



POST-TEMPORARY ACCOMMODATION HOUSING ASSISTANCE

**DEPARTMENT OF COMMUNITIES AND
JUSTICE**

FINAL REPORT

30TH JUNE 2021

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EXECUTIVE SUMMARY

Temporary Accommodation research project

Temporary Accommodation (TA) supplements Specialist Homelessness Services (SHS) in providing time limited accommodation in low cost motels, caravan parks or supported accommodation for clients who are homeless. The intention of TA is to provide a bridge to give clients a chance to secure alternative accommodation, whether crisis accommodation, social housing or private rental.

Currently, there is limited data on the short or medium term housing outcomes of TA recipients—and it is not known whether those with no ongoing contact with DCJ or SHS have successfully resolved their own housing needs or are experiencing ongoing homelessness.

DCJ Housing Statewide Services commissioned ARTD Consultants to undertake a small research project to gather evidence about housing assistance for TA recipients after the end of their TA period.

The research project had two components—a data matching analysis linking all TA clients in 2020 with DCJ housing assistance and SHS support data for 2020, to understand the other housing and homelessness products and services that clients accessed; and a telephone survey, conducted by the Housing Contact Centre (HCC) in late April 2021, of people that had received TA assistance in March 2021.

Key findings

The findings from the TA data matching (Section 3 in the report) and follow-up telephone survey (Section 4) help answer a number of key questions about what happens to TA recipients at the end of their TA period.

Administrative data set findings

Two-thirds (67%) of 26,073 TA recipients in 2020 also received additional assistance from DCJ and / or SHS during the same year—including 46% who had submitted an Application for Housing Assistance and 49% who had at least one SHS support period. TA recipients receiving some form of additional DCJ housing assistance or SHS support were more likely to:

- have received multiple instances of TA
- sought TA in response to long-term homelessness or domestic violence
- sought assistance through a local DCJ access team or community housing provide
- be female
- identify as Aboriginal or Torres Strait Islander (ATSI)

The administrative data shows that 15% of all TA recipients in 2020 were now living in social housing and 14% had been approved for private rental assistance—however it provides limited insights into what happened to other TA receipts at the end of their TA period.

Follow-up survey findings

The follow-up survey captured data on what happens to clients at the end of their TA and housing outcomes 4-8 weeks after the TA period. Because the survey data was limited to 200 clients, comparative data from the administrative data set was used for validation.

Access to post TA assistance

Close to two-thirds (62%) of TA recipients in the follow-up survey reported that they received additional assistance or support at the end of their TA period (comparable within the sampling error to the administrative data finding that 67% received some form of additional assistance) (Table 1). Importantly, only 13% of TA recipients reported that they wanted additional help but did not receive it—as one-quarter (25%) reported that they did not require further assistance, as they were able to find their own accommodation.

Table 1: Assistance at end of TA period in securing longer term housing

Data source: HCC follow up survey conducted at end April 2021 of March 2021 TA recipients (n=202)

Report reference: Table 4.1

Assistance at the end of TA period	Type / reason	Proportion of respondents in follow-up survey	
Post-TA assistance	Wanted help and received assistance from local DCJ Housing office/ HCC	53%	62%
	Wanted help and received assistance from SHS or other support provider	8%	
No post-TA assistance	Assistance not requested as able to find own accommodation	25%	38%
	Wanted help but didn't receive any	13%	
TOTAL		100%	100%

Post TA housing outcomes

Approximately 42% of TA recipients in the follow-up survey reported a housing outcome 4-8 weeks after leaving TA—increasing from the one-third (33%) living in private rental, social housing or returning home immediately after the TA period (Table 2).

In total, 87% reported securing some form of accommodation 4-8 weeks after leaving TA, increasing from the 82% reporting some accommodation immediately after the TA period—including TA recipients that were either living temporarily with family / friends or being supported in SHS crisis / transitional accommodation or further TA.

Only 10% of TA recipients in the follow-up survey reported sleeping rough 4-8 weeks after the TA period—a small decrease from the 12% reported sleeping rough immediately after the TA period (and the 19% of TA recipients who were recorded in the administrative data set as rough sleeping immediately prior to their TA approval).

Table 2: Housing outcomes after TA period*Data source: HCC follow up survey conducted at end April 2021 of March 2021 TA recipients (n=202)**Report reference: Table 4.2*

Housing outcome	Immediately after TA			4-8 weeks after TA		
Found my own stable accommodation (private rental)	13%			20%		
Returned home (where I was living before TA)	8%	33%		9%	42%	
Social Housing	12%			13%		
Still in TA	2%		82%	2%		87%
Living temporarily with family / friends	23%	49%		24%	45%	
SHS / crisis / transitional accommodation	24%			18%		
Rough sleeping	12%	12%	12%	10%	10%	10%
Other / not recorded	6%	6%	6%	3%	3%	3%
Total	100%	100%	100%	100%	100%	100%

Link between post-TA assistance and housing outcomes

TA recipients in the follow-up survey that received additional assistance at the end of their TA period (62%) were significantly more likely to achieve a housing outcome or secure some form of accommodation at the end of the TA period and 4-8 weeks after (see Section 4.7 in the report).

In contrast, TA recipients that reported they wanted but did not receive post-TA assistance (13%), were less likely to achieve a housing outcome and more likely to be rough sleeping—noting that the total number of TA recipients wanting but not receiving additional assistance and now rough sleeping was only 3% of all TA recipients in the follow-up survey.

It should also be noted that it is DCJ policy that TA recipients are required to engage with DCJ or their local community housing provider during their period of TA—to assess their need for further TA or other forms of assistance. The survey provided limited information about why 13% of TA recipients in the survey may not have engaged at the time with their local housing provider or followed up with the actions that were requested of them—but it may reflect both the complexity of their needs and individual experiences and choice about seeking additional assistance.

Conclusions

The pattern of TA assistance and outcomes are broadly consistent with its policy intent of providing a bridge to give clients a chance to secure alternative accommodation, whether crisis accommodation, social housing or private rental. In particular:

- Around two-thirds of TA recipients received some form of additional assistance from DCJ and / or SHS around the time of their TA.

- Around one-quarter (25%) of TA recipients in the follow-up survey reported that they did not need additional assistance at the end of their TA period as they were able to resolve their own housing needs—highlighting that they had experienced a crisis and that TA provided the ‘bridge’ to give them time to secure alternative accommodation.
- 87% of TA recipients in the follow-up survey reported they had secured some form of accommodation immediately after leaving TA and 82% were in some form of accommodation 4-8 weeks after the TA period.
- The majority of TA recipients in the follow-up survey indicated that their accommodation 4-8 weeks after the TA period was suitable for their needs.
- Only a relatively small proportion of TA recipients in the follow-up survey reported rough sleeping after leaving TA—with 10% rough sleeping immediately after leaving TA and 12% rough sleeping 4-8 weeks after the end of their TA period. This is a reduction on the 19% of TA recipients who were recorded in the administrative data set as rough sleeping immediately prior to their TA approval. Based on the small numbers, it is difficult to determine predictive factors of rough sleeping—particularly given that close to half of this group had limited previous engagement with TA (40% had used TA only once in the previous 12 months, with 45% receiving 5 or less days). There was no strong evidence that these clients returned to rough sleeping because they had exhausted their eligibility for further TA (with only 10% of this group having received more than 30 days TA in the previous 12 months).

