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**Australian Institute of
Health and Welfare**

*Authoritative information and statistics
to promote better health and wellbeing*

Government-funded specialist homelessness services

**SAAP National Data Collection
annual report
2010–11**

New South Wales

Australian Institute of Health and Welfare
Canberra

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Please note that there is the potential for minor revisions of data in this report. Please check the online version at <www.aihw.gov.au> for any amendments.

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Summary

This publication is one of eight state and territory supplements that accompany the 2010–11 annual report on the use of government-funded specialist homelessness services in Australia (AIHW 2011a). Information to aid readers in interpreting the data is presented in the national report and appendixes (AIHW 2011i).

In line with the national picture, service users in New South Wales:

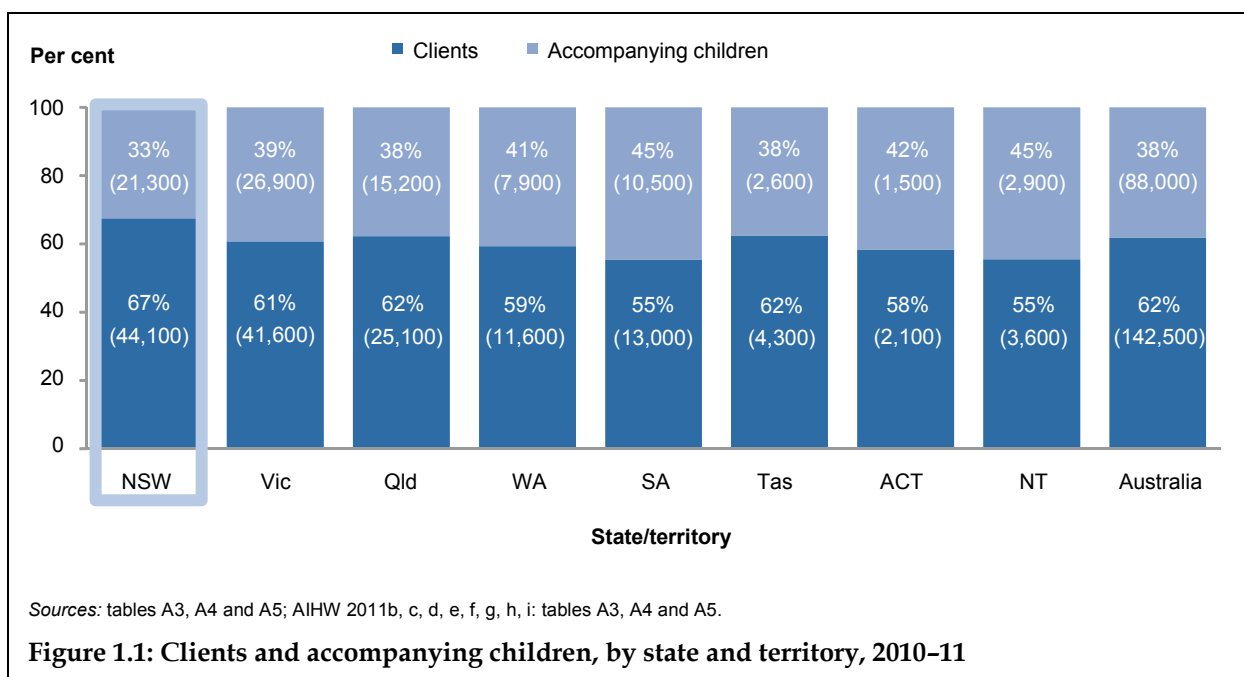
- were mostly female
- were often relatively young
- were mostly non-Indigenous, however, Aboriginal and Torres Strait Islander people were over-represented relative to their population size
- commonly sought support because of interpersonal relationship, financial, or accommodation-related issues
- immediately on exit from support, were most often living in a house or flat; were not employed; and had a government pension or benefit as their main source of income.

Some other points of interest in New South Wales were:

- the rate of use of specialist homelessness services was lower than the national average
- clients were supported and accommodated for relatively long periods, with the lengths of support and accommodation being longer than the national average.

1 How many people were supported?

In 2010–11, an estimated 65,400 people received support from a government-funded specialist homelessness agency in New South Wales. Of these, 44,100 (67%) were clients and 21,300 (33%) were children accompanying clients (Figure 1.1).



This was equivalent to 1 in 111 people in New South Wales using services – a lower rate of use than the national figure of 1 in 97 people (Table 1.1).

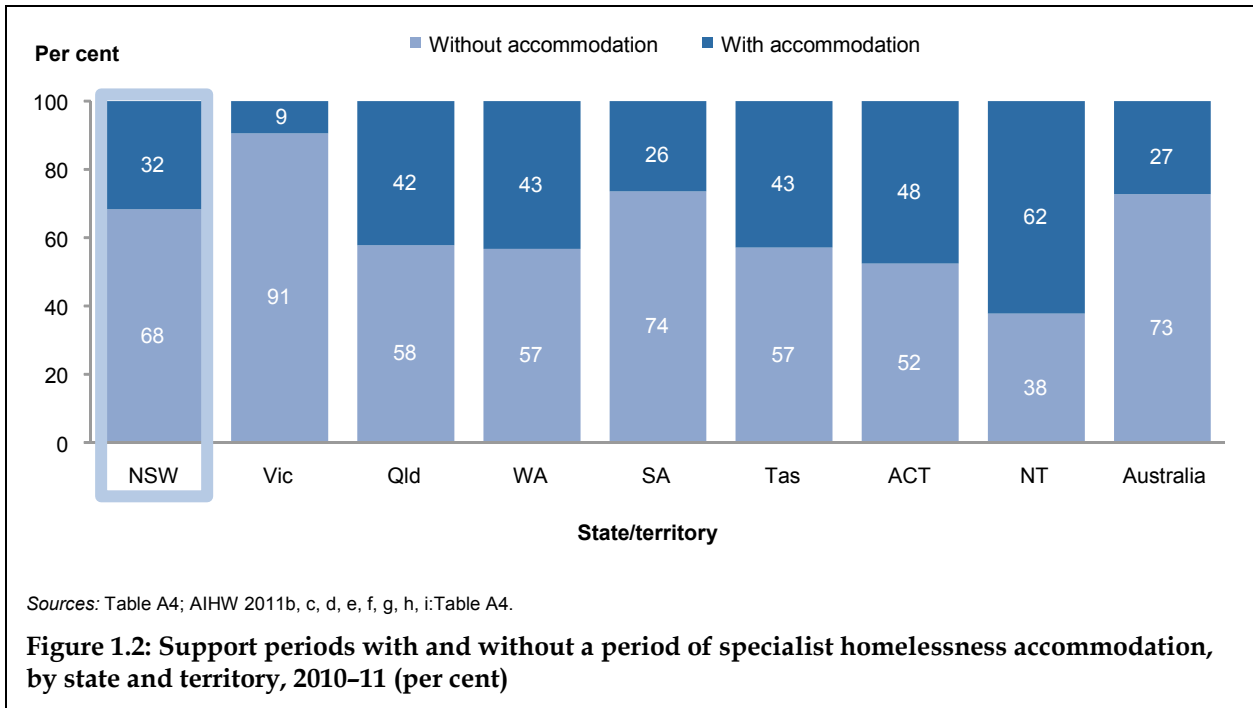
Table 1.1: Rate of service use, by state and territory, 2010-11 (number)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Ratio	1:111	1:81	1:112	1:117	1:70	1:74	1:101	1:36	1:97

Sources: Table A3; AIHW 2011b, c, d, e, f, g, h, i: Table A3.

Most clients and accompanying children had one period of support within the year (tables A3, A4 and A5).

The majority of services delivered in New South Wales were non-accommodation related support services (68%) (Figure 1.2). The proportion of support periods in New South Wales that included a period of specialist homelessness accommodation was relatively low in comparison with most other jurisdictions.



2 Who was supported?

Service users in New South Wales were:

- mostly female – 56% of all service users and 62% of clients (Table 2.1)
- relatively young – the average (mean) age of service users was 24 years overall, 33 years for clients, and 6 years for accompanying children (Table 2.2); and the highest rate of use of services was by 15–19 year-olds – an equivalent of 1 in 48 people in New South Wales aged 15–19 used services (derived from Table A7)
- mostly non-Indigenous (78%) (Figure 2.1). Aboriginal or Torres Strait Islander people were, however, over-represented relative to their population size – 22% of service users in New South Wales identified as Indigenous compared with 2% of the estimated resident population of New South Wales (Figure 2.1; ABS 2009)
- mostly Australian-born (87%) (Table 2.4). The next most common countries of birth were New Zealand, Lebanon and Sudan (Table A15).

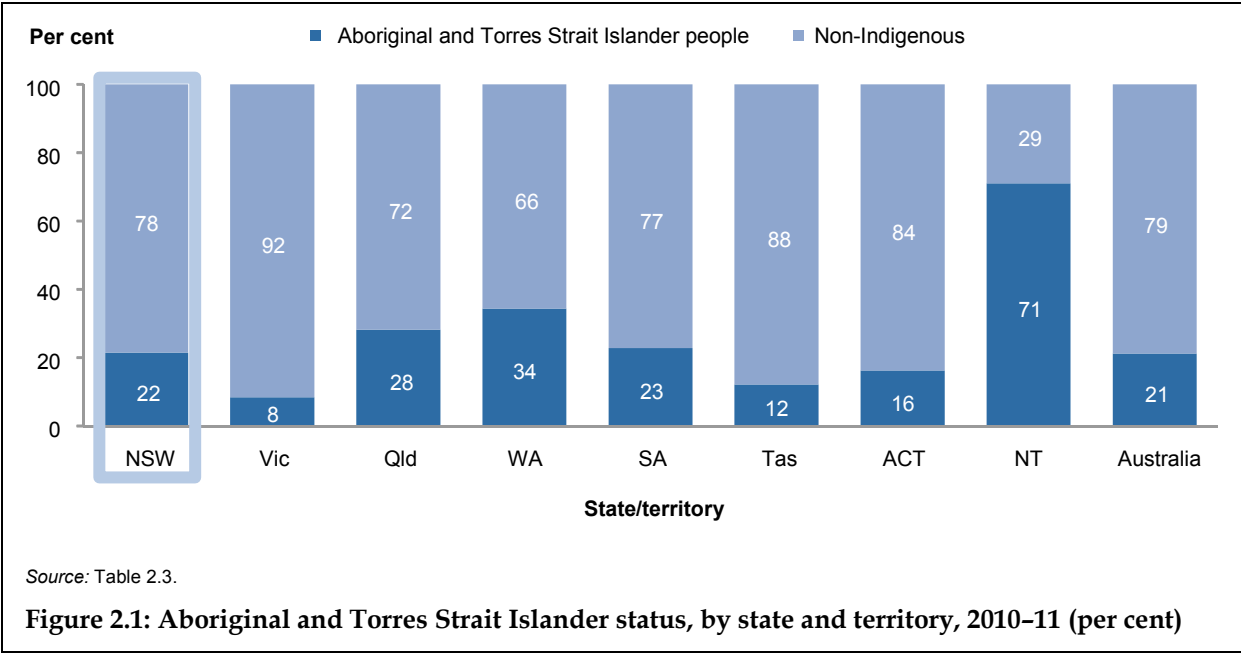


Table 2.1: Sex, by state and territory, 2010–11 (per cent)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Clients									
Male	40.9	34.1	43.8	36.4	33.3	44.1	41.7	25.1	37.8
Female	59.1	65.9	56.2	63.6	66.7	55.9	58.3	74.9	62.2
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Accompanying children									
Male	50.5	50.6	49.9	49.8	49.8	49.4	51.6	48.9	50.2
Female	49.5	49.4	50.1	50.2	50.2	50.6	48.4	51.1	49.8
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total									
Male	44.0	40.6	46.1	41.9	40.7	46.1	45.8	35.7	42.5
Female	56.0	59.4	53.9	58.1	59.3	53.9	54.2	64.3	57.5
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Sources: tables A6, A8, A10; AIHW 2011b, c, d, e, f, g, h, i: tables A6, A8, A10.

Table 2.2: Mean and median age, by state and territory, 2010–11 (number)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Clients									
Mean	32.5	33.5	32.6	33.5	31.9	31.2	30.7	32.6	32.8
Median	31	32	31	32	30	29	28	31	31
Accompanying children									
Mean	6.4	6.7	6.4	6.0	6.5	6.2	6.0	6.1	6.5
Median	5	6	6	5	6	5	5	5	6
Total									
Mean	24.0	23.0	22.7	22.4	20.5	21.8	20.4	20.8	22.7
Median	21	20	20	20	17	19	18	17	20

Sources: tables A6, A8, A10; AIHW 2011b, c, d, e, f, g, h, i: tables A6, A8, A10.

Table 2.3: Aboriginal and Torres Strait Islander status, by state and territory, 2010–11 (per cent)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Clients									
Aboriginal and Torres Strait Islander people	18.2	7.9	24.7	30.1	21.3	10.8	14.1	66.9	18.6
Non-Indigenous	81.8	92.1	75.3	69.9	78.7	89.2	85.9	33.1	81.4
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Accompanying children									
Aboriginal and Torres Strait Islander people	28.2	9.3	34.2	40.6	24.7	14.3	19.2	76.3	25.5
Non-Indigenous	71.8	90.7	65.8	59.4	75.3	85.7	80.8	23.7	74.5
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 people	21.5	8.4	28.3	34.4	22.8	12.1	16.3	71.0	21.2
Non-Indigenous	78.5	91.6	71.7	65.6	77.2	87.9	83.7	29.0	78.8
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Sources: tables A12, A13, A14; AIHW 2011b, c, d, e, f, g, h, i; tables A12, A13, A14.

Table 2.4: Country of birth, by state and territory, 2010–11 (per cent)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Clients									
Australian-born	83.0	81.7	86.5	78.0	88.4	93.2	79.8	94.1	83.8
Born overseas	17.0	18.3	13.5	22.0	11.6	6.8	20.2	5.9	16.2
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Accompanying children									
Australian-born	95.0	94.2	94.9	87.9	95.8	97.6	91.2	97.7	94.3
Born overseas	5.0	5.8	5.1	12.1	4.2	2.4	8.8	2.3	5.7
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total									
Australian-born	87.0	86.4	89.7	82.0	91.7	94.9	84.6	95.7	87.7
Born overseas	13.0	13.6	10.3	18.0	8.3	5.1	15.4	4.3	12.3
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Sources: tables A15, A16, A17; AIHW 2011b, c, d, e, f, g, h, i; tables A15, A16, A17.

3 Why do people seek support?

The most common reasons why people sought support in New South Wales were:

- interpersonal relationships issues (41% of support periods) – such as domestic or family violence or the breakdown of a relationship with a family member, spouse or partner
- financial issues (19%) – such as budgeting problems and having insufficient money to pay for accommodation, food, bills or other essentials
- accommodation-related issues (15%) – such as being evicted or otherwise made to leave existing accommodation (Figure 3.1).

