



# Specialist homelessness services 2021–22: New South Wales

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

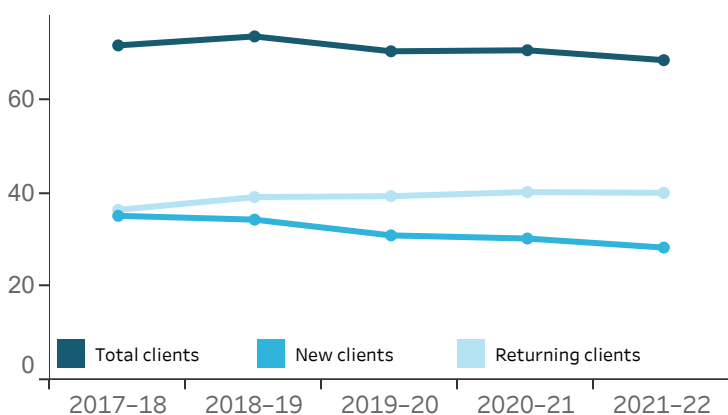
## How many people were assisted?

In New South Wales one in 118 people received homelessness assistance, lower than the national rate (one in 94). The top 3 reasons for clients seeking assistance were:

- housing crisis (40%, compared with 37% nationally)
- financial difficulties (36%, compared with 39%)
- family and domestic violence (35%, compared with 37%).

Figure.1 Trends in NSW client numbers

Number of clients ('000)



Source: Specialist Homelessness Services Collection (SHSC) unpublished data.

## Quick facts

- 68,500 clients were assisted in NSW – 25% of the national SHS population (272,700 total clients).

### Of NSW clients:

- 47% of clients were homeless on first presentation, higher than the national rate (44%).
- 9 in 10 (90%) clients at risk of homelessness were assisted to maintain housing.
- Around one-third (37%) of clients who were homeless were assisted into housing.

Table 1: New South Wales client characteristics, 2021–22

		NSW	Australia
Sex (%)	Male	40	40
	Female	60	60
Indigenous (%)		32	28
Remoteness (%)	Major cities	59	60
	Inner regional	32	23
	Outer regional	8	11
	Remote and very remote	1	6
Living arrangements (%)	Living alone	33	32
	One parent with child/ren	36	34
	Couple with child/ren	11	12
	Couple without child/ren	4	5
	Other family or group	16	18
Labour force (%)	Employed	16	15
	Not employed	60	52
	Not in labour force	23	33
Education status (%)	Education/training	25	21
	Not in education/training	75	79
Median length of support (days)		64	53
Median number of nights accommodated		68	32
Proportion receiving accommodation (%)		21	31

Notes:

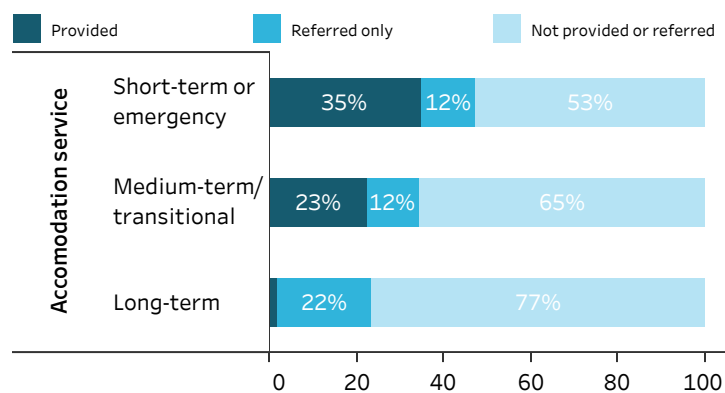
1. Percentages may not add to 100 due to rounding.
2. . . not applicable

Sources: SHSC supplementary tables 2021–22.

## Accommodation services

A greater proportion of clients in New South Wales than nationally needed accommodation (65% and 60%, respectively).

**Figure 2: NSW clients, by most needed accommodation type and service provision status, 2021–22**



Source: SHSC 2021–22, supplementary table CLIENTS.24.

