



**Australian Government**

**Australian Institute of  
Health and Welfare**

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# **Government-funded specialist homelessness services**

**SAAP National Data Collection  
annual report  
2010–11**

**Australian Capital Territory**

Australian Institute of Health and Welfare

Canberra

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#### **Australian Institute of Health and Welfare**

Board Chair

Dr Andrew Refshauge

Director

David Kalisch

Any enquiries about or comments on this publication should be directed to:

Communications, Media and Marketing Unit

Australian Institute of Health and Welfare

GPO Box 570

Canberra ACT 2601

Tel: (02) 6244 1032

Email: [info@aihw.gov.au](mailto:info@aihw.gov.au)

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# Summary

This publication is one of eight state and territory supplements that accompany the 2010–11 annual report on the use of government-funded specialist homelessness services in Australia (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, service users in the Australian Capital Territory:

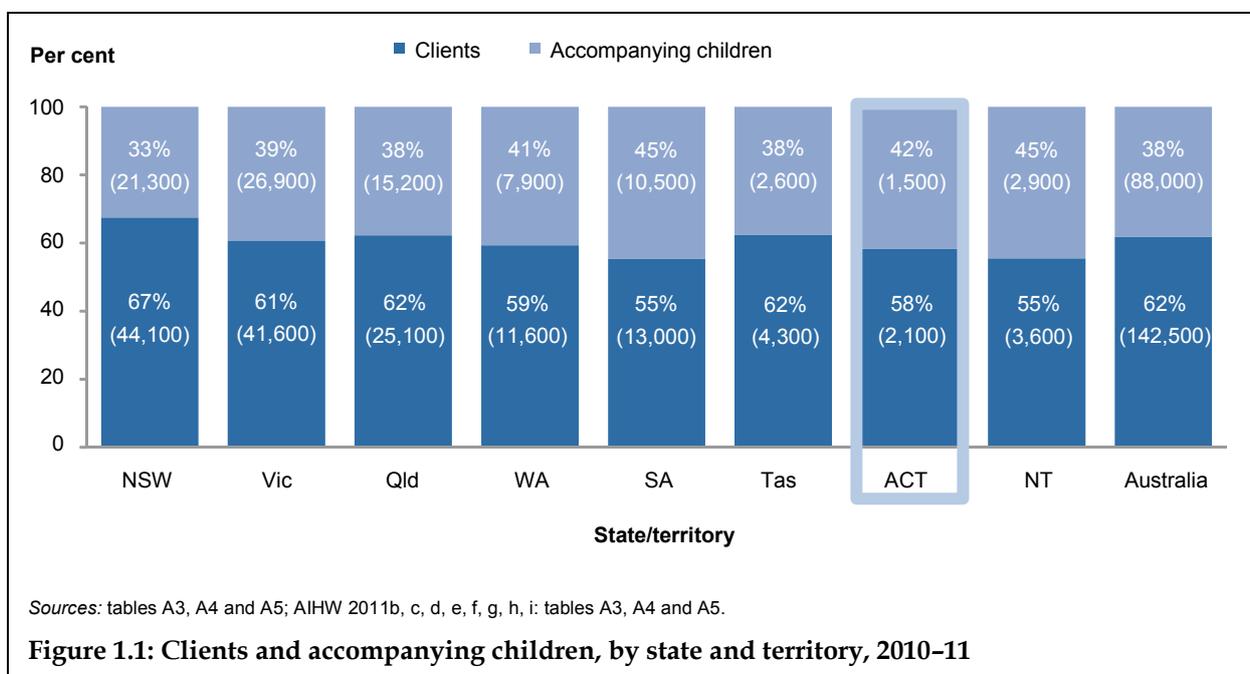
- were mostly female
- were often relatively young
- were mostly non-Indigenous, however, Aboriginal and Torres Strait Islander people were over-represented relative to their population size
- commonly sought support because of issues in their interpersonal relationships, such as the breakdown of a relationship with a family member, spouse or partner
- immediately on exit from support, were most often living in a house or flat; were not employed; and had a government pension or benefit as their main source of income.

Some other points of interest in the Australian Capital Territory were:

- the rate of use of specialist homelessness services was slightly higher than the national average
- the age profile of clients was younger than in other jurisdictions, but the age of clients has increased in recent years
- seeking support primarily because of the breakdown of a family or other relationship was the highest nationally
- the lengths of support and accommodation were the longest nationally
- clients exited support to live in public or community housing in relatively high levels
- clients were more often employed both immediately before and after support than those in other jurisdictions.

# 1 How many people were supported?

In 2010–11, an estimated 3,500 people received support from a government-funded specialist homelessness agency in the Australian Capital Territory. Of these, 2,100 (58%) were clients and 1,500 (42%) were children accompanying clients (Figure 1.1).



This was equivalent to 1 in 101 people in the Australian Capital Territory using services – a slightly lower rate of use than the national figure of 1 in 97 people (Table 1.1).

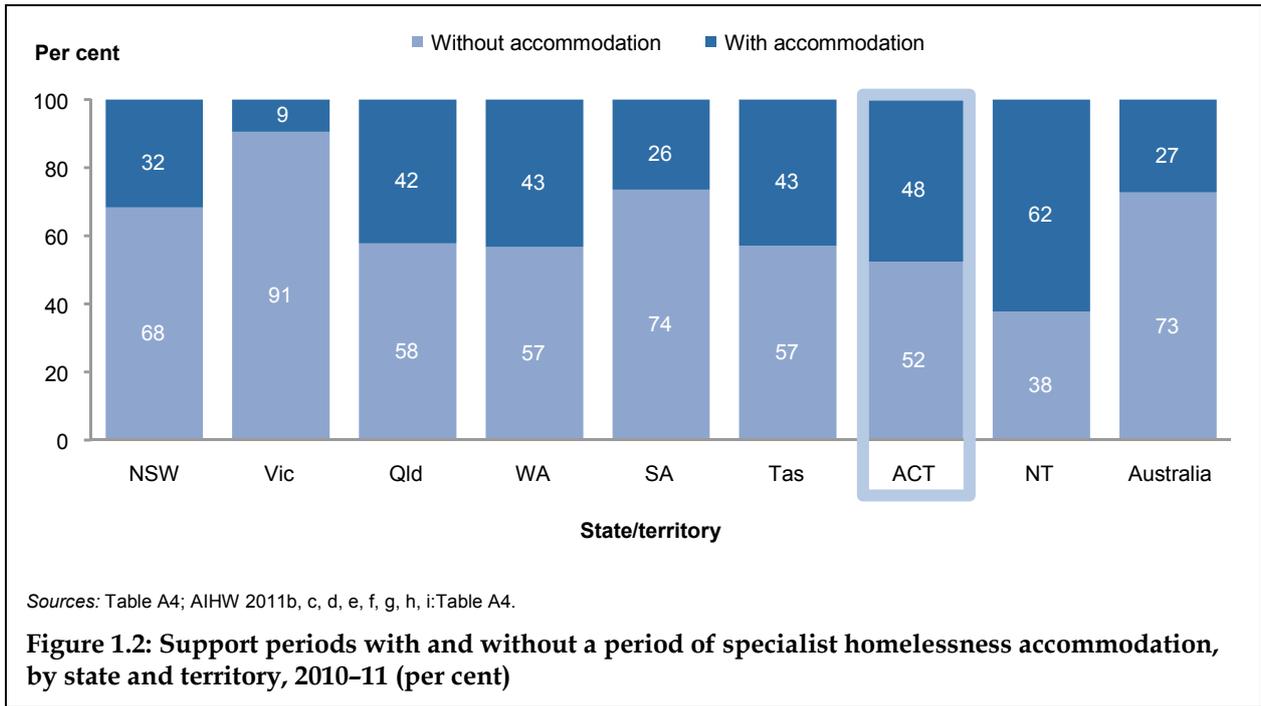
**Table 1.1: Rate of service use, by state and territory, 2010-11 (number)**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
Ratio	1:111	1:81	1:112	1:117	1:70	1:74	1:101	1:36	1:97

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

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

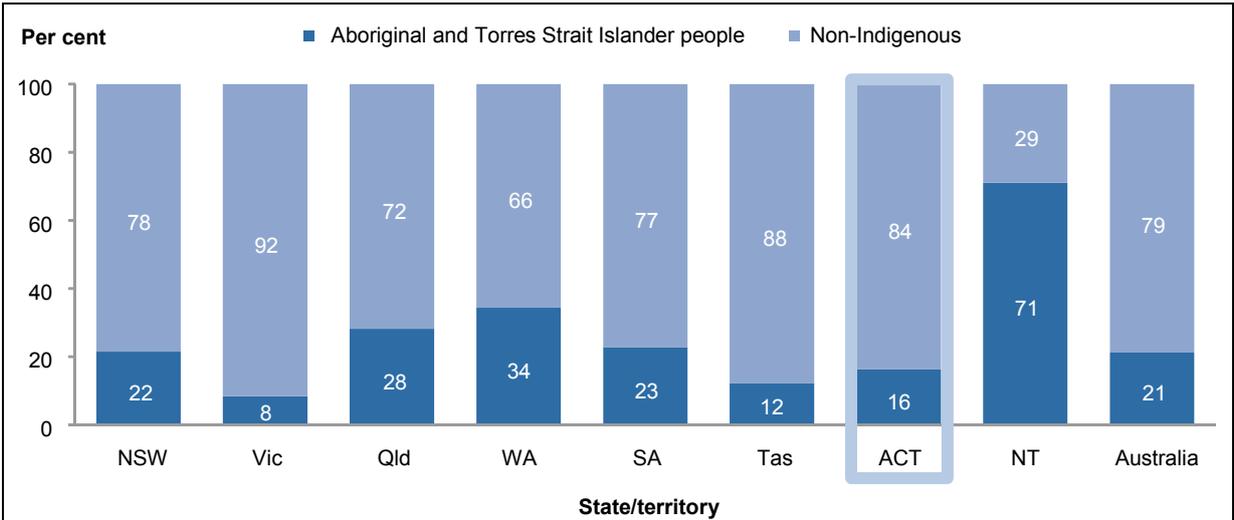
The majority of services delivered in the Australian Capital Territory were non-accommodation related support services (52%) (Figure 1.2). The remaining 48% were for support services only.



# 2 Who was supported?

Service users in the Australian Capital Territory were:

- mostly female – 54% of all service users and 58% of clients (Table 2.1)
- relatively young, particularly clients who were the youngest nationally – the average (mean) age of service users was 20 years overall, 31 years for clients, and 6 years for accompanying children (Table 2.2); and the highest rate of use of services was by people aged under 19 – an equivalent of 1 in 47 people in the Australian Capital Territory aged under 15 and 1 in 47 people aged 15–19 used services (derived from Table A7)
- mostly non-Indigenous (84%) (Figure 2.1). Aboriginal or Torres Strait Islander people were, however, over-represented relative to their population size – 16% of service users identified as Indigenous compared with 1% of the estimated resident population of the Australian Capital Territory (Figure 2.1; ABS 2009)
- mostly Australian-born (85%) (Table 2.4). The next most common countries of birth were Sudan, New Zealand and China (Table A15).



Source: Table 2.3.

Figure 2.1: Aboriginal and Torres Strait Islander status, by state and territory, 2010-11 (per cent)

**Table 2.1: Sex, by state and territory, 2010–11 (per cent)**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
<b>Clients</b>									
Male	40.9	34.1	43.8	36.4	33.3	44.1	41.7	25.1	37.8
Female	59.1	65.9	56.2	63.6	66.7	55.9	58.3	74.9	62.2
<b>Total</b>	<b>100.0</b>								
<b>Accompanying children</b>									
Male	50.5	50.6	49.9	49.8	49.8	49.4	51.6	48.9	50.2
Female	49.5	49.4	50.1	50.2	50.2	50.6	48.4	51.1	49.8
<b>Total</b>	<b>100.0</b>								
<b>Total</b>									
Male	44.0	40.6	46.1	41.9	40.7	46.1	45.8	35.7	42.5
Female	56.0	59.4	53.9	58.1	59.3	53.9	54.2	64.3	57.5
<b>Total</b>	<b>100.0</b>								

Sources: tables A6, A8, A10; AIHW 2011b, c, d, e, f, g, h, i: tables A6, A8, A10.

**Table 2.2: Mean and median age, by state and territory, 2010–11 (number)**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
<b>Clients</b>									
Mean	32.5	33.5	32.6	33.5	31.9	31.2	30.7	32.6	32.8
Median	31	32	31	32	30	29	28	31	31
<b>Accompanying children</b>									
Mean	6.4	6.7	6.4	6.0	6.5	6.2	6.0	6.1	6.5
Median	5	6	6	5	6	5	5	5	6
<b>Total</b>									
Mean	24.0	23.0	22.7	22.4	20.5	21.8	20.4	20.8	22.7
Median	21	20	20	20	17	19	18	17	20

Sources: tables A6, A8, A10; AIHW 2011b, c, d, e, f, g, h, i: tables A6, A8, A10.

**Table 2.3: Aboriginal and Torres Strait Islander status, by state and territory, 2010–11 (per cent)**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
<b>Clients</b>									
Aboriginal and Torres Strait Islander people	18.2	7.9	24.7	30.1	21.3	10.8	14.1	66.9	18.6
Non-Indigenous	81.8	92.1	75.3	69.9	78.7	89.2	85.9	33.1	81.4
<b>Total</b>	<b>100.0</b>								
<b>Accompanying children</b>									
Aboriginal and Torres Strait Islander people	28.2	9.3	34.2	40.6	24.7	14.3	19.2	76.3	25.5
Non-Indigenous	71.8	90.7	65.8	59.4	75.3	85.7	80.8	23.7	74.5
<b>Total</b>	<b>100.0</b>								
<b>Total</b>									
Aboriginal and Torres Strait Islander people	21.5	8.4	28.3	34.4	22.8	12.1	16.3	71.0	21.2
Non-Indigenous	78.5	91.6	71.7	65.6	77.2	87.9	83.7	29.0	78.8
<b>Total</b>	<b>100.0</b>								

Sources: tables A12, A13, A14; AIHW 2011b, c, d, e, f, g, h, i: tables A12, A13, A14.

