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Specialist Homelessness Services Collection data cubes user guide

2011–12 to 2020–21

Australian Institute of Health and Welfare
Canberra

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Abbreviations

AIHW	Australian Institute of Health and Welfare
ASGS	Australian Statistical Geography Standard
DVA	Department of Veterans' Affairs
GCCSA	Greater Capital City Statistical Areas
LGA	Local Government Area
PHN	Primary Health Network
RA	Remoteness Areas
SA2	Statistical Area Level 2
SA3	Statistical Area Level 3
SA4	Statistical Area Level 4
SHS	Specialist Homelessness Services
SHSC	Specialist Homelessness Services Collection
SLK	Statistical linkage key

Symbols

n/a	not applicable
n.p.	not publishable because of small numbers, confidentiality or other concerns about the quality of the data

1 Overview of available data

A data cube is a multidimensional representation of a data set. The Specialist Homelessness Services Collection (SHSC) data cubes are a subset of the SHSC data set.

This chapter provides an overview of the available data cubes and explanatory notes. Chapter 2 contains details of the data items and Chapter 3 provides information on using the data cubes.

When using the cubes, please acknowledge the source as: AIHW 2021. Specialist Homelessness Services Collection data cubes 2011–12 to 2020–21. Cat. no. HOU 328. Canberra: AIHW.

Data cubes

The SHSC data cubes are separated into multiple cubes to ensure that client confidentiality is retained in accordance with legislation and agreements supporting the data collection, while at the same time maximising functionality for data cube users. The SHSC data cubes are:

- Demographics
- Housing situation
- Other outcomes
- Services
- Geographical location of clients: SA2
- Geographical location of clients: SA3, SA4, RA, GCCSA
- Geographical location of clients: LGA
- Geographical location of clients: PHN
- Geographical location of clients: state or territory.

The five data cubes containing information on the geographical location of clients contain data from 2014–15 onwards (data before 2014–15 are not released due to data quality issues). The other four data cubes contain data from 2011-12 onwards.

Counting unit—client counts

The counting unit for the data cubes is distinct clients. Clients can have multiple periods of support from the same or different SHS agencies over a financial year. These periods of support can be linked together using a statistical linkage key (SLK). The SLK is constructed using data about the client that are provided for each support period. The SLK is used to both count distinct clients and to identify all the support periods relating to individual clients.

Geographical location of client data cubes

In the geographical location of client data cubes, each client contributes only once to each cube, even if they had multiple support periods during the financial year. The client location used in the cubes is based on where the client reported to be residing in the week before their first support period for the relevant financial year.

The 'geographical location of clients: state or territory' data cube can be used to obtain national client totals (the number of distinct clients in Australia). Do not use the sub-state geographical location of client data cubes to obtain national client totals, as counts for 2014–15 to 2016–17 are not weighted (see below).

Non-geographical cubes

In the four non-geographical cubes (demographics, housing situation, other outcomes, services), each client is counted in each state or territory in which they received services. If they had multiple support periods within a state or territory in the same financial year, they are counted once for that state or territory. For example, client A had 3 support periods in Victoria and 2 support periods in South Australia. Client A would be counted once in Victoria and once in South Australia (that is, would contribute 1 to the client count for Victoria and 1 for the client count in South Australia).

Because a client can receive support in multiple states or territories, the sum of the clients in the states and territories (using the 'total' function in the data cubes) will be greater than the number of distinct clients in Australia. To obtain the number of distinct clients in Australia for a financial year from the data cubes, select a data item other than 'state or territory' and use the total function.

Weighted counts

Data for 2011–12 to 2016–17 at the state, territory and national levels are weighted to account for agency non-response and invalid SLKs, and have been rounded to the nearest integer. Components may not sum to totals due to this rounding. Due to improvements in agency response and rates of SLK validity, data from 2017–18 are no longer weighted. The removal of weighting does not constitute a break in time series, and these data are directly comparable with weighted counts for earlier years.

As the weighting method is not suitable for sub-state units, the data in the sub-state cubes are not weighted. Therefore, caution should be used when comparing data for 2017–18 onwards with data for 2014–15 to 2016–17 in the sub-state data cubes.

Data for 2017–18 onwards are comparable with data for 2014–15 to 2016–17 in the 'geographical location of clients: state or territory' data cube as weighting has been applied.

In summary, data for 2017–18 onwards are comparable with data for 2014–15 to 2016–17 in the following cubes:

- Demographics
- Housing situation
- Other outcomes
- Services
- Geographical location of clients: state or territory.

However, use caution when comparing data for 2017–18 onwards with data for 2014–15 to 2016–17 in the following cubes:

- Geographical location of clients: SA2
- Geographical location of clients: SA3, SA4, RA, GCCSA
- Geographical location of clients: LGA
- Geographical location of clients: PHN.

Confidentialisation

The AIHW is committed to maintaining client confidentiality and regularly reviews the approaches used to confidentialise data. The inclusion of information about the geographical location of clients has resulted in the need to restrict the availability of sensitive data items. The following confidentialisation has been applied to the data cubes:

- data items deemed to contain sensitive information are only included in the demographics cube. These data items are: Indigenous status, mental health issue, care or protection order, exiting care, and exiting custody.
- age is aggregated into broad age groups. The age groups used vary depending on the cube, with client geographical location cubes providing data in 10-year age groups and the other cubes providing data in smaller age groups.
- age is not published (n.p.) for some clients in all data cubes. Totals for individual age groups may not match those in other AIHW publications due to this suppression.
- data items in the client geographical location cubes are restricted, and different types of geographical units are located in separate data cubes.

Comparability with published SHSC data

Data presented in these cubes may differ from other published SHSC data due to differences in the preparation and analysis of the source data. In particular:

- client counts for 2011–12 to 2016–17 at the state, territory and national levels are weighted—some AIHW publications that analyse the pathways of individual clients over time using longitudinal data do not use weighted data.
- age is not published (n.p.) for some clients in all data cubes—totals for individual age groups may not match those in other AIHW publications due to this suppression.
- age and age-related variables for all years of data have been derived using an improved calculation method for data cubes released from February 2019 (i.e., 2011–12 to 2017–18 data cubes) onwards.
- improvements have been introduced for the preparation of client location, support period length and accommodation nights for all years of data in data cubes released from December 2020 (i.e., 2011–12 to 2019–20 data cubes) onwards.

Further information

- These data cubes accompany the [Specialist homelessness services annual report 2020–21](#). Please note data presented in the cubes may differ from those published elsewhere because of differences in the preparation and analysis of the source data.
- For general information on how to use and manipulate the SHSC data cubes and for assistance with building a table, see [chapter 3](#).
- For information on how SHSC data are collected, see the [SHS Collection Manual](#).
- For data quality information, see the [data quality statement](#) for each reference year, available from [METeOR](#)—the AIHW metadata repository.
- For further enquiries, customised data requests, or help please email homelessnessdata@aihw.gov.au.

2 Data items

This chapter lists the data items in each data cube (Table 2.1) and provides details of each data item.

Data items by data cube

Table 2.1: Data items in the SHSC data cubes

Data item	Demographics	Housing situation	Other outcomes	Support services	Client location: SA3, SA4, RA, GCCSA	Client location: SA2	Client location: PHN	Client location: LGA	Client location: state or territory
Accommodation—nights	✓								
Accommodation—short-term—needed				✓					
Accommodation—short-term—provided				✓					
Accommodation—short-term—referred				✓					
Accommodation—medium-term—needed				✓					
Accommodation—medium-term—provided				✓					
Accommodation—medium-term—referred				✓					
Accommodation—long-term—needed				✓					
Accommodation—long-term—provided				✓					
Accommodation—long-term—referred				✓					
Age group	✓	✓	✓	✓	✓		✓	✓	✓
Care or protection order	✓								
Case management—goals achieved		✓	✓						
Case management—plan		✓	✓						
Case management—reason for no plan		✓	✓						
Client count	✓	✓	✓	✓	✓	✓	✓	✓	✓
Client location—GCCSA					✓				
Client location—LGA								✓	
Client location—PHN							✓		

Data item	Demographics	Housing situation	Other outcomes	Support services	Client location: SA3, SA4, RA, GCCSA	Client location: SA2	Client location: PHN	Client location: LGA	Client location: state or territory
Client location—RA					✓				
Client location—SA2						✓			
Client location—SA3					✓				
Client location—SA4					✓				
Closed support		✓	✓						
Disability assistance—needed				✓					
Disability assistance—provided				✓					
Disability assistance—referred				✓					
Disability requiring assistance	✓								
Domestic or family violence	✓	✓	✓	✓					
Domestic or family violence assistance—needed				✓					
Domestic or family violence assistance—provided				✓					
Domestic or family violence assistance—referred				✓					
Drug or alcohol misuse	✓	✓	✓	✓					
Drug or alcohol counselling—needed				✓					
Drug or alcohol counselling—provided				✓					
Drug or alcohol counselling—referred				✓					
Dwelling type—first reported/last reported		✓							
Education or training enrolment—first reported/last reported			✓						
Exiting care	✓								

Data item	Demographics	Housing situation	Other outcomes	Support services	Client location: SA3, SA4, RA, GCCSA	Client location: SA2	Client location: PHN	Client location: LGA	Client location: state or territory
Exiting custody	✓								
Family assistance—needed				✓					
Family assistance—provided				✓					
Family assistance—referred				✓					
Financial year	✓	✓	✓	✓	✓	✓	✓	✓	✓
General assistance—needed				✓					
General assistance—provided				✓					
General assistance—referred				✓					
Homeless—months		✓							
Homeless status—months		✓							
Homelessness—first reported	✓	✓	✓	✓	✓		✓	✓	✓
Homelessness—last reported	✓								
Homelessness—repeat	✓	✓							
Housing—first reported		✓							
Housing—last reported		✓							
Immigration assistance—needed				✓					
Immigration assistance—provided				✓					
Immigration assistance—referred				✓					
Indigenous status	✓								
Labour force status—first reported/last reported			✓						
Legal or financial assistance—needed				✓					
Legal or financial assistance—provided				✓					

Data item	Demographics	Housing situation	Other outcomes	Support services	Client location: SA3, SA4, RA, GCCSA	Client location: SA2	Client location: PHN	Client location: LGA	Client location: state or territory
Legal or financial assistance—referred				✓					
Living arrangement—first reported/last reported			✓						
Main reason for seeking assistance—first reported	✓			✓					
Main source of income—first reported/last reported			✓						
Mental health assistance—needed				✓					
Mental health assistance—provided				✓					
Mental health assistance—referred				✓					
Mental health issue	✓								
Mental health issue—diagnosed	✓								
New client indicator	✓	✓	✓	✓					
Occupancy—first reported/last reported		✓							
Presenting unit type—first reported	✓								
Sex	✓	✓	✓	✓	✓		✓	✓	✓
Specialist services—needed				✓					
Specialist services—provided				✓					
Specialist services—referred				✓					
State or territory of agency	✓	✓	✓	✓					
State or territory of client									✓
Support period length	✓								
Tenure assistance—needed				✓					
Tenure assistance—provided				✓					

Data item	Demographics	Housing situation	Other outcomes	Support services	Client location: SA3, SA4, RA, GCCSA	Client location: SA2	Client location: PHN	Client location: LGA	Client location: state or territory
Tenure assistance—referred				✓					
Tenure—first reported/last reported		✓							

Types of data items

First reported

This type of item provides the value that was recorded for the client's first recorded support period in the financial year.

