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**Australian Institute of
Health and Welfare**

*Better information and statistics
for better health and wellbeing*

Government-funded specialist homelessness services

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

New South Wales

June 2011

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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 New South Wales:

- 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 interpersonal relationship, accommodation, or financial 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 New South Wales were:

- the rate of use of specialist homelessness services was lower than the national average
- clients were supported and accommodated for relatively long periods, with the lengths of support and accommodation being longer than the national average
- seeking support primarily because of problematic drug, alcohol and substance use was more commonly reported than in other jurisdictions
- there were relatively high levels of people exiting support to either sleep rough or to live in an institutional setting compared with other jurisdictions.

1 How many people were supported?

In 2009–10, an estimated 1 in 116 people in New South Wales used government-funded specialist homelessness services (Table 1.1). This rate of use was lower 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 61,400 people, of whom 41,700 (68%) were clients and 19,700 (32%) 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).

The majority of services delivered in New South Wales were non-accommodation related support services (66%) (Table 1.2). Only around a third of support periods included a period of specialist homelessness accommodation (34%). The proportion of support periods in New South Wales that included a period of specialist homelessness accommodation was relatively low in comparison with most other jurisdictions.

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
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

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 clients in New South Wales were female (58%) (Table 2.1). This was lower than the 62% reported nationally.

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
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

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

The average (mean) age of clients in New South Wales was 32 years (Table 2.2). Female clients were on average slightly younger than male clients (31 years compared with 34 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 of services in New South Wales was by clients aged 15–19 years, particularly females – 1 in 58 people in New South Wales aged 15–19 years and 1 in 48 females aged 15–19 years became a client (derived from Table A7). Children also had a high rate of use, with 1 in every 83 children aged 0–17 years and 1 in every 52 children aged 0–4 years in New South Wales accompanying a client (derived from Table A9).

Eighteen per cent of clients and 30% 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 – 2% of the New South Wales population aged 10 years and over and 4% of children aged 0–17 years identified as Indigenous (ABS 2009).

The majority of clients and accompanying children in New South Wales were Australian-born (83% and 95%, respectively) (tables 2.5 and 2.6). The next most common country of birth was New Zealand (tables A12 and A13).

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
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

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
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

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
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

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
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

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 New South Wales were (Table 31):

- interpersonal relationships issues (44%)—such as domestic or family violence or the breakdown of a relationship with a family member, spouse or partner
- accommodation related issues (15%)—such as being evicted or otherwise made to leave existing accommodation
- financial issues (15%)—such as having insufficient money to pay for accommodation, food, bills or other essentials.

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

	NSW	Vic	Qld	WA ^(a)	SA	Tas	ACT ^(b)	NT ^(c)	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
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

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

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

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

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

Looking at the individual main reasons for seeking support, problematic drug, alcohol or substance use was more commonly reported in New South Wales compared with the other jurisdictions (9% compared with between 2% and 4% in the other jurisdictions) (Table A15; AIHW 2011a, b, c, d, e, f, g, h:Table A15). This was largely associated with a relatively high proportion of single men aged 25 years and over who reported this as their main reason for seeking assistance. This group reported problematic drug, alcohol or substance use in close to a quarter of their periods of support (24%), far higher than that reported in other jurisdictions (ranging from 4% in Victoria to 10% in the Northern Territory) (Table A16; AIHW 2011a, b, c, d, e, f, g, h:Table A16).

4 For how long were people supported?

Clients in New South Wales were supported for an average (mean) of 80 days (Table 4.1). For clients who were accommodated, the average (mean) length of accommodation was 75 days (Table 4.2).

The lengths of support and accommodation in New South Wales were longer than the national averages.

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 98% of cases (of which 94% were provided directly and 4% were referred on) (tables 5.1 and A23). The need for basic support, general support or advocacy, and personal support were met the most often (all 99%)
- the needs of accompanying children were met in 99% of cases (of which 94% were provided directly and 5% were referred on) (tables 5.1 and A26). The need for basic support was met most often (just under 100%), followed by personal support (99%) and general support or advocacy (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
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

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
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

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

Required support remained unmet in 2% of cases for clients and 1% of cases for children accompanying clients:

- for clients, specialist services – such as physical or intellectual disability services and psychiatric services – was the broad type of support that most often remained unmet at the completion of support (5%). The individual support types that most often remained unmet were intellectual and physical disability services (35% and 28%, respectively), followed by employment and training assistance (8%) and drug or alcohol support or intervention (7%)
- for accompanying children, accommodation and specialist services were the broad types of support that most often remained unmet (both around 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 clients: were unemployed or not in the labour force (88%); were receiving a government pension or benefit as their main source of income (84%); and were living in a house or other dwelling (85%) with some form of tenure (73%) (tables 6.1–6.4).

Compared with other jurisdictions, New South Wales had relatively high levels of people exiting support to either sleep rough or to live in an institutional setting (Table 6.3).

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
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

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
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

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
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

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)**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
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
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Notes

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

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

7 Changes over time

In recent years, there has been an increase in the use of specialist homelessness services in New South Wales – from 1 in every 140 people in New South Wales in 2006–07 to 1 in 116 in 2009–10 (or 48,800 people to 61,400 people) (Table A3).

The proportion of support periods that include a period of specialist homelessness accommodation has decreased over recent years from 48% in 2006–07 to 34% in 2009–10 (Table A4). This was consistent with the national downward trend.

The overall length of support and accommodation in New South Wales has increased in recent years (tables A17 and A19). The length of support increased from an average (mean) of 57 days in 2006–07 to 80 days in 2009–10. The length of accommodation increased from an average (mean) of 49 days in 2006–07 to 75 days in 2009–10.

There have been some small changes in the main reasons people sought support in New South Wales (Table A15):

- an increase in seeking assistance because of financial reasons – from 10% in 2006–07 to 15% in 2009–10. This was mainly because of an increase in ‘other financial difficulties’, such as insufficient money to pay for accommodation, food, bills or other essentials – from 5% in 2006–07 to 9% in 2009–10
- a decrease in seeking assistance because of problematic drug, alcohol or substance use – from 14% of support periods in 2006–07 to 9% in 2009–10
- a decrease in seeking assistance because of domestic or family violence – from 21% in 2006–07 to 17% 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	392	114,165	—	114,165	291
2007–08	398	118,137	—	118,137	297
2008–09	359	118,734	—	118,734	331
2009–10	360	124,650	1,252	125,902	350

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 and NPAH.
5. 'Additional state/territory funding' refers to funding provided by the states and territories over and above the amounts determined in the above agreements.
6. Agencies may also receive funding from other sources. This is not included.
7. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.