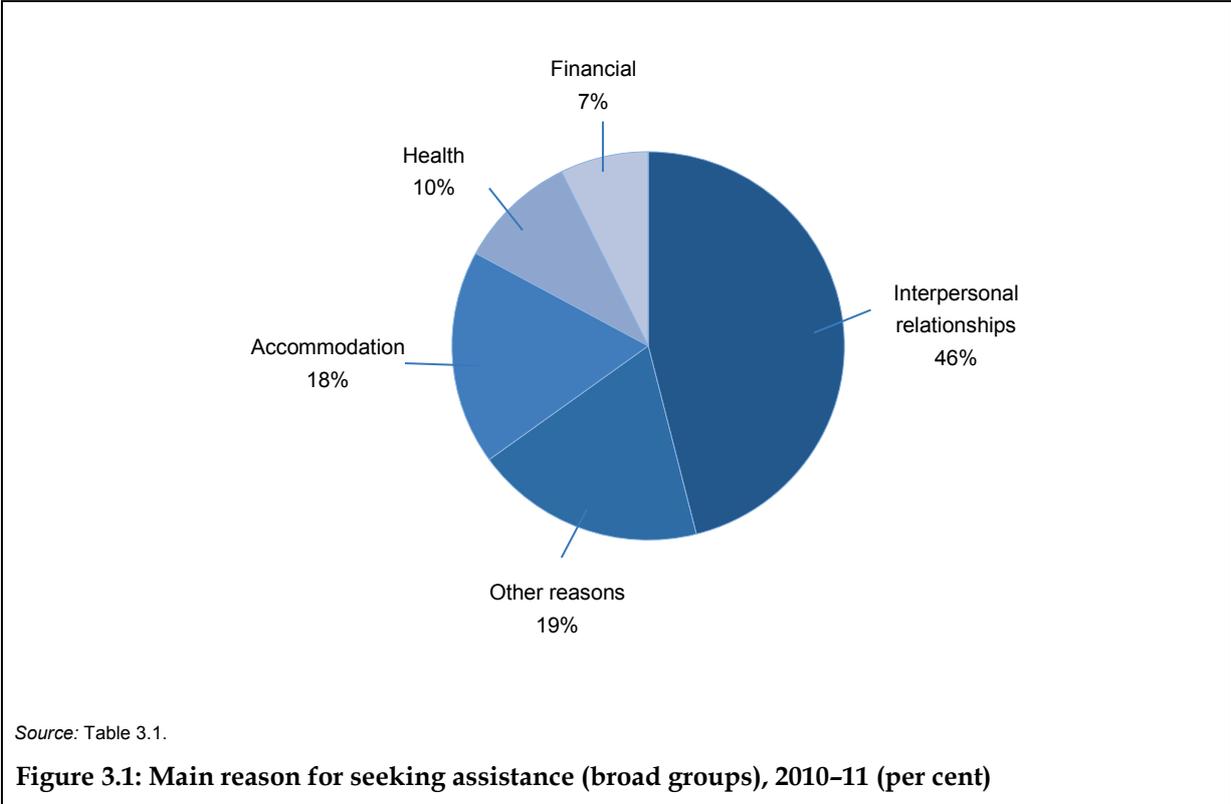
**Table 2.4: Country of birth, by state and territory, 2010–11 (per cent)**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
<b>Clients</b>									
Australian-born	83.0	81.7	86.5	78.0	88.4	93.2	79.8	94.1	83.8
Born overseas	17.0	18.3	13.5	22.0	11.6	6.8	20.2	5.9	16.2
<b>Total</b>	<b>100.0</b>								
<b>Accompanying children</b>									
Australian-born	95.0	94.2	94.9	87.9	95.8	97.6	91.2	97.7	94.3
Born overseas	5.0	5.8	5.1	12.1	4.2	2.4	8.8	2.3	5.7
<b>Total</b>	<b>100.0</b>								
<b>Total</b>									
Australian-born	87.0	86.4	89.7	82.0	91.7	94.9	84.6	95.7	87.7
Born overseas	13.0	13.6	10.3	18.0	8.3	5.1	15.4	4.3	12.3
<b>Total</b>	<b>100.0</b>								

Sources: tables A15, A16, A17; AIHW 2011b, c, d, e, f, g, h, i: tables A15, A16, A17.

### 3 Why do people seek support?

The most common reason why people sought support in the Australian Capital Territory was interpersonal relationship issues (46% of support periods) – such as the breakdown of a relationship with a family member, spouse or partner (23%) and domestic or family violence (13%) (Figure 3.1 and Table A19). The breakdown of a family or other relationship was the most often cited individual main reason why people sought support and was considerably higher than it was nationally (10%) (AIHW 2011i:Table A19). This was partly a result of the high use of services by young people in this jurisdiction. Seeking support primarily because of domestic or family violence was relatively low in the Australian Capital Territory when compared with a national average of 22%.



**Table 3.1: Support periods: main reason for seeking assistance (broad groups), by state and territory, 2010–11 (per cent)**

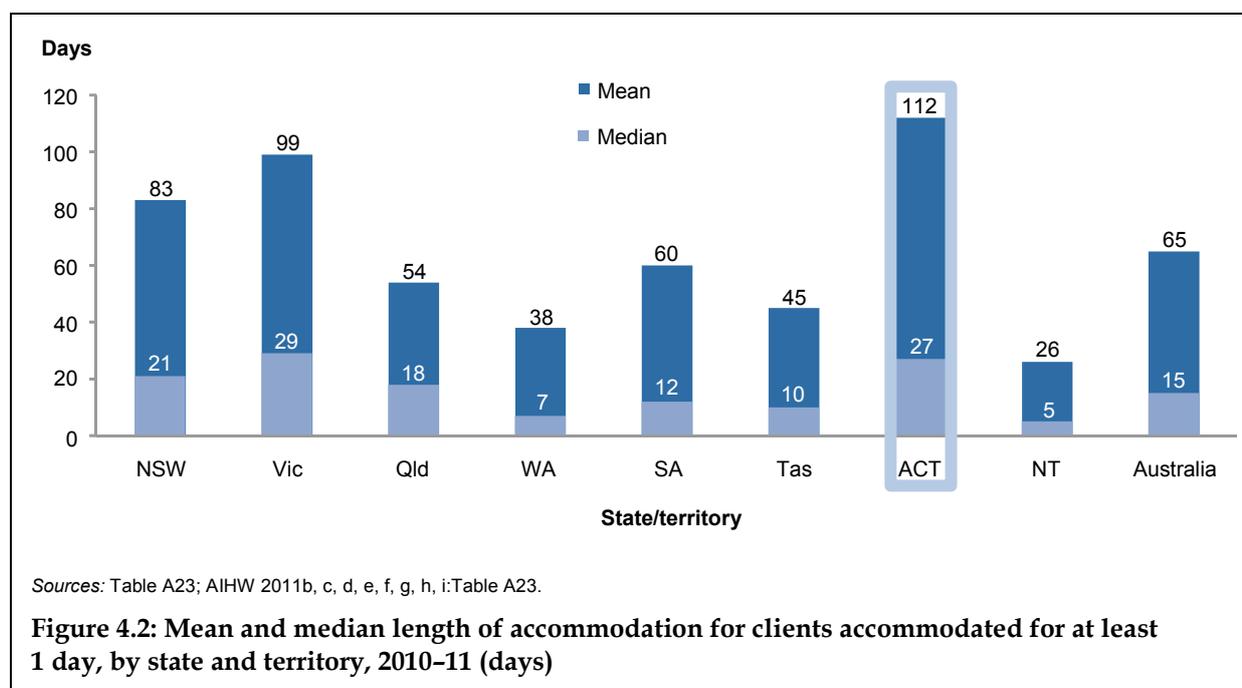
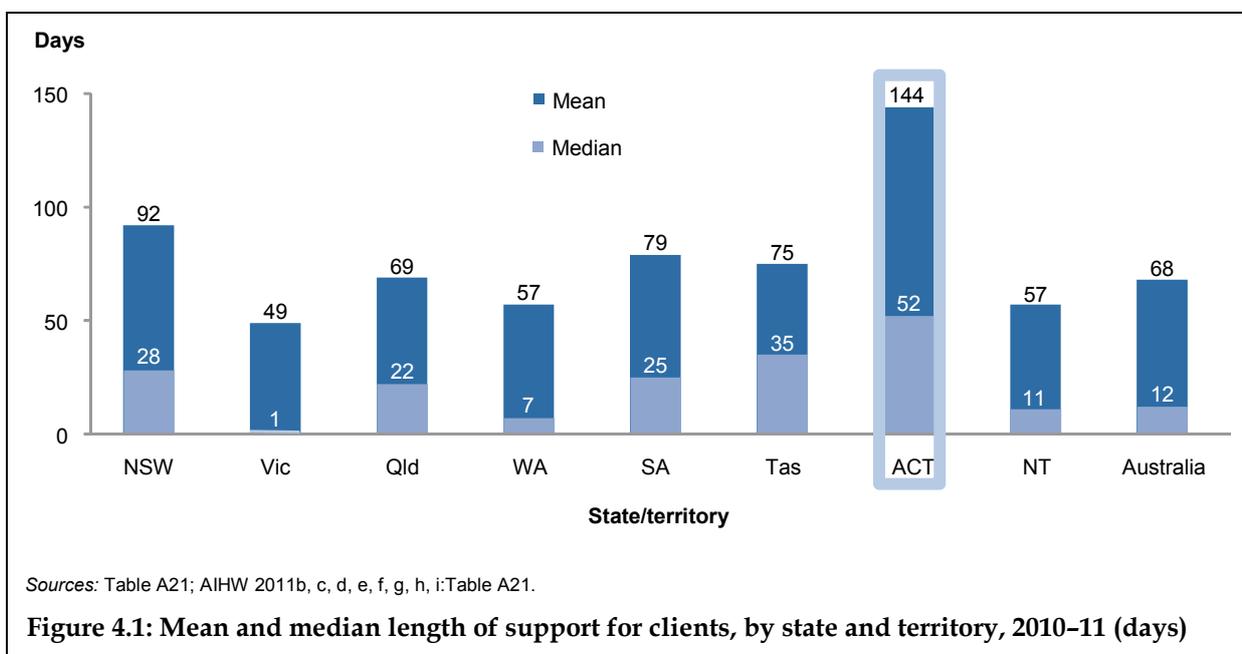
	NSW	Vic	Qld	WA <sup>(a)</sup>	SA	Tas	ACT <sup>(b)</sup>	NT <sup>(c)</sup>	Australia
Interpersonal relationships	40.9	42.6	31.3	46.7	53.5	42.6	46.1	55.5	42.0
Financial	19.2	19.9	25.3	14.4	6.3	10.4	7.3	6.5	18.2
Accommodation	15.1	22.6	23.0	12.6	22.2	26.7	17.9	15.5	19.7
Health	11.1	5.0	6.6	6.5	4.2	6.7	9.8	6.1	7.1
Other	13.7	9.9	13.8	19.9	13.9	13.6	19.0	16.4	13.0
<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>

- (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 A19; AIHW 2011b, c, d, e, f, g, h, i:Table A19.

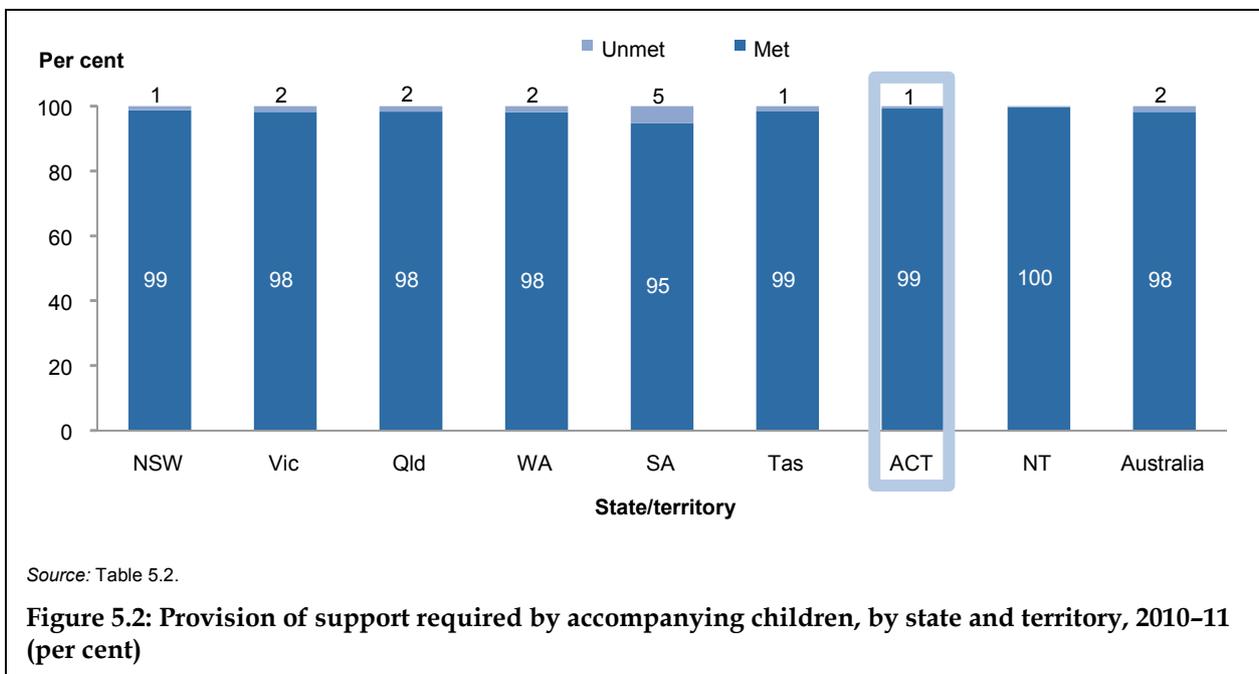
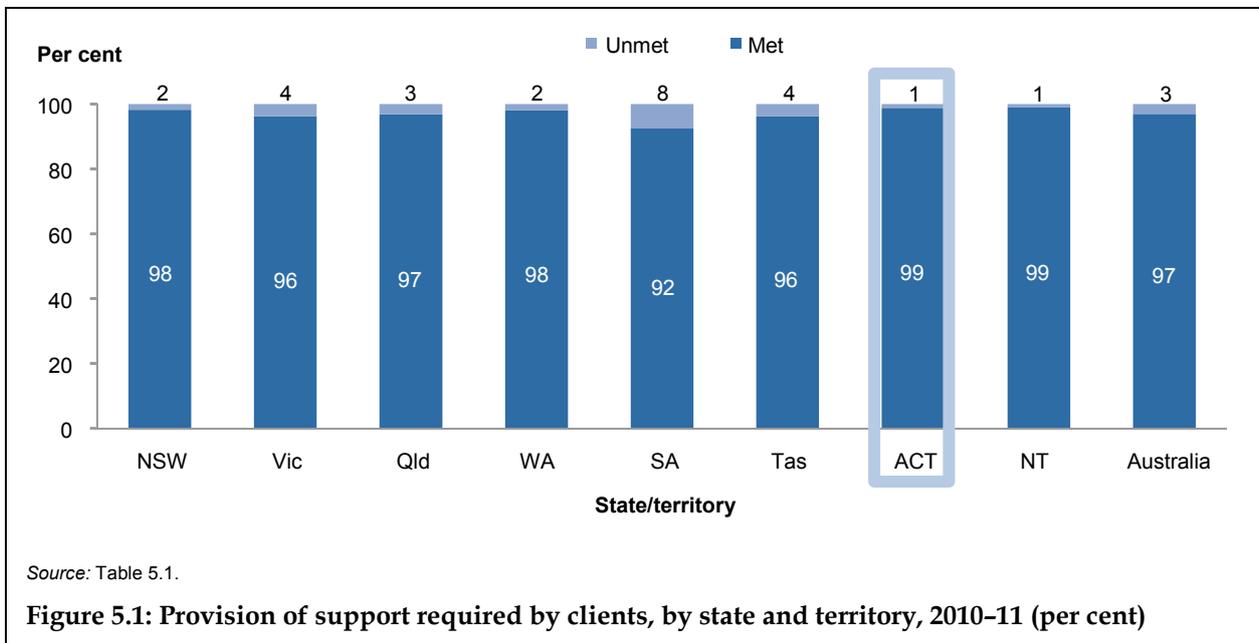
## 4 For how long were people supported?

