



**Australian Government**

**Australian Institute of  
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# **Government-funded specialist homelessness services**

**SAAP National Data Collection  
annual report  
2009–10**

**Tasmania**

**June 2011**

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# Contents

- Summary ..... iv
- 1 How many people were supported? .....1
- 2 Who was supported?.....2
- 3 Why do people seek support? .....4
- 4 For how long were people supported? .....5
- 5 Were support needs met? .....6
- 6 What happened after support? .....7
- 7 Changes over time.....9
- Appendix Additional tables .....10
- References .....38
- List of tables .....39

# Summary

This publication is one of eight state and territory supplements that accompany the 2009–10 national annual report on the use of government-funded specialist homelessness services (AIHW 2011a). Information to aid readers in interpreting the data is presented in the national report and appendixes (AIHW 2011i).

In line with the national picture, in Tasmania:

- the majority of clients were female
- the average age of clients was in their early thirties
- Aboriginal and Torres Strait Islander people were over-represented relative to their population size
- clients commonly sought support because of issues in their interpersonal relationships – such as the breakdown of a relationship with a family member, spouse or partner – or because of accommodation related issues
- immediately following support, most clients were living in a house or flat, they were not employed, and their main source of income was a government pension or benefit.

Some other points of interest in Tasmania were:

- the rate of use of specialist homelessness services was higher than the national average
- there was a higher proportion of male clients than in other jurisdictions
- seeking support because of interpersonal relationship issues was relatively low compared with nationally
- seeking support because of accommodation related issues was relatively high compared with nationally
- the length of support was longer than the national average
- the length of accommodation was shorter than the national average
- Tasmania was the only jurisdiction in which both the periods of support and the number of people supported have decreased over recent years. There has also been a small overall decrease in the rate of use of specialist homelessness services
- going against the national trend, the proportion of support periods in Tasmania that include a period of specialist homelessness accommodation has increased over recent years.

# 1 How many people were supported?

In 2009–10, an estimated 1 in 75 Tasmanians used government-funded specialist homelessness services (Table 1.1). This rate of use was higher than the national figure of 1 in 100 people.

**Table 1.1: Rate of service use, by state and territory, 2009–10 (number)**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Ratio	1:116	1:84	1:117	1:114	1:70	1:75	1:98	1:37	1:100

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

More specifically, agencies supported an estimated 6,700 people, of whom 4,500 (66%) were clients and 2,300 (34%) were children accompanying clients (tables A3, A4 and A5).

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

Forty-four per cent of support periods in Tasmania included a period of specialist homelessness accommodation (Table 1.2). The remaining 56% were for support services only.

**Table 1.2: Support periods with and without a period of specialist homelessness accommodation, by state and territory, 2009–10 (per cent)**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
With accommodation	33.6	10.2	44.9	45.3	24.8	44.2	43.5	63.8	28.8
Without accommodation	66.4	89.8	55.1	54.7	75.2	55.8	56.5	36.2	71.2
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

Note: accommodation estimates are affected by the model of homelessness service delivery used in each jurisdiction. See AIHW 2011a:Box 1.1.

Sources: Table A4; AIHW 2011a, b, c, d, e, f, g, h:Table A4.

## 2 Who was supported?

The majority of Tasmanian clients were female (53%) (Table 2.1). This state, however, had the highest proportion of male clients nationally (47%).

**Table 2.1: Sex of clients, by state and territory, 2009–10 (per cent)**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Male	41.6	33.8	43.9	35.2	34.7	46.6	38.4	30.9	38.0
Female	58.4	66.2	56.1	64.8	65.3	53.4	61.6	69.1	62.0
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

Sources: Table A6; AIHW 2011a, b, c, d, e, f, g, h:Table A6.

The average (mean) age of Tasmanian clients was 31 years (Table 2.2). Female clients were on average slightly younger than male clients (30 years compared with 33 years) (Table A6). This was consistent with that reported nationally.

**Table 2.2: Mean and median age of clients, by state and territory, 2009–10 (number)**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Mean	32.0	33.2	32.5	32.8	31.3	31.3	29.1	32.9	32.3
Median	30	32	31	32	30	29	27	32	31

Sources: Table A6; AIHW 2011a, b, c, d, e, f, g, h:Table A6.

The highest rate of use was by clients aged 15–19 years, particularly females – 1 in 40 Tasmanians aged 15–19 years and 1 in 32 females aged 15–19 years became a client (derived from Table A7). Children also had a high rate of use, with 1 in every 52 Tasmanian children aged 0–17 years and 1 in every 30 Tasmanian children aged 0–4 years accompanying a client of a specialist homelessness agency (derived from Table A9).

Eleven per cent of clients and 17% of children accompanying clients identified as Aboriginal or Torres Strait Islander (tables 2.3 and 2.4). Indigenous people were over-represented relative to their population size – 3% of the Tasmanian population aged 10 years and over and 7% of children aged 0–17 years identified as Indigenous (ABS 2009). The proportion of Indigenous clients and accompanying children was below the national average (18% and 26%, respectively).

The majority of clients and accompanying children in Tasmania were Australian-born (93% and 99%, respectively) (tables 2.5 and 2.6). This was higher than the national average (84% and 94%, respectively).

**Table 2.3: Aboriginal and Torres Strait Islander status of clients, by state and territory, 2009–10 (per cent)**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Aboriginal and Torres Strait Islander people	18.0	6.6	23.2	30.8	20.8	10.7	15.4	63.8	18.0
Non-Indigenous	82.0	93.4	76.8	69.2	79.2	89.3	84.6	36.2	82.0
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

Sources: Table A10; AIHW 2011a, b, c, d, e, f, g, h:Table A10.

**Table 2.4: Aboriginal and Torres Strait Islander status of accompanying children, by state and territory, 2009–10 (per cent)**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Aboriginal and Torres Strait Islander people	29.6	8.7	33.3	40.6	23.6	17.1	20.1	80.0	25.6
Non-Indigenous	70.4	91.3	66.7	59.4	76.4	82.9	79.9	20.0	74.4
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

Sources: Table A11; AIHW 2011a, b, c, d, e, f, g, h:Table A11.

**Table 2.5: Country of birth of clients, by state and territory, 2009–10 (per cent)**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Australian-born	82.8	80.9	86.5	78.1	89.1	93.3	78.9	93.9	83.6
Born overseas	17.2	19.1	13.5	21.9	10.9	6.7	21.1	6.1	16.4
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

Sources: Table A12; AIHW 2011a, b, c, d, e, f, g, h:Table A12.

**Table 2.6: Country of birth of accompanying children, by state and territory, 2009–10 (per cent)**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Australian-born	94.9	92.9	95.1	86.9	97.0	98.8	89.0	99.0	93.9
Born overseas	5.1	7.1	4.9	13.1	3.0	1.2	11.0	1.0	6.1
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

Sources: Table A13; AIHW 2011a, b, c, d, e, f, g, h:Table A13.

### 3 Why do people seek support?

The most common broad main reasons why people sought support in Tasmania were:

- interpersonal relationships issues (40%) – such as the breakdown of a relationship with a family member, spouse or partner (19%) and domestic or family violence (8%) (tables 3.1 and A15). Seeking support because of interpersonal relationship issues was relatively low in Tasmania compared with nationally (44%). This was primarily because of the low proportion seeking support because of domestic or family violence (compared with 22% nationally) (AIHW 2011a:Table A15). Seeking support because of domestic or family violence was the lowest nationally
- accommodation related issues (30%) – such as being evicted or otherwise made to leave existing accommodation (12%) or the persons previous accommodation being unavailable (11%). Seeking support primarily because of accommodation related issues was the highest nationally. This was largely because of the relatively high proportion seeking support because they had been evicted or asked to leave their accommodation (compared with 7% nationally) or because their previous accommodation was no longer available for some reason (compared with 7% nationally).

**Table 3.1: Broad main reason for seeking support, by state and territory, 2009–10 (per cent support periods)**

	NSW	Vic	Qld	WA <sup>(a)</sup>	SA	Tas	ACT <sup>(b)</sup>	NT <sup>(c)</sup>	Australia
Interpersonal relationships	44.1	43.6	33.7	49.5	51.7	40.2	43.8	52.5	43.7
Financial	14.6	19.4	21.9	11.3	6.8	10.2	7.9	9.3	15.9
Accommodation	14.7	21.5	23.1	11.4	22.2	29.6	18.4	13.9	19.0
Health	13.6	5.1	7.1	4.6	4.9	6.4	9.6	8.1	7.9
Other	13.0	10.5	14.2	23.2	14.5	13.6	20.3	16.2	13.5
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

(a) The data on reasons for seeking assistance in Western Australia may include an over-reporting of 'other' as a reason for seeking assistance and an under-reporting of more specific categories. In particular, many of the 'other' reasons should have instead been recorded as 'other financial difficulties'.

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

(c) The data on reasons for seeking assistance in the Northern Territory may include an over-reporting of 'other' as a reason for seeking assistance and an under-reporting of more specific categories. In particular, many of the 'other' reasons should have instead been recorded as 'other financial difficulties'.

Sources: Table A15; AIHW 2011a, b, c, d, e, f, g, h:Table A15.



## 4 For how long were people supported?

Tasmanian clients were supported for an average (mean) of 76 days (Table 4.1). For clients who were accommodated, the average (mean) length of accommodation was 46 days (Table 4.2).

The length of support in Tasmania was longer than the national average. The length of accommodation, however, was shorter.

**Table 4.1: Mean and median length of support for clients, by state and territory, 2009–10 (days)**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Mean	80	44	60	55	87	76	180	54	64
Median	22	1	21	7	21	39	61	13	11

Sources: Table A17; AIHW 2011a, b, c, d, e, f, g, h:Table A17.

**Table 4.2: Mean and median length of accommodation for clients, by state and territory, 2009–10 (days)**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Mean	75	86	50	34	66	46	133	25	60
Median	18	29	17	6	12	9	32	5	14

Note: accommodation estimates are affected by the model of homelessness service delivery used in each jurisdiction. See AIHW 2011a:Box 1.1.

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

## 5 Were support needs met?

Overall, agencies were able to meet the needs of clients and their accompanying children in the majority of cases:

- the needs of clients were met in 97% of cases (of which 91% were provided directly and 5% were referred on) (tables 5.1 and A23). The need for basic support was the most often met (99%), followed by general support or advocacy services (98%)
- the needs of accompanying children were met in 99% of cases (of which 94% were provided directly and 5% were referred on) (tables 5.2 and A26). The need for basic support was the most often met (99%), followed by the need for specialist homelessness accommodation (99%).

**Table 5.1: Provision of support for clients, by state and territory, 2009–10 (per cent distinct types of support required in closed support periods)**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Met	98.2	95.7	96.5	97.4	89.8	96.7	98.4	99.0	96.5
Unmet	1.8	4.3	3.5	2.6	10.2	3.3	1.6	1.0	3.5
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

Sources: derived from Table A23; AIHW 2011a, b, c, d, e, f, g, h:Table A23.