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 ^(a) (number)	Agency participation rate (%)	Records returned (number)	Records returned with consent (%)	Records returned with valid consent ^(b) (%)
2006–07	389	93.3	49,761	86.1	78.4
2007–08	389	91.3	58,891	88.3	80.6
2008–09	359	92.2	57,120	89.7	82.7
2009–10	353	94.3	63,460	87.3	79.5

(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 1). 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	76,200	48,800	72	1.56
2007–08	89,900	56,700	82	1.59
2008–09	86,800	56,000	80	1.55
2009–10	92,300	61,400	86	1.50

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

- (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; 681 nightly support periods with accommodation in 2006–07, 207 in 2007–08, 332 in 2008–09, 220 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)	22,800	25,400	24,900	25,000
With accommodation ^(a) (per cent)	40.2	36.2	37.5	35.6
Without accommodation (per cent)	59.8	63.8	62.5	64.4
Daily average accompanying child support periods (number)	4,400	5,800	6,200	6,700
Nightly average accompanying child support periods with accommodation (number)	1,700	1,900	2,100	2,200
Accompanying children (number)	16,900	19,000	18,600	19,700
Per 10,000 population aged 0–17 years ^(b) (number)	105	117	115	121
Accompanying children with one period of support (per cent)	84.6	86.3	86.7	85.2
Mean number of accompanying child support periods per accompanying child	1.35	1.34	1.33	1.27

(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; 191 nightly accompanying child support periods with accommodation in 2006–07, 185 in 2007–08, 85 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	1.3	2.2	3.2	3.8	3.6	1,500
15–19 years	8.1	11.7	19.5	20.1	19.8	8,300
20–24 years	4.9	9.3	11.7	16.0	14.2	5,900
25–29 years	3.5	7.0	8.3	12.0	10.5	4,400
30–34 years	4.0	6.8	9.7	11.7	10.9	4,500
35–39 years	4.8	7.0	11.5	11.9	11.8	4,900
40–44 years	4.6	5.1	11.0	8.7	9.7	4,000
45–49 years	3.8	3.8	9.0	6.5	7.6	3,200
50–54 years	2.7	2.4	6.4	4.1	5.1	2,100
55–59 years	1.8	1.4	4.3	2.3	3.2	1,300
60–64 years	1.1	0.9	2.6	1.6	2.0	800
65 years and over	1.1	0.8	2.6	1.4	1.9	800
<i>Total</i>	<i>41.6</i>	<i>58.4</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (number)	17,300	24,300	17,300	24,300	..	41,700
Mean age (years)	33.9	30.7	..	32.0
Median age (years)	33	29	..	30

Notes

1. Number excluded due to errors and omissions (weighted): 0.
2. Clients aged 0–17 years: 6,400 (2,600 males, 3,800 females).
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)
Male clients									
2006–07	12	114	63	58	29	7	44	32.8	32
2007–08	20	142	76	63	35	8	51	32.3	31
2008–09	19	134	71	62	36	8	50	32.7	32
2009–10	17	136	77	70	44	10	56	33.9	33
Female clients									
2006–07	21	186	123	90	26	4	62	29.9	28
2007–08	28	226	140	100	32	5	72	29.8	28
2008–09	26	213	142	96	33	5	70	30.0	28
2009–10	24	209	156	106	39	6	76	30.7	29
All clients									
2006–07	17	149	92	74	27	6	53	31.1	30
2007–08	24	183	107	81	34	6	62	30.8	29
2008–09	23	172	106	79	34	6	60	31.1	29
2009–10	20	171	115	88	42	8	66	32.0	30

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	23.0	21.4	45.2	43.8	44.5	8,800
5–9 years	14.4	13.9	28.3	28.4	28.3	5,600
10–14 years	10.3	9.8	20.1	20.0	20.1	3,900
15–17 years	3.3	3.9	6.4	7.9	7.2	1,400
<i>Total</i>	<i>51.0</i>	<i>49.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (number)	10,000	9,600	10,000	9,600	..	19,700
Mean age (years)	6.2	6.3	..	6.3
Median age (years)	5	5	..	5

Notes

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

Table 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	176	110	75	34	105	6.1	5
2007–08	195	123	82	45	117	6.2	5
2008–09	191	114	82	48	115	6.2	5
2009–10	192	126	88	50	121	6.3	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
Male clients				
Aboriginal and Torres Strait Islander people	14.7	14.2	14.5	13.7
Non-Indigenous	85.3	85.8	85.5	86.3
Total	100.0	100.0	100.0	100.0
Total (number)	12,300	14,500	14,400	16,100
Female clients				
Aboriginal and Torres Strait Islander people	21.0	20.8	20.4	21.0
Non-Indigenous	79.0	79.2	79.6	79.0
Total	100.0	100.0	100.0	100.0
Total (number)	18,000	20,900	20,800	23,200
All clients				
Aboriginal and Torres Strait Islander people	18.5	18.1	18.0	18.0
Non-Indigenous	81.5	81.9	82.0	82.0
Total	100.0	100.0	100.0	100.0
Total (number)	30,300	35,400	35,200	39,300

Notes

1. Number excluded due to errors and omissions (weighted): 1,576 in 2006–07; 2,291 in 2007–08; 2,220 in 2008–09; 2,369 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	29.3	27.7	27.8	29.6
Non-Indigenous	70.7	72.3	72.2	70.4
Total	100.0	100.0	100.0	100.0
Total (number)	15,700	17,900	17,700	18,900

Notes

1. Number excluded due to errors and omissions (weighted): 1,150 in 2006–07; 1,030 in 2007–08; 882 in 2008–09; 783 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 ^(a)	2007–08 ^(b)	2008–09 ^(c)	2009–10
Australia (including external territories)	85.1	84.5	83.4	82.8
New Zealand	2.8	2.6	2.7	2.6
England	0.9	0.9	0.9	0.9
Lebanon	0.7	0.7	0.8	0.8
Sudan	0.5	0.7	0.6	0.7
Other	10.0	10.7	11.7	12.3
Total	100.0	100.0	100.0	100.0
Total (number)	31,000	35,900	35,500	39,800

(a) In 2006–07 the top 5 countries of birth were Australia 85.1%; New Zealand 2.8%; England 0.9%; Lebanon 0.7%; and Philippines 0.6%.

(b) In 2007–08 the top 5 countries of birth were Australia 84.5%; New Zealand 2.6%; England 0.9%; Philippines 0.7%; and Lebanon 0.7%.

(c) In 2008–09 the top 5 countries of birth were Australia 83.4%; New Zealand 2.7%; England 0.9%; Lebanon 0.8%; and Philippines 0.8%.