Last reported

This type of item provides the value that was recorded for the client's most recent support period in the financial year.

Some data items are both first reported and last reported. Comparing the first and last reported values allows changes to be analysed and outcomes to be assessed.

Ever reported

This type of item identifies whether the value was recorded for any of the client's support periods in the financial year. For example, if the client had at least one support period where family assistance services were provided, then 'family assistance—provided' will have a value of 'yes'.

Summative

This type of item reports every response recorded for the client in the financial year.

One of the summative data items is 'state/territory'. This data item counts the number of clients that received services in each state or territory. When this data item is included in a table, clients who received services in multiple states or territories will contribute to the counts for each of those states or territories. This means that the sum of the clients in each state and territory will be greater than the total number of clients in Australia.

Details of data items

Accommodation—nights

Description

The total number of accommodation nights provided for a client in the financial year. All nights in accommodation that occurred in the financial year are counted, including where the accommodation was non-continuous or provided in separate periods of support.

Value definitions

- No accommodation
- 1 night
- 2 nights–1 week
- 8 nights–2 weeks
- 15 nights–4 weeks
- >4 weeks–6 weeks
- >6 weeks–13 weeks
- >13 weeks–19 weeks
- >19 weeks–26 weeks
- >26 weeks–39 weeks
- >39 weeks–52 weeks
- >52 weeks

Item type

Summative

Accommodation—short-term—needed

Description

Where the agency worker identified a need for short-term or emergency accommodation in the financial year. This includes emergency accommodation such as hotels, motels and caravan parks.

Value definitions

- **Yes**—client had one or more support periods where a need for short-term accommodation was identified.
- **No**—client had no support periods where a need for short-term accommodation was identified.

Item type

Ever reported

Accommodation—short-term—provided

Description

Where short-term or emergency accommodation was provided to the client by the agency in the financial year. This includes emergency accommodation such as hotels, motels and caravan parks.

Value definitions

- **Yes**—client had one or more support periods where short-term accommodation was provided.
- **No**—client had no support periods where short-term accommodation was provided.

Item type

Ever reported

Accommodation—short-term—referred

Description

Where the agency worker referred the client to another service provider for short-term or emergency accommodation in the financial year, and the service provider accepted the client for an appointment or interview.

This includes emergency accommodation such as hotels, motels and caravan parks.

Value definitions

- **Yes**—client had one or more support periods in which they were referred to another service provider for short-term or emergency accommodation.
- **No**—client had no support periods in which they were referred to another service provider for short-term or emergency accommodation.

Item type

Ever reported

Accommodation—medium-term—needed

Description

Where the agency worker identified a need for medium-term accommodation in the financial year.

Medium-term accommodation is generally longer than 3 months in duration but is not expected to be ongoing.

Value definitions

- **Yes**—client had one or more support periods in the financial year where a need for medium-term accommodation was identified.
- **No**—client had no support periods in the financial year where a need for medium-term accommodation is identified.

Item type

Ever reported

Accommodation—medium-term—provided

Description

Where medium-term accommodation was provided to the client by the agency in the financial year.

Medium-term accommodation is generally longer than 3 months in duration but is not expected to be ongoing.

Value definitions

- **Yes**—client had one or more support periods where medium-term accommodation was provided.
- **No**—client had no support periods where medium-term accommodation was provided.

Item type

Ever reported

Accommodation—medium-term—referred

Description

Where the agency worker referred the client to another service provider for medium-term accommodation in the financial year, and the service provider accepted the client for an appointment or interview.

Medium-term accommodation is generally longer than 3 months in duration but is not expected to be ongoing.

Value definitions

- **Yes**—client had one or more support periods in which they were referred to another service provider medium-term accommodation.
- **No**—client had no support periods in which they were referred to another service provider medium-term accommodation.

Item type

Ever reported

Accommodation—long-term—needed

Description

Where the agency worker identified a need for long-term accommodation in the financial year.

Long-term accommodation is generally longer than 3 months in duration and is expected to be ongoing.

Value definitions

- **Yes**—client had one or more support periods where a need for long-term accommodation was identified.
- **No**—client had no support periods where a need for long-term accommodation is identified.

Item type

Ever reported

Accommodation—long-term—provided

Description

Where long-term accommodation was provided to the client by the agency in the financial year.

Long-term accommodation is generally longer than 3 months in duration and is expected to be ongoing.

Value definitions

- **Yes**—client had one or more support periods where long-term accommodation was provided.
- **No**—client had no support periods where long-term accommodation was provided.

Item type

Ever reported

Accommodation—long-term—referred

Description

Where the agency worker referred the client to another service provider for long-term accommodation in the financial year, and the service provider accepted the client for an appointment or interview.

Long-term accommodation is generally longer than 3 months in duration and is expected to be ongoing.

Value definitions

- **Yes**—client had one or more support periods in which they were referred to another service provider long-term accommodation.
- **No**—client had no support periods in which they were referred to another service provider long-term accommodation.

Item type

Ever reported

Age group

Description

The age of the client at the beginning of their first support period in the financial year or, if the support period began before the financial year, their age as at the start of the financial year.

Value definitions—demographics, housing situation, other outcomes and support services data cubes

- 0–9
- 10–14
- 15–17
- 18–19
- 20–24
- 25–29
- 30–34
- 35–39
- 40–44
- 45–49
- 50–54
- 55–59
- 60–64
- 65+
- n.p.

Value definitions—geographical location of clients data cubes

- 0–9
- 10–19
- 20–29
- 30–39
- 40–49
- 50–59
- 60+
- n.p.

Item type

First reported

Care or protection order

Description

Whether a client was under 18 years old and in one or more support periods in the financial year and:

- was under a care or protection order or
- reported 'transition from foster care/child safety residential placements' as a reason for seeking assistance in the financial year.

Value definitions

- **Yes**
- **No**
- **Not applicable**—in 2015–16, there was a change in the collection (and associated derivation) of children on a care and protection order that constituted a break in statistical time series. As previous data on children on a care and protection order are not comparable to 2015–16 data, only data for 2015–16 are shown in the data cubes and earlier years are marked as 'Not applicable'.

Item type

Ever reported

Case management—goals achieved

Description

The extent to which the client achieved their case management goals in the financial year, as recorded by the agency worker.

Note: South Australia has a different way of managing and recording case management plans and goals achieved responses compared to other states and territories. From 2019-20, “Invalid” case management responses were recorded under “No goals achieved” or “Some goals achieved” rather than “Invalid”. Therefore, the number of clients in South Australia with “All goals met” is underreported. Accordingly, South Australian data from 2019-20 onwards should be interpreted with caution and are not comparable with data from previous years or from other states/territories.

Value definitions

- **None**—no case management goals were achieved for the client in any of their support periods in the financial year.
- **Some**—the client achieved some but not all of their case management goals across all of their support periods in the financial year.
- **All**—the client achieved all of their case management goals across all of their support periods in the financial year.
- **Invalid**—there was no valid response for the client for this data item in the financial year.

Item type

Ever reported

Case management—plan

Description

Whether a personal plan or a support agreement was in place for this client in the financial year, as recorded by the agency worker.

Value definitions

- **Yes**—the client had a case management plan in place for at least one of their support periods in the financial year.
- **No**—the client did not have a case management plan in place for any of their support periods in the financial year. This includes clients where a case management plan was not developed or finalised, clients who refused a case management plan, and children covered by their parent/guardian's case management plan.

Item type

Ever reported

Case management—reason for no plan

Description

The reason why there was no case management plan for the client in the financial year, as recorded by the agency worker.

Value definitions

- **Client did not agree to one**—the client was asked about formulating a plan but did not agree to do so.
- **Service episode too short**—a case management plan was not appropriate for the client due to the length of the service episode (support period); for example, when a client stays for a 24-hour period or less.
- **Part of another person's case management plan**—the client is covered by another person's case management plan. For example, a child who is part of their parent/guardian's case management plan.
- **Other**—a case management plan was not formulated for some other reason.
- **Invalid**—a case management plan was in place.

Item type

Ever reported

Client count

Description

The number of distinct clients in the financial year.

In the [geographical location of client](#) data cubes, each client contributes only once to each cube, even if they had multiple support periods during the financial year. The client location used in the cubes is based on where the client reported to be residing in the week before their first support period for the relevant financial year.

In the remaining cubes ([demographics](#), [housing situation](#), [other outcomes](#), [services](#)), clients are counted in each state or territory in which they received services. Because a client can receive support in multiple states or territories, the sum of the clients in the states and territories (using the 'total' function in the data cubes) will be greater than the number of distinct clients in Australia. To obtain the number of distinct clients in Australia for a financial year from the data cubes, select a data item other than 'state or territory' and use the total function.

Data for 2017–18 onwards are comparable with data for 2014–15 to 2016–17 in the following cubes:

- Demographics
- Housing situation
- Other outcomes
- Services
- Geographical location of clients: state or territory.

Use caution when comparing data for 2017–18 onwards with data for 2014–15 to 2016–17:

- Geographical location of clients: SA2
- Geographical location of clients: SA3, SA4, RA, GCCSA
- Geographical location of clients: LGA
- Geographical location of clients: PHN.

