

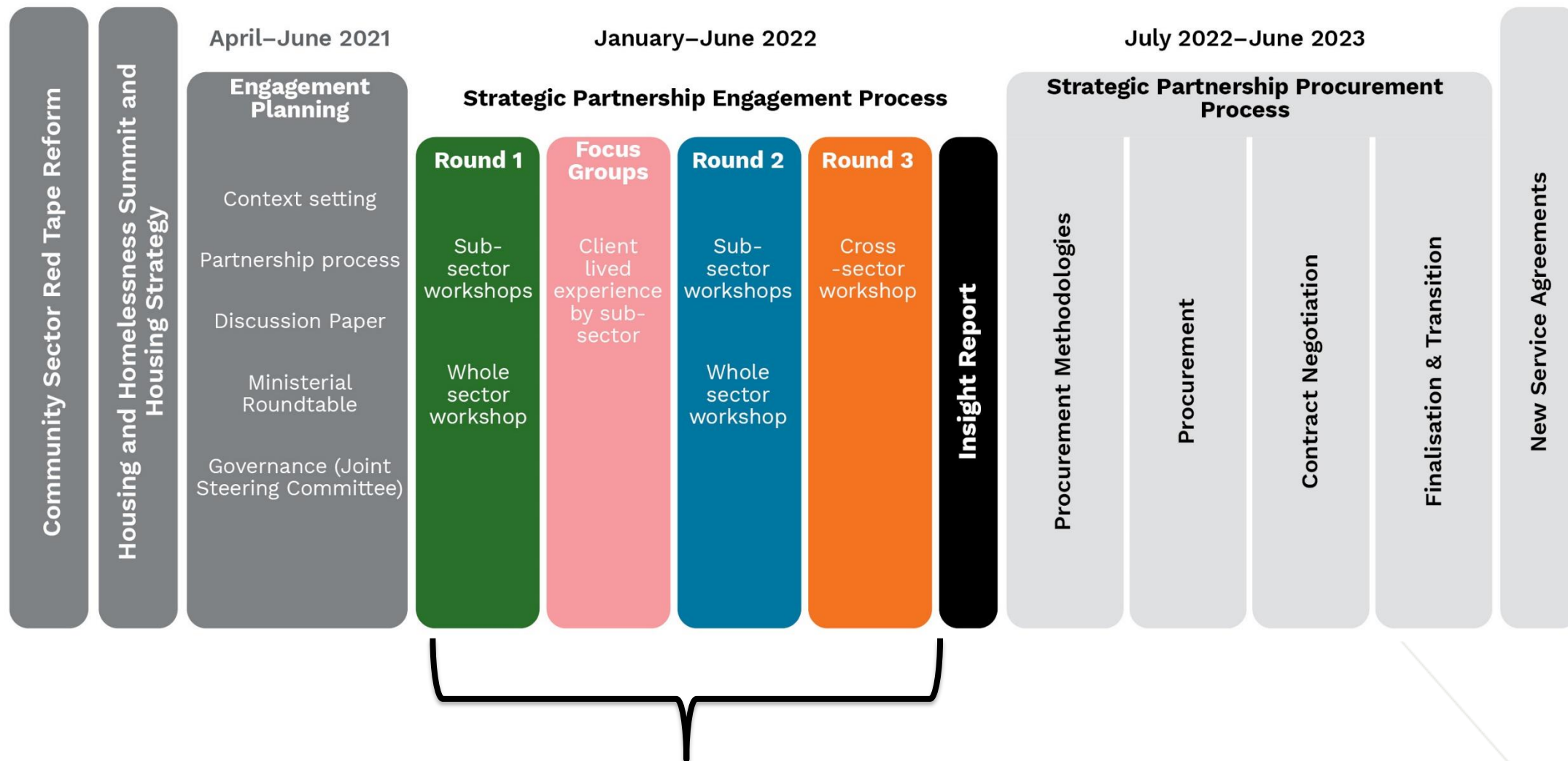
# HOMELESSNESS COMMISSIONING 2022 ACT AND NATIONAL DATA SNAPSHOT



**ACT**  
Government

# Data informing the Commissioning process

Context for engagement process to plan the future of homelessness services in the ACT



This data is informing conversations, is presented at workshops and provides context to collaboration activities during the ACT Commissioning process for the Homelessness Sector.

# About this data

Where this data is sourced

- The data within this snapshot has been prepared by Housing ACT and sourced from the [Australian Institute of Health and Welfare – Specialist Homelessness Services](#) (SHS) and Report on Government Services (ROGs)
- Collected annually and monthly, the data is available publicly.
- The data provides verified snapshot into ACT homelessness clients, their circumstances, service needs, service provision, service gaps and changes over time.

# Acknowledging gaps in the data

Limitations, services not included

- Available data may not reflect the full picture as there are ten programs out of a total of over fifty programs that are not on the Specialist Homelessness Information Platform (SHIP) and not part of the national data collection through the Australian Institute of Health and Welfare.

## For more information

Contact points, additional data

### **For ACT Commissioning**

[www.communityservices.act.gov.au/commissioning](http://www.communityservices.act.gov.au/commissioning)

### **For Housing ACT Homelessness Commissioning**

[www.communityservices.act.gov.au/commissioning/sectors-in-progress/homelessness-services](http://www.communityservices.act.gov.au/commissioning/sectors-in-progress/homelessness-services)

To participate or learn more about the process

email: [CSDSHHS@act.gov.au](mailto:CSDSHHS@act.gov.au)

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

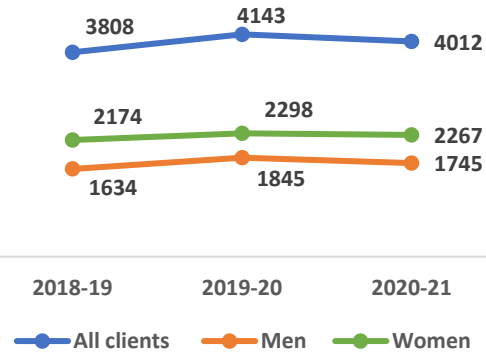
[www.aihw.gov.au](http://www.aihw.gov.au)

### **For Report on Government Services 2022**

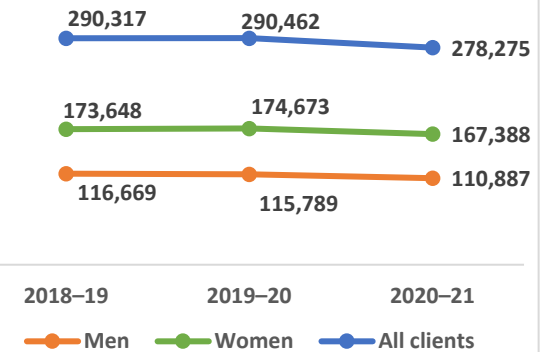
<https://www.pc.gov.au/research/ongoing/report-on-government-services/2022/housing-and-homelessness>

- The number of clients seeking assistance from the ACT specialist homelessness sector (sector) in the ACT has fluctuated over the last three years.
- Following an increase of 9% to **4143** in 2019-20, the number of clients has reduced by 3% to **4012** in 2020-21. Similar trend can be observed nationally.
- In the ACT, more women access services than men. In 2020-21, women accounted for 56.5% of the total number of clients; while men accounted for 43.5%.

