

2 Profile of clients

Table TAS2.1: Clients and support periods, by age and sex, Jul–Dec 2012, adjusted for non-response

Age group	Males		Females		All clients	
	Number	Per cent	Number	Per cent	Number	Per cent
<i>All clients</i>						
0–9	281	16.2	232	12.6	513	14.3
10–14	103	6.0	99	5.4	202	5.6
15–17	133	7.6	181	9.8	314	8.8
18–24	294	16.9	425	23.0	719	20.1
25–34	326	18.8	395	21.4	721	20.1
35–44	305	17.6	278	15.0	583	16.3
45–54	187	10.7	157	8.5	343	9.6
55–64	79	4.5	60	3.2	138	3.9
65+	30	1.7	19	1.1	49	1.4
Total	1,738	100.0	1,845	100.0	3,583	100.0
<i>Support periods</i>						
0–9	318	14.7	257	11.2	575	12.8
10–14	123	5.7	108	4.7	230	5.1
15–17	179	8.3	240	10.4	420	9.4
18–24	365	16.9	540	23.4	905	20.2
25–34	418	19.3	506	21.9	924	20.6
35–44	401	18.5	369	16.0	770	17.2
45–54	237	10.9	201	8.7	438	9.8
55–64	95	4.4	67	2.9	162	3.6
65+	32	1.5	21	0.9	53	1.2
Total	2,167	100.0	2,309	100.0	4,476	100.0

Note: Number of support periods excluded due to missing age or sex information, 167.

Table TAS2.2: Clients by Indigenous status and age and sex, Jul–Dec 2012, adjusted for non-response

Age group (years)	Males		Females		All clients	
	Indigenous	Non-Indigenous	Indigenous	Non-Indigenous	Indigenous	Non-Indigenous
0–9	37	184	34	159	71	343
10–14	20	67	16	64	35	131
15–17	17	96	30	134	47	230
18–24	45	224	71	320	116	544
25–34	41	259	79	281	120	540
35–44	36	246	34	219	71	465
45–54	18	154	22	112	39	265
55–64	4	67	2	52	6	119
65+	2	28	0	17	2	45
Total	219	1,324	288	1,358	507	2,682

Note: Indigenous status was not reported for 393 clients.

Table TAS2.3: Clients by country of birth, Jul–Dec 2012, adjusted for non-response

Country of birth	Number	Per cent of total ^(a)
Australia	3,088	94.4
Overseas-born	183	5.6
United Kingdom	40	1.2
New Zealand	23	0.7
Sudan	14	0.4
Philippines	13	0.4
Ethiopia	9	0.3
Other overseas-born	84	2.6

(a) Total percentages for country of birth information in this table have been calculated using the total number of valid responses as the denominator: 3,271.

Note: Total number of clients where country of birth not reported: 312.

Table TAS2.4: Clients, by presenting unit type at the beginning of their first support period, Jul-Dec 2012, adjusted for non-response

Family type	Number	Per cent
Alone/not part of family	2,425	67.7
Couple with child/ren	193	5.4
Single with child/ren	763	21.3
Couple without children	159	4.4
Other family group	11	0.3
Other group	33	0.9
Total	3,583	100.0

Table TAS2.5: Clients presenting alone to agencies (ever reported), by their living arrangement, Jul-Dec 2012, adjusted for non-response

Living Arrangement	Number	Per cent
Lone person	1,012	50.4
One parent with child(ren)	381	19.0
Couple with child(ren)	109	5.5
Couple without child(ren)	73	3.6
Other family	211	10.5
Group	220	11.0
Total	2,006	100.0

Note: Total clients excluded: 419.

Table TAS2.6: Clients by all reasons for seeking assistance, Jul–Dec 2012, adjusted for non-response

Reason for seeking assistance	Males	Females	Total clients (number)	Total clients (per cent)
Financial	773	794	1,567	50.2
Financial difficulties	688	710	1,398	44.8
Housing affordability stress	196	231	426	13.7
Employment difficulties	73	36	109	3.5
Unemployment	137	86	224	7.2
Problematic gambling	6	6	12	0.4
Accommodation	798	803	1,601	51.3
Housing crisis	395	454	849	27.2
Inadequate or inappropriate dwelling conditions	402	378	780	25.0
Previous accommodation ended	341	277	618	19.8
Interpersonal relationships	570	796	1,366	43.8
Time out from family/other situation	202	231	433	13.9
Relationship/family breakdown	377	469	845	27.1
Sexual abuse	13	33	46	1.5
Domestic and family violence	156	381	537	17.2
Non-family violence	61	55	116	3.7
Health	385	312	697	22.3
Mental health issues	239	198	437	14.0
Medical issues	113	97	210	6.7
Problematic drug or substance use	134	107	241	7.7
Problematic alcohol use	107	51	158	5.1
Other	672	540	1,212	38.8
Transition from custodial arrangements	98	26	123	3.9
Transition from foster care and child safety residential placements	7	14	22	0.7
Transition from other care arrangements	25	19	43	1.4
Discrimination including racial discrimination	6	8	14	0.5
Itinerant	169	94	262	8.4
Unable to return home due to environmental reasons	39	53	92	2.9
Disengagement with school or other education and training	24	34	58	1.8
Lack of family and/or community support	250	219	469	15.0
Other	235	232	466	14.9

Note: Number of clients who did not report a reason for seeking assistance in any of their support periods during the reporting period: missing females (all reasons): 206, missing males (all reasons): 256.

