



**Australian Government**

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# **Government-funded specialist homelessness services**

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

**Queensland**

Australian Institute of Health and Welfare  
Canberra

Cat. no. HOU 254

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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 Queensland:

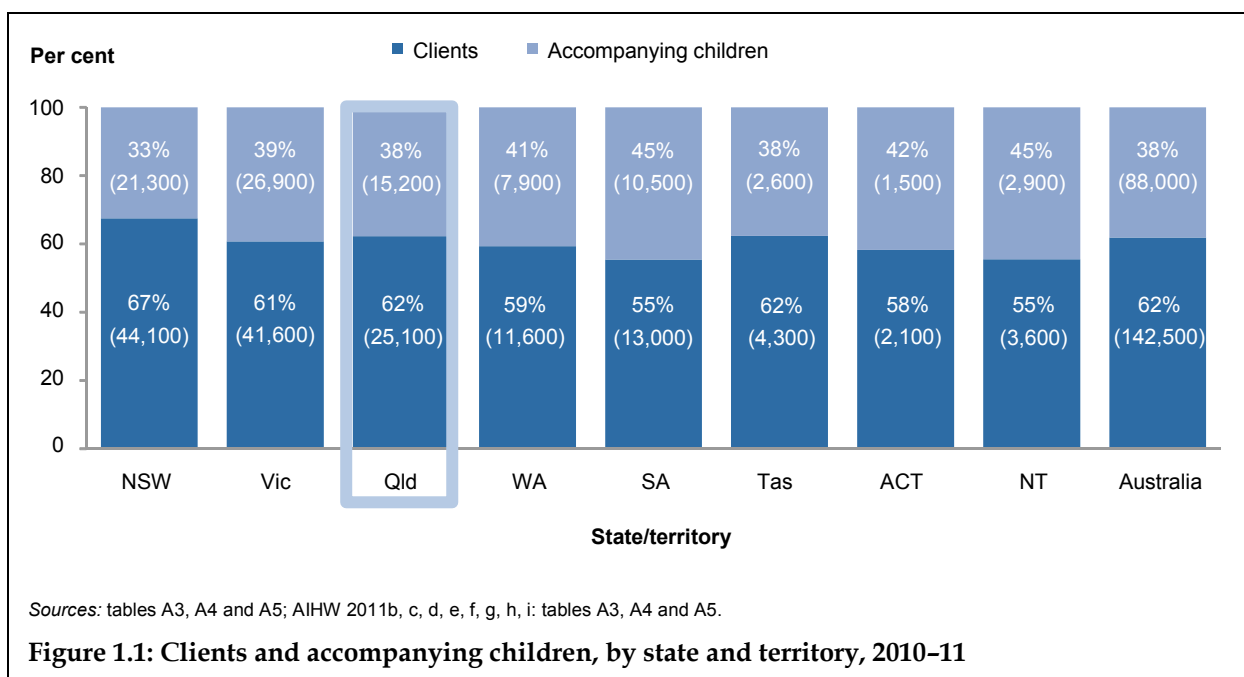
- were mostly female
- were often relatively young
- were mostly non-Indigenous, however, Aboriginal and Torres Strait Islander people were over-represented relative to their population size
- commonly sought support because of interpersonal relationship, financial, or accommodation-related issues
- 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 Queensland were:

- the rate of use of specialist homelessness services was lower than the national average
- it was more common for clients to seek support primarily because of financial reasons than in other jurisdictions
- it was less common for clients to seek support primarily because of domestic or family violence than it was nationally
- renting privately both before and after support was much higher in Queensland than it was in the other states and territories.

# 1 How many people were supported?

In 2010–11, an estimated 40,300 Queenslanders received support from a government-funded specialist homelessness agency. Of these, 25,100 (62%) were clients and 15,200 (38%) were children accompanying clients (Figure 1.1).



This was equivalent to 1 in 112 people in Queensland using services – a lower rate of use than the national figure of 1 in 97 people (Table 1.1).

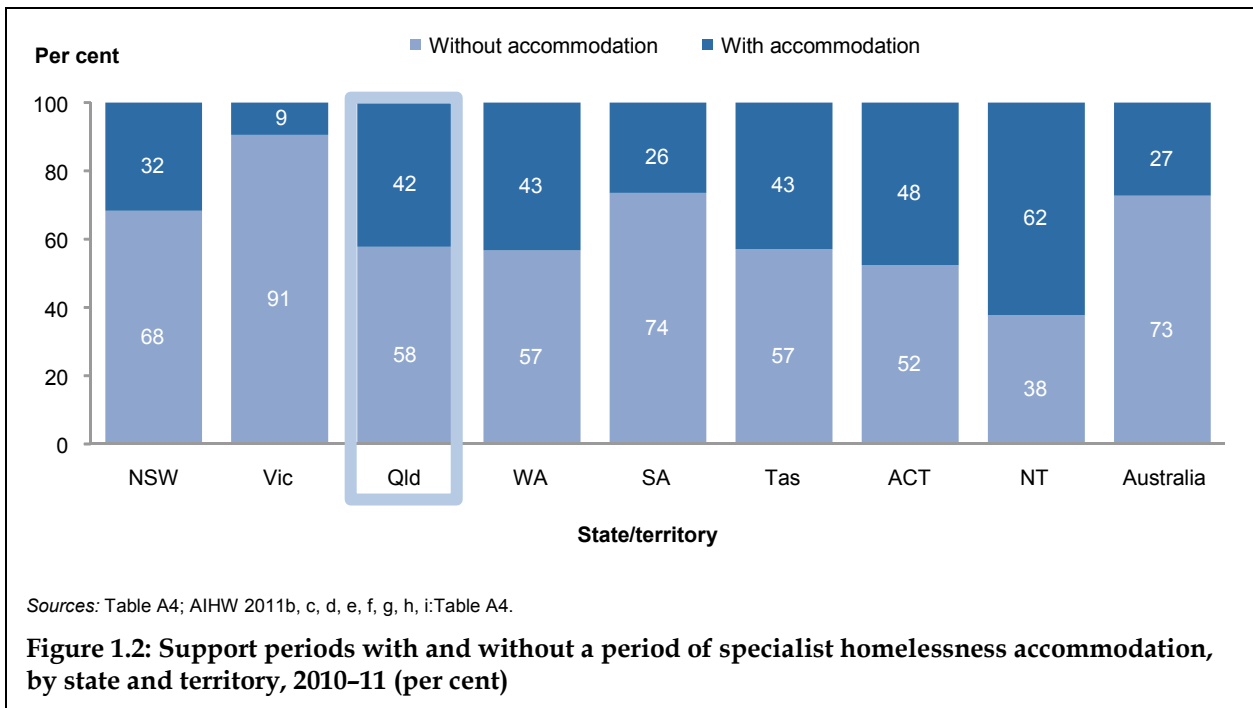
**Table 1.1: Rate of service use, by state and territory, 2010-11 (number)**

	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).

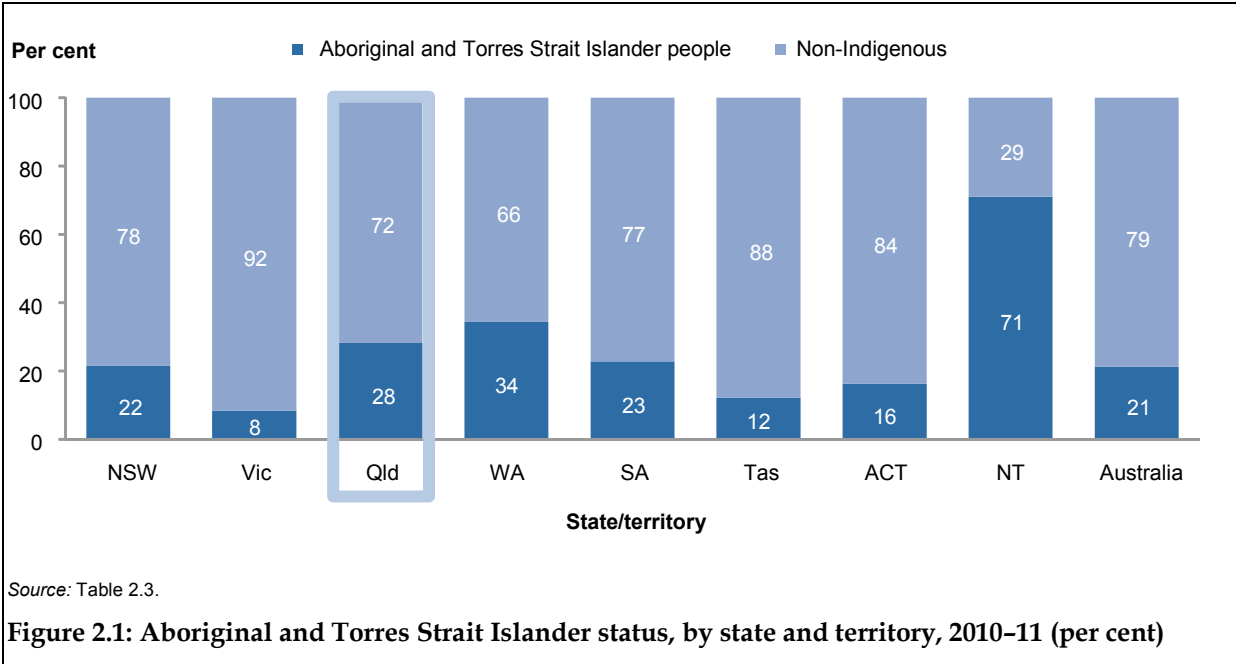
The majority of services delivered in Queensland were non-accommodation related support services – 42% of support periods included a period of specialist homelessness accommodation, with the remaining 58% being for support services only (Figure 1.2).



# 2 Who was supported?

Service users in Queensland were:

- mostly female – 54% of all service users and 56% of clients (Table 2.1)
- relatively young – the average (mean) age of service users was 23 years overall, 33 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 61 Queenslanders aged under 15 and 1 in 63 Queenslanders aged 15–19 used services (derived from Table A7)
- mostly non-Indigenous (72%) (Figure 2.1). Aboriginal or Torres Strait Islander people were, however, over-represented relative to their population size – 28% of service users in Queensland identified as Indigenous compared with 4% of the estimated resident population of Queensland (Figure 2.1; ABS 2009)
- mostly Australian-born (90%) (Table 2.4). The next most common countries of birth were New Zealand, Papua New Guinea, England and Sudan (Table A15).



