



HOMELESSNESS ACROSS AUSTRALIA: THE SALVATION ARMY'S RESPONSE.

A snapshot of Salvation Army
homelessness services from 1 July 2012
to 31 December 2012.



Acknowledgements

The Salvation Army would like to acknowledge and thank the Australian Institute of Health and Welfare for their support and provision of homelessness data to inform this research.

The Salvation Army also extends thanks to all the officers and staff of The Salvation Army who have contributed to the development of this research report.

This research is a joint initiative of The Salvation Army Australia Southern Territory and the Australia Eastern Territory.

This research was wholly funded by The Salvation Army.

The Salvation Army Australia Southern Territory

Territorial Social Programme Department
99 Railway Road, Blackburn VIC 3130

Phone: 03 8878 4500
www.salvationarmy.org.au

The Salvation Army Australia Eastern Territory

Mission and Resource Team - Social
140 Elizabeth Street,
Sydney NSW 2000

Phone: 02 9266 9536
www.salvos.org.au

© The Salvation Army Australia
Southern Territory 2013

All rights reserved. Except for
fair dealing permitted under
the Copyright Act.

No part of this book may be
reproduced by any means without
the permission in writing from the
author/publisher.



The Salvation Army is the largest provider of homelessness services in Australia, assisting more than 22,594 people in the six months from 1 July 2012 to 31 December 2012.

This report brings together, for the first time, a national data snapshot of Salvation Army homelessness services and the people assisted on a daily basis.

In light of the ongoing crisis for many who are homeless The Salvation Army has undertaken this research to identify the level and extent of service delivery to this vulnerable group of people. The research will assist The Salvation Army to plan an ongoing response to homeless people across Australia.

The following findings demonstrate the extent of services provided by The Salvation Army and provide a profile of client demographics.

KEY FINDINGS

- 155 Salvation Army homelessness services operate across Australia.
- One out of every eight clients who accesses all Specialist Homelessness Services (SHS) in Australia accesses a Salvation Army service.
- Over 20% of clients accessing Salvation Army SHS services who provided information on their mental health have been diagnosed with a mental health issue.
- 44% of clients accessing Salvation Army SHS services identified housing affordability or housing crisis as their main presenting issue.
- 17% of Salvation Army clients identified financial difficulty as their main presenting issue.
- Approximately 50% of women accessing Salvation Army SHS women's services identified domestic and family violence as their main presenting issue.

- 25% of clients accessing Salvation Army homelessness services have been homeless for more than six months.
- Over 80% of Salvation Army SHS clients identified government support payments as their main source of income.
- Over \$31 million of Salvation Army generated revenue is directed to Salvation Army SHS services, in addition to nearly \$58 million provided by governments.
- More than 310,000 accommodation days were provided.

In addition to specialist homelessness services, many more people who are homeless, or at risk of homelessness, come to The Salvation Army for assistance through other services including emergency relief, alcohol and other drugs, and aged care. They are not represented in this report.



ABOUT THE SALVATION ARMY

The Salvation Army is an international movement, recognised as part of the Christian church, and is also one of the world's largest Christian social welfare organisations. It has over 1,650,000 members at work in over 124 countries, and is supported by the efforts of many thousands of employees and volunteers.

The Salvation Army has operated in Australia since 1880. Consistent with its international mission, The Salvation Army in Australia is committed to the values of: human dignity, justice, hope, compassion and community. There are currently over 8,500 active Salvation Army officers (ministers of religion) and staff members in Australia, providing over 1,000 specifically designed social programs, services and activities¹.

Key services provided by The Salvation Army Australia include:

- Material aid and emergency relief.
- Financial counselling and assistance.
- Personal counselling and support.
- Drug and alcohol support and treatment services.
- Family and domestic violence support and accommodation services.
- Out of home care.
- Accommodation and homelessness services.
- Disability services.
- Emergency disaster responses.
- Education, training and employment support services.
- Migrant and refugee services.
- Aged care services.

Since its beginnings in Australia over 130 years ago, The Salvation Army remains committed to providing material, personal and spiritual support to the most marginalised and disadvantaged, as well as for those whose immediate and temporary circumstances require such support. The provision of various shelter, refuge, material and welfare supports, within the overarching area of 'homelessness services', is one of the core activities of Salvation Army service delivery.

