



Family &
Community
Services

SHS data for 2015–16

Analysis of the preliminary data

Overview of data

- FACS has analysed the last five years of data from the Specialist Homelessness Services (SHS) Collection to build a picture of what was delivered over that period. We have been identifying gaps in the data and are making changes to how we collect and interpret data, to increase the accuracy, depth and relevance of our findings and our capacity to assess individual and group need.
- The data shows us that client numbers have increased significantly since the reforms, from 51,786 in 2013–14 to 69,715 in 2015–16. This increase is partly driven by the No Wrong Door approach, with fewer people being turned away and more people receiving services, such as an Initial Assessment and referrals.
- We have also seen an increase in clients with unmet need, particularly for accommodation, where SHS may not be able to provide all of the services a client needs. These changes in access arrangements need to be considered when looking at changes in the data over time.
- FACS will provide more guidance about recording unassisted requests. We will also work with the sector to develop more efficient and transparent ways to monitor unmet demand for homelessness services in NSW.
- The data from the five-year period shows us that demand is outstripping available accommodation and support, with the number of people who need assistance growing faster than the increase in the number who have received it. Preliminary 2015–16 data suggests that around 9,000 more clients needed accommodation but the number of clients receiving accommodation remained about the same. This caused the proportion of clients who needed and received accommodation to decrease from 82% in 2013–14 to 61% in 2015–16.
- At the same time, the number of clients in need of assistance to sustain tenure grew from around 12,000 to just over 20,500 – a large increase – with 80% receiving assistance compared to 92% in 2013–14. Again, despite the proportional decrease, more clients received assistance to sustain tenure in 2015–16 than in any previous year. This is a positive indicator of prevention and post-crisis interventions, and will have contributed to an extra 9,000 clients who needed assistance with housing either obtaining or maintaining housing by the end of their support.
- Preliminary 2015–16 data analysis was used in this presentation. Since this time, further 2015–16 data has been published by the Australian Institute of Health and Welfare (AIHW) and is available at www.aihw.gov.au/homelessness/specialist-homelessness-services-2015-16/

SHS data for 2015–16

1. Marking five years of the SHS Collection
2. Understanding the shift from 2013–14 to 2015–16
3. What outcome data we have available now

The 2015–16 data used in this presentation is preliminary and unpublished. Final results reported by FACS, the Australian Institute of Health and Welfare (AIHW) and in the Report on Government Services (ROGS) may vary from what is presented here.

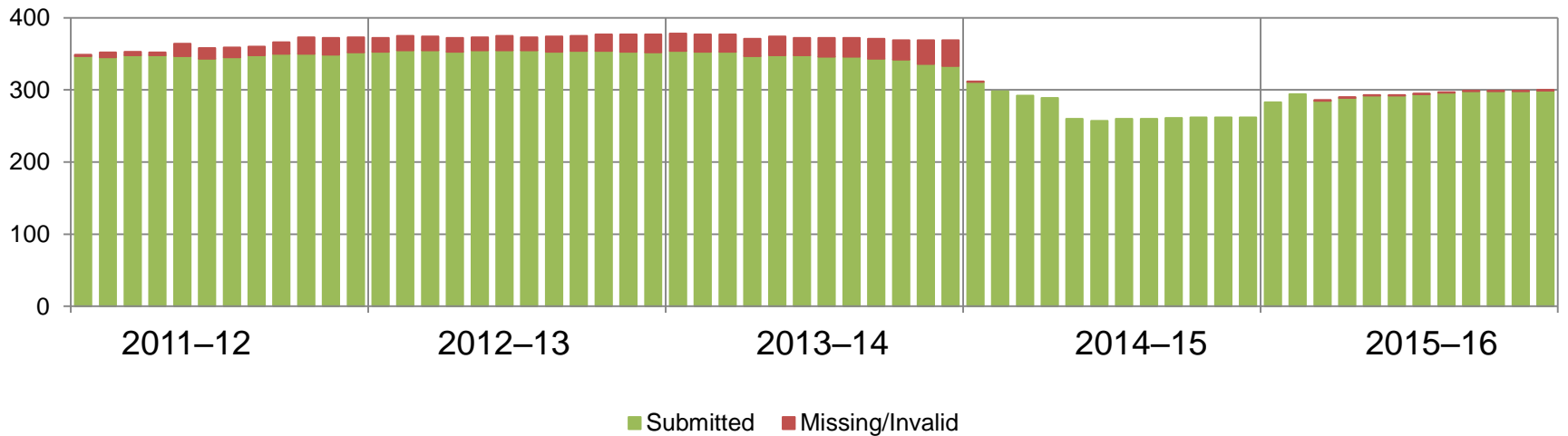
Five years of the SHS Collection in NSW

5 years

19,360
extracts
submitted

337,153
support
periods

Number of data extracts per month



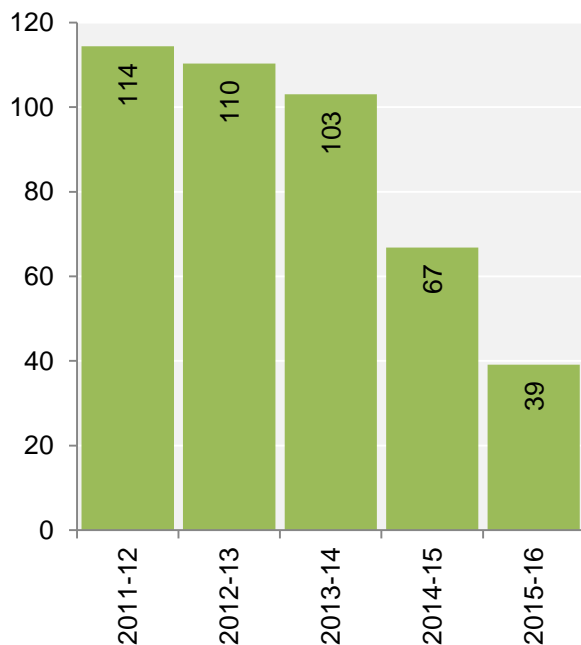
How we record and report on unmet demand

FACS has identified a need to:

- provide more guidance to providers about when to record unassisted requests
- work with AIHW to develop a better approach to recording support for people who receive an Initial Assessment and referral only
- understand and be transparent about how changes in our processes and policies impact our data
- find ways to incorporate data from Link2home, DV Line and Temporary Accommodation when we are looking at unmet demand for homelessness services.

