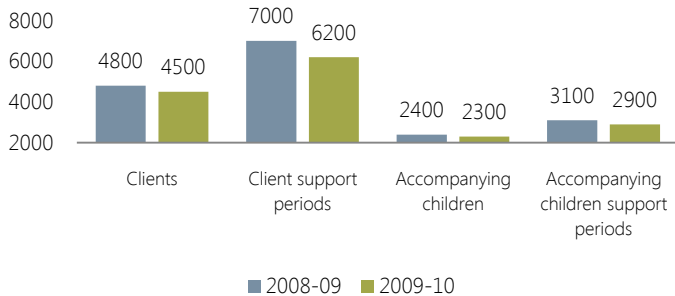


Specialist Homelessness Services 2009-10 Tasmanian Snapshot

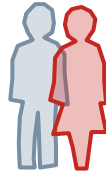
Reduction in client numbers and support periods

Tasmania is the only jurisdiction where the number of clients and support periods declined, as did the rate of use.



Main characteristics of the Clients

- ↑ 53.4 per cent were female (highest proportion of male clients)
- ↑ Rate of use in Tasmania was 1 in 75 people
- ↓ Average age of clients was 31.3 years old
- ↑ 89.3 per cent were non-Indigenous
- ↑ 93.3 per cent were Australian-born



and Accompanying Children

- ↓ 50.4 per cent were female
 - ↑ Rate of use in Tasmania was 1 in 52 children
 - Main age group was 0-4 years
 - ↑ 82.9 per cent were non-Indigenous
 - ↑ 98.8 per cent were Australian-born
- ↑ denotes higher or lower than national average



36 funded SHS agencies delivered services at some stage during the year



\$15.5 million

funding was provided which was a \$325 000 increase

Need for accommodation as part of support increased



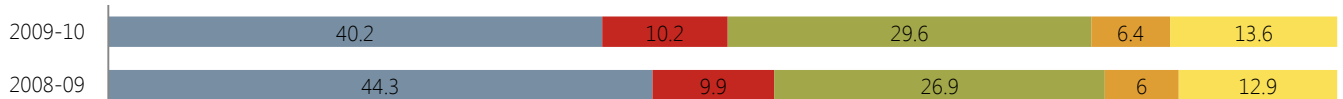
Largest client groups

The largest single, age/gender grouping were females between ages of 15-19 years, who represented 11.8 per cent of all clients.

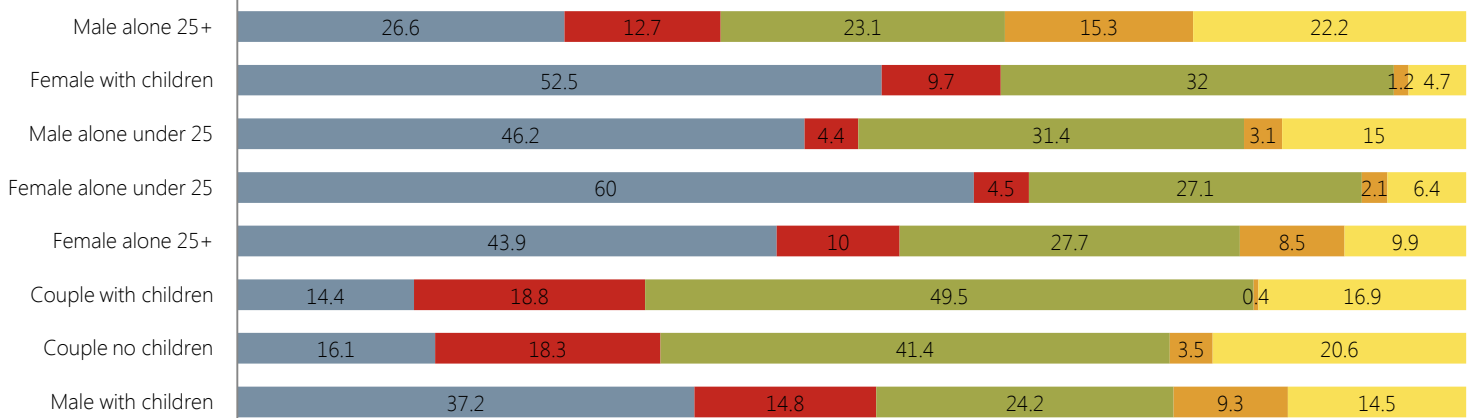
The largest overall client group by the amount of support periods provided were Male alone, 25+ representing 27.2 per cent of all support periods.

Both of these results are the same as the national trend.