¹ See data note 1.

MICK'S STORY

Mick came to the attention of The Salvation Army through an Emergency Relief centre. After receiving initial support in the form of food assistance it became clear to workers that Mick needed help with accommodation.

Mick had a long history of addictions and some petty crime; he was estranged from his teenaged children and most of his family. Living in a tenuous situation at a local boarding house, Mick could not have his children visit him.

Mick told support workers that he was 'over' living like he had been and wanted to turn his life around and reconnect with his children and family. Through the support of Salvation Army Supported Housing (SASH) Mick was able to obtain suitable accommodation where his children visited him. The Salvation Army was able to provide some gifts for his children and supported him through that first visit.

Since then Mick has had further contact with his children and one of his siblings invited him and the children for dinner during a recent visit. Mick is looking forward to a new future that includes those he cares about the most.



A SNAPSHOT OF SALVATION ARMY SERVICES

This research has been undertaken to provide a snapshot of Salvation Army homelessness services from a national perspective. The statistical snapshot describes the extent of Salvation Army homelessness service delivery and provides a profile of client demographics.

For the very first time, this research brings together homelessness service data for The Salvation Army across Australia. Using the six-month reference period from 1 July 2012 to 31 December 2012², this research compiles macro client data from services funded as part of Commonwealth/State Specialist Homelessness Services (SHS)³ with other Salvation Army homelessness services (which are not included in the SHS reporting framework⁴). The research also draws on summary financial data to quantify total revenue invested in Salvation Army homelessness services from both Salvation Army and government sources. For the purposes of this research, client and service data is for the six-month period 1 July 2012 to 31 December 2012, while financial data is for the full financial year 2012-2013⁵.

The national summary of Salvation Army homelessness services brings together:

- A summary of the total number and distribution of Salvation Army homelessness services nationally (and by state/territory).

- A national snapshot of general homelessness services, services targeting women (including women with children) and of services targeting youth.
- A summary of client data and demographic information.
- A summary of financial data (including the proportions of Salvation Army and government revenue).
- Comparisons of Salvation Army SHS client data with national data reported by the Australian Institute of Health and Welfare (AIHW)⁶.

Importantly, this research will inform subsequent investigation into the performance and effectiveness of Salvation Army homelessness services. The findings will also inform improvements in data collection, accuracy, consistency and quality to support future enhancements of service delivery and client outcomes.

The Salvation Army Service and Mission Information System (SAMIS)⁷ is a fundamental component of the data collected for this research. SAMIS is unique within homelessness services and provides a customised, in-depth and unique data collection and reporting service for The Salvation Army on a national basis.

DEFINING SALVATION ARMY HOMELESSNESS SERVICES

The term homelessness has been subject to contested and nuanced interpretations and defining criteria⁸. With nearly 1,000 individual Salvation Army social program activities and services operating through dozens of service hubs, networks and activity centres across Australia, criteria was developed to identify homelessness services for inclusion in this research.

A service has been deemed a homelessness service for inclusion in this research if it:

- Submits its client data to the Australian Institute of Health and Welfare (AIHW) as part of the national SHS collection; or
- Is a service listed in The Salvation Army SAMIS database under internal service streams 'Homelessness – Support and Accommodation', 'Homelessness – Youth' or 'Domestic Violence' and confirmed as such through local management; or
- Is a service listed in The Salvation Army financial system⁹ as 'Homelessness and Domestic Violence' and confirmed as such through local management; or
- Is a service listed in either The Salvation Army SAMIS database or the financial system that is outside of the criteria outlined above, but indicates it may be a homelessness service by its service name or other attributes and is then confirmed as such through local management.

After identification of homelessness services the service was further categorised as general homelessness, women's or youth homelessness¹⁰.

Note: As significant overlap exists across these data sets, services that meet more than one of the above criteria are counted only once.

² See data note 2.

³ See data note 3.

⁴ See data note 4.

⁵ See data notes 5.

