	58.1	61.7	69.7	61.1
Non-independent housing										
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
Total	%	37.9	44.3	36.4	51.7	39.0	41.9	38.3	30.3	38.9

TABLE 19A.27

Table 19A.27 **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 (e)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
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
2013-14										
Type of tenure <u>before</u> support										
Independent housing										
Purchasing/purchased own home	%	0.7	0.6	0.3	0.1	np	1.3	1.6	np	0.5
Private rental	%	23.8	20.0	26.4	11.7	10.8	25.5	3.8	7.1	22.1
Public housing rental	%	14.9	16.6	11.6	24.9	24.6	11.0	25.4	43.6	16.6
Community housing rental	%	5.9	2.6	4.3	2.4	6.8	1.0	6.0	5.5	4.5
Other rental	%	3.1	4.0	2.1	2.4	5.0	0.3	4.2	2.2	2.7
Total	%	48.4	43.8	44.7	41.5	47.2	39.1	41.0	58.4	46.4
Non-independent housing										
Crisis	%	10.4	4.1	6.7	6.5	7.6	8.0	8.1	5.0	7.2
Transitional Housing (incl. rent free)	%	1.9	4.2	0.7	2.5	3.6	–	4.5	1.8	1.8
Caravan park rental	%	0.9	2.5	1.8	0.3	0.3	0.7	0.5	0.3	1.4
Institutional setting	%	1.5	5.5	1.2	2.5	6.0	3.0	0.9	2.6	2.2
Improvised dwelling/sleeping rough	%	7.0	9.5	10.5	10.0	7.3	10.9	14.4	6.7	8.8
Boarding/rooming house	%	11.5	11.7	13.4	16.3	13.3	10.3	4.7	8.7	12.4
Other (no tenure)	%	18.4	18.7	21.1	20.4	14.6	27.9	26.0	16.4	19.8
Total	%	51.6	56.2	55.4	58.5	52.7	60.8	59.1	41.5	53.6
Type of tenure <u>after</u> support										
Independent housing										
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

TABLE 19A.27

Table 19A.27 **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 (e)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
Public housing rental	%	18.5	26.6	19.3	34.2	28.0	24.3	47.1	49.7	23.9
Community housing rental	%	11.1	3.6	7.0	3.9	10.8	2.3	1.3	4.7	7.2
Other rental	%	3.2	2.4	2.1	2.2	3.6	0.7	3.3	1.4	2.4
Total	%	65.6	57.6	57.3	54.4	56.7	56.2	60.7	61.1	60.2
Non-independent housing										
Crisis	%	6.1	4.2	7.9	6.0	7.3	6.9	9.5	10.3	6.6
Transitional Housing (incl. rent free)	%	2.7	3.9	2.2	2.1	3.6	2.0	2.0	3.9	2.7
Caravan park rental	%	0.9	1.4	1.5	0.2	1.3	0.4	0.5	–	1.1
Institutional setting	%	1.6	4.8	1.0	1.1	3.0	3.1	3.4	0.7	1.8
Improvised dwelling/sleeping rough	%	3.6	4.7	4.8	8.3	3.3	4.3	4.7	5.3	4.5
Boarding/rooming house	%	8.5	10.2	11.5	15.1	13.8	9.5	5.7	7.4	10.4
Other (no tenure)	%	11.2	13.2	14.0	12.8	10.9	17.7	13.5	11.4	12.8
Total	%	34.6	42.4	42.9	45.6	43.2	43.9	39.3	39.0	39.9
Total 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
2012-13										
Type of tenure <u>before</u> support										
Independent housing										
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
Total	%	51.9	42.0	41.1	48.4	40.1	26.1	28.1	39.6	44.3

TABLE 19A.27

Table 19A.27 **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 (e)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
Non-independent housing										
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
Total	%	48.1	58.0	58.9	51.4	59.5	72.4	69.9	59.9	55.7
Type of tenure after support										
Independent housing										
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
Total	%	65.1	55.5	55.4	58.7	52.9	51.1	51.4	46.5	58.0
Non-independent housing										
Crisis	%	6.6	7.0	10.0	7.2	6.1	12.7	8.0	15.4	8.5
Transitional Housing (incl. rent free)	%	2.6	3.4	2.3	2.2	3.8	1.5	2.6	5.4	2.7
Caravan park rental	%	1.8	1.0	1.3	1.1	–	np	–	1.0	1.3
Institutional setting	%	1.1	5.4	0.8	2.3	4.4	1.5	np	1.6	1.7
Improvised dwelling/sleeping rough	%	2.7	4.4	3.4	7.1	1.5	5.6	10.4	3.6	3.7

TABLE 19A.27

Table 19A.27 **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 (e)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
Boarding/rooming house	%	10.1	11.3	11.6	11.7	14.6	8.2	5.5	12.6	11.1
Other (no tenure)	%	10.0	12.0	15.3	9.6	16.6	18.4	21.1	13.7	13.1
Total	%	34.9	44.4	44.6	41.2	47.1	47.9	47.6	53.2	42.0
Total 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