**Table 5.2: Provision of support for accompanying children, by state and territory, 2009–10 (per cent distinct types of support required in closed accompanying child support periods)**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Met	98.7	96.6	97.9	98.3	91.4	98.6	98.9	99.8	97.5
Unmet	1.3	3.4	2.1	1.7	8.6	1.4	1.1	0.2	2.5
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

Sources: derived from Table A26; AIHW 2011a, b, c, d, e, f, g, h:Table A26.

Required support remained unmet in 3% of cases for clients and 1% of cases for children accompanying clients:

- for clients, specialist services was the most common broad type of support to remain unmet at the completion of support (11%). This was higher than the national average (8%). The next most common broad type of support to remain unmet was housing or accommodation services (6%)
- for accompanying children, specialist services was the broad type of support that most often remained unmet (3%).

## 6 What happened after support?

Generally, client circumstances had improved by the completion of support, particularly for those who specifically required assistance with income, employment and housing; and for those supported for longer periods (tables A28–A35).

Immediately following support, most Tasmanian clients: were unemployed or not in the labour force (90%); were receiving a government pension or benefit as their main source of income (89%); and were living in a house or other dwelling (91%) with some form of tenure (81%) (tables 6.1–6.4).

**Table 6.1: Main source of income immediately after a support period, by state and territory, 2009–10 (per cent closed support periods)**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
No income	6.7	5.4	8.1	4.8	4.7	5.7	5.9	5.8	6.1
Government payments	83.5	86.5	85.1	83.8	86.1	89.0	79.0	85.5	85.2
Other	9.8	8.1	6.8	11.4	9.1	5.3	15.1	8.7	8.7
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

Sources: Table A28; AIHW 2011a, b, c, d, e, f, g, h:Table A28.

**Table 6.2: Employment status in the week after a support period, by state and territory, 2009–10 (per cent closed support periods)**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Employed full/part time	12.5	10.0	10.3	12.8	10.5	9.8	20.3	11.0	11.1
Unemployed (looking for work)	19.2	32.1	25.0	24.7	22.0	21.3	14.8	17.2	25.4
Not in labour force	68.3	57.9	64.7	62.5	67.4	68.9	64.9	71.8	63.5
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

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

**Table 6.3: Type of house/dwelling immediately after a support period, by state and territory, 2009–10 (per cent closed support periods)**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Improvised dwelling/sleeping rough	9.2	7.5	6.5	5.5	3.2	5.4	1.9	6.2	7.1
House/dwelling	84.9	90.1	90.4	91.4	94.0	91.1	93.1	90.8	89.4
Institutional setting	5.9	2.3	3.1	3.1	2.8	3.5	5.0	3.0	3.5
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

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

**Table 6.4: Type of tenure immediately after a support period, by state and territory, 2009–10  
(per cent closed support periods)**

	<b>NSW</b>	<b>Vic</b>	<b>Qld</b>	<b>WA</b>	<b>SA</b>	<b>Tas</b>	<b>ACT</b>	<b>NT</b>	<b>Australia</b>
SAAP/CAP funded accommodation	13.3	15.5	15.4	9.3	14.5	11.1	18.9	5.5	14.0
No tenure	13.9	10.9	10.1	8.7	6.7	7.4	5.3	7.8	10.7
Tenure	72.8	73.5	74.6	82.0	78.9	81.4	75.8	86.7	75.2
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

*Notes*

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

Sources: Table A33; AIHW 2011a, b, c, d, e, f, g, h:Table A33.

## 7 Changes over time

Tasmania was the only jurisdiction in which both the periods of support and the number of people supported have decreased over recent years – periods of support from 9,600 in 2006–07 to 9,100 in 2009–10; and people from 7,000 to 6,700 (Table A3). There has also been a small overall decrease in the rate of use of specialist homelessness services in Tasmania – from 1 in 70 Tasmanians in 2006–07 to 1 in 75 in 2009–10.

Going against the national trend, the proportion of support periods in Tasmania that included a period of specialist homelessness accommodation has increased over recent years, initially declining from 43% in 2006–07 to 38% in 2008–09 before increasing to 44% in 2009–10 (Table A4). Tasmania and the Northern Territory were the only jurisdictions in which an increase occurred.

The overall length of support and accommodation in Tasmania has increased in recent years (tables A17 and A19). The length of support rose from an average (mean) of 66 days in 2006–07 to 76 days in 2009–10. The length of accommodation increased from an average (mean) of 34 days in 2006–07 to 46 in 2009–10.

Seeking support primarily because of accommodation related issues has increased in recent years – from 24% to 30% in 2009–10 (Table A15). Related to this there was an increase in the need for housing or accommodation related support – from 70% in 2006–07 to 78% in 2009–10 (Table A21).

There has also been an increase in the need for advocacy or liaison on behalf of the client to ensure he or she has proper representation and access to services – from 36% of closed support periods in 2006–07 to 44% in 2009–10.

# Appendix Additional tables

**Table A1: Funding to agencies, by reporting period, 2006–07 to 2009–10**

Reporting period	Funded agencies (number)	Agreement funding (\$'000)	Additional state/territory funding (\$'000)	Total allocation (\$'000)	Mean funding per agency (\$'000)
2006–07	35	13,698	271	13,969	399
2007–08	38	13,434	1,498	14,932	393
2008–09	37	13,730	1,484	15,214	411
2009–10	36	15,539	—	15,539	432

*Notes*

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

Sources: Administrative Data and Client Collections.

**Table A2: Client Collection: agency participation rates and records returned with informed consent and valid consent, by reporting period, 2006–07 to 2009–10**

Reporting period	Participating agencies <sup>(a)</sup> (number)	Agency participation rate (%)	Records returned (number)	Records returned with consent (%)	Records returned with valid consent <sup>(b)</sup> (%)
2006–07	34	100.0	6,759	81.5	78.1
2007–08	36	100.0	6,710	78.0	74.5
2008–09	36	100.0	7,014	80.9	78.0
2009–10	35	100.0	6,155	89.7	87.2

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

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

*Notes*

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

Sources: Administrative Data and Client Collections.

**Table A3: Total support for clients and accompanying children, by reporting period, 2006–07 to 2009–10**

Reporting period	Total periods of support	Total people supported	People per 10,000 population	Average periods of support per person
2006–07	9,600	7,000	143	1.37
2007–08	9,600	7,000	143	1.36
2008–09	10,100	7,200	145	1.40
2009–10	9,100	6,700	134	1.35

*Notes*

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

Sources: Client Collection; ABS 2010.

**Table A4: Support periods and clients, by reporting period, 2006–07 to 2009–10**

	2006–07	2007–08	2008–09	2009–10
Support periods (number)	6,800	6,700	7,000	6,200
With accommodation (per cent)	42.7	39.2	38.2	44.2
Without accommodation (per cent)	57.3	60.8	61.8	55.8
Daily average support periods (number)	1,200	1,300	1,400	1,200
Nightly average support periods with accommodation (number)	200	300	300	300
Clients (number)	4,700	4,700	4,800	4,500
Per 10,000 population aged 10+ years <sup>(a)</sup> (number)	110	108	110	100
Clients with one period of support (per cent)	76.3	78.7	77.4	77.2
Mean number of support periods per client	1.44	1.43	1.45	1.39

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

*Notes*

1. Number excluded due to errors and omissions (weighted): 0 support periods and clients; 53 nightly support periods with accommodation in 2006–07, 34 in 2007–08, 50 in 2008–09, 50 in 2009–10.
2. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
3. Support period figures have been weighted to adjust for agency non-participation.
4. Client figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: Client Collection; ABS 2010.

**Table A5: Accompanying child support periods and accompanying children, by reporting period, 2006–07 to 2009–10**

	2006–07	2007–08	2008–09	2009–10
Accompanying child support periods (number)	2,800	2,900	3,100	2,900
With accommodation <sup>(a)</sup> (per cent)	44.6	40.4	39.9	42.7
Without accommodation (per cent)	55.4	59.6	60.1	57.3
Daily average accompanying child support periods (number)	600	700	900	800
Nightly average accompanying child support periods with accommodation (number)	200	200	200	200
Accompanying children (number)	2,300	2,400	2,400	2,300
Per 10,000 population aged 0–17 years <sup>(b)</sup> (number)	195	200	201	192
Accompanying children with one period of support (per cent)	85.2	84.7	82.3	83.6
Mean number of accompanying child support periods per accompanying child	1.23	1.22	1.31	1.29

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

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

*Notes*

1. Number excluded due to errors and omissions (weighted): 0 accompanying child support periods and children; 40 nightly accompanying child support periods with accommodation in 2006–07, 14 in 2007–08, 17 in 2008–09, 23 in 2009–10.
2. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
3. Accompanying child support period figures have been weighted to adjust for agency non-participation.
4. Accompanying children figures have been weighted to adjust for agency non-participation and client non-consent.

*Sources:* Client Collection; ABS 2010.



**Table A6: Clients: age by sex, 2009–10 (per cent)**

Age	Percentage of all clients		Percentage of sex group		Total	
	Male	Female	Male	Female	Per cent	Number
Under 15 years	1.5	1.8	3.2	3.3	3.3	100
15–19 years	7.7	11.8	16.5	22.1	19.5	900
20–24 years	5.8	9.4	12.4	17.5	15.2	700
25–29 years	5.2	6.9	11.1	13.0	12.1	500
30–34 years	6.3	6.0	13.5	11.2	12.3	500
35–39 years	6.5	5.9	14.0	11.1	12.5	600
40–44 years	3.9	4.1	8.4	7.8	8.1	400
45–49 years	4.1	3.4	8.8	6.3	7.5	300
50–54 years	2.1	1.3	4.5	2.5	3.4	200
55–59 years	1.5	1.1	3.2	2.1	2.7	100
60–64 years	0.9	0.7	2.0	1.3	1.6	100
65 years and over	1.0	0.9	2.2	1.7	1.9	100
<i>Total</i>	<i>46.6</i>	<i>53.4</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (number)</b>	<b>2,100</b>	<b>2,400</b>	<b>2,100</b>	<b>2,400</b>	<b>..</b>	<b>4,500</b>
<b>Mean age (years)</b>	<b>..</b>	<b>..</b>	<b>33.0</b>	<b>29.8</b>	<b>..</b>	<b>31.3</b>
<b>Median age (years)</b>	<b>..</b>	<b>..</b>	<b>32</b>	<b>27</b>	<b>..</b>	<b>29</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 0.
2. Clients aged 0–17 years: 600 (300 males, 400 females). Does not add because of rounding.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* Client Collection.