At the same time, a number of policy and practice challenges remain in more effectively responding to the small number of TA recipients who return to rough sleeping or remain at high risk of repeat homelessness. In particular:

- Proactively ensuring all TA clients are aware of additional housing assistance and support options and how they can access them—given the difficulty in identifying which clients may disengage or return to rough sleeping.
- Improving coordination of referrals of complex cases to Supported TA and SHS—particularly for clients presenting as long term homeless or with multiple TA periods that have not previously been engaged.

1. BACKGROUND

TA supplements SHS in providing time limited accommodation in low cost motels, caravan parks or supported accommodation for clients who are homeless. The intention of TA is to provide a bridge to give clients a chance to secure alternative accommodation, whether crisis accommodation, social housing or private rental. It is a short-term temporary measure rather than a longer-term response.

Clients who receive TA are encouraged to undertake a full housing assistance assessment so appropriate forms of longer term housing assistance can be identified. Through this process clients in temporary accommodation will be assisted to find more appropriate short or long term accommodation.

During 2019-20, DCJ assisted 26,965 households with temporary accommodation. While many of these recipients have ongoing engagement with DCJ by completing an application for housing assistance (social housing or Rent Choice) or accepting a referral to a SHS—some have no ongoing contact.

Currently, there is limited data on the short or medium term housing outcomes of TA recipients—and it is not known whether those with no ongoing contact with DCJ or SHS have successfully resolved their own housing needs or are experiencing ongoing homelessness.

DCJ Housing Statewide Services has commissioned ARTD Consultants to undertake a small research project to gather evidence about housing assistance for TA recipients after the end of their TA period. The key research questions for the project are:

- What proportion of TA recipients receive some form of DCJ housing assistance after the end of their TA period – and what proportion disengage or choose not to seek further assistance from DCJ?
- For TA recipients that do not receive further housing assistance, what is their housing status after the end of the TA assistance—in particular, have they adequately resolved their own housing needs or are experiencing ongoing homelessness?
- For TA recipients that do not receive further housing assistance, what is the reason they did not complete a full housing assistance assessment to identify longer term housing assistance?
- What are the potential policy implications of the findings in improving responses to homelessness?

This report summarises the data and analysis from this research project.

2. PROJECT SCOPE AND METHODOLOGY

2.1 RESEARCH PROJECT

The research project was designed to provide credible information on housing assistance for TA recipients after the end of the TA period. As a small-scale project, the research was designed around two components.

Data matching analysis of housing assistance provided to TA recipients

A data matching analysis was undertaken of four datasets using the DCJ statistical linkage key and HOMES client reference number to match client records. The datasets were:

- **Dataset 1:** HOMES records of all instances of TA provided from 1 January 2020 to 31 December 2020. This dataset covered 90,341 instances of TA for 26,073 unique main clients, who received a total of 343,821 nights of TA.
- **Dataset 2:** TA booking report records of all instances of TA provided from 1 January 2020 to 31 December 2020 as part of the COVID19 Sydney Metro Homelessness Response. This dataset covered 3,944 additional instances of TA for 2,417 unique main clients who received a total of 55,652 nights of TA.
- **Dataset 3:** HOMES records of DCJ housing assistance provided since 1 January 2020 to clients in datasets 1 and 2—covering Housing Register status; Application for Housing Assistance status; approval of a bond loan; advance rent; rent arrears tenancy assistance; Rent Choice; private rental subsidies.
- **Dataset 4:** Client Information Management System (CIMS) unit records of all SHS support periods from 1 January 2020 to 31 December 2020. This dataset covered 300,382 support periods for 72,007 unique main clients.

Follow-up telephone survey of TA recipients

A telephone survey of people that had received TA in March 2021 was undertaken by the HCC between 29th April and 3rd May 2021. The purpose of the survey was to complement the data matching analysis (outlined above) by providing more specific information about TA recipients' experiences of post-TA housing assistance and their housing outcomes immediately after and 4-8 weeks after the end of their TA period (see Attachment 1).

The survey involved follow-up calls to a random sample of 854 TA recipients selected from 3,165 people who received TA during March 2021.

The survey achieved a response rate of 24% (202 completed surveys)—largely reflecting a high proportion of calls (68%) where the TA recipient did not answer the call. Where contact was made, 75% of TA recipients agreed to complete the survey (Table 2.1)

Table 2.1: HCC follow-up survey of TA recipients

Survey response	Number	%
Contacted and agreed to participate	202	24%
Contacted and declined to participate	68	8%
Unable to be contacted	584	68%
Total calls	854	100%

2.2 DATA INTERPRETATION

The interpretation of the data in this report needs to bear in mind the context and limitation of the datasets used for the data matching analysis and the follow-up survey of TA recipients.

For the data matching analysis:

- HOMES and CIMS capture high level information about client interactions—but do not provide the level of granularity to fully understand the nature of presenting needs and the actions taken to meet this need. It needs to be recognised that staff may provide a range of additional assistance and support that is not captured in the administrative data sets.
- Given that clients may have multiple periods of TA and access multiple DCJ housing assistance products and SHS support periods in different timeframes, it is difficult to causally link the end of TA assistance with post-TA assistance. Rather, the analysis presented in this report summarises the correlation between TA and other forms of assistance—rather than the actual post-TA assistance provided.
- Particular care is needed with the interpretation of SHS assistance in the context of TA outcomes—as access to SHS may be a positive outcome (e.g., clients accessing accommodation and support to resolve the issues that led to their homelessness) or a negative outcome (e.g., clients returning to homelessness after TA has ended and presenting at SHS in crisis). Again, the analysis presented in this report summarises the correlation between TA and SHS assistance—rather than the causal link between the end of TA and SHS support.

For the follow-up survey:

- Undertaking follow-up surveys of TA clients is complicated by the fact that clients may be itinerant and have complex needs—as evidenced by the high proportion of TA recipients that did not answer the call. As a result, care is needed in extrapolating from the survey data to the TA population—as respondents may be biased towards more stable living arrangements.
- Survey respondents' views about their experiences of TA may be shaped by their current needs and housing outcomes—which are dependent on a range of factors outside of the control of TA—and may occur independent of the housing assistance and support provided to TA recipients.

3. HOUSING ASSISTANCE FOR TA RECIPIENTS

This section describes the findings of the data matching analysis of additional DCJ housing assistance or SHS accommodation and support provided to 26,787 unique clients who accessed TA between 1 January 2020 to 31 December 2020—either through the standard TA program (n=26,073) or the COVID19 Sydney Metro Homelessness Response (n=2,417). The analysis cohort includes 1,765 clients who accessed both the standard TA program and the COVID19 Sydney Metro Homelessness Response.