2011-12**Type of tenure before support****Independent housing**

Purchasing/purchased own home	%	0.2	0.5	0.1	–	na	3.2	–	–	0.2
Private rental	%	24.9	17.9	27.1	10.9	na	17.2	11.2	7.1	22.0
Public housing rental	%	13.9	20.6	9.6	32.2	na	8.9	18.6	20.2	15.5
Community housing rental	%	4.1	2.5	3.8	4.6	na	1.9	np	11.0	4.2
Other rental	%	2.4	3.4	2.1	1.2	na	2.6	2.4	2.6	2.3
Total	%	45.5	44.9	42.7	49.0	na	33.7	32.2	40.9	44.2

Non-independent housing

Crisis	%	9.3	3.3	7.4	5.3	na	4.4	4.9	1.6	6.8
Transitional Housing (incl. rent free)	%	1.4	2.8	0.3	1.8	na	np	4.8	1.1	1.2
Caravan park rental	%	2.0	2.5	2.3	1.3	na	–	–	1.1	1.9
Institutional setting	%	3.0	1.5	1.4	2.4	na	4.0	7.8	4.0	2.3
Improvised dwelling/sleeping rough	%	6.1	8.5	9.6	8.3	na	15.9	13.4	24.6	9.2
Boarding/rooming house	%	16.6	15.0	17.6	14.1	na	15.4	9.9	8.1	15.9
Other (no tenure)	%	16.1	21.4	18.7	17.8	na	26.0	25.3	18.6	18.5
Total	%	54.5	55.1	57.3	51.0	na	65.7	66.1	59.1	55.8

TABLE 19A.27

Table 19A.27 **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 (e)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
Type of tenure <u>after</u> support										
Independent housing										
Purchasing/purchased own home	%	0.3	0.9	–	np	na	np	–	–	0.2
Private rental	%	27.2	20.0	27.2	10.5	na	22.3	4.8	6.3	23.0
Public housing rental	%	17.9	26.1	12.5	40.9	na	18.4	29.5	28.7	20.4
Community housing rental	%	7.3	3.5	6.7	3.1	na	3.2	np	11.3	6.2
Other rental	%	2.5	3.8	2.9	2.6	na	np	2.5	2.2	2.8
Total	%	55.2	54.3	49.3	57.1	na	43.8	36.8	48.5	52.7
Non-independent housing										
Crisis	%	8.4	5.1	12.6	4.4	na	12.0	13.1	10.2	9.3
Transitional Housing (incl. rent free)	%	2.0	3.7	2.0	2.1	na	2.5	5.3	1.7	2.3
Caravan park rental	%	2.1	1.2	1.5	1.2	na	np	–	2.1	1.5
Institutional setting	%	2.1	2.8	0.9	2.3	na	4.0	4.9	1.5	1.8
Improvised dwelling/sleeping rough	%	4.4	6.2	5.8	5.5	na	7.0	9.2	7.7	5.4
Boarding/rooming house	%	14.1	12.2	14.4	9.6	na	10.8	11.6	10.1	13.0
Other (no tenure)	%	11.7	14.4	13.6	17.7	na	17.3	18.4	18.2	14.0
Total	%	44.8	45.7	50.7	42.8	na	53.6	62.4	51.5	47.3
Total clients who needed assistance to obtain or maintain independent housing	no.	4 375	2 136	5 171	1 609	na	316	287	796	14 388

(a) 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/659136.

(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'.

Table 19A.27 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 (e)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
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(c) A client's housing tenancy 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) SA collection methodology for 2011-12 does not allow for this type of analysis.

(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.

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

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

TABLE 19A.28

Table 19A.28 **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), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (e)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
2015-16										
Clients who were living in non-independent housing before support:										
Type of tenure <u>before</u> support										
Non-independent housing										
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
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Who obtained independent housing after support: Type of tenure <u>after</u> support										
Independent housing										
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
Total	%	40.3	30.3	42.3	34.2	56.3	37.8	39.7	35.4	37.2
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

TABLE 19A.28

Table 19A.28 **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), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (e)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
2014-15										
Clients who were living in non-independent housing before support:										
Type of tenure <u>before</u> support										
Non-independent housing										
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
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Who obtained independent housing after support: Type of tenure <u>after</u> support										
Independent housing										
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
Total	%	38.8	30.9	40.0	28.4	49.4	42.5	47.6	25.6	35.9
Total clients who were living in non-independent housing before support	no.	10 261	19 698	11 104	3 288	1 802	1 984	1 435	568	48 724