See Chapter 1 for more information on the counting units.

Value definitions

Not applicable

Item type

Not applicable

Client location—GCCSA

Description

Greater Capital City Statistical Areas (GCCSA) 2016 code or name of location where the client resided in the week before their first support period in the financial year.

Value definitions

Please refer to the [2016 Australian Statistical Geography Standard \(ASGS\) edition of GCCSA](#) on [Australian Bureau of Statistics website](#).

Item type

First reported

Client location—LGA

Description

Local Government Area (LGA) 2020 code or name of location where the client resided in the week before their first support period in the financial year.

Value definitions

Please refer to the [2020 Australian Statistical Geography Standard \(ASGS\) edition of LGAs](#) on [Australian Bureau of Statistics website](#).

Item type

First reported

Client location—PHN

Description

Primary Health Network (PHN) 2017 code or name of location where the client resided week before their first support period in the financial year.

Value definitions

Please refer to the [2017 edition of PHN](#) on [Department of Health website](#).

Item type

First reported

Client location—RA

Description

Remoteness Areas (RA) 2016 code or name of where the client resided week before their first support period in the financial year.

Value definitions

Please refer to the [2016 Australian Statistical Geography Standard \(ASGS\) edition of RA](#) on [Australian Bureau of Statistics website](#).

Item type

First reported

Client location—SA2

Description

Statistical Area Level 2 (SA2) 2016 code or name of where the client resided in the week before their first support period in the financial year.

Value definitions

Please refer to the [2016 Australian Statistical Geography Standard \(ASGS\) edition of SA2](#) on [Australian Bureau of Statistics website](#).

Item type

First reported

Client location—SA3

Description

Statistical Area Level 3 (SA3) 2016 code or name of where the client resided in the week before their first support period in the financial year.

Value definitions

Please refer to the [2016 Australian Statistical Geography Standard \(ASGS\) edition of SA3](#) on [Australian Bureau of Statistics website](#).

Item type

First reported

Client location—SA4

Description

Statistical Area Level 4 (SA4) 2016 code or name of where the client resided in the week before their first support period in the financial year.

Value definitions

Please refer to the [2016 Australian Statistical Geography Standard \(ASGS\) edition of SA4](#) on [Australian Bureau of Statistics website](#).

Item type

First reported

Closed support

Description

Whether all of the client's support periods were closed at the end of the financial year.

Value definitions

- **Yes**—all support periods for the client were closed at the end of the financial year.
- **No**—one or more of the support periods for the client was open at the end of the financial year.

Item type

Not applicable

Disability assistance—needed

Description

Whether a need for support or assistance for physical or intellectual disability was identified by the agency worker in the financial year.

Value definitions

- **Yes**—client had one or more support periods where a need for support or assistance for physical or intellectual disability was identified.
- **No**—client had no support periods where a need for support or assistance for physical or intellectual disability was identified.

Item type

Ever reported

Disability assistance—provided

Description

Whether support or assistance for physical or intellectual disability was provided to the client by the agency in the financial year.

Value definitions

- **Yes**—client had one or more support periods where physical or intellectual disability services were provided.
- **No**—client had no support periods where disability services were provided.

Item type

Ever reported

Disability assistance—referred

Description

Whether the client was referred to another service provider for support or assistance for physical or intellectual disability, and the service provider accepted the client for appointment or interview in the financial year.

Value definitions

- **Yes**
- **No**

Item type

Ever reported

Disability requiring assistance

Description

Whether a client has a long-term limitation (≥ 6 months) in core activities and always or sometimes needed assistance with one or more of these core activities that other people in a similar age group would normally be able to perform.

Core activities are defined as:

- *Self-care*: activities such as showering or bathing, dressing or undressing, toileting and eating food
- *Mobility*: activities such as moving around the house, moving around outside the home, getting in or out of a chair and using public transport
- *Communication*: the ability to understand or being understood by other people, including people they know.

Value definitions

- **Needs assistance with core activities**—client reported always/sometimes needing help and/or supervision.
- **Does not need assistance with core activities**—client reported having difficulty but not needing help/supervision, no difficulty but the use of aids/equipment, or no difficulty
- **Don't know**
- **Not applicable**—this question was introduced to the SHSC in the 2013–14 reference year and therefore earlier years are marked as 'not applicable'

Item type

Ever reported

Domestic or family violence

Description

Whether:

- the client was formally referred from a non-SHS FDV agency to an SHS agency or
- the client reported domestic or family violence as a reason for seeking assistance in one or more support periods in the financial year or
- the agency worker identified a need for assistance for domestic or family violence in one or more support periods in the financial year.

Note: The option for including clients formally referred from a non-SHS FDV agency was introduced on 1 July 2019 and only applies to support periods starting on or after this date. This change has not resulted in any break in time series as the addition of the new FDV referral item has only increased the number of FDV clients in 2019–20 by 0.5% compared with 2018–19 data.

Value definitions

- **Yes**
- **No**

Item type

Ever reported

Domestic violence assistance—needed

Description

Where the agency worker identified a need for assistance for domestic or family violence in the financial year.

Value definitions

- **Yes**—client had one or more support periods where a need for assistance for domestic or family violence was identified.
- **No**—client had no support periods where a need for assistance for domestic or family violence is identified.

Item type

Ever reported

Domestic violence assistance—provided

Description

Whether assistance for domestic or family violence was provided to the client by the agency in the financial year.

Value definitions

- **Yes**—client had one or more support periods in which assistance for domestic or family violence was provided.
- **No**—client had no support periods in which assistance for domestic or family violence was provided.

Item type

Ever reported

Domestic violence assistance—referred

Description

Where the agency worker referred the client to another service provider for assistance for domestic or family violence in the financial year, and the service provider accepted the client for an appointment or interview.

Value definitions

- **Yes**—client had one or more support periods in which they were referred to another service provider for assistance for domestic or family violence.
- **No**—client had no support periods in which they were referred to another service provider for assistance for domestic or family violence.

Item type

Ever reported

Drug or alcohol misuse

Description

Whether for at one or more support periods in the financial year, the client:

- reported their dwelling type as rehabilitation
- had a formal referral to the specialist homelessness agency from a drug and alcohol service
- had a need for drug or alcohol counselling identified by the agency worker
- reported that their own problematic drug or alcohol use was a reason for seeking assistance
- they reported having lived in a rehabilitation facility in the 12 months before support.

Value definitions

- **Yes**
- **No**

Item type

Ever reported

Drug or alcohol counselling—needed

Description

Where a need for drug or alcohol counselling was identified by the agency worker in the financial year.

Value definitions

- **Yes**—client had one or more support periods where a need for drug or alcohol counselling was identified.
- **No**—client had no support periods where a need for drug or alcohol counselling is identified.

Item type

Ever reported

Drug or alcohol counselling—provided

Description

Where drug or alcohol counselling was provided to the client by the agency in the financial year.

Value definitions

- **Yes**—client had one or more support periods where drug or alcohol counselling was provided.
- **No**—client had no support periods where drug or alcohol counselling was provided.

Item type

Ever reported

Drug or alcohol counselling—referred

Description

Where the agency worker referred the client to another service provider for drug or alcohol counselling in the financial year, and the service provider accepted the client for an appointment or interview.

Value definitions

- **Yes**—client had one or more support periods in which they were referred to another service provider for drug or alcohol counselling.
- **No**—client has no support periods in which they were referred to another service provider for drug or alcohol counselling.

Item type

Ever reported

Dwelling type—first reported/last reported

Description

The type of residence/dwelling in which the client reported living at the beginning of their support and when they last received support in the financial year.

Value definitions

- **House/townhouse/flat**—includes bedsits, flats attached to houses or shops.
- **Caravan**—all mobile units on land occupied on a permanent or semi-permanent basis by people. This includes caravans, campervans and mobile houses.
- **Tent**—includes all portable shelters made of canvas or fabric, supported by one or more poles or a frames.
- **Cabin**—includes small houses or shelters of simple construction.
- **Boat**—all mobile water units occupied on a permanent or semi-permanent basis. This includes small boats and houseboats.
- **Improvised building/dwelling**—includes a structure or building not intended for the purpose of housing people.
- **No dwelling/street/park/in the open**—includes those people who are sleeping in public transport; for example, riding on trains or buses and so forth because they have no other option.
- **Motor vehicle**—includes all road vehicles that are not equipped for living in but excludes campervans, caravans and mobile houses.
- **Boarding/rooming house**—includes self-contained units within a boarding house with separate cooking, bathroom and toilet facilities.
- **Emergency accommodation**—includes night shelters/women’s refuges/youth shelters.
- **Hotel/motel/bed and breakfast**—includes all commercial establishments that provide paid lodging and usually meals and other guest services.
- **Hospital (excluding psychiatric)**—includes hospitals and other health-care facilities but not health-care facilities located within prisons.
- **Psychiatric hospital/unit**—includes mental health units and forensic health units of corrective services systems.
- **Disability support**—includes all units staffed with workers whose primary role is disability support.
- **Rehabilitation**—includes facilities that cater for drug and alcohol rehabilitation. Excludes rehabilitation in prisons and correctional facilities.
- **Adult correctional facility**—includes those facilities whose main role is to detain and rehabilitate adult prisoners, such as a prison.
- **Youth/juvenile justice correctional centre**—includes those facilities whose main role is to detain and rehabilitate youth or juveniles.
- **Boarding school/residential college**—includes educational institutions where students reside during the academic year.
- **Aged care facility**—nursing homes, aged care hostels or non-self-contained accommodation for the aged.

- **Immigration detention centre**—immigration residential housing and immigration transit accommodation.
- **Other**—the client indicated they were in a dwelling/residence type that is not listed in the categories above.
- **Invalid or missing.**

Item type

First reported and last reported

Education or training enrolment—first reported/last reported

Description

The type of education or training the client was enrolled in at the beginning of their support and when they last received support in the financial year.

