



Regional Engagement Strategy

including Homeless 2 Home Data

July 2016

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Shelter SA is the peak body for housing in South Australia. Shelter SA's vision is for all South Australians to have an affordable, safe place to call home, especially those living on low incomes. Homelessness levels in South Australia are high and Shelter SA advocates for the housing, care and protection of our most vulnerable citizens.

Under the National Partnership Agreement on Homelessness, all specialist homelessness agencies in South Australia are required to use the Homeless 2 Home (H2H) client and case management system. The system tracks demographic, needs and exit information about clients who present to Specialist Homelessness Services (SHS) in particular regions.

H2H data is not publically available and only authorised staff members from specialist homelessness agencies and the Department for Communities and Social Inclusion (DCSI) have access to H2H data. Shelter SA obtained the data via a special H2H data request. The Homeless 2 Home Data Summary is a collection of data from three South Australian regions; Regional West, Region North and Region South. The statistics cover the period of Jan-01-2015 to Dec-31-2015.

During 2015 Shelter SA visited the Riverland and Port Augusta and in March 2016, the team visited Port Lincoln to deliver its Regional Engagement Strategy (RES). A key RES objective is to establish collaborations and partnerships that can work towards addressing important housing issues for regions, and ensure regional voices are part of Shelter SA's policy and advocacy work. In each region, Shelter SA met with workers from government, local government and non-government organisations, members of parliament and councillors to discuss the pressing housing and service challenges unique to their region. This document complements the Regional Engagement Strategy Reports, which are available at www.sheltersa.asn.au or by contacting Shelter SA.

This document contains the following:

- Key findings (Page 2)
- Charts and figures (Page 4)
- Tables (Page 8)
- SHS Regional West Report (Page 11)
- SHS Regional North Report (Page 13)
- SHS Regional South Report (Page 15)

Key Findings

The Shelter SA key findings resulting from our regional South Australia consultation include the following:

- 1** Service providers in our regions play an invaluable role in preventing people from experiencing long term homelessness.
- 2** There is inadequate crisis accommodation to meet client need across the regions.
- 3** Housing affordability for people living on low incomes is an issue across all regions.
- 4** There are people who are employed but seeking the assistance of homelessness services and further research is required to understand how this is related to housing affordability.
- 5** Client complexity in terms of multiple health and mental health issues has increased and this may be why some clients continue to return to services.
- 6** Our children and young people who are incredibly vulnerable are falling through the gaps.
- 7** Aboriginal people are significantly overrepresented amongst the client population.
- 8** Domestic violence is a leading cause of homelessness.
- 9** Long term housing is unobtainable for many clients in regional South Australia.

In each region, Shelter SA regional consultation participants reported similar issues about homelessness services and clients. Shelter SA cross-referenced participant responses with Homeless to Home (H2H) data as follows:

Participants: **As well as the regional residents who require assistance there are higher numbers of people who are travelling through the regions who find themselves without a place to stay.**

H2H Data: 17% of clients in the North recorded being itinerant as their main presenting issue. South and West may also have highly transient populations, but it was not a common 'main presenting issue' as it was in North.

Participants: **Crisis accommodation was the key need for all client groups across regions.**

H2H Data: Medium term housing was the primary client need in two of the regions but emergency housing needs were still at a high level. Emergency housing needs were reasonably met but there was still a small percentage of clients who did not have their needs met.

Participants: **There is a lack of affordable housing options for clients.**

H2H Data: All regions presented with high levels of unmet long term housing needs particularly in the Southern region while in the Western region medium term accommodation needs were higher.