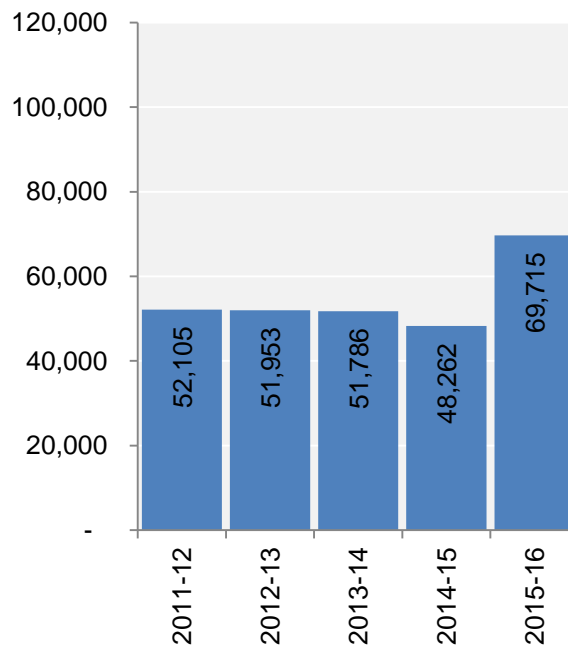
Significant shift in turnaways and support periods