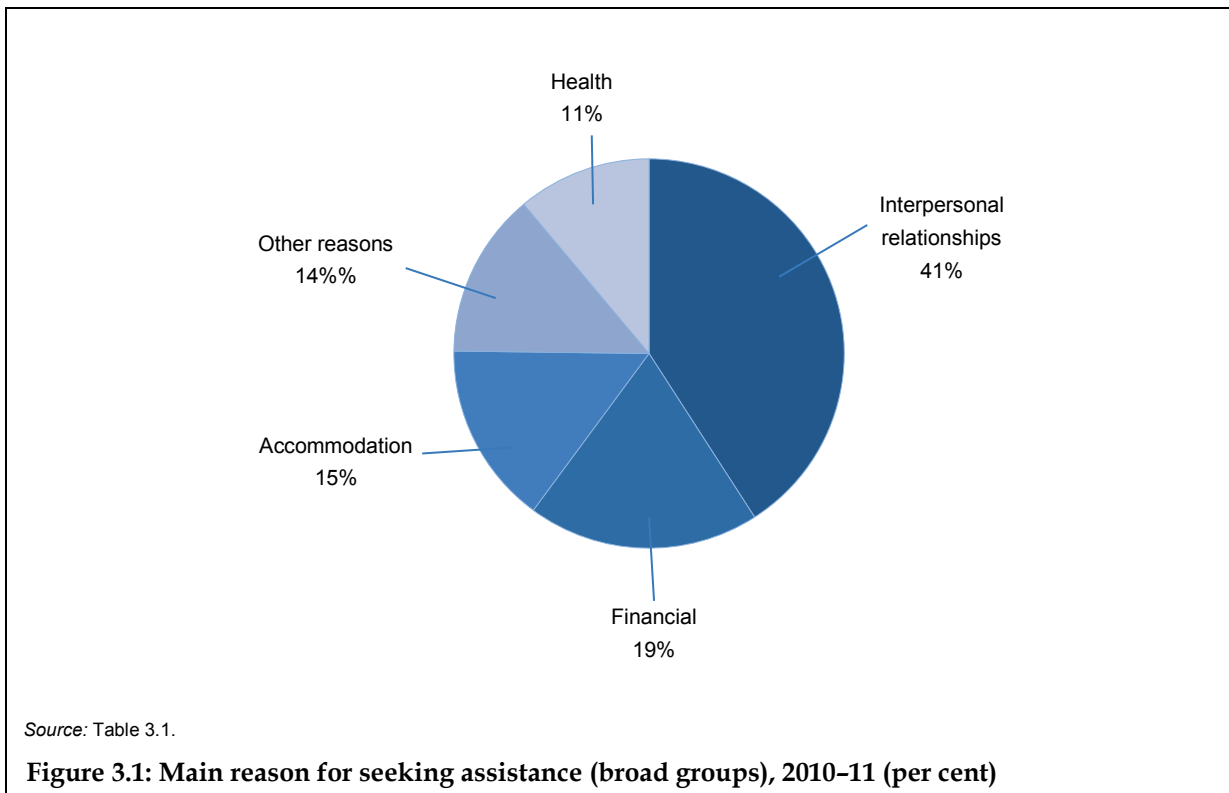


Table 3.1: Support periods: main reason for seeking assistance (broad groups), by state and territory, 2010–11 (per cent)

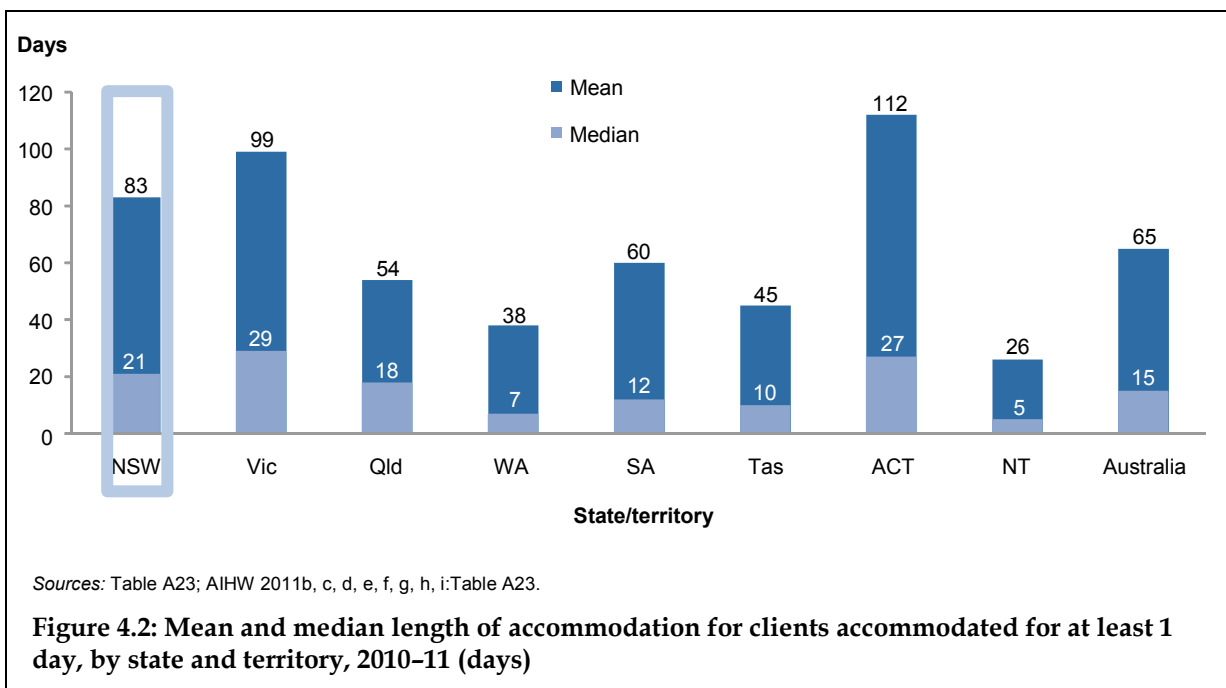
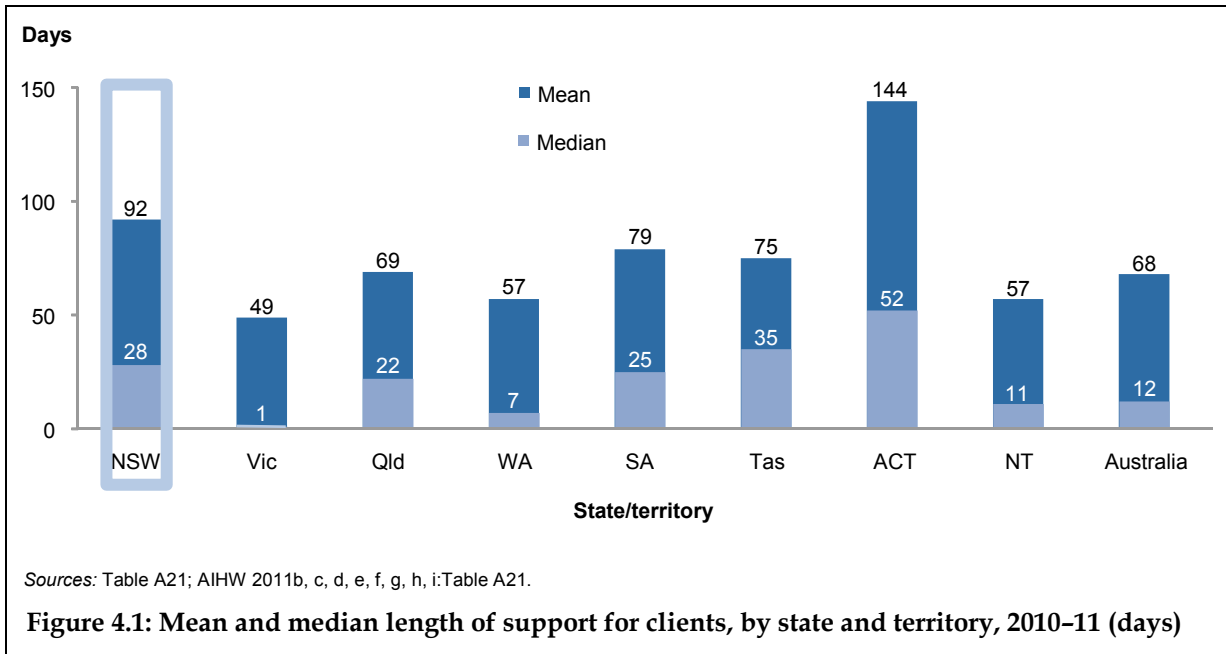
	NSW	Vic	Qld	WA ^(a)	SA	Tas	ACT ^(b)	NT ^(c)	Australia
Interpersonal relationships	40.9	42.6	31.3	46.7	53.5	42.6	46.1	55.5	42.0
Financial	19.2	19.9	25.3	14.4	6.3	10.4	7.3	6.5	18.2
Accommodation	15.1	22.6	23.0	12.6	22.2	26.7	17.9	15.5	19.7
Health	11.1	5.0	6.6	6.5	4.2	6.7	9.8	6.1	7.1
Other	13.7	9.9	13.8	19.9	13.9	13.6	19.0	16.4	13.0
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

- (a) The data on reasons for seeking assistance in Western Australia may include an over-reporting of 'other' as a reason for seeking assistance and an under-reporting of more specific categories. In particular, many of the 'other' reasons should have instead been recorded as 'other financial difficulties'.
- (b) The data on reasons for seeking assistance in the Australian Capital Territory may include an over-reporting of 'other' as a reason for seeking assistance and an under-reporting of more specific categories. In particular, problematic drug, alcohol or substance use and mental health issues in the Australian Capital Territory may be under-reported because of the reporting of reasons such as 'dual diagnosis' (in which a person has a co-occurring substance use and mental health disorder) as an 'other' reason for seeking assistance.
- (c) The data on reasons for seeking assistance in the Northern Territory may include an over-reporting of 'other' as a reason for seeking assistance and an under-reporting of more specific categories. In particular, many of the 'other' reasons should have instead been recorded as 'other financial difficulties'.

Sources: Table A19; AIHW 2011b, c, d, e, f, g, h, i:Table A19.

4 For how long were people supported?

The length of both support and accommodation in New South Wales were longer than the national averages (figures 4.1 and 4.2). Clients in New South Wales were supported for an average (mean) of 92 days. For clients who were accommodated, the average (mean) length of accommodation was 83 days.

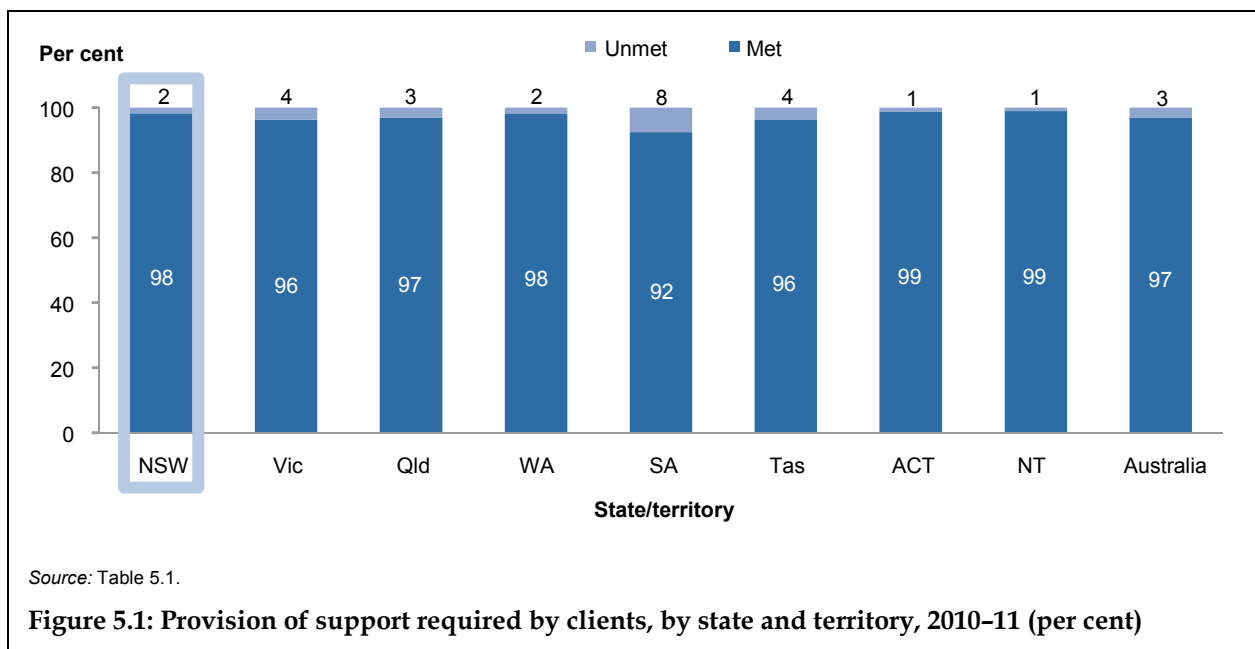


5 Were support needs met?

The support needs of service users in New South Wales were generally able to be met:

- the overall needs of clients were met in 98% of cases (Figure 5.1)
- the overall needs of accompanying children were met in 99% of cases (Figure 5.2).

Required support remained unmet in 2% of cases for clients and 1% of cases for children accompanying clients. For both clients and accompanying children, specialist services was the broad type of support that most often remained unmet at the completion of support, though the proportion was relatively low compared with the national average (tables 5.1 and 5.2).