Notes

1. Number excluded due to errors and omissions (weighted): 914 in 2006–07; 1,766 in 2007–08; 1,927 in 2008–09; 1,835 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 ^(a)	2007–08 ^(b)	2008–09 ^(c)	2009–10
Australia (including external territories)	95.6	95.6	94.8	94.9
New Zealand	1.1	1.0	1.3	1.1
Sudan	0.6	0.4	0.5	0.6
Samoa	0.1	0.1	0.1	0.3
Philippines	0.1	0.2	0.3	0.2
Other	2.5	2.7	3.0	3.0
Total	100.0	100.0	100.0	100.0
Total (number)	16,100	18,300	18,000	19,200

(a) In 2006–07 the top 5 countries of birth were Australia 95.6%; New Zealand 1.1%; Sudan 0.6%; Vietnam 0.4%; and Lebanon 0.2%.

(b) In 2007–08 the top 5 countries of birth were Australia 95.6%; New Zealand 1.0%; Sudan 0.4%; Vietnam 0.2%; and Lebanon 0.2%.

(c) In 2008–09 the top 5 countries of birth were Australia 94.8%; New Zealand 1.3%; Sudan 0.5%; Philippines 0.3%; and Fiji 0.2%.

Notes

1. Number excluded due to errors and omissions (weighted): 764 in 2006–07; 669 in 2007–08; 553 in 2008–09; 499 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)

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

Notes

1. Number excluded due to errors and omissions (weighted): 1,192 in 2006–07; 1,735 in 2007–08; 1,771 in 2008–09; 1,699 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>	43.9	47.0	45.3	44.1
Time out from family/other situation	6.9	9.3	8.9	10.3
Relationship/family breakdown	10.3	12.5	12.6	12.1
Interpersonal conflict	3.3	3.3	3.0	2.7
Sexual abuse	0.7	0.8	0.8	0.6
Domestic/family violence	21.2	19.7	18.7	17.3
Physical/emotional abuse	1.4	1.4	1.3	1.2
<i>Financial</i>	10.2	9.5	11.0	14.6
Gambling	0.5	0.4	0.3	0.4
Budgeting problems	3.9	2.9	2.4	4.5
Rent too high	0.7	0.8	1.0	0.9
Other financial difficulty	5.0	5.4	7.3	8.8
<i>Accommodation</i>	15.0	15.0	15.0	14.7
Overcrowding issues	2.1	2.5	2.6	2.7
Eviction/asked to leave	5.4	5.0	5.2	4.8
Emergency accommodation ended	3.8	3.1	2.0	1.9
Previous accommodation ended	3.8	4.4	5.1	5.3
<i>Health</i>	18.3	16.5	16.1	13.6
Mental health issues	2.3	2.4	2.5	2.3
Problematic drug/alcohol/substance use	13.9	12.2	11.7	9.1
Psychiatric illness	1.3	1.0	1.2	1.3
Other health issues	0.9	0.9	0.8	0.9
<i>Other reasons</i>	12.6	12.0	12.6	13.0
Gay/lesbian/transgender issues	0.4	0.6	0.9	0.8
Recently left institution	1.6	1.6	1.9	1.5
Recent arrival to area with no means of support	2.8	2.3	2.0	1.8
Itinerant	2.3	2.6	2.9	2.7
Other	5.5	5.0	4.9	6.2
Total	100.0	100.0	100.0	100.0
Total (number)	50,500	61,400	59,400	63,800

Notes

1. Number excluded due to errors and omissions (weighted): 2,941 in 2006–07; 3,091 in 2007–08; 2,619 in 2008–09; 3,635 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>	44.5	17.4	57.5	56.0	29.8	29.2	44.2	65.7	44.5
Time out from family/ other situation	14.9	8.4	16.0	10.6	7.0	5.2	6.7	5.9	3.9
Relationship/family breakdown	20.6	5.4	21.7	6.8	10.4	14.1	25.4	11.8	18.5
Interpersonal conflict	5.2	1.9	4.0	2.0	2.7	2.8	2.2	1.7	5.3
Sexual abuse	0.2	0.1	1.2	0.8	—	0.4	0.2	1.1	—
Domestic/family violence	2.8	1.3	13.1	34.4	7.4	5.9	9.2	43.5	14.0
Physical/emotional abuse	0.7	0.4	1.6	1.5	2.4	0.8	0.5	1.8	2.8
<i>Financial</i>	10.3	22.6	8.6	17.2	16.2	19.5	17.9	7.8	3.3
Gambling	0.2	1.0	—	0.2	0.1	0.1	—	—	—
Budgeting problems	3.0	9.0	1.6	2.8	7.6	6.4	5.9	2.1	1.6
Rent too high	0.6	0.6	0.4	0.9	1.8	3.3	3.2	1.6	0.6
Other financial difficulty	6.5	12.0	6.6	13.4	6.7	9.7	8.7	4.0	1.2
<i>Accommodation</i>	17.0	11.9	15.2	7.4	31.5	38.7	25.0	16.8	24.0
Overcrowding issues	2.5	0.7	2.9	0.7	8.7	10.8	8.2	5.1	4.7
Eviction/asked to leave	5.3	3.0	4.6	2.5	13.7	18.7	8.6	5.7	10.9
Emergency accommodation ended	2.3	1.8	1.9	1.2	2.6	2.3	2.3	2.1	3.2
Previous accommodation ended	6.9	6.4	5.7	2.9	6.5	7.0	6.0	3.9	5.3
<i>Health</i>	7.3	33.1	3.6	10.9	8.6	2.2	3.8	2.7	9.9
Mental health issues	1.7	4.1	1.2	3.2	1.1	0.5	1.4	0.5	0.5
Problematic drug/ alcohol/substance use	4.8	24.1	1.6	5.8	5.7	1.0	0.8	1.4	7.7
Psychiatric illness	0.4	3.5	0.2	1.0	0.5	0.1	0.2	0.3	—
Other health issues	0.4	1.4	0.5	1.0	1.4	0.7	1.4	0.5	1.7
<i>Other reasons</i>	21.0	14.9	15.0	8.4	13.9	10.4	9.1	7.0	18.2
Gay/lesbian/ transgender issues	2.4	0.1	2.1	0.4	0.2	0.1	—	—	—
Recently left institution	2.5	3.1	0.6	1.0	0.6	0.3	1.8	0.1	0.5
Recent arrival to area with no means of support	1.7	2.4	1.4	1.5	3.8	3.9	1.5	1.1	0.5
Itinerant	3.0	4.0	2.9	1.4	3.3	2.1	2.6	1.9	5.5
Other	11.4	5.4	8.1	4.2	6.0	4.0	3.2	3.9	11.7
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total (number)	8,600	17,500	10,000	11,000	1,800	1,800	600	11,400	200