**Table A7: Clients: rate per 10,000 population aged 10 years and over by age and sex and mean and median age of all clients by sex, by reporting period, 2006–07 to 2009–10**

Reporting period	Clients aged 10+ years							All clients	
	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65+ years	Total	Mean age (years)	Median age (years)
<b>Male clients</b>									
2006–07	17	193	210	175	56	11	104	32.6	31
2007–08	20	196	191	179	57	11	103	32.7	32
2008–09	22	188	176	177	55	15	101	33.0	32
2009–10	22	192	162	162	57	13	95	33.0	32
<b>Female clients</b>									
2006–07	35	372	284	165	46	8	115	29.5	26
2007–08	51	344	260	165	48	9	112	29.7	27
2008–09	43	344	314	182	46	9	119	29.7	27
2009–10	23	314	272	162	42	10	105	29.8	27
<b>All clients</b>									
2006–07	26	280	247	170	51	10	110	31.0	29
2007–08	35	268	225	172	52	9	108	31.1	29
2008–09	32	263	244	180	51	12	110	31.2	29
2009–10	22	251	216	162	49	11	100	31.3	29

*Notes*

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

Source: Client Collection; ABS 2010.

**Table A8: Accompanying children: age, by sex, 2009–10**

Age	Percentage of all accompanying children		Percentage of sex group		Total	
	Male	Female	Male	Female	Per cent	Number
0–4 years	23.7	24.3	47.7	48.2	48.0	1,100
5–9 years	12.6	13.2	25.4	26.2	25.8	600
10–14 years	9.8	9.7	19.8	19.3	19.6	400
15–17 years	3.5	3.2	7.0	6.3	6.7	200
<i>Total</i>	<i>49.6</i>	<i>50.4</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (number)</b>	<b>1,100</b>	<b>1,100</b>	<b>1,100</b>	<b>1,100</b>	<b>..</b>	<b>2,300</b>
<b>Mean age (years)</b>	<b>..</b>	<b>..</b>	<b>6.0</b>	<b>5.9</b>	<b>..</b>	<b>6.0</b>
<b>Median age (years)</b>	<b>..</b>	<b>..</b>	<b>5</b>	<b>5</b>	<b>..</b>	<b>5</b>

*Notes*

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

**Table A9: Accompanying children: rate per 10,000 population aged 0–17 years by age and mean and median age, by reporting period, 2006–07 to 2009–10**

Reporting period	0–4 years	5–9 years	10–14 years	15–17 years	Total	Mean age (years)	Median age (years)
2006–07	349	192	136	78	195	6.2	5
2007–08	339	206	144	76	200	6.2	5
2008–09	341	194	152	75	201	6.2	5
2009–10	328	190	132	73	192	6.0	5

*Notes*

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

*Source:* Client Collection; ABS 2010.

**Table A10: Clients: Aboriginal and Torres Strait Islander status by sex, by reporting period, 2006–07 to 2009–10 (per cent)**

Aboriginal and Torres Strait Islander status	2006–07	2007–08	2008–09	2009–10
<b>Male clients</b>				
Aboriginal and Torres Strait Islander people	10.4	8.4	10.2	9.1
Non-Indigenous	89.6	91.6	89.8	90.9
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>2,000</b>	<b>2,100</b>	<b>2,000</b>	<b>2,000</b>
<b>Female clients</b>				
Aboriginal and Torres Strait Islander people	10.8	12.1	12.0	12.1
Non-Indigenous	89.2	87.9	88.0	87.9
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>2,400</b>	<b>2,300</b>	<b>2,500</b>	<b>2,300</b>
<b>All clients</b>				
Aboriginal and Torres Strait Islander people	10.6	10.4	11.2	10.7
Non-Indigenous	89.4	89.6	88.8	89.3
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>4,400</b>	<b>4,400</b>	<b>4,500</b>	<b>4,200</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 286 in 2006–07; 328 in 2007–08; 319 in 2008–09; 235 in 2009–10.
2. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* Client Collection.

**Table A11: Accompanying children: Aboriginal and Torres Strait Islander status, by reporting period, 2006–07 to 2009–10 (per cent)**

Aboriginal and Torres Strait Islander status	2006–07	2007–08	2008–09	2009–10
Aboriginal and Torres Strait Islander people	17.3	15.3	14.3	17.1
Non-Indigenous	82.7	84.7	85.7	82.9
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>2,100</b>	<b>2,200</b>	<b>2,200</b>	<b>2,100</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 236 in 2006–07; 197 in 2007–08; 208 in 2008–09; 170 in 2009–10.
2. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* Client Collection.

**Table A12: Clients: top 5 countries of birth in 2009–10, by reporting period, 2006–07 to 2009–10 (per cent)**

Country of birth	2006–07 <sup>(a)</sup>	2007–08 <sup>(b)</sup>	2008–09 <sup>(c)</sup>	2009–10
Australia (including external territories)	92.4	92.5	92.1	93.3
Sudan	1.3	1.3	1.2	0.9
New Zealand	1.1	0.8	0.9	0.9
United Kingdom (not further defined)	0.2	0.2	0.3	0.5
England	0.6	0.7	0.6	0.5
Other	4.4	4.6	4.9	3.9
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>4,500</b>	<b>4,500</b>	<b>4,700</b>	<b>4,400</b>

(a) In 2006–07 the top 5 countries of birth were Australia 92.4%; Sudan 1.3%; New Zealand 1.1%; Sierra Leone 0.7%; and England 0.6%.

(b) In 2007–08 the top 5 countries of birth were Australia 92.5%; Sudan 1.3%; New Zealand 0.8%; England 0.7%; and Burundi 0.3%.

(c) In 2008–09 the top 5 countries of birth were Australia 92.1%; Sudan 1.2%; New Zealand 0.9%; Ethiopia 0.6%; and England 0.6%.

*Notes*

1. Number excluded due to errors and omissions (weighted): 176 in 2006–07; 218 2007–08; 193 in 2008–09; 87 in 2009–10.
2. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: Client Collection.

**Table A13: Accompanying children: top 5 countries of birth in 2009–10, by reporting period, 2006–07 to 2009–10 (per cent)**

Country of birth	2006–07 <sup>(a)</sup>	2007–08 <sup>(b)</sup>	2008–09 <sup>(c)</sup>	2009–10
Australia (including external territories)	96.4	96.4	96.3	98.8
Egypt	—	0.5	0.3	0.2
South Africa	—	—	0.1	0.2
Malaysia	—	—	—	0.1
New Zealand	0.1	0.2	0.2	0.1
Other	3.5	2.9	3.2	0.5
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>2,200</b>	<b>2,200</b>	<b>2,200</b>	<b>2,200</b>

(a) In 2006–07 the top 5 countries of birth were Australia 96.4%; Sudan 1.1%; Sierra Leone 0.9%; Philippines 0.3%; and China 0.2%.

(b) In 2007–08 the top 5 countries of birth were Australia 96.4%; Sudan 1.2%; Egypt 0.5%; Sierra Leone 0.4%; and Burundi 0.4%.

(c) In 2008–09 the top 5 countries of birth were Australia 96.3%; Sudan 1.5%; India 0.4%; Sierra Leone 0.3%; and Egypt 0.3%.

*Notes*

1. Number excluded due to errors and omissions (weighted): 82 in 2006–07; 138 in 2007–08; 124 in 2008–09; 118 in 2009–10.
2. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: Client Collection.

**Table A14: Support periods: client group, by reporting period, 2006–07 to 2009–10 (per cent)**

<b>Client group</b>	<b>2006–07</b>	<b>2007–08</b>	<b>2008–09</b>	<b>2009–10</b>
Male alone, under 25	14.2	14.3	13.7	13.6
Male alone, 25+	27.5	28.0	25.9	27.2
Female alone, under 25	15.0	14.2	14.8	12.8
Female alone, 25+	11.5	11.6	12.3	11.2
Couple no children	5.8	4.4	4.4	4.9
Couple with children	3.9	4.1	4.9	5.9
Male with children	2.4	2.6	2.6	2.6
Female with children	19.5	20.0	20.7	21.0
Other	0.3	0.7	0.6	0.8
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>6,700</b>	<b>6,600</b>	<b>6,900</b>	<b>6,100</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 89 in 2006–07; 96 in 2007–08; 113 in 2008–09; 115 in 2009–10.
2. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* Client Collection.

**Table A15: Support periods: main reason for seeking assistance, by reporting period, 2006–07 to 2009–10 (per cent)**

Main reason for seeking assistance	2006–07	2007–08	2008–09	2009–10
<i>Interpersonal relationships</i>	42.1	42.6	44.3	40.2
Time out from family/other situation	5.4	5.1	6.3	6.8
Relationship/family breakdown	19.3	19.4	19.9	18.8
Interpersonal conflict	5.0	4.8	4.6	4.6
Sexual abuse	1.8	2.1	3.6	0.6
Domestic/family violence	8.9	9.8	8.5	8.2
Physical/emotional abuse	1.7	1.3	1.4	1.1
<i>Financial</i>	12.1	11.5	9.9	10.2
Gambling	0.3	0.2	0.3	0.1
Budgeting problems	2.9	3.4	3.4	3.0
Rent too high	1.5	1.2	1.4	1.5
Other financial difficulty	7.3	6.6	4.8	5.5
<i>Accommodation</i>	24.5	25.6	26.9	29.6
Overcrowding issues	3.7	3.4	3.6	4.0
Eviction/asked to leave	10.5	9.0	10.1	12.3
Emergency accommodation ended	1.6	1.7	2.1	2.0
Previous accommodation ended	8.7	11.6	11.1	11.2
<i>Health</i>	6.9	6.6	6.0	6.4
Mental health issues	2.6	1.8	2.1	2.3
Problematic drug/alcohol/substance use	2.7	3.5	2.6	2.8
Psychiatric illness	0.5	0.3	0.2	0.4
Other health issues	1.1	1.0	1.1	1.0
<i>Other reasons</i>	14.5	13.6	12.9	13.6
Gay/lesbian/transgender issues	—	0.1	—	—
Recently left institution	2.0	2.0	2.6	1.9
Recent arrival to area with no means of support	4.4	4.0	3.9	4.5
Itinerant	4.6	4.2	3.6	3.9
Other	3.4	3.3	2.8	3.4
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>6,600</b>	<b>6,600</b>	<b>6,900</b>	<b>6,100</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 182 in 2006–07; 151 in 2007–08; 171 in 2008–09; 144 in 2009–10.
2. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: Client Collection.