**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>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>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>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</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>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

Sources: 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>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>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>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</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>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

Sources: 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)**

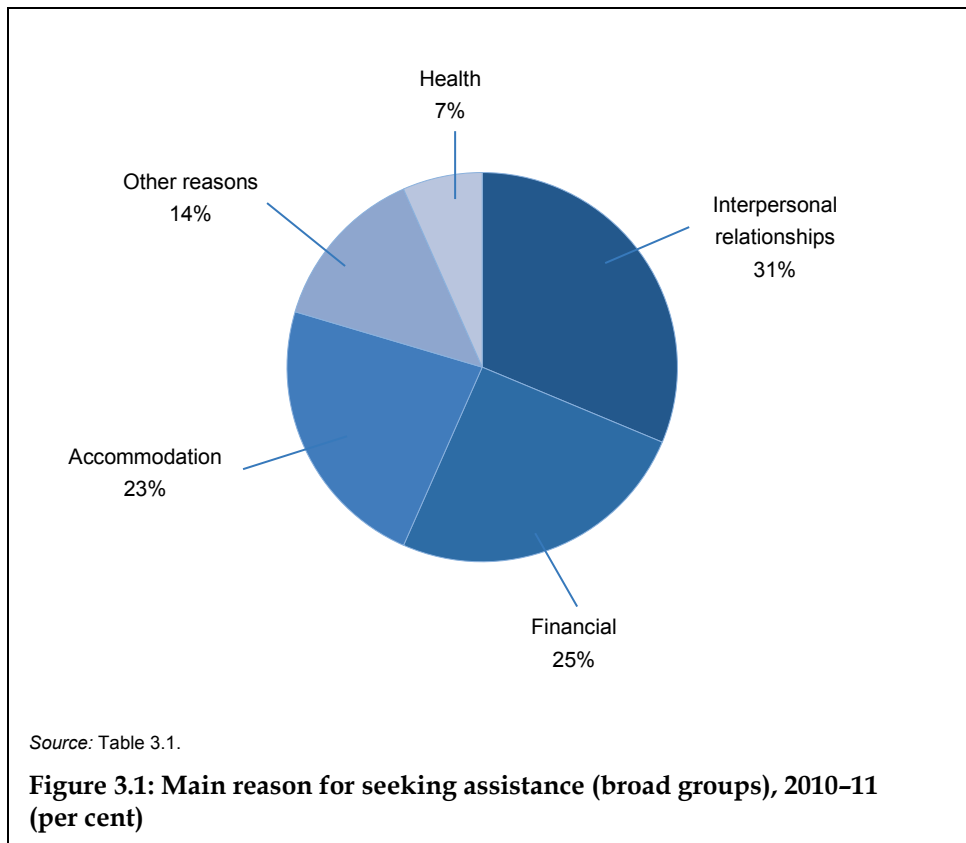
	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia
<b>Clients</b>									
Australian-born	83.0	81.7	86.5	78.0	88.4	93.2	79.8	94.1	83.8
Born overseas	17.0	18.3	13.5	22.0	11.6	6.8	20.2	5.9	16.2
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>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>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</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>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

Sources: 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 reasons why people sought support in Queensland were:

- interpersonal relationships issues (31% of support periods) – this was much lower than the national average of 42%, primarily because of the low proportion seeking support for domestic or family violence (13% compared with a national average of 22%) (Figure 3.1; Table A19; AIHW 2011i:Table A19)
- financial issues (25%) – this was higher than the national average of 18% and was the highest nationally. The primary reason for this was the relatively high proportion seeking support because of insufficient money to pay for food, bills, accommodation and other essentials (termed ‘other financial difficulty’) (16% compared with a national average of 10%) (Table A19)
- accommodation-related issues (23%) – such as being evicted or otherwise made to leave existing accommodation. This was higher than the national average of 20%.



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

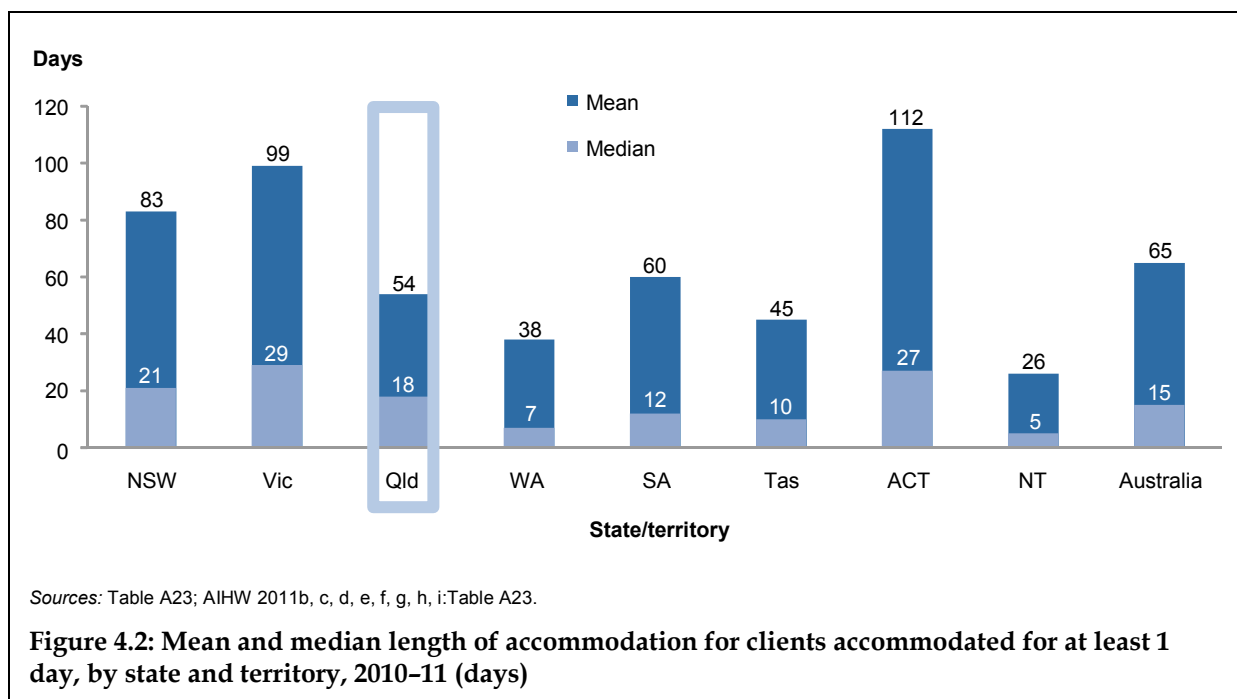
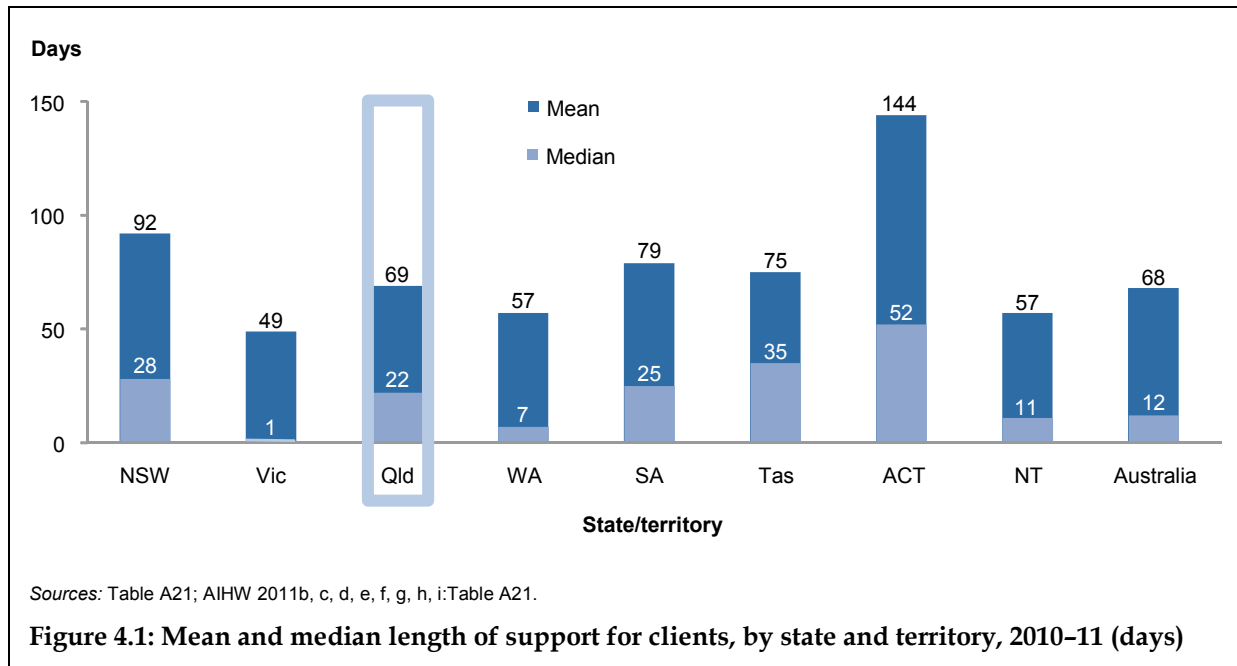
	NSW	Vic	Qld	WA <sup>(a)</sup>	SA	Tas	ACT <sup>(b)</sup>	NT <sup>(c)</sup>	Australia
Interpersonal relationships	40.9	42.6	31.3	46.7	53.5	42.6	46.1	55.5	42.0
Financial	19.2	19.9	25.3	14.4	6.3	10.4	7.3	6.5	18.2
Accommodation	15.1	22.6	23.0	12.6	22.2	26.7	17.9	15.5	19.7
Health	11.1	5.0	6.6	6.5	4.2	6.7	9.8	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 Queensland were supported for an average (mean) of 69 days and, when accommodated, were accommodated for an average of 54 days (figures 4.1 and 4.2). The average length of support in Queensland was consistent with the national average but the average length of accommodation was shorter. When the median lengths of support and accommodation were considered, both the length of support and the length of accommodation were longer than the national average.