Table TAS2.7: Clients by their main reason for seeking assistance, Jul-Dec 2012, adjusted for non-response

Main Reason for seeking assistance	Males	Females	Total clients (number)	Total clients (per cent)
Financial	284	337	620	20.0
Financial difficulties	231	271	502	17.0
Housing affordability stress	50	66	116	4.0
Employment difficulties	1	0	1	0.0
Unemployment	1	0	1	0.0
Problematic gambling	449	502	951	31.0
Accommodation	192	263	455	15.0
Housing crisis	168	186	354	12.0
Inadequate or inappropriate dwelling conditions	89	53	142	5.0
Previous accommodation ended	285	467	752	25.0
Interpersonal relationships	45	65	110	4.0
Time out from family/other situation	148	157	304	10.0
Relationship/family breakdown	1	7	8	0.0
Sexual abuse	70	217	287	9.0
Domestic and family violence	22	20	42	1.0
Non-family violence	83	52	135	4.0
Health	43	29	72	2.0
Mental health issues	10	2	12	0.0
Medical issues	13	15	29	1.0
Problematic drug or substance use	16	6	22	1.0
Problematic alcohol use	334	240	574	19.0
Other	67	12	80	3.0
Transition from custodial arrangements	3	9	12	0.0
Transition from foster care and child safety residential placements	8	2	10	0.0
Transition from other care arrangements	55	21	76	3.0
Discrimination including racial discrimination	5	11	16	1.0
Itinerant	22	21	42	1.0
Unable to return home due to environmental reasons	174	163	337	11.0
Disengagement with school or other education and training	284	337	620	20.0
Lack of family and/or community support	231	271	502	17.0
Other	50	66	116	4.0

Note: Number of clients who did not report a main reason for seeking assistance in their first support period within the reporting period: missing females (main reason): 247, missing males (main reason): 303.

Table TAS2.8: Clients by need for services and assistance and service provision status, Jul-Dec 2012, adjusted for non-response

Group	Service and assistance type	Need identified	Need identified as % of clients	Provided	Provided as % of need identified	Referred only	Not provided or referred
Accommodation services		2,447	68.3	1,755	71.7	191	501
	Short-term or emergency accommodation	1,708	47.7	1,297	75.9	53	358
	Medium-term/transitional housing	1,176	32.8	545	46.4	177	454
	Long-term housing	1,469	41.0	82	5.6	420	966
Assistance to sustain housing tenure		843	23.5	703	83.4	30	110
	Assistance to sustain tenancy or prevent tenancy failure or eviction	829	23.1	695	83.8	30	104
	Assistance to prevent foreclosures or for mortgage arrears	45	1.3	30	65.8	1	14
Mental health		245	6.8	139	56.9	41	64
	Psychological services	93	2.6	38	40.8	17	39
	Psychiatric services	48	1.3	27	56.9	4	16
	Mental health services	211	5.9	123	58.2	37	51
Family		312	8.7	218	69.9	59	35
	Child protection services	214	6.0	154	72.1	47	12
	Parenting skills education	101	2.8	73	72.7	18	9
	Child specific specialist counselling services	81	2.3	43	52.8	17	22
	Pregnancy assistance	46	1.3	38	82.3	2	6
	Family planning support	25	0.7	15	62.5	4	5
Disability		31	0.9	14	46.3	7	9
	Physical disability services	18	0.5	8	46.7	5	4
	Intellectual disability services	22	0.6	8	37.7	5	8
Drug/alcohol		104	2.9	57	54.8	17	30
	Drug/alcohol counselling	104	2.9	57	54.8	17	30
Legal/financial services		176	4.9	92	52.3	53	31
	Professional legal services	80	2.2	52	64.5	15	13
	Financial advice and counselling	100	2.8	41	41.5	37	21
	Counselling for problem gambling	5	0.1	2	39.2	2	1

(continued)

Table TAS2.8 (continued): Clients by need for services and assistance and service provision status, Jul-Dec 2012, adjusted for non-response

