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**Australian Institute of
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*Authoritative information and statistics
to promote better health and wellbeing*

Specialist homelessness services

July–December 2012 (NT Supplementary tables)

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Please note that there is the potential for minor revisions of data in this report. Please check the online version at <www.aihw.gov.au> for any amendments.

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Abbreviations

ABS	Australian Bureau of Statistics
AIHW	Australian Institute of Health and Welfare
NT	Northern Territory
RA	Remoteness Area
SHSC	Specialist Homelessness Services Collection
SLK	statistical linkage key

Symbols

—	nil or rounded to zero
..	not applicable
n.p.	not publishable because of small numbers, confidentiality or other concerns about the quality of the data

1 Introduction

These tables relate to all clients who were assisted in the July to December 2012 reporting period by specialist homelessness agencies based in the Northern Territory.

Further information about the Specialist Homelessness Services Collection is available in the national data report < <http://www.aihw.gov.au/homelessness-publications>>.

Client-level data

Data presented in these tables are mainly based on 'clients', with some data based on 'support periods' or 'client groups' (or 'presenting units' – which identify clients who present together to a specialist homelessness agency, including clients who present alone – and receive a service).

An individual client may have had more than one support period – either from the same agency or from a different agency. Data from individual clients who received services from different agencies and/or at different times are matched based on a statistical linkage key (SLK). All analyses based on client data include only those clients for whom full and valid SLK data (i.e. date of birth, sex, and alpha code based on selected letters of name) are available.

Clients who have more than one support period during July to December 2012 may present with different characteristics in these different support periods. For example, their main reason for seeking assistance may be 'domestic and family violence' in their first support period, and 'housing crisis' in the second. Where there are multiple responses to a question, some information presented is based on the client's response to the question at the beginning of their first support period in July to December 2012. Other information is based on a counting methodology that analyses the client's responses and, where these are different responses, determines the response provided most often and the client's longest support period for each month in July to December 2012.

Some tables are based on clients who had a closed support period in the reporting period. These are clients who did not have an ongoing support period in place at 31st December 2012.

Data in tables that are adjusted for non-response have had a weighting methodology applied which results in estimated figures that are not whole numbers. As a result, all figures in these tables are rounded to the nearest whole number and client numbers in separate columns may not add to the figure for 'all clients' due to rounding error.

2 Profile of clients

Table NT2.1: Clients and support periods, by age and sex, Jul-Dec 2012, adjusted for non-response

Age group	Males		Females		All clients	
	Number	Per cent	Number	Per cent	Number	Per cent
<i>All clients</i>						
0–9	526	31.1	502	16.8	1,028	22.0
10–14	170	10.1	164	5.5	335	7.2
15–17	81	4.8	202	6.8	283	6.1
18–24	155	9.1	472	15.8	627	13.4
25–34	185	10.9	643	21.5	828	17.7
35–44	207	12.2	504	16.9	711	15.2
45–54	183	10.8	303	10.2	486	10.4
55–64	130	7.7	152	5.1	282	6.0
65+	55	3.3	42	1.4	97	2.1
Total	1,691	100.0	2,985	100.0	4,676	100.0
<i>Support periods</i>						
0–9	594	32.8	560	15.8	1,153	21.6
10–14	172	9.5	166	4.7	338	6.3
15–17	88	4.9	235	6.7	323	6.1
18–24	167	9.2	566	16.0	733	13.7
25–34	196	10.8	826	23.4	1,022	19.1
35–44	222	12.3	621	17.6	843	15.8
45–54	189	10.5	346	9.8	535	10.0
55–64	129	7.1	170	4.8	300	5.6
65+	52	2.9	42	1.2	94	1.8
Total	1,810	100.0	3,532	100.0	5,342	100.0

Note: Number of support periods excluded due to missing age or sex information, 606.

Table NT2.2: Clients by Indigenous status and age and sex, Jul–Dec 2012, adjusted for non-response

Age group	Males		Females		All clients	
	Indigenous	Non-Indigenous	Indigenous	Non-Indigenous	Indigenous	Non-Indigenous
0–9	368	89	368	71	736	160
10–14	109	33	117	23	226	56
15–17	43	30	122	57	165	87
18–24	60	84	321	97	381	181
25–34	88	83	484	90	571	173
35–44	86	94	368	73	453	167
45–54	78	79	234	42	311	121
55–64	46	68	118	20	164	87
65+	19	34	34	6	53	40
Total	896	594	2,165	479	3,061	1,073

Note: Indigenous status was not reported for 542 clients.

Table NT2.3: Clients by country of birth, Jul–Dec 2012, adjusted for non-response

Country of birth	Number	Per cent of total ^(a)
Australia	3,862	94.6
Overseas-born	221	5.4
New Zealand	26	0.6
United Kingdom	18	0.5
Sudan	13	0.3
Indonesia	11	0.3
Timor-Leste	11	0.3
Other overseas-born	142	3.5

(a) Total percentages for country of birth information in this table have been calculated using the total number of valid responses as the denominator: 4,083.

Note: Total number of clients where country of birth not reported: 594.

Table NT2.4: Clients by presenting unit type at the beginning of their first support period, Jul-Dec 2012, adjusted for non-response

Family type	Number	Per cent
Alone/not part of family	2,843	60.8
Couple with child/ren	239	5.1
Single with child/ren	1,389	29.7
Couple without children	108	2.3
Other family group	26	0.6
Other group	71	1.5
Total	4,676	100.0

Table NT2.5: Clients presenting alone to agencies (ever reported), by their living arrangement, Jul-Dec 2012, adjusted for non-response

Living arrangement	Number	Per cent
Lone person	707	32.0
One parent with child(ren)	442	20.0
Couple with child(ren)	233	10.6
Couple without child(ren)	135	6.1
Other family	501	22.6
Group	195	8.8
Total	2,213	100.0

Note: Total clients excluded: 629.