Value definitions

- **Yes, preschool student**—enrolled, either full or part time, in an accredited preschool teaching institution, during the school year.
- **Yes, primary school student**—enrolled, either full or part time, in an accredited teaching institution providing instruction up to the end of primary school.
- **Yes, secondary school student**—enrolled, either full or part-time, in an accredited teaching institution providing instruction from the start of secondary schooling up to year 12. This includes secondary school education at a TAFE or college.
- **Yes, university student**—enrolled, either part or full time, at an accredited university. This excludes vocational education students.
- **Yes, vocational education and training**—
 - received a training allowance such as: Newstart (note: replaced with JobSeeker from 20 March 2020) or are required by their employer to attend a post-secondary institution for job training, or
 - is participated in education to enhance employment opportunities (such as migrant English classes and job readiness training), or
 - was enrolled in a vocational education course at a TAFE or other type of vocational institution. This includes undertaking an apprenticeship.
- **Yes, other education or training**—undertook any other education and training not classified above such as non-award study (including post-school options).
- **Yes, not stated.**
- **No**—the client indicated they were not undertaking any formal study or training.
- **Invalid or missing.**

Item type

First reported and last reported

Exiting care

Description

Whether the client exited care during the financial year.

A client is defined as exiting care if in the client's first support period during the financial year, they reported their dwelling type as one of the following:

- hospital
- psychiatric hospital or unit
- disability support
- rehabilitation
- aged care facility

Or one of their reasons for seeking assistance was transition from foster care, child safety residential placements, or other care arrangements.

Value definitions

- **Yes**
- **No**

Item type

First reported

Exiting custody

Description

Whether the client exited custody in the financial year.

A client is defined as exiting custody if

- they are aged 10 or older and in their first support period in the financial year:
 - their dwelling type was recorded as either:
 - adult correctional facility
 - youth or juvenile justice detention centre
 - immigration detention centre; or
 - the client reported 'transition from custodial arrangements' as a reason for seeking assistance or main reason for seeking assistance; or
 - their formal referral source to the agency was either:
 - youth or juvenile justice correctional centre
 - adult correctional facility.

Value definitions

- Yes
- No

Item type

First reported

Family assistance—needed

Description

Where the agency worker identified a need for family assistance services in the financial year.

Family assistance comprises:

- Child protection services
- Parenting skills education
- Child-specific specialist counselling services
- Pregnancy assistance
- Family planning assistance.

Value definitions

- **Yes**—client had one or more support where a need for family assistance was identified.
- **No**—client had no support periods where a need for family assistance was identified.

Item type

Ever reported

Family assistance—provided

Description

Where family assistance was provided to the client by the agency in the financial year.

Family assistance comprises:

- Child protection services
- Parenting skills education
- Child-specific specialist counselling services
- Pregnancy assistance
- Family planning assistance.

Value definitions

- **Yes**—client had one or more support periods where family assistance was provided.
- **No**—client had no support periods where family assistance was provided.

Item type

Ever reported

Family assistance—referred

Description

Where the agency worker referred the client to another service provider for family assistance services in the financial year, and the service provider accepted the client for an appointment or interview.

Family assistance comprises:

- Child protection services
- Parenting skills education
- Child-specific specialist counselling services
- Pregnancy assistance
- Family planning assistance.

Value definitions

- **Yes**—client had one or more support periods in which they were referred to another service provider for family assistance.
- **No**—client has no support periods in which they were referred to another service provider for family assistance.

Item type

Ever reported

Financial year

Description

The financial year in which the client received support from a specialist homelessness service.

Value definitions

n/a

Item type

n/a

General assistance—needed

Description

Whether a need for general assistance was identified by the agency in the financial year.

General assistance comprises:

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

Value definitions

- **Yes**
- **No**

Item type

Ever reported

General assistance—provided

Description

Whether general assistance was provided to the client by the agency in the financial year.

General assistance comprises:

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

Value definitions

- **Yes**
- **No**

Item type

Ever reported

General assistance—referred

Description

Where the agency worker referred the client to another service provider for general services in the financial year, and the service provider accepted the client for an appointment or interview.

General assistance comprises:

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

Value definitions

- **Yes**
- **No**

Item type

Ever reported

Homeless—months

Description

The number of months in the financial year where the client was recorded as being homeless.

Clients are considered to be **homeless** if they are living in any of the following circumstances:

- No shelter or improvised dwelling:
 - includes where dwelling type is no dwelling/street/park/in the open, motor vehicle, improvised building/dwelling, caravan, cabin, boat or tent; or tenure type is renting or living rent-free in a caravan park.
- Short-term temporary accommodation:
 - dwelling type is boarding/rooming house, emergency accommodation, hotel/motel/bed and breakfast; or tenure type is renting or living rent-free in boarding/rooming house, renting or living rent-free in emergency accommodation or transitional housing.
- House, townhouse or flat (couch surfing or with no tenure):
 - tenure type is no tenure; or conditions of occupancy are living with relatives fee free, couch surfing.

Value definitions

- 0–12

Item type

Summative

Homeless status—months

Description

The number of months in the financial year in which the client had a valid homeless status recorded (that is, either 'homeless' or 'at risk' status).

Value definitions

- 0–12

Item type

Summative

Homelessness—first reported/last reported

Description

The client's homeless status at the beginning of their support and when they last received support in the financial year.

Clients are considered to be **homeless** if they are living in any of the following circumstances:

- No shelter or improvised dwelling:
 - includes where dwelling type is no dwelling/street/park/in the open, motor vehicle, improvised building/dwelling, caravan, cabin, boat or tent; or tenure type is renting or living rent-free in a caravan park.
- Short-term temporary accommodation:
 - dwelling type is boarding/rooming house, emergency accommodation, hotel/motel/bed and breakfast; or tenure type is renting or living rent-free in boarding/rooming house, renting or living rent-free in emergency accommodation or transitional housing.
- House, townhouse or flat (couch surfing or with no tenure):
 - tenure type is no tenure; or conditions of occupancy is couch surfing.

Clients are considered to be **at risk of homelessness** if they are living in any of the following circumstances:

- Public or community housing (renter or rent free):
 - dwelling type is house/townhouse/flat and tenure type is renter or rent-free public housing, renter or rent-free-community housing.
- Private or other housing (renter, rent-free or owner):
 - dwelling type is house/townhouse/flat and tenure type is renter-private housing, life tenure scheme, owner—shared equity or rent/buy scheme, owner-being purchased/with mortgage, owner-fully owned, rent-free-private/other housing.
- Institutional settings:
 - dwelling type is hospital, psychiatric hospital, disability support, rehabilitation, boarding school, adult correctional facility, youth/juvenile justice detention centre or immigration detention centre.

Value definitions

- **Homeless**—information recorded for the client's dwelling type, tenure type and conditions of occupancy indicated they were homeless at the beginning of their support.
- **At Risk**—information recorded for the client's dwelling type, tenure type and conditions of occupancy indicated they were at risk of homelessness at the beginning of their support.
- **Not Classified**—client's homelessness status could not be established due to insufficient information.

Item type

First reported

Homelessness—repeat

Description

Indicates whether the client experienced repeat episodes of homelessness during the financial year.

Clients are considered to be **homeless** if they are living in any of the following circumstances:

- No shelter or improvised dwelling:
 - includes where dwelling type is no dwelling/street/park/in the open, motor vehicle, improvised building/dwelling, caravan, cabin, boat or tent; or tenure type is renting or living rent-free in a caravan park.
- Short-term temporary accommodation:
 - dwelling type is boarding/rooming house, emergency accommodation, hotel/motel/bed and breakfast; or tenure type is renting or living rent-free in boarding/rooming house, renting or living rent-free in emergency accommodation or transitional housing.
- House, townhouse or flat (couch surfing or with no tenure):
 - tenure type is no tenure; or conditions of occupancy is living with relatives fee free.

Clients are considered to be **at risk of homelessness** if they are living in any of the following circumstances:

- Public or community housing (renter or rent free):
 - dwelling type is house/townhouse/flat and tenure type is renter or rent-free public housing, renter or rent-free-community housing.
- Private or other housing (renter, rent-free or owner):
 - dwelling type is house/townhouse/flat and tenure type is renter-private housing, life tenure scheme, owner—shared equity or rent/buy scheme, owner-being purchased/with mortgage, owner-fully owned, rent-free-private/other housing.
- Institutional settings:
 - dwelling type is hospital, psychiatric hospital, disability support, rehabilitation, boarding school, adult correctional facility, youth/juvenile justice detention centre or immigration detention centre.

Value definitions

- **Yes**—client changed status from ‘homeless’ to ‘at risk’ of homelessness and back to ‘homeless’ at least once during the financial year.
- **No**—client did not meet the criteria above.

Item type

Ever reported

Housing—first reported/last reported

Description

The housing circumstances that the client reported at the beginning of their support and when they last received support in the financial year.

Value definitions

- No shelter or improvised/inadequate dwelling
- Short term temporary accommodation
- House, townhouse or flat—couch surfer or with no tenure
- Other—homeless
- Public or community housing—renter or rent free
- Private or other housing—renter, rent free or owner
- Institutional settings
- Other—at risk
- Not stated—insufficient information available to establish client’s homelessness status

Item type

First reported and last reported

Immigration assistance—needed

Description

Whether the agency worker identified a need for immigration assistance in the financial year.

Immigration assistance comprises:

- interpreter services
- assistance with immigration services
- culturally specific services
- assistance to connect culturally.

Value definitions

- **Yes**
- **No**

Item type

Ever reported

Immigration assistance—provided

Description

Whether immigration assistance was provided to the client by the agency in the financial year.

Immigration assistance comprises:

- interpreter services
- assistance with immigration services
- culturally specific services
- assistance to connect culturally.

Value definitions

- **Yes**
- **No**

Item type

Ever reported

Immigration assistance—referred

Description

Where the agency worker referred the client to another service provider for immigration assistance services in the financial year, and the service provider accepted the client for an appointment or interview.

Immigration assistance comprises:

- interpreter services
- assistance with immigration services
- culturally specific services
- assistance to connect culturally.

Value definitions

- **Yes**
- **No**

Item type

Ever reported.

Indigenous status

Description

Aboriginal or Torres Strait Islander status of client.

Value definitions

- **Indigenous**—client identified as Aboriginal and/or Torres Strait Islander in any of their support periods during the financial year.
- **Non-Indigenous**—client did not identify as Aboriginal or Torres Strait Islander in any of their support periods during the financial year.
- **Not stated**—client provided insufficient information to determine their Indigenous status in all of their support periods during the financial year.