Notes

1. Number excluded due to errors and omissions (weighted): 4,647.
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	47.0	42.7	41.0	39.0
>1 week–1 month	18.0	15.8	15.9	14.3
>1–3 months	19.8	24.1	22.7	25.2
>3–6 months	7.5	9.1	10.4	10.8
>6 months	7.7	8.4	10.0	10.7
Total	100.0	100.0	100.0	100.0
Total (number)	44,700	52,000	49,300	50,600
Mean length (days)	57	62	71	80
Median length (days)	10	15	16	22

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	59	68	70	80	10	20	16	29
Male alone, 25+	47	44	44	65	7	7	7	8
Female alone, under 25	72	80	82	88	11	28	28	30
Female alone, 25+	41	54	66	76	5	8	17	27
Couple no children	46	92	69	72	13	39	32	31
Couple with children	93	104	103	97	36	44	47	46
Male with children	73	78	80	70	31	40	34	43
Female with children	68	88	106	118	21	34	42	49
Other	97	150	125	151	20	60	55	39

Notes

1. Number excluded due to errors and omissions (weighted): 957 in 2006–07; 1,229 in 2007–08; 1,299 in 2008–09; 1,010 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	44.5	40.7	37.3	35.5
>1 week–1 month	24.6	22.4	22.1	21.9
>1–3 months	18.7	21.5	23.0	22.7
>3–6 months	6.0	7.9	8.6	9.1
>6 months	6.2	7.5	9.0	10.7
Total	100.0	100.0	100.0	100.0
Total (number)	19,200	17,100	15,900	14,300
Mean length (days)	49	56	66	75
Median length (days)	10	13	16	18
Accommodation starting and ending on the same date (number)	2,000	4,400	4,300	3,200
Total closed support periods with accommodation (number)	21,200	21,500	20,100	17,400

Notes

1. Number excluded due to errors and omissions (weighted): 656 in 2006–07; 176 in 2007–08; 317 in 2008–09; 210 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	47	50	51	70	12	13	14	18
Male alone, 25+	38	39	47	49	7	9	11	11
Female alone, under 25	52	61	62	75	12	16	16	17
Female alone, 25+	43	58	65	78	8	12	17	22
Couple no children	48	112	53	51	6	23	7	14
Couple with children	135	141	195	173	65	73	102	101
Male with children	89	103	134	109	65	66	89	70
Female with children	71	90	106	115	22	29	36	37
Other	143	222	174	79	43	72	49	34

Notes

1. Number excluded due to errors and omissions (weighted): 920 in 2006–07; 604 in 2007–08; 779 in 2008–09; 461 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>	72.1	66.0	72.2	66.0
SAAP/CAP accommodation ^(a)	55.4	46.7	46.8	40.0
Assistance to obtain/maintain short-term accommodation	15.5	15.2	18.6	19.6
Assistance to obtain/maintain medium-term accommodation	10.9	10.6	14.0	13.9
Assistance to obtain/maintain independent housing	23.8	24.7	33.1	31.3
<i>Financial/employment</i>	33.6	31.6	41.0	45.3
Assistance to obtain/maintain government allowance	10.8	10.1	16.3	16.9
Employment and training assistance	7.0	6.5	7.7	10.2
Financial assistance/material aid	24.1	22.8	30.6	36.7
Financial counselling and support	8.5	7.0	12.4	13.3
<i>Personal support</i>	60.5	59.9	67.6	70.2
Incest/sexual assault	2.1	2.0	1.9	1.2
Domestic/family violence	19.7	19.0	22.0	19.6
Family/relationship	17.8	18.6	22.1	24.7
Emotional support	54.5	56.0	64.3	66.0
Assistance with problem gambling	1.9	0.7	0.5	0.5
<i>General support/advocacy</i>	79.0	84.0	86.4	87.4
Living skills/personal development	19.3	19.7	23.7	25.7
Assistance with legal issues/court support	12.8	12.5	12.2	14.6
Advice/information	70.9	76.9	81.3	82.3
Retrieval/storage/removal of belongings	24.5	23.1	25.2	24.1
Advocacy/liaison on behalf of client	34.6	35.1	45.0	46.3
<i>Specialist services</i>	34.9	27.8	35.1	35.4
Psychological services	4.3	3.4	4.4	6.6
Specialist counselling services	7.7	6.9	8.9	10.1
Psychiatric services	3.7	2.4	2.1	2.8
Pregnancy support	1.7	1.3	1.3	1.5
Family planning support	1.4	1.1	1.1	1.2
Drug/alcohol support or intervention	13.1	8.1	12.7	11.4
Physical disability services	0.4	0.2	0.2	0.4
Intellectual disability services	0.5	0.3	0.3	0.3
Culturally specific services	6.9	4.0	6.5	8.4
Interpreter services	1.3	0.9	1.2	2.3
Assistance with immigration services	1.1	0.8	0.9	1.1
Health/medical services	16.6	14.1	17.1	17.6
<i>Basic support/other n.e.s.</i>	58.9	59.4	63.2	67.3
Meals	47.5	43.6	49.6	43.8
Laundry/shower facilities	42.3	37.4	41.4	37.0
Recreation	20.4	21.9	22.8	23.0
Transport	25.5	23.8	24.5	28.0
Other	9.5	15.7	21.6	27.8
<i>No needs recorded</i>	0.4	0.2	0.2	0.1
Total (number)	43,200	51,200	48,300	49,300