Table NT2.6: Clients by all reasons for seeking assistance, Jul–Dec 2012, adjusted for non-response

Reason for seeking assistance	Males	Females	Total clients (number)	Total clients (per cent)
Financial	595	754	1,349	35.0
Financial difficulties	459	604	1,064	27.6
Housing affordability stress	231	319	550	14.3
Employment difficulties	83	35	118	3.1
Unemployment	154	74	227	5.9
Problematic gambling	9	10	19	0.5
Accommodation	591	816	1,408	36.6
Housing crisis	276	335	612	15.9
Inadequate or inappropriate dwelling conditions	279	481	759	19.7
Previous accommodation ended	246	250	496	12.9
Interpersonal relationships	494	1,583	2,077	54.0
Time out from family/other situation	177	561	737	19.2
Relationship/family breakdown	239	505	744	19.3
Sexual abuse	6	43	49	1.3
Domestic and family violence	270	1,146	1,416	36.8
Non-family violence	38	118	156	4.0
Health	310	323	633	16.4
Mental health issues	128	67	195	5.1
Medical issues	128	141	270	7.0
Problematic drug or substance use	64	52	116	3.0
Problematic alcohol use	116	128	244	6.3
Other	580	906	1,486	38.6
Transition from custodial arrangements	91	33	124	3.2
Transition from foster care and child safety residential placements	7	12	20	0.5
Transition from other care arrangements	34	29	63	1.6
Discrimination including racial discrimination	10	5	15	0.4
Itinerant	49	54	104	2.7
Unable to return home due to environmental reasons	37	72	109	2.8
Disengagement with school or other education and training	50	37	88	2.3
Lack of family and/or community support	239	507	746	19.4
Other	222	322	544	14.1

Note: Number of clients who did not report a reason for seeking assistance in any of their support periods during the reporting period: missing females (all reasons): 453, missing males (all reasons): 375.

Table NT2.7: Clients by their main reason for seeking assistance, Jul–Dec 2012, adjusted for non-response

Main Reason for seeking assistance	Males	Females	Total clients (number)	Total clients (per cent)
Financial	270	360	629	17.0
Financial difficulties	181	252	433	11.0
Housing affordability stress	72	103	175	5.0
Employment difficulties	5	1	6	0.0
Unemployment	13	4	16	0.0
Problematic gambling	372	478	850	23.0
Accommodation	142	145	286	8.0
Housing crisis	133	238	371	10.0
Inadequate or inappropriate dwelling conditions	98	95	193	5.0
Previous accommodation ended	297	1,224	1,521	40.0
Interpersonal relationships	53	167	221	6.0
Time out from family/other situation	53	88	141	4.0
Relationship/family breakdown		16	15	0.0
Sexual abuse	177	903	1,080	29.0
Domestic and family violence	14	51	65	2.0
Non-family violence	80	80	160	4.0
Health	23	12	35	1.0
Mental health issues	19	38	57	2.0
Medical issues	9	9	18	0.0
Problematic drug or substance use	30	20	49	1.0
Problematic alcohol use	265	341	606	16.0
Other	58	20	78	2.0
Transition from custodial arrangements	5	4	9	0.0
Transition from foster care and child safety residential placements	9	6	14	0.0
Transition from other care arrangements	1	0	1	0.0
Discrimination including racial discrimination	17	22	39	1.0
Itinerant	1	11	13	0.0
Unable to return home due to environmental reasons	23	13	36	1.0
Disengagement with school or other education and training	8	68	75	2.0
Lack of family and/or community support	143	198	341	9.0
Other	270	360	629	17.0

Note: Number of clients who did not report a main reason for seeking assistance in their first support period within the reporting period: missing females (main reason): 503, missing males (main reason): 406.

Table NT2.8: Clients by need for services and assistance and service provision status, Jul–Dec 2012, adjusted for non-response

Group	Service and assistance type	Need identified	Need identified as % of clients	Provided	Provided as % of need identified	Referred only	Not provided or referred
Accommodation services		3,456	73.9	3,062	88.6	151	243
	Short-term or emergency accommodation	2,461	52.6	2,321	94.3	66	74
	Medium-term/transitional housing	1,143	24.4	780	68.2	132	231
	Long-term housing	846	18.1	151	17.8	307	388
Assistance to sustain housing tenure		1,000	21.4	885	88.5	51	64
	Assistance to sustain tenancy or prevent tenancy failure or eviction	999	21.4	884	88.5	51	64
	Assistance to prevent foreclosures or for mortgage arrears	20	0.4	19	94.9	1	0
Mental health		230	4.9	145	63.2	42	42
	Psychological services	111	2.4	80	72.1	18	13
	Psychiatric services	33	0.7	18	53.7	8	8
	Mental health services	132	2.8	61	46.0	35	36
Family		601	12.9	423	70.4	94	83
	Child protection services	276	5.9	174	63.1	73	29
	Parenting skills education	285	6.1	207	72.7	20	57
	Child specific specialist counselling services	221	4.7	111	50.5	26	84
	Pregnancy assistance	50	1.1	22	44.7	14	13
	Family planning support	37	0.8	25	68.4	2	10
Disability		31	0.7	11	37.2	8	11
	Physical disability services	18	0.4	8	47.0	5	5
	Intellectual disability services	13	0.3	3	24.2	3	7
Drug/alcohol		217	4.6	133	61.2	33	51
	Drug/alcohol counselling	217	4.6	133	61.2	33	51
Legal/financial services		455	9.7	301	66.2	66	88
	Professional legal services	121	2.6	43	35.6	52	27
	Financial advice and counselling	349	7.5	262	75.2	27	59
	Counselling for problem gambling	29	0.6	8	29.1	0	20

(continued)

Table NT2.8 (continued): Clients by need for services and assistance and service provision status, Jul-Dec 2012, adjusted for non-response