**Table A16: Support periods: main reason for seeking assistance, by client group, 2009–10 (per cent)**

Main reason for seeking assistance	Male alone under 25	Male alone 25+	Female alone under 25	Female alone 25+	Couple no children	Couple with children	Male with children	Female with children	Other
<i>Interpersonal relationships</i>	46.2	26.6	60.0	43.9	16.1	14.4	37.2	52.5	22.8
Time out from family/ other situation	13.1	4.3	10.2	5.6	5.1	3.3	5.6	5.5	4.6
Relationship/ family breakdown	25.5	15.4	34.3	16.3	6.2	6.1	21.3	16.9	4.6
Interpersonal conflict	5.0	5.2	6.3	5.2	2.9	3.6	4.7	3.2	—
Sexual abuse	0.4	0.4	0.6	1.8	0.4	0.3	1.6	0.5	—
Domestic/family violence	1.5	0.7	7.5	12.9	1.6	0.7	3.1	24.4	11.3
Physical/emotional abuse	0.6	0.6	1.1	2.1	—	0.3	0.8	2.0	2.4
<i>Financial</i>	4.4	12.7	4.5	10.0	18.3	18.8	14.8	9.7	11.5
Gambling	—	0.3	—	0.3	0.4	—	—	—	—
Budgeting problems	1.2	4.5	1.3	3.1	7.0	3.8	1.5	2.4	4.8
Rent too high	0.6	1.0	0.9	2.2	2.0	4.0	3.7	1.7	2.4
Other financial difficulty	2.6	6.9	2.3	4.4	8.8	11.0	9.6	5.6	4.4
<i>Accommodation</i>	31.4	23.1	27.1	27.7	41.4	49.5	24.2	32.0	45.0
Overcrowding issues	3.3	1.2	3.7	2.6	6.8	12.5	3.1	6.4	4.9
Eviction/asked to leave	12.9	8.9	11.5	13.1	17.0	22.3	11.8	12.7	23.8
Emergency accommodation ended	5.0	2.0	1.3	1.0	1.9	1.0	—	1.5	2.2
Previous accommodation ended	10.2	10.9	10.6	11.0	15.8	13.7	9.3	11.4	14.1
<i>Health</i>	3.1	15.3	2.1	8.5	3.5	0.4	9.3	1.2	—
Mental health issues	1.0	5.5	1.3	4.2	0.4	—	1.5	—	—
Problematic drug/ alcohol/substance use	1.7	7.4	0.3	1.6	1.6	—	5.5	0.4	—
Psychiatric illness	0.4	0.7	0.3	1.1	—	—	0.7	—	—
Other health issues	—	1.7	0.1	1.6	1.6	0.4	1.5	0.8	—
<i>Other reasons</i>	15.0	22.2	6.4	9.9	20.6	16.9	14.5	4.7	20.6
Gay/lesbian/ transgender issues	—	0.1	—	—	—	—	—	—	—
Recently left institution	1.9	4.1	—	1.7	0.8	0.3	4.5	0.4	2.2
Recent arrival to area with no means of support	2.2	7.4	1.2	3.3	10.1	9.3	3.9	2.0	7.0
Itinerant	7.1	5.5	3.1	3.2	3.8	2.6	1.6	1.0	—
Other	3.8	5.2	2.0	1.6	5.9	4.7	4.5	1.3	11.4
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>800</b>	<b>1,600</b>	<b>800</b>	<b>700</b>	<b>300</b>	<b>400</b>	<b>200</b>	<b>1,300</b>	<b>&lt;50</b>

*Notes*

1. Numbers excluded due to errors and omissions (weighted): 229.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: Client Collection.



**Table A17: Closed support periods: length of support, by reporting period, 2006–07 to 2009–10 (per cent)**

Length of support	2006–07	2007–08	2008–09	2009–10
1 week or less	22.7	24.0	25.0	23.4
>1 week–1 month	15.1	15.5	16.7	18.4
>1–3 months	44.6	38.9	34.5	35.2
>3–6 months	10.9	13.3	12.9	13.9
>6 months	6.7	8.3	11.0	9.1
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>5,600</b>	<b>5,500</b>	<b>5,700</b>	<b>5,100</b>
<b>Mean length (days)</b>	<b>66</b>	<b>68</b>	<b>81</b>	<b>76</b>
<b>Median length (days)</b>	<b>35</b>	<b>36</b>	<b>37</b>	<b>39</b>

*Notes*

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

Source: Client Collection.

**Table A18: Closed support periods: mean and median length of support by client group, by reporting period, 2006–07 to 2009–10 (days)**

Client group	Mean				Median			
	2006–07	2007–08	2008–09	2009–10	2006–07	2007–08	2008–09	2009–10
Male alone, under 25	50	36	50	53	30	19	22	19
Male alone, 25+	53	54	58	71	31	32	29	32
Female alone, under 25	65	64	71	79	32	31	31	37
Female alone, 25+	58	72	86	77	35	46	44	51
Couple no children	50	68	76	92	39	47	45	56
Couple with children	70	79	87	90	54	47	44	48
Male with children	78	74	139	114	43	40	62	60
Female with children	79	82	111	92	46	44	57	50
Other	65	74	74	99	52	47	57	39

*Notes*

1. Number excluded due to errors and omissions (weighted): 70 in 2006–07; 88 in 2007–08; 92 in 2008–09; 106 in 2009–10.
2. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: Client Collection.

**Table A19: Closed support periods in which clients were accommodated: total length of accommodation, by reporting period, 2006–07 to 2009–10 (per cent)**

Length of accommodation	2006–07	2007–08	2008–09	2009–10
1 day to 1 week	50.4	45.8	43.9	45.9
>1 week–1 month	23.7	25.4	23.6	22.6
>1–3 months	18.0	20.0	21.2	18.9
>3–6 months	4.1	5.0	5.9	6.0
>6 months	3.8	3.8	5.4	6.6
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>2,300</b>	<b>2,100</b>	<b>2,100</b>	<b>2,200</b>
<b>Mean length (days)</b>	<b>34</b>	<b>35</b>	<b>45</b>	<b>46</b>
<b>Median length (days)</b>	<b>7</b>	<b>9</b>	<b>11</b>	<b>9</b>
<b>Accommodation starting and ending on the same date (number)</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
<b>Total closed support periods with accommodation (number)</b>	<b>2,400</b>	<b>2,200</b>	<b>2,200</b>	<b>2,300</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 40 in 2006–07; 27 in 2007–08; 44 in 2008–09; 39 in 2009–10.
2. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
3. Figures have been weighted to adjust for agency non-participation.

Source: Client Collection.

**Table A20: Closed support periods in which clients were accommodated: mean and median length of accommodation by client group, by reporting period, 2006–07 to 2009–10 (days)**

Client group	Mean				Median			
	2006–07	2007–08	2008–09	2009–10	2006–07	2007–08	2008–09	2009–10
Male alone, under 25	35	17	32	37	7	7	9	9
Male alone, 25+	30	29	39	41	6	7	7	6
Female alone, under 25	24	34	30	38	9	12	10	15
Female alone, 25+	25	27	49	35	7	8	21	8
Couple no children	20	41	28	17	6	7	6	6
Couple with children	23	65	65	72	9	7	17	8
Male with children	102	85	183	128	26	14	73	73
Female with children	56	62	79	74	30	26	38	37
Other	14	3	20	138	14	4	12	4

*Notes*

1. Number excluded due to errors and omissions (weighted): 59 in 2006–07; 55 in 2007–08; 98 in 2008–09; 125 in 2009–10.
2. Table excludes accommodation that started and ended on the same date.
3. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: Client Collection.

**Table A21: Closed support periods: type of support required by clients, by reporting period, 2006–07 to 2009–10 (per cent)**

Type of support	2006–07	2007–08	2008–09	2009–10
<i>Housing/accommodation</i>	69.8	67.9	67.2	78.2
SAAP/CAP accommodation <sup>(a)</sup>	47.1	45.0	44.3	51.3
Assistance to obtain/maintain short-term accommodation	14.6	12.9	12.2	14.7
Assistance to obtain/maintain medium-term accommodation	7.7	10.1	11.8	17.2
Assistance to obtain/maintain independent housing	32.7	30.8	27.0	31.3
<i>Financial/employment</i>	37.9	34.6	35.0	41.5
Assistance to obtain/maintain government allowance	5.9	6.1	6.4	5.1
Employment and training assistance	3.2	2.8	3.4	3.7
Financial assistance/material aid	31.1	27.2	27.8	34.5
Financial counselling and support	8.7	8.0	8.0	9.3
<i>Personal support</i>	64.4	63.4	62.6	60.7
Incest/sexual assault	12.1	13.4	13.3	2.1
Domestic/family violence	7.9	7.6	6.8	6.1
Family/relationship	12.8	10.3	11.1	11.2
Emotional support	54.5	50.6	49.2	57.3
Assistance with problem gambling	0.4	0.4	0.5	0.2
<i>General support/advocacy</i>	79.1	74.5	72.9	87.1
Living skills/personal development	14.9	16.1	17.8	23.9
Assistance with legal issues/court support	5.0	4.7	4.6	4.4
Advice/information	74.2	67.4	63.2	76.0
Retrieval/storage/removal of belongings	7.9	7.9	7.1	6.6
Advocacy/liaison on behalf of client	36.3	33.3	33.5	43.7
<i>Specialist services</i>	14.9	15.3	14.5	14.7
Psychological services	2.3	2.8	3.1	3.8
Specialist counselling services	5.2	5.8	5.3	4.9
Psychiatric services	1.4	1.4	1.2	1.7
Pregnancy support	1.2	0.7	1.1	0.8
Family planning support	0.7	0.5	0.8	0.5
Drug/alcohol support or intervention	3.9	3.3	3.8	4.1
Physical disability services	0.1	0.3	0.3	0.3
Intellectual disability services	0.3	0.4	0.3	0.3
Culturally specific services	0.8	0.8	0.7	0.9
Interpreter services	0.3	0.4	0.4	0.3
Assistance with immigration services	0.3	0.3	0.2	0.3
Health/medical services	5.0	4.7	4.3	6.5
<i>Basic support/other n.e.s.</i>	46.5	46.8	46.0	55.6
Meals	26.8	28.7	27.7	28.1
Laundry/shower facilities	23.3	25.6	24.3	26.3
Recreation	10.1	10.4	11.2	13.1
Transport	25.1	24.0	22.2	26.1
Other	9.6	9.3	9.0	18.3
<i>No needs recorded</i>	0.2	0.8	0.8	—
<b>Total (number)</b>	<b>5,500</b>	<b>5,400</b>	<b>5,600</b>	<b>5,100</b>

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

*Notes*

1. Number excluded due to errors and omissions (weighted) (closed support periods with no information on support requirements or provision): 55 in 2006–07; 86 in 2007–08; 46 in 2008–09; 56 in 2009–10.
2. Clients were able to receive multiple types of support, so the percentages do not add to 100.
3. A client may require more than one type of support within a broad type of assistance.
4. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
5. Figures have been weighted to adjust for agency non-participation.

Source: Client Collection.