TABLE 19A.28

Table 19A.28 **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), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (e)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
2013-14										
Clients who were living in non-independent housing before support:										
Type of tenure <u>before</u> support										
Non-independent housing										
Crisis	%	25.9	8.3	11.5	12.6	14.5	9.9	11.3	11.8	13.3
Transitional Housing (incl. rent free)	%	4.3	6.0	1.6	6.0	7.6	1.1	3.3	5.1	4.3
Caravan park rental	%	2.4	4.0	4.6	3.5	1.9	1.8	1.3	1.8	3.5
Institutional setting	%	3.8	10.2	2.9	5.6	11.9	6.2	5.5	8.9	6.4
Improvised dwelling/sleeping rough	%	15.1	17.8	22.6	21.4	10.8	17.0	25.0	18.0	18.4
Boarding/rooming house	%	19.8	24.2	21.0	26.7	28.8	17.3	11.5	21.7	22.2
Other (no tenure)	%	28.8	29.6	35.8	24.1	24.6	46.7	42.2	32.8	31.9
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Who obtained independent housing after support: Type of tenure <u>after</u> support										
Independent housing										
Purchasing/purchased own home	%	0.3	0.1	0.2	0.3	0.2	0.2	0.9	0.3	0.2
Private rental	%	22.4	15.3	14.5	13.0	19.0	17.0	8.4	4.1	16.3
Public housing rental	%	8.4	12.1	11.2	15.1	10.4	17.8	27.6	16.8	12.1
Community housing rental	%	6.8	1.4	5.3	3.1	6.7	1.8	4.4	1.2	3.9
Other rental	%	3.3	1.4	1.1	1.1	1.3	0.6	2.5	1.6	1.7
Total	%	41.2	30.3	32.2	32.6	37.6	37.4	43.8	24.0	34.2
Total clients who were living in non-independent housing before support	no.	10 050	18 996	10 577	2 715	1 177	1 768	1 573	633	46 265

TABLE 19A.28

Table 19A.28 **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), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (e)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
2012-13										
Clients who were living in non-independent housing before support:										
Type of tenure <u>before</u> support										
Non-independent housing										
Crisis	%	24.5	8.8	13.6	12.5	9.9	11.3	8.5	14.4	13.5
Transitional Housing (incl. rent free)	%	3.4	6.1	2.4	4.1	9.1	0.6	2.9	3.0	4.2
Caravan park rental	%	3.9	3.6	4.1	4.4	1.2	2.4	0.7	5.8	3.6
Institutional setting	%	4.3	8.9	2.8	8.1	5.2	3.6	4.9	11.3	5.8
Improvised dwelling/sleeping rough	%	12.0	16.0	21.0	22.7	6.6	18.0	23.8	20.5	17.0
Boarding/rooming house	%	23.4	28.2	22.6	26.4	31.3	19.1	9.5	17.6	24.6
Other (no tenure)	%	28.5	28.4	33.5	21.8	36.7	45.1	49.6	27.4	31.3
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Who obtained independent housing after support: Type of tenure <u>after</u> support										
Independent housing										
Purchasing/purchased own home	%	2.1	1.9	3.1	1.9	2.6	4.6	4.1	4.2	2.5
Private rental	%	13.2	8.3	9.5	9.1	7.4	8.1	6.3	15.3	9.5
Public housing rental	%	8.3	8.7	8.1	5.5	9.4	8.4	8.3	8.3	8.1
Community housing rental	%	7.7	8.0	8.7	6.9	10.3	12.2	10.6	5.6	8.4
Other rental	%	4.7	3.7	5.9	2.3	3.9	5.4	3.8	4.5	4.4
Total	%	36.0	30.6	35.2	25.7	33.6	38.7	33.0	37.9	33.0
Total clients who were living in non-independent housing before support	no.	8 277	17 654	10 201	2 577	1 405	1 343	1 670	813	42 917

TABLE 19A.28

Table 19A.28 **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), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (e)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
2011-12										
Clients who were living in non-independent housing before support:										
Type of tenure <u>before</u> support										
Non-independent housing										
Crisis	%	22.3	10.1	12.1	15.1	na	9.4	13.5	6.7	13.8
Transitional Housing (incl. rent free)	%	3.7	5.9	1.3	3.6	na	2.4	8.4	4.0	3.9
Caravan park rental	%	3.9	4.6	4.7	3.4	na	1.4	–	2.6	4.1
Institutional setting	%	5.3	6.0	3.5	8.0	na	4.5	8.5	9.3	5.3
Improvised dwelling/sleeping rough	%	14.1	18.9	21.8	18.2	na	20.7	21.5	30.3	18.6
Boarding/rooming house	%	24.1	29.0	27.3	29.6	na	21.1	10.7	20.9	26.6
Other (no tenure)	%	26.6	25.6	29.3	21.9	na	40.6	37.3	26.3	27.7
Total	%	100.0	100.0	100.0	100.0	na	100.0	100.0	100.0	100.0
Clients who obtained independent housing after support: Type of tenure <u>after</u> support										
Independent housing										
Purchasing/purchased own home	%	0.2	0.2	0.1	0.5	na	–	0.5	0.3	0.2
Private rental	%	14.1	13.4	10.7	10.6	na	18.3	5.3	5.0	12.5
Public housing rental	%	7.6	8.5	5.3	18.3	na	11.1	19.9	15.1	8.7
Community housing rental	%	5.9	2.2	5.5	3.2	na	2.8	1.7	4.6	4.2
Other rental	%	2.1	1.6	2.0	1.0	na	0.6	0.3	0.5	1.7
Total	%	29.9	26.1	23.6	33.7	na	32.7	27.7	25.5	27.2
Total clients who were living in non-independent housing before support	no.	9 079	14 629	9 615	2 446	na	1 457	1 368	775	38 421