Item type

Ever reported

Labour force status—first reported/last reported

Description

The labour force status of the client (for clients aged 15 and over) at the beginning of their support and when they last received support in the financial year.

Value definitions

- **Employed, full time**—the client usually works 35 hours or more in a week (in all paid jobs).
- **Employed, part time**—the client usually works less than 35 hours a week (in all paid jobs).
- **Employed, not stated**—the client indicated they were employed, but did not provide any information on how many hours a week they work.
- **Unemployed**—refers to clients aged 15 and over who were not employed and either:
 - had actively looked for work at any time in the 4 weeks up to the end of the reference week and were available for work during this time.
 - waiting to start a new job within 4 weeks from the end of the reference week and would have started in the reference week if the job had been available then.
 - waiting to be called back to a job from which they had been stood down without pay for less than 4 weeks up to the end of the reference week for reasons other than bad weather or plant breakdown.
- **Not in the labour force**—refers to clients aged 15 and over who were not employed or unemployed as defined above, but who were keeping house (unpaid), retired, voluntarily inactive, permanently unable to work, in institutions (for example, hospitals, prisons, sanatoriums), trainee teachers, members of contemplative religious orders, and whose only activity during the reference week was jury service or unpaid voluntary work for a charitable organisation. This does not include clients who are actively looking for work.
- **Not included (aged under 15)**—clients to whom this question does not apply as they were aged under 15.
- **Invalid or missing.**

Item type

First reported and last reported

Legal/financial assistance—needed

Description

Where the agency worker identified a need for legal/financial assistance services in the financial year.

Value definitions

- **Yes**—client had one or more support periods where a need for legal/financial assistance was identified (such as professional legal services, financial advice and counselling, and counselling for problem gambling).
- **No**—client had no support periods where a need for legal/financial assistance is identified.

Item type

Ever reported

Legal/financial assistance—provided

Description

Where legal/financial assistance was provided to the client by the agency in the financial year.

Value definitions

- **Yes**—client had one or more support periods where legal/financial assistance was provided (such as professional legal services, financial advice and counselling, and counselling for problem gambling).
- **No**—client had no support periods where legal/financial assistance was provided.

Item type

Ever reported

Legal/financial assistance—referred

Description

Where the agency worker referred the client to another service provider for legal/financial assistance services in the financial year, and the service provider accepted the client for an appointment or interview.

Value definitions

- **Yes**—client had one or more support periods with a referral for legal/financial assistance arranged for by the agency worker(s). Legal/financial assistance includes professional legal services, financial advice and counselling, and counselling for problem gambling).
- **No**—client had no support periods with a referral for legal/financial assistance.

Item type

Ever reported

Living arrangement—first reported/last reported

Description

The living arrangement of the client at the beginning of their support and when they last received support in the financial year.

Value definitions

- **Lone person**—the client lives alone. This includes living alone (without family) in an institution.
- **One parent with child(ren)**—the client is either:
 - a single parent living with their child(ren)
 - a child living with their parent, this includes step and adopted parent/child relationships.
- **Couple with child(ren)**—the client is either:
 - a parent living with their spouse/partner and their child(ren)
 - a child living with both parents, this includes step and adopted parent/child relationships.
- **Couple without child(ren)**—the client is living with their spouse/partner only.
- **Other family**—includes all other groups with related individuals, this includes siblings and families of more than two generations.
- **Group**—includes two or more unrelated persons who live together.
- **Invalid or missing**.

Item type

First reported and last reported

Main reason for seeking assistance—first reported

Description

The main reason for seeking assistance as reported by the client at the beginning of their support in the financial year.

Value definitions

- **Financial difficulties**—the client either:
 - had insufficient money to pay for accommodation, food, bills or other essentials
 - adequate financial resources but has difficulties managing these resources
 - did not have the financial resources to meet rental commitments.
- **Housing affordability stress**—the current rent on the client’s leased property is too high or the client is having difficulty meeting mortgage repayments, creating stress with general living expenses.
- **Housing crises**—client was formally evicted from their previous accommodation arrangement (for example, by a landlord or public housing figure) or the client was asked to leave their previous accommodation (for example, they were asked to leave by flatmates).
- **Inadequate or inappropriate dwelling conditions**—household stress from overcrowded, unsuitable or unsafe dwelling conditions.
- **Previous accommodation ended**—client’s previous accommodation was no longer available (for example, the break-up of a group home or rental property being sold by owner).
- **Time out from family/other situation**—the client needed some time away from their family or needed some time away from non-related individuals.
- **Relationship/family breakdown**—dissolution of a spouse/partner relationship or other family relationship.
- **Sexual abuse**—the client sought assistance as a result of sexual abuse inflicted on the client by a family member or non-related individual.
- **Domestic and family violence**—the client sought assistance as a result of physical or emotional abuse inflicted on the client by a family member.
- **Non-family violence**—the client sought assistance as a result of physical or emotional abuse inflicted on the client by a non-related individual.
- **Mental health issues**—the client sought assistance because of a mental health issue. This does not include a situation in which the client sought assistance as a result of another person’s mental health issues.
- **Medical issues**—the client sought assistance because of any medical conditions that are, or have been, treated or diagnosed by a health professional.
- **Problematic drug or substance use**—the client sought assistance as a result of their drug-related problem. This does not include a situation in which the client sought assistance as a result of drug abuse by another person.
- **Problematic alcohol use**—the client sought assistance as a result of their alcohol-related problem. This does not include a situation in which the client sought assistance as a result of alcohol use by another person.

- **Employment difficulties**—the client is experiencing difficulties or changes to their employment that negatively impact on their ability to work or on their life outside work. This includes cases where employment difficulties are creating current or future financial problems, such as:
 - difficulty maintaining employment
 - recently losing employment
 - change in employment conditions, such as reduction in pay or hours and so forth
 - bullying or harassment
 - unsafe employment conditions (that is, health safety risks)
 - unfair or illegal workplace practices or conditions (such as excessive workload and inflexible hours).
- **Unemployment**—difficulties obtaining or maintaining employment and is currently unemployed.
- **Problematic gambling**—the client was homeless or sought assistance because they had insufficient means to cover the cost of living as a consequence of a one-off instance or an ongoing gambling problem.
- **Transition from custodial arrangements**—the client was recently released from a custodial institution such as a prison or detention centre.
- **Transition from foster care and child safety residential placements**—child safety placements include a range of services provided to children and young people aged under 18 who are in need of care and protection order. These arrangements include foster care, placements with relatives or kin and residential care.
- **Transition from other care arrangements**—the client was recently released from a care institution such as a hospital or disability care arrangements.
- **Discrimination including racial discrimination**—the client was homeless or sought assistance because of discrimination based on their sex, age, race, religion or other personal attributes.
- **Itinerant**—the client was moving from place to place or had no fixed address.
- **Unable to return home due to environmental reasons**—this includes wet season flooding, bushfires and so forth.
- **Disengagement with school or other education and training**—the client is experiencing difficulty with engaging within their education or training, creating difficulties for the client to establish connection with community and develop skills that will help them find future employment.
- **Lack of family and/or community support**—the client has no family or community support structure and this led them to seek agency support.
- **Other**—the client sought assistance for a reason not included above; for example:
 - as a result of their sexuality or sexual identification
 - they recently arrived in the area (from another town or another country) and had nowhere to stay.
- **Invalid or missing.**

Item type

First reported

Main source of income—first reported/last reported

Description

The main source of income of the client (for clients aged 15 and over) at the beginning of their support and when they last received support in the financial year.

Value definitions

Note: On 20 March 2020, several Centrelink payments such as Newstart allowance, Sickness allowance, Bereavement allowance, Wife pension and Widow B pension were ceased and replaced with Jobseeker or Age pension depending on circumstances. For the purpose of SHS collection, Jobseeker payment has been recorded as Newstart allowance.

- **Newstart allowance**—Australian Government payment for unemployed people aged 22 and over, but under Age Pension age.
- **Parenting payment**—Australian Government payment to a parent, grandparent or foster carer who is the principal carer of a child:
 - as a single parent, the person must care for at least one child younger than 8
 - as a couple, the person must care for at least one child younger than 6. Only paid to one member of a couple.
- **Disability support pension (Centrelink)**—Australian Government payment to people aged 16 and over but under Age Pension age, who have an assessed impairment and are unable to work full time or undertake educational or vocational training for at least 2 years due to their impairment.
- **Youth allowance**—Australian Government payments to young people including students and those looking for work. This includes full-time students aged 16–24 or unemployed people aged under 21 who are undertaking job search or a combination of approved activities. Some people aged 15 may be eligible for Youth Allowance.
- **Age pension**—Australian Government payment to people who qualify for the Age Pension—the age will be increasing incrementally over the coming years.
- **Austudy/ABSTUDY**—Austudy refers to an Australian Government payment generally paid to people who are aged 25 or over and are undertaking approved full-time studies or a full-time Australian Apprenticeship or trainee. ABSTUDY refers to an Australian Government payment paid to people of Australian Aboriginal or Torres Strait Islander descent aged 14 or over and studying or undertaking a full-time Australian Apprenticeship.
- **DVA pension or payment (DVA)**—A payment made by the Department of Veterans' Affairs (DVA) to eligible clients in the current and former Australian veteran and defence force community.
- **Sickness allowance**—Australian Government payment to assist employed people aged 22 or over but under pension age, including the self-employed, who are temporarily unable to work because of a medical condition.
- **Carer allowance**—a supplementary payment for carers, including most recipients of a Carer Payment.
- **Carer payment**—Australian Government payment provided to carers who generally provide constant care in the home of the person they care for. There are two categories of Carer Payment: Carer Payment (Child)—caring for a person under 16; and Carer Payment (Adult)—caring for a person 16 or over.

- **Other government pensions and allowances not elsewhere classified**—government pensions and allowances not listed above.
- **Employee income**—income derived from regular employment. Directors who work in their own business, which is incorporated, are included as employees.
- **Unincorporated business income**—income derived from profits from a private business, including farms or properties where the business has not been incorporated.
- **Other income not elsewhere classified**—other sources of income not listed above, such as interest, dividends from shares, royalties, workers compensation, payments from accident/sickness insurance, scholarships, superannuation pensions, annuities and so forth.
- **Nil income**—the client reports having either no money coming in, only a small and irregular amount of money coming in, or no money coming in and dependence upon someone else’s income.
- **Awaiting government benefit**—the client reports receiving nil income, or a don’t know or missing/invalid main source of income is recorded for the client, and the client reports they are registered for a government benefit, pension or allowance and are awaiting their first payment.
- **Don’t know**—the information is not known and the client has not indicated that they are registered for a government benefit, pension or allowance and are awaiting a government benefit; or the client has refused to provide the information.
- **Not included (aged under 15)**—clients to whom this question does not apply as they were aged under 15.
- **Invalid or missing.**

Item type

First reported and last reported

Mental health assistance—needed

Description

Where the agency worker identified a need for mental health assistance services in the financial year.