**Table A22: Closed support periods: type of support required by clients, by client group, 2009–10 (per cent)**

Type of support	Male alone under 25	Male alone 25+	Female alone under 25	Female alone 25+	Couple no children	Couple with children	Male with children	Female with children	Other
<i>Housing/accommodation</i>	80.2	80.8	79.3	68.9	72.4	70.5	65.3	82.2	79.6
SAAP/CAP accommodation <sup>(a)</sup>	62.4	58.1	46.7	37.4	36.1	30.6	35.8	50.6	44.7
Assistance to obtain/maintain short-term accommodation	13.2	14.0	12.3	16.8	24.7	16.6	17.7	16.9	14.5
Assistance to obtain/maintain medium-term accommodation	19.3	13.4	25.9	12.2	18.2	15.1	27.2	17.9	23.1
Assistance to obtain/maintain independent housing	18.1	24.0	34.3	34.5	33.3	41.3	41.1	42.9	36.5
<i>Financial/employment</i>	35.0	38.1	44.5	42.3	37.0	37.7	47.5	55.6	52.8
Assistance to obtain/maintain government allowance	3.3	1.9	8.8	9.0	0.9	2.0	5.1	9.6	2.4
Employment and training assistance	10.5	2.1	6.1	2.0	1.3	1.3	8.2	1.8	9.8
Financial assistance/material aid	18.5	35.3	34.3	35.1	32.1	32.5	44.3	49.4	48.0
Financial counselling and support	11.1	6.6	13.7	8.0	8.5	12.2	17.5	10.5	10.3
<i>Personal support</i>	48.7	57.9	67.7	65.5	47.0	46.5	63.3	71.9	77.4
Incest/sexual assault	0.5	0.7	1.9	2.9	—	—	1.0	1.7	—
Domestic/family violence	0.8	0.6	6.1	12.6	1.8	1.6	3.2	17.8	9.8
Family/relationship	10.2	4.5	22.1	11.6	6.3	9.2	19.6	15.6	14.6
Emotional support	45.1	57.2	65.6	62.8	45.8	45.2	60.2	67.8	74.8
Assistance with problem gambling	—	0.2	—	0.4	—	—	2.1	0.2	—
<i>General support/advocacy</i>	81.7	89.1	84.8	89.7	88.4	93.7	92.5	89.9	92.1
Living skills/personal development	29.6	34.4	35.1	13.7	15.0	12.6	24.1	12.0	26.1
Assistance with legal issues/court support	2.1	3.2	4.7	5.9	0.8	2.1	9.2	7.7	2.4
Advice/information	73.3	64.3	77.2	85.0	85.8	87.4	89.3	85.0	87.1
Retrieval/storage/removal of belongings	8.9	3.5	6.1	7.7	2.2	1.7	8.2	12.4	7.7
Advocacy/liaison on behalf of client	33.8	36.3	48.3	51.5	48.0	56.0	60.2	53.8	67.4
<i>Specialist services</i>	9.7	13.3	18.1	21.7	5.7	8.0	16.5	19.1	14.9
Psychological services	1.7	2.3	4.9	7.4	1.7	2.4	4.2	4.8	5.0
Specialist counselling services	2.0	4.2	6.5	8.6	2.7	2.0	6.2	6.9	5.0
Psychiatric services	1.1	1.8	1.8	4.2	0.9	0.4	4.2	0.9	2.6
Pregnancy support	0.1	0.1	1.7	0.4	0.9	0.4	—	1.9	5.0
Family planning support	0.3	—	1.9	0.4	—	—	—	0.8	2.6
Drug/alcohol support or intervention	4.0	6.7	4.1	3.9	1.7	1.6	6.1	1.8	5.0
Physical disability services	—	0.4	0.2	1.0	—	0.4	1.0	0.2	2.4
Intellectual disability services	0.9	—	0.9	0.8	—	—	—	0.1	—
Culturally specific services	0.9	0.4	0.2	0.8	—	—	1.0	2.8	—
Interpreter services	0.3	0.2	—	0.6	—	—	—	0.5	—
Assistance with immigration services	—	0.2	—	0.4	—	—	—	1.0	—
Health/medical services	3.9	6.3	9.8	9.4	2.6	4.4	8.4	8.0	10.0
<i>Basic support/other n.e.s.</i>	69.2	64.1	58.3	52.3	43.8	34.7	47.4	51.9	53.1
Meals	53.5	39.0	31.5	11.0	8.4	6.6	14.4	12.8	4.8
Laundry/shower facilities	49.2	34.3	28.7	12.1	1.5	0.8	3.1	18.9	—
Recreation	26.8	11.5	20.1	5.2	1.5	—	7.1	10.6	4.8
Transport	25.7	17.1	35.1	33.5	23.9	16.5	30.5	34.6	35.4
Other	11.4	19.2	16.6	27.6	29.7	19.3	29.2	20.6	33.6
<i>No needs recorded</i>	—	—	0.4	—	—	—	—	—	—
<b>Total (number)</b>	<b>700</b>	<b>1,400</b>	<b>600</b>	<b>600</b>	<b>200</b>	<b>300</b>	<b>100</b>	<b>1,000</b>	<b>&lt;50</b>

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

*Notes*

1. Number excluded due to errors and omissions (weighted): 160 (including those with no information on support requirements or provision).
2. Clients were able to receive multiple types of support, so the percentages do not add to 100.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: Client Collection.

**Table A23: Type of support required by clients in closed support periods, by provision, 2009–10**

**Part a: Individual types of support required in closed support periods, by provision (percentage of closed support periods)**

Type of support	Not provided			Provided			Total	Closed support periods (number)
	Neither provided nor referred	Referred only	Sub-total	Provided only	Provided and referred	Sub-total		
<i>Housing/accommodation</i>								
SAAP/CAP accommodation <sup>(a)</sup>	4.2	5.0	9.2	85.8	5.0	90.8	100.0	2,600
Assistance to obtain/maintain short-term accommodation	7.0	5.0	12.0	80.1	7.9	88.0	100.0	700
Assistance to obtain/maintain medium-term accommodation	7.0	6.4	13.4	76.6	10.0	86.6	100.0	900
Assistance to obtain/maintain independent housing	8.9	6.3	15.2	73.0	11.8	84.8	100.0	1,600
<i>Financial/employment</i>								
Assistance to obtain/maintain government allowance	2.7	10.8	13.5	77.6	8.9	86.5	100.0	300
Employment and training assistance	10.8	40.3	51.1	36.0	12.9	48.9	100.0	200
Financial assistance/material aid	1.9	5.5	7.4	85.3	7.3	92.6	100.0	1,800
Financial counselling and support	4.4	15.3	19.7	62.1	18.2	80.3	100.0	500
<i>Personal support</i>								
Incest/sexual assault	6.5	8.3	14.8	78.7	6.5	85.2	100.0	100
Domestic/family violence	7.1	14.6	21.7	66.6	11.7	78.3	100.0	300
Family/relationship	6.8	6.5	13.3	71.2	15.4	86.6	100.0	600
Emotional support	1.2	0.2	1.4	95.3	3.3	98.6	100.0	2,900
Assistance with problem gambling	22.2	11.1	33.3	44.4	22.2	66.6	100.0	<50
<i>General support/advocacy</i>								
Living skills/personal development	2.4	1.9	4.3	87.7	8.0	95.7	100.0	1,200
Assistance with legal issues/court support	11.7	13.0	24.7	63.2	12.1	75.3	100.0	200
Advice/information	0.9	0.1	1.0	96.5	2.4	98.9	100.0	3,900
Retrieval/storage/removal of belongings	8.1	3.6	11.7	83.8	4.5	88.3	100.0	300
Advocacy/liaison on behalf of client	1.6	0.7	2.3	93.3	4.3	97.6	100.0	2,200
<i>Specialist services</i>								
Psychological services	15.2	46.6	61.8	31.9	6.3	38.2	100.0	200
Specialist counselling services	9.8	53.7	63.5	26.8	9.8	36.6	100.0	200
Psychiatric services	14.9	74.7	89.6	5.7	4.6	10.3	100.0	100
Pregnancy support	10.0	25.0	35.0	57.5	7.5	65.0	100.0	<50
Family planning support	3.8	38.5	42.3	26.9	30.8	57.7	100.0	<50
Drug/alcohol support or intervention	12.1	32.9	45.0	37.2	17.9	55.1	100.0	200
Physical disability services	5.9	52.9	58.8	11.8	29.4	41.2	100.0	<50
Intellectual disability services	12.5	18.8	31.3	43.8	25.0	68.8	100.0	<50
Culturally specific services	4.3	17.0	21.3	70.2	8.5	78.7	100.0	<50
Interpreter services	6.7	26.7	33.4	53.3	13.3	66.6	100.0	<50
Assistance with immigration issues	—	28.6	28.6	57.1	14.3	71.4	100.0	<50
Health/medical services	10.6	38.5	49.1	38.5	12.4	50.9	100.0	300
<i>Basic support/other n.e.s.</i>								
Meals	0.6	5.8	6.4	92.6	1.0	93.6	100.0	1,400
Laundry/shower facilities	0.5	0.8	1.3	98.6	0.2	98.8	100.0	1,300
Recreation	1.2	0.8	2.0	96.7	1.4	98.1	100.0	700
Transport	1.5	1.0	2.5	96.2	1.3	97.5	100.0	1,300
Other	0.3	0.8	1.1	96.2	2.7	98.9	100.0	900

(continued)

**Table A23 (continued): Type of support required by clients in closed support periods, by provision, 2009–10**

**Part b: Broad types of support required in closed support periods, by provision (percentage of distinct types of support required)**

Broad type of support	Not provided			Provided			Total	Distinct types of support required (number)	Closed support periods (number)
	Neither provided nor referred	Referred only	Subtotal	Provided only	Provided and referred	Subtotal			
Housing/ accommodation	6.3	5.6	11.9	80.2	8.0	88.2	100.0	5,800	4,000
Financial/ employment	3.0	10.2	13.2	77.0	9.8	86.8	100.0	2,700	2,100
Personal support	2.7	2.5	5.2	88.9	5.8	94.7	100.0	3,900	3,100
General support/ advocacy	2.0	1.1	3.1	92.8	4.2	97.0	100.0	7,800	4,400
Specialist services	11.1	42.8	53.9	34.3	11.8	46.1	100.0	1,200	700
Basic support/ other n.e.s.	0.8	2.1	2.9	95.9	1.2	97.1	100.0	5,700	2,800
<b>Total (%)</b>	<b>3.3</b>	<b>5.3</b>	<b>8.5</b>	<b>86.0</b>	<b>5.5</b>	<b>91.5</b>	<b>100.0</b>	..	..
<b>Total (number)</b>	<b>900</b>	<b>1,400</b>	<b>2,300</b>	<b>23,300</b>	<b>1,500</b>	<b>24,800</b>	..	<b>27,100</b>	<b>5,100</b>

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

Notes for tables A23 and A24

1. Number excluded due to errors and omissions (weighted) (closed support periods with no information on support requirements or provision): 46 in 2008–09; 56 in 2009–10.
2. In broad groups of support types, a client may require more than one type of support within the group. The percentages for broad groups relate to all needs and not to support periods. For individual types of support, a need can be recorded only once within a support period, so the percentages relate to support periods.
3. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
4. Figures have been weighted to adjust for agency non-participation.

Source: Client Collection.