Charts and Figures

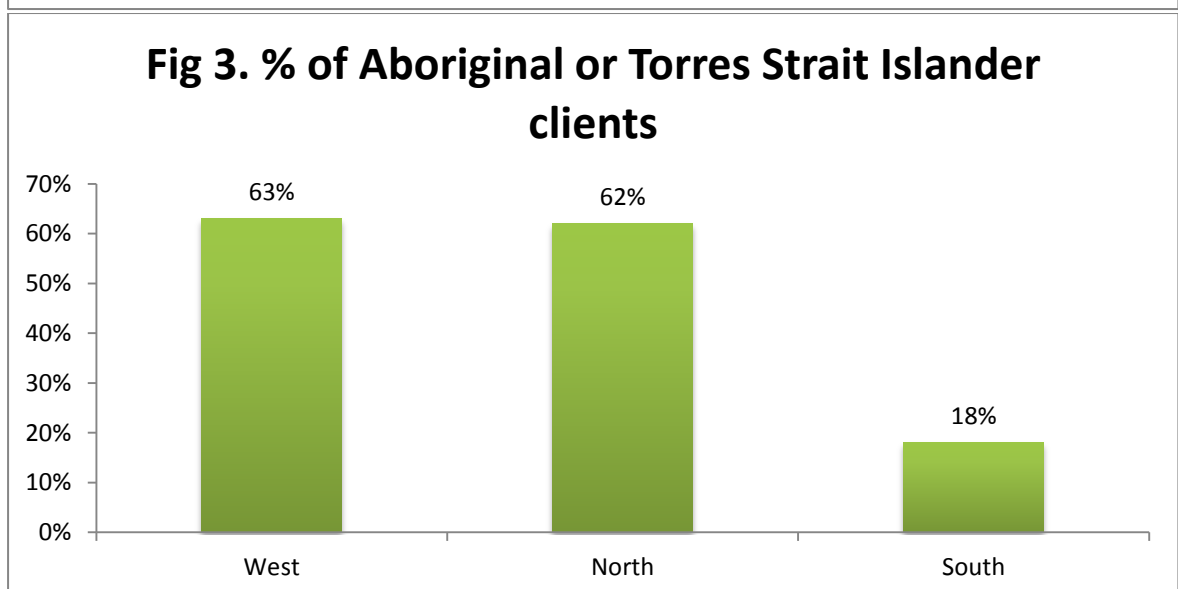
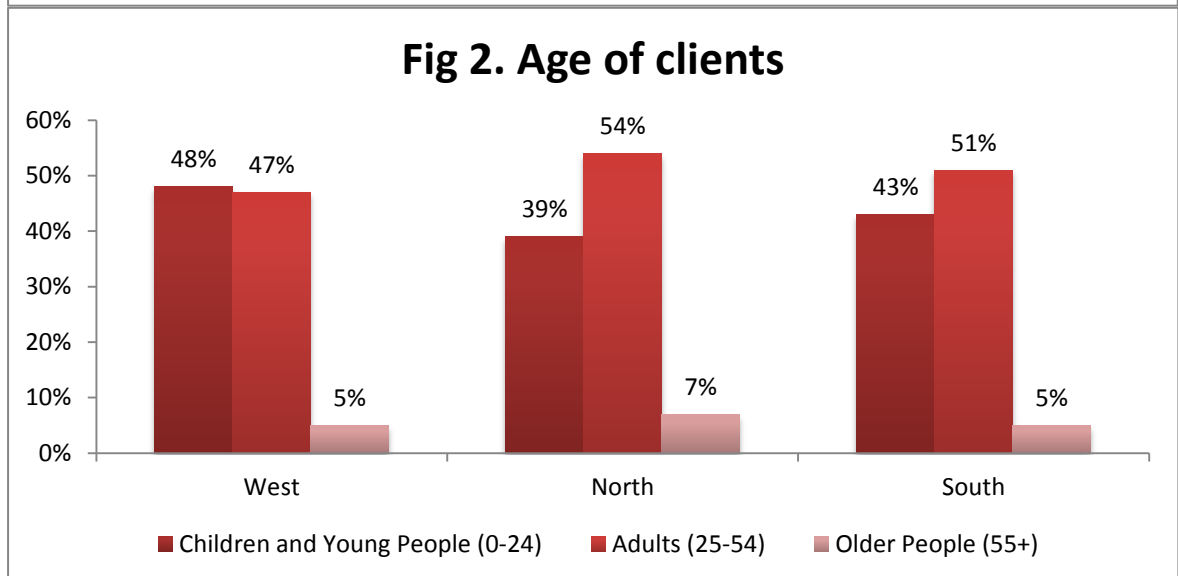
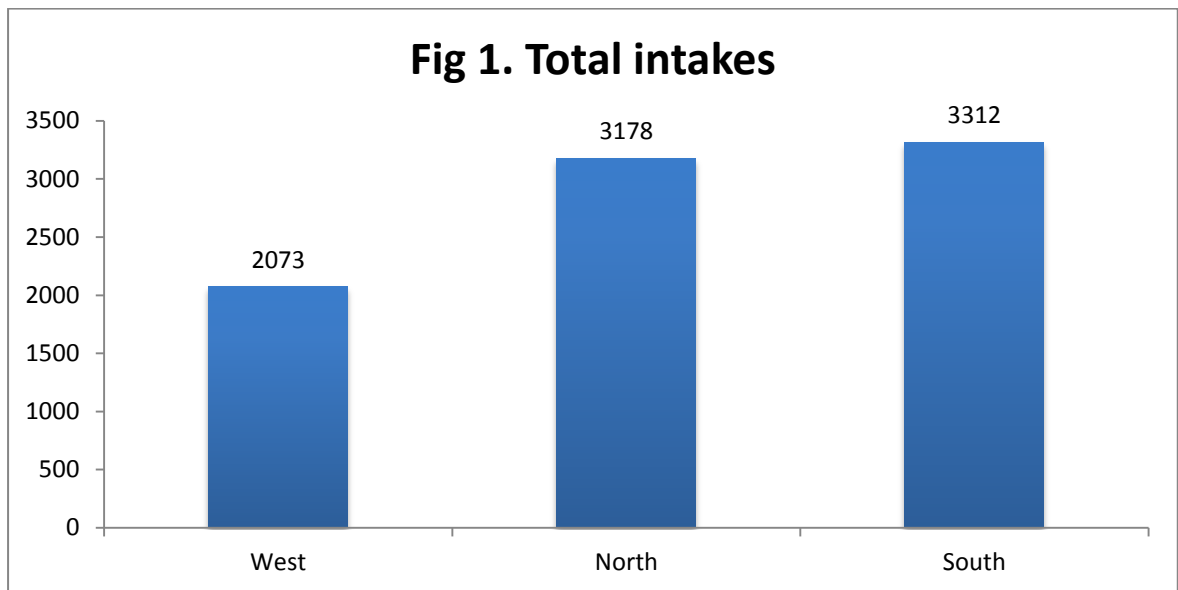