Trends in ACT client number/men/women



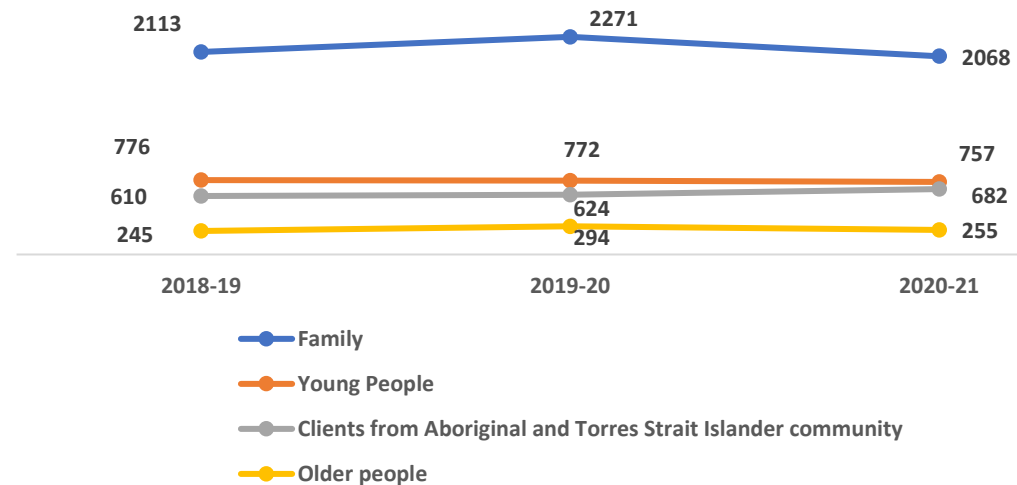
Trends in national number/men/women



Source: AIHW Specialist Homelessness Services Data Tables in 2018-19, 2019-20, 2020-21 (Table 1).

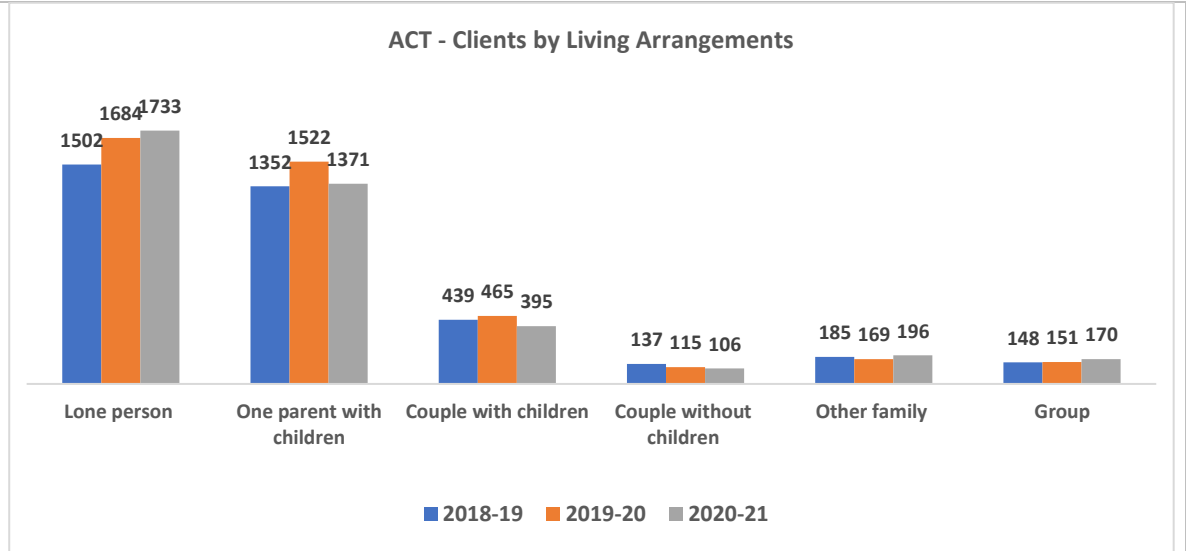
- Over past three years, the number of young people has reduced by 2.4%: from **776** in 2018-19 to **772** in 2019-20, then to **757** in 2020-21.
- Number of older people, and families has fluctuated during the same period, in line with the trend of the total number of clients.
- Over the last three years, the number of clients from the Aboriginal and Torres Strait Islander community has increased consistently and continuously by 11.8%: from 610 in 2018-19 to **624** in 2019-20, then to **682** in 2020-21.

ACT - Trends in selected demographic groups



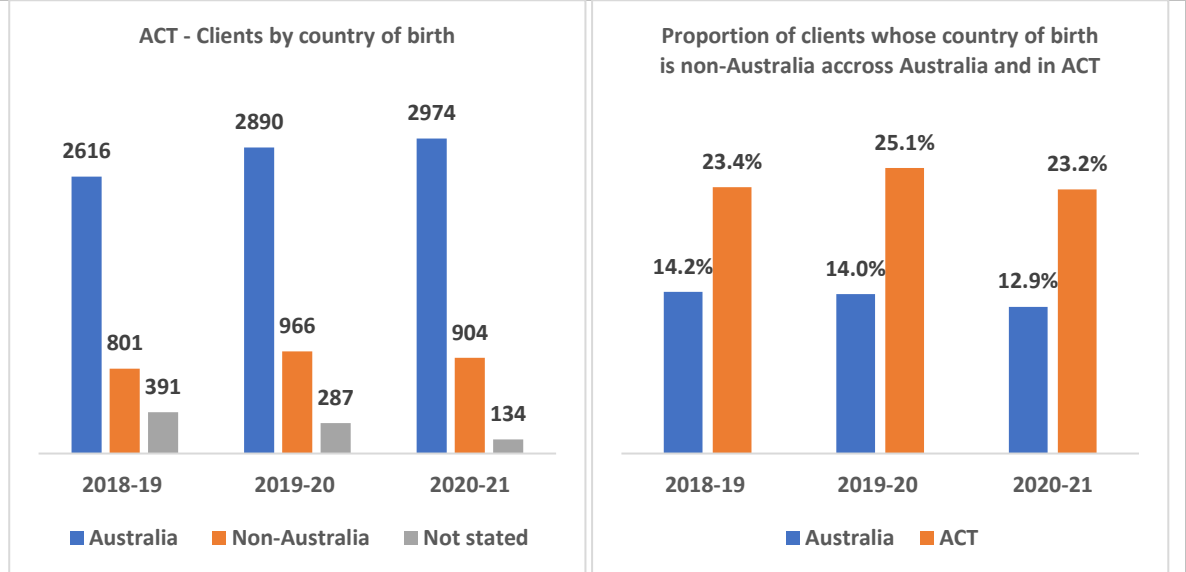
Source: AIHW Specialist Homelessness Services Data Tables in 2018-19, 2019-20, 2020-21 (Table 10) and Supplementary Tables – History tables SHSC 2018-19 to 2020-21.

- Lone person is the largest group and has increased consistently over the last three years.
- One parent with children is the second largest, with the number fluctuating during the last three years. This fluctuation can also be observed in the number of couples with family, and other family.
- While the number of couples without children reduced gradually over the past three years, the number of groups increased consistently during the same period.