Value definitions

- **Yes**—client had one or more support periods where a need for assistance with mental health issues was identified (such as psychological services, psychiatric services and mental health services).
- **No**—client had no support periods where a need for assistance with mental health issues is identified.

Item type

Ever reported

Mental health assistance—provided

Description

Where mental health assistance was provided to the client by the agency in the financial year.

Value definitions

- **Yes**—client had one or more support periods where assistance with mental health issues was provided (that is, psychological services, psychiatric services and mental health services).
- **No**—client had no support periods where assistance with mental health issues was provided.

Item type

Ever reported

Mental health assistance—referred

Description

Where the agency worker referred the client to another service provider for mental health assistance services in the financial year, and the service provider accepted the client for an appointment or interview.

Value definitions

- **Yes**—client had one or more support periods with a referral for assistance with mental health issues arranged for by the agency worker(s). Mental health assistance includes psychological services, psychiatric services and mental health services.
- **No**—client had no support periods with a referral arranged for assistance with mental health issues.

Item type

Ever reported

Mental health issue—diagnosed

Description

Identifies clients who have been formally diagnosed with a mental health issue in the financial year.

Value definitions

- **Yes**—client had been formally diagnosed with a mental health issue by a health professional (for example, psychiatrist, psychologist, general practitioner or mental health registered nurse).
- **No**—client had never been formally diagnosed with a mental health issue by a health professional.
- **Don't know**—either the information is not known, the client has refused to provide the information, or this question was not asked of a child under 15 years.

Item type

Ever reported

Mental health issue

Description

Identifies whether a client has a mental health issue in the financial year.

Value definitions

- **Yes**—client is aged 10 and over and in at least one support period within the financial year, either:
 - reported ‘mental health issues’ as a reason for seeking assistance or main reason for seeking assistance.
 - was assessed as having a need for psychological services, psychiatric services or mental health services.
 - was formally referred to the agency by a mental health service.
 - was receiving services or assistance for their mental health issues or had in the last 12 months.
 - had been in a psychiatric hospital or unit in the last 12 months.
 - had a dwelling type of psychiatric hospital or unit.
- **No**—client did not meet the criteria above.

Item type

Ever reported

New client indicator

Description

Clients are identified as new clients if, in their first support period during the reporting period, they had not previously been assisted by a specialist homelessness agency at any time since the collection began in 2011–12.

Value definitions

- **Yes**—client is new to specialist homelessness services.
- **No**—client is a returning client to specialist homelessness services.

Item type

First reported

Occupancy—first reported/last reported

Description

The conditions of occupancy that are attached to the client's legal right (the client's tenure) to live in the residence/dwelling, as reported by the client at the beginning of their support and when they last received support in the financial year.

Value definitions

- **Leased tenure-nominated on lease**—clients who are renting and are listed on the contract for the lease, and clients who have tenure with a rent/buy scheme.
- **Lease in place-not nominated on lease**—clients who are living in accommodation where a lease is in place but the client is not named on the lease agreement.
- **Couch surfer**—clients who typically move from household to household intermittently, who are not regarded as being part of those households, and who do not have any form of leased tenure over any accommodation.
- **Boarder**—clients who are boarding and who are supplied with meals and/or lodging in return for payment.
- **Living with relative rent free**—clients who are related to a member of a household and who are not paying a fee for their lodging. This includes children who are living with a parent who either owns or is renting the dwelling.
- **Not applicable**—this includes:
 - clients with no tenure who are not a 'Couch surfer' or 'Living with a relative fee free'
 - clients in a life tenure scheme
 - clients with no tenure where they have been living in an institutional setting such as a hospital, psychiatric hospital/unit, disability support unit, rehabilitation facility, adult correctional facility, youth/juvenile justice detention centre, boarding school/residential college, aged care facility or immigration detention centre
 - clients who own their own home.
- **Other**—a type of arrangement that is not covered by the above categories.
- **Invalid/missing**.

Item type

First reported and last reported

Presenting unit type—first reported

Description

The composition of the unit that presented to the agency in the financial year. Presenting units are identified by a specific presenting unit id that may cover one client or a group of clients who present together to a specialist homelessness agency for assistance.

Value definitions

- **Lone person/not with group**—a person who presents by themselves to an agency.
- **Single with child(ren)**—a single parent/guardian with one or more child(ren), step child(ren), foster child(ren), niece/nephew, or grandchild(ren) only
- **Couple with child(ren)**—a couple (spouse/partner) with one or more child(ren), step child(ren), foster child(ren), niece/nephew, or grandchild(ren) only.
- **Couple without children**—a couple (spouse/partner) only.
- **Other family**—any other relationship between related individuals that is not described in the above categories.
- **Other group**—any group of people who present together to a specialist homelessness agency, where there are no family relationships between members of the presenting unit (such as unrelated housemates).

Item type

First reported

Sex

Description

The sex of the client.

Note: The inclusion of an 'Other' category was introduced for support periods starting from 1 July 2019. Clients identifying as 'Other' have been included in the 'Female' category from 2019–20 onwards due to data quality and confidentiality concerns.

Value definitions

- Male
- Female

Item type

Ever reported

Specialist services—needed

Description

Where the agency worker identified a need for specialist services in the financial year.

Value definitions

- **Yes**—client had one or more support periods where a need for specialist assistance is identified (such as health/medical services, specialist counselling services and other specialised services).
- **No**—client had no support periods where a need for specialist assistance is identified.

Item type

Ever reported

Specialist services—provided

Description

Where specialist assistance was provided to the client by the agency in the financial year.

Value definitions

- **Yes**—client had one or more support periods where specialist assistance was provided (such as health/medical services, specialist counselling services and other specialised services).
- **No**—client had no support periods where specialist assistance was provided.

Item type

Ever reported

Specialist services—referred

Description

Where the agency worker referred the client to another service provider for specialist services in the financial year, and the service provider accepted the client for an appointment or interview.

Value definitions

- **Yes**—client had one or more support periods with a referral for specialist assistance arranged for by the agency worker(s). Specialist assistance includes health/medical services, specialist counselling services and other specialised services.
- **No**—client had no support periods with a referral arranged for specialist assistance.

Item type

Ever reported

State or territory of client

Description

The state or territory in which the client resided in the week before the start of their first support period in the financial year.

Value definitions

- NSW
- Vic
- Qld
- WA
- SA
- Tas
- ACT
- NT

Item type

Summative

State or territory of agency

Description

The state/territory(s) in which the client received support during the financial year. Clients can be counted in more than one state or territory, and therefore the total for all states and territories will be greater than the total for Australia.

Value definitions

- NSW
- Vic
- Qld
- WA
- SA
- Tas
- ACT
- NT

Item type

Summative

Support period length

Description

The total number of support days for a client in the financial year; if a client has concurrent or multiple support periods then all the days are added together.

Value definitions

- **1 day**—client had 1 day of support during the financial year.
- **2 days–1 week**—client had 2 days to 1 week of support during the financial year.
- **8 days–2 weeks**—client had 8 days to 2 weeks of support during the financial year.
- **15 days–4 weeks**—client had 15 days to 4 weeks of support during the financial year.
- **>4 weeks–6 weeks**—client had more than 4 weeks to 6 weeks of support during the financial year.
- **>6 weeks–13 weeks**—client had more than 6 weeks to 13 weeks of support during the financial year.
- **>13 weeks–19 weeks**—client had more than 13 weeks to 19 weeks of support during the financial year.
- **>19 weeks–26 weeks**—client had more than 19 weeks to 26 weeks of support during the financial year.
- **>26 weeks–39 weeks**—client had more than 26 weeks to 39 weeks of support during the financial year.
- **>39 weeks–52 weeks**—client had more than 39 weeks to 52 weeks of support during the financial year.
- **>52 weeks**—client had more than 52 weeks of support during the financial year.
- **Invalid or missing.**

Item type

Summative

Tenure assistance—needed

Description

Where the agency worker identified a need for tenure assistance services in the financial year.

Value definitions

- **Yes**—client had one or more support periods where a need for assistance to sustain tenure or prevent mortgage arrears was identified (that is, assistance to sustain tenancy or prevent tenancy failure or eviction, assistance to prevent foreclosures or for mortgage arrears).
- **No**—client had no support periods where a need for assistance to sustain tenure or prevent mortgage arrears is identified.

Item type

Ever reported

Tenure assistance—provided

Description

Where tenure assistance was provided to the client by the agency in the financial year.

Value definitions

- **Yes**—client had one or more support periods where assistance to sustain tenure or prevent mortgage arrears was provided (that is, assistance to sustain tenancy or prevent tenancy failure or eviction, assistance to prevent foreclosures or for mortgage arrears).
- **No**—client had no support periods where assistance to sustain tenure or prevent mortgage arrears was provided.

Item type

Ever reported

Tenure assistance—referred

Description

Where the agency worker referred the client to another service provider for tenure assistance services in the financial year, and the service provider accepted the client for an appointment or interview.

Value definitions

- **Yes**—client had one or more support periods with a referral for assistance to sustain tenure or prevent mortgage arrears (that is, assistance to sustain tenancy or prevent tenancy failure or eviction, assistance to prevent foreclosures or for mortgage arrears) arranged for by the agency worker(s).
- **No**—client had no support periods with a referral arranged for assistance to sustain tenure or prevent mortgage arrears.

Item type

Ever reported

Tenure—first reported/last reported

Description

The client's legal right to live in their residence/dwelling, as reported by the client at the beginning of their support and when they last received support in the financial year.