Clients in the Australian Capital Territory had longer periods of support and accommodation than clients in the other jurisdictions (figures 4.1 and 4.2). They were supported for an average (mean) of 144 days and, when accommodated, were accommodated for an average (mean) of 112 days.



## 5 Were support needs met?

The support needs of service users in the Australian Capital Territory were met in 99% of cases (figures 5.1 and 5.2). Required support remained unmet in just 1% of cases.



**Table 5.1: Provision of support required by clients, by state and territory, 2010–11 (per cent)**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
<b>Housing/accommodation</b>									
Met	96.3	92.1	93.5	96.6	84.9	95.1	97.7	96.8	93.4
Unmet	3.7	7.9	6.5	3.4	15.1	4.9	2.3	3.2	6.6
<b>Total</b>	<b>100.0</b>								
<b>Financial/employment</b>									
Met	97.6	96.5	95.9	96.4	84.9	94.3	98.0	98.9	96.0
Unmet	2.4	3.5	4.1	3.6	15.1	5.7	2.0	1.1	4.0
<b>Total</b>	<b>100.0</b>								
<b>Personal support</b>									
Met	99.1	97.5	97.7	98.2	95.3	96.6	99.4	99.5	97.9
Unmet	0.9	2.5	2.3	1.8	4.7	3.4	0.6	0.5	2.1
<b>Total</b>	<b>100.0</b>								
<b>General support/advocacy</b>									
Met	99.2	98.2	98.8	98.7	97.0	98.0	99.4	99.4	98.6
Unmet	0.8	1.8	1.2	1.3	3.0	2.0	0.6	0.6	1.4
<b>Total</b>	<b>100.0</b>								
<b>Specialist services</b>									
Met	95.4	90.0	92.9	96.2	90.1	79.8	97.6	95.3	93.3
Unmet	4.6	10.0	7.1	3.8	9.9	20.2	2.4	4.7	6.7
<b>Total</b>	<b>100.0</b>								
<b>Basic support/other n.e.s.</b>									
Met	98.9	97.7	98.9	99.5	97.6	98.5	99.7	99.6	98.8
Unmet	1.1	2.3	1.1	0.5	2.4	1.5	0.3	0.4	1.2
<b>Total</b>	<b>100.0</b>								
<b>Total</b>									
Met	98.2	96.3	96.9	98.0	92.4	96.2	98.8	98.9	97.0
Unmet	1.8	3.7	3.1	2.0	7.6	3.8	1.2	1.1	3.0
<b>Total</b>	<b>100.0</b>								

Sources: Table A27; AIHW 2011b, c, d, e, f, g, h, i:Table A27.

**Table 5.2: Provision of support required by accompanying children, by state and territory, 2010–11 (per cent)**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
<b>Accommodation</b>									
Met	96.9	98.5	99.1	98.3	79.8	97.3	99.6	98.9	95.8
Unmet	3.1	1.5	0.9	1.7	20.2	2.7	0.4	1.1	4.2
<b>Total</b>	<b>100.0</b>								
<b>School liaison/child care</b>									
Met	98.1	95.3	97.0	92.1	97.1	98.2	96.9	100.0	96.9
Unmet	1.9	4.7	3.0	7.9	2.9	1.8	3.1	—	3.1
<b>Total</b>	<b>100.0</b>								
<b>Personal support</b>									
Met	98.8	93.4	96.3	91.9	97.7	96.5	98.5	98.9	97.4
Unmet	1.2	6.6	3.7	8.1	2.3	3.5	1.5	1.1	2.6
<b>Total</b>	<b>100.0</b>								
<b>General support/advocacy</b>									
Met	99.3	99.0	98.8	98.3	99.4	99.3	99.6	100.0	99.1
Unmet	0.7	1.0	1.2	1.7	0.6	0.7	0.4	—	0.9
<b>Total</b>	<b>100.0</b>								
<b>Specialist services</b>									
Met	97.3	95.3	93.7	97.8	97.9	94.5	98.3	99.9	97.0
Unmet	2.7	4.7	6.3	2.2	2.1	5.5	1.7	0.1	3.0
<b>Total</b>	<b>100.0</b>								
<b>Basic support/other n.e.s.</b>									
Met	99.3	98.9	98.9	99.5	99.0	99.3	99.9	99.9	99.3
Unmet	0.7	1.1	1.1	0.5	1.0	0.7	0.1	0.1	0.7
<b>Total</b>	<b>100.0</b>								
<b>Total</b>									
Met	98.7	98.2	98.3	98.1	94.8	98.5	99.3	99.7	98.2
Unmet	1.3	1.8	1.7	1.9	5.2	1.5	0.7	0.3	1.8
<b>Total</b>	<b>100.0</b>								

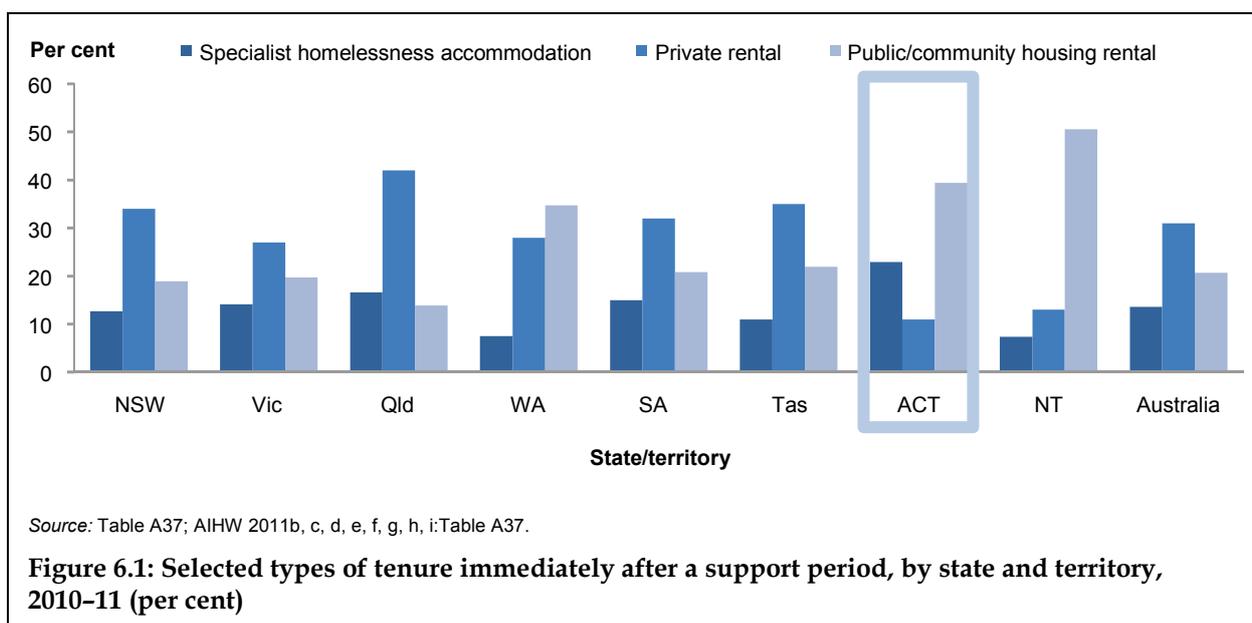
Sources: Table A30; AIHW 2011b, c, d, e, f, g, h, i:Table A30.

## 6 What happened after support?

Generally, client circumstances had improved by the end of a period of support, particularly for those who specifically required assistance with income, employment and housing; and for those supported for longer periods (tables 6.1–6.4 and A32–A41).

Immediately following support, most clients: were unemployed or not in the labour force (80%); were receiving a government pension or benefit as their main source of income (85%); and were living in a house or other dwelling (93%) with some form of tenure (71%) (tables 6.1–6.4).

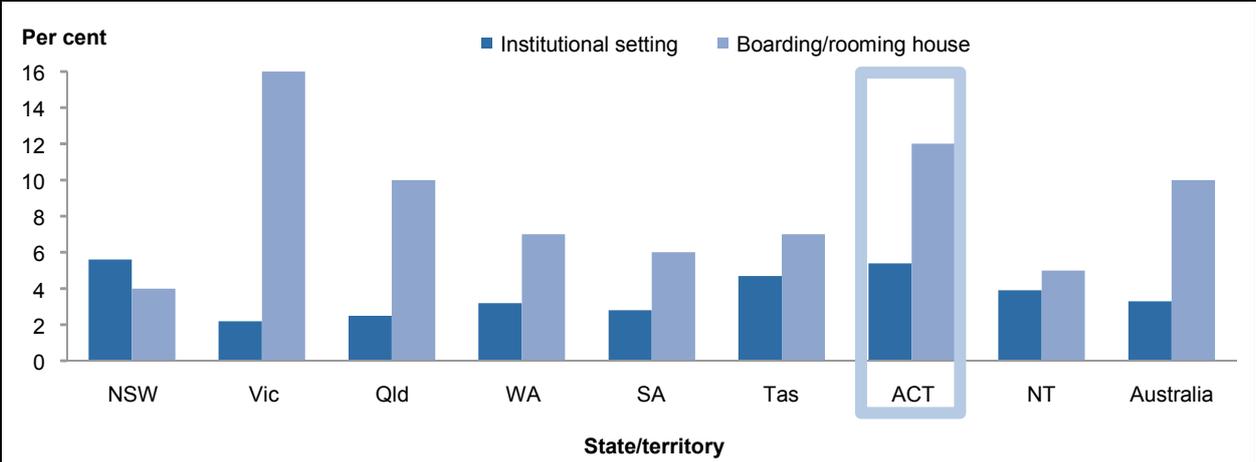
Exiting support to live in either public or community housing or in specialist homelessness accommodation was relatively high in the Australian Capital Territory when compared with other jurisdictions (Figure 6.1) and was an increase from that reported before support (Table A37). This, combined with a relatively low reported level of unmet need for assistance to obtain or maintain independent or supported accommodation (Table A27) and a low level sleeping rough after support (Table 6.3), suggests that clients' social or supported accommodation is generally maintained while they are supported or new accommodation is obtained for clients by the completion of support. The relatively high level moving between agencies for specialist homelessness accommodation, however, may also indicate a lack of exit points into appropriate alternative accommodation. This is further evidenced by the relatively low level of exits to private rental accommodation (Table A37).



Compared with the other jurisdictions, clients in the Australian Capital Territory also exited support in relatively high levels to live:

- in an institutional setting, though this was a decrease from that reported at the start of support
- in a boarding or rooming house and at an increased level from that reported at the start of support (Figure 6.2 and Table A36).

Clients in the Australian Capital Territory were far more likely than those in other jurisdictions to be employed after support – in 20% of closed support periods, close to double the national average of 11% (Figure 6.3 and Table 6.2). This was an improvement from the 15% reported before support and, combined with the relatively low level of unmet need for employment and training assistance (Table A27), suggests that clients’ employment is generally maintained while they are supported or new employment is obtained for clients by the completion of support.



Source: Table A36.

**Figure 6.2: Selected types of house/dwelling immediately after a support period, by state and territory, 2010-11 (per cent)**



Source: Table 6.2.