The additional housing assistance and support covered:

- Social housing assistance (Section 3.2)
- Private rental assistance (Section 3.3)
- Specialist Homelessness Services (Section 3.4).

3.1 HOUSING ASSISTANCE OR SUPPORT

Around two-thirds (67%) of clients who received TA in 2020 accessed some form of DCJ housing assistance and/or SHS support in the 12 month period around their TA (Table 3.1).

While it is not possible to causally link the end of TA assistance with post-TA assistance, the data matching highlights that the majority of TA recipients also received other assistance in the 12 month period during which they received TA—with 40% of TA recipients on the Housing Register, 14% receiving some form of private rental assistance and 49% accessing SHS support. In each of these cases, more detailed analysis is presented in Sections 3.2 – 3.4 to understand the nature of this assistance.

Table 3.1: Housing assistance or support for client who received TA

Data Source: see Note 1

Housing assistance and support	TA recipients	% TA recipients receiving specific assistance	% TA recipients receiving any assistance ¹
Housing Register	10694	40%	
Private rental assistance	3703	14%	67%
SHS support period	13242	49%	
No housing assistance or support	8913	33%	33%
TOTAL		26,787	100%

Note 1: HOMES records of all instances of TA 1/1/20-31/2/20 (dataset 1) and COVID19 Sydney Metro Homelessness Response TA 1/1/20-31/12/20 (dataset 2) – matched with HOMES records of DCJ housing assistance provided to clients in datasets 1 and 2 since 1/1/2020 (dataset 3) and CIMS unit records of all SHS support periods from 1/1/20-31/2/20.

Note 2: Recipients may receive more than one form of assistance and support – so percentages for specific assistance are not cumulative

TA recipients receiving some form of additional DCJ housing assistance or SHS support were:

- Far more likely to have received multiple instances of TA in 2020 (with 87% of those receiving 4 or more instances of TA receiving some additional support compared to 49% receiving only 1 period of TA)
- More likely to have sought initial assistance through a local DCJ access team or community housing providers (with 79% seeking assistance from a CHP and 73% from a DCJ Housing local team receiving some additional support compared to 58% through the HCC)
- More likely to be seeking TA in response to long-term homelessness (78%) or domestic violence (75%)
- More likely to be female (with 73% receiving some additional support compared to 62% for men)
- Slightly more likely to identify as ATSI (with 73% receiving some additional support compared to 67% for non-ATSI) (see Table 3.2).

It is important to note that data on the TA case advice largely reflects the different profile of people seeking TA through Link2home / HCC compared to local housing teams. In particular, over half (52%) of the clients accessing TA through the HCC only received one period of assistance—compared to 23% accessing TA through a local housing team.

Table 3.2: Characteristics of TA recipients accessing / not accessing additional DCJ housing assistance or SHS support

TA recipient profile		TA recipients that <u>did NOT</u> access additional assistance	TA recipients that <u>did</u> access additional assistance
Gender	Females (n= 11753)	27%	73%
	Males (n=15001)	38%	62%
	All	33%	67%
Indigenous status (where known)	ATSI (n=6762)	28%	73%
	Non-ATSI (n=18032)	33%	67%
	All	31%	69%
Number of TA periods in 2020	1 only (n=9886)	51%	49%
	2 (n=4716)	35%	65%
	3 (n=2926)	27%	73%
	4 or more (n=8545)	13%	87%
	All	33%	67%
Reason for seeking TA (where known)	Long-term homelessness (n=3847)	22%	78%
	Homeless-first time (n=1244)	24%	76%
	Domestic Violence (n=1389)	25%	75%
	Financial grounds (n=3710)	35%	65%
	Divided family (n=1200)	44%	56%
	All	33%	67%
TA case advice team (initial contact)	HCC (n= 12508)	42%	58%
	DCJ Housing Teams (n=11035)	27%	73%
	Community Housing Providers (n=3240)	21%	79%
	All	33%	67%

3.2 SOCIAL HOUSING ASSISTANCE

Around 40% of clients who received TA in 2020 were on the NSW Housing Register between 1 January 2020 and the end of March 2021—with around 15% having been housed in DCJ or other social housing, and a further 17% having either a live general or priority application (Table 3.3).

Of the 60% of TA recipients who were not on the Housing Register, a significant number accessed SHS support (24%), private rental assistance (6%) or both (3%).

Table 3.3: Housing Register status of clients who received TA

AHA status	Housing Register status	TA recipients	
Housed (DCJ or other social housing)	Housing Register Priority - Homeless	1294	5%
	Housing Register Priority - At risk	1004	4%
	Housing Register Priority - other	631	2%
	Housing Register General	982	4%
		3911 (15%)	
Live general or priority application	Housing Register Priority - Homeless	392	1%
	Housing Register Priority - At risk	196	1%
	Housing Register Priority - other	256	1%
	Housing Register General	3731	14%
		4575 (17%)	
Closed, cancelled or suspended application	Housing Register Priority - Homeless	222	1%
	Housing Register Priority - At risk	178	1%
	Housing Register Priority - other	145	1%
	Housing Register General	1663	6%
		2208 (8%)	
Not on the Housing Register	Accessed private rental assistance	1681 (6%)	
	Accessed SHS support	6402 (24%)	
	Accessed both PRA and SHS	903 (3%)	
	Did not access PRA or SHS	8912 (33%)	
		16092 (60%)	
TOTAL		26786 (100%)	

The following sections analyse the profile of TA clients on the Housing Register (Section 3.2.1) and those accommodated in social housing (Section 3.2.2).

3.2.1 HOUSING REGISTER STATUS

Over 10,500 TA recipients or 40% of clients who received TA in 2020 were on the Housing Register between 1 January 2020 and the end of March 2021.

TA recipients that were on the Housing Register were:

- Far more likely to have received multiple instances of TA in 2020 (with 60% of those receiving 4 or more instances of TA on the Housing Register compared to 25% receiving only 1 period of TA)
- More likely to be seeking TA in response to long-term homelessness (53%)
- More likely to have sought assistance through a local DCJ access team or community housing providers
- Slightly more likely to identify as ATSI (with 45% on the Housing Register compared to 41% for non-ATSI)
- Slightly more likely to be female (with 42% on the Housing Register compared to 38% for men) (see Table 3.4).