Value definitions

- **Renter-private housing**—clients renting a dwelling owned by a private individual(s) or a private business (not owned by a government body or a housing association, housing cooperative or other not-for-profit community service organisation).
- **Renter-public housing**—clients renting a dwelling owned/controlled by a government body or government authority.
- **Renter-community housing**—clients renting a dwelling owned/controlled by a housing association, housing cooperative or other not-for-profit community service organisation.
- **Renter-transitional housing**—clients renting accommodation provided through a government-funded agency. The accommodation is generally more stable and provided for longer than crisis accommodation, and is linked to external support through an agency.
- **Renter-caravan park**—clients renting a cabin or caravan in a caravan park.
- **Renter-boarding/rooming house**—includes clients renting a room or rooms in a boarding or rooming house.
- **Renter-emergency accommodation/night shelter/women's refuge/youth shelter where rent is charged**—clients paying rent for emergency accommodation, a night shelter, women's refuge or youth refuge.
- **Other renter**—a client renting accommodation that is not included in the categories listed above.
- **Rent free-private housing**—clients staying rent free at a dwelling owned by a private individual(s) or a private business (not owned by a government body or a housing association, housing cooperative or other not-for-profit community service organisation).
- **Rent free-public housing**—clients staying rent free at a dwelling owned/controlled by a government body or government authority.
- **Rent free-community housing**—clients staying rent free at a dwelling owned/controlled by a housing association, housing cooperative or other not-for-profit community service organisation.
- **Rent free-transitional housing**—clients staying rent free at accommodation provided through a government-funded agency. The accommodation is generally more stable and provided for longer than crisis accommodation, and is linked to external support through an agency.
- **Rent free-caravan park**—clients staying rent free in a cabin or caravan in a caravan park.
- **Rent free-boarding/rooming house**—clients staying rent free in a room or rooms in a boarding or rooming house.
- **Rent free-emergency accommodation/night shelter/women's refuge/youth shelter where rent is not charged**—clients staying rent free in emergency accommodation, a night shelter, women's refuge or youth refuge.

- **Other rent free**—clients staying rent free at accommodation that is not included in the categories listed above.
- **Life tenure scheme**—clients with a contract to live in the dwelling for the term of their life but without the full rights of ownership and usually with limited or no equity in the dwelling. This is a common arrangement in retirement villages.
- **Owner-shared equity or rent/buy scheme**—clients who are purchasing a proportion of the equity in the dwelling, and paying rent for the remainder.
- **Owner-being purchased/with mortgage**—clients who own their dwelling and are repaying a mortgage or loan secured against the dwelling, regardless of the purpose of the mortgage or secured loan.
- **Owner-fully owned**—clients who own their dwelling and are not making any payments on mortgages or loans secured against the dwelling. Clients who have repaid a loan, but technically not discharged the associated mortgage, are included in this category.
- **Other tenure type not elsewhere specified**—clients with tenure that does not fit any of the above categories (for example, clients who are house-sitting or receiving payment in kind for a specific service, such as live-in nanny).
- **No tenure**—this includes:
 - clients who are sleeping rough or do not have a legal right to occupy a dwelling and can be asked to leave at any time
 - clients who are couch surfing, living on the streets, sleeping in parks, squatting, using cars or railway carriages, improvised dwellings, or living in the long grass
 - clients who are living in an institutional setting, such as a hospital, psychiatric hospital/unit, disability support unit, rehabilitation facility, adult correctional facility, youth/juvenile justice detention centre, boarding school/residential college, aged care facility or immigration detention centre.
- **Invalid or missing.**

Item type

First reported and last reported

3 SHS data cubes instructions

Navigating data cubes

The first view of the data cube will include the default data categories.

SHS Demographics Public 2017 with no drillthrough

Applied filters: None

Year	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
	Client Count	Client Count	Client Count	Client Count	Client Count	Client Count
State/Territory						
NSW	52,105	51,953	51,786	48,262	69,715	74,216
Vic	86,150	92,462	99,892	102,793	105,287	109,901
Qld	42,487	43,001	43,751	44,213	42,543	41,438
WA	21,190	21,417	21,437	23,021	24,203	24,626
SA	19,497	21,342	21,655	21,116	20,898	20,771
Tas	6,148	5,585	6,614	7,328	7,859	7,789
ACT	5,602	5,367	5,338	4,987	4,652	4,585
NT	6,584	6,959	7,123	7,649	8,132	9,187

Selecting data items

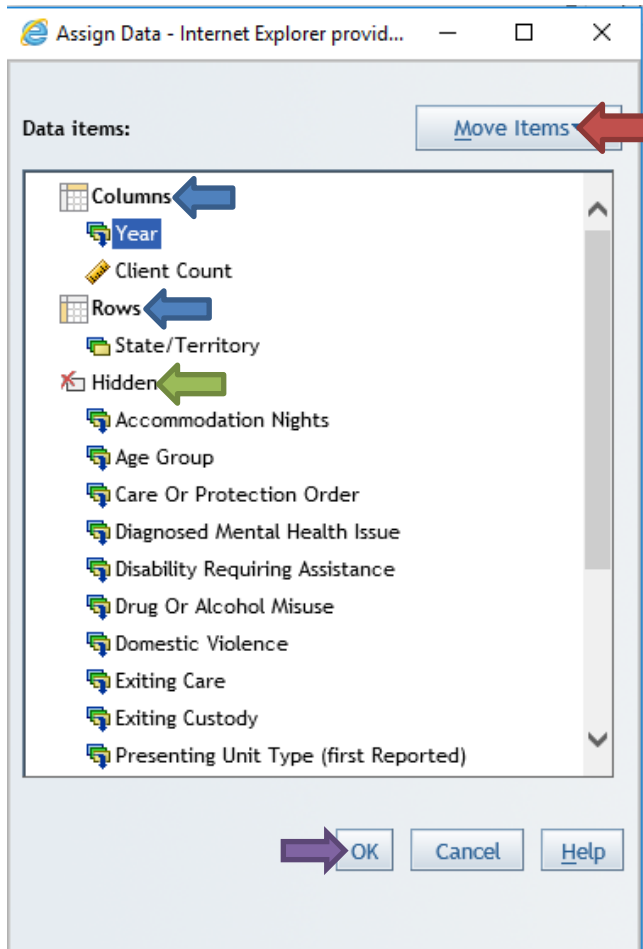
If you wish to view other combinations of data items, these can be selected by right-clicking on any value in the table and selecting the first option in the menu, *Assign Data*.

The screenshot shows a software interface with a menu bar (File, View, Data) and a sidebar on the left. The sidebar contains a 'Table of Contents' section with 'Section1' selected, and a 'Section Data' section titled 'SHS Demographics Public 2017' with a list of data items including 'Accommodation Nights', 'Age Group', 'Care Or Protection Ord', 'Diagnosed Mental Health', 'Disability Requiring Assis', 'Drug Or Alcohol Misuse', 'Domestic Violence', 'Exiting Care', 'Exiting Custody', and 'Presenting Unit Type (fi)'. The main area displays a table titled 'SHS Demographics Public 2017 with no drillthrough' with the following data:

Year	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
	Client Count	Client Count	Client Count	Client Count	Client Count	Client Count
State/Territory						
NSW	52,105	51,953	51,786	48,262	69,715	74,216
Vic	86				,287	109,901
Qld	42				,543	41,438
WA	21				,203	24,626
SA	19				,898	20,771
Tas	6				,859	7,789
ACT	5				,652	4,585
NT	6				,132	9,187

A context menu is open over the 'Vic' row, showing options: 'Assign Data ...', 'Total ...', 'Percent of Total ...', 'Filter and Rank ...', 'Conditional Highlighting ...', 'Export Table ...', 'Rotate Table', and 'Find ...'. The 'Assign Data ...' option is highlighted.

This will open a window where the available data items may be dragged and dropped underneath headings *Columns* or *Rows* (blue arrows). Data items can also be moved using the options provided by the *Move Items* button (red arrow). Those data items under *Columns* will form the columns of the table; likewise, for those under *Rows*. The remaining data items under the *Hidden heading* (green arrow) will not appear in the table. Once the data items have been assigned, select *OK* to view your table (purple arrow).



Further options include filtering data items and exporting the table. Details are covered in separate sections below.

Filtering

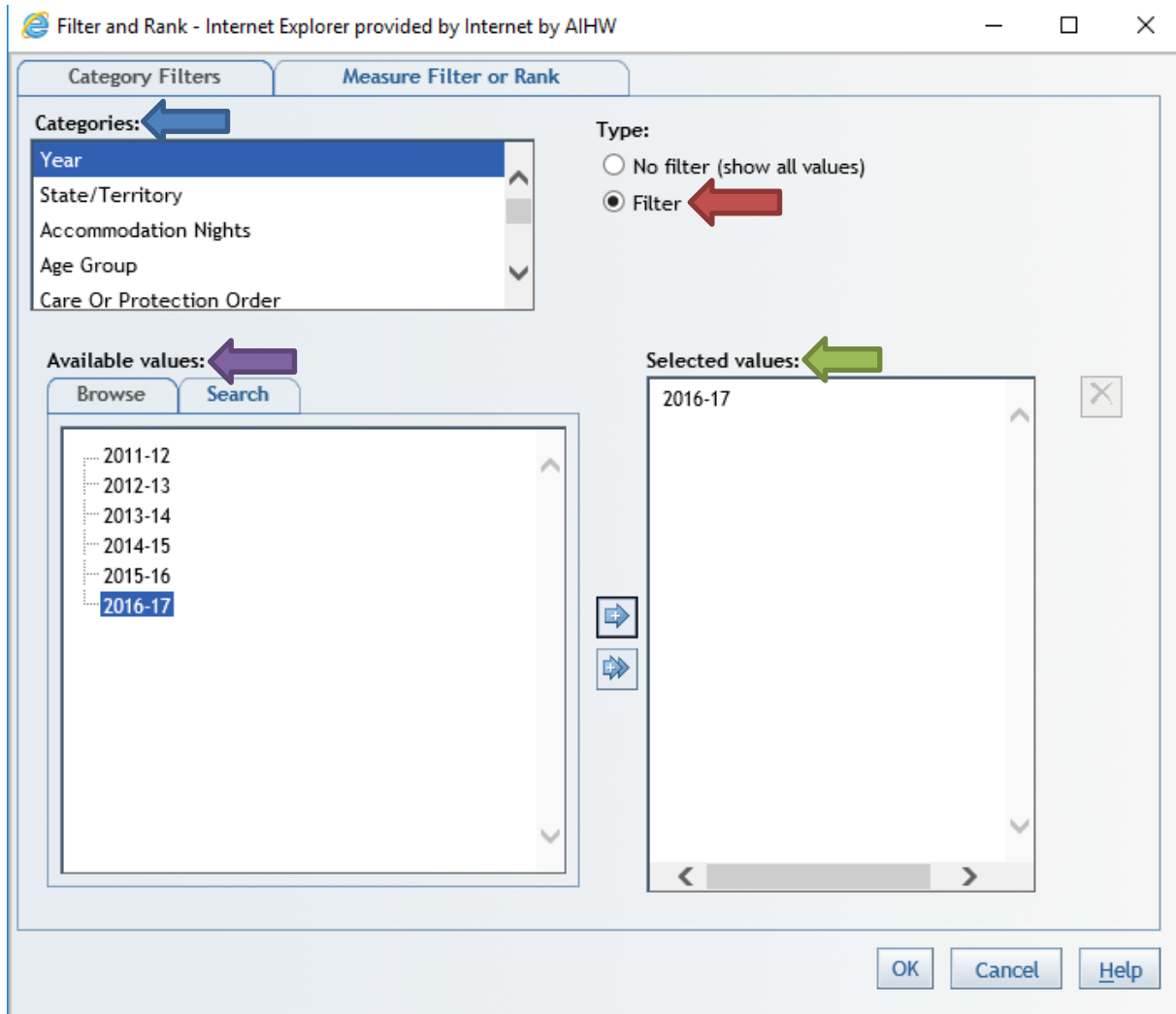
Filter by right-clicking on any value in the table and select *Filter and Rank*.