Group	Service and assistance type	Need identified	Need identified as % of clients	Provided	Provided as % of need identified	Referred only	Not provided or referred
Immigration/cultural services		58	1.6	56	96.5	2	0
	Interpreter services	7	0.2	6	86.1	0	1
	Assistance with immigration services	4	0.1	4	100.0	0	0
	Culturally specific services	48	1.3	46	95.8	2	0
	Assistance to connect culturally	34	1.0	32	94.2	1	1
Other specialist services		483	13.5	378	78.2	57	48
	Health/medical services	304	8.5	232	76.5	37	35
	Specialist counselling services	148	4.1	92	61.9	33	24
	Other specialised service	175	4.9	155	88.9	3	16
General services		3,328	92.9	3,284	98.7	15	28
	Assertive outreach	915	25.5	871	95.3	3	40
	Assistance to obtain/maintain government allowance	288	8.0	260	90.4	9	19
	Employment assistance	135	3.8	99	73.5	13	22
	Training assistance	127	3.5	105	83.0	9	12
	Educational assistance	252	7.0	224	88.9	9	19
	Financial information	859	24.0	747	86.9	46	66
	Material aid/brokerage	1,722	48.1	1,615	93.8	62	45
	Assistance for incest/sexual assault	62	1.7	52	84.9	2	7
	Assistance for domestic/family violence	341	9.5	315	92.2	10	16
	Family/relationship assistance	564	15.7	518	91.8	13	33
	Assistance for trauma	244	6.8	219	89.9	10	14
	Assistance with challenging social/behavioural problems	414	11.5	396	95.7	6	11
	Living skills/personal development	658	18.4	635	96.5	5	18
	Legal information	404	11.3	341	84.6	35	28
	Court support	194	5.4	159	82.2	5	29
	Advice/information	2,818	78.7	2,795	99.2	1	22
	Retrieval/storage/removal of personal belongings	429	12.0	375	87.4	20	34
	Advocacy/liaison on behalf of client	1,887	52.7	1,850	98.0	1	36
	School liaison	162	4.5	138	85.4	2	22
	Child care	193	5.4	180	93.2	8	5

(continued)

Table TAS2.8 (continued): Clients by need for services and assistance and service provision status, Jul-Dec 2012, adjusted for non-response

Group	Service and assistance type	Need identified	Need identified as % of clients	Provided	Provided as % of need identified	Referred only	Not provided or referred
	Structured play/skills development	121	3.4	108	89.7	0	12
	Child contact and residence arrangements	74	2.1	62	83.4	4	8
	Meals	814	22.7	771	94.7	34	10
	Laundry/shower facilities	549	15.3	533	96.9	8	9
	Recreation	641	17.9	631	98.6	2	7
	Transport	1,069	29.8	1,036	96.9	7	26
	Other basic assistance	2,463	68.8	2,443	99.2	5	14

Note: Total clients with services and assistance information: 3,582.

Table TAS2.9: Amount of financial assistance provided to clients (total dollars), by type of financial assistance provided, Jul-Dec 2012, adjusted for non-response

Age group	Payment for short-term or emergency accommodation(\$)	Payment for establishing/maintaining tenancy(\$)	Payment for training/education/employment(\$)	Payment for accessing external specialist services(\$)	Other payment(\$)
0-9	0	613	0	0	41
10-14	0	0	0	0	0
15-17	1,095	3,988	0	0	1,364
18-24	9,718	6,662	0	146	4,791
25-34	9,895	15,185	215	900	5,764
35-44	10,424	10,643	32	337	10,181
45-54	10,096	4,817	227	900	1,983
55-64	1,295	1,593	247	0	1,282
65+	918	0	0	0	134
Total	43,441	43,501	721	2,284	25,539

Note: Only includes payments to clients with valid SLK

Table TAS2.10: Average amount of financial assistance provided to clients, by type of financial assistance, Jul–Dec 2012, adjusted for non-response

Payment type	Males		Females		All clients	
	Number	Average(\$)	Number	Average(\$)	Number	Average(\$)
Payment for short-term or emergency accommodation	72	321.24	84	251.63	156	283.93
Payment for establishing/maintaining tenancy	52	285.74	89	339.70	141	319.86
Payment for training/education/employment	4	173.70	2	n.p.	6	120.17
Payment for accessing external specialist services	10	107.68	16	75.43	27	87.83
Other payment	99	103.32	124	130.17	223	118.24
Total	196	255.42	251	274.49	447	266.10

Table TAS2.11: Clients, by total days of support provided, Jul–Dec 2012, adjusted for non-response

Length of support	Males	Females	All clients
1–5 days	311	382	693
6–45 days	593	644	1,237
46–90 days	304	277	581
91–180 days	270	262	532
Over 180 days	259	281	540
Total	1,738	1,846	3,584
Mean	68.6	66.4	67.5
Median	42.0	36.5	39.0

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

Table TAS2.12: Clients, by accommodation provision status and total nights of accommodation provided, Jul–Dec 2012, adjusted for non-response

Accommodation provision status	Males	Females	All clients
Did not receive accommodation	843	1,001	1,844
Received accommodation	894	845	1,740
1–5 nights	178	141	320
6–45 nights	340	332	672
46–90 nights	167	164	331
91–180 nights	117	121	238
Over 180 nights	92	87	179
Total	1,738	1,846	3,584
Mean	56.1	58.3	57.2
Median	32.0	36.0	33.0

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

Table TAS2.13: Clients aged 15 or over, by main source of income, Jul-Dec 2012, adjusted for non-response