Table 19A.28 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), (c)

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (e)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
(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/659136 .									
(b)	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'.									
(c)	A client's housing tenancy 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)	SA collection methodology for 2011-12 does not allow for this type of analysis.									
(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.									

na Not available. – Nil or rounded to zero.

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

Table 19A.29 **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), (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>
2015-16										
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.	18 619	22 592	12 307	3 121	2 081	2 750	1 390	1 106	63 283
	%	88.5	87.3	88.0	91.9	87.3	87.3	89.5	90.5	88.6
By type of independent housing tenure achieved at the end of support (f)										
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
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
	%	11.5	12.7	12.0	8.1	12.7	12.7	10.5	9.5	11.4
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
2014-15										
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.	11 277	23 466	13 269	3 254	1 890	2 530	1 488	1 009	57 520
	%	90.1	87.1	88.2	90.5	89.5	89.9	91.3	89.4	88.9
By type of independent housing tenure achieved at the end of support (f)										
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

Table 19A.29 **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), (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>
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
	%	9.9	12.9	11.8	9.5	10.5	10.1	8.7	10.6	11.1
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:

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

no.	9 858	18 769	11 604	3 137	1 524	1 695	1 453	591	48 136
%	91.2	87.5	87.6	92.5	86.6	91.2	90.8	88.0	89.2

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

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
%	8.8	12.5	12.4	7.5	13.4	8.8	9.2	12.0	10.8

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
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Table 19A.29 **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), (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>	
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	
%	91.6	87.1	88.6	92.0	92.3	87.6	88.9	86.0	89.4	
By type of independent housing tenure achieved at the end of support (f)										
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
Did present again needing housing/accommodation assistance (a)										
no.	713	2 114	1 230	290	130	127	129	73	4 560	
%	8.4	12.9	11.4	8.0	7.7	12.4	11.1	14.0	10.6	
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	

2011-12

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.	7 659	12 230	8 466	3 314	1 154	942	935	504	34 858
%	91.4	90.9	87.7	92.5	94.0	89.5	89.8	88.5	90.8

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

Purchasing/purchased own home	%	2.4	1.7	1.2	2.0	4.2	3.5	1.9	2.5	1.9
Private rental	%	58.9	60.9	65.1	52.4	45.1	53.3	24.6	28.2	58.6

Table 19A.29 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), (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	%	19.6	27.5	17.6	34.9	37.7	29.3	61.7	50.0	25.7
Community housing rental	%	12.9	4.2	10.8	5.3	9.3	9.5	6.9	12.9	8.3
Other Rental	%	6.1	5.7	5.3	5.4	3.7	4.4	5.0	6.4	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.	723	1 222	1 192	270	74	110	106	66	3 542
	%	8.6	9.1	12.3	7.5	6.0	10.5	10.2	11.5	9.2
Total clients who needed assistance to obtain or maintain independent housing and achieved independent housing at the end of support (a)										
	no.	8 381	13 452	9 658	3 584	1 228	1 052	1 041	569	38 400

- (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/659136.
- (c) The methodology used to derive these data has changed for the 2015-16 collection period in order to more accurately identify clients who re-present for support, and to clarify the disaggregation of clients by housing tenure type. Data for reporting years 2011-12 through 2014-15 have been revised accordingly.
- (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.
- (f) 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.30 **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), (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>	
2015-16										
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.	5 202	1 805	3 871	766	511	310	266	810	13 316	
%	85.0	81.6	86.1	88.0	84.6	79.5	89.3	90.5	85.9	
By type of independent housing tenure achieved at the end of support (f)										
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
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
%	87.8	80.4	85.7	87.0	89.9	86.1	87.3	88.2	86.6

Table 19A.30 **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), (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>
By type of independent housing tenure achieved at the end of support (f)										
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)										
	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
	%	90.0	81.9	84.5	90.7	87.2	85.5	88.8	87.5	87.0
By type of independent housing tenure achieved at the end of support (f)										
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

Table 19A.30 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), (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>
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
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
%	90.2	82.3	85.0	86.6	87.8	88.7	87.2	82.4	86.9
By type of independent housing tenure achieved at the end of support (f)									
Purchasing/purchased own home %	0.4	0.2	0.3	0.4	1.1	0.7	0.6	0.3	0.4
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