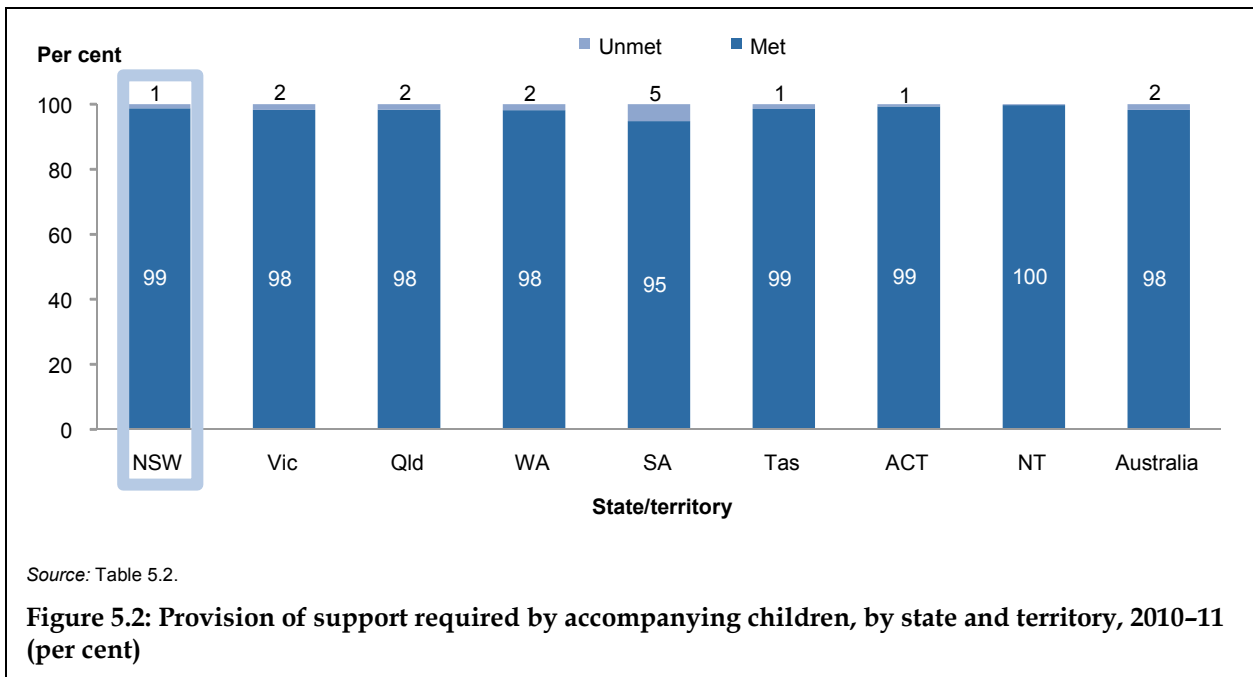


Table 5.1: Provision of support required by clients, by state and territory, 2010–11 (per cent)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Housing/accommodation									
Met	96.3	92.1	93.5	96.6	84.9	95.1	97.7	96.8	93.4
Unmet	3.7	7.9	6.5	3.4	15.1	4.9	2.3	3.2	6.6
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Financial/employment									
Met	97.6	96.5	95.9	96.4	84.9	94.3	98.0	98.9	96.0
Unmet	2.4	3.5	4.1	3.6	15.1	5.7	2.0	1.1	4.0
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Personal support									
Met	99.1	97.5	97.7	98.2	95.3	96.6	99.4	99.5	97.9
Unmet	0.9	2.5	2.3	1.8	4.7	3.4	0.6	0.5	2.1
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
General support/advocacy									
Met	99.2	98.2	98.8	98.7	97.0	98.0	99.4	99.4	98.6
Unmet	0.8	1.8	1.2	1.3	3.0	2.0	0.6	0.6	1.4
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Specialist services									
Met	95.4	90.0	92.9	96.2	90.1	79.8	97.6	95.3	93.3
Unmet	4.6	10.0	7.1	3.8	9.9	20.2	2.4	4.7	6.7
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Basic support/other n.e.s.									
Met	98.9	97.7	98.9	99.5	97.6	98.5	99.7	99.6	98.8
Unmet	1.1	2.3	1.1	0.5	2.4	1.5	0.3	0.4	1.2
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total									
Met	98.2	96.3	96.9	98.0	92.4	96.2	98.8	98.9	97.0
Unmet	1.8	3.7	3.1	2.0	7.6	3.8	1.2	1.1	3.0
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Sources: Table A27; AIHW 2011b, c, d, e, f, g, h, i:Table A27.

Table 5.2: Provision of support required by accompanying children, by state and territory, 2010–11 (per cent)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Accommodation									
Met	96.9	98.5	99.1	98.3	79.8	97.3	99.6	98.9	95.8
Unmet	3.1	1.5	0.9	1.7	20.2	2.7	0.4	1.1	4.2
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
School liaison/child care									
Met	98.1	95.3	97.0	92.1	97.1	98.2	96.9	100.0	96.9
Unmet	1.9	4.7	3.0	7.9	2.9	1.8	3.1	—	3.1
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Personal support									
Met	98.8	93.4	96.3	91.9	97.7	96.5	98.5	98.9	97.4
Unmet	1.2	6.6	3.7	8.1	2.3	3.5	1.5	1.1	2.6
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
General support/advocacy									
Met	99.3	99.0	98.8	98.3	99.4	99.3	99.6	100.0	99.1
Unmet	0.7	1.0	1.2	1.7	0.6	0.7	0.4	—	0.9
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Specialist services									
Met	97.3	95.3	93.7	97.8	97.9	94.5	98.3	99.9	97.0
Unmet	2.7	4.7	6.3	2.2	2.1	5.5	1.7	0.1	3.0
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Basic support/other n.e.s.									
Met	99.3	98.9	98.9	99.5	99.0	99.3	99.9	99.9	99.3
Unmet	0.7	1.1	1.1	0.5	1.0	0.7	0.1	0.1	0.7
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total									
Met	98.7	98.2	98.3	98.1	94.8	98.5	99.3	99.7	98.2
Unmet	1.3	1.8	1.7	1.9	5.2	1.5	0.7	0.3	1.8
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Sources: Table A30; AIHW 2011b, c, d, e, f, g, h, i; Table A30.

6 What happened after support?

Generally, client circumstances had improved by the completion of a period of support, particularly for those who specifically required assistance with income, employment and housing; and for those supported for longer periods (tables 6.1–6.4 and A32–A41).

Immediately following support, most clients: were unemployed or not in the labour force (88%); were receiving a government pension or benefit as their main source of income (83%); and were living in a house or other dwelling (82%) with some form of tenure (69%) (tables 6.1–6.4).

Compared with the other jurisdictions, New South Wales reported a relatively high level of people exiting support to either sleep rough or to live in an institutional setting (Figure 6.1), though these were a decrease from that reported before support (Table 6.3).

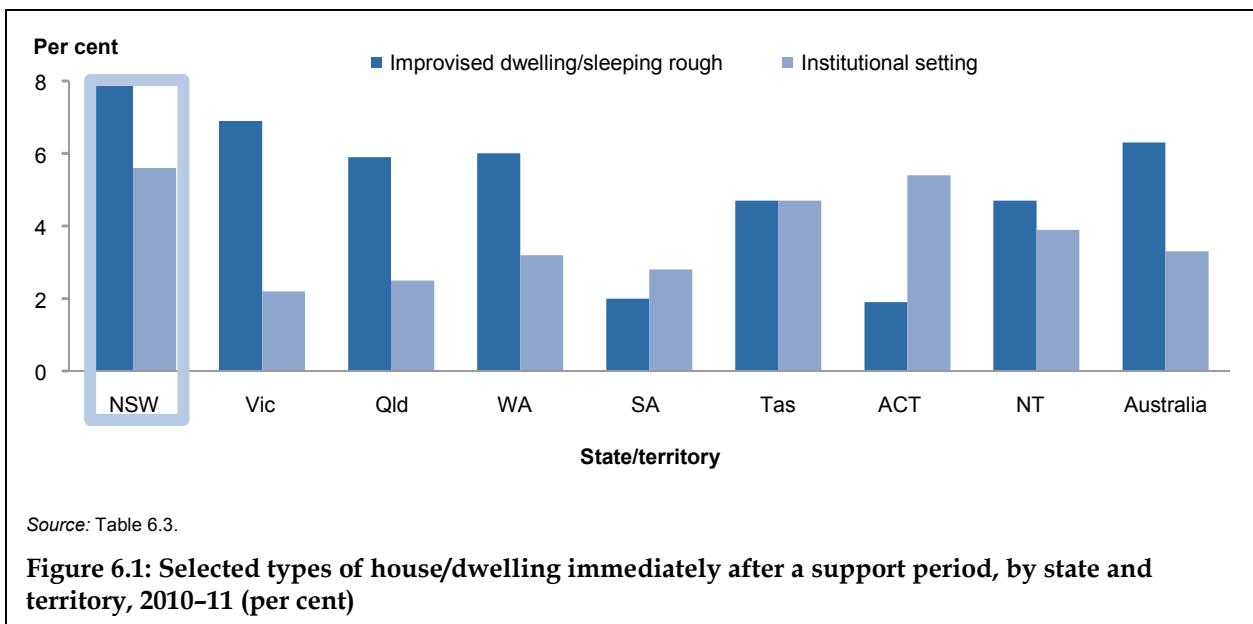


Table 6.1: Closed support periods: main source of income immediately before and after a support period, by state and territory, 2010–11 (per cent closed support periods)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Before									
No income	9.4	6.8	9.6	7.1	7.0	8.3	10.2	6.4	8.0
Government payments	82.1	84.9	84.8	83.0	82.2	88.1	80.7	85.8	83.9
Other	8.5	8.2	5.5	9.9	10.8	3.6	9.1	7.9	8.1
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
After									
No income	6.9	5.2	7.3	4.5	4.5	6.2	4.5	5.5	5.9
Government payments	83.4	86.6	86.4	85.2	84.3	89.4	84.6	85.6	85.5
Other	9.7	8.3	6.3	10.2	11.2	4.4	11.0	8.8	8.6
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Sources: Table A32; AIHW 2011b, c, d, e, f, g, h, i:Table A32.

Table 6.2: Closed support periods: employment status in the week before and after a support period, by state and territory, 2010–11 (per cent closed support periods)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Before									
Employed full/part time	9.7	9.6	7.6	10.2	10.6	7.4	14.9	10.0	9.4
Unemployed (looking for work)	19.2	32.6	28.8	26.5	22.6	21.6	19.0	14.1	26.5
Not in labour force	71.1	57.8	63.7	63.3	66.8	71.0	66.0	75.9	64.1
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
After									
Employed full/part time	12.3	10.2	9.4	12.5	12.3	8.6	19.6	11.5	11.0
Unemployed (looking for work)	18.7	33.0	27.4	25.1	22.5	20.7	15.6	13.0	26.2
Not in labour force	69.0	56.8	63.1	62.4	65.1	70.7	64.7	75.6	62.8
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Sources: Table A34; AIHW 2011b, c, d, e, f, g, h, i:Table A34.

Table 6.3: Closed support periods: type of house/dwelling immediately before and after a support period, by state and territory, 2010–11 (per cent closed support periods)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Before									
Improvised dwelling/sleeping rough	12.2	11.3	13.2	10.5	8.7	11.7	13.9	11.9	11.6
House/dwelling	81.8	85.6	82.7	86.7	86.3	83.5	75.3	84.7	84.2
Institutional setting	6.0	3.1	4.1	2.8	5.0	4.8	10.8	3.4	4.3
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
After									
Improvised dwelling/sleeping rough	7.9	6.9	5.9	6.0	2.0	4.7	1.9	4.7	6.3
House/dwelling	86.5	90.9	91.6	90.8	95.1	90.7	92.7	91.4	90.4
Institutional setting	5.6	2.2	2.5	3.2	2.8	4.7	5.4	3.9	3.3
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Sources: Table A36; AIHW 2011b, c, d, e, f, g, h, i:Table A36.

Table 6.4: Closed support periods: type of tenure immediately after a support period, by state and territory, 2010–11 (per cent closed support periods)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Before									
SAAP/CAP funded accommodation	12.8	9.1	13.4	7.0	10.2	11.5	18.4	5.0	10.7
No tenure	18.2	17.0	17.6	13.9	15.2	15.4	24.4	14.9	17.0
Tenure	69.0	73.9	69.0	79.1	74.6	73.1	57.2	80.1	72.3
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
After									
SAAP/CAP funded accommodation	12.7	14.1	16.6	7.5	15.0	11.0	22.9	7.4	13.6
No tenure	12.6	11.6	8.5	9.9	4.9	7.5	6.6	7.0	10.4
Tenure	74.8	74.3	74.9	82.6	80.0	81.5	70.5	85.7	76.0
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Notes

1. Although the SAAP Agreement and Crisis Accommodation Program have ceased, for continuity in reporting data from the SAAP NDC the terminology and labels of data produced under that agreement have been retained. 'SAAP/CAP funded accommodation' refers to what is now known as 'specialist homelessness accommodation'.
2. Accommodation estimates are affected by the model of homelessness service delivery used in each jurisdiction. See AIHW 2011a:Box 1.1.

Sources: Table A37; AIHW 2011b, c, d, e, f, g, h, i:Table A37.

7 Changes over time

There have been some changes in the use of specialist homelessness services in New South Wales in recent years. From 2006–07 to 2010–11 there has been:

- an increase in the use of services – from 1 in every 140 people to 1 in 111 (or from 48,800 people to 65,400 people) (Table A3)
- a decrease in the proportion of support periods that include a period of specialist homelessness accommodation – from 48% to 32% (Table A4). This was consistent with the national downward trend
- an increase in the overall length of support and accommodation – the length of support from an average (mean) of 57 days to 92 days; and the length of accommodation from an average (mean) of 49 days to 83 days (tables A21 and A23)
- an increase in seeking assistance because of financial reasons – from 10% to 19% of support periods (Table A19). This was mainly because of an increase in ‘other financial difficulties’, such as insufficient money to pay for accommodation, food, bills or other essentials
- a decrease in seeking assistance because of problematic drug, alcohol or substance use – from 14% to 7% of support periods (Table A19)
- a decrease in seeking assistance because of domestic or family violence – from 21% to 17% of support periods (Table A19).

Appendix—NSW additional tables

Table A1: Funding to agencies, by reporting period, 2006–07 to 2010–11

Reporting period	Funded agencies (number)	Agreement funding (\$'000)	Additional state/territory funding (\$'000)	Total allocation (\$'000)	Mean funding per agency (\$'000)
2006–07	392	114,165	—	114,165	291
2007–08	398	118,137	—	118,137	297
2008–09	359	118,734	—	118,734	331
2009–10	360	124,650	1,252	125,902	350
2010–11	364	132,819	1,283	134,102	368

Notes

1. Inclusion or exclusion of agencies from the SAAP NDC is determined by the state and territory governments responsible for administering the government response to homelessness.
2. Not all funded agencies are required to participate in data collection (see Table A2).
3. Funding to agencies excludes funds not allocated directly to agencies, such as funds allocated for administration and training.
4. 'Agreement funding' refers to funding provided jointly by the Australian Government and the state and territory governments under the following agreements: from 1 July 2006 to 31 December 2008, 'agreement funding' refers to funding provided under the SAAP V Agreement; from 1 January 2009 to 30 June 2009, 'agreement funding' refers to funding provided under the NAHA; from 1 July 2009 to 30 June 2010 and from 1 July 2010 to 30 June 2011, 'agreement funding' refers to funding provided under the NAHA and NPAH.
5. 'Additional state/territory funding' refers to funding provided by the states and territories over and above the amounts determined in the above agreements.
6. Agencies may also receive funding from other sources. This is not included.
7. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.

Source: Administrative Data Collection.