Table 3.4: Characteristics of TA recipients on / not on the Housing Register

TA recipient profile		TA recipients NOT on the Housing Register	TA recipients on the Housing Register
Gender	Females (n= 7033)	58%	42%
	Males (n=8955)	62%	38%
	All	60%	40%
Indigenous status (where known)	ATSI (n=4012)	55%	45%
	Non-ATSI (n=10837)	59%	41%
	All	58%	42%
Number of TA periods in 2020	1 only (n=4934)	75%	25%
	2 (n=2748)	66%	34%
	3 (n=1810)	58%	42%
	4 or more (n=5934)	40%	60%
	All	60%	40%
Reason for seeking TA (where known)	Long-term homelessness (n=2611)	47%	53%
	Homeless-first time (n=771)	54%	46%
	Domestic Violence (n=791)	59%	41%
	Financial grounds (n=2266)	64%	36%
	Divided family (n=730)	71%	29%
	All	60%	40%
TA case advice team (initial contact)	HCC (n= 6883)	69%	31%
	DCJ Housing Teams (n=7092)	52%	48%
	Community Housing Providers (n=2029)	51%	49%
	All	60%	40%

3.2.2 SOCIAL HOUSING

Just over 3,900 clients or 15% of clients who received TA in 2020 accessed social housing. TA recipients that access social housing were:

- Far more likely to have received multiple instances of TA in 2020 (with 26% of those receiving 4 or more instances of TA accessing social housing compared to 7% receiving only 1 period of TA)
- More likely to be seeking TA in response to long-term homelessness (25%)
- More likely to have sought assistance through a local DCJ access team or community housing providers (with social housing accessed by 21% seeking assistance from a DCJ Housing local team and 18% from a CHP compared to 8% through the HCC)
- Slightly more likely to identify as ATSI (with 18% accessing social housing compared to 14% for non-ATSI) (see Table 3.5).

Table 3.5: Characteristics of TA recipients accessing / not accessing social housing

TA recipient profile		TA recipients <u>NOT</u> accessing social housing	TA recipients accessing social housing
Gender	Females (n= 7033)	86%	14%
	Males (n=8955)	85%	15%
	All	85%	15%
Indigenous status (where known)	ATSI (n=4012)	82%	18%
	Non-ATSI (n=10837)	86%	14%
	All	85%	15%
Number of TA periods in 2020	1 only (n=4934)	93%	7%
	2 (n=2748)	89%	11%
	3 (n=1810)	86%	14%
	4 or more (n=5934)	74%	26%
	All	85%	15%
Reason for seeking TA (where known)	Long-term homelessness (n=2611)	75%	25%
	Homeless-first time (n=771)	86%	14%
	Domestic Violence (n=791)	90%	10%
	Financial grounds (n=2266)	88%	12%
	Divided family (n=730)	92%	8%
	All	84%	16%
TA case advice team (initial contact)	HCC (n= 6883)	92%	8%
	DCJ Housing Teams (n=7092)	79%	21%
	Community Housing Providers (n=2029)	82%	18%
	All	85%	15%

3.3 PRIVATE RENTAL ASSISTANCE

Around 3700 clients or 14% of clients who received TA in 2020 accessed some form of private rental assistance (PRA) between 1 January 2020 and the end of March 2021— primarily bond loans and advance rent (Table 3.6).

Table 3.6: Access to Private Rental Assistance for clients who received TA

Assistance	Housing Register status	TA recipients	
Private rental assistance	Bond loan	2503 (9%)	3703 (14%)
	Advance rent	2962 (11%)	
	Rent Arrears (tenancy assistance)	91 (0.3%)	
	Rent Choice	794 (3%)	
	Private Rental Subsidy	102 (0.4%)	
Did not access PRA	But was on the Housing Register	8672 (32%)	23083 (86%)
	But accessed SHS support	10964 (41%)	
	But accessed both HR and SHS	5465 (20%)	
	Did not access HR or SHS	8912 (33%)	
TOTAL			26786 (100%)

TA recipients that accessed PRA were:

- More likely to have received multiple instances of TA in 2020 (with 20% of those receiving 4 or more instances of TA accessing PRA compared to 9% receiving only 1 period of TA)
- More likely to be seeking TA in response to domestic violence (20%)
- More likely to have sought assistance through a local DCJ access team or community housing providers (with PRA accessed by 17% seeking assistance from a CHP and 16% from a DCJ Housing local team compared to 11% through the HCC)
- More likely to be female (with 19% accessing PRA compared to 13% for men)
- Slightly less likely to identify as ATSI (with 12% accessing PRA compared to 15% for non-ATSI) (see Table 3.7).

Table 3.7: Characteristics of TA recipients accessing PRA

TA recipient profile		TA recipients <u>NOT</u> accessing PRA	TA recipients Accessing PRA
Gender	Females (n= 7033)	81%	19%
	Males (n=8955)	87%	13%
	All	84%	15%
Indigenous status (where known)	ATSI (n=4012)	88%	12%
	Non-ATSI (n=10837)	85%	15%
	All	86%	14%
Number of TA periods in 2020	1 only (n=4934)	91%	9%
	2 (n=2748)	87%	13%
	3 (n=1810)	85%	15%
	4 or more (n=5934)	80%	20%
	All	86%	14%
Reason for seeking TA (where known)	Long-term homelessness (n=2611)	87%	13%
	Homeless-first time (n=771)	82%	18%
	Domestic Violence (n=791)	80%	20%
	Financial grounds (n=2266)	85%	15%
	Divided family (n=730)	90%	10%
	All	86%	14%
TA case advice team (initial contact)	HCC (n= 6883)	89%	11%
	DCJ Housing Teams (n=7092)	84%	16%
	Community Housing Providers (n=2029)	83%	17%
	All	86%	14%

3.4 SHS SUPPORT

Around half (49%) of clients who received TA in 2020 also accessed some form of SHS support in 2020 (Table 3.8).

A breakdown of the type of SHS support highlights that the vast majority accessed non-accommodation support—with 43% of clients who received TA accessing non-accommodation support and just 9% accessing SHS accommodation. In addition, over one-quarter (26%) of TA clients requested SHS accommodation but it was unable to be provided within available SHS resources.

Table 3.8: Access to SHS support periods for clients who received TA

Assistance	SHS support	TA recipients	% TA recipients receiving SHS assistance ¹
SHS accommodation	Accommodation provided	2419 (9%)	13242 (49%)
	Referral for accommodation	2014 (8%)	
SHS non-accommodation	Non-accommodation support provided	11614 (43%)	13242 (49%)
	Referral for non-accommodation support	2008 (7%)	
SHS demand unable to be met	Accommodation needed but unable to be provided	4244 (26%)	13242 (49%)
	Non-accommodation support needed but unable to be provided	287 (2%)	
Did not access SHS		13545 (51%)	13545 (51%)
TOTAL			26786 (100%)

Note 1: TA Recipients may receive more than one form of SHS assistance and support – so percentages for specific assistance are not cumulative

TA recipients that accessed SHS support were:

- Far more likely to have received multiple instances of TA in 2020 (with 67% of those receiving 4 or more instances of TA accessing SHS compared to 34% receiving only 1 period of TA)
- More likely to be seeking TA in response to domestic violence (62%) and long term homelessness (58%)
- More likely to have sought assistance through a local DCJ access team or community housing providers (with SHS accessed by 63% seeking assistance from a CHP and 53% from a DCJ Housing local team compared to 43% through the HCC)
- More likely to be female (with 58% accessing SHS compared to 43% for men)
- More likely to identify as ATSI (with 56% accessing SHS compared to 49% for non-ATSI) (see Table 3.9).