Table 19A.30 **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), (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>	
2011-12										
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.	1 812	796	1 990	737	198	104	80	305	5 913	
%	89.8	84.9	81.7	91.0	94.3	86.7	79.9	86.0	86.7	
By type of independent housing tenure achieved at the end of support (f)										
Purchasing/purchased own home	%	0.4	0.5	0.3	0.3	1.2	0.9	–	–	0.4
Private rental	%	45.0	36.2	53.3	18.4	28.6	51.9	20.4	14.3	41.2
Public housing rental	%	33.9	49.9	25.7	67.2	56.7	34.6	72.4	61.0	39.7
Community housing rental	%	14.2	6.3	13.9	7.6	11.5	6.7	3.1	19.4	12.2
Other Rental	%	6.5	7.2	6.8	6.5	2.0	5.9	4.2	5.2	6.5
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.	205	142	447	73	12	16	20	49	905	
%	10.2	15.1	18.3	9.0	5.7	13.3	20.1	14.0	13.3	
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.	2 018	938	2 437	810	210	120	100	354	6 818	

(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'.

Table 19A.30 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), (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)	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/659136 .									
(c)	The methodology used to derive these data has changed for the 2015-16 collection period in order to more accurately identify clients who re-present for support, and to clarify the disaggregation of clients by housing tenure type. Data for reporting years 2011-12 through 2014-15 have been revised accordingly.									
(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.									
(f)	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.31

Table 19A.31 **Proportion of 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>
2015-16										
Proportion of clients experiencing homelessness who had repeat periods of homelessness										
Capital city	%	6.4	5.1	6.1	6.2	4.9	7.2	7.3	6.9	5.4
Balance of State	%	6.4	6.3	6.4	5.6	6.8	5.3	23.9	7.9	5.9
Total	%	6.4	5.5	6.3	6.0	5.3	6.1	7.9	7.4	5.6
Clients who had more than one period of homelessness										
Capital city	no.	1 067	1 515	592	391	358	151	188	88	3 958
Balance of State	no.	1 096	828	916	198	140	139	21	114	3 083
Total	no.	2 169	2 345	1 508	590	498	290	209	202	7 047
Clients who experienced homelessness at some time in 2015-16										
Capital city	no.	18 629	36 485	9 958	6 700	8 555	2 155	2 634	1 363	84 630
Balance of State	no.	18 000	14 243	14 593	4 492	2 386	2 664	93	1 547	56 470
Total	no.	36 732	50 608	24 550	11 280	10 937	4 820	2 726	2 912	141 067
2014-15										
Proportion of clients experiencing homelessness who had repeat periods of homelessness										
Capital city	%	7.4	5.6	6.0	6.6	5.4	6.5	6.8	5.9	5.7
Balance of State	%	6.4	7.0	5.2	5.4	5.8	6.9	23.7	4.9	5.7
Total	%	6.9	6.0	5.5	6.2	5.5	6.7	7.3	5.4	5.7
Clients who had more than one period of homelessness										
Capital city	no.	886	1 612	541	416	358	119	178	64	3 802
Balance of State	no.	794	897	801	183	124	143	18	66	2 731
Total	no.	1 680	2 509	1 342	599	482	262	196	130	6 533
Clients who experienced homelessness at some time in 2014-15										
Capital city	no.	12 933	34 400	9 221	6 730	8 329	1 896	2 754	1 153	75 674
Balance of State	no.	13 312	14 116	15 626	4 486	2 721	2 131	78	1 438	52 537

TABLE 19A.31

Table 19A.31 Proportion of 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.	26 242	48 456	24 844	11 297	11 055	4 027	2 833	2 596	128 124
2013-14										
Proportion of clients experiencing homelessness who had repeat periods of homelessness										
Capital city	%	6.1	4.2	5.1	5.6	8.1	4.7	6.3	5.8	5.0
Balance of State	%	6.0	5.1	4.9	4.4	10.1	4.9	13.0	4.4	5.1
Total	%	6.1	4.5	5.0	5.2	8.7	4.8	6.5	5.0	5.0
Clients who had more than one period of homelessness										
Capital city	no.	785	1 084	418	287	401	72	162	59	2 985
Balance of State	no.	604	614	692	117	196	95	11	72	2 186
Total	no.	1 389	1 699	1 110	405	597	167	173	130	5 171
Clients who experienced homelessness at some time in 2013-14										
Capital city	no.	15 355	33 018	8 965	5 923	6 669	1 756	3 011	1 222	74 353
Balance of State	no.	12 332	14 718	15 269	4 422	2 469	2 167	87	2 118	52 190
Total	no.	27 736	47 708	24 230	10 402	9 131	3 925	3 102	3 340	126 521
2012-13										
Proportion of clients experiencing homelessness who had repeat periods of homelessness										
Capital city	%	5.7	4.0	5.1	6.3	3.7	4.7	7.1	5.0	4.4
Balance of State	%	5.7	4.1	4.4	3.5	3.9	4.3	15.4	4.7	4.2
Total	%	5.7	4.0	4.7	5.1	3.7	4.5	7.4	4.8	4.3
Clients who had more than one period of homelessness										
Capital city	no.	658	847	390	243	217	56	180	49	2 361
Balance of State	no.	540	439	561	109	105	66	14	58	1 676
Total	no.	1 198	1 285	951	353	322	124	194	107	4 037
Clients who experienced homelessness at some time in 2012-13										
Capital city	no.	15 115	30 690	9 095	4 708	7 674	1 531	3 172	1 388	71 306