Table A2: Agency participation rates and records returned with informed consent and valid consent, by reporting period, 2006–07 to 2010–11

Reporting period	Participating agencies ^(a) (number)	Agency participation rate (%) ^(b)	Records returned (number)	Records returned with consent (%)	Records returned with valid consent ^(c) (%)
2006–07	389	93.3	49,761	86.1	78.4
2007–08	389	91.3	58,891	88.3	80.6
2008–09	359	92.2	57,120	89.7	82.7
2009–10	353	94.3	63,460	87.3	79.5
2010–11	364	91.5	62,141	88.9	81.5

(a) 'Participating agencies' refers to the number of agencies that should have been participating in the reference period. Refer to AIHW 2011i:Appendix 5. Not all funded agencies are required to participate in the Client Collection (see Table A1). Consequently, some funded agencies are not included in this table.

(b) 'Agency participation rate' = the number of participating agencies which returned data during the reference period ÷ the total number of participating agencies x 100.

(c) 'Valid consent' here refers to records with a valid statistical linkage key (refer to AIHW 2011i:Appendix 5).

Notes

1. Table based on records returned from participating agencies during the reference period.
2. Inclusion or exclusion of agencies from the SAAP NDC is determined by the state and territory governments responsible for administering the government response to homelessness.
3. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.

Sources: Administrative Data and Client Collections.

Table A3: Total support for clients and accompanying children, by reporting period, 2006–07 to 2010–11 (number)

Reporting period	Periods of support	People supported (service users)	Service users per 10,000 population	Rate of service use	Average number of periods of support
2006–07	76,200	48,800	72	1:140	1.56
2007–08	89,900	56,700	82	1:122	1.59
2008–09	86,800	56,000	80	1:125	1.55
2009–10	92,300	61,400	86	1:116	1.50
2010–11	95,200	65,400	90	1:111	1.45

Notes

1. Number excluded due to errors and omissions (weighted): 0.
2. 'Per 10,000 population' shows how many people out of every 10,000 in the population used government-funded specialist homelessness services. The rate is estimated by comparing the number of clients and accompanying children in the reporting year with the estimated resident population at the start of the reporting year. Note that this may not match data reported in previous reports due to adjustments in ABS population estimates.
3. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
4. Period of support figures have been weighted to adjust for agency non-participation.
5. Person figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: Client Collection; ABS 2011.

Table A4: Support periods and clients, by reporting period, 2006–07 to 2010–11

	2006–07	2007–08	2008–09	2009–10	2010–11
Support periods (number)	53,400	64,500	62,000	67,300	67,900
With accommodation (per cent)	47.8	40.8	41.6	33.6	31.7
Without accommodation (per cent)	52.2	59.2	58.4	66.4	68.3
Daily average support periods (number)	8,100	11,900	12,200	15,300	17,000
Nightly average support periods with accommodation (number)	2,800	3,300	3,700	3,600	3,500
Clients (number)	31,900	37,700	37,400	41,700	44,100
Per 10,000 population aged 10+ years ^(a) (number)	53	62	60	66	69
Clients with only one period of support (per cent)	74.3	76.2	73.8	76.5	76.5
Mean number of support periods per client	1.68	1.71	1.66	1.62	1.54

- (a) 'Per 10,000 population aged 10+ years' shows how many people out of every 10,000 aged 10 years and over in the population became a client. The rate per 10,000 population is estimated by comparing the number of clients aged 10 years and over in the reporting year with the estimated resident population aged 10 years and over at the start of the reporting year. Note that this may not match data reported in previous reports due to adjustments in ABS population estimates.

Notes

1. Number excluded due to errors and omissions (weighted): 0 support periods and clients; 700 nightly support periods with accommodation in 2006–07, 200 in 2007–08, 300 in 2008–09, 200 in 2009–10, 100 in 2010–11.
2. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
3. Support period figures have been weighted to adjust for agency non-participation.
4. Client figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: Client Collection; ABS 2011.

Table A5: Accompanying child support periods and accompanying children, by reporting period, 2006–07 to 2010–11

	2006–07	2007–08	2008–09	2009–10	2010–11
Accompanying child support periods (number)	22,800	25,400	24,900	25,000	27,200
With accommodation ^(a) (per cent)	40.2	36.2	37.5	35.6	31.8
Without accommodation (per cent)	59.8	63.8	62.5	64.4	68.2
Daily average accompanying child support periods (number)	4,400	5,800	6,200	6,700	8,200
Nightly average accompanying child support periods with accommodation (number)	1,700	1,900	2,100	2,200	2,200
Accompanying children (number)	16,900	19,000	18,600	19,700	21,300
Per 10,000 population aged 0–17 years ^(b) (number)	105	117	115	121	130
Accompanying children with only one period of support (per cent)	84.6	86.3	86.7	85.2	85.8
Mean number of accompanying child support periods per accompanying child	1.35	1.34	1.33	1.27	1.28

(a) Dates of support and accommodation are not collected for accompanying children. For the purposes of calculating the number of accompanying child support periods with and without a period of accommodation, accompanying children are assumed to be accommodated if their parent or guardian was accommodated.

(b) 'Per 10,000 population aged 0–17 years' shows how many people out of every 10,000 aged 17 years and under in the population accompanied a client. The rate per 10,000 population is estimated by comparing the number of accompanying children aged 17 years and under in the reporting year with the estimated resident population aged 17 years and under at the start of the reporting year. Note that this may not match data reported in previous reports due to adjustments in ABS population estimates.

Notes

1. Number excluded due to errors and omissions (weighted): 0 accompanying child support periods and children; 200 nightly accompanying child support periods with accommodation in 2006–07, 200 in 2007–08, 100 in 2008–09, <50 in 2009–10, <50 in 2010–11.
2. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
3. Accompanying child support period figures have been weighted to adjust for agency non-participation.
4. Accompanying children figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: Client Collection; ABS 2011.

Table A6: Service users: age by sex, 2010–11 (per cent)

Age	Percentage of all clients		Percentage of sex group		Total	
	Male	Female	Male	Female	Per cent	Number
Under 15 years	16.0	16.1	36.4	28.7	32.1	21,000
15–19 years	6.2	9.1	14.1	16.2	15.3	10,000
20–24 years	3.1	6.2	7.0	11.1	9.3	6,100
25–29 years	2.4	5.0	5.6	8.9	7.4	4,900
30–34 years	2.7	4.7	6.2	8.3	7.4	4,800
35–39 years	3.2	4.8	7.3	8.5	8.0	5,200
40–44 years	3.1	3.6	7.1	6.5	6.7	4,400
45–49 years	2.5	2.6	5.7	4.6	5.1	3,300
50–54 years	1.8	1.7	4.2	3.0	3.5	2,300
55–59 years	1.3	1.0	2.8	1.8	2.2	1,500
60–64 years	0.8	0.6	1.8	1.2	1.4	900
65 years and over	0.8	0.7	1.8	1.2	1.4	900
<i>Total</i>	<i>44.0</i>	<i>56.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (number)	28,800	36,600	28,800	36,600	..	65,400
Mean age (years)	24.0	24.0	..	24.0
Median age (years)	19	22	..	21

Notes

1. Number excluded due to errors and omissions (weighted): 0.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: Client Collection.

Table A7: Service users: rate per 10,000 population by age and sex and mean and median age by sex, by reporting period, 2006–07 to 2010–11

Reporting period	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65+ years	Total	Mean age (years)	Median age (years)
Male									
2006–07	122	131	63	58	29	7	63	22.3	18
2007–08	139	166	76	63	35	8	73	22.3	18
2008–09	137	160	71	62	36	8	71	22.6	18
2009–10	145	162	77	70	44	10	77	23.8	19
2010–11	151	165	75	74	47	11	80	24.0	19
Female									
2006–07	134	209	123	90	26	4	80	22.5	20
2007–08	150	257	140	100	32	5	91	22.8	20
2008–09	144	244	142	96	33	5	89	23.0	20
2009–10	149	242	157	106	39	6	95	23.8	21
2010–11	159	255	160	115	42	8	100	24.0	22
Total									
2006–07	128	169	92	74	27	6	72	22.4	19
2007–08	144	210	107	81	34	6	82	22.6	19
2008–09	141	200	106	79	34	6	80	22.8	19
2009–10	147	201	116	88	42	8	86	23.8	20
2010–11	155	209	117	94	45	9	90	24.0	21

Notes

1. Number excluded due to errors and omissions (weighted): 0.
2. The rate per 10,000 population is estimated by comparing the number of clients and accompanying children in the reporting year with the estimated resident population at the start of the reporting year.
3. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: Client Collection; ABS 2011.

Table A8: Clients: age by sex, 2010–11 (per cent)

Age	Percentage of all clients		Percentage of sex group		Total	
	Male	Female	Male	Female	Per cent	Number
Under 15 years	1.2	2.0	2.9	3.4	3.2	1,400
15–19 years	7.4	11.5	18.1	19.4	18.8	8,300
20–24 years	4.6	9.2	11.2	15.6	13.8	6,100
25–29 years	3.6	7.4	8.9	12.5	11.0	4,900
30–34 years	4.0	6.9	9.8	11.7	10.9	4,800
35–39 years	4.8	7.1	11.7	12.0	11.8	5,200
40–44 years	4.6	5.4	11.3	9.1	10.0	4,400
45–49 years	3.7	3.8	9.1	6.5	7.6	3,300
50–54 years	2.7	2.5	6.7	4.1	5.2	2,300
55–59 years	1.9	1.5	4.5	2.5	3.3	1,500
60–64 years	1.2	1.0	2.9	1.6	2.1	900
65 years and over	1.2	1.0	2.8	1.7	2.1	900
<i>Total</i>	<i>40.9</i>	<i>59.1</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (number)	18,000	26,100	18,000	26,100	..	44,100
Mean age (years)	34.6	31.1	..	32.5
Median age (years)	34	29	..	31

Notes

1. Number excluded due to errors and omissions (weighted): 0.
2. Clients aged 0–17 years: 6,200 (2,400 males, 3,800 females).
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: Client Collection.

Table A9: Clients: rate per 10,000 population aged 10 years and over by age and sex and mean and median age of all clients by sex, by reporting period, 2006-07 to 2010-11

Reporting period	Clients aged 10+ years							All clients	
	10-14 years	15-19 years	20-24 years	25-44 years	45-64 years	65+ years	Total	Mean age (years)	Median age (years)
Male									
2006-07	12	114	63	58	29	7	44	32.8	32
2007-08	20	142	76	63	35	8	51	32.3	31
2008-09	19	134	71	62	36	8	50	32.7	32
2009-10	17	136	77	70	44	10	56	33.9	33
2010-11	15	132	75	74	47	11	57	34.6	34
Female									
2006-07	21	186	123	90	26	4	62	29.9	28
2007-08	28	226	140	100	32	5	72	29.8	28
2008-09	26	213	142	96	33	5	70	30.0	28
2009-10	24	209	157	106	39	6	76	30.7	29
2010-11	25	217	160	115	42	8	80	31.1	29
Total									
2006-07	17	149	92	74	27	6	53	31.1	30
2007-08	24	183	107	81	34	6	62	30.8	29
2008-09	23	172	106	79	34	6	60	31.1	29
2009-10	20	172	116	88	42	8	66	32.0	30
2010-11	20	173	117	94	45	9	69	32.5	31

Notes

1. Number excluded due to errors and omissions (weighted): 0.
2. The rate per 10,000 population is estimated by comparing the number of clients aged 10 years and over in the reporting year with the estimated resident population aged 10 years and over at the start of the reporting year. Note this may not match data reported in previous reports due to adjustments in ABS population estimates.
3. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: Client Collection; ABS 2011.

Table A10: Accompanying children: age, by sex, 2010–11 (per cent)

Age	Percentage of all accompanying children		Percentage of sex group		Total	
	Male	Female	Male	Female	Per cent	Number
0–4 years	22.9	21.4	45.3	43.2	44.2	9,400
5–9 years	13.3	13.8	26.4	27.8	27.1	5,800
10–14 years	10.6	10.1	20.9	20.5	20.7	4,400
15–17 years	3.7	4.2	7.4	8.5	7.9	1,700
<i>Total</i>	<i>50.5</i>	<i>49.5</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (number)	10,800	10,500	10,800	10,500	..	21,300
Mean age (years)	6.3	6.5	..	6.4
Median age (years)	5	6	..	5

Notes

1. Number excluded due to errors and omissions (weighted): 0.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: Client Collection.

Table A11: Accompanying children: rate per 10,000 population aged 0–17 years by age and mean and median age, by reporting period, 2006–07 to 2010–11

Reporting period	0–4 years	5–9 years	10–14 years	15–17 years	Total	Mean age (years)	Median age (years)
2006–07	176	110	75	34	105	6.1	5
2007–08	195	123	82	45	117	6.2	5
2008–09	191	114	82	48	115	6.2	5
2009–10	193	126	88	50	121	6.3	5
2010–11	204	131	98	60	130	6.4	5

Notes

1. Number excluded due to errors and omissions (weighted): 0.
2. The rate per 10,000 population is estimated by comparing the number of accompanying children aged 17 years and under in the reporting year with the estimated resident population aged 17 years and under at the start of the reporting year. Note this may not match data reported in previous reports due to adjustments in ABS population estimates.
3. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: Client Collection; ABS 2011.

Table A12: Service users: Aboriginal and Torres Strait Islander status by sex, by reporting period, 2006–07 to 2010–11 (per cent)

Aboriginal and Torres Strait Islander status	2006–07	2007–08	2008–09	2009–10	2010–11
Male					
Aboriginal and Torres Strait Islander people	20.4	19.1	19.7	19.7	19.8
Non-Indigenous	79.6	80.9	80.3	80.3	80.2
Total	100.0	100.0	100.0	100.0	100.0
Total (number)	20,100	23,400	23,300	25,700	27,000
Female					
Aboriginal and Torres Strait Islander people	23.6	23.1	22.6	23.4	22.9
Non-Indigenous	76.4	76.9	77.4	76.6	77.1
Total	100.0	100.0	100.0	100.0	100.0
Total (number)	26,000	30,000	29,600	32,500	35,000
Total					
Aboriginal and Torres Strait Islander people	22.2	21.3	21.3	21.8	21.5
Non-Indigenous	77.8	78.7	78.7	78.2	78.5
Total	100.0	100.0	100.0	100.0	100.0
Total (number)	46,000	53,400	52,900	58,200	62,000

Notes

1. Number excluded due to errors and omissions (weighted): 2,700 in 2006–07; 3,300 in 2007–08; 3,100 in 2008–09; 3,200 in 2009–10; 3,400 in 2010–11.
2. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: Client Collection.