**Figure 6.3: Employment status immediately after a support period, by state and territory, 2010-11 (per cent)**

**Table 6.1: Closed support periods: main source of income immediately before and after a support period, by state and territory, 2010–11 (per cent)**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
<b>Before</b>									
No income	9.4	6.8	9.6	7.1	7.0	8.3	10.2	6.4	8.0
Government payments	82.1	84.9	84.8	83.0	82.2	88.1	80.7	85.8	83.9
Other	8.5	8.2	5.5	9.9	10.8	3.6	9.1	7.9	8.1
<b>Total</b>	<b>100.0</b>								
<b>After</b>									
No income	6.9	5.2	7.3	4.5	4.5	6.2	4.5	5.5	5.9
Government payments	83.4	86.6	86.4	85.2	84.3	89.4	84.6	85.6	85.5
Other	9.7	8.3	6.3	10.2	11.2	4.4	11.0	8.8	8.6
<b>Total</b>	<b>100.0</b>								

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

**Table 6.2: Closed support periods: employment status in the week before and after a support period, by state and territory, 2010–11 (per cent)**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
<b>Before</b>									
Employed full/part time	9.7	9.6	7.6	10.2	10.6	7.4	14.9	10.0	9.4
Unemployed (looking for work)	19.2	32.6	28.8	26.5	22.6	21.6	19.0	14.1	26.5
Not in labour force	71.1	57.8	63.7	63.3	66.8	71.0	66.0	75.9	64.1
<b>Total</b>	<b>100.0</b>								
<b>After</b>									
Employed full/part time	12.3	10.2	9.4	12.5	12.3	8.6	19.6	11.5	11.0
Unemployed (looking for work)	18.7	33.0	27.4	25.1	22.5	20.7	15.6	13.0	26.2
Not in labour force	69.0	56.8	63.1	62.4	65.1	70.7	64.7	75.6	62.8
<b>Total</b>	<b>100.0</b>								

Sources: Table A34; AIHW 2011b, c, d, e, f, g, h, i:Table A34.

**Table 6.3: Closed support periods: type of house/dwelling immediately before and after a support period, by state and territory, 2010–11 (per cent)**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
<b>Before</b>									
Improvised dwelling/sleeping rough	12.2	11.3	13.2	10.5	8.7	11.7	13.9	11.9	11.6
House/dwelling	81.8	85.6	82.7	86.7	86.3	83.5	75.3	84.7	84.2
Institutional setting	6.0	3.1	4.1	2.8	5.0	4.8	10.8	3.4	4.3
<b>Total</b>	<b>100.0</b>								
<b>After</b>									
Improvised dwelling/sleeping rough	7.9	6.9	5.9	6.0	2.0	4.7	1.9	4.7	6.3
House/dwelling	86.5	90.9	91.6	90.8	95.1	90.7	92.7	91.4	90.4
Institutional setting	5.6	2.2	2.5	3.2	2.8	4.7	5.4	3.9	3.3
<b>Total</b>	<b>100.0</b>								

Sources: Table A36; AIHW 2011b, c, d, e, f, g, h, i:Table A36.

**Table 6.4: Closed support periods: type of tenure immediately after a support period, by state and territory, 2010–11 (per cent)**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
<b>Before</b>									
SAAP/CAP funded accommodation	12.8	9.1	13.4	7.0	10.2	11.5	18.4	5.0	10.7
No tenure	18.2	17.0	17.6	13.9	15.2	15.4	24.4	14.9	17.0
Tenure	69.0	73.9	69.0	79.1	74.6	73.1	57.2	80.1	72.3
<b>Total</b>	<b>100.0</b>								
<b>After</b>									
SAAP/CAP funded accommodation	12.7	14.1	16.6	7.5	15.0	11.0	22.9	7.4	13.6
No tenure	12.6	11.6	8.5	9.9	4.9	7.5	6.6	7.0	10.4
Tenure	74.8	74.3	74.9	82.6	80.0	81.5	70.5	85.7	76.0
<b>Total</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 A37; AIHW 2011b, c, d, e, f, g, h, i:Table A37.

## 7 Changes over time

Between 2006–07 and 2010–11 there has been:

- an increase in the use of specialist homelessness services – from 1 in every 107 people to 1 in 101 people (or from 3,100 people to 3,500 people) (Table A3)
- a slight increase in the age of service users overall from an average (mean) age of 19 to 20; and clients from an average (mean) age of 29 to 31 (tables A7 and A9)
- an initial decrease in the proportion of support periods which included a period of specialist homelessness accommodation (from 56% in 2006–07 to 42% in 2007–08), followed by an increase in 2010–11 (to 48%)
- a decrease in the proportion of people seeking assistance as a result of accommodation-related issues – from 22% to 18% of support periods (Table A19).

# Appendix—ACT additional tables

**Table A1: Funding to agencies, by reporting period, 2006–07 to 2010–11**

Reporting period	Funded agencies (number)	Agreement funding (\$'000)	Additional state/territory funding (\$'000)	Total allocation (\$'000)	Mean funding per agency (\$'000)
2006–07	56	11,251	2,680	13,931	249
2007–08	43	11,740	2,677	14,417	335
2008–09	42	14,720	30	14,750	351
2009–10	42	14,023	1,517	15,540	370
2010–11	42	13,068	3,793	16,860	401

**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 and from 1 July 2010 to 30 June 2011, '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.

Source: Administrative Data Collection.

**Table A2: Agency participation rates and records returned with informed consent and valid consent, by reporting period, 2006–07 to 2010–11**

Reporting period	Participating agencies <sup>(a)</sup> (number)	Agency participation rate <sup>(b)</sup> (%)	Records returned (number)	Records returned with consent (%)	Records returned with valid consent <sup>(c)</sup> (%)
2006–07	50	76.0	2,442	89.8	84.4
2007–08	34	91.2	2,683	87.6	83.7
2008–09	32	96.9	2,662	86.9	81.1
2009–10	32	96.9	2,717	89.6	83.6
2010–11	33	84.8	2,557	93.1	86.8

(a) 'Participating agencies' refers to the number of agencies that should have been participating in the reference period. Refer to AIHW 2011i: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) 'Agency participation rate' = the number of participating agencies which returned data during the reference period ÷ the total number of participating agencies x 100.

(c) 'Valid consent' here refers to records with a valid statistical linkage key (refer to AIHW 2011i: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 2010–11 (number)**

Reporting period	Periods of support	People supported (service users)	Service users per 10,000 population	Rate of service use	Average number of periods of support
2006–07	4,100	3,100	93	1:107	1.33
2007–08	4,900	3,500	102	1:98	1.41
2008–09	4,700	3,500	102	1:98	1.33
2009–10	4,800	3,600	102	1:98	1.32
2010–11	5,000	3,500	99	1:101	1.41

*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. Periods of support figures have been weighted to adjust for agency non-participation.
5. Service user figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: Client Collection; ABS 2011.

**Table A4: Support periods and clients, by reporting period, 2006–07 to 2010–11**

	2006–07	2007–08	2008–09	2009–10	2010–11
Support periods (number)	2,600	2,900	2,700	2,800	3,000
With accommodation (per cent)	56.1	42.0	42.3	43.5	47.6
Without accommodation (per cent)	43.9	58.0	57.7	56.5	52.4
Daily average support periods (number)	600	900	900	800	900
Nightly average support periods with accommodation (number)	200	300	300	300	300
Clients (number)	1,900	2,000	2,000	2,000	2,100
Per 10,000 population aged 10+ years <sup>(a)</sup> (number)	63	65	66	65	65
Clients with only one period of support (per cent)	79.2	73.4	81.2	80.1	78.3
Mean number of support periods per client	1.37	1.49	1.34	1.37	1.46

- (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; <50 nightly support periods with accommodation in 2006–07, 2007–08, 2008–09, 2009–10 and 2010–11.
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 2011.

**Table A5: Accompanying child support periods and accompanying children, by reporting period, 2006–07 to 2010–11**

	2006–07	2007–08	2008–09	2009–10	2010–11
Accompanying child support periods (number)	1,600	1,900	2,000	2,000	2,000
With accommodation <sup>(a)</sup> (per cent)	53.0	39.2	39.7	35.9	39.1
Without accommodation (per cent)	47.0	60.8	60.3	64.1	60.9
Daily average accompanying child support periods (number)	400	600	700	700	700
Nightly average accompanying child support periods with accommodation (number)	200	200	300	300	200
Accompanying children (number)	1,300	1,500	1,500	1,600	1,500
Per 10,000 population aged 0–17 years <sup>(b)</sup> (number)	165	194	196	198	186
Accompanying children with only one period of support (per cent)	87.4	81.6	83.6	81.7	83.2
Mean number of accompanying child support periods per accompanying child	1.21	1.33	1.25	1.28	1.33

(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; <50 nightly accompanying child support periods with accommodation in 2006–07, 2007–08, 2008–09, 2009–10 and 2010–11.
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 2011.

**Table A6: Service users by age and sex, 2010–11 (per cent)**

Age	Percentage of all clients		Percentage of sex group		Total	
	Male	Female	Male	Female	Per cent	Number
Under 15 years	20.1	19.2	43.9	35.4	39.3	1,400
15–19 years	5.2	9.4	11.3	17.3	14.5	500
20–24 years	3.7	7.5	8.0	13.9	11.2	400
25–29 years	3.0	4.9	6.7	9.0	7.9	300
30–34 years	3.4	3.6	7.3	6.6	6.9	200
35–39 years	3.4	3.3	7.3	6.0	6.6	200
40–44 years	2.3	2.4	5.0	4.4	4.7	200
45–49 years	1.9	1.6	4.2	2.9	3.5	100
50–54 years	1.2	0.9	2.6	1.7	2.1	100
55–59 years	0.8	0.9	1.8	1.6	1.7	100
60–64 years	0.6	0.3	1.3	0.6	0.9	<50
65 years and over	0.3	0.3	0.6	0.6	0.6	<50
<i>Total</i>	<i>45.8</i>	<i>54.2</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (number)</b>	<b>1,600</b>	<b>1,900</b>	<b>1,600</b>	<b>1,900</b>	<b>..</b>	<b>3,500</b>
<b>Mean age (years)</b>	<b>..</b>	<b>..</b>	<b>20.4</b>	<b>20.3</b>	<b>..</b>	<b>20.4</b>
<b>Median age (years)</b>	<b>..</b>	<b>..</b>	<b>17</b>	<b>19</b>	<b>..</b>	<b>18</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 A7: Service users: rate per 10,000 population by age and sex and mean and median age by sex, by reporting period, 2006–07 to 2010–11**

Reporting period	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</b>									
2006–07	189	166	69	70	29	12	85	20.2	17
2007–08	229	192	67	71	34	9	96	19.0	16
2008–09	222	152	81	61	26	7	87	18.2	15
2009–10	227	166	76	68	29	4	91	18.3	16
2010–11	211	147	80	76	37	6	91	20.4	17
<b>Female</b>									
2006–07	202	320	138	86	15	1	102	18.7	17
2007–08	224	308	164	91	15	3	108	18.5	18
2008–09	227	304	196	105	25	3	117	20.1	19
2009–10	226	333	187	94	23	6	114	19.6	18
2010–11	211	281	180	89	29	6	107	20.3	19
<b>Total</b>									
2006–07	196	241	103	78	22	6	93	19.4	17
2007–08	227	249	114	81	24	6	102	18.8	17
2008–09	224	226	136	83	26	5	102	19.3	17
2009–10	226	248	129	81	26	5	102	19.0	17
2010–11	211	212	128	82	33	6	99	20.4	18

*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 and accompanying children in the reporting year with the estimated resident population at the start of the reporting year.
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 2011.

**Table A8: Clients by age and sex, 2010–11 (per cent)**

Age	Percentage of all clients		Percentage of sex group		Total	
	Male	Female	Male	Female	Per cent	Number
Under 15 years	0.6	0.8	1.5	1.3	1.4	<50
15–19 years	5.8	13.5	14.0	23.2	19.3	400
20–24 years	6.3	12.9	15.1	22.2	19.2	400
25–29 years	5.2	8.3	12.6	14.3	13.6	300
30–34 years	5.8	6.1	13.8	10.5	11.9	200
35–39 years	5.8	5.6	13.9	9.6	11.4	200
40–44 years	3.9	4.1	9.4	7.0	8.0	200
45–49 years	3.3	2.7	8.0	4.7	6.1	100
50–54 years	2.1	1.6	4.9	2.7	3.6	100
55–59 years	1.4	1.5	3.3	2.5	2.9	100
60–64 years	1.0	0.6	2.4	1.0	1.6	<50
65 years and over	0.5	0.6	1.1	1.0	1.1	<50
<i>Total</i>	<i>41.7</i>	<i>58.3</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (number)</b>	<b>900</b>	<b>1,200</b>	<b>900</b>	<b>1,200</b>	<b>..</b>	<b>2,100</b>
<b>Mean age (years)</b>	<b>..</b>	<b>..</b>	<b>33.2</b>	<b>28.9</b>	<b>..</b>	<b>30.7</b>
<b>Median age (years)</b>	<b>..</b>	<b>..</b>	<b>33</b>	<b>26</b>	<b>..</b>	<b>28</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 0.
2. Clients aged 0–17 years: 200 (100 males, 200 females).
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: Client Collection.

**Table A9: 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 2010-11**

Reporting period	Clients aged 10+ years							All clients	
	10-14 years	15-19 years	20-24 years	25-44 years	45-64 years	65+ years	Total	Mean age (years)	Median age (years)
<b>Male</b>									
2006-07	7	139	69	70	29	12	54	31.6	30
2007-08	7	156	67	71	34	9	57	31.2	29
2008-09	2	108	81	61	26	7	48	31.4	30
2009-10	1	116	76	68	29	4	51	31.3	30
2010-11	4	97	80	76	37	6	55	33.2	33
<b>Female</b>									
2006-07	19	282	138	86	15	1	72	26.3	24
2007-08	4	265	164	91	15	3	74	26.9	24
2008-09	5	252	196	105	25	3	83	28.3	26
2009-10	5	285	187	94	23	6	80	27.8	25
2010-11	4	236	180	89	29	6	75	28.9	26
<b>Total</b>									
2006-07	13	208	103	78	22	6	63	28.6	26
2007-08	6	209	114	81	24	6	65	28.7	26
2008-09	4	178	136	83	26	5	66	29.4	27
2009-10	3	199	129	81	26	5	65	29.1	27
2010-11	4	165	128	82	33	6	65	30.7	28

*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 2011.