TABLE 19A.31

Table 19A.31 **Proportion of 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>
Balance of State	no.	13 191	14 969	14 722	5 217	3 377	1 803	94	1 810	53 667
Total	no.	28 374	45 654	23 805	9 890	11 057	3 336	3 273	3 205	124 974
2011-12										
Proportion of clients experiencing homelessness who had repeat periods of homelessness										
Capital city	%	8.5	6.2	7.7	5.6	3.9	6.4	12.9	5.6	6.5
Balance of State	%	7.1	6.5	5.5	5.6	4.4	7.0	25.3	7.1	5.8
Total	%	7.8	6.3	6.2	5.6	4.1	6.7	13.3	6.4	6.1
Clients who had more than one period of homelessness										
Capital city	no.	847	1 132	511	229	227	85	274	60	3 099
Balance of State	no.	707	619	712	138	101	110	22	95	2 241
Total	no.	1 554	1 751	1 223	368	328	194	295	155	5 340
Clients who experienced homelessness at some time in 2011-12										
Capital city	no.	13 511	25 182	8 365	5 099	6 972	1 765	3 258	1 453	63 715
Balance of State	no.	13 552	14 039	15 199	3 615	2 628	1 868	103	1 683	51 451
Total	no.	27 069	39 208	23 545	8 744	9 599	3 632	3 370	3 113	115 158

(a) 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/659136.

(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) 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/or conditions of occupancy. Nationally for 2015-16, 29 652 clients (10.6 per cent) were excluded for this reason. By jurisdiction, the numbers of clients excluded from the analysis for this reason are:

NSW: 5636 (8.1 per cent); Victoria: 16 203 (15.4 per cent); Queensland: 952 (2.2 per cent); WA: 3100 (12.8 per cent); SA: 3014 (14.4 per cent); Tasmania: 161 (2.1 per cent); ACT: 121 (2.6 per cent); NT: 554 (6.8 per cent).

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.

Table 19A.31 **Proportion of 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>
(d)	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.									
(e)	Prior to 2013-14, the Australian Standard Geographical Classification (ASGC) geographical framework has been applied. Since 2013-14 the newer Australian Statistical Geography Standard (ASGS) geographical framework has been applied. Data have been revised for 2013-14 and 2014-15 accordingly, with balance of state data for NSW and the ACT particularly affected.									
(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.32

Table 19A.32 **Proportion of Aboriginal and Torres Strait Islander clients experiencing homelessness, who had repeat periods of homelessness (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 (g)</i>
2015-16										
Proportion of clients experiencing homelessness who had repeat periods of homelessness										
Aboriginal and Torres Strait Islander clients	%	7.1	8.9	7.3	6.4	7.6	5.6	9.8	7.1	6.7
Non-Indigenous clients	%	6.1	5.1	5.7	5.7	4.4	6.2	7.4	8.1	5.2
Total	%	6.4	5.5	6.3	6.0	5.3	6.1	7.9	7.4	5.6
Clients who had more than one period of homelessness										
Aboriginal and Torres Strait Islander clients	no.	724	421	638	279	198	44	48	137	2 191
Non-Indigenous clients	no.	1 444	1 924	870	311	300	246	161	65	4 856
Total	no.	2 169	2 345	1 508	590	498	290	209	202	7 047
Clients who experienced homelessness at some time in 2015-16										
Aboriginal and Torres Strait Islander clients	no.	11 028	5 407	8 986	4 715	3 172	791	516	2 059	35 692
Non-Indigenous clients	no.	25 692	45 161	15 566	6 566	7 780	4 028	2 212	849	105 318
Total	no.	36 732	50 608	24 550	11 280	10 937	4 820	2 726	2 912	141 067
2014-15										
Proportion of clients experiencing homelessness who had repeat periods of homelessness										
Aboriginal and Torres Strait Islander clients	%	6.9	8.7	6.0	6.3	6.9	7.9	10.9	5.1	6.3
Non-Indigenous clients	%	6.9	5.7	5.3	6.1	5.0	6.5	6.4	5.9	5.5
Total	%	6.9	6.0	5.5	6.2	5.5	6.7	7.3	5.4	5.7
Clients who had more than one period of homelessness										
Aboriginal and Torres Strait Islander clients	no.	472	407	500	257	155	52	57	87	1 799
Non-Indigenous clients	no.	1 209	2 102	842	342	327	210	139	42	4 734
Total	no.	1 680	2 509	1 342	599	482	262	196	130	6 533