Table A13: Clients: Aboriginal and Torres Strait Islander status by sex, by reporting period, 2006–07 to 2010–11 (per cent)

Aboriginal and Torres Strait Islander status	2006–07	2007–08	2008–09	2009–10	2010–11
Male					
Aboriginal and Torres Strait Islander people	14.7	14.2	14.5	13.7	14.8
Non-Indigenous	85.3	85.8	85.5	86.3	85.2
Total	100.0	100.0	100.0	100.0	100.0
Total (number)	12,300	14,500	14,400	16,100	16,600
Female					
Aboriginal and Torres Strait Islander people	21.0	20.8	20.4	21.0	20.5
Non-Indigenous	79.0	79.2	79.6	79.0	79.5
Total	100.0	100.0	100.0	100.0	100.0
Total (number)	18,000	20,900	20,800	23,200	24,800
Total					
Aboriginal and Torres Strait Islander people	18.5	18.1	18.0	18.0	18.2
Non-Indigenous	81.5	81.9	82.0	82.0	81.8
Total	100.0	100.0	100.0	100.0	100.0
Total (number)	30,300	35,400	35,200	39,300	41,500

Notes

1. Number excluded due to errors and omissions (weighted): 1,600 in 2006–07; 2,300 in 2007–08; 2,200 in 2008–09; 2,400 in 2009–10; 2,700 in 2010–11.
2. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: Client Collection.

Table A14: Accompanying children: Aboriginal and Torres Strait Islander status, by reporting period, 2006–07 to 2010–11 (per cent)

Aboriginal and Torres Strait Islander status	2006–07	2007–08	2008–09	2009–10	2010–11
Aboriginal and Torres Strait Islander people	29.3	27.7	27.8	29.6	28.2
Non-Indigenous	70.7	72.3	72.2	70.4	71.8
Total	100.0	100.0	100.0	100.0	100.0
Total (number)	15,700	17,900	17,700	18,900	20,600

Notes

1. Number excluded due to errors and omissions (weighted): 1,200 in 2006–07; 1,000 in 2007–08; 900 in 2008–09; 800 in 2009–10; 700 in 2010–11.
2. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: Client Collection.

Table A15: Service users: 5 most common countries of birth in 2010–11, by reporting period, 2006–07 to 2010–11 (per cent)

Country of birth	2006–07 ^(a)	2007–08 ^(b)	2008–09 ^(c)	2009–10 ^(d)	2010–11
Australia (including external territories)	88.7	88.2	87.2	86.7	87.0
New Zealand	2.2	2.0	2.2	2.1	1.9
Lebanon	0.5	0.6	0.6	0.5	0.7
Sudan	0.5	0.6	0.5	0.6	0.6
England	0.6	0.6	0.6	0.6	0.6
Other	7.4	8.0	8.8	9.3	9.2
Total	100.0	100.0	100.0	100.0	100.0
Total (number)	47,100	54,200	53,500	59,000	63,100

(a) In 2006–07 the 5 most common countries of birth were Australia, New Zealand, England, Lebanon and Vietnam.

(b) In 2007–08 the 5 most common countries of birth were Australia, New Zealand, England, Sudan and Lebanon.

(c) In 2008–09 the 5 most common countries of birth were Australia, New Zealand, England, Philippines and Lebanon.

(d) In 2009–10 the 5 most common countries of birth were Australia, New Zealand, Sudan, England and Lebanon.

Notes

1. Number excluded due to errors and omissions (weighted): 1,700 in 2006–07; 2,400 in 2007–08; 2,500 in 2008–09; 2,300 in 2009–10; 2,300 in 2010–11.
2. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: Client Collection.

Table A16: Clients: 5 most common countries of birth in 2010–11, by reporting period, 2006–07 to 2010–11 (per cent)

Country of birth	2006–07 ^(a)	2007–08 ^(a)	2008–09 ^(a)	2009–10 ^(b)	2010–11
Australia (including external territories)	85.1	84.5	83.4	82.8	83.0
New Zealand	2.8	2.6	2.7	2.6	2.5
Lebanon	0.7	0.7	0.8	0.8	0.9
England	0.9	0.9	0.9	0.9	0.9
Sudan	0.5	0.7	0.6	0.7	0.7
Other	10.0	10.7	11.7	12.3	12.1
Total	100.0	100.0	100.0	100.0	100.0
Total (number)	31,000	35,900	35,500	39,800	42,300

(a) In 2006–07, 2007–08 and 2008–09 the 5 most common countries of birth were Australia, New Zealand, England, Lebanon and Philippines (with varying orders of precedence).

(b) In 2009–10 the 5 most common countries of birth were Australia, New Zealand, England, Lebanon and Sudan.

Notes

1. Number excluded due to errors and omissions (weighted): 900 in 2006–07; 1,800 in 2007–08; 1,900 in 2008–09; 1,800 in 2009–10; 1,800 in 2010–11.
2. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: Client Collection.

Table A17: Accompanying children: 5 most common countries of birth in 2010–11, by reporting period, 2006–07 to 2010–11 (per cent)

Country of birth	2006–07 ^(a)	2007–08 ^(a)	2008–09 ^(b)	2009–10 ^(c)	2010–11
Australia (including external territories)	95.6	95.6	94.8	94.9	95.0
New Zealand	1.1	1.0	1.3	1.1	0.9
Sudan	0.6	0.4	0.5	0.6	0.5
Philippines	0.1	0.2	0.3	0.2	0.3
Lebanon	0.2	0.2	0.2	0.1	0.2
Other	2.4	2.6	2.9	3.2	3.1
Total	100.0	100.0	100.0	100.0	100.0
Total (number)	16,100	18,300	18,000	19,200	20,800

(a) In 2006–07 and 2007–08 the 5 most common countries of birth were Australia, New Zealand, Sudan, Vietnam and Lebanon.

(b) In 2008–09 the 5 most common countries of birth were Australia, New Zealand, Sudan, Philippines and Fiji.

(c) In 2009–10 the 5 most common countries of birth were Australia, New Zealand, Sudan, Samoa and Philippines.

Notes

1. Number excluded due to errors and omissions (weighted): 800 in 2006–07; 700 in 2007–08; 600 in 2008–09; 500 in 2009–10; 500 in 2010–11.
2. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: Client Collection.

Table A18: Support periods: client group, by reporting period, 2006–07 to 2010–11 (per cent)

Client group	2006–07	2007–08	2008–09	2009–10	2010–11
Male alone, under 25	13.3	14.8	14.4	13.5	11.5
Male alone, 25+	28.1	27.5	27.6	28.7	28.5
Female alone, under 25	15.5	16.7	16.5	15.7	14.1
Female alone, 25+	15.9	16.4	16.2	17.5	17.5
Couple no children	2.2	2.3	2.3	2.8	3.2
Couple with children	2.6	2.6	2.9	2.8	4.0
Male with children	0.9	0.8	0.9	0.9	1.0
Female with children	21.2	18.7	18.9	17.8	19.1
Other	0.5	0.3	0.3	0.4	1.1
Total	100.0	100.0	100.0	100.0	100.0
Total (number)	52,250	62,700	60,300	65,700	66,100

Notes

1. Number excluded due to errors and omissions (weighted): 1,200 in 2006–07; 1,700 in 2007–08; 1,800 in 2008–09; 1,700 in 2009–10; 1,600 in 2010–11.
2. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: Client Collection.

Table A19: Support periods: main reason for seeking assistance, by reporting period, 2006–07 to 2010–11 (per cent)

Main reason for seeking assistance	2006–07	2007–08	2008–09	2009–10	2010–11
<i>Interpersonal relationships</i>	43.9	47.0	45.3	44.1	40.9
Time out from family/other situation	6.9	9.3	8.9	10.3	8.4
Relationship/family breakdown	10.3	12.5	12.6	12.1	11.7
Interpersonal conflict	3.3	3.3	3.0	2.7	2.2
Sexual abuse	0.7	0.8	0.8	0.6	0.5
Domestic/family violence	21.2	19.7	18.7	17.3	17.1
Physical/emotional abuse	1.4	1.4	1.3	1.2	1.0
<i>Financial</i>	10.2	9.5	11.0	14.6	19.2
Gambling	0.5	0.4	0.3	0.4	0.3
Budgeting problems	3.9	2.9	2.4	4.5	8.8
Rent too high	0.7	0.8	1.0	0.9	1.1
Other financial difficulty	5.0	5.4	7.3	8.8	9.0
<i>Accommodation</i>	15.0	15.0	15.0	14.7	15.1
Overcrowding issues	2.1	2.5	2.6	2.7	2.9
Eviction/asked to leave	5.4	5.0	5.2	4.8	5.1
Emergency accommodation ended	3.8	3.1	2.0	1.9	2.0
Previous accommodation ended	3.8	4.4	5.1	5.3	5.1
<i>Health</i>	18.3	16.5	16.1	13.6	11.1
Mental health issues	2.3	2.4	2.5	2.3	2.3
Problematic drug/alcohol/substance use	13.9	12.2	11.7	9.1	6.8
Psychiatric illness	1.3	1.0	1.2	1.3	1.1
Other health issues	0.9	0.9	0.8	0.9	0.9
<i>Other reasons</i>	12.6	12.0	12.6	13.0	13.7
Gay/lesbian/transgender issues	0.4	0.6	0.9	0.8	0.8
Recently left institution	1.6	1.6	1.9	1.5	1.5
Recent arrival to area with no means of support	2.8	2.3	2.0	1.8	1.7
Itinerant	2.3	2.6	2.9	2.7	2.9
Other	5.5	5.0	4.9	6.2	6.8
Total	100.0	100.0	100.0	100.0	100.0
Total (number)	50,500	61,400	59,400	63,800	64,100

Notes

1. Number excluded due to errors and omissions (weighted): 2,900 in 2006–07; 3,100 in 2007–08; 2,600 in 2008–09; 3,600 in 2009–10; 3,700 in 2010–11.
2. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: Client Collection.

Table A20: Support periods: main reason for seeking assistance, by client group, 2010–11 (per cent)

Main reason for seeking assistance	Male alone under 25	Male alone 25+	Female alone under 25	Female alone 25+	Couple no children	Couple with children	Male with children	Female with children	Other
<i>Interpersonal relationships</i>	40.4	16.9	56.9	47.8	29.0	26.3	37.1	62.6	47.3
Time out from family/ other situation	12.3	8.8	12.8	6.3	6.8	4.2	5.2	5.1	10.1
Relationship/family breakdown	20.0	5.2	23.5	6.1	13.6	12.7	20.5	10.8	27.1
Interpersonal conflict	3.8	1.4	3.5	1.8	3.3	3.0	3.1	1.4	3.2
Sexual abuse	0.1	—	1.2	0.8	0.2	0.2	0.4	0.8	0.2
Domestic/family violence	3.4	1.1	14.6	31.2	4.6	5.6	6.8	43.1	5.5
Physical/emotional abuse	0.7	0.4	1.2	1.5	0.6	0.6	1.0	1.4	1.3
<i>Financial</i>	12.3	30.5	10.0	23.7	21.3	21.3	17.4	9.2	5.7
Gambling	0.2	0.9	—	0.1	0.1	0.1	—	0.1	—
Budgeting problems	5.1	17.0	3.6	8.4	12.3	7.4	6.0	3.2	2.1
Rent too high	0.8	0.6	0.7	1.0	1.2	3.3	2.7	1.8	0.2
Other financial difficulty	6.2	12.0	5.7	14.3	7.7	10.4	8.7	4.2	3.4
<i>Accommodation</i>	17.8	11.6	13.9	8.6	29.6	37.7	31.0	17.4	26.6
Overcrowding issues	2.5	0.8	2.7	1.3	8.4	10.7	8.8	4.7	5.9
Eviction/asked to leave	5.4	3.2	4.6	2.9	10.0	17.8	10.8	6.5	10.6
Emergency accommodation ended	2.6	1.7	1.7	1.4	1.8	3.4	3.1	2.5	5.5
Previous accommodation ended	7.3	6.0	4.9	3.1	9.4	5.9	8.3	3.7	4.6
<i>Health</i>	9.5	23.5	4.8	10.0	7.4	3.3	4.0	2.7	6.1
Mental health issues	1.8	4.2	1.4	2.9	1.4	1.3	1.0	0.7	2.4
Problematic drug/ alcohol/substance use	6.6	15.4	2.4	5.1	4.9	0.6	1.3	1.2	2.6
Psychiatric illness	0.5	2.8	0.3	0.9	0.3	0.3	0.4	0.2	0.4
Other health issues	0.5	1.2	0.7	1.0	0.7	1.2	1.3	0.6	0.6
<i>Other reasons</i>	20.1	17.5	14.4	10.0	12.7	11.4	10.5	8.1	14.3
Gay/lesbian/ transgender issues	3.1	0.1	2.0	0.5	0.1	—	—	—	—
Recently left institution	2.7	2.7	0.7	1.0	1.0	0.7	0.8	0.2	4.3
Recent arrival to area with no means of support	1.9	2.3	1.1	1.4	2.6	3.2	2.4	1.0	1.4
Itinerant	3.6	4.8	2.7	1.4	2.9	2.2	3.0	1.6	2.2
Other	8.8	7.6	7.9	5.7	6.1	5.3	4.2	5.2	6.4
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total (number)	7,300	17,800	9,000	11,000	2,100	2,500	700	12,300	600

Notes

1. Number excluded due to errors and omissions (weighted): 4,600.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: Client Collection.

Table A21: Closed support periods: length of support, by reporting period, 2006–07 to 2010–11 (per cent)

Length of support	2006–07	2007–08	2008–09	2009–10	2010–11
1 week or less	47.0	42.7	41.0	39.0	36.1
>1 week–1 month	18.0	15.8	15.9	14.3	15.0
>1–3 months	19.8	24.1	22.7	25.2	23.7
>3–6 months	7.5	9.1	10.4	10.8	12.0
>6 months	7.7	8.4	10.0	10.7	13.2
Total	100.0	100.0	100.0	100.0	100.0
Total (number)	44,700	52,000	49,300	50,600	51,400
Mean length (days)	57	62	71	80	92
Median length (days)	10	15	16	22	28

Notes

1. Number excluded due to errors and omissions (weighted): 0.
2. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
3. Figures have been weighted to adjust for agency non-participation.

Source: Client Collection.

Table A22: Closed support periods: mean and median length of support by client group, by reporting period, 2006–07 to 2010–11 (days)

Client group	Mean					Median				
	2006–07	2007–08	2008–09	2009–10	2010–11	2006–07	2007–08	2008–09	2009–10	2010–11
Male alone, under 25	59	68	70	80	85	10	20	16	29	22
Male alone, 25+	47	44	44	65	70	7	7	7	8	13
Female alone, under 25	72	80	82	88	96	11	28	28	30	29
Female alone, 25+	41	54	66	76	91	5	8	17	27	23
Couple no children	46	92	69	72	73	13	39	32	31	33
Couple with children	93	104	103	97	113	36	44	47	46	50
Male with children	73	78	80	70	95	31	40	34	43	51
Female with children	68	88	106	118	132	21	34	42	49	59
Other	97	150	125	151	142	20	60	55	39	41

Notes

1. Number excluded due to errors and omissions (weighted): 1,000 in 2006–07; 1,200 in 2007–08; 1,300 in 2008–09; 1,000 in 2009–10; 1,100 in 2010–11.
2. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: Client Collection.