(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): 1,429 in 2006–07; 827 in 2007–08; 966 in 2008–09; 1,250 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>	67.6	67.0	70.7	55.3	80.7	80.7	77.1	78.3	79.3
SAAP/CAP accommodation ^(a)	37.5	53.5	34.5	25.1	24.8	30.8	25.6	42.3	44.4
Assistance to obtain/maintain short-term accommodation	21.8	18.3	24.5	14.6	29.4	30.2	29.0	20.4	17.9
Assistance to obtain/maintain medium-term accommodation	18.5	5.3	22.7	9.0	16.9	26.8	20.7	25.0	10.1
Assistance to obtain/maintain independent housing	25.5	21.3	29.7	35.1	60.1	66.5	56.1	57.5	56.2
<i>Financial/employment</i>	47.0	50.4	46.9	42.0	51.6	45.2	41.6	54.5	47.4
Assistance to obtain/maintain government allowance	21.1	11.8	20.0	16.3	14.1	12.1	12.5	24.5	11.4
Employment and training assistance	17.1	4.6	17.0	8.8	11.0	9.0	7.6	11.5	16.3
Financial assistance/material aid	34.8	44.2	35.4	34.3	41.5	37.8	34.3	44.0	37.6
Financial counselling and support	14.5	7.9	15.2	14.4	16.7	16.1	14.2	20.8	15.4
<i>Personal support</i>	70.4	49.2	80.3	79.3	72.3	77.0	75.9	89.6	73.2
Incest/sexual assault	0.5	0.3	2.0	1.8	1.1	1.3	1.3	2.9	—
Domestic/family violence	4.6	2.9	15.1	41.3	11.1	13.0	14.4	48.4	15.4
Family/relationship	26.8	9.0	32.4	30.7	23.3	26.9	25.9	42.1	30.1
Emotional support	67.3	47.8	75.6	71.8	69.3	74.1	72.0	83.8	63.8
Assistance with problem gambling	0.4	1.0	0.2	0.2	0.3	1.1	0.6	0.5	—
<i>General support/advocacy</i>	92.0	88.0	91.9	85.9	92.3	91.6	92.2	93.3	81.0
Living skills/personal development	38.3	15.1	38.8	22.6	21.2	23.9	21.9	35.8	24.0
Assistance with legal issues/court support	14.7	4.5	12.3	24.4	10.6	10.8	16.0	30.1	9.3
Advice/information	87.4	82.6	87.0	79.8	86.9	88.6	88.5	89.1	74.0
Retrieval/storage/removal of belongings	19.0	49.6	14.0	11.6	14.6	10.3	8.0	18.2	5.3
Advocacy/liaison on behalf of client	55.8	40.0	55.8	51.5	54.6	57.0	56.5	64.1	53.5
<i>Specialist services</i>	31.0	40.0	30.7	37.8	27.7	28.7	29.9	45.6	34.3
Psychological services	4.2	4.6	4.9	10.8	5.3	4.2	9.3	9.6	7.3
Specialist counselling services	6.9	2.6	10.6	16.3	9.2	14.0	13.5	21.3	6.0
Psychiatric services	2.1	4.3	1.7	3.6	2.4	1.8	3.0	2.1	7.9
Pregnancy support	0.2	—	3.2	0.8	2.5	2.9	0.9	4.7	8.4
Family planning support	0.6	—	2.6	0.6	1.3	2.1	1.2	3.4	0.7
Drug/alcohol support or intervention	13.6	18.3	7.5	10.1	6.5	5.8	9.3	7.3	9.5
Physical disability services	0.1	0.2	0.2	0.5	0.3	0.9	0.6	0.7	2.7
Intellectual disability services	0.4	0.2	0.5	0.4	0.1	0.7	0.3	0.4	2.7
Culturally specific services	6.1	1.9	8.4	12.3	7.3	9.4	12.0	18.3	7.3
Interpreter services	0.2	0.5	1.0	4.7	1.5	1.1	1.5	5.8	2.3
Assistance with immigration services	0.1	0.2	0.7	1.7	0.3	1.1	0.6	4.0	2.7
Health/medical services	17.7	23.5	16.2	13.7	13.7	10.9	7.4	22.1	18.0
<i>Basic support/other n.e.s.</i>	60.5	83.9	57.4	61.4	50.4	50.8	53.3	63.9	48.3
Meals	44.0	71.2	38.0	33.4	27.8	16.6	21.1	33.0	28.6
Laundry/shower facilities	35.4	64.9	29.3	21.7	21.3	14.5	10.2	30.4	28.5
Recreation	27.2	22.5	25.8	23.7	9.9	8.9	10.7	26.8	19.9
Transport	35.3	16.5	35.2	22.8	18.7	19.2	19.2	37.9	15.9
Other	22.4	35.8	21.5	30.9	23.0	31.6	32.3	33.3	17.5
<i>No needs recorded</i>	0.1	0.1	0.1	0.1	0.3	0.1	—	0.2	—
Total (number)	6,800	14,600	7,500	8,500	1,400	1,300	400	8,000	200

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

Notes

1. Number excluded due to errors and omissions (weighted): 2,023 (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 ^(a)	4.6	6.1	10.7	83.3	6.1	89.4	100.0	19,700
Assistance to obtain/maintain short-term accommodation	2.0	11.0	13.0	60.4	26.6	87.0	100.0	9,700
Assistance to obtain/maintain medium-term accommodation	5.9	9.9	15.8	55.4	28.8	84.2	100.0	6,900
Assistance to obtain/maintain independent housing	2.0	7.5	9.5	60.8	29.7	90.5	100.0	15,400
<i>Financial/employment</i>								
Assistance to obtain/maintain government allowance	1.9	6.6	8.5	62.7	28.8	91.5	100.0	8,300
Employment and training assistance	8.2	13.4	21.6	43.1	35.3	78.4	100.0	5,000
Financial assistance/material aid	1.2	5.2	6.4	77.6	16.0	93.6	100.0	18,100
Financial counselling and support	5.4	6.5	11.9	59.8	28.3	88.1	100.0	6,600
<i>Personal support</i>								
Incest/sexual assault	4.5	11.7	16.2	64.0	19.8	83.8	100.0	600
Domestic/family violence	0.9	1.9	2.8	78.5	18.7	97.2	100.0	9,700
Family/relationship	0.9	2.2	3.1	82.2	14.7	96.9	100.0	12,200
Emotional support	0.6	0.2	0.8	92.5	6.8	99.3	100.0	32,600
Assistance with problem gambling	2.8	11.6	14.4	58.4	27.2	85.6	100.0	300
<i>General support/advocacy</i>								
Living skills/personal development	0.8	1.1	1.9	93.4	4.7	98.1	100.0	12,700
Assistance with legal issues/court support	3.0	11.1	14.1	45.2	40.6	85.8	100.0	7,200
Advice/information	0.3	0.1	0.4	92.9	6.7	99.6	100.0	40,600
Retrieval/storage/removal of belongings	1.1	1.2	2.3	93.9	3.9	97.8	100.0	11,900
Advocacy/liaison on behalf of client	0.3	0.4	0.7	87.5	11.7	99.2	100.0	22,800
<i>Specialist services</i>								
Psychological services	5.5	19.2	24.7	28.0	47.3	75.3	100.0	3,200
Specialist counselling services	2.1	34.0	36.1	25.9	38.0	63.9	100.0	5,000
Psychiatric services	15.0	32.5	47.5	36.8	15.7	52.5	100.0	1,400
Pregnancy support	4.1	10.2	14.3	47.9	37.8	85.7	100.0	700
Family planning support	4.5	14.8	19.3	54.6	26.0	80.6	100.0	600
Drug/alcohol support or intervention	7.3	6.6	13.9	61.8	24.3	86.1	100.0	5,600
Physical disability services	28.2	35.4	63.6	17.7	18.8	36.5	100.0	200
Intellectual disability services	34.8	19.6	54.4	15.8	29.7	45.5	100.0	200
Culturally specific services	2.3	6.0	8.3	63.2	28.5	91.7	100.0	4,200
Interpreter services	1.7	4.8	6.5	36.9	56.7	93.6	100.0	1,100
Assistance with immigration issues	3.9	6.4	10.3	46.6	43.1	89.7	100.0	500
Health/medical services	5.3	29.1	34.4	46.8	18.8	65.6	100.0	8,700
<i>Basic support/other n.e.s.</i>								
Meals	0.5	0.5	1.0	96.3	2.8	99.1	100.0	21,600
Laundry/shower facilities	0.5	0.5	1.0	98.1	0.9	99.0	100.0	18,300
Recreation	0.4	1.3	1.7	95.6	2.8	98.4	100.0	11,400
Transport	0.8	1.2	2.0	93.5	4.6	98.1	100.0	13,800
Other	1.3	0.6	1.9	87.7	10.5	98.2	100.0	13,700