TABLE 19A.32

Table 19A.32 **Proportion of Aboriginal and Torres Strait Islander clients experiencing homelessness, who had repeat periods of homelessness (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 (g)</i>
Clients who experienced homelessness at some time in 2014-15										
Aboriginal and Torres Strait Islander clients	no.	7 465	5 380	8 616	4 503	3 111	683	557	1 840	31 470
Non-Indigenous clients	no.	18 783	43 060	16 232	6 792	7 961	3 344	2 276	749	96 639
Total	no.	26 242	48 456	24 844	11 297	11 055	4 027	2 833	2 596	128 124
2013-14										
Proportion of clients experiencing homelessness who had repeat periods of homelessness										
Aboriginal and Torres Strait Islander clients	%	6.0	6.8	5.6	4.7	9.4	6.3	6.0	5.0	5.7
Non-Indigenous clients	%	6.1	4.3	4.7	5.5	8.4	4.5	6.6	5.0	4.8
Total	%	6.1	4.5	5.0	5.2	8.7	4.8	6.5	5.0	5.0
Clients who had more than one period of homelessness										
Aboriginal and Torres Strait Islander clients	no.	345	264	427	139	174	38	27	95	1 377
Non-Indigenous clients	no.	1 044	1 435	683	266	423	129	146	36	3 794
Total	no.	1 389	1 699	1 110	405	597	167	173	130	5 171
Clients who experienced homelessness at some time in 2013-14										
Aboriginal and Torres Strait Islander clients	no.	7 192	5 155	8 421	3 917	2 669	667	557	2 505	30 498
Non-Indigenous clients	no.	20 554	42 599	15 816	6 487	6 491	3 256	2 549	818	96 067
Total	no.	27 736	47 708	24 230	10 402	9 131	3 925	3 102	3 340	126 521
2012-13										
Proportion of clients experiencing homelessness who had repeat periods of homelessness										
Aboriginal and Torres Strait Islander clients	%	6.9	6.0	5.2	4.0	5.3	4.5	10.3	5.1	5.1
Non-Indigenous clients	%	5.3	3.8	4.4	5.7	3.2	4.5	6.9	4.2	4.1
Total	%	5.7	4.0	4.7	5.1	3.7	4.5	7.4	4.8	4.3

TABLE 19A.32

Table 19A.32 **Proportion of Aboriginal and Torres Strait Islander clients experiencing homelessness, who had repeat periods of homelessness (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 (g)</i>
Clients who had more than one period of homelessness										
Aboriginal and Torres Strait Islander clients	no.	358	197	357	94	120	22	41	76	1 097
Non-Indigenous clients	no.	840	1 088	594	259	202	101	153	31	2 940
Total	no.	1 198	1 285	951	353	322	124	194	107	4 037
Clients who experienced homelessness at some time in 2012-13										
Aboriginal and Torres Strait Islander clients	no.	7 318	4 949	8 104	3 422	3 095	595	575	2 226	29 465
Non-Indigenous clients	no.	21 076	40 759	15 706	6 466	7 999	2 741	2 706	946	95 548
Total	no.	28 374	45 654	23 805	9 890	11 057	3 336	3 273	3 205	124 974
2011-12										
Proportion of clients experiencing homelessness who had repeat periods of homelessness										
Aboriginal and Torres Strait Islander clients	%	8.4	9.0	6.7	5.8	4.3	8.2	13.4	5.5	6.6
Non-Indigenous clients	%	7.6	6.0	6.0	5.4	4.0	6.4	13.3	8.2	6.0
Total	%	7.8	6.3	6.2	5.6	4.1	6.7	13.3	6.4	6.1
Clients who had more than one period of homelessness										
Aboriginal and Torres Strait Islander clients	no.	396	233	438	140	87	41	43	89	1 311
Non-Indigenous clients	no.	1 158	1 518	785	227	240	154	252	67	4 028
Total	no.	1 554	1 751	1 223	368	328	194	295	155	5 340
Clients who experienced homelessness at some time in 2011-12										
Aboriginal and Torres Strait Islander clients	no.	6 640	3 862	7 847	3 341	2 454	625	551	2 097	26 767
Non-Indigenous clients	no.	20 437	35 394	15 700	5 423	7 156	3 007	2 824	1 004	88 412
Total	no.	27 069	39 208	23 545	8 744	9 599	3 632	3 370	3 113	115 158

(a) 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/659136.