⁶ Australian Institute of Health and Welfare. *Specialist homelessness services July – December 2012*. Available: www.aihw.gov.au
Also See data notes 6.

⁷ See data note 7.

⁸ Australian Bureau of Statistics. *A Statistical Definition of Homelessness, 2012*.

Available: <http://www.abs.gov.au>

⁹ See data note 8.

¹⁰ See data note 9.



DATA RESULTS

Client and Service Demographics

From 1 July 2012 to 31 December 2012, 19,661 clients accessed Salvation Army SHS homelessness services, accounting for approximately one in eight (13%) of all SHS clients nationally. Across Australia more than 157,000 people accessed SHS homelessness services¹¹.

The Salvation Army worked with a further 2,591 clients through non-SHS Salvation Army homelessness services totalling 22,594 clients across Australia in the six-month period (Table 1).

The Salvation Army operates 155 homelessness centres¹² across Australia. The majority of these (78%) are required to report their data as part of the SHS collection¹³ while the remaining 22% are collected internally by The Salvation Army.

Fifty-one per cent of Salvation Army homelessness services were located in Victoria accounting for 64% of clients assisted by The Salvation Army (Table 1)¹⁴.

¹¹ Australian Institute of Health and Welfare. *Specialist homelessness services July – December 2012*. Available: www.aihw.gov.au

¹² See data note 10.

¹³ See data note 3.

¹⁴ See data note 13.

Table 1. The Salvation Army (TSA) homelessness clients and centres (July – December 2012) Client and centre distribution across states

States and Territories	No. of clients TSA SHS	No. of clients TSA SAMIS	Total No. of clients	No. of centres TSA SHS	No. of centres TSA SAMIS	Total No. of centres
Victoria	13,937	383	14,320	69	10	79
Tasmania	242	35	277	4	1	5
South Australia	634	480	1,114	4	1	5
Western Australia	767	9	776	12	1	13
Northern Territory	462	462	924	5	3	8
New South Wales/ACT	1,673	513	2,186	16	11	27
Queensland	1,982	1,015	2,997	11	7	18
National Totals	19,697	2,897	22,594	121	34	155

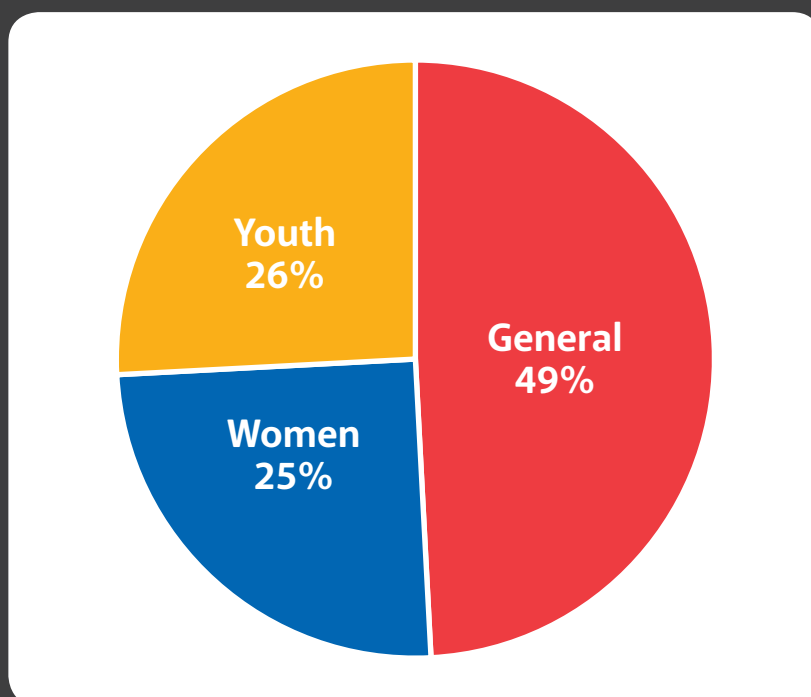
The Salvation Army provides a diverse range of services to people who are at risk of, or experiencing, homelessness. These include crisis, transitional and longer term accommodation, along

with a range of other material aid and non-material aid support such as information, advice, advocacy, referral and case management. Salvation Army homelessness services are often

co-located with other programs to offer clients continuing wrap around holistic support.