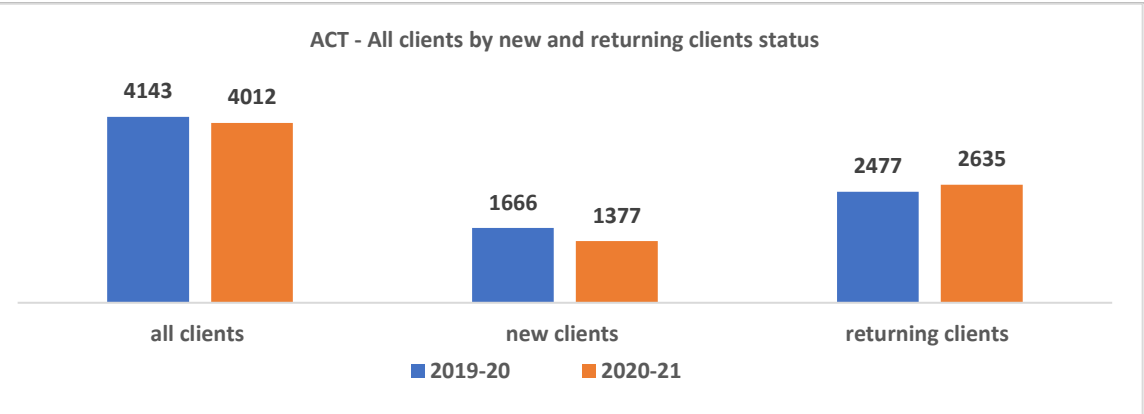
Source: AIHW Specialist Homelessness Services Data Tables in 2018-19, 2019-20, 2020-21 (Table 10)

- Compared to other homelessness services across Australia, the ACT sector supported a higher proportion of clients whose countries of birth was not Australia. For example, in 2020-21, 23.2% of clients in the sector were born outside Australia, while this figure across Australia was 12.9%.



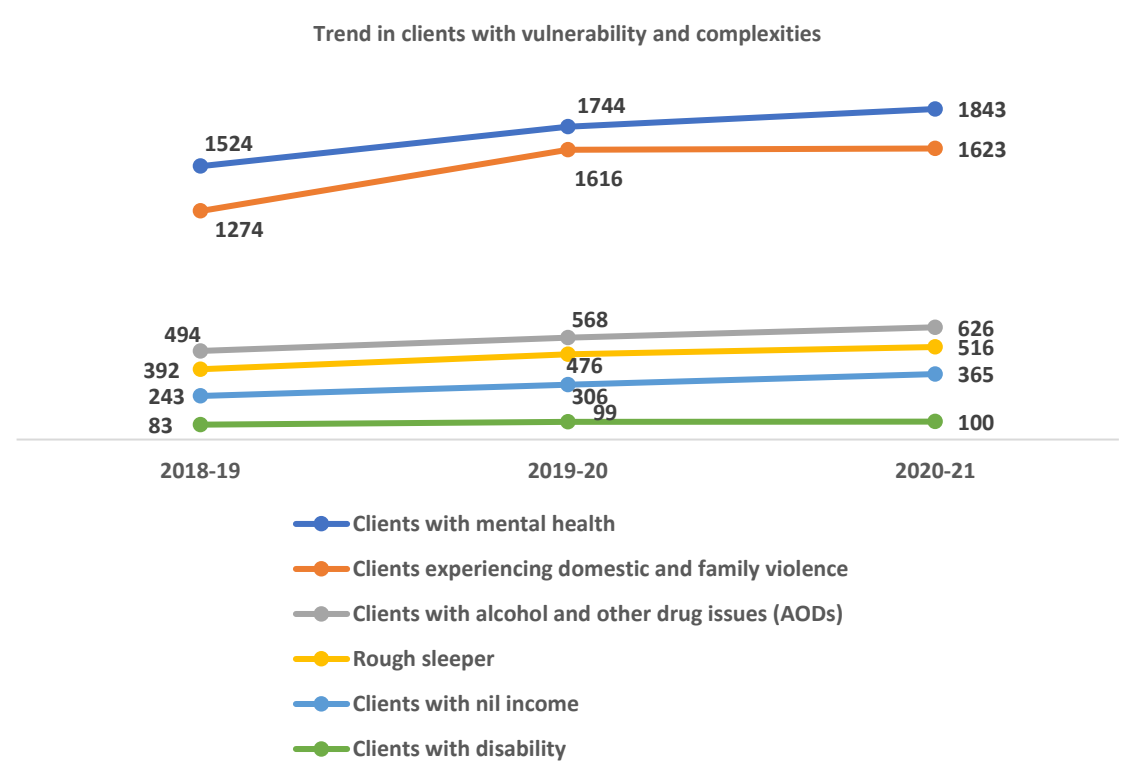
Source: AIHW Specialist Homelessness Services Data Tables in 2019-20, 2020-21 (Table 3).

- Number of new clients reduced by 17.3% over the past two years.
- However, during the same period, number of returning clients increased by 6.4%.



Source: AIHW Specialist Homelessness Services Data Tables in 2019-20, 2020-21 (Table 2).

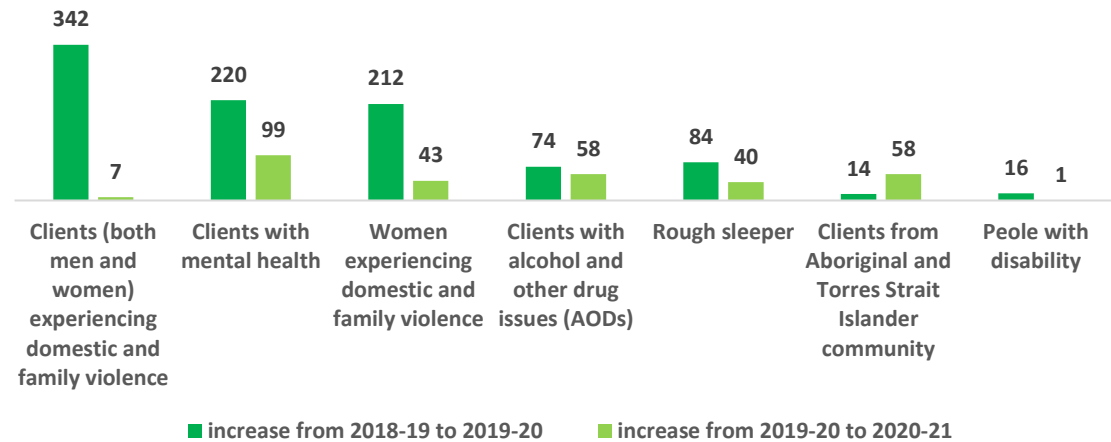
- Despite the fluctuation of the total number of clients over the last three years, several groups of clients with high level of vulnerability and complexities such as clients with mental health, clients experiencing domestic and family violence, clients with alcohol and other drug issues, rough sleepers, clients with nil income, and clients with disability have consistently and continuously increased during the same period.



Source: AIHW Specialist Homelessness Services Data Tables in 2018-19, 2019-20, 2020-21 and Supplementary Tables – History tables SHSC 2018-19 to 2020-21.