## Client groups of interest

The overall client rate was lower in NSW in 2021–22 than the previous year, with lower or consistent rates reported for all client groups except for older people

**Table.2 NSW clients per 10,000, by interest groups**

	NSW		Australia	
	2020–21	2021–22	2020–21	2021–22
All clients	87.2	84.6	108.5	106.2
Indigenous clients	692.3	678.5	810.6	798.7
Young people presenting alone (15–24)	16.7	16.0	16.2	15.3
Older people (55 and over)	6.4	6.6	9.3	9.9
Family and domestic violence	34.9	32.4	45.3	41.9
Clients with disability	2.2	2.2	2.7	2.8
Clients with mental health issues	32.8	31.7	34.4	33.2
Exiting custodial arrangements	2.5	2.2	3.5	3.5
Leaving care	2.0	1.9	2.5	2.3
Children on protection orders	3.0	3.0	3.2	3.1
Problematic drug/alcohol use	8.9	7.6	10.6	9.1

### Notes

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

Sources: SHSC historical supplementary tables 2021–22.

## Housing outcomes

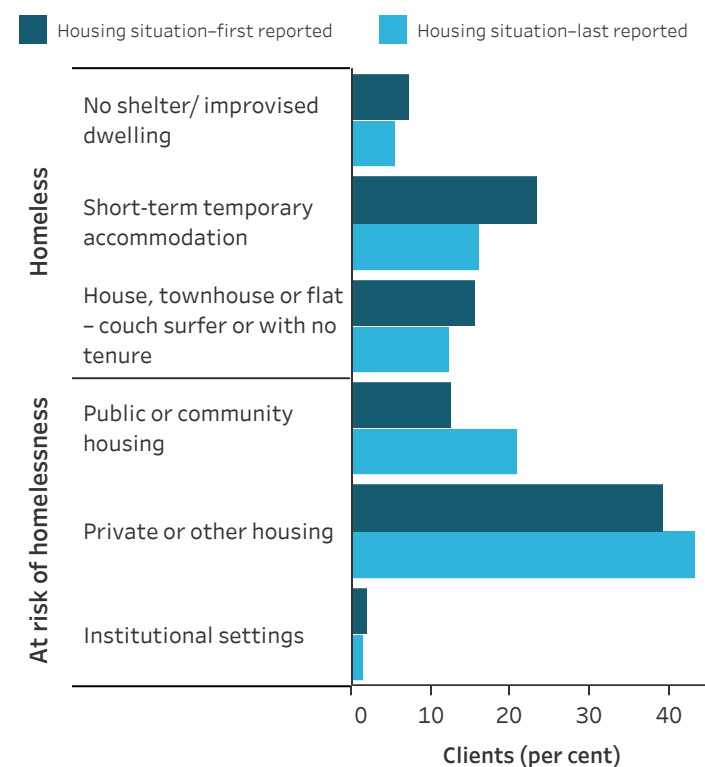
Housing outcomes are described for clients whose support ended in the financial year and detailed information about housing situation was known at the start and end of support.

Of the around 19,200 clients who began support homeless in 2021–22, 37% (7,200 clients) were assisted into housing. Of these clients, around 3,000 clients were housed in public or community housing, while around 4,000 clients were housed in private or other housing.

Of the 22,200 clients who began support housed but at risk of homelessness in 2021–22, nine out of ten (90% or 20,100) were assisted to maintain housing. Of these clients at risk:

- almost 9 in 10 (86% or 4,400) of those in public or community housing were assisted to remain in their tenancy and a further 365 were assisted into private or other housing.
- around 4 in 5 (83% or 13,500) of those in private or other housing were assisted to remain in their tenancy and a further 1,100 were assisted into public or community housing.

**Figure 3: NSW clients, by housing situation at beginning and end of support, 2021–22**



Source: SHSC 2021–22 supplementary table CLIENTS.32.

### More information

More information on NSW and national SHS data is available from [Specialist homelessness services annual report 2021–22](#).