**Table A10: Accompanying children by age and sex, 2010–11 (per cent)**

Age	Percentage of all accompanying children		Percentage of sex group		Total	
	Male	Female	Male	Female	Per cent	Number
0–4 years	25.6	23.3	49.7	48.1	48.9	700
5–9 years	11.2	12.3	21.7	25.5	23.5	300
10–14 years	10.5	9.2	20.4	19.0	19.7	300
15–17 years	4.2	3.6	8.2	7.4	7.8	100
<i>Total</i>	<i>51.6</i>	<i>48.4</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (number)</b>	<b>800</b>	<b>700</b>	<b>800</b>	<b>700</b>	<b>..</b>	<b>1,500</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 A11: Accompanying children: rate per 10,000 population aged 0–17 years by age and mean and median age, by reporting period, 2006–07 to 2010–11**

Reporting period	0–4 years	5–9 years	10–14 years	15–17 years	Total	Mean age (years)	Median age (years)
2006–07	292	166	113	57	165	5.8	5
2007–08	345	183	132	71	194	5.7	5
2008–09	328	195	128	86	196	5.9	5
2009–10	335	190	127	88	198	5.7	5
2010–11	301	166	139	85	186	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 2011.

**Table A12: Service users by Aboriginal and Torres Strait Islander status and sex, by reporting period, 2006–07 to 2010–11 (per cent)**

<b>Aboriginal and Torres Strait Islander status</b>	<b>2006–07</b>	<b>2007–08</b>	<b>2008–09</b>	<b>2009–10</b>	<b>2010–11</b>
			<b>Male</b>		
Aboriginal and Torres Strait Islander people	14.5	13.5	16.9	17.7	16.2
Non-Indigenous	85.5	86.5	83.1	82.3	83.8
<b>Total</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>1,400</b>	<b>1,500</b>	<b>1,400</b>	<b>1,500</b>	<b>1,600</b>
			<b>Female</b>		
Aboriginal and Torres Strait Islander people	14.7	17.1	15.6	17.3	16.3
Non-Indigenous	85.3	82.9	84.4	82.7	83.7
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>1,600</b>	<b>1,800</b>	<b>1,900</b>	<b>1,900</b>	<b>1,800</b>
			<b>Total</b>		
Aboriginal and Torres Strait Islander people	14.6	15.4	16.1	17.4	16.3
Non-Indigenous	85.4	84.6	83.9	82.6	83.7
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>3,000</b>	<b>3,300</b>	<b>3,300</b>	<b>3,500</b>	<b>3,400</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 100 in 2006–07; 200 in 2007–08; 200 in 2008–09; 100 in 2009–10; 200 in 2010–11.
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: Clients by Aboriginal and Torres Strait Islander status and sex, by reporting period, 2006–07 to 2010–11 (per cent)**

Aboriginal and Torres Strait Islander status	2006–07	2007–08	2008–09	2009–10	2010–11
<b>Male</b>					
Aboriginal and Torres Strait Islander people	11.2	10.5	11.2	14.1	12.5
Non-Indigenous	88.8	89.5	88.8	85.9	87.5
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>800</b>	<b>800</b>	<b>700</b>	<b>800</b>	<b>800</b>
<b>Female</b>					
Aboriginal and Torres Strait Islander people	14.5	15.8	14.0	16.2	15.3
Non-Indigenous	85.5	84.2	86.0	83.8	84.7
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>1,000</b>	<b>1,100</b>	<b>1,200</b>	<b>1,200</b>	<b>1,100</b>
<b>Total</b>					
Aboriginal and Torres Strait Islander people	13.1	13.5	13.0	15.4	14.1
Non-Indigenous	86.9	86.5	87.0	84.6	85.9
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>1,800</b>	<b>1,900</b>	<b>1,900</b>	<b>2,000</b>	<b>1,900</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 100 in 2006–07, 2007–08, 2008–09, 2009–10 and 2010–11.
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: Accompanying children by Aboriginal and Torres Strait Islander status, by reporting period, 2006–07 to 2010–11 (per cent)**

Aboriginal and Torres Strait Islander status	2006–07	2007–08	2008–09	2009–10	2010–11
Aboriginal and Torres Strait Islander people	16.9	17.9	20.2	20.1	19.2
Non-Indigenous	83.1	82.1	79.8	79.9	80.8
<b>Total</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>1,200</b>	<b>1,400</b>	<b>1,400</b>	<b>1,500</b>	<b>1,400</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 100 in 2006–07, 2007–08, 2008–09, 2009–10 and 2010–11.
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: Service users: 5 most common countries of birth in 2010–11, by reporting period, 2006–07 to 2010–11 (per cent)**

Country of birth	2006–07 <sup>(a)</sup>	2007–08 <sup>(b)</sup>	2008–09 <sup>(a)</sup>	2009–10 <sup>(c)</sup>	2010–11
Australia (including external territories)	86.6	83.9	81.9	83.3	84.6
Sudan	3.0	3.9	4.4	3.5	2.8
New Zealand	1.0	1.4	1.8	1.7	1.4
China	0.3	0.2	0.6	0.5	1.0
Samoa	0.2	0.4	0.4	0.6	0.6
Other	8.9	10.3	10.9	10.4	9.7
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>3,000</b>	<b>3,400</b>	<b>3,400</b>	<b>3,500</b>	<b>3,400</b>

(a) In 2006–07 and 2008–09 the 5 most common countries of birth were Australia, Sudan, New Zealand, Iraq and Sierra Leone (with varying orders of precedence).

(b) In 2007–08 the 5 most common countries of birth were Australia, Sudan, New Zealand, Iraq and England.

(c) In 2008–09 the 5 most common countries of birth were Australia, Sudan, New Zealand, Philippines and Sierra Leone.

*Notes*

1. Number excluded due to errors and omissions (weighted): 100 in 2006–07, 2007–08, 2008–09, 2009–10 and 2010–11.

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: Clients: 5 most common countries of birth in 2010–11, by reporting period, 2006–07 to 2010–11 (per cent)**

Country of birth	2006–07 <sup>(a)</sup>	2007–08 <sup>(b)</sup>	2008–09 <sup>(c)</sup>	2009–10 <sup>(d)</sup>	2010–11
Australia (including external territories)	84.1	81.6	78.5	78.9	79.8
Sudan	2.5	3.3	4.0	4.0	3.7
China	0.4	0.4	0.9	0.7	1.3
New Zealand	0.8	1.1	1.0	1.5	1.2
Philippines	0.8	0.8	1.0	1.3	0.8
Other	11.3	12.8	14.7	13.7	13.2
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>1,800</b>	<b>1,900</b>	<b>1,900</b>	<b>2,000</b>	<b>2,000</b>

(a) In 2006–07 the 5 most common countries of birth were Australia, Sudan, England, New Zealand and Philippines.

(b) In 2007–08 the 5 most common countries of birth were Australia, Sudan, England, New Zealand and Iraq.

(c) In 2008–09 the 5 most common countries of birth were Australia, Sudan, Sierra Leone, Iraq and Philippines.

(d) In 2009–10 the 5 most common countries of birth were Australia, Sudan, New Zealand, Philippines and Vietnam.

*Notes*

1. Number excluded due to errors and omissions (weighted): <50 in 2006–07; <50 in 2007–08; 100 in 2008–09; 100 in 2009–10; 100 in 2010–11.

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 A17: Accompanying children: 5 most common countries of birth in 2010–11, by reporting period, 2006–07 to 2010–11 (per cent)**

Country of birth	2006–07 <sup>(a)</sup>	2007–08 <sup>(a)</sup>	2008–09 <sup>(b)</sup>	2009–10 <sup>(c)</sup>	2010–11
Australia (including external territories)	90.3	86.9	86.5	89.0	91.2
New Zealand	1.3	1.7	3.0	2.0	1.7
Sudan	3.8	4.6	4.9	2.9	1.6
China	0.1	—	0.2	0.2	0.6
Samoa	—	0.4	—	0.3	0.5
Other	4.5	6.4	5.4	5.5	4.5
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>1,200</b>	<b>1,500</b>	<b>1,500</b>	<b>1,500</b>	<b>1,400</b>

(a) In 2006–07 and 2007–08 the 5 most common countries of birth were Australia, Sudan, New Zealand, Iraq and Kenya (with varying orders of precedence).

(b) In 2008–09 the 5 most common countries of birth were Australia, Sudan, New Zealand, Sierra Leone and Vietnam.

(c) In 2009–10 the 5 most common countries of birth were Australia, Sudan, New Zealand, Sierra Leone and Papua New Guinea.

*Notes*

1. Number excluded due to errors and omissions (weighted): <50 in 2006–07, 2007–08, 2008–09, 2009–10 and 2010–11.

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 A18: Support periods: client group, by reporting period, 2006–07 to 2010–11 (per cent)**

Client group	2006–07	2007–08	2008–09	2009–10	2010–11
Male alone, under 25	12.9	13.9	10.3	10.5	9.9
Male alone, 25+	18.3	18.7	14.0	16.5	21.2
Female alone, under 25	20.7	15.7	15.9	17.4	16.2
Female alone, 25+	7.5	5.0	9.0	9.3	11.1
Couple no children	3.0	2.5	4.0	2.2	1.7
Couple with children	8.9	13.2	12.7	10.9	7.3
Male with children	4.1	2.3	3.1	5.0	6.0
Female with children	24.0	26.4	28.1	25.9	24.5
Other	0.5	2.3	2.7	2.3	2.1
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>2,450</b>	<b>2,900</b>	<b>2,600</b>	<b>2,700</b>	<b>2,900</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 100 in 2006–07, 2007–08, 2008–09, 2009–10 and 2010–11.

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: Support periods: main reason for seeking assistance, by reporting period, 2006–07 to 2010–11 (per cent)**

Main reason for seeking assistance	2006–07	2007–08	2008–09	2009–10	2010–11
<i>Interpersonal relationships</i>	47.1	43.2	46.1	43.8	46.1
Time out from family/other situation	7.0	4.9	5.1	4.9	5.8
Relationship/family breakdown	16.4	16.3	16.8	19.4	22.6
Interpersonal conflict	4.4	5.2	4.7	3.3	2.1
Sexual abuse	0.7	0.4	0.7	0.8	0.7
Domestic/family violence	16.3	14.7	17.6	14.3	13.3
Physical/emotional abuse	2.3	1.7	1.3	1.2	1.6
<i>Financial</i>	7.0	9.9	8.4	7.9	7.3
Gambling	0.3	0.3	0	0.1	—
Budgeting problems	1.4	1.7	1.0	1.7	1.4
Rent too high	2.3	2.6	3.1	2.3	2.5
Other financial difficulty	3.0	5.3	4.3	3.7	3.4
<i>Accommodation</i>	21.7	20.6	22.7	18.4	17.9
Overcrowding issues	6.2	5.8	5.5	4.4	3.8
Eviction/asked to leave	8.8	6.8	7.5	7.1	5.6
Emergency accommodation ended	2.5	2.7	4.4	2.0	1.6
Previous accommodation ended	4.2	5.2	5.3	4.8	7.0
<i>Health</i>	9.7	9.8	7.6	9.6	9.8
Mental health issues	3.2	3.0	3.0	3.7	3.8
Problematic drug/alcohol/substance use	3.9	3.5	2.2	2.9	2.9
Psychiatric illness	1.0	0.8	0.7	0.8	0.7
Other health issues	1.5	2.4	1.7	2.2	2.4
<i>Other reasons</i>	14.5	16.5	15.2	20.3	19.0
Gay/lesbian/transgender issues	—	—	0.1	0.1	—
Recently left institution	1.5	2.1	2.7	4.0	5.3
Recent arrival to area with no means of support	3.8	3.7	3.2	4.0	2.5
Itinerant	2.8	2.2	2.3	1.9	1.9
Other	6.5	8.5	6.9	10.4	9.2
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>2,500</b>	<b>2,800</b>	<b>2,600</b>	<b>2,600</b>	<b>2,900</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 100 in 2006–07; 100 in 2007–08; 100 in 2008–09; 200 in 2009–10; 100 in 2010–11.
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 A20: Support periods: main reason for seeking assistance, by client group, 2010–11 (per cent)**

<b>Main reason for seeking assistance</b>	<b>Male alone under 25</b>	<b>Male alone 25+</b>	<b>Female alone under 25</b>	<b>Female alone 25+</b>	<b>Couple no children</b>	<b>Couple with children</b>	<b>Male with children</b>	<b>Female with children</b>	<b>Other</b>
<i>Interpersonal relationships</i>	57.4	27.6	56.7	38.4	26.7	16.9	73.3	55.4	48.2
Time out from family/ other situation	8.8	7.5	10.0	3.8	5.5	2.8	3.6	2.3	8.7
Relationship/family breakdown	40.5	16.0	33.5	7.6	14.4	6.0	62.4	16.4	28.7
Interpersonal conflict	3.8	1.9	3.1	2.1	2.8	2.4	0.7	1.3	—
Sexual abuse	—	—	0.9	2.3	—	—	—	0.9	—
Domestic/family violence	4.3	0.9	8.6	20.0	4.1	5.7	3.7	31.6	10.8
Physical/emotional abuse	—	1.3	0.6	2.5	—	—	2.9	2.8	—
<i>Financial</i>	3.3	4.5	3.0	5.5	12.4	22.2	6.6	11.4	—
Gambling	—	—	—	—	—	—	—	—	—
Budgeting problems	1.9	0.9	0.3	1.2	3.0	3.7	0.7	2.2	—
Rent too high	0.5	0.8	0.5	2.5	—	9.7	3.6	4.1	—
Other financial difficulty	0.9	2.9	2.2	1.9	9.4	8.7	2.3	5.1	—
<i>Accommodation</i>	11.4	13.5	23.6	15.2	30.3	32.9	15.1	17.2	21.9
Overcrowding issues	4.3	0.8	2.6	2.4	2.7	11.5	5.0	5.8	—
Eviction/asked to leave	1.0	4.4	8.2	2.7	18.1	10.3	5.0	5.4	14.9
Emergency accommodation ended	0.6	2.3	1.4	2.2	—	0.6	1.4	1.3	2.1
Previous accommodation ended	5.5	6.1	11.4	7.9	9.5	10.5	3.6	4.7	4.9
<i>Health</i>	4.5	12.3	5.6	24.9	9.0	9.9	0.7	8.4	3.2
Mental health issues	1.4	2.8	2.5	16.3	2.7	2.4	0.7	2.6	—
Problematic drug/ alcohol/substance use	2.6	6.1	1.6	3.6	—	2.0	—	1.9	—
Psychiatric illness	0.5	1.4	0.6	1.4	—	—	—	0.4	3.2
Other health issues	—	2.0	0.9	3.5	6.3	5.5	—	3.7	—
<i>Other reasons</i>	23.4	42.1	11.1	15.9	21.5	18.0	4.3	7.6	26.7
Gay/lesbian/ transgender issues	—	—	—	—	—	—	—	—	—
Recently left institution	9.4	13.8	2.2	5.7	—	3.6	0.7	1.0	2.3
Recent arrival to area with no means of support	3.9	3.7	2.4	1.5	—	5.2	1.4	1.4	—
Itinerant	1.0	3.2	2.9	—	18.4	0.6	—	1.5	—
Other	9.1	21.5	3.6	8.7	3.1	8.6	2.2	3.7	24.4
<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>300</b>	<b>600</b>	<b>500</b>	<b>300</b>	<b>&lt;50</b>	<b>200</b>	<b>200</b>	<b>700</b>	<b>100</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 300.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: Client Collection.