(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	3.5	7.9	11.4	68.6	20.0	88.6	100.0	51,700	32,600
Financial/ employment	3.0	6.8	9.8	66.7	23.5	90.2	100.0	38,000	22,300
Personal support	0.8	1.1	1.9	87.3	10.9	98.2	100.0	55,300	34,600
General support/ advocacy	0.7	1.3	2.0	88.2	9.9	98.1	100.0	95,200	43,100
Specialist services	5.3	20.0	25.3	45.4	29.3	74.7	100.0	31,500	17,500
Basic support/ other n.e.s.	0.6	0.7	1.3	94.6	4.0	98.6	100.0	78,700	33,200
Total (%)	1.8	4.4	6.1	80.4	13.4	93.9	100.0
Total (number)	6,200	15,400	21,600	281,900	47,100	329,000	..	350,500	49,300

(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): 966 in 2008–09; 1,250 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	4.3	9.4	13.7	70.2	16.0	86.2	100.0	54,300	34,900
Financial/ employment	3.0	9.7	12.7	71.6	15.7	87.3	100.0	32,400	19,800
Personal support	1.5	1.5	3.0	90.2	6.7	96.9	100.0	53,500	32,700
General support/ advocacy	1.2	1.5	2.7	90.3	7.0	97.3	100.0	90,500	41,700
Specialist services	4.2	24.0	28.2	51.0	20.8	71.8	100.0	27,400	17,000
Basic support/ other n.e.s.	1.8	0.7	2.5	94.7	2.8	97.5	100.0	77,200	30,500
Total (%)	2.3	5.2	7.6	83.0	9.4	92.4	100.0
Total (number)	7,800	17,600	25,400	278,300	31,600	309,900	..	335,300	48,200

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

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

Notes

1. Number excluded due to errors and omissions (weighted) (closed support periods with no information on support requirements or provision): 7,120 in 2006–07; 6,387 in 2007–08; 5,511 in 2008–09; 5,654 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 ^(a)	3.2	14.1	17.3	78.9	3.8	82.7	100.0	7,000
<i>School liaison/child care</i>								
School liaison	1.2	4.2	5.4	62.0	32.6	94.6	100.0	2,600
Child care	2.6	4.9	7.5	81.2	11.4	92.6	100.0	3,700
<i>Personal support</i>								
Help with behavioural problems	0.8	4.5	5.3	62.6	32.1	94.7	100.0	2,600
Sexual/physical abuse support	1.6	5.5	7.1	43.2	49.7	92.9	100.0	1,100
Skills education	0.5	1.8	2.3	76.4	21.3	97.7	100.0	2,000
Structured play/skill development	1.2	2.5	3.7	92.2	4.1	96.3	100.0	3,200
<i>General support/advocacy</i>								
Access arrangements	2.5	10.4	12.9	68.0	19.0	87.0	100.0	1,100
Advice/information	1.2	0.3	1.5	95.0	3.5	98.5	100.0	5,900
Advocacy	0.5	0.4	0.9	82.2	16.9	99.1	100.0	5,900
<i>Specialist services</i>								
Specialist counselling	2.7	20.7	23.4	37.1	39.5	76.6	100.0	1,300
Culturally specific services	4.0	3.6	7.6	63.3	29.1	92.4	100.0	2,100
Health/medical services	1.1	32.2	33.3	24.3	42.4	66.7	100.0	2,400
<i>Basic support/other n.e.s.</i>								
Meals	0.4	0.4	0.8	98.1	1.1	99.2	100.0	4,900
Showers/hygiene	0.2	0.1	0.3	98.8	0.9	99.7	100.0	4,400
Recreation	0.5	0.6	1.1	96.6	2.3	98.9	100.0	4,600
Transport	0.6	0.2	0.8	96.9	2.3	99.2	100.0	4,700
Other	0.3	2.8	3.1	79.6	17.2	96.8	100.0	4,800

(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	3.2	14.1	17.3	78.9	3.8	82.7	100.0	7,000	7,000
School liaison/ child care	2.0	4.6	6.6	73.3	20.1	93.4	100.0	6,300	4,800
Personal support	1.0	3.3	4.3	74.2	21.6	95.8	100.0	8,900	4,600
General support/ advocacy	1.0	1.2	2.2	86.9	10.9	97.8	100.0	12,900	8,200
Specialist services	2.5	19.4	21.9	41.1	37.0	78.1	100.0	5,900	4,100
Basic support/ other n.e.s.	0.4	0.9	1.3	93.9	4.8	98.7	100.0	23,400	8,500
Total (%)	1.3	4.7	6.0	81.3	12.7	94.0	100.0
Total (number)	800	3,100	3,900	52,300	8,200	60,500	..	64,300	12,300

(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): 5,511 in 2008–09; 5,654 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	3.4	14.7	18.1	78.5	3.4	81.9	100.0	7,600	7,600
School liaison/ child care	3.7	6.7	10.4	76.6	13.1	89.7	100.0	5,600	4,700
Personal support	2.8	5.7	8.5	79.4	12.1	91.5	100.0	6,600	4,200
General support/ advocacy	1.9	1.7	3.6	89.0	7.4	96.4	100.0	13,400	8,600
Specialist services	3.6	23.9	27.5	40.9	31.5	72.4	100.0	4,500	3,500
Basic support/ other n.e.s.	1.3	0.5	1.8	94.7	3.4	98.1	100.0	22,900	8,500
Total (%)	2.3	5.4	7.7	84.1	8.2	92.3	100.0
Total (number)	1,400	3,300	4,700	51,000	5,000	56,000	..	60,600	13,600

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
2008–09				
No income	17.3	6.8	11.6	8.0
Government payments	76.1	85.0	80.2	82.5
Other	6.6	8.1	8.2	9.5
Total	100.0	100.0	100.0	100.0
Total (number)	6,600	6,200	42,100	37,300
2009–10				
No income	15.6	7.1	9.9	6.7
Government payments	75.7	82.4	81.7	83.5
Other	8.7	10.5	8.5	9.8
Total	100.0	100.0	100.0	100.0
Total (number)	7,900	7,500	43,800	39,700