Daily Turnaways

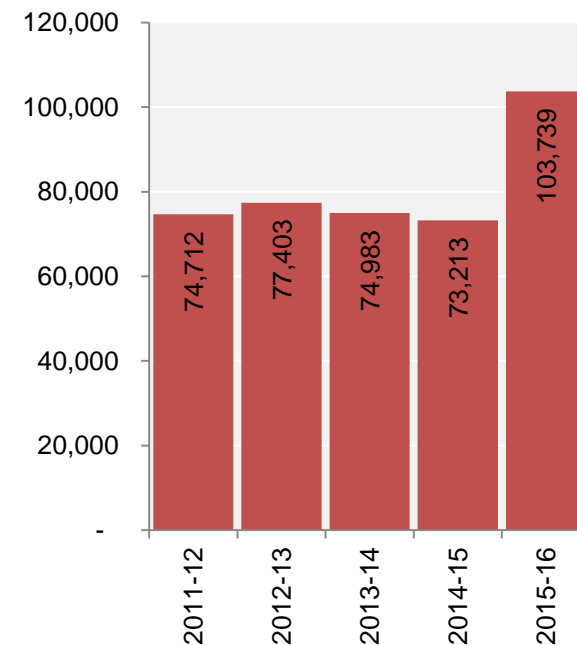


Daily average number of unassisted requests

Clients



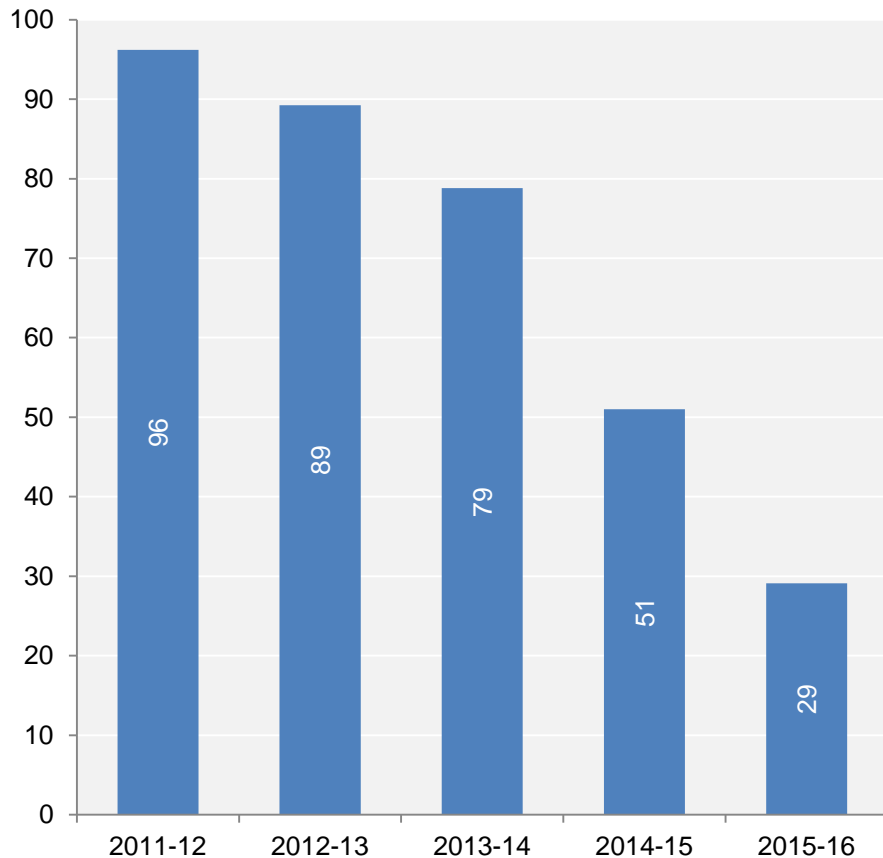
Support Periods



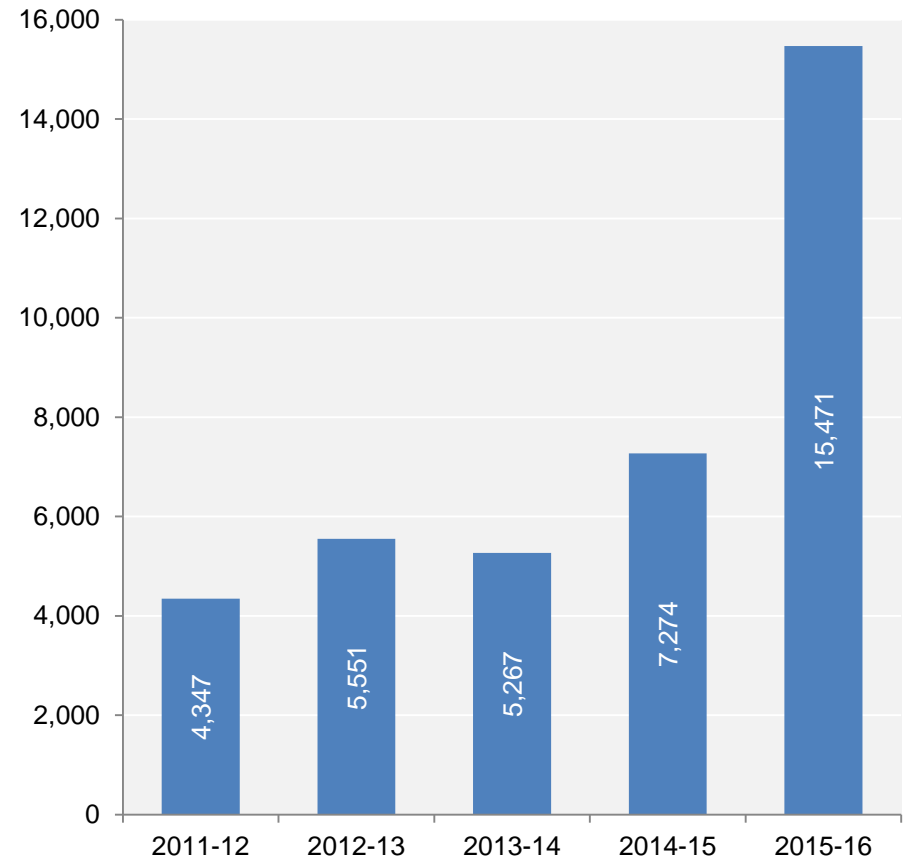
Demand for **Link2home** increased by 19% from 150,000 calls in 2014–15 to 176,000 calls in 2015–16 – an average of 480 calls a day.

We are seeing a shift from unassisted requests (people being turned away) to clients with unmet needs

Average daily unassisted requests for accommodation

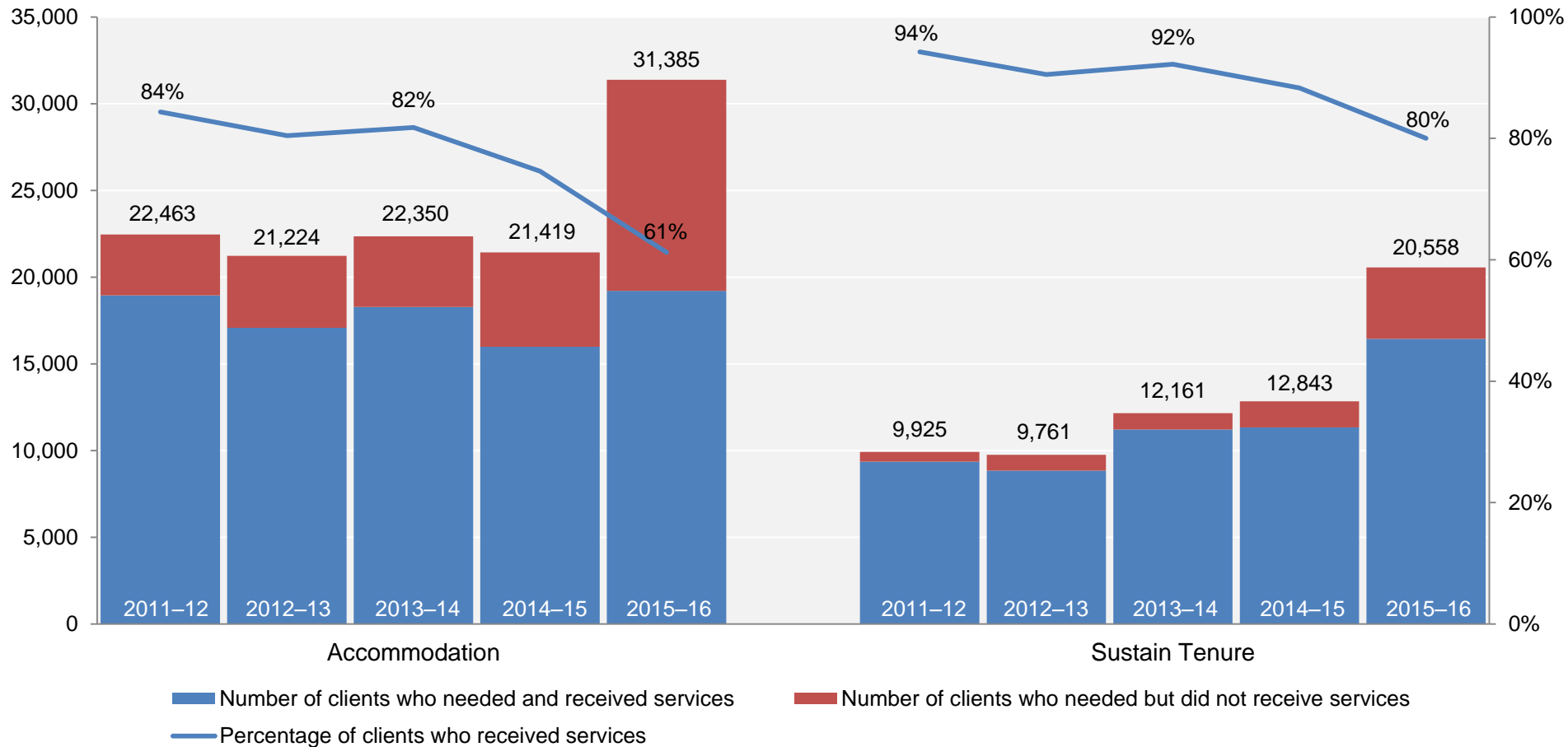


Clients with unmet need for accommodation



The number of clients receiving accommodation has remained about the same and more clients have received assistance to sustain tenure ... but unmet need has increased

