



Specialist homelessness services 2019–20: Victoria

Homelessness can profoundly affect a person’s mental and physical health, their education and employment opportunities, and their ability to fully participate in society. Governments across Australia fund a range of specialist services to support people who are homeless or at risk of homelessness. Specialist Homelessness Services (SHS) deliver services for specific groups (such as people experiencing family and domestic violence and young people) as well as more generic services for people in housing crisis.

How many people were assisted?

One in 57 people in Victoria (Vic) received homelessness assistance, higher than the national rate (1 in 87). The top 3 reasons for clients seeking assistance were:

- financial difficulties (47%, compared with 41% nationally)
- family and domestic violence (45%, compared with 39%)
- housing crisis (33%, compared with 34%).

On average, 108 requests for assistance went unmet each day.

Quick facts

- 115,300 clients were assisted in Victoria—40% of the national SHS population (290,500 total clients).

Of Vic clients:

- 36% were homeless on first presentation, lower than the national rate (43%).
- 9 in 10 (91%) who were at risk of homelessness were assisted to maintain housing.
- 3 in 10 (30%) who were homeless were assisted into housing.

Client characteristics, 2019–20

	Vic	Australia
Sex (%)	Male	40
	Female	60
Indigenous (%)	10	27
Remoteness (%)	Major cities	61
	Inner regional	23
	Outer regional	11
	Remote and very remote	6
Living arrangements (%)	Living alone	30
	One parent with child/ren	34
	Couple with child/ren	13
	Couple without child/ren	5
	Other family or group	18
Labour force (%)	Employed	13
	Unemployed	51
	Not in labour force	37
Education status (%)	Education/training	21
	Not in education/training	79
Median length of support (days)	30	43
Median nights of accommodation	20	28
Proportion receiving accommodation (%)	25	30

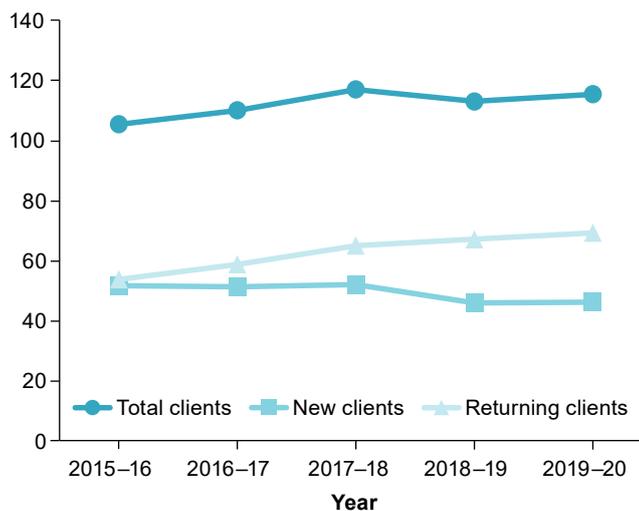
– nil or rounded to zero

Note: Percentages may not add to 100 due to rounding.

Source: SHSC supplementary tables 2019–20.

Trends in Victorian client numbers

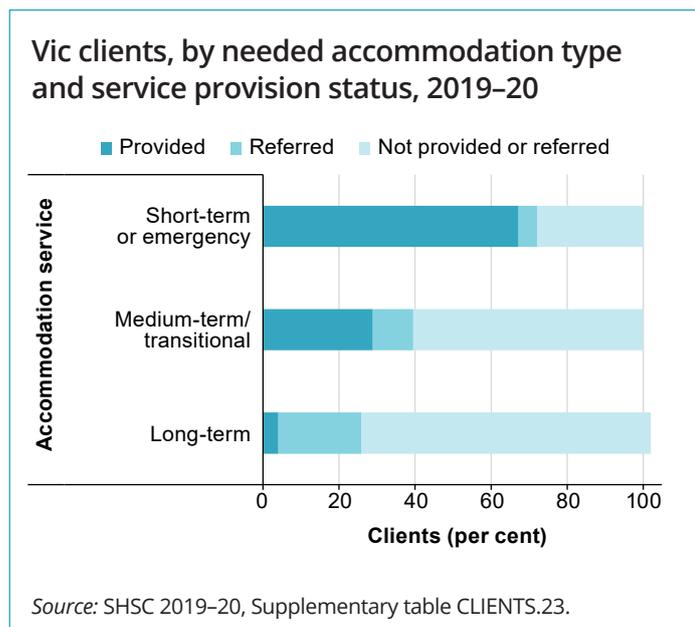
Number of clients ('000)



Source: Specialist Homelessness Services Collection (SHSC) unpublished data**.