Table 3.9: Characteristics of TA recipients accessing SHS

TA recipient profile	TA recipients <u>NOT</u> accessing SHS	TA recipients accessing SHS	
Gender	Females (n= 7033)	42%	58%
	Males (n=8955)	57%	43%
	All	51%	49%
Indigenous status (where known)	ATSI (n=4012)	44%	56%
	Non-ATSI (n=10837)	51%	49%
	All	49%	51%
Number of TA periods in 2020	1 only (n=4934)	66%	34%
	2 (n=2748)	53%	47%
	3 (n=1810)	44%	56%
	4 or more (n=5934)	33%	67%
	All	51%	49%
Reason for seeking TA (where known)	Long-term homelessness (n=2611)	42%	58%
	Homeless-first time (n=771)	45%	55%
	Domestic Violence (n=791)	38%	62%
	Financial grounds (n=2266)	52%	48%
	Divided family (n=730)	60%	40%
	All	51%	49%
TA case advice team (initial contact)	HCC (n= 6883)	57%	43%
	DCJ Housing Teams (n=7092)	47%	53%
	Community Housing Providers (n=2029)	37%	63%
	All	51%	49%

3.5 CLIENTS NOT ACCESSING ADDITIONAL HOUSING ASSISTANCE OR SUPPORT

Given that the intention of TA is to provide a short-term temporary measure to give clients a chance to secure alternative accommodation, a focus of the analysis in sections 3.1 to 3.4 was on the one-third (33%) of TA recipients who did not access other housing assistance products or SHS support.

This section analyses the profile of key cohorts not accessing other housing assistance products or SHS support. In interpreting this data, it needs to be recognised that the administrative data only provides a high-level picture—and the actual need for ongoing housing assistance or support depends on individual circumstances and contexts.

3.5.1 SINGLE PERIOD OF ASSISTANCE

In total, 5060 clients (19% of all TA recipients) accessed a single instance of TA in 2020 and had no record of accessing any other housing assistance or SHS support. These clients received an average of 3.1 days of TA.

TA recipients in this cohort were:

- Significantly less likely to seek TA because of homeless (7%; n=5060) compared to all TA recipients (19%; n=26786)
- More likely to seek TA on financial grounds or family issues (24%; n=5060) compared to all TA recipients (18%; n=26786)
- Significantly more likely to seek assistance through Link2home / HCC (69%; n=5060) compared to all TA recipients (47%; n=26786)
- Slightly more likely to be male (62%; n=5060) than all TA recipients (56%; n=26786)
- As likely to identify as ATSI (25%; n=5060) as all TA recipients (27%; n=26786).

While it is not possible to understand the needs of this cohort from the administrative data, a working hypothesis is that this cohort has experienced a temporary crisis—but have the resources to resolve their longer-term needs without further DCJ or SHS assistance. This is somewhat supported by the follow-up survey of TA recipients (Section 4) where one-quarter (25%) of respondents indicated that they did not require additional assistance to find ongoing accommodation at the end of the TA period—and 80% of these remained satisfied with their current housing arrangements 4-8 weeks after the end of the TA period.

3.5.2 SEEKING TA BECAUSE OF HOMELESSNESS

In total, 1158 clients (4% of all TA recipients) were recorded as seeking TA because of homelessness in 2020 yet had no record of accessing any other housing assistance or SHS support. Three quarters of this cohort (862 clients) were recorded as long-term homeless.

TA recipients in this cohort were broadly similar to other TA recipients in terms of demographics as well as the number of instances of TA (2.7 compared to 3.4 instances) and the total number of TA days accessed (10 compared to 13 days).

A working hypothesis for this group is that there is a small cohort of people experiencing long-term homelessness that are very difficult to engage—either because part of the complexity of the needs is to disengage from support or the limited resources of the service system to proactively engage these clients. The follow-up survey of TA recipients (Section 4) highlighted that 13% of respondents wanted additional assistance after the end of the TA period but didn't receive any—including one-quarter of this group that reported they were now rough sleeping.

3.5.3 MULTIPLE PERIODS OF ASSISTANCE FROM LINK2HOME / HCC

In total, 1806 clients (7% of all TA recipients) were recorded as receiving more than one period of TA assistance after initial approval through Link2home / HCC—yet having no record of accessing any other housing assistance or SHS support.

Among all clients receiving multiple periods of TA, a higher proportion of clients first approved by the HCC had not accessed any other housing assistance or SHS support (30%) compared to those whose first TA was approved through a local DCJ or CHP housing team (19%).

What the administrative data does not reveal is whether these differences reflect the different nature of presenting need at the HCC and local offices—or a breakdown in transfer between the HCC and local offices.

4. TA FOLLOW-UP SURVEY

This section describes the findings of the follow-up telephone survey of a random sample of 202 people who had a period of TA during March 2021 (see Section 2.1 and Attachment 1). The people in this sample had received an average of 13 days TA since the start of 2020 over an average of 4.2 periods of assistance—with at least one period of assistance in March 2021.

The survey was designed to collect information not necessarily available from administrative data sets—in particular, TA recipients' experiences of identifying and securing appropriate longer term housing and their housing status at the end of their period of TA.

4.1 ASSISTANCE SECURING LONGER TERM HOUSING

Three-quarters (75%) of survey respondents indicated that they wanted additional help at the end of their TA period to find longer term housing (Table 4.1).

One quarter (25%) of respondents indicated that they did not seek any further assistance as they were confident they would be able to find their own accommodation.

A small proportion of respondents (13%) indicated that they wanted help finding long-term housing but did not receive any.

The housing outcomes and experiences of these three groups are explored in detail in Sections 4.4, 4.5 and 4.6.

Table 4.1: Assistance Securing Longer Term Housing

Data source: HCC follow up survey conducted at end April 2021 of March 2021 TA recipients (n=202)

Survey response		Number	%	
Assistance NOT required	Able to find own accommodation	50	25%	25%
	Wanted help and received assistance from local DCJ Housing office/ HCC	108	53%	62%
Assistance required	Wanted help and received assistance from SHS or other support provider	17	8%	
	Wanted help but didn't receive any	27	13%	13%
Total		202	100%	100%

4.2 HOUSING OUTCOMES

About one-third of TA survey respondents (33%) had accessed their own stable accommodation in private rental, social housing or had returned home immediately after the TA period—increasing to 42% immediately 4-8 weeks after the TA period ended (Table 4.2).

This meant that the majority of TA recipients in the survey were still seeking long-term housing immediately after the TA period ended (61%) and 4-8 weeks after the TA (55%)—although a significant proportion of this group were satisfied with the suitability of their current housing arrangements (see Section 4.3)

Table 4.2: Housing after TA period

Data source: HCC follow up survey conducted at end of April 2021 of March 2021 TA recipients (n=202)

Housing outcome	Immediately after TA		4-8 weeks after TA	
Found my own stable accommodation (private rental)	13%		20%	
Returned home (where I was living before TA)	8%	33%	9%	42%
Social Housing	12%		13%	
Still in TA	2%		2%	
Living temporarily with family / friends	23%		24%	
SHS / crisis / transitional accommodation	24%	61%	18%	55%
Rough sleeping	12%		10%	
Other / not recorded	6%	6%	3%	3%
Total	100%	100%	100%	100%

4.3 SUITABILITY OF CURRENT HOUSING ARRANGEMENTS

The majority of TA survey respondents (59%) indicated that their current housing arrangements were suitable 4-8 weeks after the TA period (Table 4.3 and 4.4).