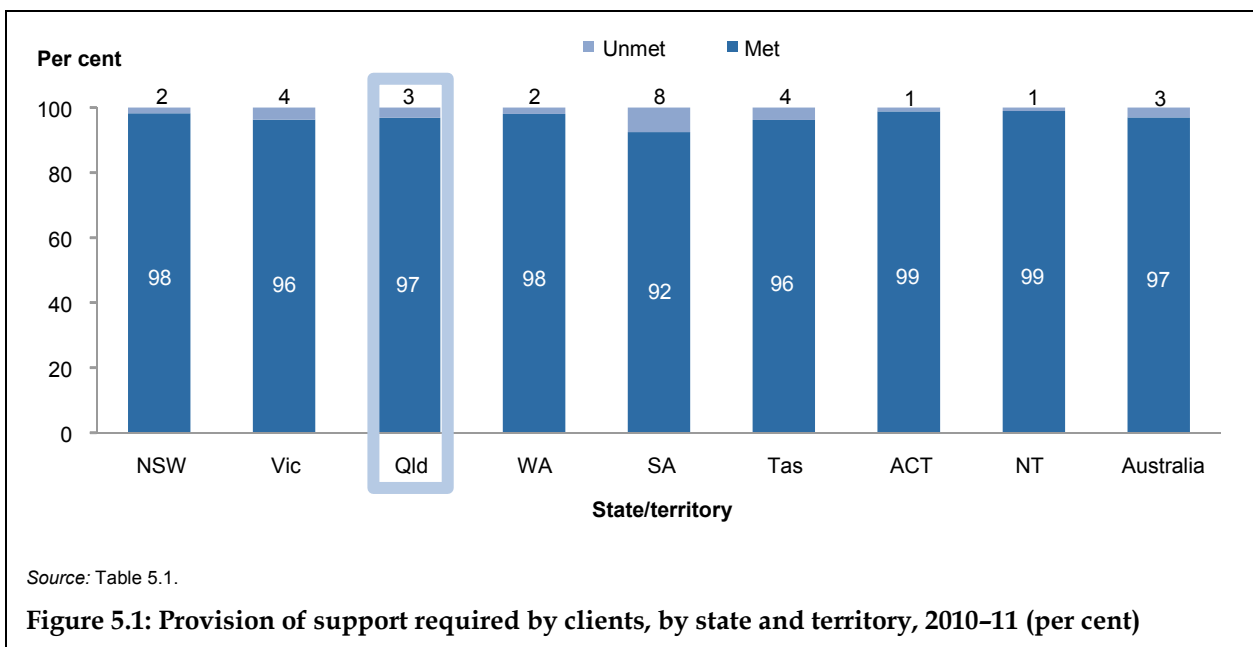


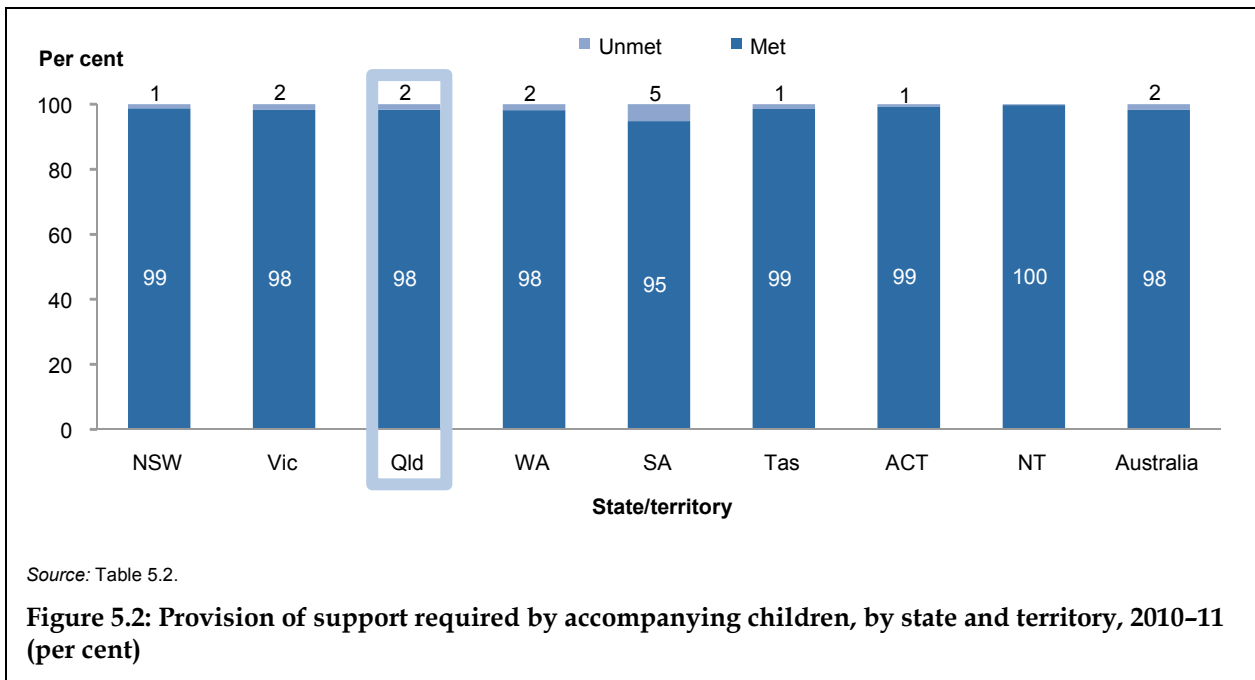
## 5 Were support needs met?

The support needs of service users in Queensland were generally able to be met:

- the overall needs of clients were met in 97% of cases (Figure 5.1)
- the overall needs of accompanying children were met in 98% of cases (Figure 5.2).

Required support remained unmet in 3% of cases for clients and 2% of cases for children accompanying clients. For both clients and accompanying children, specialist services was the broad type of support that most often remained unmet at the completion of support. Of the specialist services required by clients, there was a relatively high level of unmet need for drug or alcohol support or intervention when compared with the national average – the need for drug or alcohol support or intervention remained unmet in 15% of cases in Queensland compared with 10% nationally (Table A27).





**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>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>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>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>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>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>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>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>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>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>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>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</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>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

Sources: Table 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>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>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>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>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>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>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>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>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>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>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>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</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>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

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

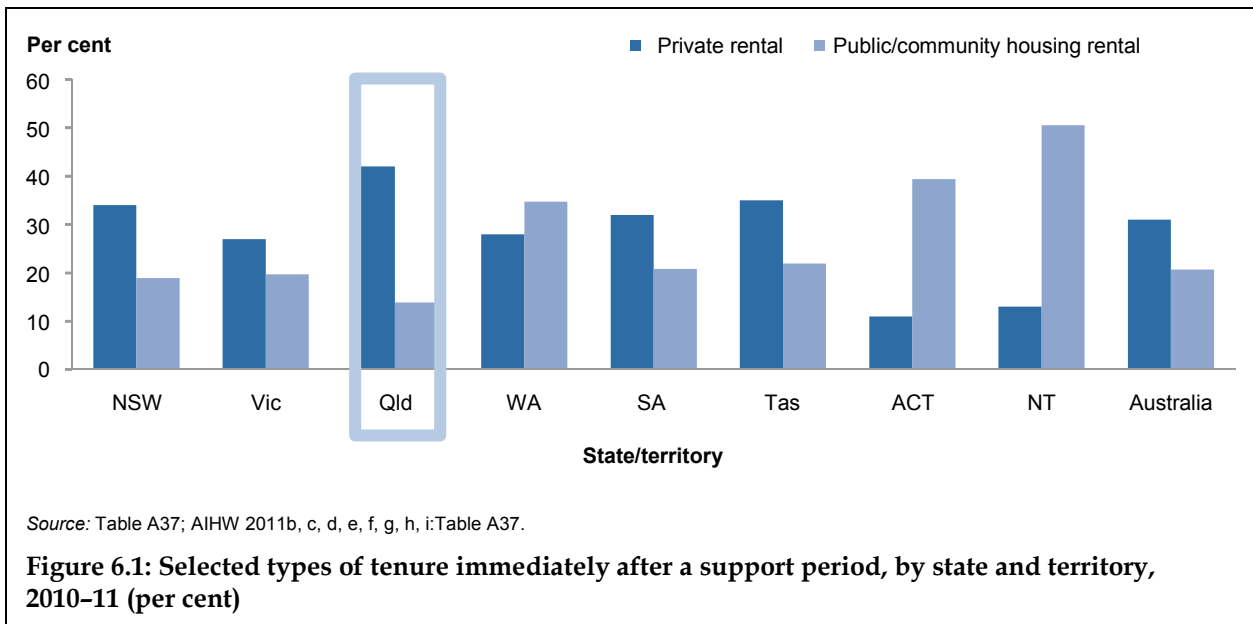


## 6 What happened after support?

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 after support, the majority of clients in Queensland: were unemployed or not in the labour force (91%); were receiving a government pension or allowance as their main source of income (86%); and were living in a house or other dwelling (92%) with some form of tenure (75%) – most often in a private rental (tables 6.1, 6.2, 6.3, 6.4 and A37).

Renting privately immediately after support was higher in Queensland than it was in the other states and territories (Figure 6.1) and there was little difference before and after support (Table A37). Exiting support to live in public or community housing was less common in Queensland than nationally.



**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>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>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>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

Sources: Table A32; AIHW 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>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>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>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

Sources: Table 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>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>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>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

Sources: Table 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>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>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>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

*Notes*

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

Sources: Table A37; AIHW 2011b, c, d, e, f, g, h, i:Table A37.

## 7 Changes over time

There have been some changes in the use of specialist homelessness services in Queensland in recent years. From 2006–07 to 2010–11 there has been:

- an increase in the use of services – from 1 in 136 people to 1 in 112 people (or 30,000 people to 40,300 people) (Table A3).
- a decrease in the proportion of support periods that include a period of specialist homelessness accommodation – from 54% to 42% (Table A4). This was consistent with the national downward trend
- an increase in the overall length of support and accommodation – the length of support from an average (mean) of 51 days to 69 days; and the length of accommodation from an average (mean) of 43 days to 54 days (tables A21 and A23)
- a decrease in seeking support because of interpersonal relationship issues – from 40% to 31% of support periods (Table A19)
- an increase in seeking assistance because of financial reasons – from 16% to 25% of support periods (Table A19). There has also been an increased need for financial assistance and material aid services – from 36% to 41% of closed support periods. This combined with a slight increase in the need for support related to obtaining or maintaining independent housing and a high proportion of clients who were in the private rental market may reflect the increased focus in Queensland on tenancy support initiatives (tables A19, A25 and A37). Readers should note that this could be a result both of more agencies delivering tenancy support services as well as because of a higher need for such services in the general community.

# Appendix—Qld 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	230	63,264	1	63,265	275
2007–08	240	64,901	2,179	67,080	280
2008–09	236	72,209	160	72,369	307
2009–10	245	87,068	—	87,068	355
2010–11	239	104,292	—	104,292	436

*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	219	90.9	26,260	88.7	82.7
2007–08	231	93.1	29,613	90.4	83.7
2008–09	225	95.1	28,876	92.7	88.1
2009–10	224	96.0	31,563	93.3	89.3
2010–11	227	90.3	33,883	92.6	88.4

(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	41,800	30,000	73	1:136	1.39
2007–08	48,800	33,600	80	1:125	1.45
2008–09	47,100	33,900	79	1:127	1.39
2009–10	51,300	37,900	86	1:117	1.36
2010–11	57,100	40,300	89	1:112	1.42

*Notes*

1. Number excluded due to errors and omissions (weighted): 0.
2. 'Per 10,000 population' shows how many people out of every 10,000 in the population used government-funded specialist homelessness services. The rate is estimated by comparing the number of clients and accompanying children in the reporting year with the estimated resident population at the start of the reporting year. Note that this may not match data reported in previous reports due to adjustments in ABS population estimates.
3. Caution should be used when comparing data across years because of changes in policy and service delivery arrangements.
4. Period of support figures have been weighted to adjust for agency non-participation.
5. 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)	27,800	31,800	30,400	32,900	37,500
With accommodation (per cent)	53.9	49.2	49.9	44.9	42.2
Without accommodation (per cent)	46.1	50.8	50.1	55.1	57.8
Daily average support periods (number)	3,700	4,300	4,500	5,500	5,800
Nightly average support periods with accommodation (number)	1,500	1,600	1,600	1,700	1,800
Clients (number)	19,000	20,400	20,800	23,100	25,100
Per 10,000 population aged 10+ years <sup>(a)</sup> (number)	53	56	55	60	64
Clients with only one period of support (per cent)	77.2	75.8	76.7	76.1	75.0
Mean number of support periods per client	1.46	1.56	1.46	1.42	1.50