**Table A24: Broad types of support required in closed support periods, by provision, 2008–09 (percentage of distinct types of support required)**

Broad type of support	Not provided			Provided			Total	Distinct types of support required (number)	Closed support periods (number)
	Neither provided nor referred	Referred only	Subtotal	Provided only	Provided and referred	Subtotal			
Housing/ accommodation	6.7	6.9	13.6	76.6	9.8	86.4	100.0	5,300	3,800
Financial/ employment	6.0	10.2	16.2	74.8	9.0	83.8	100.0	2,600	2,000
Personal support	3.6	2.9	6.5	89.7	3.8	93.5	100.0	4,500	3,500
General support/ advocacy	2.1	1.5	3.6	92.0	4.5	96.5	100.0	7,100	4,100
Specialist services	15.2	31.4	46.6	41.0	12.3	53.3	100.0	1,200	800
Basic support/ other n.e.s.	1.5	1.9	3.4	95.2	1.5	96.7	100.0	5,300	2,600
<b>Total (%)</b>	<b>4.2</b>	<b>5.2</b>	<b>9.3</b>	<b>85.0</b>	<b>5.6</b>	<b>90.7</b>	<b>100.0</b>	..	..
<b>Total (number)</b>	<b>1,100</b>	<b>1,300</b>	<b>2,400</b>	<b>22,200</b>	<b>1,500</b>	<b>23,700</b>	..	<b>26,100</b>	<b>5,600</b>

**Table A25: Closed accompanying child support periods: type of support required for accompanying children, by reporting period, 2006–07 to 2009–10 (per cent)**

Type of support	2006–07	2007–08	2008–09	2009–10
<i>Accommodation</i>	68.1	65.8	66.0	69.4
SAAP/CAP accommodation <sup>(a)</sup>	68.1	65.8	66.0	69.4
<i>School liaison/child care</i>	29.3	34.3	27.2	19.8
School liaison	9.3	13.0	14.3	11.9
Child care	23.0	26.2	20.1	14.8
<i>Personal support</i>	13.8	16.2	25.5	10.8
Help with behavioural problems	8.7	8.8	11.0	4.4
Sexual/physical abuse support	6.8	6.8	15.1	1.4
Skills education	3.5	3.5	4.7	1.4
Structured play/skill development	3.3	6.6	8.5	6.6
<i>General support/advocacy</i>	38.4	39.8	32.0	43.2
Access arrangements	4.9	4.5	3.9	4.4
Advice/information	24.9	24.3	20.2	24.6
Advocacy	20.4	24.0	23.0	30.0
<i>Specialist services</i>	9.4	16.0	21.8	10.7
Specialist counselling	4.0	5.7	13.7	3.8
Culturally specific services	2.8	4.4	2.7	4.0
Health/medical services	4.9	7.9	8.1	5.6
<i>Basic support/other n.e.s.</i>	58.9	57.3	43.6	41.2
Meals	21.2	24.4	17.9	12.3
Showers/hygiene	29.2	38.4	28.3	25.9
Recreation	17.6	22.0	27.0	20.4
Transport	38.5	38.6	36.6	30.7
Other	12.6	16.6	15.7	18.7
<i>No needs recorded</i>	0.2	1.1	0.3	0.1
<b>Total (number)</b>	<b>1,000</b>	<b>1,000</b>	<b>1,100</b>	<b>1,200</b>

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

*Notes*

1. Number excluded due to errors and omissions (weighted) (closed support periods with no information on support requirements or provision): 1,249 in 2006–07; 1,161 in 2007–08; 1,239 in 2008–09; 1,052 in 2009–10. In the majority of these, 'no assistance' was indicated as required for the accompanying child.
2. Accompanying children were able to receive multiple types of support, so the percentages do not add to 100.
3. An accompanying child may require more than one type of support within a broad type of assistance.
4. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
5. Figures have been weighted to adjust for agency non-participation.

Source: Client Collection.

**Table A26: Type of support required for accompanying children in closed support periods, by provision, 2009–10**

**Part a: Individual types of support required for accompanying children in closed support periods, by provision (percentage of closed accompanying child support periods)**

Type of support	Not provided			Provided			Total	Closed accompanying child support periods (number)
	Neither provided nor referred	Referred only	Subtotal	Provided only	Provided and referred	Subtotal		
<i>Accommodation</i>								
SAAP/CAP accommodation <sup>(a)</sup>	1.2	8.3	9.5	85.4	5.1	90.5	100.0	800
<i>School liaison/child care</i>								
School liaison	0.7	0.7	1.4	94.4	4.2	98.6	100.0	100
Child care	1.7	5.6	7.3	91.0	1.7	92.7	100.0	200
<i>Personal support</i>								
Help with behavioural problems	5.7	34.0	39.7	49.1	11.3	60.4	100.0	100
Sexual/physical abuse support	—	17.6	17.6	64.7	17.6	82.3	100.0	<50
Skills education	—	29.4	29.4	70.6	—	70.6	100.0	<50
Structured play/skill development	—	2.5	2.5	96.2	1.3	97.5	100.0	100
<i>General support/advocacy</i>								
Access arrangements	20.8	13.2	34.0	60.4	5.7	66.1	100.0	100
Advice/information	0.7	1.0	1.7	96.6	1.7	98.3	100.0	300
Advocacy	1.4	0.8	2.2	96.9	0.8	97.7	100.0	400
<i>Specialist services</i>								
Specialist counselling	8.9	35.6	44.5	40.0	15.6	55.6	100.0	<50
Culturally specific services	2.1	6.3	8.4	89.6	2.1	91.7	100.0	<50
Health/medical services	—	7.5	7.5	73.1	19.4	92.5	100.0	100
<i>Basic support/other n.e.s.</i>								
Meals	—	11.6	11.6	85.0	3.4	88.4	100.0	100
Showers/hygiene	—	0.3	0.3	99.7	—	99.7	100.0	300
Recreation	0.4	0.8	1.2	98.8	—	98.8	100.0	200
Transport	1.9	—	1.9	98.1	—	98.1	100.0	400
Other	—	0.9	0.9	96.0	3.1	99.1	100.0	200

(continued)



**Table A26 (continued): Type of support required for accompanying children in closed support periods, by provision, 2009–10**

**Part b: Broad types of support required for accompanying children in closed support periods, by provision (percentage of distinct types of support required)**

Broad type of support	Not provided			Provided			Total	Distinct types of support required (number)	Closed accompanying child support period (number)
	Neither provided nor referred	Referred only	Sub-total	Provided only	Provided and referred	Sub-total			
Accommodation	1.2	8.3	9.5	85.4	5.1	90.5	100.0	800	800
School liaison/ child care	1.3	3.4	4.7	92.5	2.8	95.3	100.0	300	200
Personal support	1.8	16.9	18.7	75.3	6.0	81.3	100.0	200	100
General support/ advocacy	2.5	1.8	4.3	94.1	1.6	95.7	100.0	700	500
Specialist services	3.1	15.0	18.1	68.8	13.1	81.9	100.0	200	100
Basic support/ other n.e.s.	0.6	1.7	2.3	96.8	0.9	97.7	100.0	1,300	500
<b>Total (%)</b>	<b>1.4</b>	<b>4.8</b>	<b>6.2</b>	<b>90.8</b>	<b>3.0</b>	<b>93.8</b>	<b>100.0</b>	<b>..</b>	<b>..</b>
<b>Total (number)</b>	<b>&lt;50</b>	<b>200</b>	<b>200</b>	<b>3,200</b>	<b>100</b>	<b>3,300</b>	<b>..</b>	<b>3,500</b>	<b>1,200</b>

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

Notes for tables A26 and A27

1. Number excluded due to errors and omissions (weighted) (closed support periods with no information on support requirements or provision): 1,239 in 2008–09; 1,052 in 2009–10. In the majority of these, 'no assistance' was indicated as required for the accompanying child.
2. In broad groups of support types, an accompanying child may require more than one type of support within the group. The percentages for broad groups relate to all needs and not to support periods. For individual types of support, a need can be recorded only once within a support period, so the percentages relate to accompanying child support periods.
3. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
4. Figures have been weighted to adjust for agency non-participation.

Source: Client Collection.

**Table A27: Broad types of support required for accompanying children in closed support periods, by provision, 2008–09 (percentage of distinct types of support required)**

Broad type of support	Not provided			Provided			Total	Distinct types of support required (number)	Closed accompanying child support periods (number)
	Neither provided nor referred	Referred only	Sub-total	Provided only	Provided and referred	Sub-total			
Accommodation	0.7	2.1	2.8	92.2	5.0	97.2	100.0	700	700
School liaison/ child care	1.1	2.9	4.0	90.9	5.1	96.0	100.0	400	300
Personal support	3.7	8.6	12.3	82.1	5.6	87.7	100.0	400	300
General support/ advocacy	0.6	1.7	2.3	94.4	3.3	97.7	100.0	500	300
Specialist services	2.2	16.4	18.6	72.8	8.6	81.4	100.0	300	200
Basic support/ other n.e.s.	0.3	0.7	1.0	97.7	1.3	99.0	100.0	1,400	500
<b>Total (%)</b>	<b>1.0</b>	<b>3.4</b>	<b>4.5</b>	<b>91.8</b>	<b>3.7</b>	<b>95.5</b>	<b>100.0</b>	<b>..</b>	<b>..</b>
<b>Total (number)</b>	<b>&lt;50</b>	<b>100</b>	<b>100</b>	<b>3,400</b>	<b>100</b>	<b>3,500</b>	<b>..</b>	<b>3,700</b>	<b>1,100</b>

**Table A28: Closed support periods: main source of income immediately before and after a support period, by reporting period, 2008–09 to 2009–10 (per cent)**

Main source of income	Closed support periods in which clients needed assistance to obtain/maintain a pension or benefit		All closed support periods	
	Before	After	Before	After
<b>2008–09</b>				
No income	33.6	8.9	11.5	7.6
Government payments	61.9	86.0	83.0	86.3
Other	4.5	5.1	5.5	6.1
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>400</b>	<b>400</b>	<b>5,600</b>	<b>4,600</b>
<b>2009–10</b>				
No income	22.8	6.2	7.9	5.7
Government payments	71.6	87.5	87.7	89.0
Other	5.5	6.3	4.4	5.3
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>300</b>	<b>200</b>	<b>5,000</b>	<b>4,200</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 198 before support (including 'Don't know'), 1,200 after support (including 'Don't know' and 'Client left without providing any information') in 2008–09; 138 before support (including 'Don't know'), 912 after support (including 'Don't know' and 'Client left without providing any information') in 2009–10.
2. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: Client Collection.