Fig 4. Clients who were studying

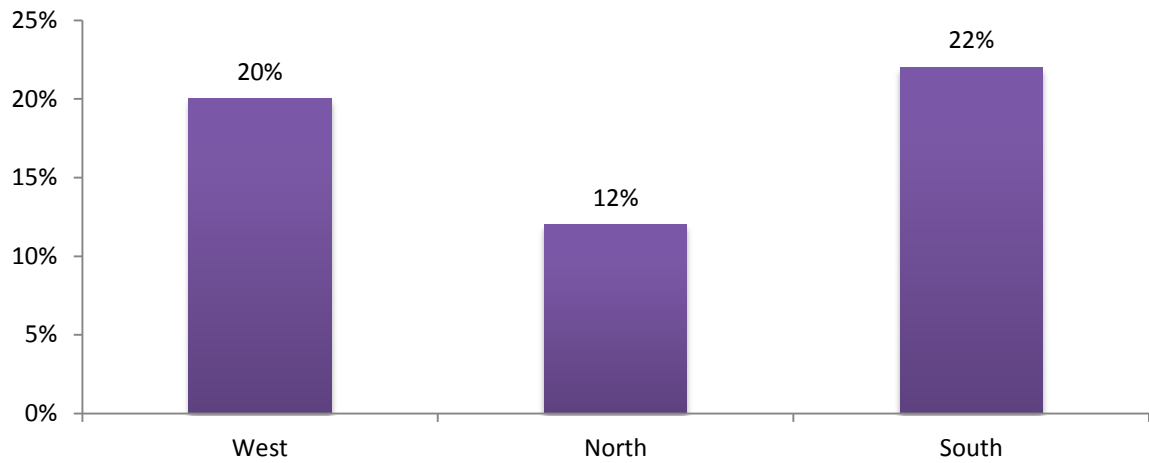


Fig 5. Primary source of income

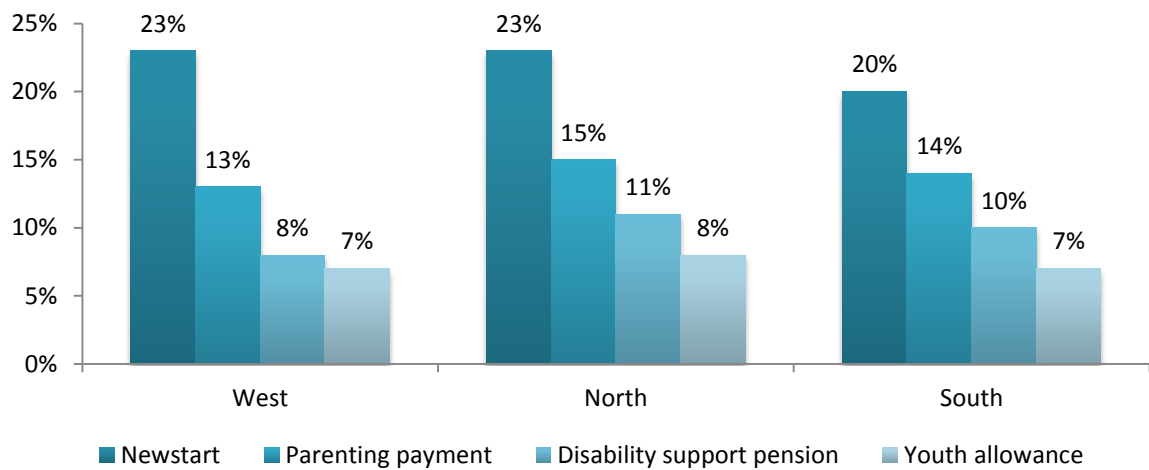


Fig 6. Of employed clients, % who worked full time

