

Table to accompany answer to Question on Notice Number 54

Concession Type	Count
Department of Veterans' Affairs Gold Card	97
Health Care Card	778
Low-Income Health Care Card	269
Pensioner Concession Card	5508
Grand Total	6652

Attachment to Answer to Question on Notice Number 64

	Actuals			
Division	FY24	FY25	FY26 (P2)	Total
Operations ER Implementation of Water Metering & Floodplain Harvesting Reform	1,656,199	3,345,444	435,376	5,437,019
Water Operations: Metering Exemption	119,858	33,519	8,691	162,069
Water Planning: Implementation of Water Metering & Floodplain Harvesting Reform	2,114,684	2,078,640	138,260	4,352,282
NRAR Non-Urban Metering	3,448,290	3,490,000	570,000	7,508,290
Cwth Funding: Northern Metering Reforms	1,353,208	45,003	68,412	1,466,623
Total	8,692,239	8,992,606	1,220,738	18,905,584

Note: The financial data in this table reflects costs since 2023, which is when the Non-Urban Metering Review commenced.

Question on Notice 66:**ANSWER:**

I am advised:

1. The average retention rate increased from 68% in FY23/24 to 79% in FY24/25. The table below represents the rolling average of the retention rate at the end of each quarter for the last two financial years.

Retention Rate		
Quarters	FY23/24	FY24/25
July-Sep	66%	72%
Oct-Dec	65%	78%
Jan-Mar	69%	92%
Apr-Jun	74%	75%
Average	68%	79%

2. The following formula is used to calculate the retention rate, based on permanent staff

Retention Rate =	Number of permanent employees who are still employed in the month's pay run of the current FY, who were also employed in the month's pay run in the previous FY	X100
	Number of permanent employees in the same month's pay run in the previous FY	

Question on Notice 71

Table 1: Unassisted requests by DCJ District by Age and Sex

	2021-22																	
	Aged 0-9		Aged 10-14		Aged 15-17		Aged 18-24		Aged 25-34		Aged 35-44		Aged 45-54		Aged 55-64		Aged 65+	
	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
Central Coast	<5	<5	<5	<5	<5	<5	<5	<5	<5	8	<5	6	<5	<5	<5	<5	<5	<5
Far West NSW	6	8	<5	<5	<5	6	<5	<5	5	13	<5	12	<5	<5	6	<5	<5	<5
Hunter	107	88	34	41	30	61	74	165	85	190	93	165	58	101	22	26	6	12
Illawarra Shoalhaven	102	64	37	33	195	559	370	866	55	341	63	263	36	123	15	51	5	21
Mid North Coast	23	35	23	17	28	50	37	63	28	33	12	11	8	10	<5	<5	<5	5
Murrumbidgee	15	8	6	10	19	24	20	33	30	50	30	37	18	31	9	5	<5	7
Nepean Blue Mountains	48	53	12	16	23	24	14	23	<5	16	7	15	7	10	<5	<5	<5	<5
New England	39	36	15	26	12	20	32	75	23	109	20	81	16	42	6	21	<5	10
Northern NSW	<5	<5	<5	<5	<5	<5	<5	<5	<5	6	<5	7	<5	<5	<5	<5	<5	<5
Northern Sydney	10	11	9	16	30	38	34	54	7	112	8	79	10	37	6	19	<5	10
South Eastern Sydney	16	13	9	13	42	78	91	114	77	167	87	145	55	60	27	18	12	18
South Western Sydney	13	14	<5	8	<5	11	31	52	69	77	72	81	42	26	18	16	<5	5
Southern NSW	<5	5	<5	<5	<5	5	9	28	14	49	19	45	15	19	7	11	6	<5
Sydney	40	36	12	16	9	10	15	58	24	94	10	78	8	31	9	11	<5	<5
Western NSW	20	15	<5	10	<5	7	12	27	15	45	12	24	9	13	5	5	<5	<5
Western Sydney	10	11	7	<5	32	59	53	98	12	90	11	75	5	19	<5	10	<5	<5
Total (All NSW)	456	401	169	215	430	955	798	1,669	452	1,400	450	1,124	293	533	140	201	48	101

Notes:

1. Source: Consolidated data from the Client Information Management System (CIMS) and other homelessness CMS in NSW.
2. Numbers exclude multiple requests from the same person (at any agency) on the same day, but may include requests from the same person (at any agency) on different days.
3. Some unassisted requests have been excluded due to missing information.
4. DCJ District location is based on the location of the SHS agency that recorded the unassisted request.