Main source of income	Clients with closed support periods only and income related needs				Clients with closed support periods only				All clients			
	First reported		Last reported		First reported		Last reported		First reported		Last reported	
	Number	Per cent	Number	Per cent	Number	Per cent	Number	Per cent	Number	Per cent	Number	Per cent
Newstart allowance	23	23.9	19	19.3	409	26.6	359	24.6	630	26.6	579	24.8
Parenting payment	12	12.2	18	18.4	309	20.1	326	22.3	436	18.4	485	20.8
Disability support pension (Centrelink)	12	13.0	8	8.7	353	23.0	329	22.6	549	23.2	563	24.1
Youth allowance	17	17.4	27	28.1	174	11.3	188	12.9	309	13.1	310	13.3
Age pension	0	0.0	0	0.0	14	0.9	15	1.1	21	0.9	25	1.1
Austudy/ABSTUDY	0	0.0	0	0.0	6	0.4	5	0.4	10	0.4	14	0.6
Disability Pension (DVA)	1	1.2	1	1.2	21	1.4	15	1.0	42	1.8	24	1.0
Service pension (DVA)	0	0.0	0	0.0	2	0.1			3	0.1	1	0.0
War Widow(er's) Pension (DVA)	0	0.0	0	0.0	1	0.1	1	0.1	2	0.1	1	0.0
Sickness allowance	0	0.0	2	2.1	5	0.3	6	0.4	7	0.3	11	0.5
Carer allowance	0	0.0	0	0.0	11	0.7	9	0.6	16	0.7	10	0.4
Carer Payment	0	0.0	0	0.0	23	1.5	25	1.7	30	1.3	34	1.5
Other government pensions and allowances	0	0.0	0	0.0	7	0.5	3	0.2	14	0.6	13	0.6
Employee income	5	5.5	6	6.4	67	4.4	78	5.4	92	3.9	116	5.0
Unincorporated business income	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Other income	0	0.0	0	0.0	3	0.2	4	0.3	4	0.2	4	0.2
Nil income	15	16.0	13	13.8	79	5.2	67	4.6	125	5.3	105	4.5
Awaiting government benefit	10	10.7	2	2.1	51	3.3	28	1.9	74	3.1	39	1.7

Notes

1. Number of clients aged 15 or over who reported a main source of income in their first support period of the reporting period: Closed Support Periods (with need) 96; Closed Support Periods 1,535; All clients 2,366.
2. Number of clients aged 15 or over who did not report a main source of income in their first support period of the reporting period: Closed Support Periods (with need) 32; Closed Support Periods 296; All clients 501.
3. Number of clients aged 15 or over who reported a main source of income in their last support period of the reporting period: Closed Support Periods (with need) 96; Closed Support Periods 1,459; All clients 2,336.
4. Number of clients aged 15 or over who did not report a main source of income in their last support period of the reporting period: Closed Support Periods (with need) 31; Closed Support Periods 372; All clients 532.

Table TAS2.14: Clients aged 15 or over, by labour force status, Jul–Dec 2012, adjusted for non-response

Labour force status	First reported		Last reported	
	Number	Per cent	Number	Per cent
<i>All clients</i>				
Employed full-time	27	1.2	45	1.9
Employed part-time	117	5.1	147	6.4
Employed don't know	10	0.4	9	0.4
Unemployed	997	43.0	895	38.8
Not in labour force	1,166	50.3	1,208	52.5
<i>Clients with closed support periods only</i>				
Employed full-time	19	1.3	29	2.0
Employed part-time	81	5.3	86	6.0
Employed don't know	7	0.5	6	0.4
Unemployed	648	43.0	586	40.8
Not in labour force	750	49.8	729	50.8
<i>Clients with closed support periods and employment-related needs</i>				
Employed full-time	0	0.0	0	0.0
Employed part-time	2	6.7	6	19.1
Employed don't know	1	3.4	0	0.0
Unemployed	19	60.8	16	49.8
Not in labour force	9	29.1	10	31.1

Notes

All clients

1. Number of clients aged 15 or over who reported a labour force status in their first support period of the reporting period: 2,317.
2. Number of clients aged 15 or over who did not report a labour force status in their first support period of the reporting period: 550.
3. Number of clients aged 15 or over who reported a labour force status in their last support period of the reporting period: 2,304.
4. Number of clients aged 15 or over who did not report a labour force status in their last support period of the reporting period: 564.

Clients with closed support periods only

1. Number of clients aged 15 or over who reported a labour force status in their first support period of the reporting period: 1,506.
2. Number of clients aged 15 or over who did not report a labour force status in their first support period of the reporting period: 325.
3. Number of clients aged 15 or over who reported a labour force status in their last support period of the reporting period: 1,436.
4. Number of clients aged 15 or over who did not report a labour force status in their last support period of the reporting period: 396.

Clients with close support periods and employment-related needs

1. Number of clients aged 15 or over who reported a labour force status in their first support period of the reporting period: 32.
2. Number of clients aged 15 or over who did not report a labour force status in their first support period of the reporting period: 9.
3. Number of clients aged 15 or over who reported a labour force status in their last support period of the reporting period: 33.
4. Number of clients aged 15 or over who did not report a labour force status in their last support period of the reporting period: 8.