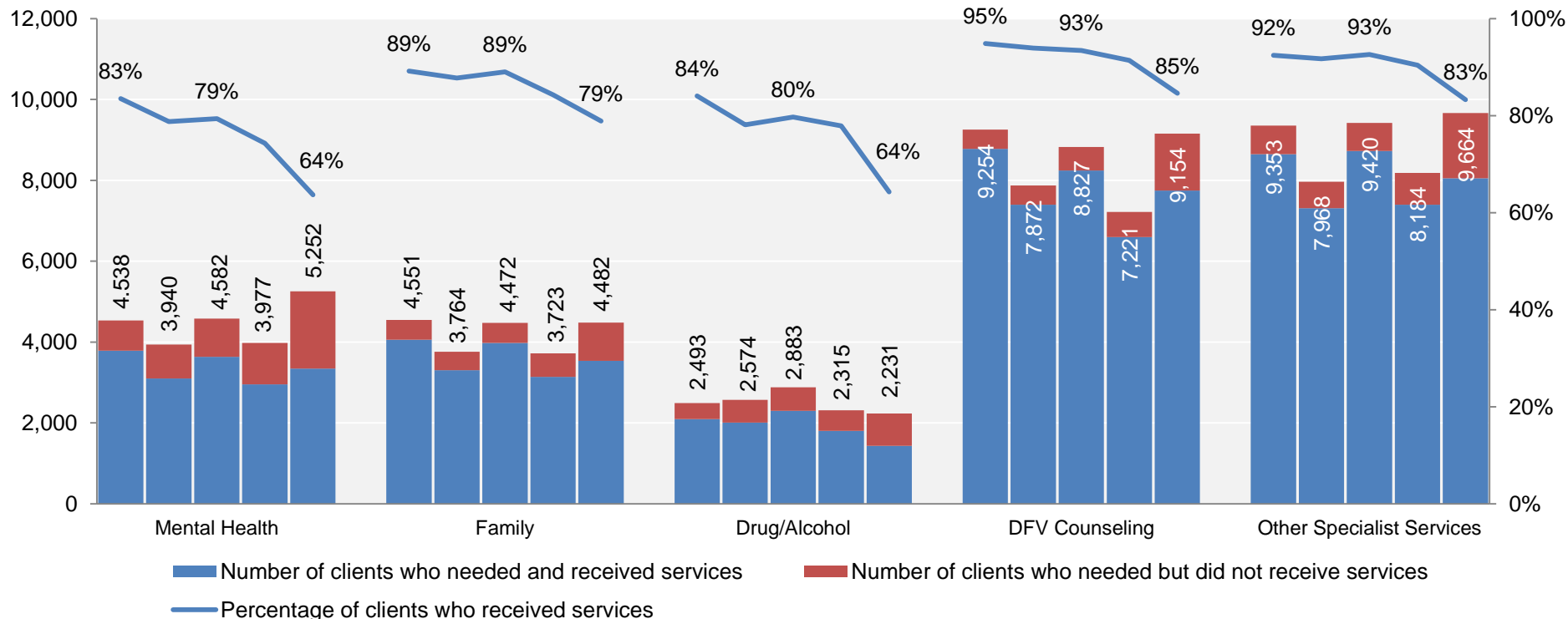
Client service needs by whether services were received



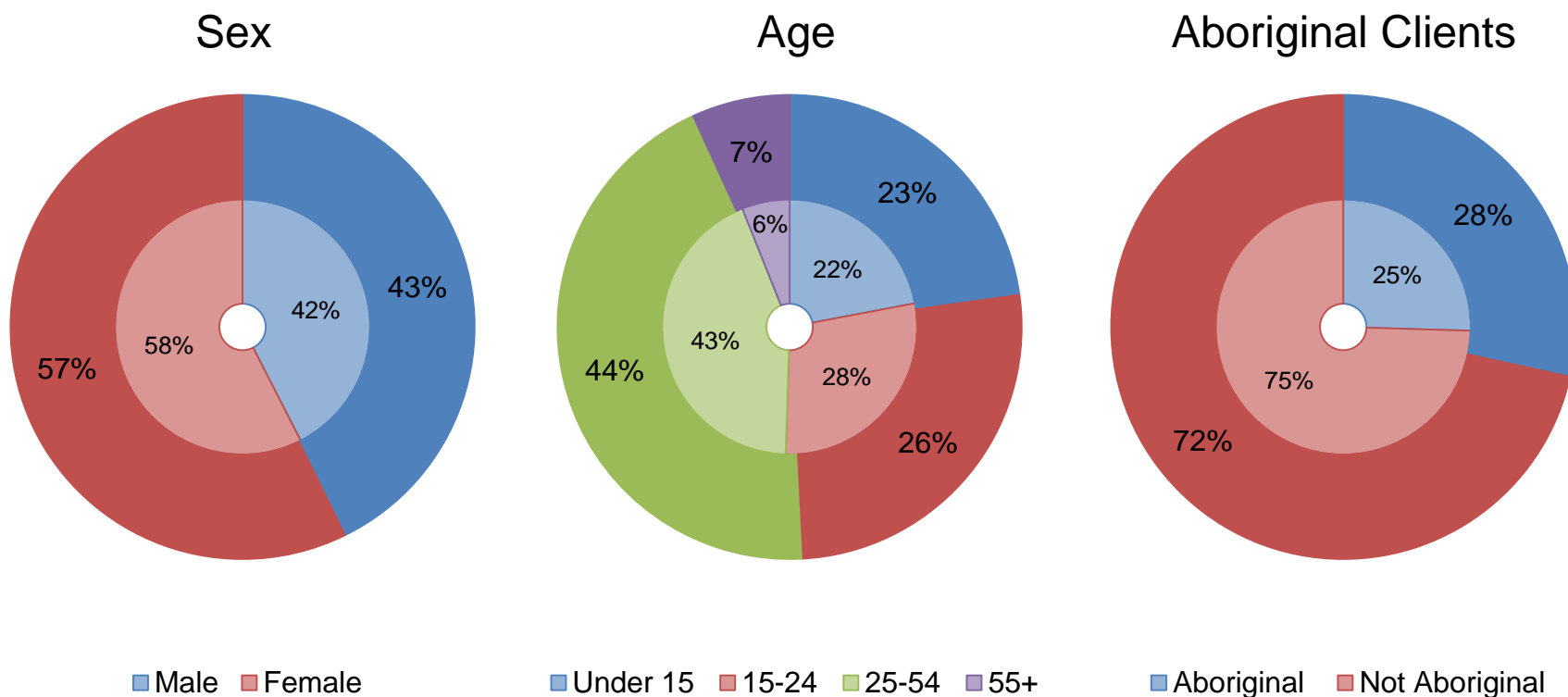
2015-16 data is preliminary and subject to change

Unmet need for specialist services has also increased but this appears to be because fewer clients are receiving these types of services

Client service needs by whether services were received



Proportional demographics remain about the same



Note: The proportion of support periods where Aboriginal status was not reported decreased from 13% in 2013-14 to 7% in 2015-16. This will account for part of the shift in the proportion of Aboriginal clients.