- (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; 200 nightly support periods with accommodation in 2006–07, 200 in 2007–08, 600 in 2008–09, 700 in 2009–10, 1,000 in 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)	14,000	17,000	16,800	18,500	19,500
With accommodation <sup>(a)</sup> (per cent)	52.7	45.9	46.9	44.0	45.2
Without accommodation (per cent)	47.3	54.1	53.1	56.0	54.8
Daily average accompanying child support periods (number)	2,900	3,500	3,400	4,300	4,300
Nightly average accompanying child support periods with accommodation (number)	1,300	1,300	1,300	1,500	1,600
Accompanying children (number)	11,000	13,200	13,000	14,700	15,200
Per 10,000 population aged 0–17 years <sup>(b)</sup> (number)	109	128	124	138	140
Accompanying children with only one period of support (per cent)	88.0	88.4	86.7	86.8	85.5
Mean number of accompanying child support periods per accompanying child	1.27	1.27	1.29	1.25	1.28

(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; 100 nightly accompanying child support periods with accommodation in 2006–07, 100 in 2007–08, 200 in 2008–09, 233 in 2009–10, 500 in 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: age by 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	17.9	18.7	38.8	34.6	36.5	14,700
15–19 years	5.3	7.1	11.6	13.3	12.5	5,000
20–24 years	3.2	5.8	7.0	10.8	9.0	3,600
25–29 years	3.0	5.0	6.6	9.3	8.0	3,200
30–34 years	3.4	4.6	7.3	8.5	7.9	3,200
35–39 years	3.6	4.4	7.9	8.1	8.0	3,200
40–44 years	3.0	3.2	6.4	6.0	6.2	2,500
45–49 years	2.4	2.2	5.2	4.0	4.6	1,800
50–54 years	1.8	1.3	3.9	2.5	3.2	1,300
55–59 years	1.1	0.8	2.3	1.4	1.8	700
60–64 years	0.7	0.4	1.5	0.7	1.1	400
65 years and over	0.7	0.4	1.5	0.8	1.1	500
<i>Total</i>	<i>46.1</i>	<i>53.9</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (number)</b>	<b>18,600</b>	<b>21,700</b>	<b>18,600</b>	<b>21,700</b>	<b>..</b>	<b>40,300</b>
<b>Mean age (years)</b>	<b>..</b>	<b>..</b>	<b>23.2</b>	<b>22.4</b>	<b>..</b>	<b>22.7</b>
<b>Median age (years)</b>	<b>..</b>	<b>..</b>	<b>19</b>	<b>20</b>	<b>..</b>	<b>20</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	128	109	70	73	35	11	70	23.4	20
2007–08	149	115	66	72	39	10	75	22.6	18
2008–09	141	114	71	70	36	9	73	22.7	19
2009–10	155	128	76	77	39	11	79	22.6	18
2010–11	155	134	77	82	43	10	82	23.2	19
<b>Female</b>									
2006–07	139	158	109	86	21	4	76	21.5	19
2007–08	160	170	123	92	25	5	85	21.5	19
2008–09	156	166	124	93	26	6	85	21.9	20
2009–10	168	178	134	103	30	5	92	22.0	20
2010–11	171	188	145	108	33	6	96	22.4	20
<b>Total</b>									
2006–07	133	133	89	80	28	7	73	22.4	20
2007–08	155	142	94	82	32	7	80	22.0	19
2008–09	148	140	97	82	31	7	79	22.3	19
2009–10	161	152	105	90	34	8	86	22.3	19
2010–11	163	160	110	95	38	8	89	22.7	20

*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: age by 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	0.9	2.1	2.1	3.8	3.0	800
15–19 years	6.1	8.9	14.0	15.9	15.0	3,800
20–24 years	5.2	9.4	11.8	16.6	14.5	3,600
25–29 years	4.9	8.1	11.1	14.3	12.9	3,200
30–34 years	5.4	7.4	12.4	13.1	12.8	3,200
35–39 years	5.8	7.0	13.3	12.5	12.9	3,200
40–44 years	4.8	5.2	10.9	9.2	10.0	2,500
45–49 years	3.9	3.5	8.8	6.2	7.3	1,800
50–54 years	2.9	2.2	6.6	3.9	5.1	1,300
55–59 years	1.7	1.2	4.0	2.2	3.0	700
60–64 years	1.1	0.6	2.5	1.1	1.7	400
65 years and over	1.1	0.7	2.5	1.2	1.8	500
<i>Total</i>	<i>43.8</i>	<i>56.2</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (number)</b>	<b>11,000</b>	<b>14,100</b>	<b>11,000</b>	<b>14,100</b>	<b>..</b>	<b>25,100</b>
<b>Mean age (years)</b>	<b>..</b>	<b>..</b>	<b>34.8</b>	<b>31.0</b>	<b>..</b>	<b>32.6</b>
<b>Median age (years)</b>	<b>..</b>	<b>..</b>	<b>34</b>	<b>29</b>	<b>..</b>	<b>31</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 0.
2. Clients aged 0–17 years: 2,900 (1,100 males, 1,900 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	12	89	70	73	35	11	50	34.3	33
2007-08	7	91	66	72	39	10	50	34.8	34
2008-09	8	87	71	70	36	9	49	34.4	33
2009-10	10	92	76	77	39	11	53	34.5	34
2010-11	10	95	77	82	43	10	56	34.8	34
<b>Female</b>									
2006-07	25	136	109	86	21	4	56	29.8	28
2007-08	30	139	123	92	25	5	61	30.1	29
2008-09	28	134	124	93	26	6	62	30.5	29
2009-10	25	142	134	103	30	5	67	30.9	29
2010-11	30	146	145	108	33	6	71	31.0	29
<b>Total</b>									
2006-07	18	112	89	80	28	7	53	31.9	31
2007-08	18	115	94	82	32	7	56	32.2	31
2008-09	18	110	97	82	31	7	55	32.2	31
2009-10	17	116	105	90	34	8	60	32.5	31
2010-11	20	120	110	95	38	8	64	32.6	31

*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: age, by 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	22.0	21.5	44.0	43.0	43.5	6,600
5–9 years	14.0	14.2	28.0	28.5	28.2	4,300
10–14 years	9.9	10.1	19.8	20.2	20.0	3,000
15–17 years	4.1	4.2	8.2	8.4	8.3	1,300
<i>Total</i>	<i>49.9</i>	<i>50.1</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (number)</b>	<b>7,600</b>	<b>7,600</b>	<b>7,600</b>	<b>7,600</b>	<b>..</b>	<b>15,200</b>
<b>Mean age (years)</b>	<b>..</b>	<b>..</b>	<b>6.4</b>	<b>6.5</b>	<b>..</b>	<b>6.4</b>
<b>Median age (years)</b>	<b>..</b>	<b>..</b>	<b>6</b>	<b>6</b>	<b>..</b>	<b>6</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	183	120	76	34	109	6.1	5
2007–08	213	136	91	45	128	6.1	5
2008–09	197	131	91	50	124	6.3	6
2009–10	213	143	102	61	138	6.4	5
2010–11	210	148	102	68	140	6.4	6

*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: Aboriginal and Torres Strait Islander status by 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	22.8	23.3	23.6	24.6	25.8
Non-Indigenous	77.2	76.7	76.4	75.4	74.2
<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>13,800</b>	<b>15,200</b>	<b>15,000</b>	<b>17,200</b>	<b>18,000</b>
<b>Female</b>					
Aboriginal and Torres Strait Islander people	29.3	28.9	28.0	29.4	30.4
Non-Indigenous	70.7	71.1	72.0	70.6	69.6
<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>15,000</b>	<b>17,200</b>	<b>17,700</b>	<b>19,800</b>	<b>20,800</b>
<b>Total</b>					
Aboriginal and Torres Strait Islander people	26.2	26.3	26.0	27.2	28.3
Non-Indigenous	73.8	73.7	74.0	72.8	71.7
<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>28,800</b>	<b>32,400</b>	<b>32,700</b>	<b>37,000</b>	<b>38,700</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 1,200 in 2006–07; 1,200 in 2007–08; 1,200 in 2008–09; 900 in 2009–10; 1,500 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: Aboriginal and Torres Strait Islander status by 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	17.7	18.0	18.2	18.6	20.5
Non-Indigenous	82.3	82.0	81.8	81.4	79.5
<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>8,500</b>	<b>8,700</b>	<b>8,700</b>	<b>9,900</b>	<b>10,700</b>
<b>Female</b>					
Aboriginal and Torres Strait Islander people	27.4	27.1	26.1	26.8	28.0
Non-Indigenous	72.6	72.9	73.9	73.2	72.0
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>9,800</b>	<b>10,900</b>	<b>11,400</b>	<b>12,600</b>	<b>13,500</b>
<b>Total</b>					
Aboriginal and Torres Strait Islander people	22.9	23.1	22.6	23.2	24.7
Non-Indigenous	77.1	76.9	77.4	76.8	75.3
<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>18,300</b>	<b>19,600</b>	<b>20,100</b>	<b>22,600</b>	<b>24,200</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 700 in 2006–07; 800 in 2007–08; 700 in 2008–09; 600 in 2009–10; 900 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 A14: Accompanying children: 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	31.9	31.2	31.4	33.3	34.2
Non-Indigenous	68.1	68.8	68.6	66.7	65.8
<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>10,500</b>	<b>12,800</b>	<b>12,600</b>	<b>14,400</b>	<b>14,500</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 500 in 2006–07; 400 in 2007–08; 400 in 2008–09; 300 in 2009–10; 700 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 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	2008–09	2009–10 <sup>(b)</sup>	2010–11
Australia (including external territories)	91.7	91.2	90.0	89.8	89.7
New Zealand	2.6	2.5	3.2	3.2	3.1
Papua New Guinea	0.4	0.5	0.5	0.4	0.5
England	0.5	0.5	0.6	0.5	0.5
Sudan	0.3	0.7	0.6	0.6	0.5
Other	4.4	4.6	5.1	5.5	5.7
<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>29,000</b>	<b>32,700</b>	<b>33,000</b>	<b>37,300</b>	<b>39,400</b>

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

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

*Notes*

1. Number excluded due to errors and omissions (weighted): 1,000 in 2006–07; 900 in 2007–08; 800 in 2008–09; 600 in 2009–10; 900 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 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	2008–09 <sup>(b)</sup>	2009–10 <sup>(c)</sup>	2010–11
Australia (including external territories)	89.2	88.8	87.3	86.5	86.5
New Zealand	3.1	3.0	3.8	4.1	3.9
England	0.8	0.7	1.0	0.8	0.8
Papua New Guinea	0.4	0.5	0.6	0.6	0.6
Sudan	0.4	0.6	0.6	0.6	0.6
Other	6.1	6.3	6.8	7.5	7.6
<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>18,400</b>	<b>19,900</b>	<b>20,300</b>	<b>22,700</b>	<b>24,500</b>

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

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

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

*Notes*

1. Number excluded due to errors and omissions (weighted): 600 in 2006–07; 600 in 2007–08; 500 in 2008–09; 400 in 2009–10; 600 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	2007–08 <sup>(a)</sup>	2008–09 <sup>(a)</sup>	2009–10	2010–11
Australia (including external territories)	96.1	95.0	94.4	95.1	94.9
New Zealand	1.8	1.7	2.3	1.8	1.8
Papua New Guinea	0.3	0.4	0.3	0.1	0.4
Sudan	0.3	0.9	0.6	0.6	0.3
Philippines	0.1	0.1	0.2	0.2	0.2
Other	1.4	1.9	2.2	2.2	2.4
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>10,600</b>	<b>12,900</b>	<b>12,700</b>	<b>14,600</b>	<b>14,900</b>

(a) In 2007–08 and 2008–09 the 5 most common countries of birth were Australia, New Zealand, Sudan, Papua New Guinea and Somalia (with varying orders of precedence).