Table TAS2.15: Clients, by their education enrolment status, Jul–Dec 2012, adjusted for non-response

Student enrolment	First reported		Last reported	
	Number	Per cent	Number	Per cent
Enrolled in education	<i>All clients</i>			
Preschool student	9	0.4	17	0.6
Primary school student	140	5.5	202	7.3
Secondary school student	214	8.4	214	7.7
University student	21	0.8	20	0.7
Vocational education and training	67	2.6	79	2.9
Other education or training	34	1.3	41	1.5
Not stated	7	0.3	5	0.2
Not enrolled in education	2,066	80.8	2,191	79.2
Enrolled in education	<i>Clients with closed support periods only</i>			
Preschool student	4	0.2	7	0.4
Primary school student	93	5.5	129	7.5
Secondary school student	133	7.9	136	7.8
University student	12	0.7	13	0.8
Vocational education and training	34	2.0	38	2.2
Other education or training	17	1.0	16	0.9
Not stated	5	0.3	2	0.1
Not enrolled in education	1,389	82.3	1,392	80.3
Enrolled in education	<i>Clients with closed support periods and education-related needs</i>			
Preschool student	1	0.9	1	0.7
Primary school student	12	10.8	19	12.9
Secondary school student	37	32.0	33	22.8
University student	0	0.0	0	0.0
Vocational education and training	4	3.6	9	6.4
Other education or training	0	0.0	1	0.8
Not stated	1	0.9	0	0.0
Not enrolled in education	60	51.8	82	56.5

Notes

1. Number of clients who reported a student enrolment status in their first support period of the reporting period: 2,559.
2. Number of clients who did not report a student enrolment status in their first support period of the reporting period: 1,024.
3. Number of clients who reported a student enrolment status in their last support period of the reporting period: 2,768.
4. Number of clients who did not report a student enrolment status in their last support period of the reporting period: 815.

Clients with a closed support period only

5. Number of clients who reported a student enrolment status in their first support period of the reporting period: 1,689.
6. Number of clients who did not report a student enrolment status in their first support period of the reporting period: 612.
7. Number of clients who reported a student enrolment status in their last support period of the reporting period: 1,734.
8. Number of clients who did not report a student enrolment status in their last support period of the reporting period: 567.

Clients with a closed support period and education-related needs

9. Number of clients who reported a student enrolment status in their first support period of the reporting period: 115.
10. Number of clients who did not report a student enrolment status in their first support period of the reporting period: 70.
11. Number of clients who reported a student enrolment status in their last support period of the reporting period: 145.
12. Number of clients who did not report a student enrolment status in their last support period of the reporting period: 40.

Table TAS2.16: Clients, by case management plan status, Jul–Dec 2012, adjusted for non-response

Case management plan status	Number	Per cent
	<i>All clients</i>	
Clients with case management plan	2,593	72.4
Clients with an individual case management plan	2,072	79.9
Extent to which goals were met		
None	137	6.6
Some	1,778	85.8
All	157	7.6
Clients who are part of another person's case management plan	521	20.1
Clients with no case management plan	990	27.6
Reason no case management plan		
Client did not agree to one	163	16.5
Service episode too short	763	77.1
Other	64	6.4
	<i>Clients with closed support periods only</i>	
Clients with case management plan	1,480	64.3
Clients with an individual case management plan	1,153	77.9
Extent to which goals were met		
None	94	8.2
Some	913	79.2
All	145	12.6
Clients who are part of another person's case management plan	327	22.1
Clients with no case management plan	821	35.7
Reason no case management plan		
Client did not agree to one	109	13.3
Service episode too short	679	82.7
Other	33	4.0

Notes

All clients

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

Clients with closed support periods only

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

Table TAS2.17: Clients with closed support periods, by reason support period ended, Jul–Dec 2012, adjusted for non-response

Reason support period ended	Number	Per cent
Client referred to another specialist homelessness agency	186	7.2
Client referred to a mainstream agency	41	1.6
Client's immediate needs met/case management goals achieved	1,079	41.9
Maximum service period reached	20	0.8
Service withdrawn from client and no referral made	79	3.1
Client no longer requested assistance	1,030	40.0
Client did not turn up	233	9.0
Lost contact with client	322	12.5
Client institutionalised	9	0.4
Client incarcerated	16	0.6
Client died	2	0.1
Other	85	3.3

Notes

1. A client may have more than one support period in the reporting period, each with a different reason for ending.
2. Number of clients who did not report a reason for their support period ending when their support period ended during the reporting period: 64.
3. Total clients who reported a reason for their support period ending: 2,572.
4. Total clients who had a support period that ended during the reporting period: 2,609.