Notes

1. Number excluded due to errors and omissions (weighted): 7,261 before support (including 'Don't know'), 12,037 after support (including 'Don't know' and 'Client left without providing any information') in 2008–09; 6,790 before support (including 'Don't know'), 10,880 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
2008–09							
No income	9.5	8.1	7.6	5.4	6.5	8.0	3,000
Government payments	83.0	84.3	83.6	79.4	79.0	82.5	30,700
Other	7.5	7.6	8.8	15.2	14.5	9.5	3,500
Total	100.0	100.0	100.0	100.0	100.0	100.0	..
Total (number)	14,000	5,500	9,200	4,200	4,300	..	37,300
2009–10							
No income	6.6	6.4	7.4	7.1	5.0	6.7	2,600
Government payments	85.4	85.6	82.1	81.5	80.6	83.5	33,200
Other	7.9	8.0	10.6	11.4	14.4	9.8	3,900
Total	100.0	100.0	100.0	100.0	100.0	100.0	..
Total (number)	14,400	5,400	10,500	4,700	4,600	..	39,700

Notes

1. Number excluded due to errors and omissions (weighted): 12,037 (including 'Don't know' and 'Client left without providing any information') in 2008–09; 10,880 (including 'Don't know' and 'Client left without providing any information') in 2009–10.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.
3. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.

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
2008–09				
Employed full/part time	10.9	21.3	10.0	12.6
Unemployed (looking for work)	27.0	23.6	16.6	15.4
Not in labour force	62.1	55.1	73.4	72.0
Total	100.0	100.0	100.0	100.0
Total (number)	3,800	3,400	40,700	35,900
2009–10				
Employed full/part time	14.5	24.2	9.8	12.5
Unemployed (looking for work)	27.8	25.8	20.3	19.2
Not in labour force	57.7	50.0	69.9	68.3
Total	100.0	100.0	100.0	100.0
Total (number)	4,900	4,600	42,900	38,000

Notes

1. Number excluded due to errors and omissions (weighted): 8,589 before support (including 'Don't know'), 13,415 after support (including 'Don't know' and 'Client left without providing any information') in 2008–09; 7,707 before support (including 'Don't know'), 12,638 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
2008–09							
Employed full/part time	8.2	11.2	12.5	19.8	21.5	12.6	4,500
Unemployed (looking for work)	11.3	17.6	20.2	16.8	14.0	15.4	5,500
Not in labour force	80.5	71.2	67.3	63.4	64.4	72.0	25,800
Total	100.0	100.0	100.0	100.0	100.0	100.0	..
Total (number)	13,400	5,300	8,900	4,100	4,200	..	35,900
2009–10							
Employed full/part time	8.4	10.2	14.0	15.3	21.3	12.5	4,700
Unemployed (looking for work)	17.7	19.6	22.2	19.0	16.7	19.2	7,300
Not in labour force	73.9	70.2	63.8	65.6	62.0	68.3	25,900
Total	100.0	100.0	100.0	100.0	100.0	100.0	..
Total (number)	13,700	5,200	10,100	4,500	4,400	..	38,000

Notes

1. Number excluded due to errors and omissions (weighted): 13,415 (including 'Don't know' and 'Client left without providing any information') in 2008–09; 12,638 (including 'Don't know' and 'Client left without providing any information') in 2009–10.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.
3. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.

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
2008–09				
<i>Improvised dwelling/sleeping rough</i>	8.4	2.8	14.6	12.0
Improvised dwelling/car/tent/squat	4.6	1.8	4.4	2.0
Street/park/in the open	3.8	1.1	10.2	10.0
<i>House/dwelling</i>	84.2	92.0	78.1	81.4
House/flat	68.1	80.1	64.1	70.1
Caravan	2.5	2.0	1.7	1.4
Boarding/rooming house	5.6	4.8	4.5	4.0
Hostel/hotel/motel	8.1	5.1	7.8	5.9
<i>Institutional setting</i>	7.3	5.2	7.3	6.6
Hospital	0.8	0.5	0.8	0.6
Psychiatric institution	0.7	0.3	0.6	0.4
Prison/youth training centre	1.9	0.6	2.0	1.0
Other institutional setting	4.0	3.8	3.9	4.6
Total	100.0	100.0	100.0	100.0
Total (number)	14,500	11,300	41,600	32,800
2009–10				
<i>Improvised dwelling/sleeping rough</i>	5.9	1.8	13.4	9.2
Improvised dwelling/car/tent/squat	3.5	1.0	4.9	2.0
Street/park/in the open	2.4	0.9	8.5	7.2
<i>House/dwelling</i>	88.5	94.4	79.8	84.9
House/flat	74.8	84.6	66.1	73.9
Caravan	2.2	2.1	1.6	1.5
Boarding/rooming house	4.2	3.6	5.0	4.1
Hostel/hotel/motel	7.3	4.1	7.1	5.4
<i>Institutional setting</i>	5.6	3.7	6.8	5.9
Hospital	0.6	0.5	0.9	0.7
Psychiatric institution	0.5	0.3	0.6	0.4
Prison/youth training centre	1.4	0.7	1.8	0.8
Other institutional setting	3.1	2.3	3.5	4.1
Total	100.0	100.0	100.0	100.0
Total (number)	16,200	13,600	43,500	34,700

Notes

1. Number excluded due to errors and omissions (weighted): 7,686 before support (including 'Don't know'), 16,536 after support (including 'Don't know' and 'Client left without providing any information') in 2008–09; 7,065 before support (including 'Don't know'), 15,894 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
	2008–09			
<i>SAAP/CAP funded accommodation^(a)</i>	13.8	13.1	15.1	15.6
SAAP/CAP crisis/short-term accommodation	9.7	6.7	10.9	9.2
SAAP/CAP medium/long-term accommodation	2.5	5.1	2.6	4.9
Other SAAP/CAP funded accommodation	1.6	1.3	1.5	1.4
<i>No tenure</i>	14.6	5.5	21.1	16.5
Institutional setting	4.4	2.6	4.7	3.6
Improvised dwelling/sleeping rough	7.0	1.6	12.1	7.5
Other	3.2	1.3	4.4	5.3
<i>Tenure</i>	71.6	81.4	63.8	68.0
Purchasing/purchased own home	4.1	3.6	4.1	3.9
Private rental	30.7	41.3	26.7	30.8
Public housing rental	8.5	12.0	9.1	11.4
Community housing rental	2.1	4.8	2.6	4.2
Rent-free accommodation	8.1	5.0	8.7	6.0
Boarding	18.2	14.8	12.5	11.7
Total	100.0	100.0	100.0	100.0
Total (number)	13,800	10,800	38,700	30,700
	2009–10			
<i>SAAP/CAP funded accommodation^(a)</i>	12.2	10.9	13.3	13.3
SAAP/CAP crisis/short-term accommodation	8.5	4.7	9.4	6.8
SAAP/CAP medium/long-term accommodation	2.0	4.8	2.5	5.2
Other SAAP/CAP funded accommodation	1.7	1.4	1.5	1.4
<i>No tenure</i>	10.9	4.5	19.5	13.9
Institutional setting	3.3	2.0	4.2	3.1
Improvised dwelling/sleeping rough	4.8	1.4	11.2	4.8
Other	2.7	1.1	4.2	6.0
<i>Tenure</i>	76.9	84.6	67.1	72.8
Purchasing/purchased own home	5.7	5.3	4.4	4.5
Private rental	33.8	43.8	27.7	32.8
Public housing rental	7.9	11.3	9.8	12.6
Community housing rental	2.3	4.9	2.2	3.8
Rent-free accommodation	8.8	5.3	8.8	6.8
Boarding	18.5	14.0	14.3	12.2
Total	100.0	100.0	100.0	100.0
Total (number)	15,600	13,000	41,200	33,000