**Table A21: Closed support periods: length of support, by reporting period, 2006–07 to 2010–11 (per cent)**

Length of support	2006–07	2007–08	2008–09	2009–10	2010–11
1 week or less	23.8	19.7	15.7	16.2	16.4
>1 week–1 month	21.2	19.9	20.0	19.1	20.0
>1–3 months	25.7	27.4	22.0	23.2	24.3
>3–6 months	12.5	11.9	15.1	14.0	17.0
>6 months	16.8	21.1	27.2	27.5	22.3
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>2,000</b>	<b>1,900</b>	<b>1,900</b>	<b>2,000</b>	<b>2,100</b>
<b>Mean length (days)</b>	<b>105</b>	<b>121</b>	<b>163</b>	<b>180</b>	<b>144</b>
<b>Median length (days)</b>	<b>36</b>	<b>46</b>	<b>61</b>	<b>61</b>	<b>52</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 A22: Closed support periods: mean and median length of support by client group, by reporting period, 2006–07 to 2010–11 (days)**

Client group	Mean					Median				
	2006–07	2007–08	2008–09	2009–10	2010–11	2006–07	2007–08	2008–09	2009–10	2010–11
Male alone, under 25	134	94	178	174	140	30	35	56	42	38
Male alone, 25+	64	66	59	49	49	19	19	26	21	18
Female alone, under 25	99	123	153	164	146	27	48	45	60	44
Female alone, 25+	80	122	118	158	117	41	75	35	56	53
Couple no children	130	111	140	322	177	73	52	45	133	57
Couple with children	122	170	268	181	211	39	101	198	110	137
Male with children	131	210	224	218	401	78	106	158	120	218
Female with children	145	160	173	165	175	69	82	100	90	106
Other	185	89	212	327	249	307	57	188	292	101

*Notes*

1. Number excluded due to errors and omissions (weighted): <50 in 2006–07; <50 in 2007–08; 100 in 2008–09; <50 in 2009–10; 100 in 2010–11.
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 A23: Closed support periods in which clients were accommodated: total length of accommodation, by reporting period, 2006–07 to 2010–11 (per cent)**

Length of accommodation	2006–07	2007–08	2008–09	2009–10	2010–11
1 day to 1 week	28.5	19.0	16.3	22.9	22.7
>1 week–1 month	29.5	26.4	26.7	23.5	28.1
>1–3 months	21.9	26.4	22.0	22.5	19.1
>3–6 months	8.3	11.2	12.9	11.1	10.3
>6 months	11.8	17.1	22.0	19.9	19.8
<b>Total</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>1,200</b>	<b>900</b>	<b>800</b>	<b>900</b>	<b>1,100</b>
<b>Mean length (days)</b>	<b>71</b>	<b>96</b>	<b>124</b>	<b>133</b>	<b>112</b>
<b>Median length (days)</b>	<b>21</b>	<b>35</b>	<b>38</b>	<b>32</b>	<b>27</b>
<b>Accommodation starting and ending on the same date (number)</b>	<b>&lt;50</b>	<b>&lt;50</b>	<b>&lt;50</b>	<b>&lt;50</b>	<b>&lt;50</b>
<b>Total closed support periods with accommodation (number)</b>	<b>1,200</b>	<b>900</b>	<b>800</b>	<b>900</b>	<b>1,100</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): <50 in 2006–07, 2007–08, 2008–09, 2009–10 and 2010–11.
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 A24: Closed support periods in which clients were accommodated: mean and median length of accommodation by client group, by reporting period, 2006–07 to 2010–11 (days)**

Client group	Mean					Median				
	2006–07	2007–08	2008–09	2009–10	2010–11	2006–07	2007–08	2008–09	2009–10	2010–11
Male alone, under 25	58	63	110	132	123	21	27	41	30	30
Male alone, 25+	20	32	28	30	32	8	18	18	20	14
Female alone, under 25	68	77	116	110	116	16	23	28	50	28
Female alone, 25+	73	111	136	55	95	36	59	25	11	30
Couple no children	58	109	228	234	180	21	110	16	122	111
Couple with children	164	216	246	197	249	136	188	230	164	192
Male with children	250	206	260	559	329	222	140	232	458	253
Female with children	124	140	143	180	201	61	90	77	113	133
Other	203	75	172	452	61	258	31	99	571	58

*Notes*

1. Number excluded due to errors and omissions (weighted): <50 in 2006–07; <50 in 2007–08; <50 in 2008–09; <50 in 2009–10; 100 in 2010–11.
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 A25: Closed support periods: type of support required by clients, by reporting period, 2006–07 to 2010–11 (per cent)**

Type of support	2006–07	2007–08	2008–09	2009–10	2010–11
<i>Housing/accommodation</i>	88.5	83.2	87.0	80.1	84.5
SAAP/CAP accommodation <sup>(a)</sup>	69.3	58.9	53.7	58.0	61.7
Assistance to obtain/maintain short-term accommodation	16.7	16.2	26.8	26.5	30.2
Assistance to obtain/maintain medium-term accommodation	21.4	21.7	24.0	29.4	34.1
Assistance to obtain/maintain independent housing	54.0	52.2	52.2	48.8	55.5
<i>Financial/employment</i>	53.7	53.2	48.5	59.1	61.3
Assistance to obtain/maintain government allowance	15.9	14.5	16.0	19.5	20.6
Employment and training assistance	15.3	14.8	12.2	13.9	13.9
Financial assistance/material aid	44.8	41.8	40.0	46.0	41.3
Financial counselling and support	11.8	16.4	17.6	22.3	25.9
<i>Personal support</i>	71.2	74.7	73.2	74.4	77.6
Incest/sexual assault	3.6	3.2	2.1	2.2	2.7
Domestic/family violence	21.1	18.7	17.5	19.1	18.7
Family/relationship	27.6	39.5	33.6	33.8	40.0
Emotional support	67.6	62.6	65.7	71.1	75.2
Assistance with problem gambling	0.3	0.9	1.0	0.7	0.2
<i>General support/advocacy</i>	79.7	85.9	80.1	83.3	85.2
Living skills/personal development	42.3	46.0	35.6	36.2	36.8
Assistance with legal issues/court support	13.4	14.4	14.8	13.6	11.8
Advice/information	70.8	78.1	74.1	78.4	81.4
Retrieval/storage/removal of belongings	23.4	19.6	18.0	23.4	32.1
Advocacy/liason on behalf of client	50.2	48.9	47.9	53.7	64.2
<i>Specialist services</i>	47.9	44.2	39.7	43.1	45.8
Psychological services	9.1	7.3	6.8	11.0	13.1
Specialist counselling services	11.6	12.9	11.5	6.7	7.4
Psychiatric services	4.1	10.9	7.7	3.9	3.6
Pregnancy support	9.4	10.5	8.8	9.9	8.8
Family planning support	5.4	5.9	5.5	5.4	7.4
Drug/alcohol support or intervention	11.8	11.2	9.3	14.0	15.4
Physical disability services	0.7	0.4	0.5	0.9	0.6
Intellectual disability services	0.7	1.1	0.5	1.0	1.2
Culturally specific services	6.0	7.1	6.5	10.7	8.1
Interpreter services	1.5	1.6	1.3	1.8	1.2
Assistance with immigration services	0.9	1.6	1.9	2.0	1.7
Health/medical services	34.5	33.3	29.5	29.6	32.1
<i>Basic support/other n.e.s.</i>	64.4	62.9	62.5	70.8	67.2
Meals	47.9	41.6	36.9	43.9	50.3
Laundry/shower facilities	50.5	43.7	41.4	41.4	46.1
Recreation	44.4	38.3	32.0	33.8	36.8
Transport	41.1	51.2	43.2	45.0	49.1
Other	2.5	3.7	5.9	13.7	5.0
<i>No needs recorded</i>	0.1	0.4	0.3	0.5	1.0
<b>Total (number)</b>	<b>1,900</b>	<b>1,800</b>	<b>1,800</b>	<b>1,900</b>	<b>2,000</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): 100 in 2006–07, 2007–08, 2008–09, 2009–10 and 2010–11.
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 A26: Closed support periods: type of support required by clients, by client group, 2010–11 (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>	87.7	93.7	80.8	80.3	79.3	87.6	86.5	85.2	71.0
SAAP/CAP accommodation <sup>(a)</sup>	80.5	82.7	65.6	55.6	45.8	50.7	23.1	53.2	35.6
Assistance to obtain/maintain short-term accommodation	35.4	63.5	17.7	15.0	37.3	26.9	14.7	25.9	21.7
Assistance to obtain/maintain medium-term accommodation	38.9	59.1	23.9	18.1	37.7	27.4	7.8	41.9	30.2
Assistance to obtain/maintain independent housing	52.9	60.1	51.1	48.6	54.7	62.8	71.8	71.1	10.9
<i>Financial/employment</i>	66.9	61.4	56.4	60.3	95.1	72.7	28.2	74.3	64.7
Assistance to obtain/maintain government allowance	31.5	14.9	31.1	15.7	13.9	18.4	6.7	27.5	18.6
Employment and training assistance	18.6	16.0	14.8	10.4	18.4	16.2	3.3	18.2	8.0
Financial assistance/material aid	40.2	8.2	41.6	51.8	90.1	65.5	11.4	65.5	41.3
Financial counselling and support	26.7	51.8	7.3	12.4	10.3	38.2	11.3	33.0	8.6
<i>Personal support</i>	68.4	73.2	69.6	93.9	70.9	82.8	94.4	90.5	69.6
Incest/sexual assault	—	—	4.1	4.4	6.8	1.6	1.1	5.8	—
Domestic/family violence	4.4	—	16.3	23.2	13.8	12.7	6.9	47.1	8.6
Family/relationship	35.7	60.2	27.6	28.7	30.9	38.2	50.5	47.3	22.0
Emotional support	66.6	72.5	64.0	92.4	70.9	80.3	91.1	88.7	69.6
Assistance with problem gambling	—	—	0.4	—	—	—	—	0.7	—
<i>General support/advocacy</i>	92.7	83.2	78.9	91.0	85.9	83.5	95.5	93.8	85.2
Living skills/personal development	57.7	60.0	47.1	21.4	13.9	25.4	8.0	33.8	38.7
Assistance with legal issues/court support	5.3	1.6	8.4	19.9	16.6	11.5	18.2	23.2	15.9
Advice/information	88.4	81.6	73.4	89.3	85.9	80.2	89.7	90.6	72.4
Retrieval/storage/removal of belongings	52.6	61.5	35.5	27.5	29.6	16.2	4.4	22.1	9.7
Advocacy/liaison on behalf of client	61.9	65.1	56.9	64.8	81.0	66.2	55.9	81.0	61.2
<i>Specialist services</i>	49.9	59.4	44.0	48.0	63.2	51.8	14.5	51.1	20.0
Psychological services	16.7	17.4	17.7	9.6	5.0	9.8	5.6	13.6	6.3
Specialist counselling services	4.2	1.2	6.9	10.4	4.9	10.3	1.1	15.1	—
Psychiatric services	1.1	0.3	4.1	6.5	—	4.1	—	6.1	—
Pregnancy support	1.1	0.5	11.8	6.9	20.6	18.8	—	20.2	7.4
Family planning support	2.1	0.5	7.5	3.3	8.9	15.3	—	18.2	10.0
Drug/alcohol support or intervention	23.4	42.6	7.6	14.8	4.9	9.0	1.1	9.0	—
Physical disability services	—	—	0.5	2.6	—	1.6	1.1	1.0	—
Intellectual disability services	2.5	—	1.7	2.4	—	1.8	—	1.7	—
Culturally specific services	1.1	2.0	5.4	11.9	17.0	18.6	2.2	16.4	—
Interpreter services	—	0.4	—	3.1	—	3.2	—	2.8	—
Assistance with immigration services	0.8	0.5	1.0	2.9	—	5.5	—	2.8	3.7
Health/medical services	27.7	50.2	25.8	28.7	53.5	37.3	3.3	39.3	3.1
<i>Basic support/other n.e.s.</i>	82.1	78.0	63.7	72.3	76.5	64.6	37.2	68.1	93.1
Meals	71.5	76.3	49.4	44.1	25.6	37.8	23.4	39.9	44.5
Laundry/shower facilities	68.1	73.7	49.8	50.1	39.8	29.8	4.4	33.8	28.2
Recreation	51.6	59.5	22.1	30.9	18.8	35.5	2.2	41.2	35.1
Transport	68.9	63.2	51.1	35.3	61.9	40.8	20.4	53.7	50.8
Other	10.4	—	9.5	1.7	4.5	5.5	9.2	2.9	65.8
<i>No needs recorded</i>	1.4	1.0	2.9	—	—	—	—	0.8	—
<b>Total (number)</b>	<b>200</b>	<b>400</b>	<b>300</b>	<b>200</b>	<b>&lt;50</b>	<b>200</b>	<b>100</b>	<b>500</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): 100 (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 A27: Type of support required by clients in closed support periods, by provision, 2010–11**