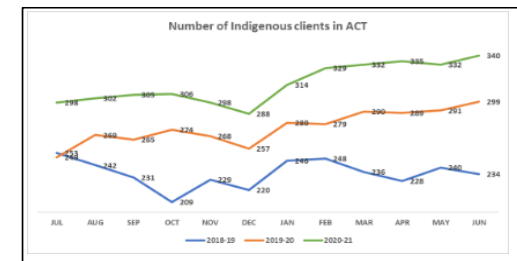
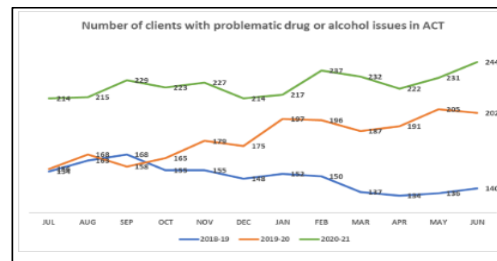
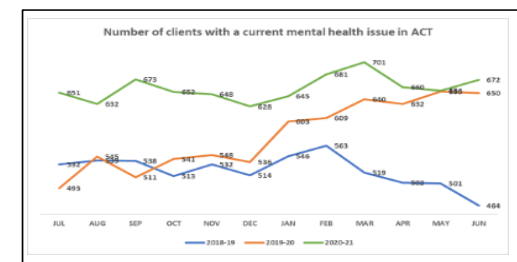
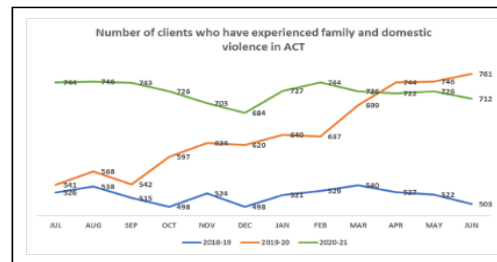
- In the previous chart, we've already seen the increasing trends for clients (both men and women) experiencing domestic and family violence, clients with mental health, women experiencing domestic and family violence, clients with alcohol and other drug issues, rough sleepers, clients from Aboriginal and Torres Strait Islander community, people with disability
- This chart illustrates the proportion of increase for these groups. The dark green shows the increase from 2018-19 to 2019-20 for these groups, and light green shows the increase from 2019-20 to 2020-21.
- E.g., in 2019-20, there were an additional **212** women experiencing DFV than the number in 2018-19, and in 2020-21, there were an additional **43** women clients experiencing DFV than the number in 2019-20.

### Client groups with increase from 2018-19 to 2019-20 and from 2019-20 to 2020-21



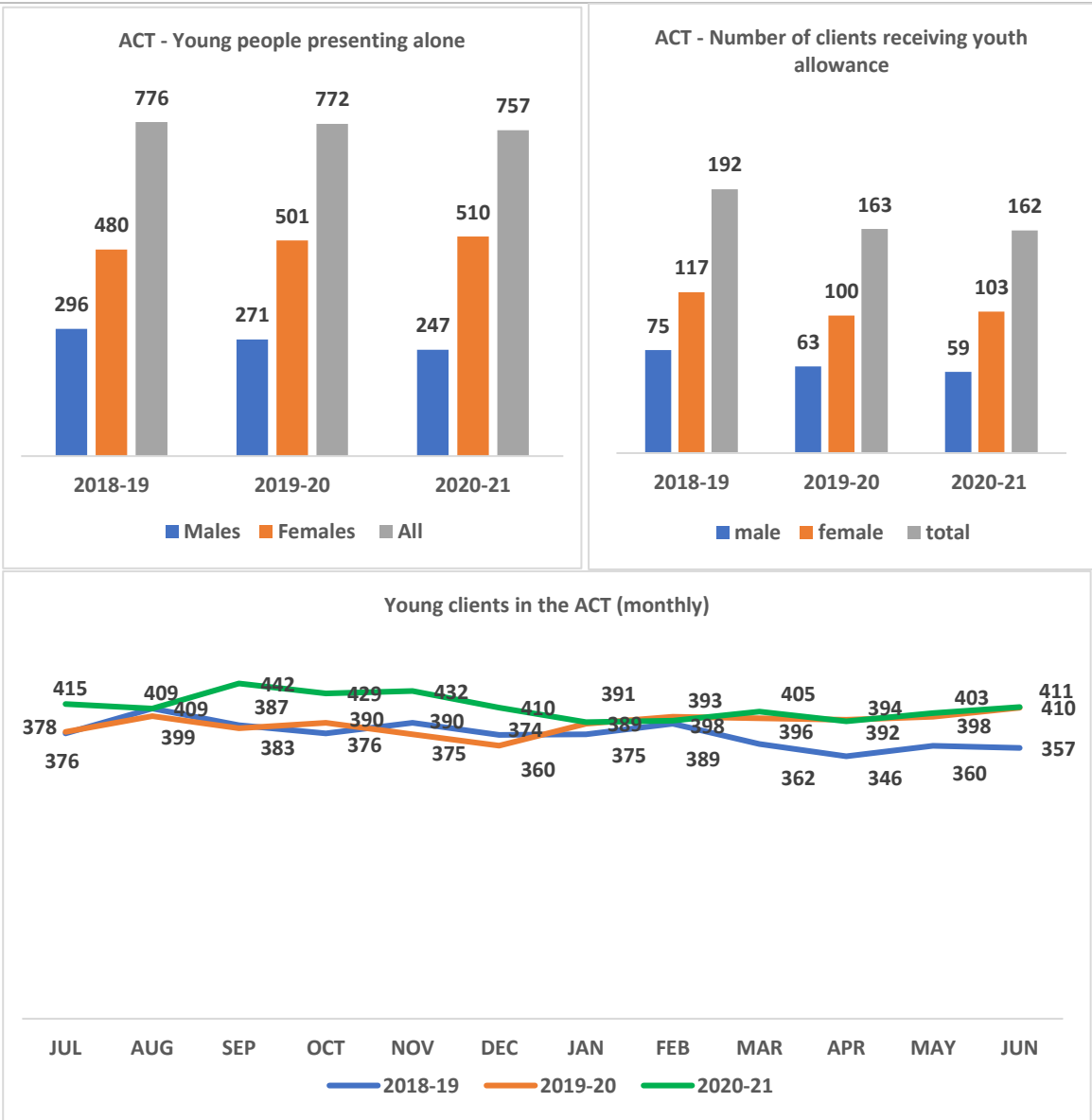
Source: Analysis of AIHW Specialist Homelessness Services Data Tables in 2018-19, 2019-20, 2020-21 and Supplementary Tables – History tables SHSC 2018-19 to 2020-21.

- Monthly data also confirmed this trend. The blue line shows the number of clients for each group in each month in 2018-19; orange line for 2019-20; and green line for 2020-21.
- E.g., the chart at the bottom of the right-hand side shows that at any month, the number of clients from the Aboriginal and Torres Strait Islander community in 2019-20 (orange line) is higher than 2018-19 (blue line); and at any month this number in 2020-21 (green line) is higher than 2019-20 (orange line).



Source: AIHW Specialist Homelessness Services: Monthly Data

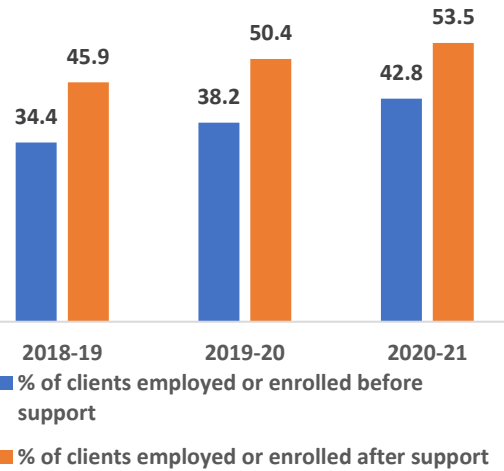
- The annual number of young clients in the sector has reduced by 2.4% over this period. While the number of young males reduced over the past three years, the number of young females increased during the same period.
- The monthly data demonstrates a at any month in 2020-21 (green line), the number of young clients is higher than that in 2019-20 (orange line) and that in 2018-19 (blue line).
- This could mean that while the total annual number of clients reduced slightly in 2020-21, clients stayed longer and had a longer support period. That is why throughout all the months in 2020-21, services supported a higher number of young clients.
- The number of our clients receiving youth allowance also reduced over the last three years. The number of females receiving youth allowance fluctuated, while the number of males gradually and consistently reduced.