Group	Service and assistance type	Need identified	Need identified as % of clients	Provided	Provided as % of need identified	Referred only	Not provided or referred
Immigration/cultural services		258	5.5	148	57.2	98	13
	Interpreter services	51	1.1	45	89.5	4	1
	Assistance with immigration services	11	0.2	10	88.9	1	0
	Culturally specific services	200	4.3	95	47.5	93	12
	Assistance to connect culturally	78	1.7	77	98.5		1
Other specialist services		945	20.2	566	60.0	282	96
	Health/medical services	610	13.0	341	55.9	225	44
	Specialist counselling services	347	7.4	182	52.4	83	82
	Other specialised service	286	6.1	169	59.2	77	39
General services		4,289	91.7	4,247	99.0	11	32
	Assertive outreach	1,005	21.5	775	77.1	166	65
	Assistance to obtain/maintain government allowance	518	11.1	440	85.0	34	44
	Employment assistance	229	4.9	194	84.6	17	19
	Training assistance	198	4.2	150	75.7	9	39
	Educational assistance	238	5.1	194	81.4	21	23
	Financial information	985	21.1	875	88.9	54	56
	Material aid/brokerage	1,317	28.2	1,221	92.7	40	57
	Assistance for incest/sexual assault	49	1.0	34	69.4	5	10
	Assistance for domestic/family violence	1,156	24.7	1,078	93.3	13	65
	Family/relationship assistance	815	17.4	723	88.6	33	60
	Assistance for trauma	339	7.3	268	78.9	11	61
	Assistance with challenging social/behavioural problems	559	12.0	495	88.5	11	54
	Living skills/personal development	1,154	24.7	1,088	94.3	24	42
	Legal information	519	11.1	367	70.7	90	62
	Court support	195	4.2	149	76.6	23	22
	Advice/information	2,925	62.6	2,903	99.2	5	17
	Retrieval/storage/removal of personal belongings	378	8.1	322	85.1	17	39
	Advocacy/liaison on behalf of client	1,934	41.4	1,905	98.5	9	20
	School liaison	339	7.2	298	88.0	12	29
	Child care	133	2.8	97	73.2	21	15

(continued)

Table NT2.8 (continued): Clients by need for services and assistance and service provision status, Jul-Dec 2012, adjusted for non-response

Group	Service and assistance type	Need identified	Need identified as % of clients	Provided	Provided as % of need identified	Referred only	Not provided or referred
	Structured play/skills development	355	7.6	309	87.0	7	39
	Child contact and residence arrangements	123	2.6	94	76.5	11	18
	Meals	2,287	48.9	2,279	99.6	0	8
	Laundry/shower facilities	2,071	44.3	2,061	99.5	5	5
	Recreation	1,462	31.3	1,431	97.9	3	27
	Transport	2,153	46.1	2,125	98.7	14	14
	Other basic assistance	3,170	67.8	3,130	98.7	12	28

Note: Total clients with services and assistance information: 4,675.

Table NT2.9: Amount of financial assistance provided to clients (total dollars), by type of financial assistance provided, Jul-Dec 2012, adjusted for non-response

Age group	Payment for short-term or emergency accommodation(\$)	Payment for establishing/maintaining tenancy(\$)	Payment for training/education/employment(\$)	Payment for accessing external specialist services(\$)	Other payment(\$)
0-9	44	0	0	0	0
10-14	0	0	0	0	256
15-17	789	2,011	289	0	2,755
18-24	2,335	5,051	1,354	4,112	8,202
25-34	3,254	1,140	98	8,362	9,595
35-44	2,440	1,830	0	6,180	7,971
45-54	485	789	0	2,068	3,855
55-64	0	0	0	0	2,483
65+	0	0	0	0	297
Total	9,347	10,821	1,741	20,723	35,414

Note: Only includes payments to clients with valid SLK

Table NT2.10: Average amount of financial assistance provided to clients, by type of financial assistance, Jul–Dec 2012, adjusted for non-response

Payment type	Males		Females		All clients	
	Number	Average(\$)	Number	Average(\$)	Number	Average(\$)
Payment for short-term or emergency accommodation	24	119.20	57	124.52	81	122.98
Payment for establishing/maintaining tenancy	7	217.69	26	413.69	33	373.14
Payment for training/education/employment	1	n.p.	5	417.36	6	348.10
Payment for accessing external specialist services	2	n.p.	17	1,282.08	19	1,218.98
Other payment	140	86.24	330	80.48	470	82.17
Total	165	110.52	385	173.77	550	155.16

Table NT2.11: Clients, by total days of support provided, Jul–Dec 2012, adjusted for non-response

Length of support	Males	Females	All clients
1–5 days	392	996	1,388
6–45 days	482	908	1,390
46–90 days	244	319	564
91–180 days	236	290	525
Over 180 days	338	472	809
Total	1,691	2,985	4,676
Mean	70.7	55.9	61.3
Median	41.0	20.0	27.0

Note: Length of support in this table refers to the total number of days of support a client received during the reporting period.

Table NT2.12: Clients, by accommodation provision status and total nights of accommodation provided, Jul–Dec 2012, adjusted for non-response

Accommodation provision status	Males	Females	All clients
Did not receive accommodation	616	1,061	1,677
Received accommodation	1,075	1,923	3,000
1–5 nights	266	895	1,162
6–45 nights	341	589	931
46–90 nights	140	125	266
91–180 nights	171	167	337
Over 180 nights	157	147	304
Total	1,691	2,985	4,676
Mean	64.5	37.7	47.3
Median	31.0	7.0	11.0

Note: Length of accommodation in this table refers to the total number of nights of accommodation a client received during the reporting period.

Table NT2.13: Clients aged 15 or over, by main source of income, Jul–Dec 2012, adjusted for non-response

Main source of income	Clients with closed support periods only and income related needs				Clients with closed support periods only				All clients			
	First reported		Last reported		First reported		Last reported		First reported		Last reported	
	Number	Per cent	Number	Per cent	Number	Per cent	Number	Per cent	Number	Per cent	Number	Per cent
Newstart allowance	75	30.3	80	31.5	384	23.4	399	23.9	544	22.1	561	22.3
Parenting payment	34	13.9	42	16.7	435	26.5	459	27.6	616	25.0	668	26.6
Disability support pension (Centrelink)	38	15.3	39	15.3	290	17.7	293	17.5	462	18.8	486	19.4
Youth allowance	20	7.9	19	7.4	82	5.0	72	4.3	117	4.7	105	4.2
Age pension	1	0.5	1	0.5	26	1.6	25	1.5	59	2.4	53	2.1
Austudy/ABSTUDY	3	1.3	1	0.4	15	0.9	13	0.8	19	0.8	17	0.7
Disability Pension (DVA)	2	1.0	3	1.2	33	2.0	31	1.9	47	1.9	49	2.0
Service pension (DVA)	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
War Widow(er's) Pension (DVA)	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Sickness allowance	1	0.5	1	0.5	4	0.2	4	0.2	5	0.2	6	0.2
Carer allowance	1	0.4	1	0.4	5	0.3	9	0.5	7	0.3	13	0.5
Carer Payment	1	0.4	1	0.4	14	0.9	12	0.7	31	1.3	25	1.0
Other government pensions and allowances	11	4.4	6	2.4	80	4.9	65	3.9	123	5.0	96	3.8
Employee income	29	11.9	36	14.2	147	9.0	180	10.8	241	9.8	296	11.8
Unincorporated business income	0	0.0	0	0.0	1	0.1	0	0.0	1	0.0	0	0.0
Other income	4	1.5	4	1.4	19	1.1	18	1.1	20	0.8	21	0.8
Nil income	17	6.9	13	5.0	80	4.9	68	4.1	120	4.9	84	3.3
Awaiting government benefit	9	3.8	7	2.8	26	1.6	20	1.2	51	2.1	30	1.2