2022-23																			
	Aged 0-9		Aged 10-14		Aged 15-17		Aged 18-24		Aged 25-34		Aged 35-44		Aged 45-54		Aged 55-64		Aged 65+		
	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	
Central Coast	<5	<5	<5	<5	<5	<5	<5	7	<5	<5	<5	<5	<5	<5	<5	<5	<5	<5	
Far West NSW	13	9	6	13	<5	10	<5	10	6	24	7	20	18	11	5	8	<5	<5	
Hunter	84	64	32	30	55	85	106	138	122	136	128	110	77	61	36	25	8	15	
Illawarra Shoalhaven	173	187	55	67	267	470	296	747	98	366	111	306	68	175	33	68	12	22	
Mid North Coast	26	36	18	17	28	41	35	60	22	42	8	21	7	15	<5	5	<5	8	
Murrumbidgee	17	22	13	9	30	30	32	42	54	75	67	69	31	30	12	24	12	13	
Nepean Blue Mountains	41	43	12	11	8	14	15	25	21	34	9	27	6	12	<5	8	6	<5	
New England	54	41	18	12	30	31	58	79	63	113	35	90	36	45	13	14	7	11	
Northern NSW	<5	<5	<5	<5	<5	<5	<5	6	<5	8	<5	15	<5	5	<5	<5	<5	<5	
Northern Sydney	8	11	13	25	32	61	42	115	12	152	13	129	9	84	5	24	<5	16	
South Eastern Sydney	38	52	16	23	73	110	116	176	122	181	115	217	73	86	48	28	19	9	
South Western Sydney	<5	7	<5	<5	5	17	40	82	62	126	60	108	39	55	12	21	5	10	
Southern NSW	<5	<5	<5	<5	<5	<5	6	7	12	53	16	48	16	20	9	10	<5	9	
Sydney	21	27	13	6	17	50	37	108	35	106	38	74	53	35	9	7	<5	<5	
Western NSW	14	11	13	<5	8	11	34	49	11	80	25	48	7	29	<5	17	<5	7	
Western Sydney	10	28	<5	6	30	61	52	122	7	89	<5	72	<5	28	<5	5	<5	9	
Total (All NSW)	503	543	213	222	585	996	875	1,773	648	1,587	635	1,358	445	692	192	265	86	136	

2023-24																		
	Aged 0-9		Aged 10-14		Aged 15-17		Aged 18-24		Aged 25-34		Aged 35-44		Aged 45-54		Aged 55-64		Aged 65+	
	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
Central Coast	8	11	6	<5	<5	<5	<5	12	8	12	10	18	8	7	6	<5	<5	<5
Far West NSW	14	10	<5	9	<5	9	9	9	10	27	15	24	8	8	11	9	<5	<5
Hunter	114	116	57	55	49	114	86	191	80	207	85	175	52	90	15	36	5	16
Illawarra Shoalhaven	211	189	58	63	227	442	336	847	111	438	102	296	80	184	41	63	13	36
Mid North Coast	53	62	33	37	33	45	41	92	32	76	34	71	23	26	6	16	<5	<5
Murrumbidgee	36	19	12	13	20	18	45	36	69	76	40	75	45	46	15	15	11	16
Nepean Blue Mountains	6	19	<5	21	36	53	42	74	13	33	10	42	16	20	5	10	<5	<5
New England	56	43	33	21	29	28	50	86	32	116	45	98	37	50	14	13	6	12
Northern NSW	<5	<5	<5	<5	<5	<5	<5	5	<5	6	<5	16	<5	16	<5	<5	<5	<5
Northern Sydney	6	17	11	17	33	34	41	118	13	163	17	148	13	102	10	56	8	32
South Eastern Sydney	21	20	12	33	107	151	173	231	142	208	165	190	137	102	76	46	31	17
South Western Sydney	18	36	6	5	15	25	34	97	43	174	47	121	30	82	10	26	<5	11
Southern NSW	<5	<5	<5	<5	<5	6	7	17	14	51	20	59	11	36	6	18	5	6
Sydney	71	84	24	54	68	122	71	168	19	118	10	94	10	33	5	<5	<5	<5
Western NSW	<5	<5	<5	<5	11	19	23	68	33	53	16	27	12	14	<5	7	6	<5
Western Sydney	6	8	8	10	51	81	106	158	<5	108	<5	67	5	41	<5	18	<5	<5
Total (All NSW)	629	641	270	344	681	1,151	1,068	2,209	621	1,866	618	1,521	490	857	225	343	97	167