Table A23: Closed support periods in which clients were accommodated: total length of accommodation, by reporting period, 2006–07 to 2010–11 (per cent)

Length of accommodation	2006–07	2007–08	2008–09	2009–10	2010–11
1 day to 1 week	44.5	40.7	37.3	35.5	33.9
>1 week–1 month	24.6	22.4	22.1	21.9	21.3
>1–3 months	18.7	21.5	23.0	22.7	22.5
>3–6 months	6.0	7.9	8.6	9.1	10.4
>6 months	6.2	7.5	9.0	10.7	11.9
Total	100.0	100.0	100.0	100.0	100.0
Total (number)	19,200	17,100	15,900	14,300	14,000
Mean length (days)	49	56	66	75	83
Median length (days)	10	13	16	18	21
Accommodation starting and ending on the same date (number)	2,000	4,400	4,300	3,200	2,900
Total closed support periods with accommodation (number)	21,200	21,500	20,100	17,400	16,900

Notes

1. Number excluded due to errors and omissions (weighted): 700 in 2006–07; 200 in 2007–08; 300 in 2008–09; 200 in 2009–10; 100 in 2010–11.
2. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
3. Figures have been weighted to adjust for agency non-participation.

Source: Client Collection.

Table A24: Closed support periods in which clients were accommodated: mean and median length of accommodation by client group, by reporting period, 2006–07 to 2010–11 (days)

Client group	Mean					Median				
	2006–07	2007–08	2008–09	2009–10	2010–11	2006–07	2007–08	2008–09	2009–10	2010–11
Male alone, under 25	47	50	51	70	78	12	13	14	18	20
Male alone, 25+	38	39	47	49	66	7	9	11	11	14
Female alone, under 25	52	61	62	75	83	12	16	16	17	20
Female alone, 25+	43	58	65	78	67	8	12	17	22	16
Couple no children	48	112	53	51	87	6	23	7	14	25
Couple with children	135	141	195	173	153	65	73	102	101	99
Male with children	89	103	134	109	162	65	66	89	70	80
Female with children	71	90	106	115	111	22	29	36	37	40
Other	143	222	174	79	123	43	72	49	34	50

Notes

1. Number excluded due to errors and omissions (weighted): 900 in 2006–07; 600 in 2007–08; 800 in 2008–09; 500 in 2009–10; 300 in 2010–11.
2. Table excludes accommodation that started and ended on the same date.
3. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: Client Collection.

Table A25: Closed support periods: type of support required by clients, by reporting period, 2006–07 to 2010–11 (per cent)

Type of support	2006–07	2007–08	2008–09	2009–10	2010–11
<i>Housing/accommodation</i>	72.1	66.0	72.2	66.0	64.4
SAAP/CAP accommodation ^(a)	55.4	46.7	46.8	40.0	39.6
Assistance to obtain/maintain short-term accommodation	15.5	15.2	18.6	19.6	16.9
Assistance to obtain/maintain medium-term accommodation	10.9	10.6	14.0	13.9	14.7
Assistance to obtain/maintain independent housing	23.8	24.7	33.1	31.3	33.1
<i>Financial/employment</i>	33.6	31.6	41.0	45.3	44.7
Assistance to obtain/maintain government allowance	10.8	10.1	16.3	16.9	14.8
Employment and training assistance	7.0	6.5	7.7	10.2	10.3
Financial assistance/material aid	24.1	22.8	30.6	36.7	35.7
Financial counselling and support	8.5	7.0	12.4	13.3	12.5
<i>Personal support</i>	60.5	59.9	67.6	70.2	68.0
Incest/sexual assault	2.1	2.0	1.9	1.2	1.3
Domestic/family violence	19.7	19.0	22.0	19.6	19.1
Family/relationship	17.8	18.6	22.1	24.7	24.6
Emotional support	54.5	56.0	64.3	66.0	64.3
Assistance with problem gambling	1.9	0.7	0.5	0.5	0.9
<i>General support/advocacy</i>	79.0	84.0	86.4	87.4	88.1
Living skills/personal development	19.3	19.7	23.7	25.7	26.6
Assistance with legal issues/court support	12.8	12.5	12.2	14.6	13.3
Advice/information	70.9	76.9	81.3	82.3	83.6
Retrieval/storage/removal of belongings	24.5	23.1	25.2	24.1	24.7
Advocacy/liaison on behalf of client	34.6	35.1	45.0	46.3	44.9
<i>Specialist services</i>	34.9	27.8	35.1	35.4	37.6
Psychological services	4.3	3.4	4.4	6.6	6.6
Specialist counselling services	7.7	6.9	8.9	10.1	10.3
Psychiatric services	3.7	2.4	2.1	2.8	2.5
Pregnancy support	1.7	1.3	1.3	1.5	1.6
Family planning support	1.4	1.1	1.1	1.2	1.1
Drug/alcohol support or intervention	13.1	8.1	12.7	11.4	8.8
Physical disability services	0.4	0.2	0.2	0.4	0.3
Intellectual disability services	0.5	0.3	0.3	0.3	0.3
Culturally specific services	6.9	4.0	6.5	8.4	8.0
Interpreter services	1.3	0.9	1.2	2.3	2.5
Assistance with immigration services	1.1	0.8	0.9	1.1	1.0
Health/medical services	16.6	14.1	17.1	17.6	22.0
<i>Basic support/other n.e.s.</i>	58.9	59.4	63.2	67.3	69.0
Meals	47.5	43.6	49.6	43.8	43.8
Laundry/shower facilities	42.3	37.4	41.4	37.0	36.8
Recreation	20.4	21.9	22.8	23.0	20.7
Transport	25.5	23.8	24.5	28.0	25.1
Other	9.5	15.7	21.6	27.8	33.0
<i>No needs recorded</i>	0.4	0.2	0.2	0.1	0.1
Total (number)	43,200	51,200	48,300	49,300	49,400

(a) 'SAAP/CAP accommodation' refers to what is now known as 'specialist homelessness accommodation'.

Notes

1. Number excluded due to errors and omissions (weighted) (closed support periods with no information on support requirements or provision): 1,400 in 2006–07; 800 in 2007–08; 1,000 in 2008–09; 1,300 in 2009–10; 2,000 in 2010–11.
2. Clients were able to receive multiple types of support, so the percentages do not add to 100.
3. A client may require more than one type of support within a broad type of assistance.
4. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
5. Figures have been weighted to adjust for agency non-participation.

Source: Client Collection.

Table A26: Closed support periods: type of support required by clients, by client group, 2010–11 (per cent)

Type of support	Male alone under 25	Male alone 25+	Female alone under 25	Female alone 25+	Couple no children	Couple with children	Male with children	Female with children	Other
<i>Housing/accommodation</i>	69.8	59.9	72.1	58.7	81.6	83.1	77.8	79.6	59.4
SAAP/CAP accommodation ^(a)	43.6	47.5	40.5	26.4	26.9	30.5	29.5	40.5	26.8
Assistance to obtain/maintain short-term accommodation	17.1	11.3	20.3	13.0	29.8	31.6	26.7	23.6	21.6
Assistance to obtain/maintain medium-term accommodation	21.8	4.9	23.2	10.1	18.8	26.2	19.9	24.8	19.0
Assistance to obtain/maintain independent housing	28.1	21.4	33.2	39.6	57.5	70.3	63.1	60.0	39.7
<i>Financial/employment</i>	49.1	47.7	47.7	40.5	53.5	44.4	46.2	53.0	34.1
Assistance to obtain/maintain government allowance	20.6	7.6	22.0	13.8	11.9	12.4	16.2	23.0	17.0
Employment and training assistance	19.7	3.8	19.9	8.5	11.4	9.9	11.7	12.0	13.8
Financial assistance/material aid	34.6	42.5	33.8	31.8	43.6	36.0	38.0	42.2	22.3
Financial counselling and support	16.0	5.8	16.9	11.6	16.1	18.5	17.3	20.6	14.0
<i>Personal support</i>	67.9	42.2	77.1	73.0	68.4	76.8	77.4	87.8	66.6
Incest/sexual assault	0.6	0.1	2.5	1.9	0.6	1.7	0.7	2.9	0.8
Domestic/family violence	5.6	1.5	18.0	37.3	6.5	10.8	10.8	45.1	8.0
Family/relationship	28.9	6.4	36.9	28.8	21.0	26.9	27.8	39.4	38.9
Emotional support	64.1	41.1	71.6	67.7	65.7	74.9	75.2	82.3	55.8
Assistance with problem gambling	0.5	1.6	0.3	0.8	0.2	1.0	1.1	0.8	0.3
<i>General support/advocacy</i>	91.8	86.9	91.9	85.4	91.2	92.5	95.1	93.8	77.0
Living skills/personal development	43.1	14.9	42.2	22.5	22.6	25.4	23.1	35.1	23.8
Assistance with legal issues/court support	8.7	3.3	10.8	22.9	6.3	10.2	14.8	27.4	10.0
Advice/information	87.4	82.3	87.0	79.7	88.0	90.0	92.2	89.5	70.1
Retrieval/storage/removal of belongings	21.6	49.3	14.7	13.4	11.5	8.8	8.1	15.2	9.9
Advocacy/liaison on behalf of client	47.2	38.8	49.0	45.1	46.4	56.4	56.1	62.3	42.0
<i>Specialist services</i>	36.7	41.9	34.7	41.0	23.1	27.9	29.5	40.6	28.6
Psychological services	4.8	4.1	6.9	11.8	3.9	6.7	11.3	8.7	6.1
Specialist counselling services	6.8	2.9	10.5	16.2	8.2	13.9	15.0	19.4	8.4
Psychiatric services	2.6	3.8	1.6	3.1	1.3	1.9	2.4	1.3	1.4
Pregnancy support	0.4	0.1	3.2	1.1	1.3	3.0	1.1	4.2	6.3
Family planning support	1.1	0	2.5	0.6	0.8	1.2	1.0	2.4	3.7
Drug/alcohol support or intervention	12.8	11.1	7.0	8.8	5.9	5.8	8.3	5.8	9.0
Physical disability services	0.1	0.2	0.1	0.5	0.2	1.1	0.5	0.6	0.9
Intellectual disability services	0.4	0.1	0.3	0.4	0.3	0.5	0.7	0.2	1.4
Culturally specific services	5.8	1.8	9.2	12.7	5.3	9.6	12.6	15.4	10.5
Interpreter services	0.2	0.5	1.5	5.2	2.5	2.7	4.8	5.5	2.4
Assistance with immigration services	0.3	0.2	0.7	1.6	0.4	0.8	1.2	3.0	2.6
Health/medical services	23.4	32.0	20.4	18.4	12.4	10.9	9.1	20.1	15.8
<i>Basic support/other n.e.s.</i>	68.9	85.1	60.9	62.7	48.4	52.2	54.5	59.0	57.0
Meals	48.1	70.1	37.3	32.6	21.8	14.7	18.6	29.2	21.7
Laundry/shower facilities	40.6	62.5	30.5	22.4	18.3	12.9	14.2	26.2	22.6
Recreation	26.5	19.5	24.9	22.0	6.2	7.2	10.7	22.5	12.1
Transport	36.2	14.3	34.5	19.0	17.7	17.8	20.0	32.8	20.0
Other	26.4	45.8	21.5	34.6	24.5	33.8	34.4	33.1	30.5
<i>No needs recorded</i>	0.2	0.1	0.1	0.2	—	—	—	0.2	—
Total (number)	5,600	14,800	6,900	8,200	1,700	1,900	500	8,800	500

(a) 'SAAP/CAP accommodation' refers to what is now known as 'specialist homelessness accommodation'.

Notes

1. Number excluded due to errors and omissions (weighted): 2,600 (including those with no information on support requirements or provision).
2. Clients were able to receive multiple types of support, so the percentages do not add to 100.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: Client Collection.

Table A27: Type of support required by clients in closed support periods, by provision, 2010–11

Part a: Individual types of support (percentage of closed support periods)

Type of support	Not provided			Provided			Total	Closed support periods (number)
	Neither provided nor referred	Referred only	Sub-total	Provided only	Provided and referred	Sub-total		
<i>Housing/accommodation</i>								
SAAP/CAP accommodation ^(a)	3.8	9.7	13.5	81.6	5.0	86.6	100.0	19,600
Assistance to obtain/maintain short-term accommodation	3.1	9.0	12.1	59.8	28.2	88.0	100.0	8,400
Assistance to obtain/maintain medium-term accommodation	6.3	9.8	16.1	52.2	31.6	83.8	100.0	7,300
Assistance to obtain/maintain independent housing	2.7	7.5	10.2	60.1	29.7	89.8	100.0	16,400
<i>Financial/employment</i>								
Assistance to obtain/maintain government allowance	2.6	6.4	9.0	60.2	30.7	90.9	100.0	7,300
Employment and training assistance	6.3	14.6	20.9	44.6	34.5	79.1	100.0	5,100
Financial assistance/material aid	0.8	3.8	4.6	79.9	15.5	95.4	100.0	17,700
Financial counselling and support	3.2	10.2	13.4	61.4	25.3	86.7	100.0	6,200
<i>Personal support</i>								
Incest/sexual assault	5.8	13.1	18.9	55.9	25.2	81.1	100.0	600
Domestic/family violence	1.4	2.1	3.5	80.0	16.6	96.6	100.0	9,400
Family/relationship	1.5	2.1	3.6	84.1	12.3	96.4	100.0	12,200
Emotional support	0.4	0.3	0.7	93.7	5.5	99.2	100.0	31,700
Assistance with problem gambling	3.8	7.0	10.8	73.9	15.3	89.2	100.0	500
<i>General support/advocacy</i>								
Living skills/personal development	1.9	1.1	3.0	91.9	5.2	97.1	100.0	13,100
Assistance with legal issues/court support	3.1	17.5	20.6	44.7	34.7	79.4	100.0	6,500
Advice/information	0.2	0.1	0.3	93.0	6.6	99.6	100.0	41,300
Retrieval/storage/removal of belongings	0.8	1.0	1.8	94.4	3.7	98.1	100.0	12,200
Advocacy/liaison on behalf of client	0.7	0.3	1.0	87.2	11.9	99.1	100.0	22,200
<i>Specialist services</i>								
Psychological services	8.2	19.7	27.9	33.0	39.0	72.0	100.0	3,300
Specialist counselling services	3.6	33.0	36.6	32.2	31.2	63.4	100.0	5,100
Psychiatric services	11.3	37.0	48.3	33.9	17.8	51.7	100.0	1,200
Pregnancy support	8.8	9.8	18.6	48.3	33.1	81.4	100.0	800
Family planning support	6.1	9.7	15.8	62.8	21.5	84.3	100.0	500
Drug/alcohol support or intervention	6.0	8.3	14.3	60.5	25.2	85.7	100.0	4,400
Physical disability services	8.5	41.8	50.3	21.6	28.1	49.7	100.0	200
Intellectual disability services	16.4	27.9	44.3	30.3	25.4	55.7	100.0	100
Culturally specific services	2.5	4.9	7.4	62.6	30.0	92.6	100.0	3,900
Interpreter services	0.9	4.4	5.3	30.8	63.9	94.7	100.0	1,200
Assistance with immigration issues	3.8	4.9	8.7	49.1	42.2	91.3	100.0	500
Health/medical services	3.4	23.3	26.7	57.3	16.0	73.3	100.0	10,900
<i>Basic support/other n.e.s.</i>								
Meals	0.6	0.5	1.1	94.7	4.2	98.9	100.0	21,600
Laundry/shower facilities	0.8	0.4	1.2	97.5	1.3	98.8	100.0	18,200
Recreation	0.7	1.1	1.8	94.8	3.4	98.2	100.0	10,200
Transport	3.2	1.1	4.3	91.4	4.4	95.8	100.0	12,400
Other	0.9	0.3	1.2	86.9	12.0	98.9	100.0	16,300

(continued)

Table A27 (continued): Type of support required by clients in closed support periods, by provision, 2010–11

Part b: Broad types of support (percentage of distinct types of support required)

Broad type of support	Not provided			Provided			Total	Distinct types of support required (number)	Closed support periods (number)
	Neither provided nor referred	Referred only	Subtotal	Provided only	Provided and referred	Subtotal			
Housing/ accommodation	3.7	8.9	12.6	67.1	20.3	87.4	100.0	51,600	31,800
Financial/ employment	2.4	7.0	9.4	67.8	22.9	90.7	100.0	36,300	22,100
Personal support	0.9	1.2	2.1	88.6	9.3	97.9	100.0	54,400	33,600
General support/ advocacy	0.8	1.6	2.4	88.4	9.2	97.6	100.0	95,400	43,500
Specialist services	4.6	19.3	23.9	49.5	26.6	76.1	100.0	32,200	18,600
Basic support/ other n.e.s.	1.1	0.6	1.7	93.2	5.1	98.3	100.0	78,700	34,100
Total (%)	1.8	4.6	6.4	80.6	13.0	93.6	100.0
Total (number)	6,400	15,900	22,300	280,900	45,200	326,100	..	348,500	49,400

(a) 'SAAP/CAP accommodation' refers to what is now known as 'specialist homelessness accommodation'.