Notes

1. Number of clients aged 15 or over who reported a main source of income in their first support period of the reporting period: Closed Support Periods (with need) 246; Closed Support Periods 1,640; All clients 2,461.
2. Number of clients aged 15 or over who did not report a main source of income in their first support period of the reporting period: Closed Support Periods (with need) 39; Closed Support Periods 514; All clients 853.
3. Number of clients aged 15 or over who reported a main source of income in their last support period of the reporting period: Closed Support Periods (with need) 254; Closed Support Periods 1,667; All clients 2,510.
4. Number of clients aged 15 or over who did not report a main source of income in their last support period of the reporting period: Closed Support Periods (with need) 32; Closed Support Periods 486; All clients 804.

Table NT2.14: Clients aged 15 or over, by labour force status, Jul–Dec 2012, adjusted for non-response

Labour force status	First reported		Last reported	
	Number	Per cent	Number	Per cent
<i>All clients</i>				
Employed full-time	169	6.9	197	7.9
Employed part-time	118	4.8	146	5.9
Employed don't know	31	1.3	52	2.1
Unemployed	1,078	44.2	1,008	40.7
Not in labour force	1,045	42.8	1,074	43.4
<i>Clients with closed support periods only</i>				
Employed full-time	103	6.4	124	7.6
Employed part-time	76	4.7	84	5.2
Employed don't know	24	1.5	33	2.0
Unemployed	721	44.8	666	41.1
Not in labour force	687	42.6	716	44.1
<i>Clients with closed support periods and employment-related needs</i>				
Employed full-time	3	4.3	12	15.3
Employed part-time	11	14.8	14	17.6
Employed don't know	0	0.0	0	0.0
Unemployed	35	45.1	31	40.4
Not in labour force	27	35.8	21	26.7

Notes

All clients

1. Number of clients aged 15 or over who reported a labour force status in their first support period of the reporting period: 2,440.
2. Number of clients aged 15 or over who did not report a labour force status in their first support period of the reporting period: 874.
3. Number of clients aged 15 or over who reported a labour force status in their last support period of the reporting period: 2,477.
4. Number of clients aged 15 or over who did not report a labour force status in their last support period of the reporting period: 837.

Clients with closed support periods only

1. Number of clients aged 15 or over who reported a labour force status in their first support period of the reporting period: 1,611.
2. Number of clients aged 15 or over who did not report a labour force status in their first support period of the reporting period: 543.
3. Number of clients aged 15 or over who reported a labour force status in their last support period of the reporting period: 1,622.
4. Number of clients aged 15 or over who did not report a labour force status in their last support period of the reporting period: 531.

Clients with close support periods and employment-related needs

1. Number of clients aged 15 or over who reported a labour force status in their first support period of the reporting period: 77.
2. Number of clients aged 15 or over who did not report a labour force status in their first support period of the reporting period: 11.
3. Number of clients aged 15 or over who reported a labour force status in their last support period of the reporting period: 78.
4. Number of clients aged 15 or over who did not report a labour force status in their last support period of the reporting period: 10.

Table NT2.15: Clients by their education enrolment status, Jul–Dec 2012, adjusted for non-response

Student enrolment	First reported		Last reported	
	Number	Per cent	Number	Per cent
Enrolled in education	<i>All clients</i>			
Preschool student	48	1.6	47	1.4
Primary school student	340	11.1	394	12.0
Secondary school student	134	4.4	130	4.0
University student	15	0.5	13	0.4
Vocational education and training	29	0.9	30	0.9
Other education or training	24	0.8	33	1.0
Not stated	16	0.5	15	0.4
Not enrolled in education	2,450	80.2	2,622	79.9
Enrolled in education	<i>Clients with closed support periods only</i>			
Preschool student	32	1.5	29	1.3
Primary school student	230	11.2	267	12.2
Secondary school student	90	4.4	92	4.2
University student	12	0.6	10	0.5
Vocational education and training	18	0.9	16	0.7
Other education or training	18	0.9	18	0.8
Not stated	12	0.6	7	0.3
Not enrolled in education	1,637	79.9	1,754	80.0
Enrolled in education	<i>Clients with closed support periods and education-related needs</i>			
Preschool student	5	2.6	6	2.8
Primary school student	72	35.2	73	32.9
Secondary school student	14	7.1	13	6.0
University student	1	0.5	1	0.5
Vocational education and training	6	2.8	5	2.1
Other education or training	1	0.5	4	1.9
Not stated	5	2.3	2	1.1
Not enrolled in education	100	48.9	117	52.7

Notes

1. Number of clients who reported a student enrolment status in their first support period of the reporting period: 3,055.
2. Number of clients who did not report a student enrolment status in their first support period of the reporting period: 1,622.
3. Number of clients who reported a student enrolment status in their last support period of the reporting period: 3,283.
4. Number of clients who did not report a student enrolment status in their last support period of the reporting period: 1,393.

Clients with a closed support period only

5. Number of clients who reported a student enrolment status in their first support period of the reporting period: 2,048.
6. Number of clients who did not report a student enrolment status in their first support period of the reporting period: 1,080.
7. Number of clients who reported a student enrolment status in their last support period of the reporting period: 2,193.
8. Number of clients who did not report a student enrolment status in their last support period of the reporting period: 936.

Clients with a closed support period and education-related needs

9. Number of clients who reported a student enrolment status in their first support period of the reporting period: 204.
10. Number of clients who did not report a student enrolment status in their first support period of the reporting period: 82.
11. Number of clients who reported a student enrolment status in their last support period of the reporting period: 221.
12. Number of clients who did not report a student enrolment status in their last support period of the reporting period: 64.