Table 2: Unassisted requests - Service(s) Requested and Reason(s) service not provided

2021-22																	
Services Requested						Reason Services Not Provided											
	Short-term Accommodation	Other Accommodation	General Assistance	Specialised Services	Assistance for DFV	Not Indicated	Person did not accept service	Person wanted different service	Agency was wrong in area	No accommodation available	No other services available	Insufficient staff	Wrong target group	Facilities not suitable for special needs	Person did not meet criteria	No fee-free service available	Other reason
Central Coast	16	41	22	<5	<5	<5	<5	<5	<5	5	26	17	5	<5	<5	<5	13
Far West NSW	42	12	20	<5	5	<5	9	<5	7	19	<5	<5	7	<5	8	<5	25
Hunter	605	606	713	160	138	<5	407	56	311	204	13	<5	93	<5	28	<5	645
Illawarra Shoalhaven	511	1,940	908	22	100	<5	945	89	63	961	16	101	177	5	66	<5	696
Mid North Coast	178	120	61	5	24	<5	32	16	37	56	<5	<5	52	<5	12	<5	116
Murrumbidgee	250	79	61	20	21	<5	61	13	27	108	<5	<5	60	5	18	<5	96
Nepean Blue Mountains	365	100	139	100	163	<5	70	61	84	301	125	<5	62	<5	<5	<5	158
New England	289	149	164	79	79	<5	16	19	11	68	<5	10	92	<5	29	<5	287
Northern NSW	13	14	<5	<5	5	<5	<5	<5	6	<5	<5	<5	9	<5	<5	<5	7
Northern Sydney	454	221	114	65	89	<5	106	20	45	170	15	8	65	19	30	20	215
South Eastern Sydney	1,581	259	274	82	82	<5	201	117	99	1,018	31	178	137	45	49	7	283
South Western Sydney	376	328	163	77	57	<5	84	33	33	64	17	84	45	6	16	<5	242
Southern NSW	66	53	128	64	<5	<5	19	6	16	46	<5	8	53	<5	<5	<5	141
Sydney	561	107	100	26	22	<5	90	49	37	85	8	9	117	11	22	8	351
Western NSW	152	77	87	22	15	<5	46	6	27	40	<5	<5	8	6	<5	<5	143
Western Sydney	969	180	151	78	169	<5	119	59	93	544	19	<5	203	18	31	6	371
Total (All NSW)	6,428	4,286	3,109	803	975	<5	2,210	548	899	3,693	284	426	1,185	129	323	47	3,789