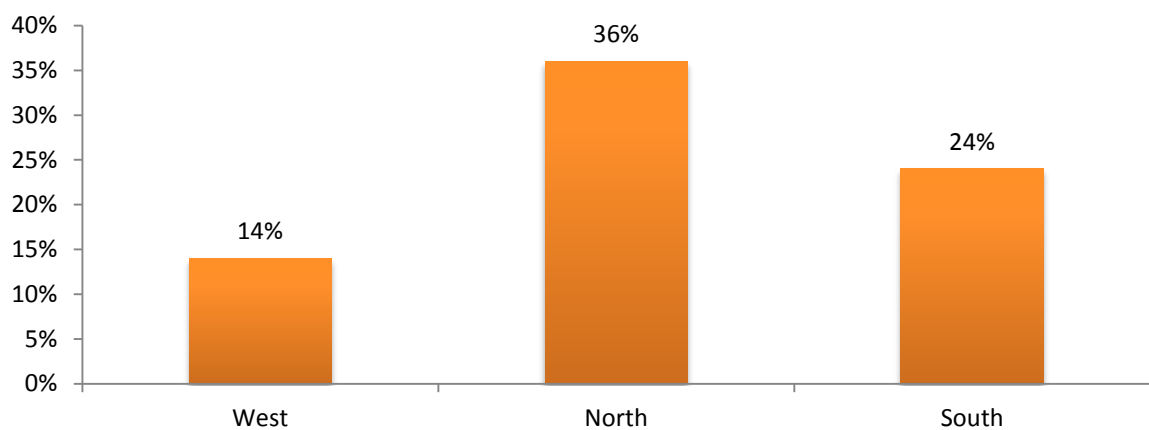


Fig 7. Client situation

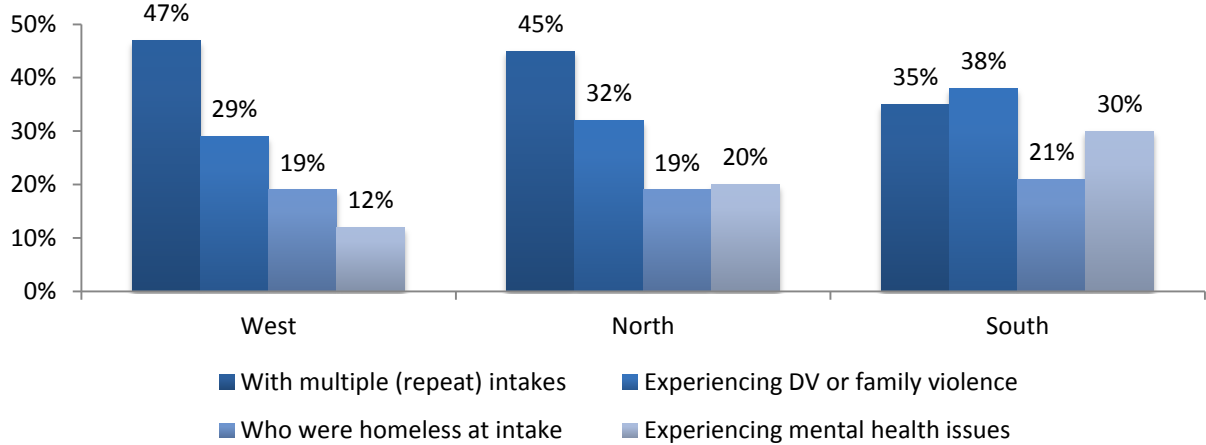


Fig 8. Main presenting issues

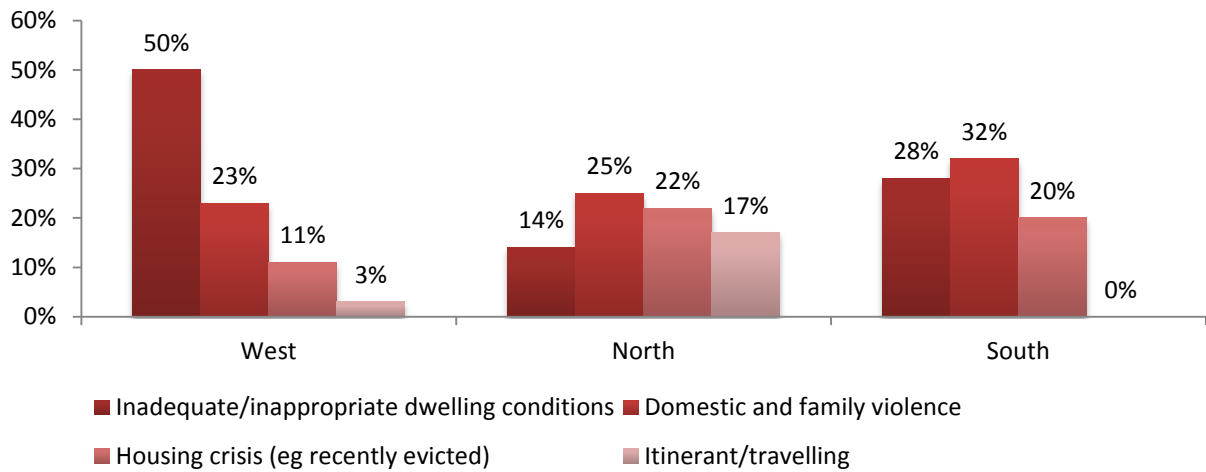


Fig 9. Housing needs of clients at intake