Table NT2.16: Clients, by case management plan status, Jul–Dec 2012, adjusted for non-response

Case management plan status	Number	Per cent
	<i>All clients</i>	
Clients with case management plan	3,375	72.2
Clients with an individual case management plan	2,763	81.9
Extent to which goals were met		
None	163	5.9
Some	2,118	76.7
All	482	17.4
Clients who are part of another person's case management plan	612	18.9
Clients with no case management plan	1,301	27.8
Reason no case management plan		
Client did not agree to one	187	14.4
Service episode too short	872	67.0
Other	242	18.6
	<i>Clients with closed support periods only</i>	
Clients with case management plan	2,111	67.5
Clients with an individual case management plan	1,694	80.2
Extent to which goals were met		
None	97	5.7
Some	1,139	67.2
All	458	27.1
Clients who are part of another person's case management plan	417	19.8
Clients with no case management plan:	1,018	32.5
Reason no case management plan		
Client did not agree to one	142	14.0
Service episode too short	823	80.8
Other	53	5.2

Notes

All clients

1. Total clients with a case management plan where achievement of case management goals not reported: 0.
2. Total client with no case management plan where a reason for having no case management plan is not reported: 0.

Clients with closed support periods only

3. Total clients with a case management plan where achievement of case management goals not reported: 0.
4. Total client with no case management plan where a reason for having no case management plan is not reported: 0.

Table NT2.17: Clients with closed support periods, by reason support period ended, Jul–Dec 2012, adjusted for non-response

Reason support period ended	Number	Per cent
Client referred to another specialist homelessness agency	69	2.0
Client referred to a mainstream agency	79	2.3
Client's immediate needs met/case management goals achieved	1,245	36.4
Maximum service period reached	44	1.3
Service withdrawn from client and no referral made	126	3.7
Client no longer requested assistance	1,503	43.9
Client did not turn up	171	5.0
Lost contact with client	422	12.3
Client institutionalised	5	0.2
Client incarcerated	2	0.1
Client died	11	0.3
Other	148	4.3

Notes

1. A client may have more than one support period in the reporting period, each with a different reason for ending.
2. Number of clients who did not report a reason for their support period ending when their support period ended during the reporting period: 57.
3. Total clients who reported a reason for their support period ending: 3,421.
4. Total clients who had a support period that ended during the reporting period: 3,465.

3 A comparison of homeless and at risk clients

Table NT3.1: Clients with an episode of homelessness at any time during the reporting period, by age and sex, Jul-Dec 2012, adjusted for non-response

Age group	Males		Females		All clients	
	Number	Per cent	Number	Per cent	Number	Per cent
0-9	81	13.7	57	7.2	138	10.0
10-14	18	3.0	12	1.5	30	2.2
15-17	40	6.8	89	11.3	129	9.4
18-24	74	12.4	158	20.1	232	16.8
25-34	102	17.1	194	24.6	296	21.4
35-44	114	19.2	145	18.3	259	18.7
45-54	91	15.4	86	10.9	178	12.9
55-64	51	8.5	40	5.1	91	6.6
65+	22	3.7	7	0.9	29	2.1
Total	593	100.0	788	100.0	1,382	100.0

Table NT3.2: Clients with no episodes of homelessness during the reporting period, by age and sex, Jul-Dec 2012, adjusted for non-response

Age group	Males		Females		All clients	
	Number	Per cent	Number	Per cent	Number	Per cent
0-9	90	22.0	88	8.1	177	11.9
10-14	23	5.6	22	2.0	45	3.0
15-17	28	6.8	69	6.4	97	6.5
18-24	46	11.3	195	18.0	241	16.2
25-34	45	10.9	261	24.1	305	20.5
35-44	57	13.9	227	21.0	284	19.0
45-54	62	15.2	136	12.6	198	13.3
55-64	35	8.7	63	5.8	98	6.6
65+	22	5.5	24	2.2	46	3.1
Total	407	100.0	1,085	100.0	1,492	100.0

Table NT3.3: Clients who were homeless at the beginning of first support, by homelessness category, Jul–Dec 2012, adjusted for non-response

Housing situation	Males		Females		Total	
	Number	Per cent	Number	Per cent	Number	Per cent
Homeless						
No shelter, improvised or inadequate dwelling	179	31.7	247	35.9	426	34.0
Short-term temporary accommodation	124	21.9	123	17.9	246	19.6
House, townhouse/flat (couch surfing or with no tenure)	107	18.9	213	31.0	320	25.6
Homeless—specific housing situation not known ^(a)	155	27.4	105	15.3	260	20.8
<i>Sub-total</i>	<i>565</i>	<i>57.1</i>	<i>688</i>	<i>36.5</i>	<i>1,252</i>	<i>43.6</i>
At risk of homelessness						
Public or community housing (renter or rent free)	255	60.0	715	59.8	970	59.8
Private or other housing (owner or renter or rent free)	96	22.6	247	20.7	343	21.2
Institutional setting	15	3.5	7	0.6	22	1.4
At risk of homelessness—specific housing situation not known ^(a)	59	13.9	226	18.9	286	17.6
<i>Sub-total</i>	<i>425</i>	<i>42.9</i>	<i>1,195</i>	<i>63.5</i>	<i>1,621</i>	<i>56.4</i>
Total	990	..	1,883	..	2,873	..

(a) Clients whose housing situation is not known have provided sufficient information to determine their homelessness status, but not enough to determine their exact housing situation. For example, a client may be categorised as 'Homeless—specific housing situation not known', because they have indicated they have no tenure, but they have not provided information on their dwelling type.