3 A comparison of homeless and at risk clients

Table TAS3.1: Clients with an episode of homelessness at any time during the reporting period, by age and sex, Jul-Dec 2012, adjusted for non-response

Age group	Males		Females		All clients	
	Number	Per cent	Number	Per cent	Number	Per cent
0-9	60	7.4	44	5.7	104	6.6
10-14	18	2.2	13	1.6	31	1.9
15-17	58	7.1	101	13.1	158	10.0
18-24	178	21.8	229	29.8	407	25.6
25-34	186	22.8	194	25.3	380	24.0
35-44	168	20.5	118	15.4	286	18.0
45-54	100	12.2	54	7.0	154	9.7
55-64	40	4.9	11	1.5	52	3.3
65+	9	1.1	5	0.7	15	0.9
Total	818	100.0	768	100.0	1,586	100.0

Table TAS3.2: Clients with no episodes of homelessness during the reporting period, by age and sex, Jul-Dec 2012, adjusted for non-response

Age group	Males		Females		All clients	
	Number	Per cent	Number	Per cent	Number	Per cent
0-9	37	8.4	47	7.1	85	7.6
10-14	18	4.0	12	1.9	30	2.7
15-17	38	8.5	46	6.9	84	7.6
18-24	70	15.7	154	23.1	223	20.1
25-34	97	21.8	153	22.9	249	22.5
35-44	99	22.4	120	18.0	219	19.7
45-54	53	11.8	84	12.6	137	12.3
55-64	22	4.9	40	5.9	61	5.5
65+	10	2.3	11	1.6	21	1.9
Total	444	100.0	666	100.0	1,110	100.0

Table TAS3.3: Clients who were homeless at the beginning of support, by homelessness category, Jul-Dec 2012, adjusted for non-response

Housing situation	Males		Females		Total	
	Number	Per cent	Number	Per cent	Number	Per cent
Homeless						
No shelter, improvised or inadequate dwelling	237	31.9	105	16.4	341	24.7
Short-term temporary accommodation	134	18.0	143	22.3	277	20.0
House, townhouse/flat (couch surfing or with no tenure)	249	33.5	278	43.4	527	38.1
Homeless—specific housing situation not known(a)	123	16.6	115	17.9	238	17.2
<i>Sub-total</i>	<i>743</i>	<i>60.0</i>	<i>641</i>	<i>45.5</i>	<i>1383</i>	<i>52.3</i>
At risk of homelessness						
Public or community housing (renter or rent free)	146	29.4	175	22.8	320	25.3
Private or other housing (owner or renter or rent free)	285	57.5	509	66.4	794	62.9
Institutional setting	13	2.6	7	0.9	21	1.7
At risk of homelessness—specific housing situation not known(a)	52	10.5	76	9.9	128	10.1
<i>Sub-total</i>	<i>496</i>	<i>40.0</i>	<i>767</i>	<i>54.5</i>	<i>1,263</i>	<i>47.7</i>
Total	1,239	..	1,408	..	2,646	..

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

Table TAS3.4: Clients who were homeless at the beginning of support, by age and sex, Jul-Dec 2012, adjusted for non-response

Age group	Males		Females		All clients	
	Number	Per cent	Number	Per cent	Number	Per cent
0–9	56	7.6	39	6.1	95	6.9
10–14	16	2.2	11	1.6	27	1.9
15–17	51	6.9	86	13.5	137	9.9
18–24	162	21.8	192	29.9	354	25.6
25–34	168	22.7	161	25.1	329	23.8
35–44	151	20.3	94	14.7	245	17.7
45–54	90	12.1	45	7.0	135	9.7
55–64	38	5.2	9	1.5	48	3.5
65+	9	1.2	4	0.7	14	1.0
Total	742	100.0	641	100.0	1,383	100.0

Table TAS3.5: Clients who were at risk of homelessness at the beginning of support, by age and sex, Jul-Dec 2012, adjusted for non-response

Age group	Males		Females		All clients	
	Number	Per cent	Number	Per cent	Number	Per cent
0-9	40	8.2	49	6.4	90	7.1
10-14	20	4.0	13	1.7	33	2.6
15-17	40	8.0	52	6.8	92	7.3
18-24	83	16.7	188	24.5	271	21.4
25-34	110	22.2	176	22.9	286	22.6
35-44	109	22.1	140	18.2	249	19.7
45-54	60	12.0	95	12.4	155	12.2
55-64	24	4.8	42	5.4	66	5.2
65+	10	2.1	12	1.5	22	1.7
Total	496	100.0	767	100.0	1,263	100.0

Table TAS3.6: Clients with a previous history of homelessness, by homelessness status at the beginning of support, by age, Jul-Dec 2012, adjusted for non-response

Age group	Homeless	At risk
0-9	40	15
10-14	10	5
15-17	86	32
18-24	260	85
25-34	239	58
35-44	181	51
45-54	95	30
55-64	32	8
65+	7	1
Total	952	287

Table TAS3.7: Clients who were homeless at the beginning of support, by reasons for seeking assistance, Jul–Dec 2012, adjusted for non-response