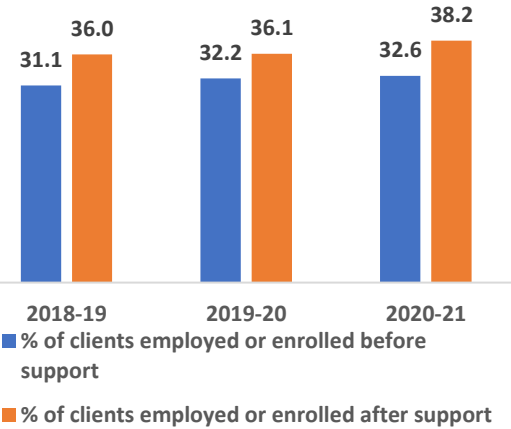
Source: AIHW Specialist Homelessness Services Data Tables in 2018-19, 2019-20, 2020-21 (Table 33) and Supplementary Tables – History tables SHSC 2018-19 to 2020-21, and Monthly data.

- Where clients needed specific support with employment or education, the ACT sector result was the strongest nationally, with 53.5 % of clients employed or in education after support (38.2 % nationally) in 2020-21.

ACT - Clients with a need for employment and/or education and/or training assistance



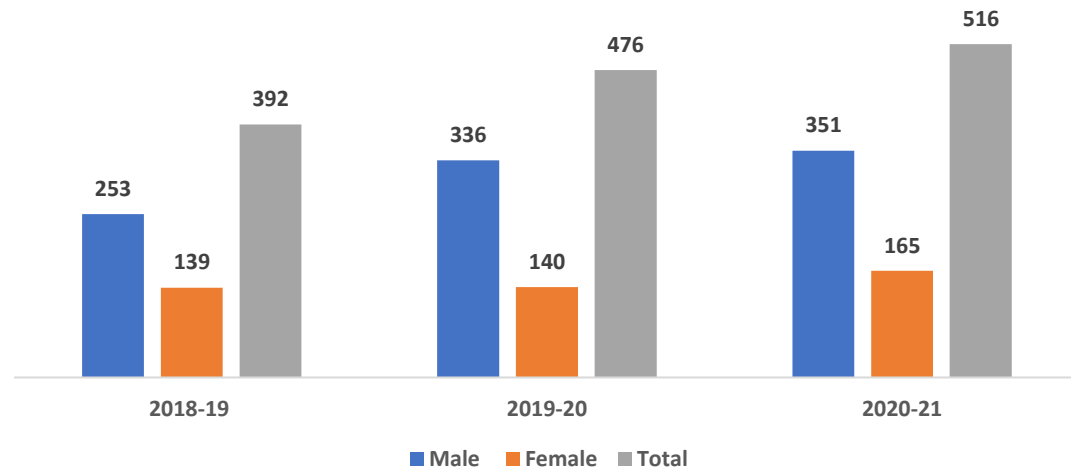
National - Clients with a need for employment and/or education and/or training assistance



Source: Report on Government Services 2022 (Table 19A.19)

- Annual total number of rough sleepers (people with no shelter or improvised/inadequate dwelling) in the ACT has increased from 392 in 2018-19 to 516 in 2020-21.

Number of rough sleepers (no shelter or improvised/inadequate dwelling) in the ACT



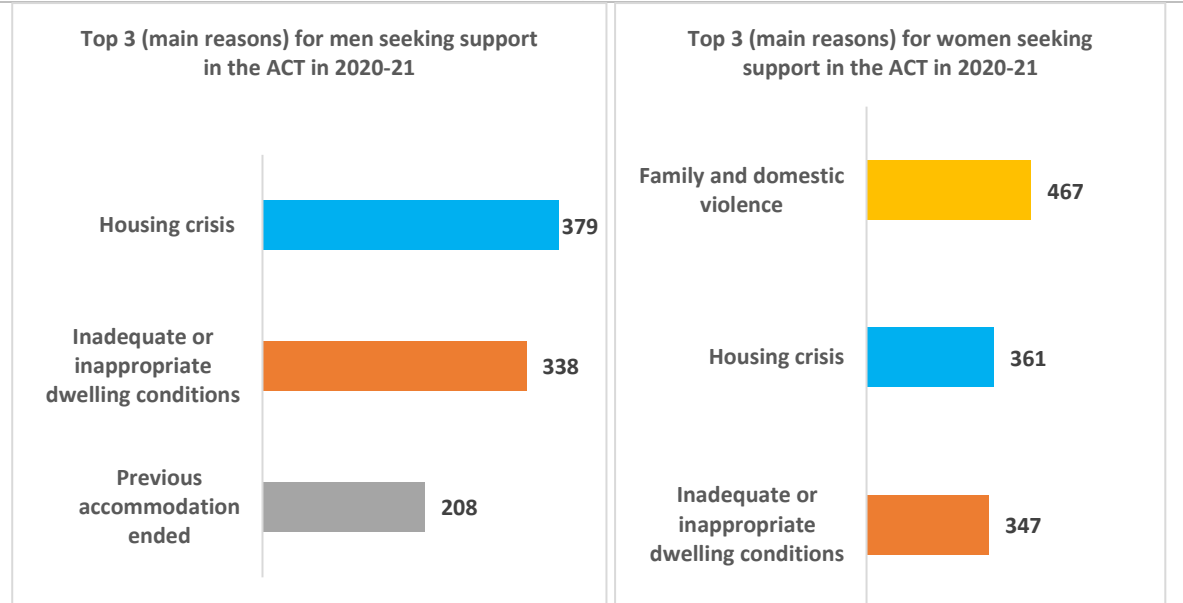
Source: AIHW Specialist Homelessness Services Data Tables in 2018-19, 2019-20, 2020-21 (Table 11)

- Since late 2020, OneLink, and other rough sleeper services including Street to Home, Early Morning Centre, Winter Lodge, and Axial Housing has piloted an on-going mechanism to collect data about rough sleepers in the ACT.
- As a result of this collaboration, since January 2021, OneLink and rough sleeper services have been able to provide a snapshot of people sleeping rough on monthly basis.
- Further work is needed to refine the methodology for this mechanism to mature over time. Release of the Census 2021 will provide a good reference to review the mechanism for continuous refinement.