Table NT3.4: Clients who were homeless at the beginning of support, by age and sex, Jul–Dec 2012, adjusted for non-response

Age group	Males		Females		All clients	
	Number	Per cent	Number	Per cent	Number	Per cent
0–9	70	12.4	47	6.9	118	9.4
10–14	18	3.2	10	1.5	28	2.2
15–17	40	7.1	79	11.4	119	9.5
18–24	69	12.3	139	20.2	209	16.7
25–34	101	17.8	170	24.7	271	21.6
35–44	110	19.5	120	17.5	230	18.4
45–54	86	15.3	80	11.6	166	13.3
55–64	48	8.4	36	5.3	84	6.7
65+	22	3.9	6	0.8	28	2.2
Total	565	100.0	688	100.0	1,253	100.0

Table NT3.5: Clients who were at risk of homelessness at the beginning of support, by age and sex, Jul-Dec 2012, adjusted for non-response

Age group	Males		Females		All clients	
	Number	Per cent	Number	Per cent	Number	Per cent
0-9	98	23.0	98	8.2	196	12.1
10-14	24	5.6	23	1.9	47	2.9
15-17	28	6.5	78	6.6	106	6.5
18-24	49	11.5	213	17.9	262	16.2
25-34	45	10.5	293	24.5	338	20.8
35-44	59	13.8	253	21.1	311	19.2
45-54	65	15.2	145	12.2	210	13.0
55-64	37	8.6	68	5.7	104	6.4
65+	22	5.2	24	2.0	46	2.8
Total	425	100.0	1,195	100.0	1,620	100.0

Table NT3.6: Clients with a previous history of homelessness, by homelessness status at the beginning of support, by age, Jul-Dec 2012, adjusted for non-response

Age group	Homeless	At risk
0-9	43	36
10-14	11	3
15-17	56	31
18-24	118	92
25-34	142	72
35-44	161	63
45-54	111	42
55-64	54	8
65+	21	5
Total	716	351

Table NT3.7: Clients who were homeless at the beginning of support, by reasons for seeking assistance, Jul–Dec 2012, adjusted for non-response

Reason for seeking assistance	Males	Females	Total clients (number)	Total clients (per cent)
Financial	308	274	582	48.3
Financial difficulties	230	206	436	36.1
Housing affordability stress	132	131	263	21.8
Employment difficulties	69	21	90	7.5
Unemployment	110	37	148	12.2
Problematic gambling	6	7	13	1.1
Accommodation	336	331	667	55.3
Housing crisis	160	144	304	25.2
Inadequate or inappropriate dwelling conditions	173	201	374	31.0
Previous accommodation ended	156	134	290	24.1
Interpersonal relationships	166	409	575	47.7
Time out from family/other situation	59	181	240	19.9
Relationship/family breakdown	105	156	261	21.7
Sexual abuse	1	8	9	0.7
Domestic and family violence	66	284	350	29.0
Non-family violence	7	27	33	2.8
Health	192	109	302	25.0
Mental health issues	89	19	109	9.0
Medical issues	74	52	125	10.4
Problematic drug or substance use	50	17	66	5.5
Problematic alcohol use	69	52	120	10.0
Other	253	293	546	45.3
Transition from custodial arrangements	75	13	88	7.3
Transition from foster care and child safety residential placements	1	5	7	0.5
Transition from other care arrangements	17	9	26	2.2
Discrimination including racial discrimination	8	1	9	0.8
Itinerant	34	32	66	5.4
Unable to return home due to environmental reasons	26	36	62	5.2
Disengagement with school or other education and training	15	9	24	2.0
Lack of family and/or community support	115	196	311	25.8
Other	66	74	139	11.6

Note: Number of clients who did not report a reason for seeking assistance in any of their support periods during the reporting period: missing females (all reasons): 15, missing males (all reasons): 32.

Table NT3.8: Clients who were at risk of homelessness at the beginning of support, by reasons for seeking assistance, Jul-Dec 2012, adjusted for non-response

Reason for seeking assistance	Males	Females	Total clients (number)	Total clients (per cent)
<i>Financial</i>	192	376	568	37.5
Financial difficulties	155	314	469	31.0
Housing affordability stress	49	145	195	12.9
Employment difficulties	7	10	17	1.1
Unemployment	33	32	64	4.2
Problematic gambling	1	1	2	0.1
<i>Accommodation</i>	122	311	433	28.6
Housing crisis	58	114	172	11.4
Inadequate or inappropriate dwelling conditions	54	192	246	16.2
Previous accommodation ended	35	68	102	6.8
<i>Interpersonal relationships</i>	120	693	813	53.8
Time out from family/other situation	38	234	277	18.0
Relationship/family breakdown	46	224	270	17.8
Sexual abuse	0	22	22	1.4
Domestic and family violence	59	493	552	36.5
Non-family violence	11	57	68	4.5
<i>Health</i>	75	155	230	15.2
Mental health issues	24	33	57	3.8
Medical issues	35	65	100	6.6
Problematic drug or substance use	7	25	32	2.1
Problematic alcohol use	37	56	93	6.2
<i>Other</i>	138	381	519	34.3
Transition from custodial arrangements	8	8	16	1.1
Transition from foster care and child safety residential placements	4	5	8	0.5
Transition from other care arrangements	3	12	15	1.0
Discrimination including racial discrimination	1	4	5	0.3
Itinerant	8	15	23	1.5
Unable to return home due to environmental reasons	5	23	27	1.8
Disengagement with school or other education and training	6	14	20	1.3
Lack of family and/or community support	47	211	258	17.0
Other	78	145	223	14.7

Note: Number of client who did not report a reason for seeking assistance in any of their support periods during the reporting period: missing females (all reasons): 53, missing males (all reasons): 54.

Table NT3.9: Clients who were homeless at the beginning of support, by need for services and assistance and service provision status, Jul-Dec 2012, adjusted for non-response

Group	Service and assistance type	Need identified	Need identified as % of clients	Provided	Provided as % of need identified	Referred only	Not provided or referred
Accommodation services		1,075	85.8	967	90.0	57	51
	Short-term or emergency accommodation	761	60.7	720	94.6	24	17
	Medium-term/transitional housing	411	32.8	277	67.3	62	73
	Long-term housing	312	24.9	71	22.8	112	129
Assistance to sustain housing tenure		208	16.6	178	85.5	16	14
	Assistance to sustain tenancy or prevent tenancy failure or eviction	207	16.5	176	85.4	16	14
	Assistance to prevent foreclosures or for mortgage arrears	3	0.3	2	68.3	1	0
Mental health		70	5.6	45	64.9	15	9
	Psychological services	21	1.6	10	50.1	7	3
	Psychiatric services	14	1.1	8	53.7	3	3
	Mental health services	55	4.4	36	65.9	13	6
Family		128	10.2	87	68.4	28	12
	Child protection services	48	3.8	33	68.4	12	3
	Parenting skills education	75	6.0	54	71.7	12	9
	Child specific specialist counselling services	25	2.0	7	29.5	7	11
	Pregnancy assistance	12	1.0	3	26.1	6	3
	Family planning support	16	1.3	8	49.7	0	8
Disability		16	1.3	9	57.9	3	3
	Physical disability services	13	1.0	7	55.3	3	2
	Intellectual disability services	3	0.3	2	68.7	0	1
Drug/alcohol		118	9.4	87	73.9	5	26
	Drug/alcohol counselling	118	9.4	87	73.9	5	26
Legal/financial services		144	11.5	98	67.8	21	26
	Professional legal services	38	3.0	16	42.7	17	5
	Financial advice and counselling	121	9.7	85	69.9	12	25
	Counselling for problem gambling	10	0.8	6	57.7	0	4