The screenshot shows a software interface with a menu bar (File, View, Data) and a sidebar on the left. The sidebar contains a 'Table of Contents' section with 'Section1' selected, and a 'Section Data' section with a list of categories under 'SHS Demographics Public 2017'. The main area displays a table titled 'SHS Demographics Public 2017 with no drillthrough' and 'Applied filters: None'. The table has columns for Year (2011-12 to 2016-17) and Client Count for each year, with rows for State/Territory (NSW, Vic, Qld, WA, SA, Tas, ACT, NT). A context menu is open over the table, listing options such as 'Assign Data ...', 'Total ...', 'Percent of Total ...', 'Filter and Rank ...', 'Conditional Highlighting ...', 'Export Table ...', 'Rotate Table', 'Find ...', 'Data Source Details', and 'Properties'. The 'Filter and Rank ...' option is highlighted.

Year	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
	Client Count	Client Count	Client Count	Client Count	Client Count	Client Count
State/Territory						
NSW	52,105	51,953	51,786	48,262	69,715	74,216
Vic	86,150	92,462	99,892	102,793	105,287	109,901
Qld	42,487	43,001	43,751	44,213	42,543	41,438
WA	21,190	21,417	21,437			
SA	19,497	21,342	21,655			
Tas	6,148	5,585	6,614			
ACT	5,602	5,367	5,338			
NT	6,584	6,959	7,123			

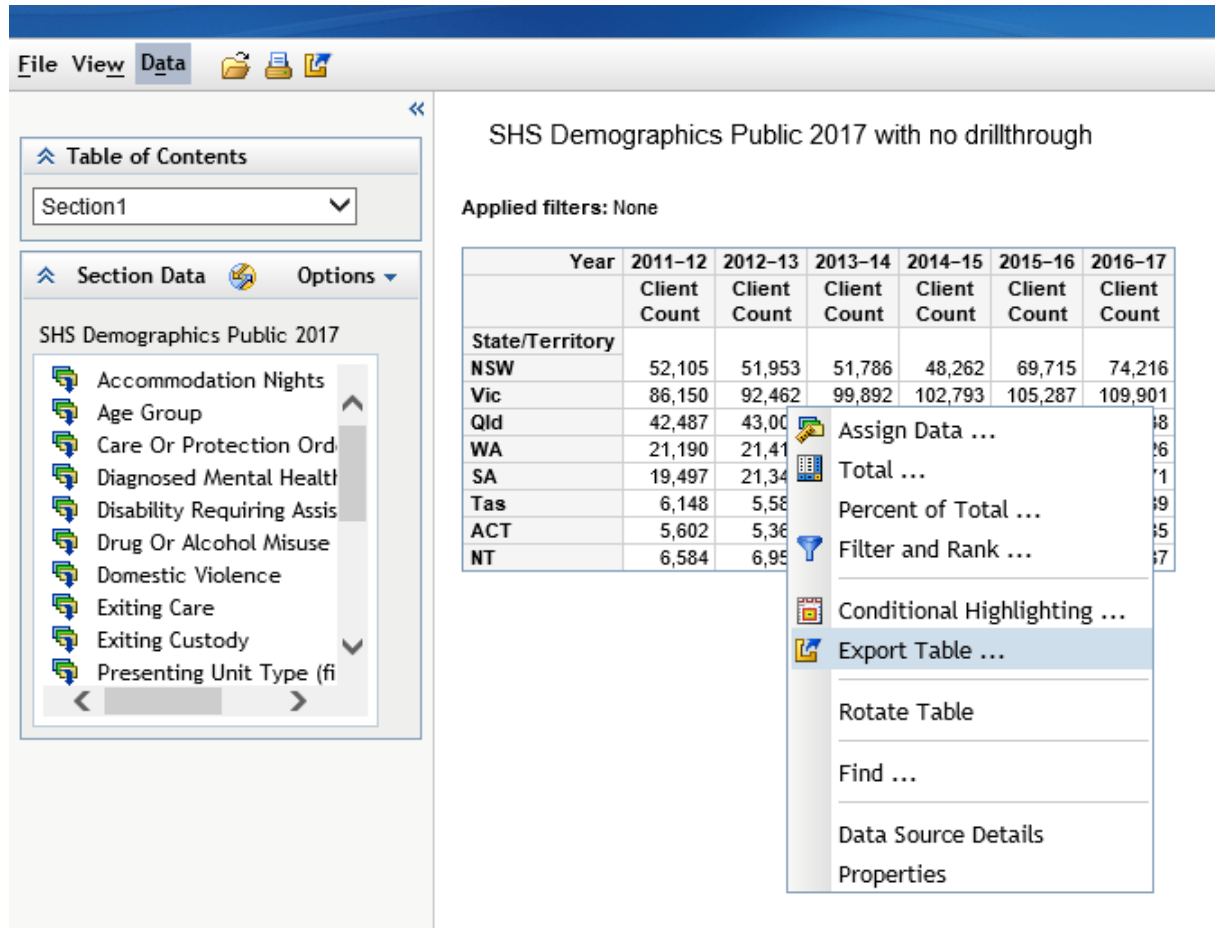
This will open a window where the filter can be set on each available data item. Select the required *category* (blue arrow), choose *Filter* (red arrow). A list of *Available values* (purple arrow) which you can filter on will appear. Use the arrow button to copy the required values to the *Selected values* (green arrow) section.

Example if filtering by year and selecting only 2016–17 data:

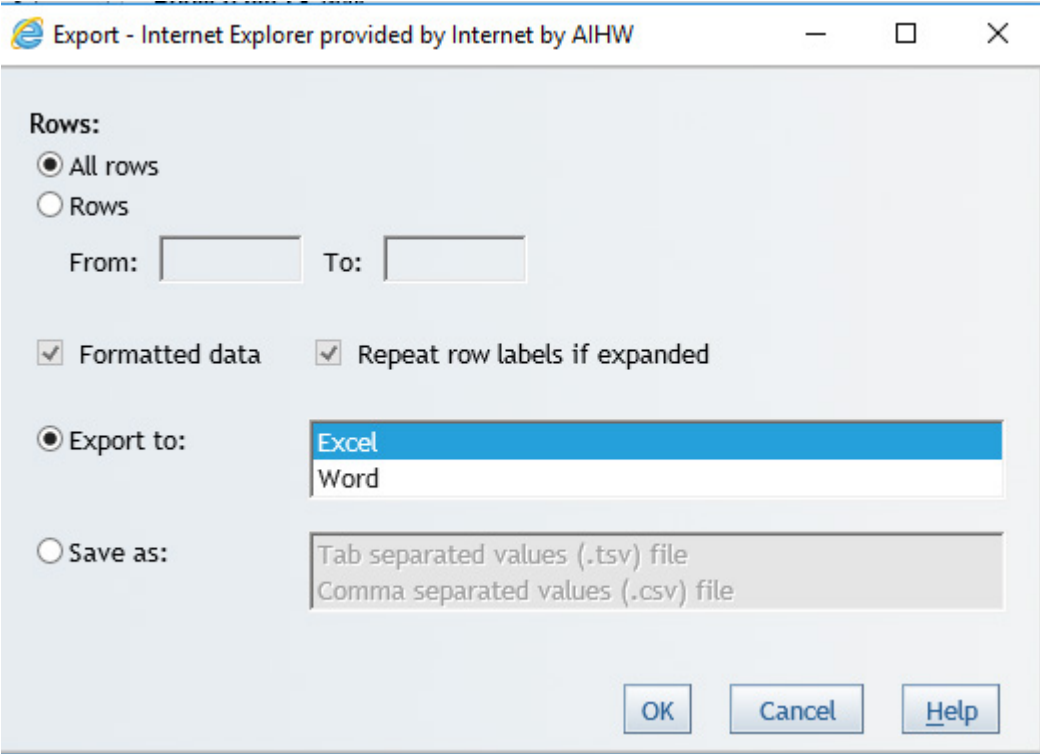


Exporting data from cubes

You can export data from a cube for use in other applications such as Microsoft Excel (or Word). Once you have the required data visible in the data cube, right click the table area and select *Export Table*.



This will open a window where you can select an appropriate file format for export. After selection, click *OK*.



Refreshing data cubes

Sometimes after several format changes and filtering, the cube can freeze. If this happens, try refreshing the browser in the first instance. This will refresh the display, reset the options, and return the data cube to the default view. If this doesn't work it may be necessary to simply to open the data cube again.

Further help

Further help as well as a glossary can be found under the *Help* drop-down menu on the right-hand side of the display, or wherever a *Help* button is located—usually at the bottom of the various windows (red arrow) that open in response to a selection made by the user.