*Notes*

1. Number excluded due to errors and omissions (weighted): 400 in 2006–07; 300 in 2007–08; 300 in 2008–09; 200 in 2009–10; 300 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 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	12.5	11.3	11.0	10.7	9.6
Male alone, 25+	29.7	28.9	26.9	26.1	27.2
Female alone, under 25	12.7	12.1	12.6	11.5	11.0
Female alone, 25+	13.1	13.0	12.4	13.0	13.4
Couple no children	2.4	3.7	4.5	4.6	5.2
Couple with children	6.4	7.0	8.4	8.3	8.6
Male with children	2.0	2.2	2.0	2.3	2.2
Female with children	20.9	21.6	21.8	22.7	21.9
Other	0.2	0.3	0.5	0.9	1.0
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>26,400</b>	<b>29,900</b>	<b>29,500</b>	<b>32,400</b>	<b>37,100</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 1,400 in 2006–07; 1,900 in 2007–08; 800 in 2008–09; 500 in 2009–10; 500 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 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>	40.4	35.6	36.4	33.7	31.3
Time out from family/other situation	10.3	9.0	9.2	8.1	7.3
Relationship/family breakdown	9.8	8.7	9.0	9.1	8.2
Interpersonal conflict	2.6	2.4	2.2	2.2	2.3
Sexual abuse	0.5	0.3	0.4	0.3	0.2
Domestic/family violence	15.6	13.9	14.5	13.0	12.7
Physical/emotional abuse	1.6	1.3	1.2	1.0	0.7
<i>Financial</i>	16.1	19.1	17.1	21.9	25.3
Gambling	0.3	0.3	0.3	0.2	0.2
Budgeting problems	6.0	9.0	6.8	6.5	6.4
Rent too high	1.4	2.1	2.8	3.2	2.8
Other financial difficulty	8.4	7.7	7.2	12.0	15.9
<i>Accommodation</i>	22.4	21.9	23.4	23.1	23.0
Overcrowding issues	3.0	2.9	3.7	4.1	4.4
Eviction/asked to leave	8.6	8.3	8.3	7.8	7.8
Emergency accommodation ended	5.6	4.7	2.6	3.2	2.5
Previous accommodation ended	5.2	6.0	8.7	8.1	8.3
<i>Health</i>	9.0	9.2	7.7	7.1	6.6
Mental health issues	1.9	1.9	1.5	2.1	2.0
Problematic drug/alcohol/substance use	4.8	4.6	3.6	2.9	2.7
Psychiatric illness	0.6	0.8	1.1	0.7	0.4
Other health issues	1.7	1.9	1.6	1.4	1.5
<i>Other reasons</i>	12.1	14.2	15.4	14.2	13.8
Gay/lesbian/transgender issues	0.1	—	—	—	—
Recently left institution	1.1	1.3	1.3	1.0	1.3
Recent arrival to area with no means of support	6.0	5.3	4.9	3.8	3.2
Itinerant	2.6	2.3	4.0	3.3	3.5
Other	2.4	5.2	5.2	6.0	5.8
<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>25,400</b>	<b>29,500</b>	<b>29,200</b>	<b>31,600</b>	<b>36,600</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 2,400 in 2006–07; 2,300 in 2007–08; 1,200 in 2008–09; 1,200 in 2009–10; 1,000 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>	34.8	13.5	57.5	41.6	10.9	11.2	21.8	45.5	22.1
Time out from family/ other situation	10.9	4.8	23.6	2.7	2.8	5.1	3.4	5.0	8.2
Relationship/family breakdown	18.2	4.3	17.7	4.1	4.9	3.5	13.9	8.0	8.8
Interpersonal conflict	3.5	3.3	3.1	1.6	1.5	0.9	1.1	1.4	0.4
Sexual abuse	0.1	—	0.5	0.3	—	0.1	0.1	0.3	—
Domestic/family violence	1.6	0.6	11.1	31.3	1.7	1.6	2.8	30.1	4.7
Physical/emotional abuse	0.4	0.5	1.3	1.6	0.1	—	0.5	0.8	—
<i>Financial</i>	18.0	31.9	11.6	25.6	37.4	34.2	30.3	20.0	26.5
Gambling	0.1	0.3	—	0.1	0.3	0.3	0.2	—	—
Budgeting problems	4.2	7.0	2.4	5.7	10.5	11.9	7.9	6.0	2.6
Rent too high	1.3	2.0	1.2	2.5	4.4	5.4	4.7	3.9	1.4
Other financial difficulty	12.3	22.7	8.0	17.3	22.3	16.6	17.5	10.1	22.4
<i>Accommodation</i>	23.3	20.9	17.3	15.0	28.9	38.9	31.4	25.1	26.8
Overcrowding issues	2.1	1.4	2.6	1.7	4.9	12.7	9.0	8.2	2.5
Eviction/asked to leave	7.9	4.5	6.6	5.0	11.3	15.8	12.9	9.9	9.3
Emergency accommodation ended	2.9	4.1	2.2	1.7	1.9	1.6	1.4	1.6	3.9
Previous accommodation ended	10.3	11.0	5.9	6.6	10.7	8.8	8.1	5.4	11.1
<i>Health</i>	6.7	14.4	3.0	5.9	6.3	2.8	2.6	1.4	2.9
Mental health issues	2.6	4.4	1.2	2.0	0.7	0.5	0.5	0.4	1.9
Problematic drug/ alcohol/substance use	2.9	6.2	1.1	2.0	3.6	0.5	0.6	0.3	0.7
Psychiatric illness	0.5	1.0	—	0.4	0.1	—	0.2	0.1	—
Other health issues	0.8	2.7	0.7	1.5	1.9	1.8	1.4	0.7	0.4
<i>Other reasons</i>	17.3	19.2	10.6	11.9	16.5	12.9	13.9	8.0	21.7
Gay/lesbian/ transgender issues	—	—	—	—	0.1	—	0.2	—	—
Recently left institution	2.7	2.9	0.5	0.7	0.6	0.4	1.0	0.2	—
Recent arrival to area with no means of support	4.0	5.8	2.0	2.0	4.4	3.1	2.5	1.2	3.2
Itinerant	4.1	5.5	2.1	3.8	5.6	2.1	3.8	1.3	1.4
Other	6.5	5.1	6.0	5.4	5.8	7.3	6.3	5.3	17.1
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>3,400</b>	<b>9,900</b>	<b>4,000</b>	<b>4,900</b>	<b>1,900</b>	<b>3,100</b>	<b>800</b>	<b>8,000</b>	<b>300</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 1,300.
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	43.2	41.3	35.6	38.4	36.2
>1 week–1 month	21.4	20.8	20.6	17.1	18.0
>1–3 months	20.6	23.2	27.5	27.1	26.9
>3–6 months	8.3	8.2	8.9	9.5	9.0
>6 months	6.5	6.5	7.4	7.9	9.8
<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>24,300</b>	<b>27,700</b>	<b>26,000</b>	<b>27,300</b>	<b>32,500</b>
<b>Mean length (days)</b>	<b>51</b>	<b>53</b>	<b>61</b>	<b>60</b>	<b>69</b>
<b>Median length (days)</b>	<b>12</b>	<b>14</b>	<b>21</b>	<b>21</b>	<b>22</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	40	48	47	50	50	11	12	12	14	17
Male alone, 25+	35	39	41	41	51	8	9	15	13	14
Female alone, under 25	44	49	51	45	56	11	12	13	12	16
Female alone, 25+	46	50	55	48	59	7	9	17	9	11
Couple no children	57	54	51	54	83	25	22	28	26	29
Couple with children	109	107	114	100	116	64	47	45	49	47
Male with children	61	51	80	76	96	7	13	36	31	39
Female with children	77	76	83	87	102	25	30	32	34	37
Other	124	133	205	97	89	60	53	38	22	25

*Notes*

1. Number excluded due to errors and omissions (weighted): 1,100 in 2006–07; 1,300 in 2007–08; 600 in 2008–09; 300 in 2009–10; 300 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	41.6	40.5	37.3	35.4	34.7
>1 week–1 month	26.5	26.1	25.7	25.2	24.4
>1–3 months	19.8	21.5	23.6	25.4	25.9
>3–6 months	6.8	6.9	7.7	8.3	8.8
>6 months	5.2	5.0	5.7	5.9	6.2
<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>12,600</b>	<b>13,200</b>	<b>12,300</b>	<b>11,400</b>	<b>12,100</b>
<b>Mean length (days)</b>	<b>43</b>	<b>47</b>	<b>49</b>	<b>50</b>	<b>54</b>
<b>Median length (days)</b>	<b>11</b>	<b>12</b>	<b>14</b>	<b>17</b>	<b>18</b>
<b>Accommodation starting and ending on the same date (number)</b>	<b>500</b>	<b>500</b>	<b>500</b>	<b>700</b>	<b>900</b>
<b>Total closed support periods with accommodation (number)</b>	<b>13,000</b>	<b>13,700</b>	<b>12,900</b>	<b>12,100</b>	<b>13,000</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 200 in 2006–07; 100 in 2007–08; 500 in 2008–09; 600 in 2009–10; 800 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 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	31	32	35	39	40	10	9	10	13	14
Male alone, 25+	32	43	34	36	36	10	11	12	14	15
Female alone, under 25	34	37	37	36	38	9	9	9	9	11
Female alone, 25+	32	31	39	38	38	8	10	14	13	14
Couple no children	81	57	70	63	55	38	22	31	26	15
Couple with children	153	172	146	147	164	97	97	92	93	96
Male with children	106	119	118	97	101	63	83	81	70	68
Female with children	63	66	74	70	83	21	27	33	32	34
Other	179	219	200	54	50	182	92	120	21	14

*Notes*

1. Number excluded due to errors and omissions (weighted): 400 in 2006–07; 500 in 2007–08; 800 in 2008–09; 700 in 2009–10; 900 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)**