Figure 1

Services by Type (%) - General Homelessness, Women's Services and Youth Services



The Salvation Army also operates homelessness services that specifically focus on target populations such as women (and their children) and youth. A quarter (25%) of Salvation Army homelessness services are specifically for women experiencing, or at risk of, homelessness. A further quarter (26%) of Salvation Army homelessness programs are youth specific (Figure 1).

Figure 2

Sex of clients by state.

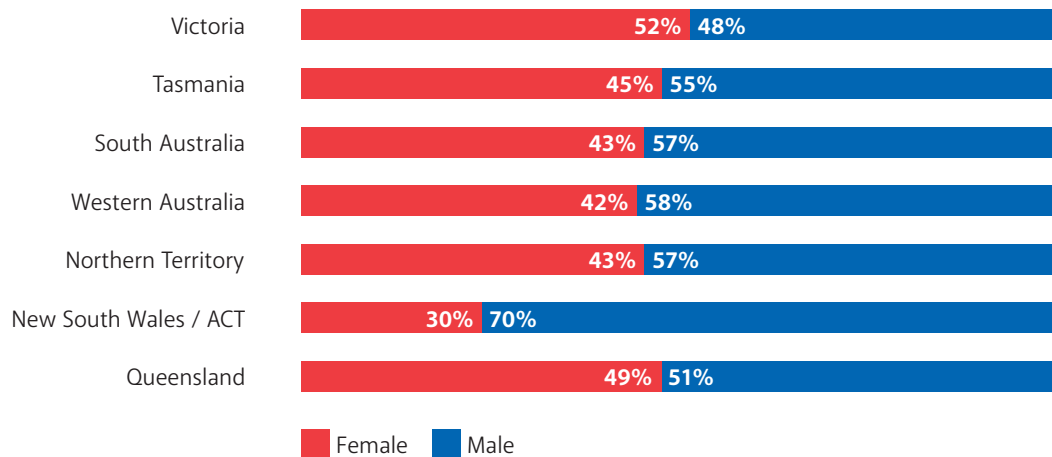
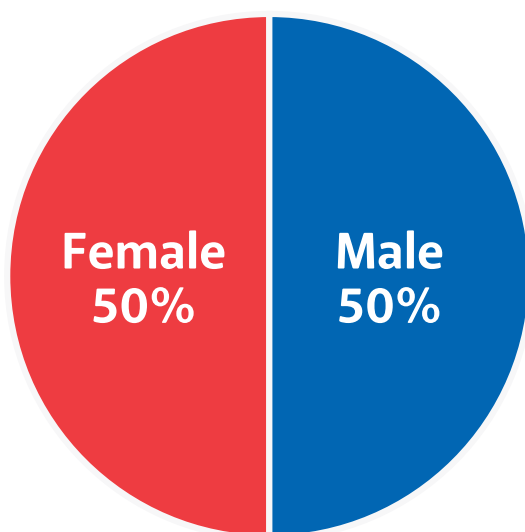


Figure 3

Sex - national distribution

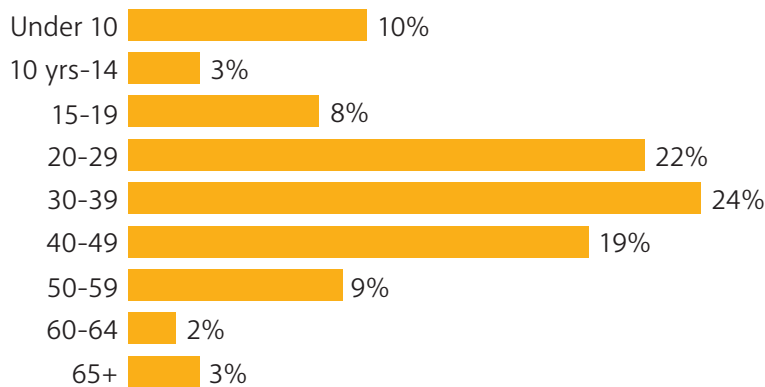


Across the nation, breakdown by sex varied between states and territories, however, nationally it was exactly 50-50 (Figure 2 and Figure 3).