Table 19A.32 Proportion of Aboriginal and Torres Strait Islander clients experiencing homelessness, who had repeat periods of homelessness (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 (g)</i>
(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)	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/or conditions of occupancy. Nationally for 2015-16, 29 652 clients (10.6 per cent) were excluded for this reason. By jurisdiction, the numbers of clients excluded from the analysis for this reason are: NSW: 5636 (8.1 per cent); Victoria: 16 203 (15.4 per cent); Queensland: 952 (2.2 per cent); WA: 3100 (12.8 per cent); SA: 3014 (14.4 per cent); Tasmania: 161 (2.1 per cent); ACT: 121 (2.6 per cent); NT: 554 (6.8 per cent). 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.									
(d)	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.									
(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, 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).									
(g)	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.33

Table 19A.33 **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>
2015-16										
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
Proportion of closed support periods with an individual case management plan where (a)										
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
Total closed support periods with an individual case management plan (a)	no.	33 213	55 216	35 549	10 012	9 636	4 450	2 675	4 545	154 429
2014-15										
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
Proportion of closed support periods with an individual case management plan where (a)										
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
Total closed support periods with an individual case management plan (a)	no.	23 620	49 802	35 641	9 562	8 813	4 124	2 736	4 211	137 779

TABLE 19A.33

Table 19A.33 **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>
2013-14										
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
Proportion of closed support periods with an individual case management plan where (a)										
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
Total closed support periods with an individual case management plan (a)	no.	27 915	47 424	28 994	9 001	8 006	3 282	2 422	4 666	130 707
2012-13										
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
Proportion of closed support periods with an individual case management plan where (a)										
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
All the goals achieved	%	35.0	54.3	52.6	27.9	21.5	30.5	33.8	35.7	43.7
Total closed support periods with an individual case management plan (a)	no.	26 986	42 220	26 560	9 032	9 481	2 874	2 220	4 383	123 102

TABLE 19A.33

Table 19A.33 **Case management goals achieved after support (closed support periods) (a), (b)**

	Unit	NSW (c)	Vic	Qld	WA	SA (d)	Tas	ACT	NT	Aust
2011-12										
Total closed support periods with a case management plan that applies to more than one client	no.	6 232	10 870	8 514	3 985	–	1 092	544	645	31 882
Total closed support periods with a case management plan	no.	32 960	47 765	31 578	15 421	8 327	3 999	2 494	4 566	145 564
Proportion of closed support periods with an individual case management plan where (a)										
No goals achieved	%	9.6	10.4	10.9	11.2	33.2	13.2	11.1	5.6	12.0
Up to half the goals achieved	%	28.5	21.3	31.2	35.5	6.3	34.9	30.3	45.2	26.6
Half but not all of the goals achieved	%	22.2	18.5	19.5	21.6	19.0	20.4	27.3	17.5	20.1
All the goals achieved	%	39.7	49.8	38.4	31.8	41.5	31.4	31.4	31.7	41.4
Total closed support periods with an individual case management plan (a)	no.	26 728	36 895	23 064	11 436	8 327	2 908	1 950	3 921	113 683

- (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/659136.
- (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 2012-13 and 2013-14 for some items to inaccurately display as 'half or more goals achieved' in the reported extracts. As this error was only identified in September 2014, data for these items have been excluded.

na Not available. – Nil or rounded to zero.

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

Table 19A.34 **General Government Final Consumption Expenditure, Chain price Index (GGFCE) (a), (b), (c)**

	GGFCE price deflator
	<i>2015-16 dollars (2015-16=100)</i>
<i>Nominal dollars (year)</i>	
2002-03	67.1
2003-04	68.9
2004-05	72.4
2005-06	75.7
2006-07	78.6
2007-08	81.8
2008-09	85.0
2009-10	87.3
2010-11	91.9
2011-12	93.9
2012-13	95.4
2013-14	96.6
2014-15	97.6
2015-16	100.0

- (a) Data are sourced from table 36, Expenditure on Gross Domestic Product (GDP), Chain volume measures and current prices, Annual (Series ID: A2304687R) (ABS 2016). See chapter 2 for information on how these gross domestic product deflators were calculated using data from that source.
- (b) Estimates used to calculate the GGFCE Chain price indexes are subject to annual re-referencing by the Australian Bureau of Statistics (ABS) and also reflect any revisions inherent in source data which are aggregated up to the GGFCE level. These processes can cause volatility in deflator values from year to year. In addition to changes caused by re-referencing and source data revisions, starting from the 2013-14 deflator, the deflator in this table will differ in future reports due to the introduction by the ABS of updated supply-use benchmarks, which will be backcast, causing revisions throughout the time series.
- (c) To convert nominal dollars to real dollars, divide the amount in nominal dollars by the GGFCE Chain price indexes for the applicable financial year and multiply by 100. For example: to convert 2006-07 dollars to 2015-16 dollars, divide by 78.6 and multiply by 100; to convert 2009-10 dollars to 2014-15 dollars, divide by 89.5 and multiply by 100. For further information, see Statistical context, table 2.1, p. 2.6.

Source: Review calculations based on ABS (2016) *Australian National Accounts: National Income, Expenditure and Product, June 2016*, Cat. no. 5206.0, Canberra; table 2A.48.

Table 19A.35 **Jurisdictional homelessness intake and referral systems**

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

(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.