<b>Type of support</b>	<b>2006–07</b>	<b>2007–08</b>	<b>2008–09</b>	<b>2009–10</b>	<b>2010–11</b>
<i>Housing/accommodation</i>	74.7	72.2	79.0	73.5	73.3
SAAP/CAP accommodation <sup>(a)</sup>	59.8	54.9	56.9	51.2	47.2
Assistance to obtain/maintain short-term accommodation	15.3	15.1	19.6	18.0	19.4
Assistance to obtain/maintain medium-term accommodation	9.2	9.3	11.6	11.8	14.5
Assistance to obtain/maintain independent housing	24.2	24.4	28.4	29.2	31.4
<i>Financial/employment</i>	43.1	44.5	42.9	47.7	49.8
Assistance to obtain/maintain government allowance	11.3	10.6	12.1	11.8	12.7
Employment and training assistance	6.1	5.8	6.5	7.0	7.3
Financial assistance/material aid	35.6	36.9	34.7	39.6	41.4
Financial counselling and support	10.5	11.1	11.5	11.5	10.7
<i>Personal support</i>	50.1	48.3	52.1	57.0	53.3
Incest/sexual assault	1.9	1.7	1.3	1.0	1.1
Domestic/family violence	15.2	14.2	15.6	14.4	13.6
Family/relationship	16.8	16.8	17.7	19.2	17.6
Emotional support	45.2	43.4	46.9	52.3	48.5
Assistance with problem gambling	0.4	0.5	0.4	0.4	0.5
<i>General support/advocacy</i>	70.7	69.5	74.2	77.5	75.9
Living skills/personal development	18.4	17.2	18.8	20.4	18.5
Assistance with legal issues/court support	8.1	8.4	10.6	10.4	10.3
Advice/information	62.1	60.3	64.6	69.2	69.4
Retrieval/storage/removal of belongings	21.1	18.7	19.2	19.9	18.8
Advocacy/liason on behalf of client	31.6	31.9	37.7	39.7	42.7
<i>Specialist services</i>	27.9	25.8	24.7	23.4	23.3
Psychological services	2.8	3.4	3.2	3.0	4.0
Specialist counselling services	5.1	4.9	4.6	4.0	4.6
Psychiatric services	1.8	3.5	3.8	4.7	4.7
Pregnancy support	1.8	1.8	1.8	1.2	1.1
Family planning support	1.1	1.3	1.2	1.2	1.1
Drug/alcohol support or intervention	5.0	5.7	5.7	4.8	4.4
Physical disability services	0.2	0.3	0.3	0.3	0.3
Intellectual disability services	0.3	0.4	0.3	0.4	0.3
Culturally specific services	4.1	2.9	2.7	2.4	2.7
Interpreter services	0.6	0.6	0.6	0.6	0.8
Assistance with immigration services	0.8	0.8	0.9	0.8	1.0
Health/medical services	18.7	16.6	15.0	15.3	15.5
<i>Basic support/other n.e.s.</i>	60.0	57.2	57.4	59.1	52.1
Meals	50.1	47.2	44.4	45.1	37.4
Laundry/shower facilities	46.4	41.6	37.5	36.2	30.8
Recreation	30.1	24.9	24.1	23.6	21.7
Transport	30.0	26.3	27.7	26.9	25.4
Other	4.8	5.5	7.0	8.3	8.9
<i>No needs recorded</i>	1.0	0.2	0.5	0.4	0.5
<b>Total (number)</b>	<b>23,100</b>	<b>26,900</b>	<b>25,100</b>	<b>26,400</b>	<b>31,100</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): 1,208 in 2006–07; 794 in 2007–08; 928 in 2008–09; 851 in 2009–10; 1,400 in 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>	79.6	74.6	65.1	58.4	76.8	83.5	78.5	80.7	83.2
SAAP/CAP accommodation <sup>(a)</sup>	62.0	55.4	47.7	35.1	25.4	35.1	37.5	47.0	47.0
Assistance to obtain/maintain short-term accommodation	26.0	19.8	16.5	13.0	30.8	21.7	21.8	15.6	30.4
Assistance to obtain/maintain medium-term accommodation	17.7	13.9	14.8	9.2	20.5	19.8	18.2	16.0	17.7
Assistance to obtain/maintain independent housing	25.9	18.3	23.7	25.3	40.7	57.2	51.9	51.0	40.1
<i>Financial/employment</i>	52.8	52.1	40.5	48.4	62.2	60.0	55.2	53.9	42.7
Assistance to obtain/maintain government allowance	19.3	14.7	10.9	8.7	6.6	9.0	7.6	14.4	7.7
Employment and training assistance	17.4	7.7	10.6	3.1	4.8	8.3	6.5	4.8	6.4
Financial assistance/material aid	37.7	45.2	30.0	43.0	55.5	50.9	47.7	45.7	38.2
Financial counselling and support	12.2	6.8	9.7	7.9	14.5	21.8	16.2	15.4	5.1
<i>Personal support</i>	50.0	42.5	63.2	66.1	45.1	47.7	48.4	65.4	30.6
Incest/sexual assault	0.1	0.1	1.7	1.5	0.4	0.8	0.4	2.2	0.9
Domestic/family violence	2.5	0.6	12.8	33.3	3.4	4.9	5.7	31.9	5.7
Family/relationship	17.9	10.7	29.9	12.9	8.9	16.4	16.1	24.2	13.7
Emotional support	47.1	41.4	48.6	62.9	43.4	41.3	44.2	58.8	25.6
Assistance with problem gambling	0.5	0.9	—	0.3	0.2	0.5	0.2	0.3	—
<i>General support/advocacy</i>	76.8	69.9	75.9	78.7	82.4	83.0	85.9	84.4	60.3
Living skills/personal development	33.8	16.4	27.6	15.9	10.6	17.4	15.5	17.3	14.6
Assistance with legal issues/court support	7.8	6.5	7.3	17.9	4.6	6.3	6.4	16.4	5.0
Advice/information	66.9	60.4	71.2	73.1	79.0	80.5	80.5	79.7	51.4
Retrieval/storage/removal of belongings	27.1	33.8	14.1	12.7	6.7	7.0	7.6	11.7	10.1
Advocacy/liaison on behalf of client	36.1	34.1	31.0	50.5	59.2	60.6	58.8	55.0	42.8
<i>Specialist services</i>	25.1	26.8	22.7	25.8	13.6	15.2	11.8	23.7	23.6
Psychological services	4.1	5.1	4.3	5.2	1.2	3.1	2.3	4.4	3.6
Specialist counselling services	3.6	4.5	3.4	4.9	1.3	2.7	3.2	7.5	2.9
Psychiatric services	4.7	10.3	1.9	5.8	2.1	0.4	0.4	0.8	1.5
Pregnancy support	0.2	—	3.0	0.5	1.5	1.7	0.4	2.1	1.0
Family planning support	0.8	0.2	2.2	0.4	1.0	3.3	1.5	1.9	1.8
Drug/alcohol support or intervention	6.0	5.2	3.0	6.7	3.7	3.2	2.5	2.5	4.1
Physical disability services	0.1	0.2	0.1	0.4	0.4	0.5	0.2	0.2	0.9
Intellectual disability services	0.7	0.2	0.4	0.2	0.1	0.5	0.2	0.3	1.4
Culturally specific services	1.2	0.7	3.0	4.1	1.2	2.4	1.2	4.8	2.3
Interpreter services	0.1	0.2	0.5	1.7	0.1	0.2	—	1.7	0.5
Assistance with immigration services	0.2	0.1	1.2	2.7	0.3	0.4	0.2	2.1	1.4
Health/medical services	18.7	23.0	14.4	13.0	8.1	7.5	7.1	13.4	13.7
<i>Basic support/other n.e.s.</i>	72.0	55.9	68.9	44.3	38.8	36.6	33.5	45.8	41.2
Meals	62.6	48.7	43.8	31.9	21.6	14.4	16.3	26.9	19.5
Laundry/shower facilities	53.6	44.9	36.7	23.4	9.7	5.6	6.2	20.0	11.4
Recreation	42.2	24.3	42.9	14.2	6.9	5.5	5.3	14.9	9.5
Transport	42.2	17.6	36.8	23.9	17.9	21.3	17.7	28.8	24.1
Other	7.7	4.2	9.8	14.3	8.7	8.0	8.4	12.3	12.9
<i>No needs recorded</i>	0.4	0.8	0.2	0.6	0.2	0.2	0.4	0.3	—
<b>Total (number)</b>	<b>3,000</b>	<b>9,000</b>	<b>3,600</b>	<b>4,300</b>	<b>1,500</b>	<b>2,300</b>	<b>600</b>	<b>6,300</b>	<b>300</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): 1,700 (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>	2.6	3.3	5.9	89.6	4.4	94.0	100.0	14,700
Assistance to obtain/maintain short-term accommodation	8.6	7.4	16.0	62.8	21.1	83.9	100.0	6,000
Assistance to obtain/maintain medium-term accommodation	12.9	11.7	24.6	54.9	20.5	75.4	100.0	4,500
Assistance to obtain/maintain independent housing	8.3	9.1	17.4	60.2	22.4	82.6	100.0	9,800
<i>Financial/employment</i>								
Assistance to obtain/maintain government allowance	3.0	12.3	15.3	62.4	22.2	84.6	100.0	4,000
Employment and training assistance	8.9	17.3	26.2	59.3	14.6	73.9	100.0	2,300
Financial assistance/material aid	3.1	6.3	9.4	76.0	14.6	90.6	100.0	12,900
Financial counselling and support	6.2	14.4	20.6	65.0	14.5	79.5	100.0	3,300
<i>Personal support</i>								
Incest/sexual assault	9.5	13.5	23.0	47.0	30.1	77.1	100.0	300
Domestic/family violence	3.8	5.9	9.7	80.5	9.8	90.3	100.0	4,200
Family/relationship	3.5	6.1	9.6	82.6	7.8	90.4	100.0	5,500
Emotional support	1.1	0.5	1.6	93.6	4.8	98.4	100.0	15,100
Assistance with problem gambling	14.7	8.5	23.2	72.1	4.7	76.8	100.0	100
<i>General support/advocacy</i>								
Living skills/personal development	2.4	1.7	4.1	90.0	5.9	95.9	100.0	5,800
Assistance with legal issues/court support	3.9	10.6	14.5	61.3	24.2	85.5	100.0	3,200
Advice/information	0.4	0.3	0.7	84.4	14.9	99.3	100.0	21,600
Retrieval/storage/removal of belongings	1.3	1.4	2.7	95.3	2.0	97.3	100.0	5,900
Advocacy/liaison on behalf of client	1.1	0.8	1.9	78.6	19.5	98.1	100.0	13,300
<i>Specialist services</i>								
Psychological services	7.8	48.7	56.5	34.5	9.0	43.5	100.0	1,200
Specialist counselling services	9.4	51.8	61.2	23.0	15.8	38.8	100.0	1,400
Psychiatric services	4.1	40.8	44.9	48.5	6.6	55.1	100.0	1,500
Pregnancy support	4.2	15.3	19.5	51.3	29.2	80.5	100.0	300
Family planning support	7.5	13.7	21.2	57.5	21.2	78.7	100.0	300
Drug/alcohol support or intervention	15.3	27.9	43.2	36.1	20.7	56.8	100.0	1,400
Physical disability services	18.4	22.4	40.8	38.2	21.1	59.3	100.0	100
Intellectual disability services	23.2	29.5	52.7	24.2	23.2	47.4	100.0	100
Culturally specific services	3.7	9.5	13.2	69.6	17.1	86.7	100.0	800
Interpreter services	1.4	10.0	11.4	55.9	32.7	88.6	100.0	200
Assistance with immigration issues	4.2	9.4	13.6	31.6	54.9	86.5	100.0	300
Health/medical services	5.7	27.9	33.6	55.4	11.0	66.4	100.0	4,800
<i>Basic support/other n.e.s.</i>								
Meals	0.5	2.3	2.8	94.4	2.7	97.1	100.0	11,600
Laundry/shower facilities	0.5	0.6	1.1	97.8	1.1	98.9	100.0	9,600
Recreation	0.9	0.6	1.5	97.1	1.4	98.5	100.0	6,800
Transport	1.9	1.6	3.5	92.2	4.4	96.6	100.0	7,900
Other	3.5	1.8	5.3	85.5	9.3	94.8	100.0	2,800