2022-23																	
Services Requested						Reason Services Not Provided											
	Short-term Accommodation	Other Accommodation	General Assistance	Specialised Services	Assistance for DFV	Not Indicated	Person did not accept service	Person wanted different service	Agency was wrong in area	No accommodation available	No other services available	Insufficient staff	Wrong target group	Facilities not suitable for special needs	Person did not meet criteria	No fee-free service available	Other reason
Central Coast	<5	15	11	<5	<5	<5	<5	<5	<5	<5	<5	<5	8	<5	<5	<5	10
Far West NSW	68	14	55	5	6	<5	28	7	9	34	<5	<5	7	<5	7	<5	41
Hunter	636	827	463	199	130	<5	467	39	256	308	14	<5	131	9	51	<5	720
Illawarra Shoalhaven	797	1,801	963	25	245	<5	634	65	225	1,343	210	142	97	<5	21	<5	624
Mid North Coast	199	106	88	13	28	<5	47	17	54	34	<5	<5	57	8	5	<5	152
Murrumbidgee	384	131	118	17	20	<5	109	31	32	203	14	<5	51	<5	13	<5	148
Nepean Blue Mountains	597	166	238	234	323	<5	90	83	85	518	135	10	77	<5	30	<5	228
New England	252	323	242	41	44	<5	30	10	8	25	<5	115	37	<5	<5	<5	334
Northern NSW	20	18	16	10	18	<5	<5	<5	18	5	<5	<5	13	<5	7	<5	16
Northern Sydney	657	221	55	40	116	<5	128	51	88	294	18	12	108	21	14	21	261
South Eastern Sydney	2,743	421	367	116	131	<5	244	127	132	1,798	125	81	195	38	86	29	758
South Western Sydney	509	369	222	149	97	<5	99	20	53	152	9	14	68	12	39	<5	332
Southern NSW	44	29	113	75	10	<5	18	5	9	23	<5	5	79	<5	<5	<5	109
Sydney	547	164	247	109	51	<5	80	102	77	178	22	10	148	25	56	57	275
Western NSW	235	242	174	28	41	<5	33	16	56	30	<5	<5	12	<5	<5	<5	297
Western Sydney	1,004	204	299	149	230	<5	75	79	148	624	41	12	246	19	47	6	352
Total (All NSW)	8,695	5,051	3,671	1,211	1,490	<5	2,084	658	1,254	5,572	599	408	1,334	145	387	123	4,657

2023-24																	
Services Requested						Reason Services Not Provided											
	Short-term Accommodation	Other Accommodation	General Assistance	Specialised Services	Assistance for DFV	Not Indicated	Person did not accept service	Person wanted different service	Agency was wrong area	No accommodation available	No other services available	Insufficient staff	Wrong target group	Facilities not suitable for special needs	Person did not meet criteria	No free-service available	Other reason
Central Coast	41	107	33	<5	15	<5	21	13	7	<5	<5	28	22	<5	<5	<5	44
Far West NSW	38	36	58	5	15	<5	17	<5	6	7	<5	<5	<5	<5	<5	<5	91
Hunter	648	487	553	330	154	<5	190	74	277	245	23	26	108	<5	27	<5	749
Illawarra Shoalhaven	1,177	1,683	1,059	34	332	<5	540	492	173	1,219	146	452	135	8	45	<5	721
Mid North Coast	216	249	63	5	62	<5	59	18	51	47	5	<5	47	<5	20	<5	260
Murrumbidgee	340	135	159	37	33	<5	136	28	21	152	11	<5	51	8	22	<5	188
Nepean Blue Mountains	891	496	479	406	497	<5	131	101	178	690	125	<5	116	9	13	<5	315
New England	266	280	221	98	97	<5	25	11	8	25	14	97	8	<5	<5	<5	376
Northern NSW	301	188	234	29	213	<5	56	80	107	9	<5	<5	57	<5	276	<5	320
Northern Sydney	844	367	257	15	59	<5	83	27	164	463	18	8	147	25	36	12	262
South Eastern Sydney	3,538	411	390	94	112	<5	212	104	140	2,848	79	122	277	41	90	13	390
South Western Sydney	782	338	185	79	52	<5	128	19	57	402	18	22	106	18	55	<5	239
Southern NSW	52	44	162	65	12	<5	34	<5	8	15	<5	17	117	<5	<5	<5	106
Sydney	943	148	127	38	52	<5	60	27	307	543	49	19	175	17	24	17	163
Western NSW	194	204	161	14	37	<5	71	11	50	7	<5	<5	11	<5	<5	<5	268
Western Sydney	1,229	303	569	263	448	<5	81	173	239	858	220	18	169	14	48	6	366
Total (All NSW)	11,500	5,476	4,710	1,514	2,190	<5	1,844	1,185	1,793	7,534	714	818	1,548	151	671	67	4,858

Notes:

1. Source: Consolidated data from the Client Information Management System (CIMS) and other homelessness CMS in NSW.
2. Numbers exclude multiple requests from the same person (at any agency) on the same day, but may include requests from the same person (at any agency) on different days.
3. Some unassisted requests have been excluded due to missing information.
4. DCJ District location is based on the location of the SHS agency that recorded the unassisted request.
5. The total of all service(s) requested and reason(s) service not provided will not equal the sum of unassisted requests as people can seek more than one service and may be unassisted for more than one reason.