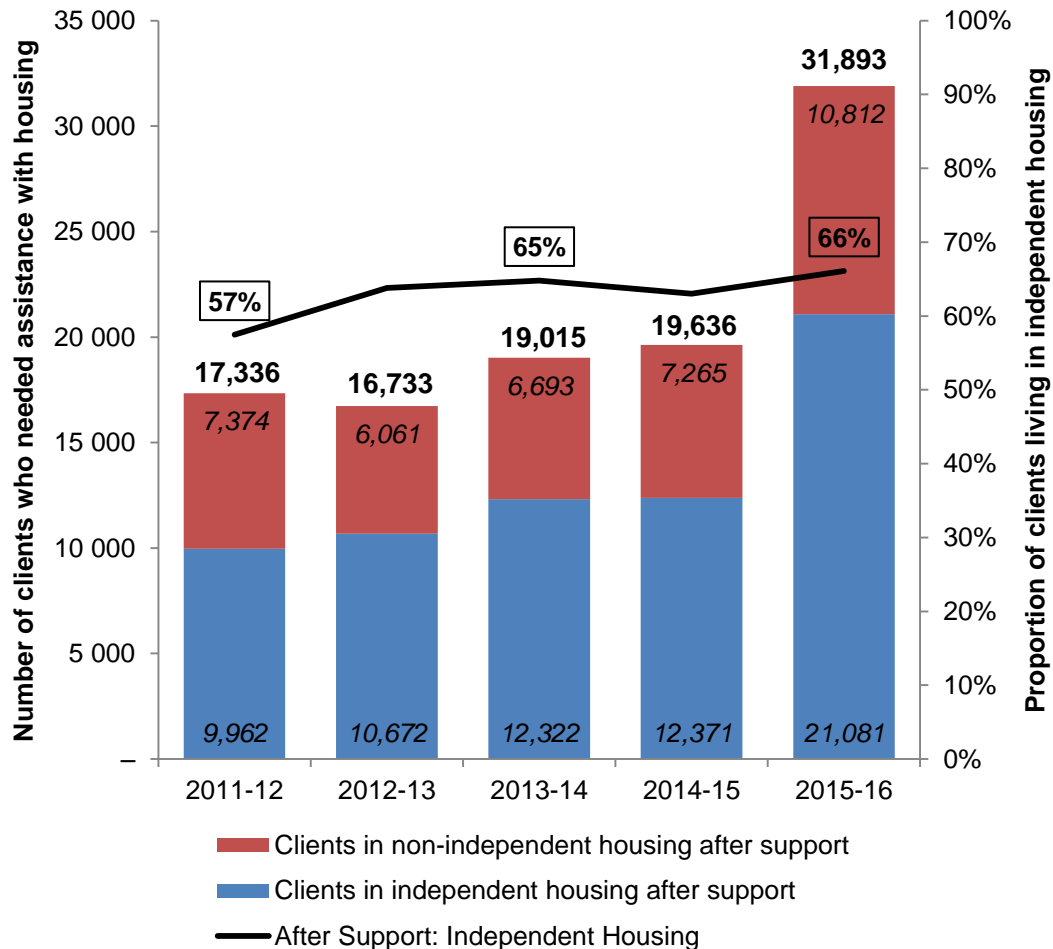
● 2013-14 ○ 2015-16

Outcome data

- There is ongoing consultation with the sector to develop outcome measures for homelessness services.
- The following slides look at some of the existing outcome indicators used in national reporting.
- We know there are issues with these indicators but we can learn from these as we develop new measures.

13,000 more clients needed assistance with housing in 2015–16 and SHS assisted an extra 9,000 clients to obtain or maintain housing*

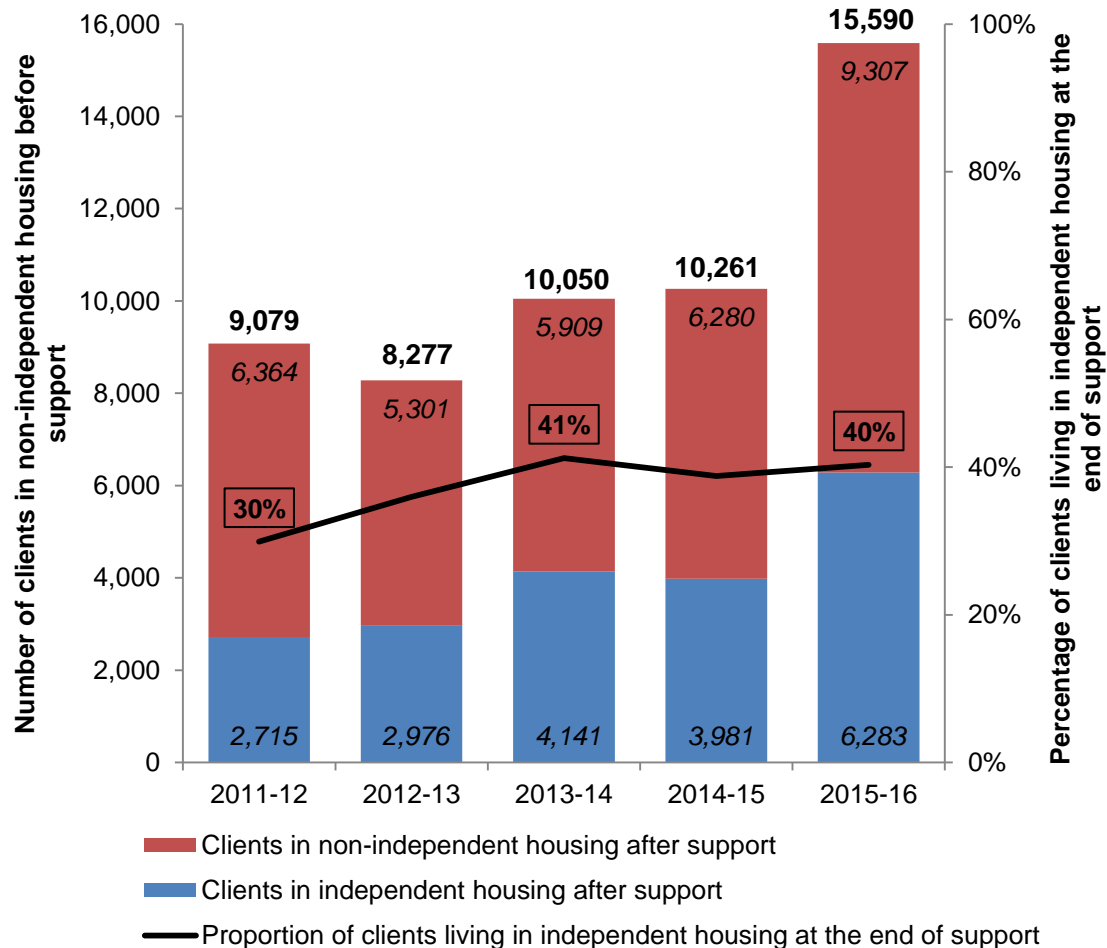
- All clients who needed assistance with housing:
- **49% homeless**
 - **51% at risk of homelessness**