(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	6.5	6.7	13.2	72.3	14.4	86.7	100.0	35,000	22,800
Financial/ employment	4.1	9.7	13.8	70.3	15.9	86.2	100.0	22,500	15,500
Personal support	2.3	2.8	5.1	88.3	6.6	94.9	100.0	25,200	16,600
General support/ advocacy	1.2	1.4	2.6	83.3	14.2	97.5	100.0	49,700	23,600
Specialist services	7.1	31.4	38.5	46.7	14.7	61.4	100.0	12,600	7,200
Basic support/ other n.e.s.	1.1	1.4	2.5	94.6	2.9	97.5	100.0	38,600	16,200
<b>Total (%)</b>	<b>3.1</b>	<b>5.7</b>	<b>8.8</b>	<b>80.2</b>	<b>11.1</b>	<b>91.2</b>	<b>100.0</b>	..	..
<b>Total (number)</b>	<b>5,700</b>	<b>10,400</b>	<b>16,100</b>	<b>147,200</b>	<b>20,300</b>	<b>167,500</b>	..	<b>183,500</b>	<b>30,900</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): 900 in 2009–10; 1,400 in 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	5.5	7.1	12.6	74.7	12.8	87.5	100.0	29,100	19,400
Financial/ employment	5.2	9.3	14.5	70.6	14.9	85.5	100.0	18,500	12,600
Personal support	3.1	3.0	6.1	87.5	6.4	93.9	100.0	23,100	15,000
General support/ advocacy	1.9	1.7	3.6	86.2	10.2	96.4	100.0	42,100	20,500
Specialist services	9.9	26.3	36.2	48.2	15.6	63.8	100.0	10,200	6,200
Basic support/ other n.e.s.	1.3	1.1	2.4	95.5	2.2	97.7	100.0	37,000	15,600
<b>Total (%)</b>	<b>3.5</b>	<b>5.2</b>	<b>8.6</b>	<b>82.2</b>	<b>9.2</b>	<b>91.4</b>	<b>100.0</b>	..	..
<b>Total (number)</b>	<b>5,500</b>	<b>8,300</b>	<b>13,800</b>	<b>131,500</b>	<b>14,700</b>	<b>146,200</b>	..	<b>160,000</b>	<b>26,300</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>	80.0	75.6	74.9	68.3	64.0
SAAP/CAP accommodation <sup>(a)</sup>	80.0	75.6	74.9	68.3	64.0
<i>School liaison/child care</i>	35.2	33.9	32.0	27.4	23.7
School liaison	16.1	15.8	14.3	11.4	10.4
Child care	25.5	23.1	21.6	18.7	16.8
<i>Personal support</i>	22.9	20.1	19.4	16.2	15.7
Help with behavioural problems	10.4	9.6	7.4	6.6	7.5
Sexual/physical abuse support	2.8	1.8	1.4	0.9	1.4
Skills education	5.0	5.4	4.5	3.8	3.8
Structured play/skill development	12.7	12.9	13.7	11.4	11.5
<i>General support/advocacy</i>	28.5	29.8	26.4	27.6	38.2
Access arrangements	3.1	4.2	3.0	2.6	2.6
Advice/information	19.4	23.0	19.9	22.9	31.0
Advocacy	17.6	19.6	16.5	17.7	25.0
<i>Specialist services</i>	18.2	17.0	16.0	14.2	12.8
Specialist counselling	5.2	3.6	3.9	3.3	3.3
Culturally specific services	4.3	3.0	2.5	2.9	3.4
Health/medical services	12.6	13.0	11.9	10.0	8.3
<i>Basic support/other n.e.s.</i>	65.5	65.9	63.8	60.6	54.7
Meals	48.2	47.6	47.2	45.0	37.6
Showers/hygiene	42.5	41.9	36.7	34.0	28.2
Recreation	40.2	38.2	33.1	29.6	24.3
Transport	48.6	46.1	40.9	34.5	34.2
Other	14.5	17.8	18.5	16.0	15.0
<i>No needs recorded</i>	0.7	0.5	0.1	0.6	0.4
<b>Total (number)</b>	<b>6,100</b>	<b>6,700</b>	<b>7,000</b>	<b>7,800</b>	<b>8,500</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): 5,200 in 2006–07; 7,300 in 2007–08; 6,600 in 2008–09; 6,600 in 2009–10; 7,200 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>	0.9	1.3	2.2	96.4	1.3	97.7	100.0	5,400
<i>School liaison/child care</i>								
School liaison	5.4	5.3	10.7	73.2	16.1	89.3	100.0	900
Child care	1.6	12.2	13.8	74.0	12.2	86.2	100.0	1,400
<i>Personal support</i>								
Help with behavioural problems	5.9	10.8	16.7	73.7	9.6	83.3	100.0	600
Sexual/physical abuse support	6.7	19.0	25.7	38.1	36.2	74.3	100.0	100
Skills education	4.2	4.5	8.7	86.4	4.9	91.3	100.0	300
Structured play/skill development	1.8	2.5	4.3	92.8	2.8	95.6	100.0	1,000
<i>General support/advocacy</i>								
Access arrangements	4.0	17.1	21.1	60.3	18.6	78.9	100.0	200
Advice/information	1.0	1.0	2.0	85.9	12.2	98.1	100.0	2,600
Advocacy	1.3	0.9	2.2	84.2	13.7	97.9	100.0	2,100
<i>Specialist services</i>								
Specialist counselling	11.5	52.0	63.5	25.0	11.5	36.5	100.0	300
Culturally specific services	3.8	10.3	14.1	67.3	18.6	85.9	100.0	300
Health/medical services	5.2	38.4	43.6	41.5	14.9	56.4	100.0	700
<i>Basic support/other n.e.s.</i>								
Meals	0.4	4.5	4.9	93.3	1.8	95.1	100.0	3,200
Showers/hygiene	0.9	—	0.9	98.5	0.6	99.1	100.0	2,400
Recreation	1.3	1.2	2.5	95.6	1.9	97.5	100.0	2,100
Transport	0.8	0.2	1.0	98.3	0.8	99.1	100.0	2,900
Other	3.4	1.7	5.1	92.9	2.1	95.0	100.0	1,300