**Part a: Individual types of support (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>	1.2	11.4	12.6	81.5	5.9	87.4	100.0	1,200
Assistance to obtain/maintain short-term accommodation	1.5	9.5	11.0	24.4	64.6	89.0	100.0	600
Assistance to obtain/maintain medium-term accommodation	4.1	12.3	16.4	27.9	55.7	83.6	100.0	700
Assistance to obtain/maintain independent housing	2.8	15.7	18.5	35.6	45.8	81.4	100.0	1,100
<i>Financial/employment</i>								
Assistance to obtain/maintain government allowance	0.3	7.4	7.7	49.0	43.3	92.3	100.0	400
Employment and training assistance	5.5	16.0	21.5	23.9	54.6	78.5	100.0	300
Financial assistance/material aid	1.8	2.7	4.5	59.7	35.8	95.5	100.0	800
Financial counselling and support	1.8	15.6	17.4	56.2	26.4	82.6	100.0	500
<i>Personal support</i>								
Incest/sexual assault	2.1	31.9	34.0	19.1	46.8	65.9	100.0	100
Domestic/family violence	1.9	10.3	12.2	52.8	35.0	87.8	100.0	400
Family/relationship	0.7	5.3	6.0	67.4	26.6	94.0	100.0	800
Emotional support	0.2	0.3	0.5	81.7	17.8	99.5	100.0	1,500
Assistance with problem gambling	—	25.0	25.0	50.0	25.0	75.0	100.0	<50
<i>General support/advocacy</i>								
Living skills/personal development	1.4	2.1	3.5	83.0	13.5	96.5	100.0	700
Assistance with legal issues/court support	2.0	27.2	29.2	37.6	33.2	70.8	100.0	200
Advice/information	0.4	0.7	1.1	61.2	37.6	98.8	100.0	1,600
Retrieval/storage/removal of belongings	0.2	0.5	0.7	93.1	6.2	99.3	100.0	600
Advocacy/liaison on behalf of client	0.2	1.0	1.2	56.3	42.5	98.8	100.0	1,300
<i>Specialist services</i>								
Psychological services	1.8	42.0	43.8	22.3	33.9	56.2	100.0	300
Specialist counselling services	2.4	65.4	67.8	11.0	21.3	32.3	100.0	100
Psychiatric services	8.2	77.0	85.2	8.2	6.6	14.8	100.0	100
Pregnancy support	2.0	15.3	17.3	16.0	66.7	82.7	100.0	200
Family planning support	6.3	14.2	20.5	22.8	56.7	79.5	100.0	100
Drug/alcohol support or intervention	2.7	7.6	10.3	12.5	77.3	89.8	100.0	300
Physical disability services	—	45.5	45.5	9.1	45.5	54.6	100.0	<50
Intellectual disability services	5.0	45.0	50.0	20.0	30.0	50.0	100.0	<50
Culturally specific services	—	16.5	16.5	32.4	51.1	83.5	100.0	200
Interpreter services	4.8	33.3	38.1	38.1	23.8	61.9	100.0	<50
Assistance with immigration issues	—	20.7	20.7	20.7	58.6	79.3	100.0	<50
Health/medical services	1.8	37.5	39.3	9.5	51.2	60.7	100.0	600
<i>Basic support/other n.e.s.</i>								
Meals	0.1	2.2	2.3	86.5	11.1	97.6	100.0	1,000
Laundry/shower facilities	0.1	3.7	3.8	93.7	2.5	96.2	100.0	900
Recreation	0.5	0.8	1.3	89.8	8.9	98.7	100.0	700
Transport	0.4	0.8	1.2	90.4	8.5	98.9	100.0	1,000
Other	1.2	—	1.2	91.9	7.0	98.9	100.0	100

(continued)

**Table A27 (continued): Type of support required by clients in closed support periods, by provision, 2010–11**

**Part b: Broad types of support (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	2.3	12.6	14.9	47.9	37.2	85.1	100.0	3,700	1,700
Financial/ employment	2.0	8.7	10.7	51.8	37.5	89.3	100.0	2,100	1,200
Personal support	0.6	3.8	4.4	72.2	23.3	95.5	100.0	2,800	1,600
General support/ advocacy	0.6	2.4	3.0	66.7	30.4	97.1	100.0	4,600	1,700
Specialist services	2.4	31.4	33.8	15.7	50.4	66.1	100.0	2,000	900
Basic support/ other n.e.s.	0.3	1.9	2.2	90.1	7.8	97.9	100.0	3,800	1,400
<b>Total (%)</b>	<b>1.2</b>	<b>8.3</b>	<b>9.5</b>	<b>61.4</b>	<b>29.1</b>	<b>90.5</b>	<b>100.0</b>	..	..
<b>Total (number)</b>	<b>200</b>	<b>1,600</b>	<b>1,800</b>	<b>11,600</b>	<b>5,500</b>	<b>17,100</b>	..	<b>18,900</b>	<b>2,000</b>

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

Notes for tables A27 and A28

1. Number excluded due to errors and omissions (weighted) (closed support periods with no information on support requirements or provision): 100 in 2009–10 and 2010–11.
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 A28: Broad types of support required in closed support periods, by provision, 2009–10 (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	2.5	11.2	13.7	53.2	33.1	86.3	100.0	3,100	1,500
Financial/ employment	1.9	9.8	11.7	52.8	35.5	88.3	100.0	1,900	1,100
Personal support	1.4	3.6	5.0	71.1	23.9	95.0	100.0	2,400	1,400
General support/ advocacy	1.1	2.8	3.9	69.1	27.0	96.1	100.0	3,900	1,600
Specialist services	2.5	39.6	42.1	17.9	40.0	57.9	100.0	1,800	800
Basic support/ other n.e.s.	0.9	1.8	2.7	92.5	4.8	97.3	100.0	3,400	1,300
<b>Total (%)</b>	<b>1.6</b>	<b>9.2</b>	<b>10.8</b>	<b>63.6</b>	<b>25.6</b>	<b>89.2</b>	<b>100.0</b>	..	..
<b>Total (number)</b>	<b>300</b>	<b>1,500</b>	<b>1,800</b>	<b>10,500</b>	<b>4,200</b>	<b>14,700</b>	..	<b>16,500</b>	<b>1,900</b>

**Table A29: Closed accompanying child support periods: type of support required by accompanying children, by reporting period, 2006–07 to 2010–11 (per cent)**

Type of support	2006–07	2007–08	2008–09	2009–10	2010–11
<i>Accommodation</i>	79.3	65.6	65.6	60.0	62.3
SAAP/CAP accommodation <sup>(a)</sup>	79.3	65.6	65.6	60.0	62.3
<i>School liaison/child care</i>	26.7	28.2	25.9	30.1	25.9
School liaison	11.2	12.4	14.5	15.1	13.5
Child care	17.9	18.1	15.5	18.5	15.3
<i>Personal support</i>	37.7	37.5	31.7	37.4	31.1
Help with behavioural problems	14.3	18.4	14.1	16.0	13.3
Sexual/physical abuse support	4.6	3.5	3.9	2.5	3.2
Skills education	13.7	19.4	14.7	19.5	15.2
Structured play/skill development	31.5	29.7	25.5	26.9	19.3
<i>General support/advocacy</i>	50.6	56.6	58.4	68.1	62.8
Access arrangements	12.9	11.1	9.0	13.4	9.8
Advice/information	34.7	41.5	43.7	50.9	46.3
Advocacy	35.3	43.0	44.7	59.3	55.2
<i>Specialist services</i>	30.2	35.2	29.0	37.7	29.9
Specialist counselling	5.8	5.3	4.2	3.9	5.1
Culturally specific services	6.7	7.3	10.5	14.1	10.6
Health/medical services	25.1	29.8	23.8	29.2	23.5
<i>Basic support/other n.e.s.</i>	60.9	63.9	58.6	61.3	65.3
Meals	27.4	28.0	26.9	24.9	35.6
Showers/hygiene	36.3	30.2	27.6	24.9	29.6
Recreation	36.9	31.0	36.6	31.3	38.8
Transport	35.1	37.3	39.8	42.0	42.3
Other	22.9	25.0	26.6	30.8	30.5
<i>No needs recorded</i>	0.3	0.3	0.2	0.6	0.4
<b>Total (number)</b>	<b>700</b>	<b>800</b>	<b>900</b>	<b>800</b>	<b>1,100</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): 500 in 2006–07; 500 in 2007–08; 400 in 2008–09; 500 in 2009–10; 400 in 2010–11. 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 A30: Type of support required by accompanying children in closed support periods, by provision, 2010–11**

**Part a: Individual types of support (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>	0.4	10.0	10.4	83.3	6.3	89.6	100.0	700
<i>School liaison/child care</i>								
School liaison	1.7	7.4	9.1	73.6	17.4	91.0	100.0	100
Child care	4.4	21.9	26.3	29.9	43.8	73.7	100.0	200
<i>Personal support</i>								
Help with behavioural problems	4.2	15.1	19.3	22.7	58.0	80.7	100.0	100
Sexual/physical abuse support	—	48.3	48.3	6.9	44.8	51.7	100.0	<50
Skills education	0.7	7.4	8.1	16.9	75.0	91.9	100.0	200
Structured play/skill development	0.6	1.2	1.8	55.5	42.8	98.3	100.0	200
<i>General support/advocacy</i>								
Access arrangements	2.3	34.1	36.4	14.8	48.9	63.7	100.0	100
Advice/information	0.2	0.2	0.4	50.2	49.3	99.5	100.0	500
Advocacy	0.2	0.8	1.0	63.0	36.0	99.0	100.0	600
<i>Specialist services</i>								
Specialist counselling	4.3	82.6	86.9	6.5	6.5	13.0	100.0	100
Culturally specific services	1.1	11.6	12.7	36.8	50.5	87.3	100.0	100
Health/medical services	1.4	40.5	41.9	5.2	52.9	58.1	100.0	200
<i>Basic support/other n.e.s.</i>								
Meals	—	4.1	4.1	76.8	19.1	95.9	100.0	400
Showers/hygiene	—	—	—	97.7	2.3	100.0	100.0	300
Recreation	—	2.6	2.6	82.7	14.7	97.4	100.0	400
Transport	—	0.3	0.3	86.0	13.7	99.7	100.0	400
Other	0.4	1.8	2.2	57.9	39.9	97.8	100.0	300

(continued)

**Table A30 (continued): Type of support required by accompanying children in closed support periods, by provision, 2010–11**

**Part b: Broad types of support (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	0.4	10.0	10.4	83.3	6.3	89.6	100.0	700	700
School liaison/ child care	3.1	15.1	18.2	50.4	31.4	81.8	100.0	300	300
Personal support	1.5	9.6	11.1	32.4	56.5	88.9	100.0	500	300
General support/ advocacy	0.4	3.5	3.9	53.4	42.7	96.1	100.0	1,200	700
Specialist services	1.7	38.2	39.9	14.0	46.2	60.2	100.0	400	300
Basic support/ other n.e.s.	0.1	1.8	1.9	80.5	17.6	98.1	100.0	1,900	700
<b>Total (%)</b>	<b>0.7</b>	<b>8.0</b>	<b>8.7</b>	<b>61.8</b>	<b>29.5</b>	<b>91.3</b>	<b>100.0</b>	<b>..</b>	<b>..</b>
<b>Total (number)</b>	<b>&lt;50</b>	<b>400</b>	<b>400</b>	<b>3,100</b>	<b>1,500</b>	<b>4,600</b>	<b>..</b>	<b>5,000</b>	<b>1,100</b>

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

Notes for tables A30 and A31

1. Number excluded due to errors and omissions (weighted) (closed support periods with no information on support requirements or provision): 500 in 2009–10; 400 in 2010–11. 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 A31: Broad types of support required by accompanying children in closed support periods, by provision, 2009–10 (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	1.6	13.9	15.5	74.6	9.8	84.4	100.0	500	500
School liaison/ child care	0.7	26.6	27.3	52.2	20.4	72.6	100.0	300	300
Personal support	1.9	9.8	11.7	32.8	55.5	88.3	100.0	500	300
General support/ advocacy	0.7	5.6	6.3	46.9	46.9	93.8	100.0	1,000	600
Specialist services	1.8	33.2	35.0	11.7	53.2	64.9	100.0	400	300
Basic support/ other n.e.s.	0.6	1.9	2.5	82.2	15.2	97.4	100.0	1,300	500
<b>Total (%)</b>	<b>1.1</b>	<b>10.2</b>	<b>11.3</b>	<b>56.6</b>	<b>32.1</b>	<b>88.7</b>	<b>100.0</b>	<b>..</b>	<b>..</b>
<b>Total (number)</b>	<b>&lt;50</b>	<b>400</b>	<b>400</b>	<b>2,300</b>	<b>1,300</b>	<b>3,600</b>	<b>..</b>	<b>4,100</b>	<b>800</b>