#	Rough sleepers in the ACT	Jan 2021	Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021
(1)	Number of rough sleeping cases notified that are still on the book of the services at the last day of the month	84	106	92	88	78	75	67	99	93	89		
(2)	Number of cases duplicated (some clients on the book of more than one service)	4	6	8	9	5	4	1	9	27	22		
(3)	Number of possible unique individuals notified [(1)- (2)]	80	100	84	79	73	71	66	90	66	67		
(4)	Number of individuals confirmed to be rough sleepers	40	49	44	39	48	44	42	57	42	48		
(5)	Number of cases without name or sufficient information to verify, requiring further engagement to understand circumstances	40	51	40	40	25	27	24	33	24	19		
(6)	Number of clients, who were rough sleepers, are currently accommodated and supported by STH and Axial Housing	39	39	40	40	40	38	37	37	38	38		

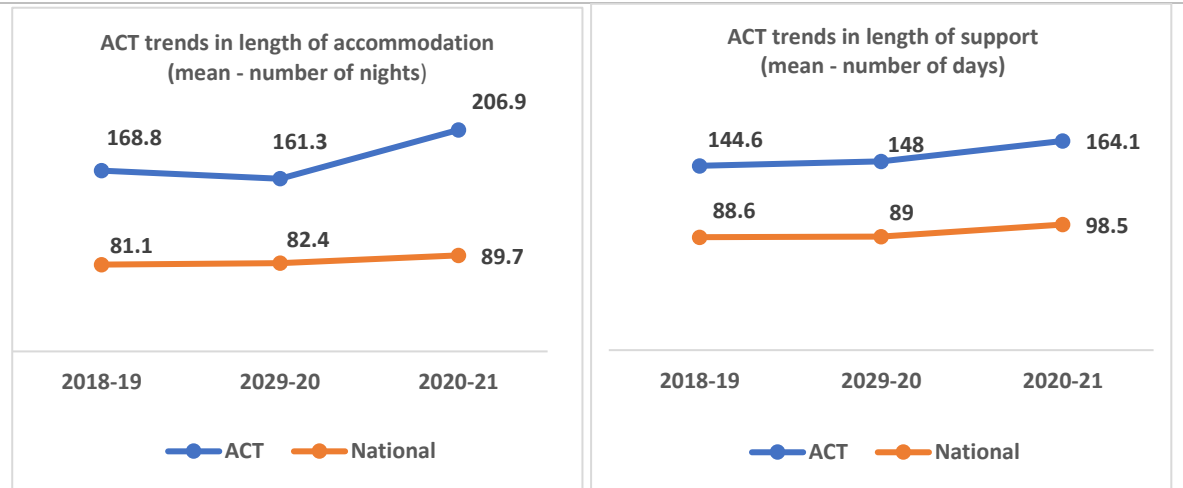
Sources: Data are provided by OneLink, Axial, Street to Home, Early Morning Centre, Winter Lodge, and consolidated by OneLink

- For women- DFV, housing crisis, and inadequate or inappropriate dwelling condition are the top three primary reasons for seeking support.
- For men- housing crisis is the primary reason, followed by inadequate or inappropriate dwelling conditions, and previous accommodation ended.



Source: AIHW Specialist Homelessness Services Data Table in 2020-21 (Table 21)

- Both the length of accommodation and length of support in the ACT sector have increased significantly over the last two years and are consistently higher than those across Australia. This may also highlight challenges in exploring exit pathways.



Source: AIHW Specialist Homelessness Services Data Table in 2018-19, 2019-20, and 2020-21 (Table 24 and 28)

- For most of the top 20 services, the number of identified needs increased from 2018-19 to 2019-20. Some types of need continued increasing in 2020-21 while others reduced slightly in 2020-21; however staying at a level higher than 2018-19.
- E.g., the need for assistance with DFV increased significantly from **670** in 2018-19 to **1020** in 2019-20, and then reduced to **885** in 2020-21; however this is still much higher than **670** in 2018-19.
- Overall, there is an increasing identified need across services over the past three years.

**ACT Service Needs – Trends over the last three years (Top 20)**

Rank	2018-19		2019-20		2020-21		
	Service and assistance type	Needs Identified	Service and assistance type	Needs Identified	Service and assistance type	Needs Identified	
Top 5	1	Advice/information	3411	Advice/information	3710	Advice/information	3542
	2	Advocacy/liaison on behalf of client	2062	Long term housing	2437	Advocacy/liaison on behalf of client	2774
	3	Long term housing	1990	Advocacy/liaison on behalf of client	2371	Other basic assistance	2259
	4	Short term or emergency housing	1982	Short term or emergency accommodation	2317	Long term housing	2174
	5	Other basic assistance	1963	Medium term/transitional housing	2115	Short term or emergency accommodation	2162
6	Medium term/transitional housing	1607	Other basic assistance	2109	Medium term/transitional housing	2045	
7	Assistance to sustain tenancy or prevent tenancy failure or eviction	1442	Material aid/brokerage	1501	Assistance to sustain tenancy or prevent tenancy failure or eviction	1369	
8	Living skills/personal development	1189	Assistance to sustain tenancy or prevent tenancy failure or eviction	1483	Material aid/brokerage	1365	
9	Material aid/brokerage	1131	Family/relationship assistance	1231	Living skills/personal development	1335	
10	Family/relationship assistance	1029	Financial information	1228	Family/relationship assistance	1113	
11	Transport	983	Living skills/personal development	1217	Assistance for trauma	1056	
12	Financial information	976	Transport	1082	Financial information	1025	
13	Meals	766	Assistance for family/ domestic violence	1020	Transport	942	
14	Assistance with challenging social/ behavioural problems	744	Meals	976	Assistance for family/ domestic violence	885	
15	Laundry/shower facilities	738	Assistance for trauma	928	Meals	853	
16	Assistance for trauma	704	Health/medical services	864	Assistance with challenging social/ behavioural problems	835	
17	Assistance for family/ domestic violence	670	Educational assistance	800	Health/medical services	808	
18	Recreation	661	Legal information	774	Legal information	779	
19	Legal information	658	Assistance with challenging social/ behavioural problems	773	Assistance to obtain/maintain government allowance	677	
20	Health/medical services	631	Assistance to obtain/maintain government allowance	754	Mental health services	666	

Source: Analysis of AIHW Specialist Homelessness Services Data Tables in 2018-19, 2019-20, 2020-21 (Table 23)

- The top 20 service provision are also aligned with the top 20 needs identified.
- For majority of those top 20 service provision has increased significantly from 2018-19 to 2019-20. Provision of some types of services continued to increase in 2020-21 (advice/information, short term, or emergency accommodation). Provision of other types after an increase in 2019-20 reduced in 2020-21; however still staying at a higher level than 2018-19.
- E.g., provision of short-term or emergency accommodation has continuously increased over the past three years. Provision increased from **995** in 2018-19 to **1185** in 2019-20, and to **1196** in 2020-21. This reflects additional funding provided to increase sector emergency accommodation capacity to respond to increasing needs due to the impact of the pandemic.