The 41% who indicated that their current housing arrangements were not suitable, included:

- 9% who were currently rough sleeping;
- 14% who were living with family and friends—with a lack of suitability often linked to concerns about overcrowding (7%) and putting strains on family and friends (5%);
- 9% who were concerned that their current accommodation put their personal safety at risk.

Table 4.3: Suitability of current housing arrangements - by reason*Data source: HCC follow up survey conducted at end April 2021 of March 2021 TA recipients (n=202)*

Survey response	Number	%
Accommodation is suitable	119	59%
Not appropriate for my medical/ disability needs	12	6%
Overcrowded	15	7%
Accommodation is NOT suitable		
Unaffordable	6	3%
Puts personal safety at risk	18	9%
Puts strains on my family / friends	10	5%
Other reason	22	11%
Total	202	100%

Table 4.4: Suitability of current housing arrangements – by current housing*Data source: HCC follow up survey conducted at end April 2021 of March 2021 TA recipients (n=202)*

Survey response	Number	%
Accommodation is suitable	119	59%
Private rental	7	3%
Living temporarily with family / friends	29	14%
Returned home (where I was living before TA)	5	2%
Accommodation is NOT suitable		
SHS / crisis / transitional accommodation	9	4%
Social housing	2	1%
Rough sleeping	19	9%
Other (please specify)	12	6%
Total	202	100%

4.4 TA RECIPIENTS WHO INDICATED FURTHER ASSISTANCE WAS NOT REQUIRED

One quarter (25%) of TA survey respondents indicated that they did not seek any further assistance at the end of their TA period as they were confident they would be able to find their own accommodation.

In practice, the vast majority of this cohort (80%) indicated that they were successful in securing alternative accommodation and were satisfied with the suitability of their current housing arrangements (Table 4.5).

Table 4.5: Suitability of current housing arrangements – TA recipients who did not require further assistance

Data source: HCC follow up survey conducted at end April 2021 of March 2021 TA recipients (n=202)

Survey response		Number	%	
Accommodation is suitable	Private rental	21	42%	80%
	Returned home (where I was living before TA)	10	20%	
	Other	9	18%	
Accommodation is NOT suitable	Overcrowded	2	4%	20%
	Unaffordable	1	2%	
	Puts personal safety at risk	3	6%	
	Puts strains on my family / friends	1	2%	
	Other reason	3	6%	
Total		50	100%	100%

Open-ended comments from people in this cohort indicated that the TA was very important in helping them address a short-term crisis.

“Very helpful at the time”

“Very needed and very helpful ... was a big help at the time”

“It was extremely beneficial, the services were available when I was in need”

“It was good, an opportunity was provided at a good time”.

Not all comments were positive about the quality of the TA accommodation or the TA staff customer service. The survey responses supported the hypothesis that somewhere around one-quarter of TA recipients are part of a cohort that have experienced a temporary crisis, but have the resources to resolve their longer-term needs without intensive DCJ or SHS assistance.

However, even within the cohort of people who did not seek further assistance, the challenge remains of providing a proactive safety net for those with complex needs. One survey respondent who did not seek further assistance reported that *“I did not realise I could get further assistance—so I’ve been sleeping rough in the bush”.*

4.5 TA RECIPIENTS WHO INDICATED FURTHER ASSISTANCE WAS REQUIRED AND RECEIVED

Almost two thirds (62%) of TA survey respondents indicated that they sought and received further assistance to secure long-term housing at the end of their TA period.

In practice, the effectiveness of this assistance was mixed—with just over half (55%) of this group indicating that they were satisfied with the suitability of their current housing arrangements (Table 4.6).

Table 4.6: Suitability of current housing arrangements – TA recipients who wanted and received further assistance

Data source: HCC follow up survey conducted at end April 2021 of March 2021 TA recipients (n=202)

Survey response	Number	%		
Accommodation is suitable	Social housing	20	16%	
	SHS / crisis / transitional accommodation	21	17%	
	Living temporarily with family / friends	13	10%	55%
	Private rental	9	7%	
	Other	6	5%	
Accommodation is NOT suitable	Inappropriate for medical/ disability needs	11	9%	
	Overcrowded	13	10%	
	Unaffordable	4	3%	
	Puts personal safety at risk	11	9%	45%
	Puts strains on my family / friends	6	5%	
	Other	11	9%	
Total	125	100%	100%	

Open-ended comments from people in this cohort indicated that while appreciative of the efforts of housing and support staff to help them, supply constraints meant that there was not enough affordable long-term housing to allow them to address their housing crisis.

These survey responses support the hypothesis that the TA system was working as intended, so clients would seek additional support at the end of their TA period to secure alternative accommodation—but the lack of low-cost, secure housing options meant that TA recipients believed that their post-TA housing arrangements remained unsuitable.

4.6 TA RECIPIENTS WHO INDICATED FURTHER ASSISTANCE WAS REQUIRED BUT NOT RECEIVED

Around one in eight (13%) of TA survey respondents indicated that they wanted further assistance at the end of their TA period but were unable to access it.

Respondent comments from this cohort highlight some recipients perceived lack of responsiveness of the TA follow-up support.

"I asked for help at the (local office) and they told me they could not assist. So, I've been sleeping in my car"

"I needed help with getting my own place. I was working with (Housing) but I got a decline"

"The (local office) said I could live in a caravan"

"No help, I was just told to get in touch with another service"

"I had a telephone appointment – but no one called at the appointment time"

"The (local office) staff were not helpful. They did not understand that I didn't have the documents they wanted and did not want to help"

It should also be noted that it is DCJ policy that TA recipients are required to engage with DCJ or their local community housing provider during their period of TA—to assess their need for further TA or other forms of assistance. The survey provided limited information about why 13% of TA recipients in the survey may not have engaged at the time with their local housing provider or followed up with the actions that were requested of them—but it may reflect both the complexity of their needs and individual experiences and choices about seeking additional assistance.

Among this cohort, the majority indicated they had managed to find some form of accommodation immediately after the end of their TA period—although one-quarter reported that they were sleeping rough (Table 4.7).

Table 4.7: Immediate housing status after leaving TA

Data source: HCC follow up survey conducted at end April 2021 of March 2021 TA recipients (n=202)

	Number	%
Rough sleeping	7	26%
SHS / crisis / transitional accommodation	8	30%
Living temporarily with family / friends	5	19%
Found own accommodation	3	11%
Other	4	15%
	27	100%

Unsurprisingly, close to two-thirds (63%) of this cohort reported that their current housing arrangements were not suitable for their needs (Table 4.8).