Accommodation services

A smaller proportion of clients in Victoria than nationally needed accommodation (49% and 59%, respectively).



Client groups of interest

The rate of clients in Victoria was similar in 2019–20 to the previous year, however rates increased among several interest groups including Indigenous, those experiencing family and domestic violence and clients with a drug and/or alcohol problem.

Clients per 10,000, by interest groups

	Vic		Australia	
	2018–19	2019–20	2018–19	2019–20
All clients	174.7	174.8	116.2	114.5
Indigenous	1,617.2	1,679.6	782.0	798.3
Young people presenting alone (15–24)	21.3	20.8	17.2	16.7
Older people (55 and over)	17.6	18.0	9.7	9.6
Family and domestic violence	78.6	80.7	46.6	47.0
Disability	4.4	4.2	2.9	2.6
Mental health	53.3	53.4	34.6	34.8
Exiting custodial arrangements	7.5	7.3	3.8	3.7
Leaving care	3.6	3.6	2.7	2.7
Children on protection orders	5.8	5.9	3.7	3.5
Drug/alcohol use	14.9	16.0	11.2	11.2

Notes

- Crude rates are used except for Indigenous rates which are directly age-standardised (see online technical information).
- Minor adjustments in rates may occur between publications reflecting revision of the estimated resident population by the Australian Bureau of Statistics.

Sources: SHSC Supplementary tables 2018–19 to 2019–20.

Housing outcomes

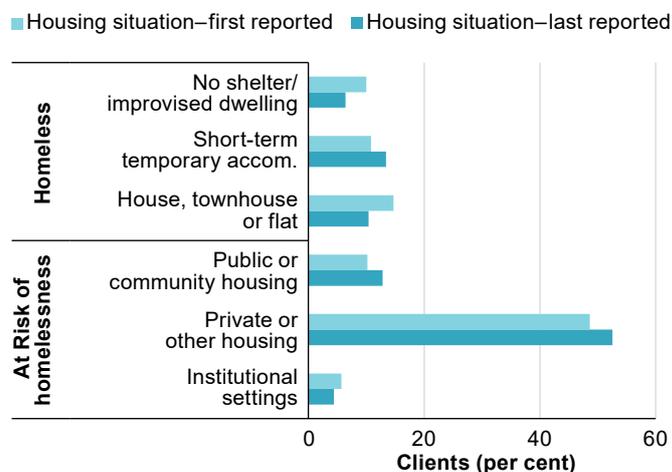
Housing outcomes are described for clients whose support ended in the financial year and detailed information about housing situation was known at the start and end of support.

Nearly 23,400 clients began support homeless in 2019–20; 30% (almost 7,100 clients) were assisted into housing. Of these, 7 in 10 (70% or 4,900 clients) were housed in private or other housing, while 1 in 4 (25% or 1,800 clients) were housed in public or community housing.

Of the more than 44,000 clients who began support housed but at risk of homelessness in 2019–20, 9 in 10 (91% or 40,000) were assisted to maintain housing. Of these clients at risk:

- 8 in 10 (82% or 6,000) of those in public or community housing were assisted to remain in their tenancy and a further 6% (around 400) were assisted into private or other housing.
- 9 in 10 (89% or 29,700) of those in private or other housing were assisted to remain in their tenancy and a further 2% (more than 700) were assisted into public or community housing.

Victorian clients, by housing situation at beginning and end of support, 2019–20



****Note:** Data for 2011–12 to 2016–17 have been adjusted for non-response. Due to improvements in rates of agency participation and SLK validity, 2017–18 data onwards are not weighted. The removal of weighting does not constitute a break in time series and weighted data from 2011–12 to 2016–17 are comparable with unweighted data for 2017–18 onwards. For further information, refer to the Technical notes.

More information

More information on Victorian and national SHS data is available from [Specialist homelessness services annual report](#).