### ACT Service Provision – Trends over the last three years (Top 20)

Rank	2018-19		2019-20		2020-21		
	Service and assistance type	Need provided or referred	Service and assistance type	Need provided or referred	Service and assistance type	Need provided or referred	
Top 5	1	Advice/information	3251	Advice/information	3387	Advice/information	3485
	2	Advocacy/liaison on behalf of client	2012	Advocacy/liaison on behalf of client	2296	Advocacy/liaison on behalf of client	2709
	3	Other basic assistance	1881	Other basic assistance	2046	Other basic assistance	2215
	4	Assistance to sustain tenancy or prevent tenancy failure or eviction	1379	Material aid/brokerage	1340	Material aid/brokerage	1246
	5	Living skills/personal development	1084	Assistance to sustain tenancy or prevent tenancy failure or eviction	1203	Living skills/personal development	1244
6	Material aid/brokerage	1044	Short term or emergency accommodation	1185	Assistance to sustain tenancy or prevent tenancy failure or eviction	1198	
7	Long term housing	1014	Living skills/personal development	1108	Short term or emergency accommodation	1196	
8	Short term or emergency accommodation	995	Long term housing	1081	Long term housing	1048	
9	Transport	935	Transport	986	Family/relationship assistance	946	
10	Financial information	868	Financial information	983	Assistance for trauma	888	
11	Family/relationship assistance	860	Family/relationship assistance	966	Transport	877	
12	Meals	741	Meals	947	Financial information	865	
13	Laundry/shower facilities	713	Medium term/transitional housing	878	Medium term/transitional housing	847	
14	Medium term/transitional housing	701	Assistance for family/ domestic violence	824	Meals	812	
15	Assistance with challenging social/ behavioural problems	636	Laundry/shower facilities	684	Assistance with challenging social/ behavioural problems	741	
16	Recreation	593	Assistance for trauma	665	Assistance for family/ domestic violence	740	
17	Assistance for trauma	544	Recreation	651	Health/medical services	638	
18	Assistance to obtain/maintain government allowance	531	Educational assistance	644	Legal information	635	
19	Assistance for family/ domestic violence	526	Health/medical services	638	Other specialised service	588	
20	Legal information	507	Assistance with challenging social/ behavioural problems	626	Laundry/shower facilities	585	

Source: Analysis of AIHW Specialist Homelessness Services Data Tables in 2018-19, 2019-20, 2020-21 (Table 23)

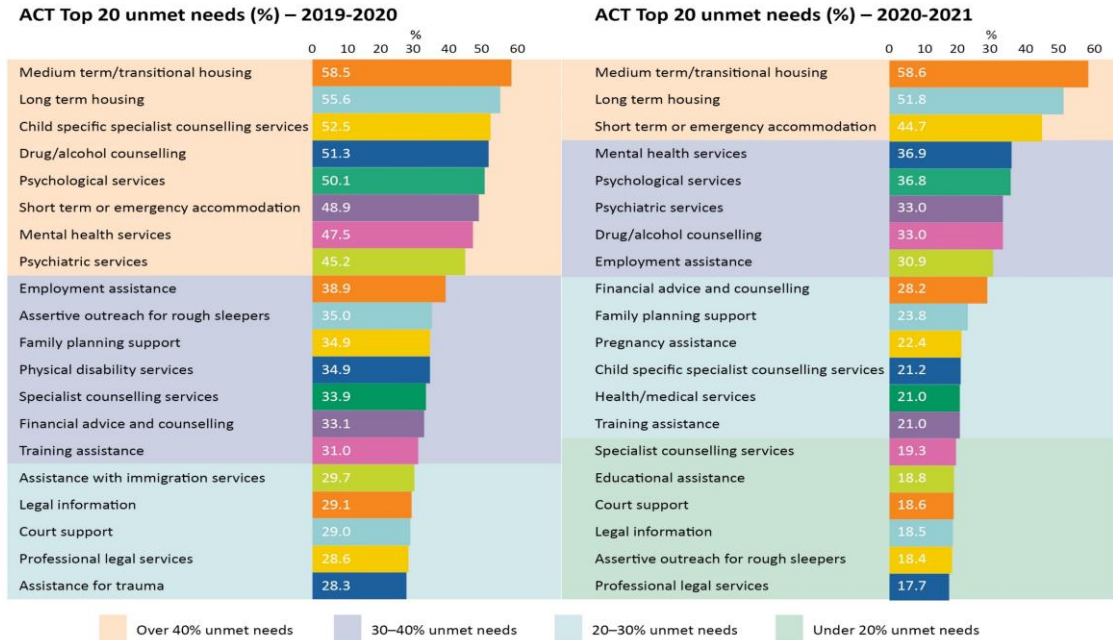
- Unmet need for services increased from 2018-19 to 2019-20 when the COVID19 pandemic began, and then reduced in 2020-21.
- Short-term, medium-term, and long-term accommodation, mental health services, and assistance to sustain tenancy or prevent tenancy failure or eviction are among the top five services with the highest level of unmet need during the last two years.

### ACT Unmet Needs – Trends over the last three years (Top 20)

Rank	2018-19		2019-20		2020-21		
	Service and assistance type	Needs not provided or referred	Service and assistance type	Needs not provided or referred	Service and assistance type	Needs not provided or referred	
Top 5	1	Short term or emergency accommodation	987	Long term housing	1356	Medium term/transitional housing	1198
	2	Long term housing	976	Medium term/transitional housing	1237	Long term housing	1126
	3	Medium term/transitional housing	906	Short term or emergency accommodation	1132	Short term or emergency accommodation	966
	4	Assistance to sustain tenancy or prevent tenancy failure or eviction	263	Mental health services	354	Mental health services	246
	5	Assertive outreach for rough sleepers	221	Advice/information	323	Assistance to sustain tenancy or prevent tenancy failure or eviction	171
6	Family/relationship assistance	169	Assistance to sustain tenancy or prevent tenancy failure or eviction	280	Health/medical services	170	
7	Mental health services	166	Family/relationship assistance	265	Assistance for trauma	168	
8	Assistance for trauma	160	Assistance for trauma	263	Family/relationship assistance	167	
9	Advice/information	160	Financial information	245	Financial information	160	
10	Legal information	151	Health/medical services	226	Assistance for family/ domestic violence	145	
11	Assistance for family/ domestic violence	144	Legal information	225	Employment assistance	144	
12	Health/medical services	126	Assistance for family/ domestic violence	196	Legal information	144	
13	Financial information	108	Employment assistance	194	Psychological services	138	
14	Assistance with challenging social/ behavioural problems	108	Psychological services	181	Material aid/brokerage	119	
15	Living skills/personal development	105	Assistance to obtain/maintain government allowance	172	Assistance to obtain/maintain government allowance	116	
16	Educational assistance	91	Material aid/brokerage	161	Educational assistance	116	
17	Drug/alcohol counselling	89	Educational assistance	156	Financial advice and counselling	98	
18	Material aid/brokerage	87	Specialist counselling services	150	Assistance with challenging social/ behavioural problems	94	
19	Other basic assistance	82	Assistance with challenging social/ behavioural problems	147	Drug/alcohol counselling	92	
20	Parenting skills education	81	Financial advice and counselling	144	Living skills/personal development	91	

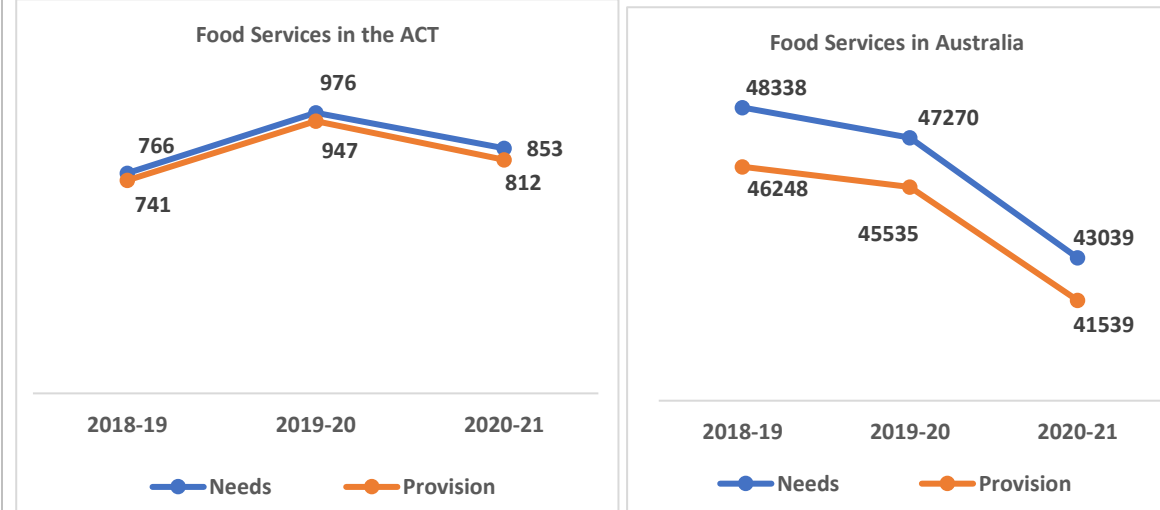
Source: Analysis of AIHW Specialist Homelessness Services Data Tables in 2018-19, 2019-20, 2020-21 (Table 23)