(continued)

Table NT3.9 (continued): Clients who were homeless at the beginning of support, by need for services and assistance and service provision status, Jul-Dec 2012, adjusted for non-response

Group	Service and assistance type	Need identified	Need identified as % of clients	Provided	Provided as % of need identified	Referred only	Not provided or referred
Immigration/cultural services		93	7.5	52	55.3	35	7
	Interpreter services	19	1.5	18	94.5	0	1
	Assistance with immigration services	4	0.3	2	66.4	1	0
	Culturally specific services	70	5.6	31	44.0	35	5
	Assistance to connect culturally	27	2.2	26	95.6	0	1
Other specialist services		287	22.9	159	55.6	104	23
	Health/medical services	228	18.2	116	50.8	96	16
	Specialist counselling services	64	5.1	30	47.1	18	16
	Other specialised service	90	7.2	43	48.0	31	16
General services		1,180	94.2	1,174	99.5	3	2
	Assertive outreach	345	27.5	279	81.0	49	17
	Assistance to obtain/maintain government allowance	213	17.0	182	85.3	17	14
	Employment assistance	114	9.1	101	89.3	10	2
	Training assistance	78	6.2	66	84.8	3	9
	Educational assistance	94	7.5	72	76.7	11	11
	Financial information	299	23.9	259	86.7	29	11
	Material aid/brokerage	455	36.3	435	95.7	13	6
	Assistance for incest/sexual assault	8	0.6	5	70.9	0	2
	Assistance for domestic/family violence	217	17.4	196	90.2	2	19
	Family/relationship assistance	199	15.9	169	84.7	11	19
	Assistance for trauma	51	4.1	38	74.1	3	10
	Assistance with challenging social/behavioural problems	140	11.2	125	89.4	5	10
	Living skills/personal development	352	28.1	329	93.4	15	8
	Legal information	137	10.9	85	62.5	38	14
	Court support	52	4.1	40	78.3	5	7
	Advice/information	851	67.9	849	99.7	1	1
	Retrieval/storage/removal of personal belongings	125	10.0	111	89.2	7	7
	Advocacy/liaison on behalf of client	632	50.5	619	97.8	6	8

(continued)

Table NT3.9 (continued): Clients who were homeless at the beginning of support, by need for services and assistance and service provision status, Jul-Dec 2012, adjusted for non-response

Group	Service and assistance type	Need identified	Need identified as % of clients	Provided	Provided as % of need identified	Referred only	Not provided or referred
	School liaison	50	4.0	44	89.1	3	2
	Child care	18	1.4	13	73.0	0	5
	Structured play/skills development	71	5.7	60	84.3	7	4
	Child contact and residence arrangements	34	2.7	23	66.6	6	6
	Meals	765	61.1	765	100.0	0	0
	Laundry/shower facilities	689	55.0	687	99.8	0	1
	Recreation	494	39.4	484	98.0	1	9
	Transport	635	50.7	628	98.9	4	2
	Other basic assistance	913	72.9	905	99.1	3	5

Note: Total number of clients who reported a need for services and assistance: 1,253.

Table NT3.10: Clients who were at risk of homelessness at the beginning of support, by need for services and assistance and service provision status, Jul-Dec 2012, adjusted for non-response

Group	Service and assistance type	Need identified	Need identified as % of clients	Provided	Provided as % of need identified	Referred only	Not provided or referred
Accommodation services		1,047	64.6	854	81.6	65	128
	Short-term or emergency accommodation	741	45.7	681	91.9	26	34
	Medium-term/transitional housing	283	17.5	174	61.2	39	71
	Long-term housing	246	15.2	25	10.4	78	142
Assistance to sustain housing tenure		406	25.1	359	88.3	16	31
	Assistance to sustain tenancy or prevent tenancy failure or eviction	406	25.1	359	88.3	16	31
	Assistance to prevent foreclosures or for mortgage arrears	8	0.5	8	100.0	0	0
Mental health		63	3.9	38	60.2	16	9
	Psychological services	32	2.0	23	72.5	7	2
	Psychiatric services	8	0.5	6	74.3	2	
	Mental health services	36	2.2	12	32.3	15	10
Family		150	9.3	102	67.7	28	21
	Child protection services	81	5.0	48	58.8	24	9
	Parenting skills education	67	4.1	52	77.2	0	15
	Child specific specialist counselling services	43	2.6	16	37.9	10	17
	Pregnancy assistance	15	0.9	9	57.7	5	1
	Family planning support	11	0.7	10	89.5	0	1
Disability		4	0.3	1	25.6	3	0
	Physical disability services	1	0.1	1	100.0	0	0
	Intellectual disability services	3	0.2	0	0.0	3	0
Drug/alcohol		50	3.1	27	54.0	14	9
	Drug/alcohol counselling	50	3.1	27	54.0	14	9
Legal/financial services		150	9.3	105	69.9	20	25
	Professional legal services	37	2.3	16	42.1	13	9
	Financial advice and counselling	112	6.9	89	79.9	8	15
	Counselling for problem gambling	8	0.5	1	14.7	0	7

(continued)

Table NT3.10 (continued): Clients who were at risk of homelessness at the beginning of support, by need for services and assistance and service provision status, Jul-Dec 2012, adjusted for non-response