Notes for tables A27 and A28

1. Number excluded due to errors and omissions (weighted) (closed support periods with no information on support requirements or provision): 1,300 in 2009–10; 2,000 in 2010–11.
2. In broad groups of support types, a client may require more than one type of support within the group. The percentages for broad groups relate to all needs and not to support periods. For individual types of support, a need can be recorded only once within a support period, so the percentages relate to support periods.
3. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
4. Figures have been weighted to adjust for agency non-participation.

Source: Client Collection.

Table A28: Broad types of support required in closed support periods, by provision, 2009–10 (percentage of distinct types of support required)

Broad type of support	Not provided			Provided			Total	Distinct types of support required (number)	Closed support periods (number)
	Neither provided nor referred	Referred only	Subtotal	Provided only	Provided and referred	Subtotal			
Housing/ accommodation	3.5	7.9	11.4	68.6	20.0	88.6	100.0	51,700	32,600
Financial/ employment	3.0	6.8	9.8	66.7	23.5	90.2	100.0	38,000	22,300
Personal support	0.8	1.1	1.9	87.3	10.9	98.2	100.0	55,300	34,600
General support/ advocacy	0.7	1.3	2.0	88.2	9.9	98.1	100.0	95,200	43,100
Specialist services	5.3	20.0	25.3	45.4	29.3	74.7	100.0	31,500	17,500
Basic support/ other n.e.s.	0.6	0.7	1.3	94.6	4.0	98.6	100.0	78,700	33,200
Total (%)	1.8	4.4	6.1	80.4	13.4	93.9	100.0
Total (number)	6,200	15,400	21,600	281,900	47,100	329,000	..	350,500	49,300

Table A29: Closed accompanying child support periods: type of support required by accompanying children, by reporting period, 2006–07 to 2010–11 (per cent)

Type of support	2006–07	2007–08	2008–09	2009–10	2010–11
<i>Accommodation</i>	62.1	52.4	55.8	56.7	55.1
SAAP/CAP accommodation ^(a)	62.1	52.4	55.8	56.7	55.1
<i>School liaison/child care</i>	41.2	36.0	34.2	38.8	35.6
School liaison	17.0	14.2	15.0	21.0	18.8
Child care	32.2	27.9	26.4	30.2	28.1
<i>Personal support</i>	29.1	28.5	30.9	37.6	34.6
Help with behavioural problems	9.8	9.2	12.7	20.8	19.9
Sexual/physical abuse support	2.7	1.4	3.3	8.6	6.2
Skills education	12.6	10.2	10.9	16.2	15.8
Structured play/skill development	20.3	21.4	21.6	26.3	25.6
<i>General support/advocacy</i>	51.4	55.1	63.0	66.4	70.1
Access arrangements	4.7	4.8	6.8	8.8	7.9
Advice/information	33.0	35.7	46.3	47.9	52.7
Advocacy	37.2	39.2	44.7	47.7	52.7
<i>Specialist services</i>	25.9	24.0	25.6	33.0	30.7
Specialist counselling	7.2	5.5	6.9	10.8	8.0
Culturally specific services	10.9	10.3	11.5	16.9	14.3
Health/medical services	14.3	12.3	14.3	19.8	19.6
<i>Basic support/other n.e.s.</i>	65.8	63.5	62.1	68.7	67.7
Meals	45.6	41.6	38.2	39.8	34.5
Showers/hygiene	41.2	33.7	32.2	35.3	31.5
Recreation	38.9	33.3	33.4	36.9	35.1
Transport	44.9	41.1	37.1	38.4	31.9
Other	14.0	18.2	26.9	38.9	44.2
<i>No needs recorded</i>	1.4	0.4	0.2	0.2	0.4
Total (number)	11,200	13,400	13,700	12,300	13,400

(a) 'SAAP/CAP accommodation' refers to what is now known as 'specialist homelessness accommodation'.

Notes

1. Number excluded due to errors and omissions (weighted) (closed support periods with no information on support requirements or provision): 7,100 in 2006–07; 6,400 in 2007–08; 5,500 in 2008–09; 5,700 in 2009–10; 6,700 in 2010–11. In the majority of these, 'no assistance' was indicated as required for the accompanying child.
2. Accompanying children were able to receive multiple types of support, so the percentages do not add to 100.
3. An accompanying child may require more than one type of support within a broad type of assistance.
4. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
5. Figures have been weighted to adjust for agency non-participation.

Source: Client Collection.

Table A30: Type of support required by accompanying children in closed support periods, by provision, 2010–11

Part a: Individual types of support (percentage of closed accompanying child support periods)

Type of support	Not provided			Provided			Total	Closed accompanying child support periods (number)
	Neither provided nor referred	Referred only	Subtotal	Provided only	Provided and referred	Subtotal		
<i>Accommodation</i>								
SAAP/CAP accommodation ^(a)	3.1	20.4	23.5	73.6	2.9	76.5	100.0	7,400
<i>School liaison/child care</i>								
School liaison	2.5	9.2	11.7	60.9	27.4	88.3	100.0	2,500
Child care	1.4	7.3	8.7	81.6	9.7	91.3	100.0	3,800
<i>Personal support</i>								
Help with behavioural problems	2.3	5.9	8.2	60.6	31.2	91.8	100.0	2,700
Sexual/physical abuse support	0.5	5.2	5.7	38.1	56.2	94.3	100.0	800
Skills education	0.9	5.0	5.9	80.5	13.6	94.1	100.0	2,100
Structured play/skill development	0.7	1.6	2.3	93.4	4.3	97.7	100.0	3,400
<i>General support/advocacy</i>								
Access arrangements	2.9	16.9	19.8	61.3	18.8	80.1	100.0	1,100
Advice/information	0.7	0.3	1.0	92.7	6.3	99.0	100.0	7,000
Advocacy	0.4	1.2	1.6	87.5	10.9	98.4	100.0	7,000
<i>Specialist services</i>								
Specialist counselling	2.3	26.3	28.6	35.8	35.5	71.3	100.0	1,100
Culturally specific services	2.7	13.4	16.1	60.5	23.4	83.9	100.0	1,900
Health/medical services	2.9	32.4	35.3	22.2	42.5	64.7	100.0	2,600
<i>Basic support/other n.e.s.</i>								
Meals	0.4	0.2	0.6	97.4	2.0	99.4	100.0	4,600
Showers/hygiene	0.4	—	0.4	98.4	1.2	99.6	100.0	4,200
Recreation	0.7	2.2	2.9	95.1	2.1	97.2	100.0	4,700
Transport	1.0	0.3	1.3	95.7	3.0	98.7	100.0	4,300
Other	0.8	20.5	21.3	62.1	16.6	78.7	100.0	5,900

(continued)

Table A30 (continued): Type of support required by accompanying children in closed support periods, by provision, 2010–11

Part b: Broad types of support (percentage of distinct types of support required)

Broad type of support	Not provided			Provided			Total	Distinct types of support required (number)	Closed accompanying child support period (number)
	Neither provided nor referred	Referred only	Sub-total	Provided only	Provided and referred	Sub-total			
Accommodation	3.1	20.4	23.5	73.6	2.9	76.5	100.0	7,400	7,400
School liaison/ child care	1.9	8.1	10.0	73.3	16.8	90.1	100.0	6,300	4,800
Personal support	1.2	4.0	5.2	75.6	19.2	94.8	100.0	9,000	4,600
General support/ advocacy	0.7	1.9	2.6	88.1	9.3	97.4	100.0	15,100	9,400
Specialist services	2.7	24.8	27.5	37.9	34.6	72.5	100.0	5,600	4,100
Basic support/ other n.e.s.	0.7	5.6	6.3	88.0	5.7	93.7	100.0	23,700	9,100
Total (%)	1.3	8.0	9.3	79.2	11.5	90.7	100.0
Total (number)	900	5,400	6,300	53,200	7,700	60,900	..	67,100	13,300

(a) 'SAAP/CAP accommodation' refers to what is now known as 'specialist homelessness accommodation'.

Notes for tables A30 and A31

1. Number excluded due to errors and omissions (weighted) (closed support periods with no information on support requirements or provision): 5,700 in 2009–10; 6,700 in 2010–11. In the majority of these, 'no assistance' was indicated as required for the accompanying child.
2. In broad groups of support types, an accompanying child may require more than one type of support within the group. The percentages for broad groups relate to all needs and not to support periods. For individual types of support, a need can be recorded only once within a support period, so the percentages relate to accompanying child support periods.
3. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
4. Figures have been weighted to adjust for agency non-participation.

Source: Client Collection.

Table A31: Broad types of support required by accompanying children in closed support periods, by provision, 2009–10 (percentage of distinct types of support required)

Broad type of support	Not provided			Provided			Total	Distinct types of support required (number)	Closed accompanying child support periods (number)
	Neither provided nor referred	Referred only	Sub-total	Provided only	Provided and referred	Sub-total			
Accommodation	3.2	14.1	17.3	78.9	3.8	82.7	100.0	7,000	7,000
School liaison/ child care	2.0	4.6	6.6	73.3	20.1	93.4	100.0	6,300	4,800
Personal support	1.0	3.3	4.3	74.2	21.6	95.8	100.0	8,900	4,600
General support/ advocacy	1.0	1.2	2.2	86.9	10.9	97.8	100.0	12,900	8,200
Specialist services	2.5	19.4	21.9	41.1	37.0	78.1	100.0	5,900	4,100
Basic support/ other n.e.s.	0.4	0.9	1.3	93.9	4.8	98.7	100.0	23,400	8,500
Total (%)	1.3	4.7	6.0	81.3	12.7	94.0	100.0
Total (number)	800	3,100	3,900	52,300	8,200	60,500	..	64,300	12,300

Table A32: Closed support periods: main source of income immediately before and after a support period, by reporting period, 2009–10 to 2010–11 (per cent)

Main source of income	Closed support periods in which clients needed assistance to obtain/maintain a pension or benefit		All closed support periods	
	Before	After	Before	After
2009–10				
No income	15.6	7.1	9.9	6.7
Government payments	75.7	82.4	81.7	83.5
Other	8.7	10.5	8.5	9.8
Total	100.0	100.0	100.0	100.0
Total (number)	7,900	7,500	43,800	39,700
2010–11				
No income	16.0	7.2	9.4	6.9
Government payments	74.1	80.7	82.1	83.4
Other	9.8	12.2	8.5	9.7
Total	100.0	100.0	100.0	100.0
Total (number)	7,300	7,000	44,700	41,600

Notes

1. Number excluded due to errors and omissions (weighted): 6,800 before support (including 'Don't know'), 10,900 after support (including 'Don't know' and 'Client left without providing any information') in 2009–10; 6,700 before support (including 'Don't know'), 9,800 after support (including 'Don't know' and 'Client left without providing any information') in 2010–11.
2. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: Client Collection.

Table A33: Closed support periods: main source of income immediately after a support period by length of support, by reporting period, 2009–10 to 2010–11 (per cent)

After support	1 week or less	>1 week–1 month	>1–3 months	>3–6 months	>6 months	Total	
						Per cent	Number
2009–10							
No income	6.6	6.4	7.4	7.1	5.0	6.7	2,600
Government payments	85.4	85.6	82.1	81.5	80.6	83.5	33,200
Other	7.9	8.0	10.6	11.4	14.4	9.8	3,900
Total	100.0	100.0	100.0	100.0	100.0	100.0	..
Total (number)	14,400	5,400	10,500	4,700	4,600	..	39,700
2010–11							
No income	8.4	6.8	6.5	5.4	5.1	6.9	2,900
Government payments	84.3	85.7	82.8	82.5	80.8	83.4	34,700
Other	7.3	7.5	10.6	12.1	14.1	9.7	4,000
Total	100.0	100.0	100.0	100.0	100.0	100.0	..
Total (number)	14,800	5,900	10,000	5,200	5,700	..	41,600

Notes

1. Number excluded due to errors and omissions (weighted): 10,900 (including 'Don't know' and 'Client left without providing any information') in 2009–10; 9,800 (including 'Don't know' and 'Client left without providing any information') in 2010–11.
2. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: Client Collection.

Table A34: Closed support periods: employment status in the week before and after a support period, by reporting period, 2009–10 to 2010–11 (per cent)

Employment status	Closed support periods in which clients needed assistance in employment and training		All closed support periods	
	Before	After	Before	After
2009–10				
Employed full/part time	14.5	24.2	9.8	12.5
Unemployed (looking for work)	27.8	25.8	20.3	19.2
Not in labour force	57.7	50.0	69.9	68.3
Total	100.0	100.0	100.0	100.0
Total (number)	4,900	4,600	42,900	38,000
2010–11				
Employed full/part time	14.1	23.7	9.7	12.3
Unemployed (looking for work)	28.7	25.5	19.2	18.7
Not in labour force	57.2	50.7	71.1	69.0
Total	100.0	100.0	100.0	100.0
Total (number)	4,900	4,600	43,600	39,900

Notes

1. Number excluded due to errors and omissions (weighted): 7,700 before support (including 'Don't know'), 12,600 after support (including 'Don't know' and 'Client left without providing any information') in 2009–10; 7,800 before support (including 'Don't know'), 11,500 after support (including 'Don't know' and 'Client left without providing any information') in 2010–11.
2. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: Client Collection.