(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	0.9	1.3	2.2	96.4	1.3	97.7	100.0	5,400	5,400
School liaison/ child care	3.0	9.6	12.6	73.7	13.7	87.4	100.0	2,300	2,000
Personal support	3.7	6.3	10.0	82.8	7.1	89.9	100.0	2,000	1,300
General support/ advocacy	1.2	1.7	2.9	84.0	13.1	97.1	100.0	5,000	3,200
Specialist services	6.3	35.0	41.3	43.8	15.0	58.8	100.0	1,300	1,100
Basic support/ other n.e.s.	1.1	1.6	2.7	95.9	1.3	97.2	100.0	11,800	4,600
<b>Total (%)</b>	<b>1.7</b>	<b>4.1</b>	<b>5.8</b>	<b>88.7</b>	<b>5.5</b>	<b>94.2</b>	<b>100.0</b>	<b>..</b>	<b>..</b>
<b>Total (number)</b>	<b>500</b>	<b>1,100</b>	<b>1,600</b>	<b>24,700</b>	<b>1,500</b>	<b>26,200</b>	<b>..</b>	<b>27,800</b>	<b>8,400</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): 6,600 in 2009–10; 7,200 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	1.5	0.5	2.0	96.9	1.1	98.0	100.0	5,300	5,300
School liaison/ child care	3.4	7.7	11.1	74.4	14.5	88.9	100.0	2,400	2,100
Personal support	3.1	7.6	10.7	85.2	4.0	89.2	100.0	1,800	1,300
General support/ advocacy	1.5	2.2	3.7	93.3	3.0	96.3	100.0	3,400	2,200
Specialist services	8.5	30.3	38.8	40.2	21.1	61.3	100.0	1,300	1,100
Basic support/ other n.e.s.	1.5	1.3	2.8	95.9	1.3	97.2	100.0	12,400	4,700
<b>Total (%)</b>	<b>2.1</b>	<b>3.6</b>	<b>5.7</b>	<b>90.5</b>	<b>3.8</b>	<b>94.3</b>	<b>100.0</b>	<b>..</b>	<b>..</b>
<b>Total (number)</b>	<b>600</b>	<b>1,000</b>	<b>1,600</b>	<b>24,000</b>	<b>1,000</b>	<b>25,000</b>	<b>..</b>	<b>26,500</b>	<b>7,800</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	18.1	8.2	10.4	8.1
Government payments	74.7	84.7	83.6	85.1
Other	7.3	7.1	6.0	6.8
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>3,000</b>	<b>2,900</b>	<b>25,800</b>	<b>24,500</b>
<b>2010–11</b>				
No income	15.3	6.6	9.6	7.3
Government payments	78.9	87.3	84.8	86.4
Other	5.9	6.0	5.5	6.3
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>3,900</b>	<b>3,600</b>	<b>31,000</b>	<b>29,400</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 1,400 before support (including 'Don't know'), 2,800 after support (including 'Don't know' and 'Client left without providing any information') in 2009–10; 1,500 before support (including 'Don't know'), 3,100 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	10.5	8.2	7.5	3.5	3.6	8.1	2,000
Government payments	84.3	85.3	86.0	85.6	85.3	85.1	20,800
Other	5.1	6.6	6.5	10.9	11.0	6.8	1,700
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>9,400</b>	<b>4,200</b>	<b>6,700</b>	<b>2,300</b>	<b>1,800</b>	<b>..</b>	<b>24,500</b>
<b>2010–11</b>							
No income	9.5	8.0	7.2	2.9	2.6	7.3	2,100
Government payments	85.7	85.8	86.8	87.5	88.0	86.4	25,400
Other	4.8	6.2	6.1	9.6	9.4	6.3	1,800
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>10,700</b>	<b>4,900</b>	<b>8,100</b>	<b>2,700</b>	<b>3,000</b>	<b>..</b>	<b>29,400</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 2,800 (including 'Don't know' and 'Client left without providing any information') in 2009–10; 3,100 (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	7.4	18.5	8.3	10.3
Unemployed (looking for work)	39.4	34.5	26.8	25.0
Not in labour force	53.1	47.0	64.9	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>1,800</b>	<b>1,600</b>	<b>25,500</b>	<b>23,600</b>
<b>2010–11</b>				
Employed full/part time	9.0	18.1	7.6	9.4
Unemployed (looking for work)	38.8	34.8	28.8	27.4
Not in labour force	52.2	47.1	63.7	63.1
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>2,300</b>	<b>2,100</b>	<b>30,600</b>	<b>28,600</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 1,800 before support (including 'Don't know'), 3,600 after support (including 'Don't know' and 'Client left without providing any information') in 2009–10; 1,900 before support (including 'Don't know'), 3,900 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	7.3	10.3	10.3	16.2	18.4	10.3	2,400
Unemployed (looking for work)	29.5	24.2	23.2	19.9	16.7	25.0	5,900
Not in labour force	63.2	65.6	66.5	63.9	65.0	64.7	15,300
<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>9,100</b>	<b>4,000</b>	<b>6,500</b>	<b>2,300</b>	<b>1,700</b>	<b>..</b>	<b>23,600</b>
<b>2010–11</b>							
Employed full/part time	6.7	9.5	9.6	14.2	14.4	9.4	2,700
Unemployed (looking for work)	31.3	28.9	24.5	20.1	25.9	27.4	7,800
Not in labour force	62.0	61.6	65.9	65.7	59.7	63.1	18,000
<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>10,300</b>	<b>4,700</b>	<b>7,900</b>	<b>2,700</b>	<b>2,900</b>	<b>..</b>	<b>28,600</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 3,600 (including 'Don't know' and 'Client left without providing any information') in 2009–10; 3,900 (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>	10.7	3.5	13.9	6.5
Improvised dwelling/car/tent/squat	7.2	2.5	7.2	3.1
Street/park/in the open	3.6	1.0	6.7	3.4
<i>House/dwelling</i>	86.6	94.8	82.3	90.4
House/flat	71.0	79.3	63.0	67.7
Caravan	3.0	2.2	2.3	1.8
Boarding/rooming house	5.0	6.5	7.5	9.9
Hostel/hotel/motel	7.7	6.8	9.5	11.0
<i>Institutional setting</i>	2.6	1.8	3.8	3.1
Hospital	0.5	0.3	0.8	0.6
Psychiatric institution	0.2	0.1	0.3	0.3
Prison/youth training centre	0.7	0.4	1.1	0.5
Other institutional setting	1.3	1.0	1.5	1.8
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>7,400</b>	<b>6,400</b>	<b>25,400</b>	<b>21,400</b>
<b>2010–11</b>				
<i>Improvised dwelling/sleeping rough</i>	10.9	3.2	13.2	5.9
Improvised dwelling/car/tent/squat	7.6	2.4	7.1	2.8
Street/park/in the open	3.3	0.8	6.1	3.1
<i>House/dwelling</i>	86.6	95.4	82.7	91.6
House/flat	69.7	79.6	62.0	67.5
Caravan	3.2	2.5	2.5	2.1
Boarding/rooming house	5.2	6.3	8.2	10.5
Hostel/hotel/motel	8.5	6.9	10.0	11.6
<i>Institutional setting</i>	2.5	1.4	4.1	2.5
Hospital	0.6	0.3	0.8	0.5
Psychiatric institution	0.2	0.2	0.4	0.3
Prison/youth training centre	0.7	0.4	1.3	0.5
Other institutional setting	1.0	0.6	1.5	1.2
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>9,700</b>	<b>8,600</b>	<b>30,500</b>	<b>25,700</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 1,900 before support (including 'Don't know'), 5,800 after support (including 'Don't know' and 'Client left without providing any information') in 2009–10; 2,000 before support (including 'Don't know'), 6,800 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>	11.2	10.4	13.1	15.4
SAAP/CAP crisis/short-term accommodation	8.3	5.7	8.8	8.8
SAAP/CAP medium/long-term accommodation	1.9	3.8	2.8	4.8
Other SAAP/CAP funded accommodation	1.0	0.9	1.5	1.8
<i>No tenure</i>	14.2	6.0	18.5	10.1
Institutional setting	1.5	1.1	2.5	1.8
Improvised dwelling/sleeping rough	9.8	3.1	12.3	5.7
Other	2.8	1.8	3.7	2.5
<i>Tenure</i>	74.6	83.6	68.4	74.6
Purchasing/purchased own home	1.9	0.7	2.4	1.7
Private rental	42.5	51.8	38.1	43.2
Public housing rental	5.2	10.0	4.9	7.5
Community housing rental	2.1	4.8	2.5	4.2
Rent-free accommodation	6.3	3.9	6.6	5.0
Boarding	16.5	12.4	14.0	12.9
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>7,200</b>	<b>6,300</b>	<b>24,300</b>	<b>20,600</b>
	<b>2010–11</b>			
<i>SAAP/CAP funded accommodation<sup>(a)</sup></i>	9.9	10.2	13.4	16.6
SAAP/CAP crisis/short-term accommodation	7.1	5.2	9.4	10.2
SAAP/CAP medium/long-term accommodation	1.9	4.0	2.7	4.9
Other SAAP/CAP funded accommodation	1.0	1.0	1.3	1.5
<i>No tenure</i>	14.0	5.1	17.6	8.5
Institutional setting	1.8	0.9	2.8	1.5
Improvised dwelling/sleeping rough	10.2	3.1	12.0	5.3
Other	2.0	1.1	2.7	1.6
<i>Tenure</i>	76.0	84.7	69.0	74.9
Purchasing/purchased own home	2.1	1.8	2.1	1.9
Private rental	43.7	49.4	38.7	42.0
Public housing rental	5.3	10.7	5.2	8.3
Community housing rental	1.7	5.7	3.4	5.6
Rent-free accommodation	7.9	5.2	7.2	5.5
Boarding	15.3	11.9	12.5	11.6
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>9,400</b>	<b>8,400</b>	<b>29,200</b>	<b>24,700</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): 3,000 before support (including 'Don't know'), 6,600 after support (including 'Don't know' and 'Client left without providing any information') in 2009–10; 3,300 before support (including 'Don't know'), 7,800 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 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	10.3	4.9	3.6	4.3	4.3	6.5	1,400
House/dwelling	87.0	89.1	93.6	93.3	93.9	90.4	19,400
Institutional setting	2.7	6.0	2.8	2.4	1.8	3.1	700
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	
<b>Total (number)</b>	<b>8,200</b>	<b>3,300</b>	<b>6,000</b>	<b>2,200</b>	<b>1,700</b>	<b>..</b>	<b>21,400</b>
<b>2010–11</b>							
Improvised dwelling/sleeping rough	9.3	4.4	4.0	2.9	4.0	5.9	1,500
House/dwelling	88.4	91.8	93.7	94.5	94.1	91.6	23,600
Institutional setting	2.2	3.9	2.3	2.6	1.8	2.5	600
<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>9,400</b>	<b>3,900</b>	<b>7,200</b>	<b>2,500</b>	<b>2,800</b>	<b>..</b>	<b>25,700</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 5,800 (including 'Don't know' and 'Client left without providing any information') in 2009–10; 6,800 (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>	19.7	17.3	12.2	10.0	8.3	15.4	3,200
No tenure	13.9	10.4	7.0	7.3	5.5	10.1	2,100
Tenure	66.3	72.3	80.8	82.7	86.2	74.6	15,400
<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>7,900</b>	<b>3,200</b>	<b>5,800</b>	<b>2,100</b>	<b>1,600</b>	<b>..</b>	<b>20,600</b>
<b>2010–11</b>							
SAAP/CAP funded accommodation <sup>(a)</sup>	23.3	18.1	12.1	10.3	9.3	16.6	4,100
No tenure	11.1	8.6	7.1	6.0	5.4	8.5	2,100
Tenure	65.6	73.3	80.8	83.7	85.3	74.9	18,500
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>9,000</b>	<b>3,700</b>	<b>6,900</b>	<b>2,400</b>	<b>2,700</b>	<b>..</b>	<b>24,700</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): 6,600 (including 'Don't know' and 'Client left without providing any information') in 2009–10; 7,800 (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 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	2.5	2.1
With one parent and parent's spouse/partner	2.0	1.5
With one parent	3.9	3.4
With foster family	0.5	0.3
With relatives/friends temporary	14.6	10.9
With relatives/friends long-term	3.3	4.2
With spouse/partner	7.9	6.2
With spouse/partner and child(ren)	12.8	10.6
Alone	24.6	27.1
Alone with child(ren)	12.2	18.3
With other unrelated persons	14.6	14.0
Other	1.3	1.4
<b>Total</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>25,200</b>	<b>21,800</b>
	<b>2010–11</b>	
With both parents	2.5	2.1
With one parent and parent's spouse/partner	1.8	1.3
With one parent	3.4	2.8
With foster family	0.3	0.2
With relatives/friends temporary	14.2	10.2
With relatives/friends long-term	2.8	4.0
With spouse/partner	7.8	6.2
With spouse/partner and child(ren)	11.7	10.4
Alone	27.0	29.5
Alone with child(ren)	12.6	18.1
With other unrelated persons	14.4	14.3
Other	1.2	1.1
<b>Total</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>30,300</b>	<b>26,100</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 2,100 before support (including 'Don't know'), 5,500 after support (including 'Don't know' and 'Client left without providing any information') in 2009–10; 2,200 before support (including 'Don't know'), 6,400 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 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	55.2	53.6	97.0	96.6	91.8	91.3
Primary/secondary student	38.7	38.3	0.4	0.3	5.2	5.0
Post-secondary student/employment training	6.1	8.1	2.6	3.1	3.0	3.7
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>3,100</b>	<b>2,900</b>	<b>21,900</b>	<b>20,400</b>	<b>25,000</b>	<b>23,300</b>
<b>2010–11</b>						
Not a student	54.6	53.3	96.4	95.9	91.8	91.3
Primary/secondary student	39.7	38.9	0.4	0.4	4.7	4.6
Post-secondary student/employment training	5.7	7.8	3.2	3.7	3.4	4.1
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>3,300</b>	<b>3,100</b>	<b>26,900</b>	<b>25,200</b>	<b>30,300</b>	<b>28,200</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 2,100 before support (including 'Don't know'), 3,900 after support (including 'Don't know' and 'Client left without providing any information') in 2009–10; 2,100 before support (including 'Don't know'), 4,100 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	55.7	60.4	63.6	60.7	58.5
No, client did not agree to one	11.2	8.0	9.5	10.4	7.7
No, support period too short	31.5	30.1	22.9	25.8	30.5
No, other reason	1.6	1.4	4.0	3.0	3.3
<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>22,200</b>	<b>25,300</b>	<b>24,200</b>	<b>25,700</b>	<b>31,600</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 2,200 in 2006–07; 2,400 in 2007–08; 1,800 in 2008–09; 1,600 in 2009–10; 900 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	27.4	30.8	34.0	34.6	35.5
Most or some goals achieved	62.5	59.7	55.9	56.3	55.3
No goals achieved	10.1	9.5	10.1	9.1	9.3
<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>11,900</b>	<b>14,900</b>	<b>15,000</b>	<b>15,300</b>	<b>18,300</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 500 in 2006–07; 400 in 2007–08; 400 in 2008–09; 300 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.

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