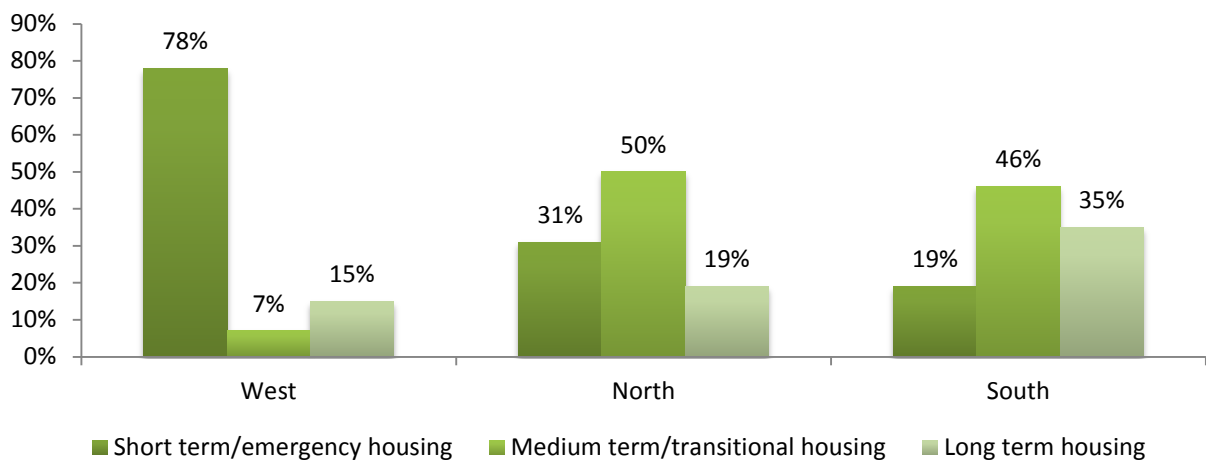


Fig 10. Reason for support period ending

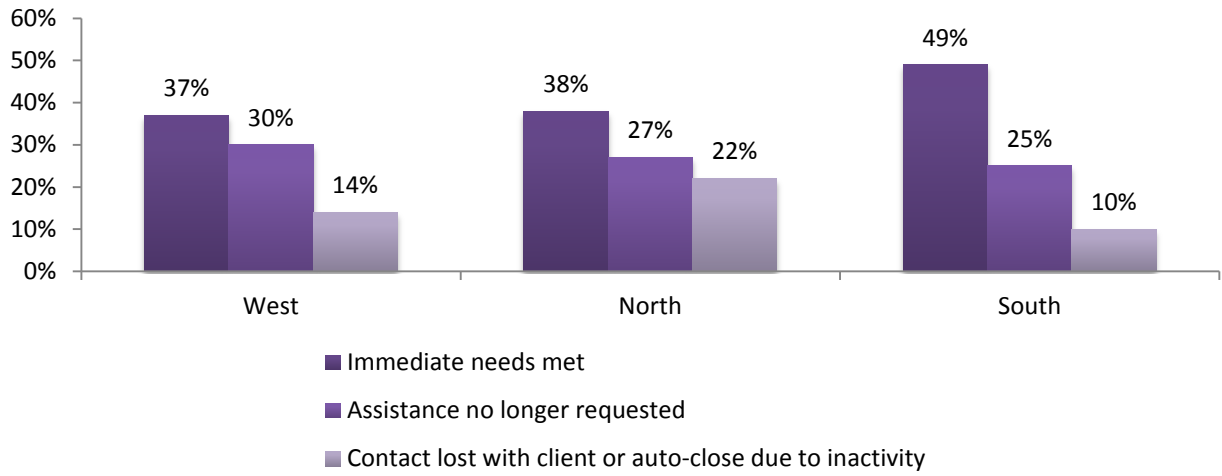


Fig 11. Exit status

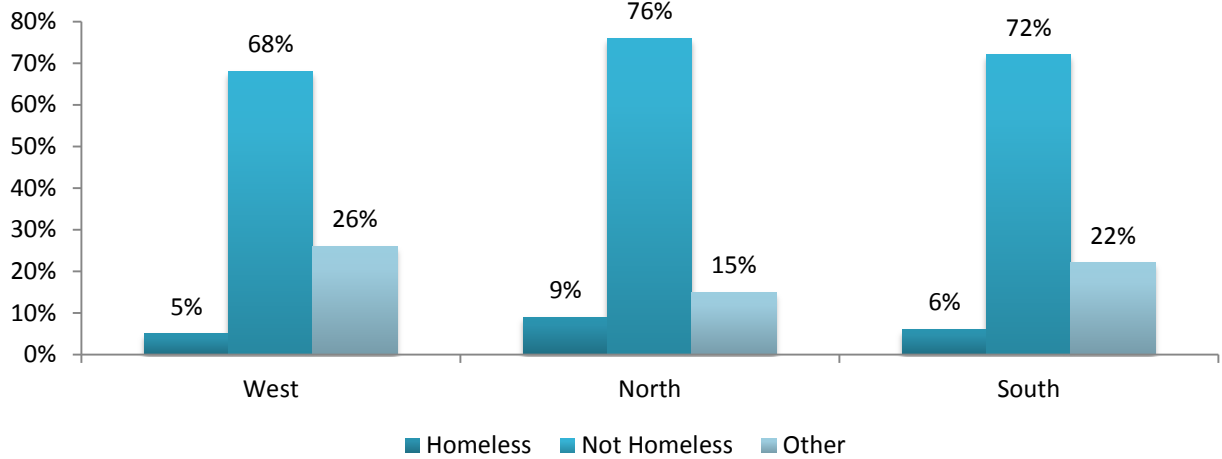
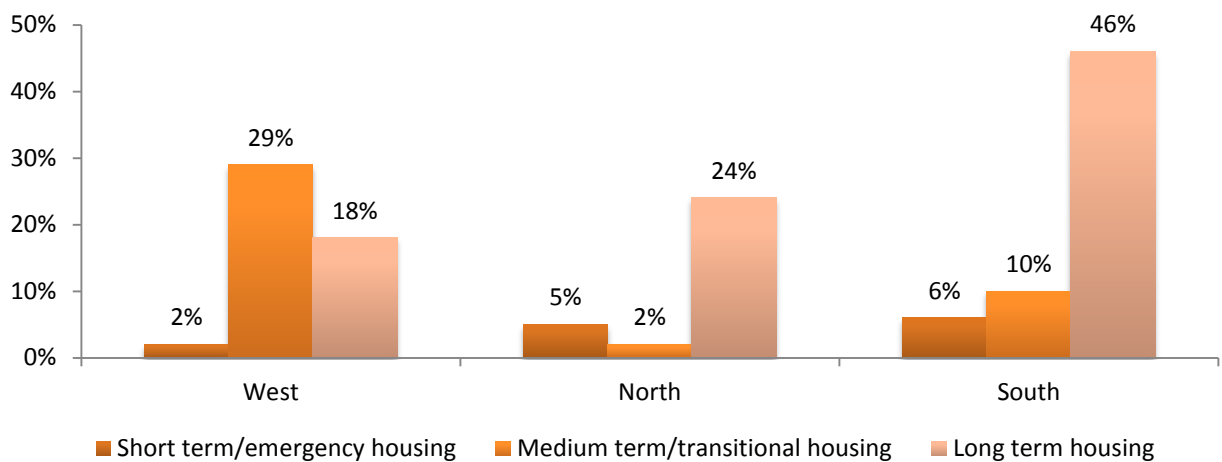