Group	Service and assistance type	Need identified	Need identified as % of clients	Provided	Provided as % of need identified	Referred only	Not provided or referred
Immigration/cultural services		48	3.0	37	77.8	8	2
	Interpreter services	9	0.5	9	100.0	0	0
	Assistance with immigration services	2	0.1	2	100.0	0	0
	Culturally specific services	32	2.0	20	63.4	8	4
	Assistance to connect culturally	22	1.3	22	100.0	0	0
Other specialist services		284	17.5	207	72.9	60	17
	Health/medical services	171	10.6	124	72.6	40	7
	Specialist counselling services	103	6.3	63	61.7	23	16
	Other specialised service	83	5.1	55	66.5	19	8
General services		1,481	91.4	1,471	99.3	4	6
	Assertive outreach	318	19.6	285	89.5	26	7
	Assistance to obtain/maintain government allowance	169	10.5	152	89.9	11	6
	Employment assistance	67	4.2	53	79.3	7	7
	Training assistance	66	4.1	47	70.9	6	13
	Educational assistance	66	4.1	59	88.5	5	2
	Financial information	374	23.1	348	93.0	10	16
	Material aid/brokerage	477	29.4	442	92.8	17	18
	Assistance for incest/sexual assault	14	0.9	11	76.7	0	3
	Assistance for domestic/family violence	377	23.3	360	95.5	4	12
	Family/relationship assistance	249	15.4	231	92.8	5	13
	Assistance for trauma	94	5.8	84	90.0	3	6
	Assistance with challenging social/behavioural problems	162	10.0	150	92.5	1	11
	Living skills/personal development	327	20.2	309	94.5	4	14
	Legal information	156	9.6	108	69.2	23	26
	Court support	48	3.0	44	91.0	2	2
	Advice/information	1,044	64.5	1,040	99.6	1	3
	Retrieval/storage/removal of personal belongings	123	7.6	110	89.5	4	9
	Advocacy/liaison on behalf of client	675	41.7	667	98.9	2	5

(continued)

Table NT3.10 (continued): Clients who were at risk of homelessness at the beginning of support, by need for services and assistance and service provision status, Jul-Dec 2012, adjusted for non-response

Group	Service and assistance type	Need identified	Need identified as % of clients	Provided	Provided as % of need identified	Referred only	Not provided or referred
	School liaison	80	4.9	76	94.4	0	4
	Child care	33	2.1	32	96.7	0	1
	Structured play/skills development	92	5.6	82	89.6	0	10
	Child contact and residence arrangements	28	1.8	27	95.9	1	0
	Meals	739	45.6	737	99.7	0	2
	Laundry/shower facilities	639	39.4	639	100.0	0	0
	Recreation	476	29.4	463	97.4	2	10
	Transport	754	46.5	746	99.0	2	5
	Other basic assistance	1,106	68.3	1,094	98.9	2	10

Note: Total number of clients who reported a need for services and assistance: 1,620.

Table NT3.11: Clients by housing situation, first and last reported, Jul–Dec 2012, adjusted for non-response

Housing situation at the beginning of support	Housing situation at the end of support in the reporting period									Institutional settings	Total
	Homeless				Not homeless						
	No shelter or improvised/inadequate dwelling	Short-term temporary accommodation	House, townhouse or flat		Public or community housing		Private or other housing				
			No tenure	Couch surfer	Renter	Rent free	Owner or renter	Rent free			
Homeless clients											
No shelter or improvised/inadequate dwelling	192	81	2	5	15	17	16	10	2	341	
Short-term temporary accommodation	6	246	3	4	20	5	12	5	1	304	
House, townhouse or flat											
Couch surfer	11	43	22	96	14	2	4	3	2	199	
No tenure	1	19	40		1		1		1	63	
<i>Sub-total</i>	<i>211</i>	<i>390</i>	<i>67</i>	<i>105</i>	<i>51</i>	<i>24</i>	<i>34</i>	<i>18</i>	<i>6</i>	<i>906</i>	
Clients at risk of homelessness											
Public or community housing											
Renter	4	52	22	10	521	48	5	2	0	665	
Rent free	1	7	10	5	11	78	0	5	0	117	
Private or other housing											
Owner or renter	1	44	3	4	9	1	116	16	3	198	
Rent free	2	23	4	6	4	4	6	54	1	102	
Institutional settings	2	11	0	0	0	0	1	0	2	16	
<i>Sub-total</i>	<i>10</i>	<i>136</i>	<i>39</i>	<i>26</i>	<i>544</i>	<i>132</i>	<i>128</i>	<i>77</i>	<i>7</i>	<i>1,098</i>	

Notes

1. Total number of clients who did not disclose sufficient information to determine housing situation when they first presented to an agency during the reporting period: Homeless clients: 222; At-risk clients: 240.
2. Total number of clients who disclosed insufficient information to determine housing situation at their last presentation during the reporting period: Homeless clients: 11; At-risk clients: 69.
3. Total number of clients who disclosed insufficient information to determine housing situation at their first as well as their last presentation during the reporting period: Homeless clients 29; At-risk clients: 213.

Table NT3.12: Clients (with closed support periods only) by housing situation, first and last reported, Jul–Dec 2012, adjusted for non-response

Housing situation at the beginning of support	Housing situation at the end of support in the reporting period									Total
	No shelter or improvised inadequate dwelling	Short-term temporary accommodation	House, townhouse or flat		Public or community housing		Private or other housing		Institutional settings	
			No tenure	Couch surfer	Renter	Rent free	Owner or renter	Rent free		
Homeless clients										
No shelter or improvised/inadequate dwelling	162	47	2	2	11	17	6	5	1	254
Short-term temporary accommodation	1	129	3	4	9	3	11	2	0	163
House, townhouse or flat										
Couch surfer	8	29	19	74	12	2	4	2	2	153
No tenure	0	9	32		1	0	0	0	0	41
Total	170	214	56	80	33	22	22	10	3	611
Clients at risk of homelessness										
Public or community housing										
Renter	3	30	21	4	290	37	3	2	0	390
Rent free	0	3	9	0	4	65	0	4	0	86
Private or other housing										
Owner or renter	1	21	2	3	6	1	88	12	1	136
Rent free		7	4	3	1	4	2	44	1	67
Institutional settings	2	0	0	0	0	0	0	0	2	4
Total	6	61	35	11	301	108	94	63	5	684

Notes

1. Total number of clients who did not disclose sufficient information to determine housing situation when they first presented to an agency during the reporting period: Homeless clients: 153; At-risk clients: 157.
2. Total number of clients who disclosed insufficient information to determine housing situation at their last presentation during the reporting period: Homeless clients: 1; At-risk clients: 47.
3. Total number of clients who disclosed insufficient information to determine housing situation at their first as well as their last presentation during the reporting period: Homeless clients 20; At-risk clients: 190.

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