**Table A32: Closed support periods: main source of income immediately before and after a support period, by reporting period, 2009–10 to 2010–11 (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>2009–10</b>				
No income	19.4	3.8	12.7	5.9
Government payments	68.3	83.3	74.6	79.0
Other	12.4	12.9	12.7	15.1
<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>1,900</b>	<b>1,700</b>
<b>2010–11</b>				
No income	21.9	5.9	10.2	4.5
Government payments	69.7	84.7	80.7	84.6
Other	8.4	9.4	9.1	11.0
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>400</b>	<b>400</b>	<b>2,000</b>	<b>1,900</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 100 before support (including 'Don't know'), 300 after support (including 'Don't know' and 'Client left without providing any information') in 2009–10; 100 before support (including 'Don't know'), 200 after support (including 'Don't know' and 'Client left without providing any information') in 2010–11.
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: main source of income immediately after a support period by length of support, by reporting period, 2009–10 to 2010–11 (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>2009–10</b>							
No income	14.0	7.1	4.0	3.7	2.8	5.9	100
Government payments	77.2	83.0	79.7	76.4	77.5	79.0	1,300
Other	8.8	10.0	16.3	19.9	19.6	15.1	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>300</b>	<b>300</b>	<b>400</b>	<b>200</b>	<b>400</b>	<b>..</b>	<b>1,700</b>
<b>2010–11</b>							
No income	5.2	5.2	4.4	5.7	2.5	4.5	100
Government payments	90.8	88.6	84.8	82.5	77.9	84.6	1,600
Other	4.0	6.2	10.8	11.8	19.7	11.0	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>300</b>	<b>400</b>	<b>500</b>	<b>300</b>	<b>400</b>	<b>..</b>	<b>1,900</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 300 (including 'Don't know' and 'Client left without providing any information') in 2009–10; 200 (including 'Don't know' and 'Client left without providing any information') in 2010–11.
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: employment status in the week before and after a support period, by reporting period, 2009–10 to 2010–11 (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>2009–10</b>				
Employed full/part time	17.5	26.5	16.1	20.3
Unemployed (looking for work)	27.0	22.0	19.1	14.8
Not in labour force	55.5	51.4	64.7	64.9
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>300</b>	<b>300</b>	<b>1,800</b>	<b>1,600</b>
<b>2010–11</b>				
Employed full/part time	14.1	22.2	14.9	19.6
Unemployed (looking for work)	26.3	23.0	19.0	15.6
Not in labour force	59.6	54.8	66.0	64.7
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>300</b>	<b>300</b>	<b>2,000</b>	<b>1,800</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 100 before support (including 'Don't know'), 400 after support (including 'Don't know' and 'Client left without providing any information') in 2009–10; 100 before support (including 'Don't know'), 300 after support (including 'Don't know' and 'Client left without providing any information') in 2010–11.
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: employment status in the week after a support period, by length of support, by reporting period, 2009–10 to 2010–11 (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>2009–10</b>							
Employed full/part time	10.9	12.1	21.6	24.3	30.0	20.3	300
Unemployed (looking for work)	21.3	20.9	12.2	8.1	11.9	14.8	200
Not in labour force	67.7	67.1	66.2	67.6	58.1	64.9	1,000
<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>200</b>	<b>300</b>	<b>400</b>	<b>200</b>	<b>400</b>	<b>..</b>	<b>1,600</b>
<b>2010–11</b>							
Employed full/part time	5.6	16.6	19.0	22.2	29.5	19.6	400
Unemployed (looking for work)	18.1	19.0	17.6	13.1	11.0	15.6	300
Not in labour force	76.3	64.5	63.4	64.7	59.5	64.7	1,200
<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>300</b>	<b>400</b>	<b>400</b>	<b>300</b>	<b>400</b>	<b>..</b>	<b>1,800</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 400 (including 'Don't know' and 'Client left without providing any information') in 2009–10; 300 (including 'Don't know' and 'Client left without providing any information') in 2010–11.
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: type of house/dwelling immediately before and after a support period, by reporting period, 2009–10 to 2010–11 (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>2009–10</b>				
<i>Improvised dwelling/sleeping rough</i>	9.6	1.8	10.3	1.9
Improvised dwelling/car/tent/squat	7.8	1.8	7.3	1.8
Street/park/in the open	1.8	—	3.0	0.1
<i>House/dwelling</i>	80.0	93.4	80.1	93.1
House/flat	68.0	80.3	69.8	80.8
Caravan	2.5	0.8	1.6	0.8
Boarding/rooming house	5.9	9.7	5.6	9.4
Hostel/hotel/motel	3.6	2.5	3.1	2.1
<i>Institutional setting</i>	10.4	4.9	9.6	5.0
Hospital	2.5	1.1	1.9	1.0
Psychiatric institution	1.8	0.7	1.9	0.7
Prison/youth training centre	3.8	0.7	3.2	0.6
Other institutional setting	2.3	2.3	2.6	2.7
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>1,000</b>	<b>900</b>	<b>1,900</b>	<b>1,500</b>
<b>2010–11</b>				
<i>Improvised dwelling/sleeping rough</i>	14.2	1.4	13.9	1.9
Improvised dwelling/car/tent/squat	11.5	1.0	11.0	1.7
Street/park/in the open	2.7	0.4	2.9	0.2
<i>House/dwelling</i>	75.0	95.2	75.3	92.7
House/flat	65.7	80.3	63.7	78.6
Caravan	1.1	0.4	1.3	0.5
Boarding/rooming house	6.7	13.3	8.6	12.1
Hostel/hotel/motel	1.5	1.2	1.8	1.4
<i>Institutional setting</i>	10.8	3.4	10.8	5.4
Hospital	1.3	0.4	1.2	0.6
Psychiatric institution	2.9	0.9	2.8	1.3
Prison/youth training centre	5.3	0.9	5.0	1.4
Other institutional setting	1.3	1.2	1.8	2.1
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>1,100</b>	<b>1,000</b>	<b>2,000</b>	<b>1,700</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 100 before support (including 'Don't know'), 500 after support (including 'Don't know' and 'Client left without providing any information') in 2009–10; 100 before support (including 'Don't know'), 400 after support (including 'Don't know' and 'Client left without providing any information') in 2010–11.
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: type of tenure immediately before and after a support period, by reporting period, 2009–10 to 2010–11 (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>2009–10</b>			
<i>SAAP/CAP funded accommodation<sup>(a)</sup></i>	15.6	15.6	16.3	18.9
SAAP/CAP crisis/short-term accommodation	9.6	4.8	10.0	8.3
SAAP/CAP medium/long-term accommodation	4.9	10.0	5.4	10.0
Other SAAP/CAP funded accommodation	1.1	0.8	1.0	0.5
<i>No tenure</i>	20.0	4.6	19.7	5.3
Institutional setting	10.3	3.7	9.5	3.7
Improvised dwelling/sleeping rough	9.6	0.7	9.8	1.3
Other	0.1	0.1	0.3	0.3
<i>Tenure</i>	64.4	79.8	64.0	75.8
Purchasing/purchased own home	1.4	0.8	2.3	1.6
Private rental	17.3	14.5	16.9	13.2
Public housing rental	14.4	35.8	18.5	34.9
Community housing rental	1.2	8.1	1.5	6.1
Rent-free accommodation	13.1	6.8	11.8	7.9
Boarding	17.0	13.7	13.0	12.1
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>900</b>	<b>800</b>	<b>1,800</b>	<b>1,500</b>
	<b>2010–11</b>			
<i>SAAP/CAP funded accommodation<sup>(a)</sup></i>	16.3	21.9	18.4	22.9
SAAP/CAP crisis/short-term accommodation	8.7	5.7	11.6	8.4
SAAP/CAP medium/long-term accommodation	7.0	16.2	6.2	14.3
Other SAAP/CAP funded accommodation	0.7	—	0.6	0.3
<i>No tenure</i>	24.5	4.3	24.4	6.6
Institutional setting	10.4	2.6	10.6	4.2
Improvised dwelling/sleeping rough	14.0	1.5	13.5	1.8
Other	0.1	0.3	0.2	0.6
<i>Tenure</i>	59.2	73.8	57.2	70.5
Purchasing/purchased own home	1.7	1.0	1.7	1.0
Private rental	13.1	10.3	12.1	10.9
Public housing rental	13.4	38.2	16.9	35.5
Community housing rental	0.7	4.3	0.7	3.9
Rent-free accommodation	13.8	6.4	11.8	7.0
Boarding	16.3	13.4	14.0	12.2
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>1,100</b>	<b>1,000</b>	<b>1,900</b>	<b>1,600</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): 200 before support (including 'Don't know'), 500 after support (including 'Don't know' and 'Client left without providing any information') in 2009–10 and 2010–11.
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 A38: Closed support periods: type of house/dwelling occupied immediately after a support period by length of support, by reporting period, 2009–10 to 2010–11 (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>2009–10</b>							
Improvised dwelling/sleeping rough	5.0	1.9	0.9	3.0	0.6	1.9	<50
House/dwelling	86.3	90.8	94.6	92.3	97.6	93.1	1,400
Institutional setting	8.7	7.3	4.5	4.7	1.8	5.0	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>200</b>	<b>300</b>	<b>400</b>	<b>200</b>	<b>400</b>	<b>..</b>	<b>1,500</b>
<b>2010–11</b>							
Improvised dwelling/sleeping rough	4.1	2.8	3.0	0.4	—	1.9	<50
House/dwelling	85.5	90.3	92.3	94.4	97.6	92.7	1,600
Institutional setting	10.4	7.0	4.7	5.2	2.4	5.4	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>200</b>	<b>300</b>	<b>400</b>	<b>300</b>	<b>400</b>	<b>..</b>	<b>1,700</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 500 (including 'Don't know' and 'Client left without providing any information') in 2009–10; 400 (including 'Don't know' and 'Client left without providing any information') in 2010–11.
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 A39: Closed support periods: type of tenure immediately after a support period by length of support, by reporting period, 2009–10 to 2010–11 (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>2009–10</b>							
SAAP/CAP funded accommodation <sup>(a)</sup>	21.6	19.6	24.4	15.6	12.9	18.9	300
No tenure	12.0	8.0	5.0	2.9	1.6	5.3	100.0
Tenure	66.4	72.4	70.6	81.5	85.5	75.8	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>200</b>	<b>300</b>	<b>400</b>	<b>200</b>	<b>400</b>	<b>..</b>	<b>1,500</b>
<b>2010–11</b>							
SAAP/CAP funded accommodation <sup>(a)</sup>	28.1	39.1	25.3	22.0	6.4	22.9	400
No tenure	12.8	8.7	7.4	5.3	2.2	6.6	100
Tenure	59.1	52.2	67.3	72.7	91.4	70.5	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>200</b>	<b>300</b>	<b>400</b>	<b>300</b>	<b>400</b>	<b>..</b>	<b>1,600</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): 500 (including 'Don't know' and 'Client left without providing any information') in 2009–10 and 2010–11.
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 A40: Closed support periods: living situation immediately before and after a support period, by reporting period, 2009–10 to 2010–11 (per cent)**

Living situation	Before	After
	<b>2009–10</b>	
With both parents	3.8	2.0
With one parent and parent's spouse/partner	1.8	0.8
With one parent	5.6	3.6
With foster family	0.2	0.1
With relatives/friends temporary	17.3	11.0
With relatives/friends long-term	3.0	5.5
With spouse/partner	4.6	3.7
With spouse/partner and child(ren)	13.0	13.0
Alone	12.8	12.1
Alone with child(ren)	13.3	23.2
With other unrelated persons	23.1	22.9
Other	1.4	2.1
<b>Total</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>1,900</b>	<b>1,500</b>
	<b>2010–11</b>	
With both parents	2.5	1.2
With one parent and parent's spouse/partner	1.2	1.1
With one parent	4.3	3.3
With foster family	—	0.2
With relatives/friends temporary	18.1	10.3
With relatives/friends long-term	3.2	4.9
With spouse/partner	4.6	3.5
With spouse/partner and child(ren)	8.4	9.4
Alone	17.3	15.3
Alone with child(ren)	12.3	23.9
With other unrelated persons	26.5	25.2
Other	1.4	1.7
<b>Total</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>2,000</b>	<b>1,700</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 100 before support (including 'Don't know'), 400 after support (including 'Don't know' and 'Client left without providing any information') in 2009–10 and 2010–11.
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 A41: Closed support periods: student status immediately before and after a support period, by age, by reporting period, 2009–10 to 2010–11 (per cent)**

Student status	5–17 years		18+ years		Total	
	Before	After	Before	After	Before	After
<b>2009–10</b>						
Not a student	55.1	55.8	89.1	87.0	84.2	82.4
Primary/secondary student	39.7	36.9	2.7	1.9	8.1	7.1
Post-secondary student/employment training	5.2	7.4	8.2	11.1	7.8	10.6
<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>300</b>	<b>200</b>	<b>1,600</b>	<b>1,300</b>	<b>1,800</b>	<b>1,600</b>
<b>2010–11</b>						
Not a student	59.1	58.4	91.2	90.4	87.1	86.4
Primary/secondary student	36.2	34.5	2.5	2.3	6.8	6.3
Post-secondary student/employment training	4.7	7.1	6.3	7.3	6.1	7.3
<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>200</b>	<b>200</b>	<b>1,700</b>	<b>1,600</b>	<b>1,900</b>	<b>1,800</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 100 before support (including 'Don't know'), 400 after support (including 'Don't know' and 'Client left without providing any information') in 2009–10; 100 before support (including 'Don't know'), 300 after support (including 'Don't know' and 'Client left without providing any information') in 2010–11.
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 A42: Closed support periods: existence of a case management plan by the end of a support period, by reporting period, 2006–07 to 2010–11 (per cent)**

Case management plan	2006–07	2007–08	2008–09	2009–10	2010–11
Yes	68.2	70.1	70.1	75.6	72.7
No, client did not agree to one	8.4	12.2	14.2	7.4	9.2
No, support period too short	22.6	17.5	15.3	15.4	18.2
No, other reason	0.9	0.2	0.4	1.7	—
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>1,800</b>	<b>1,800</b>	<b>1,700</b>	<b>1,800</b>	<b>1,900</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 200 in 2006–07; 100 in 2007–08; 100 in 2008–09; 200 in 2009–10; 200 in 2010–11.
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 A43: 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 2010–11 (per cent)**

Achievement of goals	2006–07	2007–08	2008–09	2009–10	2010–11
All goals achieved	24.6	25.9	26.4	23.9	20.4
Most or some goals achieved	69.3	70.1	70.3	73.2	75.9
No goals achieved	6.1	4.0	3.4	2.9	3.6
<b>Total</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>1,200</b>	<b>1,300</b>	<b>1,200</b>	<b>1,300</b>	<b>1,400</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): <50 in 2006–07, 2007–08, 2008–09, 2009–10; 0 in 2010–11.
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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