Fig 12. Unmet needs at exit



Tables

	West	North	South
Total intakes	2073	3178	3312
Total clients who received a service (clients can present multiple times)	1729	2608	2911
Total clients who were unassisted	20	43	135
New clients for the period	1023	1651	2098
Repeat clients for the period (where a client had more than 1 period within the region, all subsequent support periods are counted as repeat)	815	1172	1020

Table 1. Age	West	North	South
0-9	17%	11%	16%
10-14	7%	5%	7%
15-17	5%	4%	5%
18-24	19%	19%	15%
25-34	20%	24%	21%
35-44	16%	18%	19%
45-54	10%	12%	11%
55-64	4%	5%	4%
65+	1%	2%	1%
Variation in age amongst regional clients was minimal. North had the oldest client population. All regions reported high levels of children (0-17 years old) presenting to services (29% West, 20% North, 28% South).			

Table 2. Aboriginal or Torres Strait Islander	West	North	South
Aboriginal or Torres Strait Islander origin	63%	62%	18%
Non- Aboriginal or Torres Strait Islander/not stated	37%	38%	82%
Comparatively South had very few Aboriginal clients. West and North had mirroring trends. According to ABS 2011 Census data, Aboriginal people make up 1.9% of the South Australian population, so all regions displayed a significant overrepresentation of Aboriginal clients.			

Table 3. Education	West	North	South
Clients who are studying of some kind	20%	12%	22%
Clients who are not studying or don't know	80%	88%	78%
All regions presented low proportions of clients who were currently studying. North was significantly lower than West and South.			

Table 4. Source of income (Top 4)	West	North	South
1. Newstart	23%	23%	20%
2. Parenting payment	13%	15%	14%
3. Disability support pension	8%	11%	10%
4. Youth allowance	7%	8%	7%
The most common source of income across all regions was government income.			

Table 5. Employment	West%	West#	North%	North#	South%	South#
Clients who were employed	5%	104	4%	131	9%	301
Of clients presented who were employed: Full time	14%	15	36%	47	24%	72
Of clients presented who were employed: Part time	79%	82	60%	79	71%	215
Unemployed, not in labour force or don't know	95%	1969	96%	3047	91%	3011
134 clients in regional South Australia were working full time. High unemployment amongst clients was common across all regions.						

Table 6. Client situation	West%	West#	North%	North#	South%	South#
With multiple (repeat) intakes	47%	815	45%	1172	35%	1020
Experiencing DV or family violence	29%	498	32%	842	38%	1103
Who were homeless at intake	19%	334	19%	502	21%	601
Experiencing mental health issues	12%	213	20%	514	30%	868
West and North shared similar trends in client situations. The high level of clients who were experiencing mental health issues or domestic/family violence was unique in the South.						
Number in this section did not total to 100% as clients may present with multiple situations.						

Table 7. Main presenting issues	West	North	South
Inadequate/inappropriate dwelling conditions	50%	14%	28%
Domestic and family violence	23%	25%	32%
Housing crisis (eg recently evicted)	11%	22%	20%
Itinerant/travelling	3%	17%	-
High numbers of domestic violence as a main presenting issue is in keeping with national AIHW data, that domestic violence is the leading cause of homelessness. Presenting issues of inadequate housing and housing crisis do not exclude other client issues.			

Table 8. Housing needs of clients at intake	West	North	South
Short term/emergency housing	78%	31%	19%
Medium term/transitional housing	7%	50%	46%
Long term housing	15%	19%	35%
<i>Note: Figures and percentages reflect a proportion of total intakes, and NOT total clients. Clients can be represented multiple times if they had multiple intakes. Housing needs of clients were not consistent across regions. West clients needed short term emergency housing, and very few needed medium term or transitional housing. South clients were more inclined to need long term housing than the other two regions.</i>			

Table 9. Support end (Top 3)	West	North	South
1. Immediate needs met	37%	38%	49%
2. Assistance no longer requested	30%	27%	25%
3. Contact lost with client or auto-close due to inactivity	14%	22%	10%
The most common reason support periods ended across the regions was because clients had their immediate needs met.			

Table 10. Total exit status	West	North	South
Homeless	5%	9%	6%
Not Homeless	68%	76%	72%
Other	26%	15%	22%
Overall, a low proportion of clients left SHS services as homeless in all regions. Trends are similar across all 3 regions.			