Independent housing includes living in your own home or renting in private, public or community housing

An additional 5,500 homeless clients needed assistance with housing and an extra 2,000 homeless clients achieved independent housing*

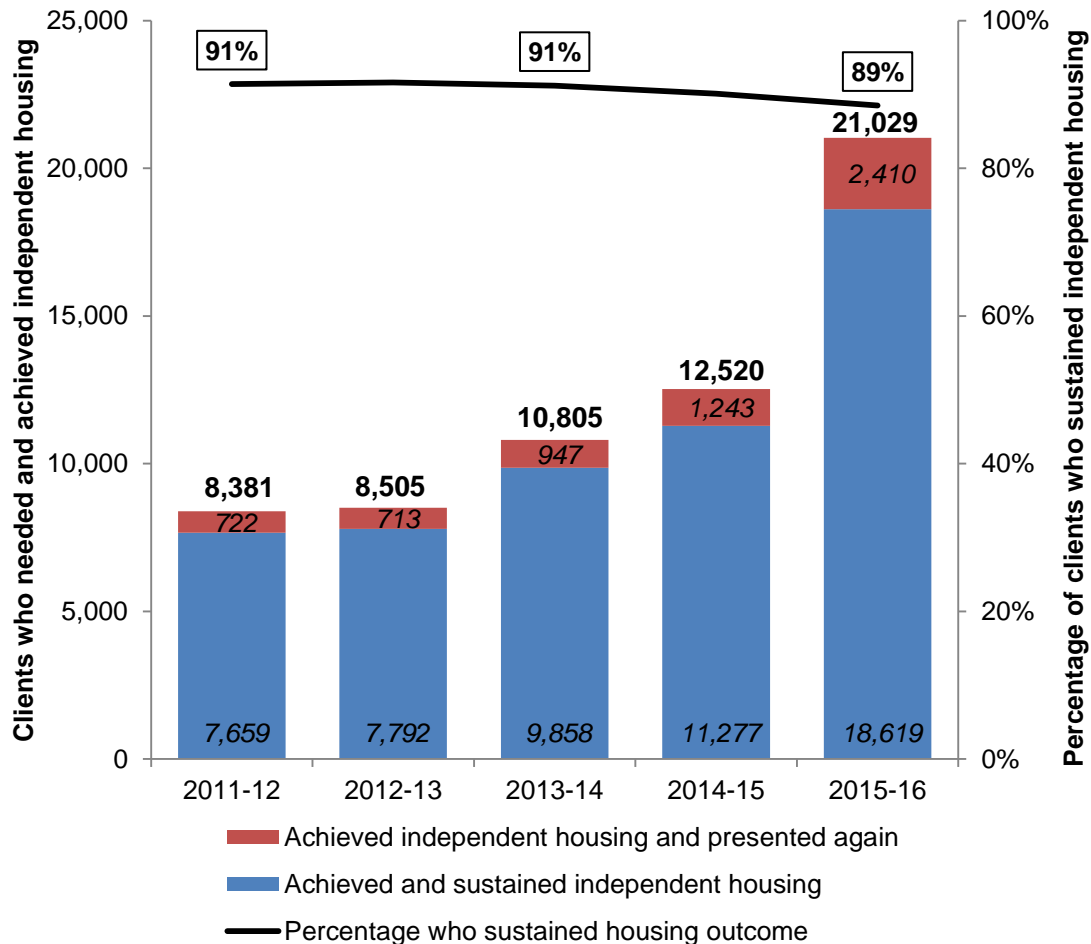
Clients who were **homeless** and needed assistance with housing



Non-independent housing includes living in crisis and transitional housing, improvised dwellings, sleeping rough, living in a caravan park or boarding house, or living in an institutional setting