(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): 10,551 before support (including 'Don't know'), 18,568 after support (including 'Don't know' and 'Client left without providing any information') in 2008–09; 9,349 before support (including 'Don't know'), 17,628 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
2008–09							
Improvised dwelling/sleeping rough	24.8	11.2	4.0	2.1	2.2	12.0	3,900
House/dwelling	67.4	81.4	90.0	91.7	94.3	81.4	26,700
Institutional setting	7.8	7.4	6.0	6.2	3.5	6.6	2,200
Total	100.0	100.0	100.0	100.0	100.0	100.0	..
Total (number)	11,800	4,600	8,300	4,000	4,100	..	32,800
2009–10							
Improvised dwelling/sleeping rough	17.2	10.7	3.6	3.4	4.2	9.2	3,200
House/dwelling	76.0	81.9	91.0	91.4	91.9	84.9	29,500
Institutional setting	6.9	7.5	5.3	5.3	3.9	5.9	2,100
Total	100.0	100.0	100.0	100.0	100.0	100.0	..
Total (number)	11,600	4,700	9,600	4,400	4,400	..	34,700

Notes

1. Number excluded due to errors and omissions (weighted): 16,536 (including 'Don't know' and 'Client left without providing any information') in 2008–09; 15,894 (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
2008–09							
SAAP/CAP funded accommodation ^(a)	17.4	16.2	15.7	15.5	9.5	15.6	4,800
No tenure	30.7	16.5	7.5	6.0	4.9	16.5	5,100
Tenure	51.9	67.3	76.8	78.4	85.6	68.0	20,900
Total	100.0	100.0	100.0	100.0	100.0	100.0	..
Total (number)	10,900	4,400	7,800	3,800	3,900	..	30,700
2009–10							
SAAP/CAP funded accommodation ^(a)	14.0	13.5	14.5	12.7	9.7	13.3	4,400
No tenure	23.9	17.0	7.2	6.4	7.1	13.9	4,600
Tenure	62.2	69.5	78.3	80.9	83.2	72.8	24,000
Total	100.0	100.0	100.0	100.0	100.0	100.0	..
Total (number)	10,900	4,500	9,200	4,200	4,200	..	33,000

(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): 18,568 (including 'Don't know' and 'Client left without providing any information') in 2008–09; 17,628 (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
	2008–09	
With both parents	3.6	2.8
With one parent and parent's spouse/partner	2.6	1.8
With one parent	5.3	4.7
With foster family	0.5	0.4
With relatives/friends temporary	13.9	9.4
With relatives/friends long-term	3.4	4.7
With spouse/partner	7.1	5.6
With spouse/partner and child(ren)	9.4	7.7
Alone	24.6	27.9
Alone with child(ren)	10.5	16.6
With other unrelated persons	18.2	17.5
Other	0.9	0.8
Total	100.0	100.0
Total (number)	41,100	33,400
	2009–10	
With both parents	3.0	2.4
With one parent and parent's spouse/partner	2.1	1.7
With one parent	5.4	4.7
With foster family	0.5	0.4
With relatives/friends temporary	14.4	9.7
With relatives/friends long-term	3.5	5.3
With spouse/partner	7.4	6.6
With spouse/partner and child(ren)	8.6	7.5
Alone	23.9	27.2
Alone with child(ren)	10.3	15.7
With other unrelated persons	19.8	17.8
Other	1.1	1.0
Total	100.0	100.0
Total (number)	43,600	35,300

Notes

1. Number excluded due to errors and omissions (weighted): 8,186 before support (including 'Don't know'), 15,906 after support (including 'Don't know' and 'Client left without providing any information') in 2008–09; 7,032 before support (including 'Don't know'), 15,313 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
2008–09						
Not a student	51.5	48.2	94.5	93.8	87.0	86.3
Primary/secondary student	39.5	40.6	1.3	1.2	8.0	7.7
Post-secondary student/employment training	8.9	11.2	4.2	5.0	5.0	6.0
Total	100.0	100.0	100.0	100.0	100.0	100.0
Total (number)	7,000	5,800	33,100	29,500	40,000	35,400
2009–10						
Not a student	49.2	46.5	94.4	93.2	87.8	86.8
Primary/secondary student	40.9	41.6	1.3	1.1	7.1	6.7
Post-secondary student/employment training	9.9	11.9	4.3	5.6	5.1	6.5
Total	100.0	100.0	100.0	100.0	100.0	100.0
Total (number)	6,200	5,100	36,300	32,300	42,500	37,500

Notes

1. Number excluded due to errors and omissions (weighted): 8,748 before support (including 'Don't know'), 13,437 after support (including 'Don't know' and 'Client left without providing any information') in 2008–09; 7,574 before support (including 'Don't know'), 12,616 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	56.7	61.6	68.2	69.4
No, client did not agree to one	9.1	8.3	6.2	3.7
No, support period too short	31.7	29.2	24.9	26.3
No, other reason	2.5	0.8	0.6	0.6
Total	100.0	100.0	100.0	100.0
Total (number)	40,900	48,500	45,700	45,800

Notes

1. Number excluded due to errors and omissions (weighted): 3,728 in 2006–07; 3,522 in 2007–08; 3,593 in 2008–09; 4,783 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	32.9	44.0	51.6	51.0
Most or some goals achieved	59.9	50.4	45.1	45.7
No goals achieved	7.2	5.7	3.3	3.3
Total	100.0	100.0	100.0	100.0
Total (number)	23,000	29,700	31,000	31,700

Notes

1. Number excluded due to errors and omissions (weighted): 212 in 2006–07; 162 in 2007–08; 148 in 2008–09; 100 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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