Table 11. Support period housing situation at exit	West	North	South
% of those who present as homeless who exit as non-homeless	75%	50%	61%
This statistic does not reflect performance of services in each region.			
The statistics demonstrate how difficult it was to find housing solutions for people with high complex needs. Northern services had particular difficulties in housing high and complex needs clients.			

Table 12. % of recorded client needs unmet at exit	West	North	South
Short term/emergency housing	2%	5%	6%
Medium term/transitional housing	29%	2%	10%
Long term housing	18%	24%	46%
The figures show that across the regions, long term housing was a significant unmet need for clients. West, North and South collectively found it difficult to source long term housing for clients.			

SHS Regional West Report: January – December 2015

Total intakes	2073
Total clients who received a service	1729
Total clients who were unassisted	20
New clients for the period	1023
Repeat clients for the period	815

Demographics

ATSI origin	1092	63%
Non-ATSI/not stated	637	37%

Age (Top 4)

1. 25-34 Y.O.	345	20%
2. 18-24 Y.O.	279	19%
3. 0-9 Y.O.	299	17%
4. 35-44 Y.O.	329	16%

Clients (Top 4)

1. Multiple (repeat) intakes	815	47%
2. DV or family violence	498	29%
3. Homeless at intake	334	19%
4. Mental health issues	213	12%

High proportions of clients reported mental health, domestic violence issues, or homelessness. Nearly half of clients were repeat intakes.

Main presenting issues (top 3)

1. Inadequate/inappropriate dwelling conditions	1034	50%
2. Domestic and family violence	471	23%
3. Housing crisis (eg recently evicted)	226	11%

Unlike other regions, inadequate/inappropriate dwelling conditions was the leading 'main presenting issue' (50%). Presenting issues of inadequate housing and housing crisis do not exclude other client issues.

Education

Clients who are studying of some kind	407	20%
Clients who are not studying or don't know	1666	80%

Employment

Clients who were employed (total includes 7 who didn't know)	104	5%
Of clients presented who were employed: Full time	15*	14%
Of clients presented who were employed: Part time	82*	79%
Unemployed, not in labour force or don't know	1969	95%

*There were 97 clients in the area who had stable work who received specialist homelessness services.

Source of income (Top 4)

1. Newstart	467	23%
2. Parenting payment	261	13%
3. Disability support pension	164	8%
4. Youth allowance	138	7%

A majority of clients were receiving a government income. A significant number of clients (41%) had no income, the information was not available for the worker, or the client refused to provide the information.

Support end (Top 3)

1. Immediate needs met	546	37%
2. Assistance no longer requested	436	30%
3. Contact lost with client or auto-close due to inactivity	211	15%

Support Period housing situation at intake and exit	Intake	Exit (homeless)	Exit (not homeless)
Homeless	271	28	203
Not Homeless	807	27	668

75% of support periods recorded an exit as not homeless, with 3% of support periods with intake as not homeless recorded on exit as homeless. 79% of support period intakes of rough sleepers did not exit as homeless.

Total exit status	Total	%
Homeless	77	(5%)
Not Homeless	991	(68%)
Other	381	(26%)

Housing needs of clients at intake	Total	Unmet	% of unmet at exit
Short term/emergency housing	2395	45	2%
Medium term/transitional housing	217	63	29%
Long term housing	476	86	18%

Note: Figures and percentages reflect a proportion of total intakes, and NOT total clients. Clients can be represented multiple times if they had multiple intakes.

The highest housing need amongst clients was short term/emergency housing, which was unmet in 2% of intakes. Medium term/transitional housing had the highest proportion of unmet need (29%). This was followed by 18% of clients needs unmet for long term housing.

Accommodation provided by emergency services	Nights of stay	Number of clients
Short term/emergency	15779	611
Medium term/transitional	7722	82
Total nights of accommodation provided	23501	693

Figures indicate that in the area there was high demand for short term/emergency accommodation. The services responded to the high demand with well over 23,000 nights of supported accommodation during the year.

SHS Regional North Report: January – December 2015

Total intakes	3178
Total clients who received a service	2608
Total clients who were unassisted	43
New clients for the period	1651
Repeat clients for the period	1172

Demographics

ATSI origin	1611	62%
Non-ATSI/not stated	997	38%

Age (Top 3)

1. 25-34 Y.O.	628	24%
2. Under 17 Y.O.	517	20%
3. 18-24 Y.O.	497	19%

Clients (Top 4)

1. Multiple (repeat) intakes	1172	45%
2. DV or family Violence	842	32%
3. Mental health issues	514	20%
4. Homeless at intake	502	19%

Main presenting issues (top 3)

1. Domestic and family violence	805	25%
2. Housing crisis (eg recently evicted)	709	22%
3. Itinerant	545	17%

The high number of domestic violence as a main presenting issue is in keeping with national AIHW data, that domestic violence is the leading cause of homelessness. Presenting issues of inadequate housing and housing crisis do not exclude other client issues.

Education

Clients who are studying of some kind	376	12%
Clients who are not studying or don't know	2802	88%

Employment

Of clients presented who were employed: Full time	47	36%*
Of clients presented who were employed: Part time	79	60%*
Unemployed, not in labour force or don't know	3047	96%

*There were 126 clients in the area who had stable work who received specialist homelessness services.