Table 4.8: Suitability of current housing arrangements – TA recipients who indicated further assistance was required but not received

Data source: HCC follow up survey conducted at end April 2021 of March 2021 TA recipients (n=202)

Survey response	Number	%		
Accommodation is suitable	Social housing	1	4%	
	SHS / crisis / transitional accommodation	3	11%	
	Living temporarily with family / friends	2	7%	37%
	Private rental	3	11%	
	Other	1	4%	
Accommodation is NOT suitable	Inappropriate for medical/ disability needs	1	4%	
	Overcrowded	0	0%	
	Unaffordable	1	4%	63%
	Puts personal safety at risk	4	15%	
	Puts strains on my family / friends	3	11%	
	Other	8	30%	
Total	125	100%	100%	

These survey responses support the hypothesis that there is a small cohort of TA recipients who have a negative experience of the TA system—whether because of their own approach to TA or a lack of responsiveness of post-TA support. Regardless of the reasons, these people are significantly more likely to report that their post-TA accommodation is unsuitable to their needs—increasing the risk of them re-presenting in crisis.

4.7 LINK BETWEEN POST-TA ASSISTANCE AND OUTCOMES

TA recipients in the follow-up survey that received additional assistance at the end of their TA period were significantly more likely to have achieved a housing outcome (social housing, private rental, returning home) or secured some form of accommodation both immediately after and 4-8 weeks after their TA period (Table 4.9 and 4.10).

Among those that received assistance at the end of their TA period, around one-third (27% immediately and 32% after 4-8 weeks) achieved a housing outcome and a further half (54% immediately; 51% after 4-8 weeks) were in TA. Less than one-in-ten (10% immediately; 9% after 4-8 weeks) were sleeping rough.

In contrast, the small number of TA recipients that reported they wanted but did not receive post-TA assistance, were less likely to achieve a housing outcome and more likely to be rough sleeping—with less than one-in-five (15% immediately; 19% after 4-8 weeks) in stable housing, and over one-quarter (26% immediately; 26% after 4-8 weeks) sleeping rough.

Among those that did not want assistance because they could resolve their own housing needs, 56% achieved a housing outcome immediately after TA and 78% achieved a housing outcome 4-8 weeks after the end of the TA period.

Table 4.9: Post-TA assistance and housing outcomes immediately after TA*Data source: HCC follow up survey conducted at end April 2021 of March 2021 TA recipients (n=202)*

Accommodation 4-8 weeks after TA	Received post TA assistance (n=125)		Assistance not requested / required (n=50)		Assistance wanted but not received (n=27)	
Social housing	17%		4%		4%	
Private rental	6%	27%	32%	56%	7%	15%
Returned home (where I was living before TA)	4%		20%		4%	
Living temporarily with family / friends	29%		12%		19%	
SHS crisis / transitional accommodation	25%	54%	20%	32%	30%	48%
Rough sleeping	10%	10%	6%	6%	26%	26%
Other / not known	10%	10%	6%	6%	11%	11%
TOTAL	100%	100%	100%	100%	100%	100%

Table 4.10: Post-TA assistance and housing outcomes 4-8 weeks after TA*Data source: HCC follow up survey conducted at end April 2021 of March 2021 TA recipients (n=202)*

Accommodation 4-8 weeks after TA	Received post TA assistance (n=125)		Assistance not requested / required (n=50)		Assistance wanted but not received (n=27)	
Social housing	18%		6%		4%	
Private rental	10%	32%	48%	78%	11%	19%
Returned home (where I was living before TA)	4%		24%		4%	
Living temporarily with family / friends	29%		8%		26%	
SHS crisis / transitional accommodation	22%	51%	4%	12%	19%	44%
Rough sleeping	9%	9%	4%	4%	26%	26%
Other / not known	8%	8%	6%	6%	11%	11%
TOTAL	100%	100%	100%	100%	100%	100%

In terms of the total number of TA recipients in the follow-up survey, a small number (10%) were rough sleeping 4-8 weeks after assistance—including those that received post TA assistance (6%), those where assistance was wanted but not received (3%) and those where assistance was not requested (1%) (Table 4.11).

Table 4.11: Post-TA assistance and housing outcomes 4-8 weeks after TA

Data source: HCC follow up survey conducted at end April 2021 of March 2021 TA recipients (n=202)

Accommodation 4-8 weeks after TA	Received post TA assistance	Assistance not requested / required	Assistance wanted but not received	TOTAL (n=202)
Social housing / Private rental / Returned home (where I was living before TA)	20%	19%	3%	42%
Living temporarily with family or friends / SHS crisis or transitional accommodation / TA	36%	3%	6%	45%
Rough sleeping	6%	1%	3%	10%
Other / not known	1%	1%	1%	3%
TOTAL	62%	25%	13%	100%

5. CONCLUSIONS AND IMPLICATIONS

The findings from the TA data matching and follow-up telephone survey indicate that TA outcomes are broadly consistent with its policy intent of providing a bridge to give clients a chance to secure alternative accommodation, whether crisis accommodation, social housing or private rental.

5.1 POST TA HOUSING ASSISTANCE OR SUPPORT

Two-thirds (67%) of 26,073 TA recipients in 2020 also received additional assistance from DCJ and / or SHS during the same year. In particular:

- 40% of TA recipients were on the Housing Register
- 14% received some form of private rental assistance in 2020
- 49% accessed at least one SHS support period in 2020.

TA recipients receiving some form of additional DCJ housing assistance or SHS support were:

- Far more likely to have received multiple instances of TA in 2020 (with 87% of those receiving 4 or more instances of TA receiving some additional support compared to 49% receiving only 1 period of TA)
- More likely to have sought initial assistance through a local DCJ access team or community housing provider (with 79% seeking assistance from a CHP and 73% from a DCJ Housing local team receiving some additional support compared to 58% through the HCC)
- More likely to be seeking TA in response to long-term homelessness (78%) or domestic violence (75%)
- More likely to be female (with 73% receiving some additional support compared to 62% for men)
- Slightly more likely to identify as ATSI (with 73% receiving some additional support compared to 67% for non-ATSI).

5.2 POST-TA OUTCOMES

The follow-up survey captured data on what happens to clients at the end of their TA and housing outcomes 4-8 weeks after the TA period. Because the survey data was limited to 200 clients, comparative data from the administrative data set was used for validation.

5.2.1 ACCESS TO POST TA ASSISTANCE

Close to two-thirds (62%) of TA recipients in the follow-up survey reported that they received additional assistance or support at the end of their TA period (comparable within the sampling error to the administrative data finding that 67% received some form of additional assistance) (Table 5.1). Importantly, only 13% of TA recipients reported that they wanted additional help but did not receive it—as one-quarter (25%) reported that they did not require further assistance as they were able to find their own accommodation.