Main reason for seeking assistance - primary categories

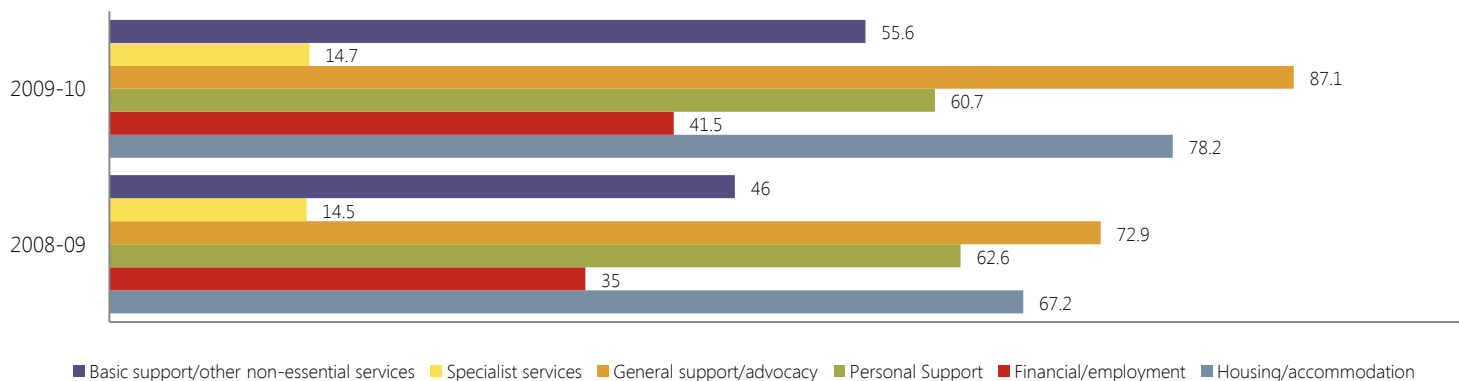


Main reason for seeking assistance - by client group (from highest utilisation down)



■ Interpersonal relationships ■ Financial ■ Accommodation ■ Health ■ Other

Closed support periods: type of support required as a percentage of all support periods (noting that support periods may contain multiple support types)



Types of support with the highest occurrence

Clients

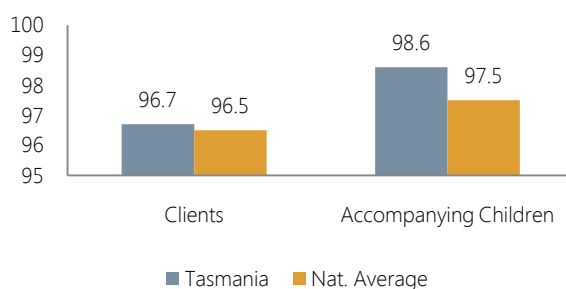
- Advice/information **76** per cent (up 12.8 per cent)
- Emotional Support **57.3** per cent (up 8.1 per cent)
- SAAP/CAP Accommodation **51.3** per cent (up 7 per cent)



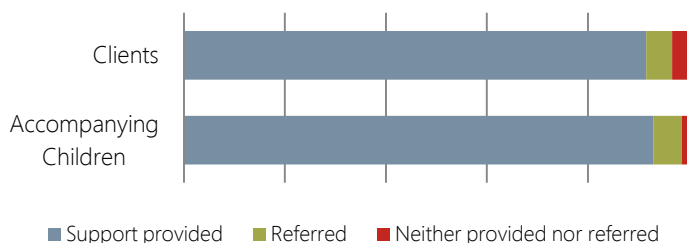
Accompanying Children

- SAAP/CAP Accommodation **69.4** per cent (up 3.4 per cent)
- Transport **30.7** per cent (down 5.9 per cent)
- Advocacy **30** per cent (up 7 per cent)

Achievement of support needs higher than national average



Strong results in the provision of support for non-specialist services



Case management plans increase

61.6 per cent of clients had a case management plan for all closed support periods.

Of these **25.5** per cent achieved all of their goals and **64.8** per cent achieved most or some of their goals.

Successful outcomes

The longer the support period provided the more successful the achievement of this outcome was, in improving all client circumstances: income; employment and housing.

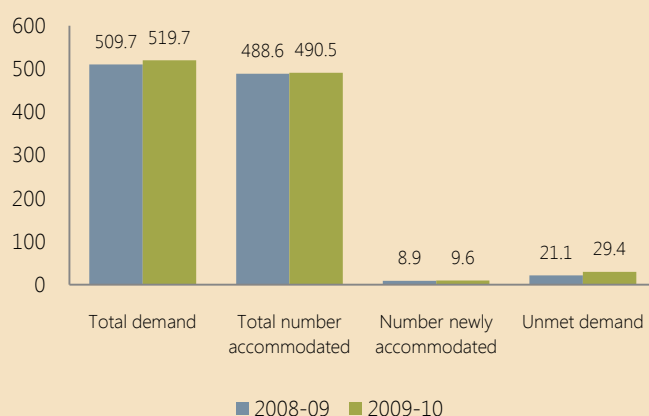
Immediately following support, most Tasmanian clients: were unemployed or not in the labour force (**90** per cent); were receiving a government pension or benefit as their main source of income (**89** per cent); and were living in a house or other dwelling (**91** per cent) with some form of tenure (**81** per cent).

Slight increase in Tasmania's turn-away rate

75.4 per cent of all people newly seeking accommodation turned away (national average is 58.3 per cent) and **5.6** per cent of all people seeking accommodation turned away (national average is 2.4 per cent).

This is our highest level of unmet demand over the last four years, up **5.1** per cent for people newly seeking and **1.5** per cent of all people seeking from 2008-09.

72.2 per cent turned away because of insufficient accommodation



Brokerage use 2009-10

56.8 per cent of expenditure of the \$400 000 brokerage funding was spent on accommodation.

This included **1 698** occasions of use, which supported **916** discrete households containing **2 818** persons for a total of **9 045** bed-nights.