Source of income (Top 4)

1. Newstart	734	23%
2. Parenting payment	489	15%
3. Disability support pension	351	11%
4. Youth allowance	239	8%

A significant number of clients (33%) indicated that they were unaware of their income source.

Support end (Top 3)

1. Immediate needs met	877	38%
2. Assistance no longer requested	626	27%
3. Contact lost with client or auto-close due to inactivity	512	22%

Roughly 4/10 clients exited having their needs met. The remaining clients exited due to complex or transient reasons.

Support Period housing situation at intake and exit	Intake	Exit (homeless)	Exit (not homeless)
Homeless	399	110	199
Not Homeless	1424	53	1252

50% of support periods recorded an exit as 'not homeless'. 4% of support periods with intake as 'not homeless' recorded an exit as 'homeless'.

Total exit status	Total	%
Homeless	181	(9%)
Not Homeless	1575	(76%)
Other	317	(15%)

In total, regardless of status at intake, 181 (9%) clients exited as 'homeless'.

Housing needs of clients at intake	Total	Unmet	% of unmet at exit
Short term/emergency housing	633	32	5%
Medium term/transitional housing	1014	22	2%
Long term housing	385	94	24%

Note: Figures and percentages reflect a proportion of total intakes, and NOT total clients. Clients can be represented multiple times if they had multiple intakes.

Medium term housing had both the highest total needs, and the lowest unmet %, indicating that services and systems were appropriate. Figures indicate that long term housing was clearly the most unmet housing need of clients at exit.

Accommodation provided by emergency services	Nights of stay	Number of clients
Short term/emergency	9667	367
Medium term/transitional	20320	548
Total nights of accommodation provided	29987	915

Figures indicate that in the area there was high demand for transitional accommodation. The services responded to the high demand with nearly 30,000 nights of supported accommodation during the year.

SHS Regional South Report: January – December 2015

Total intakes	3312
Total clients who received a service	2911
Total clients who were unassisted	135
New clients for the period	2098
Repeat clients for the period	1020

Demographics

ATSI origin	514	18%
Non-ATSI/not stated	2397	82%

Compared to the Northern Region (62%), there was a significantly lower proportion of ATSI clients presenting in the Southern Region (18%).

Age (Top 4)

1. 25-34 Y.O.	606	21%
2. 35-44 Y.O.	557	19%
3. 0-9 Y.O.	455	16%
4. 18-24 Y.O.	441	15%

25-34 years of age represented the highest proportion of clients. Age groups varied widely; adults (35-44) and children (0-9) were in the top three. Southern Region had a wide range of ages represented.

Clients (Top 4)

1. DV or family violence	1103	38%
2. Multiple (repeat) intakes	1020	35%
3. Mental health issues	868	30%
4. Homeless at intake	601	21%

High proportion of clients reported mental health, domestic violence issues, or homelessness. Over one third were repeat intakes.

Main presenting issues (top 3)

1. Domestic and family violence	1061	32%
2. Inadequate/inappropriate dwelling conditions	939	28%
3. Housing crisis (eg recently evicted)	656	20%

The high number of domestic violence as a main presenting issue is in keeping with national AIHW data, that domestic violence is the leading cause of homelessness. Presenting issues of inadequate housing and housing crisis do not exclude other client issues.

Education

Clients who are studying of some kind	745	22%
Clients who are not studying or don't know	2567	78%

Employment

Clients who were employed	301	9%
Of clients presented who were employed: Full time	72	24%*
Of clients presented who were employed: Part time	215	71%*
Unemployed, not in labour force or don't know	3011	91%

*There were 287 clients in the area who had stable work.

Source of income (Top 4)

1. Newstart	653	20%
2. Parenting payment	470	14%
3. Disability support pension	343	10%
4. Youth allowance	219	7%

A significant number of clients (38%) indicated that they were unaware of their income source.

Support end (Top 3)

1. Immediate needs met	1276	49%
2. Assistance no longer requested	646	25%
3. Contact lost with client or auto-close due to inactivity	260	10%

Nearly half of clients exited having their needs met. The remaining clients exited due to complex or **transient** reasons.

Support Period housing situation at intake and exit	Intake	Exit (homeless)	Exit (not homeless)
Homeless	547	84	333
Not Homeless	1455	32	1221

61% of support periods recorded an exit as 'not homeless'. 2% of support periods with intake as 'not homeless' recorded an exit as 'homeless'. 237 intakes presented as 'rough sleepers', and only 22% of those intakes exited as 'homeless'.

Total exit status	Total	%
Homeless	139	(6%)
Not Homeless	1837	(72%)
Other	550	(22%)

Housing needs of clients at intake	Total	Unmet	% of unmet at exit
Short term/emergency housing	708	46	6%
Medium term/transitional housing	1718	178	10%
Long term housing	1289	594	46%

Note: Figures and percentages reflect a proportion of total intakes, and NOT total clients. Clients can be represented multiple times if they had multiple intakes.

The highest housing needs amongst clients was medium term/transitional housing, which was unmet in 10% of intakes. Long term housing had the highest proportion of unmet needs (46%).

Accommodation provided by SHS services	Nights of stay	Number of clients
Short term/emergency	8519	232
Medium term/transitional	5955	233
Total nights of accommodation provided	14474	465

Figures indicate that in the area there was high demand for short term/emergency accommodation. The services responded to the high demand with well over 14,000 nights of supported accommodation during the year.