Table 5.1: Assistance at end of TA period in securing longer term housing*Data source: HCC follow up survey conducted at end April 2021 of March 2021 TA recipients (n=202)*

Assistance at the end of TA period	Type / reason	Proportion of respondents in follow-up survey	
Post-TA assistance	Wanted help and received assistance from local DCJ Housing office/ HCC	53%	62%
	Wanted help and received assistance from SHS or other support provider	8%	
No post-TA assistance	Assistance not requested as able to find own accommodation	25%	38%
	Wanted help but didn't receive any	13%	
TOTAL		100%	100%

5.2.2 POST TA HOUSING OUTCOMES

Approximately 42% of TA recipients in the follow-up survey reported a housing outcome 4-8 weeks after leaving TA—an increase over the one-third (33%) who reported living in private rental, social housing or had returned home immediately after the TA period (Table 5.2).

In total, 87% reported securing some form of accommodation 4-8 weeks after leaving TA and 82% had some accommodation immediately after the TA period—including TA recipients that were either living temporarily with family / friends or being supported in SHS crisis / transitional accommodation or further TA.

Only 10% of TA recipients in the follow-up survey reported returning to sleeping rough 4-8 weeks after the TA period—a slight decrease on the 12% reported sleeping rough immediately after the TA period.

Table 5.2: Housing outcomes after TA period*Data source: HCC follow up survey conducted at end April 2021 of March 2021 TA recipients (n=202)*

Housing outcome	Immediately after TA			4-8 weeks after TA		
Found my own stable accommodation (private rental)	13%			20%		
Returned home (where I was living before TA)	8%	33%		9%	42%	
Social Housing	12%			13%		
Still in TA	2%		82%	2%		87%
Living temporarily with family / friends	23%	49%		24%	45%	
SHS / crisis / transitional accommodation	24%			18%		
Rough sleeping	12%	12%	12%	10%	10%	10%
Other / not recorded	6%	6%	6%	3%	3%	3%
Total	100%	100%	100%	100%	100%	100%

5.2.3 LINK BETWEEN POST-TA ASSISTANCE AND HOUSING OUTCOMES

TA recipients in the follow-up survey that received additional assistance at the end of their TA period were significantly more likely to have achieved a housing outcome (social housing, private rental, returned home) or some form of accommodation 4-8 weeks after their TA period (Table 5.3). In contrast, the small number of TA recipients that reported they wanted but did not receive post-TA assistance, were less likely to be have achieved a housing outcome and more likely to be rough sleeping.

Table 5.3: Post-TA assistance and housing outcomes 4-8 weeks after TA

Data source: HCC follow up survey conducted at end April 2021 of March 2021 TA recipients (n=202)

Accommodation 4-8 weeks after TA	Received post TA assistance (n=125)		Assistance not requested / required (n=50)		Assistance wanted but not received (n=27)	
Social housing	18%		6%		4%	
Private rental	10%	32%	48%	78%	11%	19%
Returned home (where I was living before TA)	4%		24%		4%	
Living temporarily with family / friends	29%		8%		26%	
SHS crisis / transitional accommodation	22%	51%	4%	12%	19%	44%
Rough sleeping	9%	9%	4%	4%	26%	26%
Other / not known	8%	8%	6%	6%	11%	11%
TOTAL	100%	100%	100%	100%	100%	100%

5.3 CONCLUSIONS

The pattern of TA assistance and outcomes are broadly consistent with its policy intent of providing a bridge to give clients a chance to secure alternative accommodation, whether crisis accommodation, social housing or private rental. In particular:

- Around two-thirds of TA recipients received some form of additional assistance from DCJ and / or SHS around the time of their TA.
- Around one-quarter (25%) of TA recipients in the follow-up survey reported that they did not need additional assistance at the end of their TA period as they were able to resolve their own housing needs—highlighting that they had experienced a crisis and that TA provided the ‘bridge’ to give them time to secure alternative accommodation.
- 87% of TA recipients in the follow-up survey reported they had secured some form of accommodation 4-8 weeks after leaving TA and 82% were in some form of accommodation immediately after the TA period.

- The majority of TA recipients in the follow-up survey indicated that their accommodation 4-8 weeks after the TA period was suitable for their needs.
- Only a relatively small proportion of TA recipients in the follow-up survey reported rough sleeping after leaving TA—with 12% rough sleeping immediately after leaving TA and 10% rough sleeping 4-8 weeks after the end of their TA period. This is a reduction on the 19% of TA recipients who were recorded in the administrative data set as rough sleeping immediately prior to their TA approval. Based on the small numbers, it is difficult to determine predictive factors of rough sleeping—particularly given that close to half of this group had limited previous engagement with TA (40% had used TA only once in the previous 12 months, with 45% receiving 5 or less days). There was no strong evidence that these clients returned to rough sleeping because they had exhausted their eligibility for further TA (with only 10% of this group having received more than 30 days TA in the previous 12 months).

At the same time, a number of policy and practice challenges remain in more effectively responding to the small number of TA recipients who return to rough sleeping or remain at high risk of repeat homelessness. In particular:

- Proactively ensuring all TA clients are aware of additional housing assistance and support options and how they can access them—given the difficulty in identifying which clients may disengage or return to rough sleeping.
- Improving coordination of referrals of complex cases to Supported TA and SHS—particularly for clients presenting as long term homeless or with multiple TA periods that have not previously been engaged.

ATTACHMENT 1: TA FOLLOW-UP SURVEY

The TA survey was administered by the HCC as telephone survey—using the mobile number provided by the TA recipient.

The surveyed recorded:

1. Did the client answer?
2. Did the client agree to participate in the survey?
3. When were you last approved Temporary Accommodation by either Link2home or your local Housing office?
 - Can't remember
 - Some time in the last 12 months
 - Sometime this year
4. Where did you stay immediately after you exited temporary accommodation?
 - Returned home (where I was living before TA)
 - Found my own stable accommodation (private rental)
 - Social housing
 - Living temporarily with family / friends
 - SHS / crisis / transitional accommodation
 - Rough sleeping
 - Other (please specify)
5. At the end of TA did you want to get any further help to find long term accommodation?
 - No, able to find own accommodation
 - Yes, wanted help and received some assistance from local DCJ Housing office/ HCC
 - Yes, wanted help and received some assistance from SHS or other NGO support provider
 - Yes, wanted help and received some assistance from TA provider
 - Yes, wanted help but didn't receive any
6. Please specify what type of help was wanted
7. Where are you living now...?
 - Returned home (where I was living before TA)
 - Found my own stable accommodation (private rental)
 - Social housing
 - Living temporarily with family / friends
 - SHS / crisis / transitional accommodation
 - Rough sleeping
 - Other (please specify)

8. Is your current accommodation suitable?
- Yes, my accommodation is suitable
 - No my accommodation is not appropriate for my medical/ disability needs
 - No, my accommodation is overcrowded
 - No, my accommodation is unaffordable
 - No, my accommodation puts my personal safety at risk
 - No, my accommodation puts strains on my family / friends
 - No, other reason (please specify free text)
9. Is there anything else you would like to add about the temporary accommodation provided by our Department?



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ABN: 75 003 701 764.

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