Almost 9,000 more clients sustained their housing outcome after support*

Clients who **achieved** and **sustained** housing outcomes

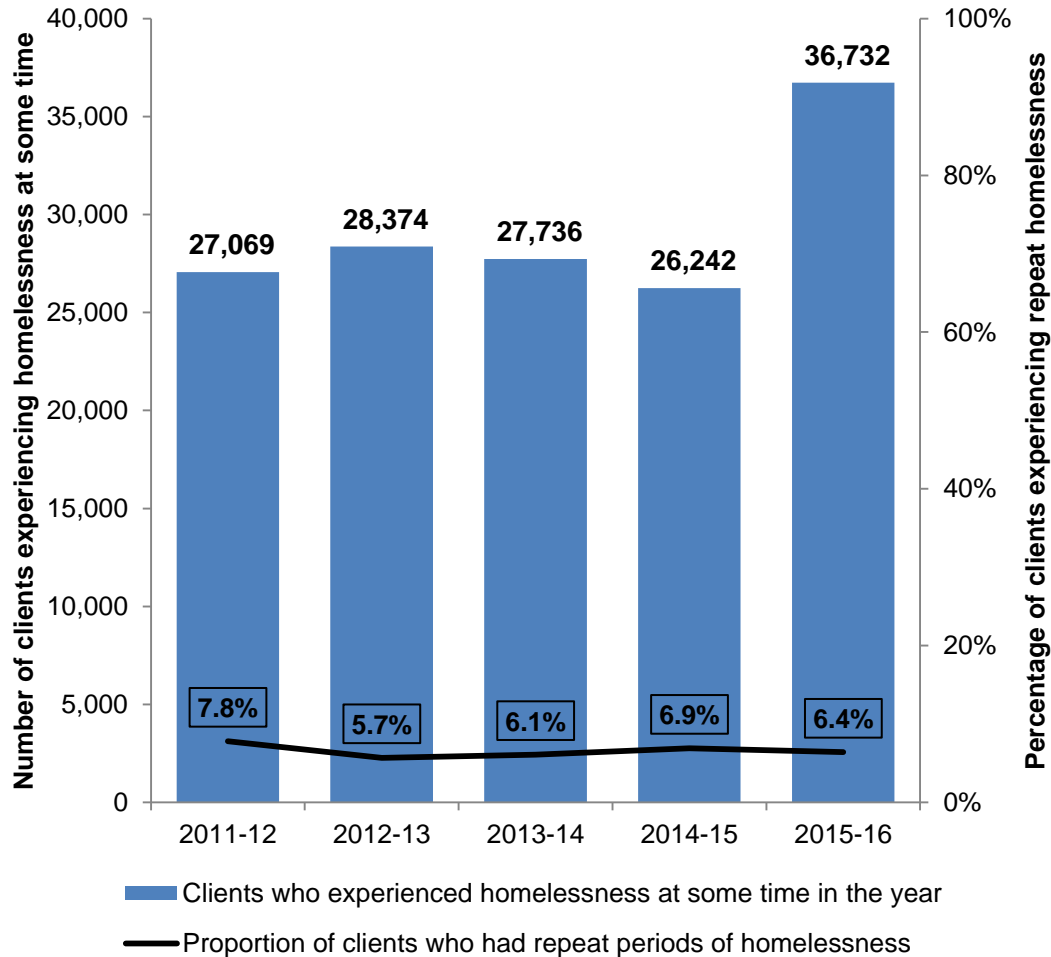


Clients may have been homeless or at risk of homelessness

Clients who needed assistance to obtain or maintain independent housing, achieved it, and did not present to SHS again during the year needing further assistance with accommodation

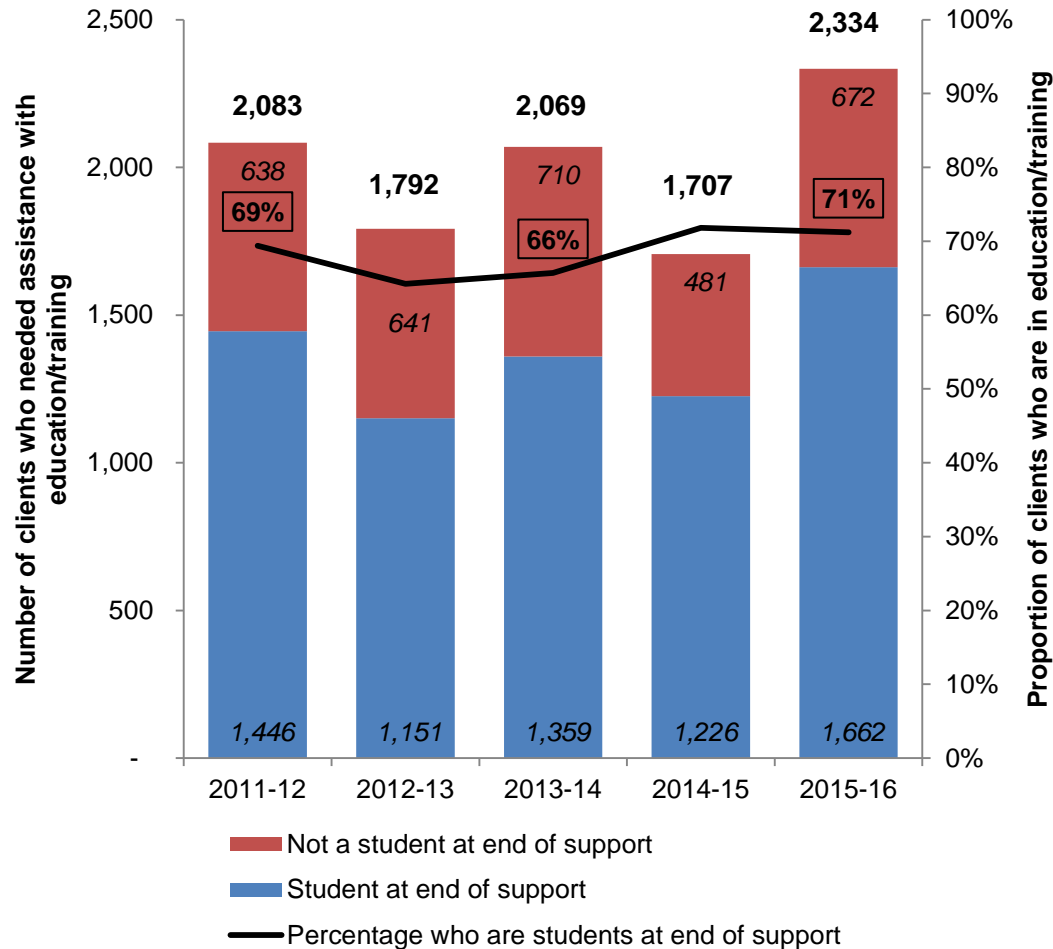
9,000 more homeless clients were supported but the proportion of clients with multiple periods of homelessness remained about the same (6.4%)*