Table A35: Closed support periods: employment status in the week after a support period, by length of support, by reporting period, 2009–10 to 2010–11 (per cent)

After support	1 week or less	>1 week–1 month	>1–3 months	>3–6 months	>6 months	Total	
						Per cent	Number
2009–10							
Employed full/part time	8.4	10.2	14.0	15.3	21.3	12.5	4,700
Unemployed (looking for work)	17.7	19.6	22.2	19.0	16.7	19.2	7,300
Not in labour force	73.9	70.2	63.8	65.6	62.0	68.3	25,900
Total	100.0	100.0	100.0	100.0	100.0	100.0	..
Total (number)	13,700	5,200	10,100	4,500	4,400	..	38,000
2010–11							
Employed full/part time	7.9	9.4	13.5	17.0	20.5	12.3	4,900
Unemployed (looking for work)	18.9	17.9	20.9	17.3	16.6	18.7	7,500
Not in labour force	73.2	72.6	65.6	65.8	62.9	69.0	27,500
Total	100.0	100.0	100.0	100.0	100.0	100.0	..
Total (number)	14,200	5,600	9,700	4,900	5,400	..	39,900

Notes

1. Number excluded due to errors and omissions (weighted): 12,600 (including 'Don't know' and 'Client left without providing any information') in 2009–10; 11,500 (including 'Don't know' and 'Client left without providing any information') in 2010–11.
2. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: Client Collection.

Table A36: Closed support periods: type of house/dwelling immediately before and after a support period, by reporting period, 2009–10 to 2010–11 (per cent)

Type of house/dwelling	Closed support periods in which clients needed assistance to obtain/maintain independent housing		All closed support periods	
	Before	After	Before	After
2009–10				
<i>Improvised dwelling/sleeping rough</i>	5.9	1.8	13.4	9.2
Improvised dwelling/car/tent/squat	3.5	1.0	4.9	2.0
Street/park/in the open	2.4	0.9	8.5	7.2
<i>House/dwelling</i>	88.5	94.4	79.8	84.9
House/flat	74.8	84.6	66.1	73.9
Caravan	2.2	2.1	1.6	1.5
Boarding/rooming house	4.2	3.6	5.0	4.1
Hostel/hotel/motel	7.3	4.1	7.1	5.4
<i>Institutional setting</i>	5.6	3.7	6.8	5.9
Hospital	0.6	0.5	0.9	0.7
Psychiatric institution	0.5	0.3	0.6	0.4
Prison/youth training centre	1.4	0.7	1.8	0.8
Other institutional setting	3.1	2.3	3.5	4.1
Total	100.0	100.0	100.0	100.0
Total (number)	16,200	13,600	43,500	34,700
2010–11				
<i>Improvised dwelling/sleeping rough</i>	6.2	1.8	12.2	7.9
Improvised dwelling/car/tent/squat	3.8	1.2	4.7	2.3
Street/park/in the open	2.4	0.6	7.5	5.6
<i>House/dwelling</i>	89.6	95.3	81.8	86.5
House/flat	73.4	84.3	67.4	75.3
Caravan	2.4	1.9	1.6	1.4
Boarding/rooming house	5.6	4.0	5.2	4.1
Hostel/hotel/motel	8.2	5.1	7.6	5.6
<i>Institutional setting</i>	4.2	2.9	6.0	5.6
Hospital	0.6	0.3	0.8	0.7
Psychiatric institution	0.5	0.2	0.5	0.4
Prison/youth training centre	1.0	0.6	1.7	1.0
Other institutional setting	2.0	1.8	3.0	3.6
Total	100.0	100.0	100.0	100.0
Total (number)	17,900	15,300	44,200	36,300

Notes

1. Number excluded due to errors and omissions (weighted): 7,100 before support (including 'Don't know'), 15,900 after support (including 'Don't know' and 'Client left without providing any information') in 2009–10; 7,200 before support (including 'Don't know'), 15,000 after support (including 'Don't know' and 'Client left without providing any information') in 2010–11.
2. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: Client Collection.

Table A37: Closed support periods: type of tenure immediately before and after a support period, by reporting period, 2009–10 to 2010–11 (per cent)

Type of tenure	Closed support periods in which clients needed assistance to obtain/maintain independent housing		All closed support periods	
	Before	After	Before	After
2009–10				
<i>SAAP/CAP funded accommodation^(a)</i>	12.2	10.9	13.3	13.3
SAAP/CAP crisis/short-term accommodation	8.5	4.7	9.4	6.8
SAAP/CAP medium/long-term accommodation	2.0	4.8	2.5	5.2
Other SAAP/CAP funded accommodation	1.7	1.4	1.5	1.4
<i>No tenure</i>	10.9	4.5	19.5	13.9
Institutional setting	3.3	2.0	4.2	3.1
Improvised dwelling/sleeping rough	4.8	1.4	11.2	4.8
Other	2.7	1.1	4.2	6.0
<i>Tenure</i>	76.9	84.6	67.1	72.8
Purchasing/purchased own home	5.7	5.3	4.4	4.5
Private rental	33.8	43.8	27.7	32.8
Public housing rental	7.9	11.3	9.8	12.6
Community housing rental	2.3	4.9	2.2	3.8
Rent-free accommodation	8.8	5.3	8.8	6.8
Boarding	18.5	14.0	14.3	12.2
Total	100.0	100.0	100.0	100.0
Total (number)	15,600	13,000	41,200	33,000
2010–11				
<i>SAAP/CAP funded accommodation^(a)</i>	11.6	10.1	12.8	12.7
SAAP/CAP crisis/short-term accommodation	7.9	4.6	8.4	6.4
SAAP/CAP medium/long-term accommodation	1.8	3.9	2.6	4.8
Other SAAP/CAP funded accommodation	1.9	1.5	1.8	1.5
<i>No tenure</i>	10.3	3.7	18.2	12.6
Institutional setting	2.4	1.5	3.9	3.1
Improvised dwelling/sleeping rough	5.5	1.4	9.9	4.8
Other	2.4	0.8	4.4	4.7
<i>Tenure</i>	78.1	86.2	69.0	74.8
Purchasing/purchased own home	4.6	4.1	3.9	3.8
Private rental	37.1	45.9	29.8	34.2
Public housing rental	8.1	12.0	11.5	14.6
Community housing rental	2.5	5.3	2.5	4.2
Rent-free accommodation	8.8	5.2	8.2	6.2
Boarding	17.1	13.7	13.1	11.6
Total	100.0	100.0	100.0	100.0
Total (number)	17,200	14,900	41,600	34,400

(a) 'SAAP/CAP funded accommodation' refers to what is now known as 'specialist homelessness accommodation'.

Notes

1. Number excluded due to errors and omissions (weighted): 9,300 before support (including 'Don't know'), 17,600 after support (including 'Don't know' and 'Client left without providing any information') in 2009–10; 9,800 before support (including 'Don't know'), 17,000 after support (including 'Don't know' and 'Client left without providing any information') in 2010–11.
2. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: Client Collection.

Table A38: Closed support periods: type of house/dwelling occupied immediately after a support period by length of support, by reporting period, 2009–10 to 2010–11 (per cent)

After support	1 week or less	>1 week–1 month	>1–3 months	>3–6 months	>6 months	Total	
						Per cent	Number
2009–10							
Improvised dwelling/sleeping rough	17.2	10.7	3.6	3.4	4.2	9.2	3,200
House/dwelling	76.0	81.9	91.0	91.4	91.9	84.9	29,500
Institutional setting	6.9	7.5	5.3	5.3	3.9	5.9	2,100
Total	100.0	100.0	100.0	100.0	100.0	100.0	..
Total (number)	11,600	4,700	9,600	4,400	4,400	..	34,700
2010–11							
Improvised dwelling/sleeping rough	13.5	9.7	4.0	3.4	4.0	7.9	2,900
House/dwelling	78.7	83.0	92.0	92.7	93.0	86.5	31,400
Institutional setting	7.8	7.3	4.0	3.8	3.0	5.6	2,000
Total	100.0	100.0	100.0	100.0	100.0	100.0	..
Total (number)	12,200	5,000	9,000	4,700	5,400	..	36,300

Notes

1. Number excluded due to errors and omissions (weighted): 15,900 (including 'Don't know' and 'Client left without providing any information') in 2009–10; 15,000 (including 'Don't know' and 'Client left without providing any information') in 2010–11.
2. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: Client Collection.

Table A39: Closed support periods: type of tenure immediately after a support period by length of support, by reporting period, 2009–10 to 2010–11 (per cent)

After support	1 week or less	>1 week–1 month	>1–3 months	>3–6 months	>6 months	Total	
						Per cent	Number
2009–10							
SAAP/CAP funded accommodation ^(a)	14.0	13.5	14.5	12.7	9.7	13.3	4,400
No tenure	23.9	17.0	7.2	6.4	7.1	13.9	4,600
Tenure	62.2	69.5	78.3	80.9	83.2	72.8	24,000
Total	100.0	100.0	100.0	100.0	100.0	100.0	..
Total (number)	10,900	4,500	9,200	4,200	4,200	..	33,000
2010–11							
SAAP/CAP funded accommodation ^(a)	13.5	14.4	13.9	11.1	8.5	12.7	4,400
No tenure	20.8	15.7	7.4	6.0	5.9	12.6	4,300
Tenure	65.7	69.9	78.6	83.0	85.6	74.8	25,700
Total	100.0	100.0	100.0	100.0	100.0	100.0	..
Total (number)	11,300	4,800	8,600	4,500	5,100	..	34,400

(a) 'SAAP/CAP funded accommodation' refers to what is now known as 'specialist homelessness accommodation'.

Notes

1. Number excluded due to errors and omissions (weighted): 17,600 (including 'Don't know' and 'Client left without providing any information') in 2009–10; 17,000 (including 'Don't know' and 'Client left without providing any information') in 2010–11.
2. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: Client Collection.

Table A40: Closed support periods: living situation immediately before and after a support period, by reporting period, 2009–10 to 2010–11 (per cent)

Living situation	Before	After
	2009–10	
With both parents	3.0	2.4
With one parent and parent's spouse/partner	2.1	1.7
With one parent	5.4	4.7
With foster family	0.5	0.4
With relatives/friends temporary	14.4	9.7
With relatives/friends long-term	3.5	5.3
With spouse/partner	7.4	6.6
With spouse/partner and child(ren)	8.6	7.5
Alone	23.9	27.2
Alone with child(ren)	10.3	15.7
With other unrelated persons	19.8	17.8
Other	1.1	1.0
Total	100.0	100.0
Total (number)	43,600	35,300
	2010–11	
With both parents	3.3	2.9
With one parent and parent's spouse/partner	2.0	1.4
With one parent	4.8	4.2
With foster family	0.4	0.3
With relatives/friends temporary	14.5	10.0
With relatives/friends long-term	3.6	5.4
With spouse/partner	6.7	6.0
With spouse/partner and child(ren)	9.5	8.2
Alone	25.3	27.7
Alone with child(ren)	11.5	16.5
With other unrelated persons	16.7	15.6
Other	1.7	1.8
Total	100.0	100.0
Total (number)	43,800	36,800

Notes

1. Number excluded due to errors and omissions (weighted): 7,000 before support (including 'Don't know'), 15,300 after support (including 'Don't know' and 'Client left without providing any information') in 2009–10; 7,600 before support (including 'Don't know'), 14,600 after support (including 'Don't know' and 'Client left without providing any information') in 2010–11.
2. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: Client Collection.

Table A41: Closed support periods: student status immediately before and after a support period, by age, by reporting period, 2009–10 to 2010–11 (per cent)

Student status	5–17 years		18+ years		Total	
	Before	After	Before	After	Before	After
2009–10						
Not a student	49.2	46.5	94.4	93.2	87.8	86.8
Primary/secondary student	40.9	41.6	1.3	1.1	7.1	6.7
Post-secondary student/employment training	9.9	11.9	4.3	5.6	5.1	6.5
Total	100.0	100.0	100.0	100.0	100.0	100.0
Total (number)	6,200	5,100	36,300	32,300	42,500	37,500
2010–11						
Not a student	43.5	40.7	93.8	92.5	86.6	85.2
Primary/secondary student	46.7	46.4	1.2	1.1	7.7	7.5
Post-secondary student/employment training	9.8	12.9	5.0	6.4	5.7	7.3
Total	100.0	100.0	100.0	100.0	100.0	100.0
Total (number)	6,200	5,700	37,100	34,100	43,300	39,800

Notes

1. Number excluded due to errors and omissions (weighted): 7,600 before support (including 'Don't know'), 12,600 after support (including 'Don't know' and 'Client left without providing any information') in 2009–10; 7,600 before support (including 'Don't know'), 11,100 after support (including 'Don't know' and 'Client left without providing any information') in 2010–11.
2. Table excludes closed support periods for clients aged 4 years and under.
3. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: Client Collection.

Table A42: Closed support periods: existence of a case management plan by the end of a support period, by reporting period, 2006–07 to 2010–11 (per cent)

Case management plan	2006–07	2007–08	2008–09	2009–10	2010–11
Yes	56.7	61.6	68.2	69.4	69.2
No, client did not agree to one	9.1	8.3	6.2	3.7	4.1
No, support period too short	31.7	29.2	24.9	26.3	25.7
No, other reason	2.5	0.8	0.6	0.6	0.9
Total	100.0	100.0	100.0	100.0	100.0
Total (number)	40,900	48,500	45,700	45,800	44,900

Notes

1. Number excluded due to errors and omissions (weighted): 3,700 in 2006–07; 3,500 in 2007–08; 3,600 in 2008–09; 4,800 in 2009–10; 6,400 in 2010–11.
2. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
3. Figures have been weighted to adjust for agency non-participation.

Source: Client Collection.

Table A43: Closed support periods where a case management plan was in place by the end of a support period: achievement of goals, by reporting period, 2006–07 to 2010–11 (per cent)

Achievement of goals	2006–07	2007–08	2008–09	2009–10	2010–11
All goals achieved	32.9	44.0	51.6	51.0	49.3
Most or some goals achieved	59.9	50.4	45.1	45.7	47.2
No goals achieved	7.2	5.7	3.3	3.3	3.5
Total	100.0	100.0	100.0	100.0	100.0
Total (number)	23,000	29,700	31,000	31,700	31,000

Notes

1. Number excluded due to errors and omissions (weighted): 200 in 2006–07; 200 in 2007–08; 100 in 2008–09; 100 in 2009–10; 100 in 2010–11.
2. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
3. Figures have been weighted to adjust for agency non-participation.

Source: Client Collection.

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