**Table A29: Closed support periods: main source of income immediately after a support period by length of support, by reporting period, 2008–09 to 2009–10 (per cent)**

After support	1 week or less	>1 week–1 month	>1–3 months	>3–6 months	>6 months	Total	
						Per cent	Number
<b>2008–09</b>							
No income	13.7	9.9	4.5	3.3	2.7	7.6	400
Government payments	82.8	83.2	89.5	89.1	87.2	86.3	4,000
Other	3.5	7.0	6.0	7.6	10.1	6.1	300
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>1,200</b>	<b>900</b>	<b>1,500</b>	<b>600</b>	<b>400</b>	<b>..</b>	<b>4,600</b>
<b>2009–10</b>							
No income	12.5	5.3	3.3	2.3	1.8	5.7	200
Government payments	82.7	89.1	91.7	92.3	91.2	89.0	3,800
Other	4.7	5.7	5.0	5.4	7.0	5.3	200
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>1,000</b>	<b>800</b>	<b>1,400</b>	<b>600</b>	<b>400</b>	<b>..</b>	<b>4,200</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 1,200 (including 'Don't know' and 'Client left without providing any information') in 2008–09; 912 (including 'Don't know' and 'Client left without providing any information') in 2009–10.
2. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: Client Collection.

**Table A30: Closed support periods: employment status in the week before and after a support period, 2008–09 to 2009–10 (per cent)**

Employment status	Closed support periods in which clients needed assistance in employment and training		All closed support periods	
	Before	After	Before	After
<b>2008–09</b>				
Employed full/part time	5.8	20.8	8.7	10.0
Unemployed (looking for work)	43.5	31.4	24.5	21.7
Not in labour force	50.8	47.8	66.8	68.3
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>200</b>	<b>200</b>	<b>5,400</b>	<b>4,300</b>
<b>2009–10</b>				
Employed full/part time	6.4	14.8	7.7	9.8
Unemployed (looking for work)	33.5	27.5	22.8	21.3
Not in labour force	60.1	57.7	69.5	68.9
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>200</b>	<b>200</b>	<b>4,900</b>	<b>4,000</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 383 before support (including 'Don't know'), 1,480 after support (including 'Don't know' and 'Client left without providing any information') in 2008–09; 224 before support (including 'Don't know'), 1,161 after support (including 'Don't know' and 'Client left without providing any information') in 2009–10.
2. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: Client Collection.

**Table A31: Closed support periods: employment status in the week after a support period, by length of support, 2008–09 to 2009–10 (per cent)**

After support	1 week or less	>1 week–1 month	>1–3 months	>3–6 months	>6 months	Total	
						Per cent	Number
<b>2008–09</b>							
Employed full/part time	7.4	8.6	10.9	11.1	15.1	10.0	400
Unemployed (looking for work)	22.4	24.2	23.2	19.5	13.3	21.7	900
Not in labour force	70.2	67.2	65.8	69.4	71.5	68.3	2,900
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>1,100</b>	<b>800</b>	<b>1,400</b>	<b>600</b>	<b>400</b>	<b>..</b>	<b>4,300</b>
<b>2009–10</b>							
Employed full/part time	6.7	9.1	10.4	11.6	14.5	9.8	400
Unemployed (looking for work)	24.6	25.0	21.4	15.7	13.1	21.3	800
Not in labour force	68.7	65.9	68.2	72.7	72.4	68.9	2,700
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>1,000</b>	<b>700</b>	<b>1,300</b>	<b>500</b>	<b>400</b>	<b>..</b>	<b>4,000</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 1,481 (including 'Don't know' and 'Client left without providing any information') in 2008–09; 1,161 (including 'Don't know' and 'Client left without providing any information') in 2009–10.
2. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: Client Collection.

**Table A32: Closed support periods: type of house/dwelling immediately before and after a support period, by reporting period, 2008–09 to 2009–10 (per cent)**

Type of house/dwelling	Closed support periods in which clients needed assistance to obtain/maintain independent housing		All closed support periods	
	Before	After	Before	After
<b>2008–09</b>				
<i>Improvised dwelling/sleeping rough</i>	10.0	1.6	11.8	4.1
Improvised dwelling/car/tent/squat	7.5	1.6	8.8	3.3
Street/park/in the open	2.5	0.1	3.0	0.8
<i>House/dwelling</i>	85.5	96.1	82.9	91.8
House/flat	67.8	81.7	68.9	77.1
Caravan	2.9	1.6	2.7	1.6
Boarding/rooming house	12.3	11.4	7.6	9.5
Hostel/hotel/motel	2.5	1.3	3.7	3.6
<i>Institutional setting</i>	4.5	2.3	5.3	4.1
Hospital	—	0.2	0.5	0.2
Psychiatric institution	0.2	0.1	0.4	0.1
Prison/youth training centre	2.4	0.9	2.1	1.1
Other institutional setting	1.8	1.1	2.2	2.6
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>1,700</b>	<b>1,300</b>	<b>5,400</b>	<b>3,700</b>
<b>2009–10</b>				
<i>Improvised dwelling/sleeping rough</i>	11.0	2.1	14.1	5.4
Improvised dwelling/car/tent/squat	8.8	1.9	10.2	3.5
Street/park/in the open	2.2	0.2	3.9	1.8
<i>House/dwelling</i>	84.5	95.5	81.1	91.1
House/flat	70.7	84.7	68.3	77.0
Caravan	2.4	1.6	2.6	2.1
Boarding/rooming house	9.1	7.4	7.1	9.2
Hostel/hotel/motel	2.3	1.9	3.1	2.8
<i>Institutional setting</i>	4.5	2.4	4.8	3.5
Hospital	0.5	—	0.7	0.2
Psychiatric institution	0.5	0.5	0.5	0.4
Prison/youth training centre	1.6	0.6	1.5	0.9
Other institutional setting	1.9	1.2	2.1	2.0
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>1,500</b>	<b>1,100</b>	<b>4,900</b>	<b>3,300</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 410 before support (including 'Don't know'), 2,150 after support (including 'Don't know' and 'Client left without providing any information') in 2008–09; 247 before support (including 'Don't know'), 1,836 after support (including 'Don't know' and 'Client left without providing any information') in 2009–10.
2. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: Client Collection.

**Table A33: Closed support periods: type of tenure immediately before and after a support period, by reporting period, 2008–09 to 2009–10 (per cent)**

Type of tenure	Closed support periods in which clients needed assistance to obtain/maintain independent housing		All closed support periods	
	Before	After	Before	After
<b>2008–09</b>				
<i>SAAP/CAP funded accommodation<sup>(a)</sup></i>	22.3	8.5	14.2	12.2
SAAP/CAP crisis/short-term accommodation	19.5	4.5	11.0	6.0
SAAP/CAP medium/long-term accommodation	2.2	3.8	2.2	5.2
Other SAAP/CAP funded accommodation	0.7	0.2	1.0	1.0
<i>No tenure</i>	14.6	4.0	15.4	6.4
Institutional setting	3.9	1.9	3.9	2.4
Improvised dwelling/sleeping rough	9.1	1.7	10.6	3.5
Other	1.6	0.4	0.8	0.5
<i>Tenure</i>	63.1	87.5	70.4	81.4
Purchasing/purchased own home	1.5	0.9	2.6	2.2
Private rental	22.0	37.5	29.7	36.9
Public housing rental	10.4	26.2	10.5	19.8
Community housing rental	0.3	1.4	0.7	1.6
Rent-free accommodation	7.3	2.6	7.9	4.6
Boarding	21.5	18.9	19.1	16.2
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>1,600</b>	<b>1,300</b>	<b>4,900</b>	<b>3,400</b>
<b>2009–10</b>				
<i>SAAP/CAP funded accommodation<sup>(a)</sup></i>	17.4	7.7	11.3	11.1
SAAP/CAP crisis/short-term accommodation	15.5	4.2	9.2	6.3
SAAP/CAP medium/long-term accommodation	0.9	3.2	1.1	3.9
Other SAAP/CAP funded accommodation	1.1	0.3	1.0	0.9
<i>No tenure</i>	14.2	3.5	17.3	7.4
Institutional setting	3.8	1.4	3.7	2.2
Improvised dwelling/sleeping rough	9.4	2.0	12.9	4.9
Other	1.0	0.1	0.6	0.4
<i>Tenure</i>	68.3	88.8	71.5	81.4
Purchasing/purchased own home	2.1	1.3	3.3	2.3
Private rental	30.5	43.9	29.8	36.3
Public housing rental	9.6	24.8	9.5	19.8
Community housing rental	0.3	2.7	0.5	2.2
Rent-free accommodation	7.2	2.6	7.6	4.6
Boarding	18.6	13.6	20.7	16.1
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>1,400</b>	<b>1,000</b>	<b>4,500</b>	<b>3,100</b>

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

*Notes*

1. Number excluded due to errors and omissions (weighted): 883 before support (including 'Don't know'), 2,363 after support (including 'Don't know' and 'Client left without providing any information') in 2008–09; 657 before support (including 'Don't know'), 2,075 after support (including 'Don't know' and 'Client left without providing any information') in 2009–10.
2. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: Client Collection.

**Table A34: Closed support periods: type of house/dwelling occupied immediately after a support period by length of support, by reporting period, 2008–09 to 2009–10 (per cent)**

After support	1 week or less	>1 week–1 month	>1–3 months	>3–6 months	>6 months	Total	
						Per cent	Number
<b>2008–09</b>							
Improvised dwelling/sleeping rough	8.2	3.5	3.6	2.2	0.2	4.1	100
House/dwelling	87.1	89.6	93.4	94.8	96.9	91.8	3,400
Institutional setting	4.6	6.9	3.1	3.0	2.8	4.1	100
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>800</b>	<b>700</b>	<b>1,200</b>	<b>500</b>	<b>400</b>	<b>..</b>	<b>3,700</b>
<b>2009–10</b>							
Improvised dwelling/sleeping rough	13.3	5.1	3.0	3.0	1.4	5.4	200
House/dwelling	82.3	90.3	93.8	94.7	96.3	91.1	3,000
Institutional setting	4.4	4.7	3.2	2.3	2.3	3.5	100
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>700</b>	<b>600</b>	<b>1,100</b>	<b>500</b>	<b>400</b>	<b>..</b>	<b>3,300</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 2,150 (including 'Don't know' and 'Client left without providing any information') in 2008–09; 1,836 (including 'Don't know' and 'Client left without providing any information') in 2009–10.
2. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: Client Collection.

**Table A35: Closed support periods: type of tenure immediately after a support period by length of support, by reporting period, 2008–09 to 2009–10 (per cent)**

After support	1 week or less	>1 week–1 month	>1–3 months	>3–6 months	>6 months	Total	
						Per cent	Number
<b>2008–09</b>							
SAAP/CAP funded accommodation <sup>(a)</sup>	16.0	12.9	13.1	6.6	8.0	12.2	400
No tenure	10.6	7.2	5.0	5.4	2.4	6.4	200
Tenure	73.4	79.9	82.0	88.0	89.5	81.4	2,800
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>800</b>	<b>600</b>	<b>1,200</b>	<b>500</b>	<b>400</b>	<b>..</b>	<b>3,400</b>
<b>2009–10</b>							
SAAP/CAP funded accommodation <sup>(a)</sup>	16.2	15.3	9.6	8.5	4.1	11.1	300
No tenure	16.3	5.7	5.6	4.6	3.8	7.4	200
Tenure	67.5	79.0	84.8	86.8	92.1	81.4	2,500
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>600</b>	<b>500</b>	<b>1,100</b>	<b>400</b>	<b>400</b>	<b>..</b>	<b>3,100</b>

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

*Notes*

1. Number excluded due to errors and omissions (weighted): 2,363 (including 'Don't know' and 'Client left without providing any information') in 2008–09; 2,075 (including 'Don't know' and 'Client left without providing any information') in 2009–10.
2. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: Client Collection.