Reason for seeking assistance	Males	Females	Total clients (number)	Total clients (per cent)
Financial	399	274	673	49.9
Financial difficulties	355	241	597	44.2
Housing affordability stress	99	89	188	13.9
Employment difficulties	49	18	67	5.0
Unemployment	94	50	144	10.7
Problematic gambling	4	4	8	0.6
Accommodation	476	417	893	66.2
Housing crisis	213	226	439	32.6
Inadequate or inappropriate dwelling conditions	264	200	465	34.4
Previous accommodation ended	220	174	394	29.2
Interpersonal relationships	310	365	676	50.1
Time out from family/other situation	119	121	240	17.8
Relationship/family breakdown	228	227	455	33.7
Sexual abuse	6	18	24	1.8
Domestic and family violence	64	158	222	16.5
Non-family violence	30	26	55	4.1
Health	233	162	395	29.3
Mental health issues	141	100	241	17.9
Medical issues	66	49	116	8.6
Problematic drug or substance use	86	62	148	11.0
Problematic alcohol use	74	29	103	7.6
Other	363	229	591	43.8
Transition from custodial arrangements	79	18	97	7.2
Transition from foster care and child safety residential placements	3	4	7	0.5
Transition from other care arrangements	13	13	26	1.9
Discrimination including racial discrimination	5	3	8	0.6
Itinerant	127	64	191	14.2
Unable to return home due to environmental reasons	24	24	47	3.5
Disengagement with school or other education and training	11	17	29	2.1
Lack of family and/or community support	144	115	260	19.2
Other	80	65	145	10.7

Note: Number of clients who did not report a reason for seeking assistance in any of their support periods during the reporting period: missing females (all reasons): 12, missing males (all reasons): 22.

Table TAS3.8: Clients who were at risk of homelessness at the beginning of support, by reasons for seeking assistance, Jul-Dec 2012, adjusted for non-response

Reason for seeking assistance	Males	Females	Total clients (number)	Total clients (per cent)
Financial	277	433	710	58.4
Financial difficulties	247	391	638	52.5
Housing affordability stress	63	110	173	14.2
Employment difficulties	19	15	34	2.8
Unemployment	24	26	50	4.1
Problematic gambling	2	2	4	0.3
Accommodation	187	267	453	37.3
Housing crisis	96	152	248	20.4
Inadequate or inappropriate dwelling conditions	81	128	210	17.3
Previous accommodation ended	66	70	136	11.2
Interpersonal relationships	148	301	449	36.9
Time out from family/other situation	50	70	120	9.9
Relationship/family breakdown	85	173	258	21.2
Sexual abuse	3	9	13	1.0
Domestic and family violence	38	152	189	15.6
Non-family violence	22	22	44	3.6
Health	97	114	210	17.3
Mental health issues	60	72	132	10.8
Medical issues	34	35	69	5.6
Problematic drug or substance use	25	32	57	4.7
Problematic alcohol use	15	16	32	2.6
Other	173	198	371	30.6
Transition from custodial arrangements	12	5	17	1.4
Transition from foster care and child safety residential placements	4	5	9	0.8
Transition from other care arrangements	9	3	12	1.0
Discrimination including racial discrimination	0	4	4	0.3
Itinerant	24	18	43	3.5
Unable to return home due to environmental reasons	6	19	25	2.0
Disengagement with school or other education and training	5	12	17	1.4
Lack of family and/or community support	70	76	147	12.1
Other	73	94	167	13.7

Note: Number of client who did not report a reason for seeking assistance in any of their support periods during the reporting period: missing females (all reasons): 26, missing males (all reasons): 21.

Table TAS3.9: Clients who were homeless at the beginning of support, by need for services and assistance and service provision status, Jul-Dec 2012, adjusted for non-response

Group	Service and assistance type	Need identified	Need identified as % of clients	Provided	Provided as % of need identified	Referred only	Not provided or referred
Accommodation services		1,043	75.5	736	70.5	84	223
	Short-term or emergency accommodation	773	56.0	564	72.9	23	187
	Medium-term/transitional housing	544	39.3	232	42.6	60	252
	Long-term housing	653	47.3	20	3.0	165	468
Assistance to sustain housing tenure		316	22.9	276	87.1	2	39
	Assistance to sustain tenancy or prevent tenancy failure or eviction	312	22.6	272	87.3	2	38
	Assistance to prevent foreclosures or for mortgage arrears	17	1.2	12	75.1	1	3
Mental health		107	7.7	60	56.0	21	26
	Psychological services	35	2.5	16	47.0	5	13
	Psychiatric services	18	1.3	12	66.4		6
	Mental health services	96	7.0	56	57.6	20	20
Family		111	8.0	80	72.1	16	15
	Child protection services	74	5.3	54	73.7	13	6
	Parenting skills education	41	3.0	29	70.0	6	6
	Child specific specialist counselling services	26	1.9	9	35.6	9	7
	Pregnancy assistance	18	1.3	14	78.0	1	3
	Family planning support	10	0.7	6	60.3	1	3
Disability		15	1.1	8	53.3	3	4
	Physical disability services	8	0.6	4	50.1	2	2
	Intellectual disability services	9	0.7	5	55.5	1	3
Drug/alcohol		56	4.0	32	56.5	7	17
	Drug/alcohol counselling	56	4.0	32	56.5	7	17
Legal/financial services		68	4.9	44	64.2	12	12
	Professional legal services	31	2.3	23	74.4	3	5
	Financial advice and counselling	40	2.9	22	54.2	9	9
	Counselling for problem gambling	2	0.2	1	47.2	1	