- In 2019-20, eight types of service had an unmet need level over 40%.
- In 2020-21, this number reduced to three types of service.
- This demonstrates an improvement in addressing the unmet needs over the past two years. However, highlights the challenges of providing accommodation.



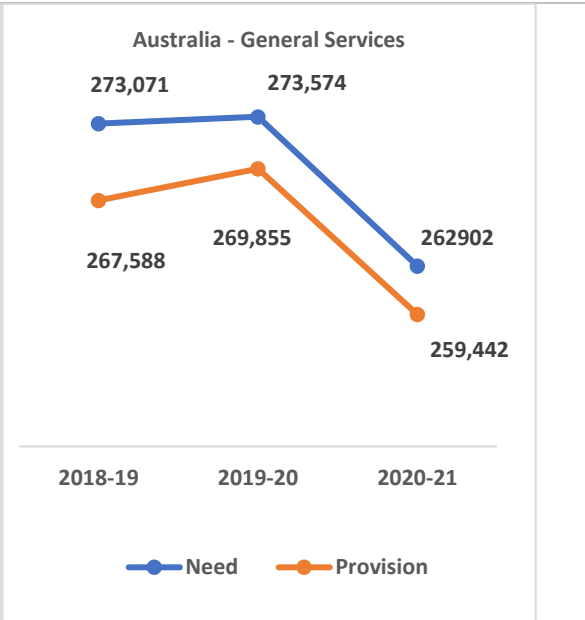
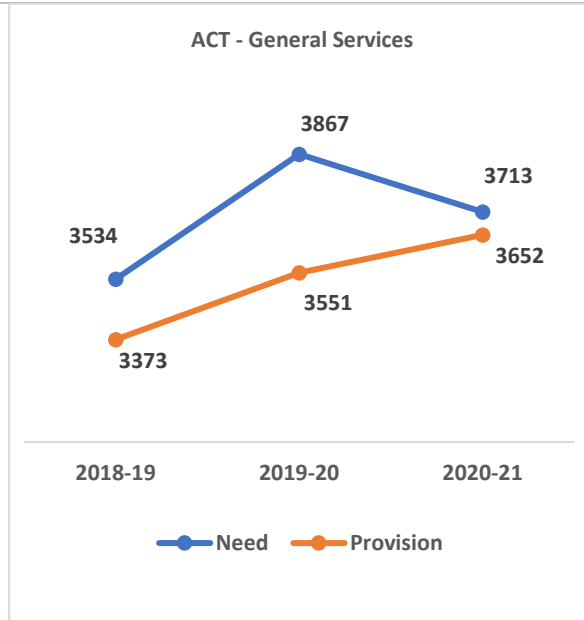
Source: Analysis of AIHW Specialist Homelessness Services Data Tables in 2018-19, 2019-20, 2020-21 (Table 23)

- In the ACT, identified need for food services increased significantly by 27% from 766 in 2018-19 to 976 in 2019-20 and then reduced by 13% to 853 in 2020-21; however still higher by 11% compared with 766 in 2018-19.
- Provision of food services follows the same trend. Provision increased significantly by 28% from 741 in 2018-19 to 947 in 2019-20, then reduced by 14% to 812 in 2020-21; however still higher by 13.7% compared with 741 in 2018-19.
- Across Australia, both needs and provision have reduced gradually over the past three years.



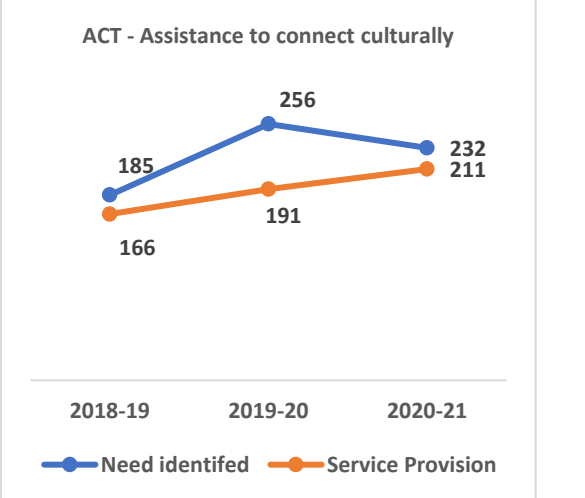
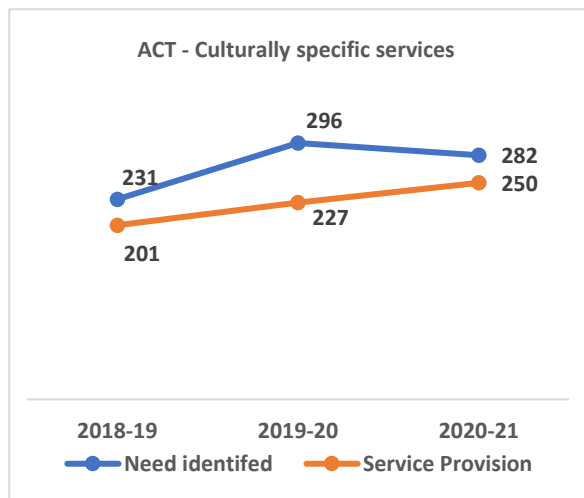
Source: Analysis of AIHW Specialist Homelessness Services Data Tables in 2018-19, 2019-20, 2020-21 (Table 23)

- Identified needs for general services have fluctuated over the past three years. Following an increase by 9.4% from **3534** in 2018-19 to **3867** in 2019-20, needs reduced by 4% to **3713** in 2020-21; however still higher than **3534** in 2018-19.
- Provision of general services increased consistently by 8.3% during the same period from **3373** in 2018-19 to **3652** in 2020-21.
- The picture of general services in Australia is different from that in the ACT. Following a slight increase from 2018-19 to 2019-20, both needs and provision have reduced in 2020-21 to the level lower than that in 2018-19.



Source: Analysis of AIHW Specialist Homelessness Services Data Tables in 2018-19, 2019-20, 2020-21 (Table 23)

- Over the past three years, identified needs for culturally specific services increased by 22%
- Identified needs for assistance to connect culturally increased by 25.4%
- Provision of both culturally specific services and assistance to connect culturally also increased consistently. Culturally specific services provision increased by 24%, and assistance to connect culturally increased by 27%.



Source: Analysis of AIHW Specialist Homelessness Services Data Tables in 2018-19, 2019-20, 2020-21 (Table 23)