**Table A36: Closed support periods: living situation immediately before and after a support period, by reporting period, 2008–09 to 2009–10 (per cent)**

Living situation	Before	After
		<b>2008–09</b>
With both parents	3.1	1.9
With one parent and parent's spouse/partner	2.3	1.2
With one parent	5.9	4.2
With foster family	0.3	0.2
With relatives/friends temporary	18.2	11.4
With relatives/friends long-term	2.9	4.7
With spouse/partner	7.2	6.2
With spouse/partner and child(ren)	10.6	7.9
Alone	23.1	27.5
Alone with child(ren)	9.6	18.1
With other unrelated persons	15.9	15.8
Other	0.8	0.8
<b>Total</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>5,600</b>	<b>3,900</b>
		<b>2009–10</b>
With both parents	2.6	1.6
With one parent and parent's spouse/partner	2.3	1.6
With one parent	4.6	4.2
With foster family	0.3	0.2
With relatives/friends temporary	19.8	11.5
With relatives/friends long-term	3.3	4.1
With spouse/partner	7.2	6.0
With spouse/partner and child(ren)	10.9	8.4
Alone	23.0	28.2
Alone with child(ren)	9.4	17.7
With other unrelated persons	16.0	16.0
Other	0.6	0.5
<b>Total</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>5,000</b>	<b>3,400</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 229 before support (including 'Don't know'), 1,902 after support (including 'Don't know' and 'Client left without providing any information') in 2008–09; 141 before support (including 'Don't know'), 1,715 after support (including 'Don't know' and 'Client left without providing any information') in 2009–10.
2. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* Client Collection.

**Table A37: Closed support periods: student status immediately before and after a support period, by age, 2008–09 to 2009–10 (per cent)**

Student status	5–17 years		18+ years		Total	
	Before	After	Before	After	Before	After
<b>2008–09</b>						
Not a student	45.1	46.6	94.7	93.9	87.4	86.7
Primary/secondary student	44.1	43.4	1.1	0.9	7.4	7.4
Post-secondary student/employment training	10.8	10.0	4.2	5.2	5.2	5.9
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>800</b>	<b>700</b>	<b>4,500</b>	<b>3,700</b>	<b>5,300</b>	<b>4,400</b>
<b>2009–10</b>						
Not a student	44.1	42.9	95.0	94.2	87.8	86.5
Primary/secondary student	45.0	42.5	1.0	0.9	7.2	7.1
Post-secondary student/employment training	10.9	14.6	4.0	4.9	5.0	6.3
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>700</b>	<b>600</b>	<b>4,100</b>	<b>3,300</b>	<b>4,800</b>	<b>3,900</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 446 before support (including 'Don't know'), 1,409 after support (including 'Don't know' and 'Client left without providing any information') in 2008–09; 259 before support (including 'Don't know'), 1,153 after support (including 'Don't know' and 'Client left without providing any information') in 2009–10.
2. Table excludes closed support periods for clients aged 4 years and under.
3. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: Client Collection.



**Table A38: Closed support periods: existence of a case management plan by the end of a support period, by reporting period, 2006–07 to 2009–10 (per cent)**

Case management plan	2006–07	2007–08	2008–09	2009–10
Yes	60.4	56.1	54.9	61.6
No, client did not agree to one	11.2	14.0	15.5	6.4
No, support period too short	25.7	28.9	29.1	31.8
No, other reason	2.7	1.0	0.5	0.2
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>5,200</b>	<b>5,100</b>	<b>5,200</b>	<b>4,900</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 413 in 2006–07; 454 in 2007–08; 417 in 2008–09; 266 in 2009–10.
2. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
3. Figures have been weighted to adjust for agency non-participation.

*Source:* Client Collection.

**Table A39: Closed support periods where a case management plan was in place by the end of a support period: achievement of goals, by reporting period, 2006–07 to 2009–10 (per cent)**

Achievement of goals	2006–07	2007–08	2008–09	2009–10
All goals achieved	31.2	29.7	26.1	25.5
Most or some goals achieved	60.4	62.9	64.0	64.8
No goals achieved	8.4	7.3	9.9	9.7
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>3,100</b>	<b>2,800</b>	<b>2,800</b>	<b>3,000</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 25 in 2006–07; 24 in 2007–08; 30 in 2008–09; 23 in 2009–10.
2. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
3. Figures have been weighted to adjust for agency non-participation.

*Source:* Client Collection.

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# List of tables

Table 1.1: Rate of service use, by state and territory, 2009–10.....	1
Table 1.2: Support periods with and without a period of specialist homelessness accommodation, by state and territory, 2009–10.....	1
Table 2.1: Sex of clients, by state and territory, 2009–10.....	2
Table 2.2: Mean and median age of clients, by state and territory, 2009–10.....	2
Table 2.3: Aboriginal and Torres Strait Islander status of clients, by state and territory, 2009–10.....	3
Table 2.4: Aboriginal and Torres Strait Islander status of accompanying children, by state and territory, 2009–10.....	3
Table 2.5: Country of birth of clients, by state and territory, 2009–10.....	3
Table 2.6: Country of birth of accompanying children, by state and territory, 2009–10.....	3
Table 3.1: Broad main reason for seeking support, by state and territory, 2009–10.....	4
Table 4.1: Mean and median length of support for clients, by state and territory, 2009–10....	5
Table 4.2: Mean and median length of accommodation for clients, by state and territory, 2009–10.....	5
Table 5.1: Provision of support for clients, by state and territory, 2009–10.....	6
Table 5.2: Provision of support for accompanying children, by state and territory, 2009–10.....	6
Table 6.1: Main source of income immediately after a support period, by state and territory, 2009–10.....	7
Table 6.2: Employment status in the week after a support period, by state and territory, 2009–10.....	7
Table 6.3: Type of house/dwelling immediately after a support period, by state and territory, 2009–10.....	7
Table 6.4: Type of tenure immediately after a support period, by state and territory, 2009–10.....	8
Table A1: Funding to agencies, by reporting period, 2006–07 to 2009–10.....	10
Table A2: Client Collection: agency participation rates and records returned with informed consent and valid consent, by reporting period, 2006–07 to 2009–10....	10
Table A3: Total support for clients and accompanying children, by reporting period, 2006–07 to 2009–10.....	11

Table A4: Support periods and clients, by reporting period, 2006–07 to 2009–10.....	11
Table A5: Accompanying child support periods and accompanying children, by reporting period, 2006–07 to 2009–10.....	12
Table A6: Clients: age by sex, 2009–10.....	13
Table A7: Clients: rate per 10,000 population aged 10 years and over by age and sex and mean and median age of all clients by sex, by reporting period, 2006–07 to 2009–10.....	14
Table A8: Accompanying children: age, by sex, 2009–10.....	15
Table A9: Accompanying children: rate per 10,000 population aged 0–17 years by age and mean and median age, by reporting period, 2006–07 to 2009–10.....	15
Table A10: Clients: Aboriginal and Torres Strait Islander status by sex, by reporting period, 2006–07 to 2009–10 .....	16
Table A11: Accompanying children: Aboriginal and Torres Strait Islander status, by reporting period, 2006–07 to 2009–10.....	16
Table A12: Clients: top 5 countries of birth in 2009–10, by reporting period, 2006–07 to 2009–10 .....	17
Table A13: Accompanying children: top 5 countries of birth in 2009–10, by reporting period, 2006–07 to 2009–10 .....	17
Table A14: Support periods: client group, by reporting period, 2006–07 to 2009–10 .....	18
Table A15: Support periods: main reason for seeking assistance, by reporting period, 2006–07 to 2009–10.....	19
Table A16: Support periods: main reason for seeking assistance, by client group, 2009–10 ...	20
Table A17: Closed support periods: length of support, by reporting period, 2006–07 to 2009–10 .....	21
Table A18: Closed support periods: mean and median length of support by client group, by reporting period, 2006–07 to 2009–10 .....	21
Table A19: Closed support periods in which clients were accommodated: total length of accommodation, by reporting period, 2006–07 to 2009–10.....	22
Table A20: Closed support periods in which clients were accommodated: mean and median length of accommodation by client group, by reporting period, 2006–07 to 2009–10.....	22
Table A21: Closed support periods: type of support required by clients, by reporting period, 2006–07 to 2009–10 .....	23
Table A22: Closed support periods: type of support required by clients, by client group, 2009–10 .....	24

Table A23: Type of support required by clients in closed support periods, by provision, 2009–10 .....	25
Table A24: Broad types of support required in closed support periods, by provision, 2008–09 .....	26
Table A25: Closed accompanying child support periods: type of support required for accompanying children, by reporting period, 2006–07 to 2009–10.....	27
Table A26: Type of support required for accompanying children in closed support periods, by provision, 2009–10.....	28
Table A27: Broad types of support required for accompanying children in closed support periods, by provision, 2008–09.....	29
Table A28: Closed support periods: main source of income immediately before and after a support period, by reporting period, 2008–09 to 2009–10.....	30
Table A29: Closed support periods: main source of income immediately after a support period by length of support, by reporting period, 2008–09 to 2009–10.....	30
Table A30: Closed support periods: employment status in the week before and after a support period, 2008–09 to 2009–10 .....	31
Table A31: Closed support periods: employment status in the week after a support period, by length of support, 2008–09 to 2009–10 .....	31
Table A32: Closed support periods: type of house/dwelling immediately before and after a support period, by reporting period, 2008–09 to 2009–10.....	32
Table A33: Closed support periods: type of tenure immediately before and after a support period, by reporting period, 2008–09 to 2009–10.....	33
Table A34: Closed support periods: type of house/dwelling occupied immediately after a support period by length of support, by reporting period, 2008–09 to 2009–10 .....	34
Table A35: Closed support periods: type of tenure immediately after a support period by length of support, by reporting period, 2008–09 to 2009–10 .....	34
Table A36: Closed support periods: living situation immediately before and after a support period, by reporting period, 2008–09 to 2009–10.....	35
Table A37: Closed support periods: student status immediately before and after a support period, by age, 2008–09 to 2009–10.....	36
Table A38: Closed support periods: existence of a case management plan by the end of a support period, by reporting period, 2006–07 to 2009–10 .....	37
Table A39: Closed support periods where a case management plan was in place by the end of a support period: achievement of goals, by reporting period, 2006–07 to 2009–10.....	37