Clients who experienced multiple periods of homelessness during the year



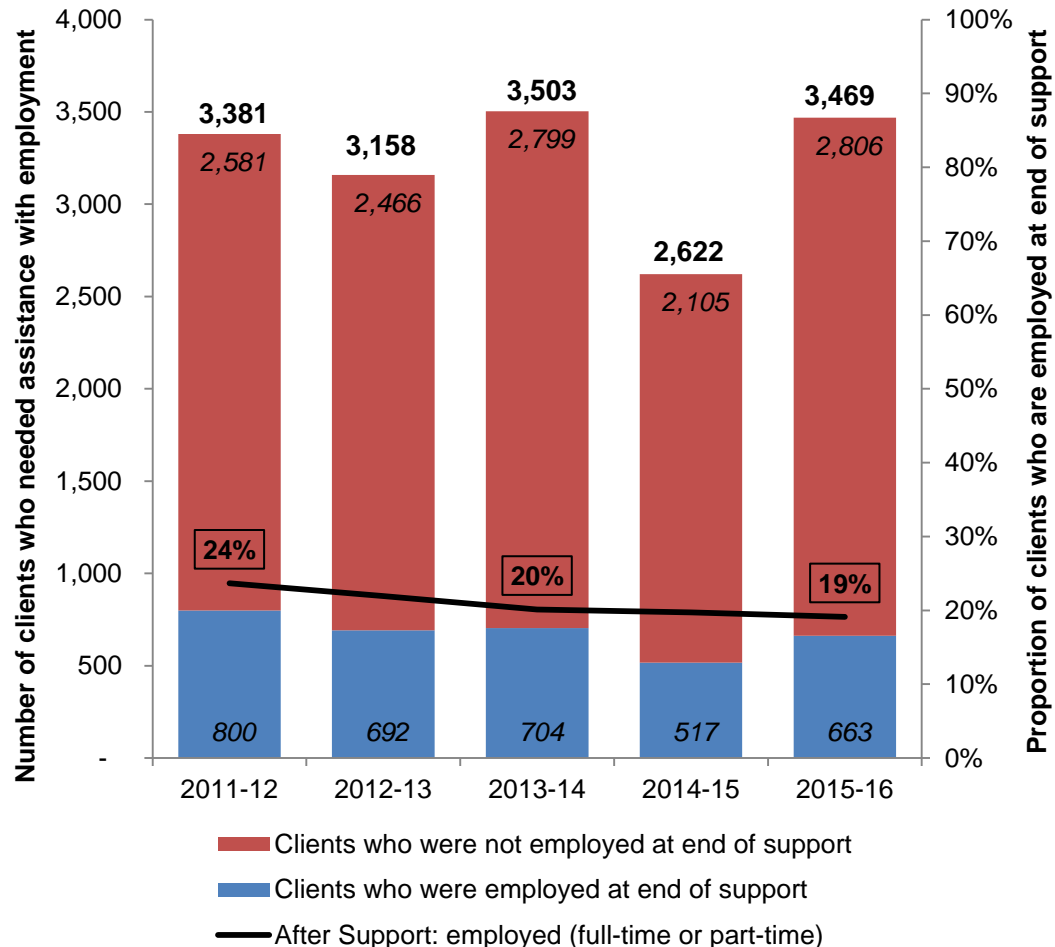
71% of clients who needed assistance with education or training were participating in education or training at the end of support

Clients aged 12 to 18 years who needed assistance with education or training



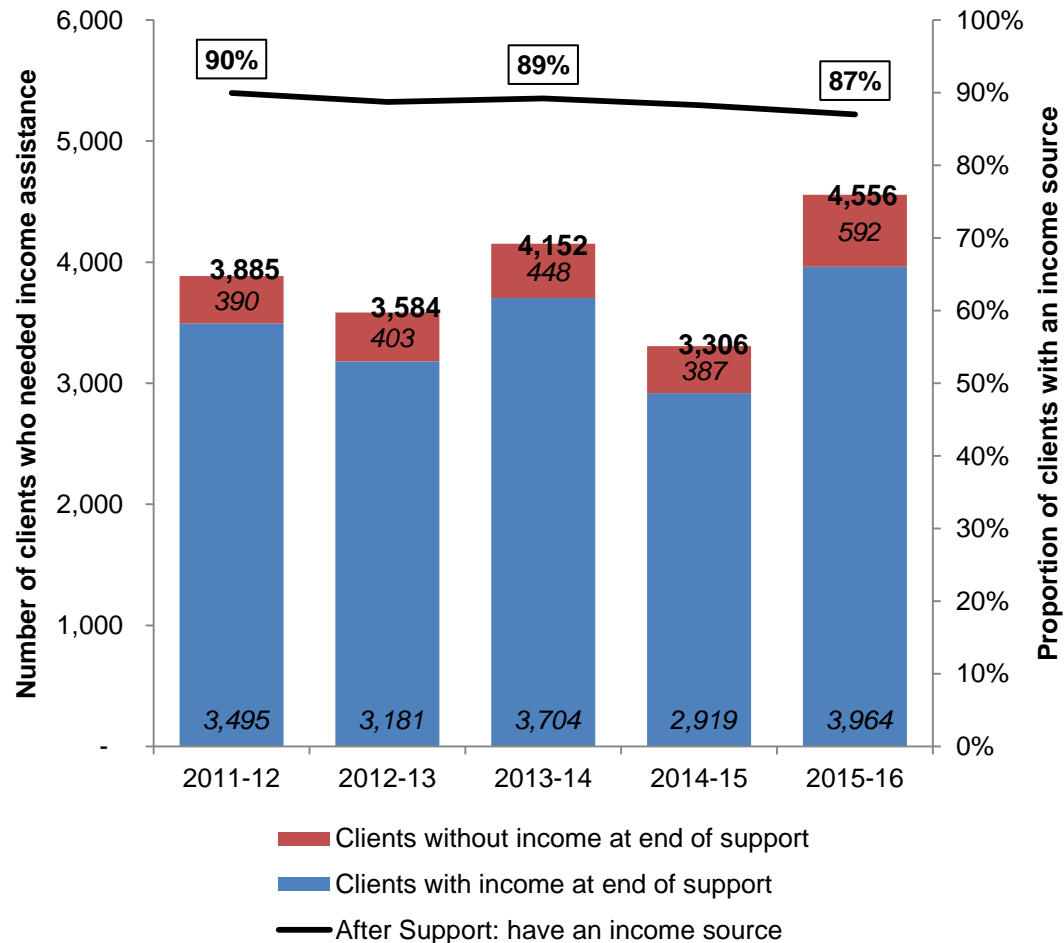
19% of clients who needed assistance with employment were employed (full-time or part-time) at the end of support

Clients who needed assistance with employment



87% of clients who needed assistance with income had an income source at the end of support

Clients who needed assistance with income



Summary of outcomes data

- Increases in the number of clients who received assistance to sustain tenure and the number of clients who sustained housing outcomes are positive signs.
- Despite large increases in client numbers (and increases in unmet needs), these indicators suggest SHS is continuing to deliver positive outcomes for clients, at rates that are comparable to previous years.