(continued)

Table TAS3.10 (continued): Clients who were at risk of homelessness at the beginning of support, by need for services and assistance and service provision status, Jul-Dec 2012, adjusted for non-response

Group	Service and assistance type	Need identified	Need identified as % of clients	Provided	Provided as % of need identified	Referred only	Not provided or referred
	School liaison	48	3.8	41	85.2	0	7
	Child care	51	4.1	47	91.6	3	1
	Structured play/skills development	25	2.0	24	96.0	0	1
	Child contact and residence arrangements	20	1.6	15	74.2	2	3
	Meals	216	17.1	207	95.7	8	1
	Laundry/shower facilities	128	10.1	126	98.4	0	2
	Recreation	160	12.7	156	97.5	1	3
	Transport	312	24.7	301	96.4	2	9
	Other basic assistance	869	68.8	866	99.7	0	3

Note: Total number of clients who reported a need for services and assistance: 1,263.

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Table TAS3.11: Clients by housing situation, first and last reported, Jul–Dec 2012, adjusted for non-response

Housing situation at the beginning of support	Housing situation at the end of support in the reporting period									Total
	Homeless				Not homeless				Institutional settings	
	No shelter or improvised/inadequate dwelling	Short-term temporary accommodation	House, townhouse or flat		Public or community housing	Private or other housing				
			No tenure	Couch surfer		Renter	Rent free	Owner or renter		
Homeless clients										
No shelter or improvised/inadequate dwelling	80	55	11	8	50	9	28	7	3	252
Short-term temporary accommodation	3	173	9	6	78	5	51	10	4	340
House, townhouse or flat										
Couch surfer	7	58	12	120	52	9	33	4	1	296
No tenure	4	27	53	2	17		11	2	1	118
<i>Sub-total</i>	<i>94</i>	<i>313</i>	<i>86</i>	<i>136</i>	<i>198</i>	<i>23</i>	<i>122</i>	<i>24</i>	<i>9</i>	<i>1,005</i>
Clients at risk of homelessness										
Public or community housing										
Renter	3	20	4	3	198	11	13	1	3	257
Rent free	0	4	1		4	4	1	0	0	15
Private or other housing										
Owner or renter	9	62	15	12	52	5	413	25	1	595
Rent free	3	22	1	5	18	2	14	29	0	93
Institutional settings	0	4			8	0	2	0	5	20
<i>Sub-total</i>	<i>15</i>	<i>112</i>	<i>21</i>	<i>20</i>	<i>280</i>	<i>23</i>	<i>443</i>	<i>55</i>	<i>9</i>	<i>979</i>

Notes

1. Total number of clients who did not disclose sufficient information to determine housing situation when they first presented to an agency during the reporting period: Homeless clients: 286; At-risk clients: 157.
2. Total number of clients who disclosed insufficient information to determine housing situation at their last presentation during the reporting period: Homeless clients: 13; At-risk clients: 92.
3. Total number of clients who disclosed insufficient information to determine housing situation at their first as well as their last presentation during the reporting period: Homeless clients 21; At-risk clients: 55.

Table TAS3.12: Clients (with closed support periods only) by housing situation, first and last reported, Jul–Dec 2012, adjusted for non-response

Housing situation at the beginning of support	Housing situation at the end of support in the reporting period									Total
	Homeless				Not homeless				Institutional settings	
	No shelter or improvised inadequate dwelling	Short-term temporary accommodation	House, townhouse or flat		Public or community housing		Private or other housing			
			No tenure	Couch surfer	Renter	Rent free	Owner or renter	Rent free		
Homeless clients										
No shelter or improvised/inadequate dwelling	65	26	7	6	29	8	21	7	3	172
Short-term temporary accommodation	2	99	5	5	26	1	45	8	2	194
House, townhouse or flat										
Couch surfer	6	28	9	87	18	6	25	1	0	181
No tenure	3	17	39	1	6		10	2	0	79
<i>Sub-total</i>	76	170	61	99	79	15	102	19	5	626
Clients at risk of homelessness										
Public or community housing										
Renter	1	7	3	1	113	7	12	1	1	147
Rent free	0	0	1		2	0	0	0	0	3
Private or other housing										
Owner or renter	5	22	10	5	28	3	342	19	0	434
Rent free	3	7	1	5	9	2	13	24	0	64
Institutional settings	0	2			2	0	2	0	2	8
<i>Sub-total</i>	9	39	16	11	154	12	369	43	3	656

Notes

1. Total number of clients who did not disclose sufficient information to determine housing situation when they first presented to an agency during the reporting period: Homeless clients: 213; At-risk clients: 115.
2. Total number of clients who disclosed insufficient information to determine housing situation at their last presentation during the reporting period: Homeless clients: 4; At-risk clients: 40.
3. Total number of clients who disclosed insufficient information to determine housing situation at their first as well as their last presentation during the reporting period: Homeless clients 16; At-risk clients: 36.

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