The majority (95%) of Salvation Army homeless clients, who identified where they were born, were born in Australia.

Figure 4

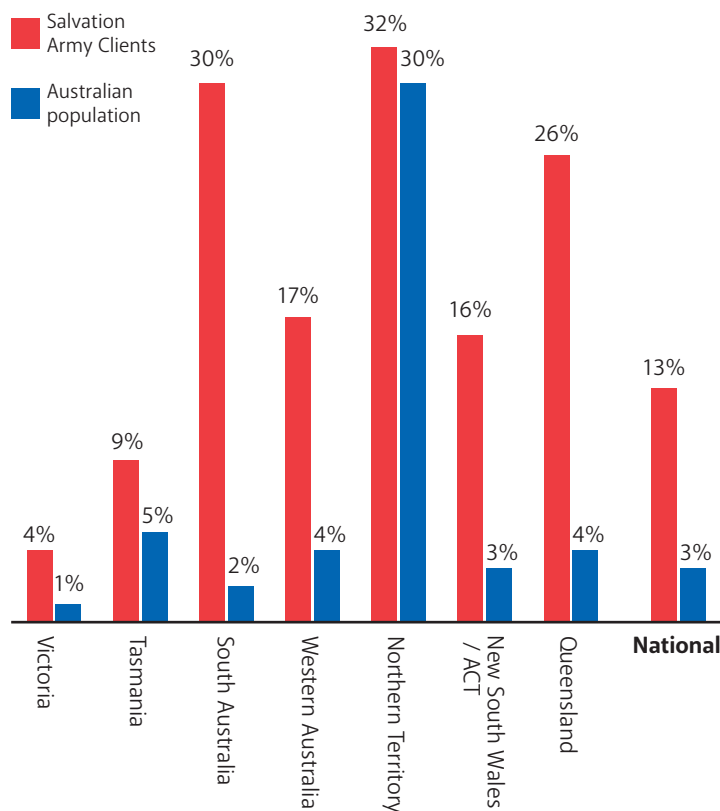
National Age Distribution



Nationally, the majority of clients were aged between 20 to 50 years (65%). Clients under 15 years were children accompanying a parent or legal guardian and received support services (Figure 4).

Figure 5

Proportion of Salvation Army clients who identify as Aboriginal and/or Torres Strait Islander



Aboriginal and Torres Strait Islander people were significantly over represented across Salvation Army services in comparison to total population. Nationally, nearly 13% of clients accessing Salvation Army services, who provided information on their Indigenous status, identified themselves as either Aboriginal or Torres Strait Islander. This compares to indigenous people representing 3% of the total Australian population¹⁵ (Figure 5).

At a state and territory level, Aboriginal and Torres Strait Islander people were also consistently over represented, especially in South Australia and Queensland. In South Australia, 30% of clients who answered questions about their indigenous status identified as either Aboriginal or Torres Strait Islander, compared with 1.7% of the total population in South Australia. In Queensland, 26% identified themselves as Aboriginal or Torres Strait Islander, compared to 3.6% of the total Queensland population (Figure 5).

¹⁵ Australian Bureau of Statistics. Estimates of Aboriginal and Torres Strait Islander Australians, June 2011. Available: <http://www.abs.gov.au>

WOMEN'S AND YOUTH SERVICES

Table 2. Women's Services and Youth Services - client and centre distribution

States and Territories	No. of clients TSA SHS	No. of clients TSA SAMIS	Total No. of clients	No. of centres TSA SHS	No. of centres TSA SAMIS	Total No. of centres
Women's Services	3,525	1,301	4,826	27	12	39
Youth Services	1,380	159	1,539	32	8	40

Women's homelessness services work predominantly with women and children escaping family violence. The Salvation Army provides 39 women's homelessness programs, which account for one quarter (25%) of all Salvation Army centres nationally. Approximately 4,826 clients (22% of all clients) accessed women's homelessness services during the period 1 July to 31 December (Table 2). Funding for these services also accounted for 22% of all funding nationally, totalling \$19.5 million for 12 months (Table 5).

Figure 6

Sex distribution - Women's services

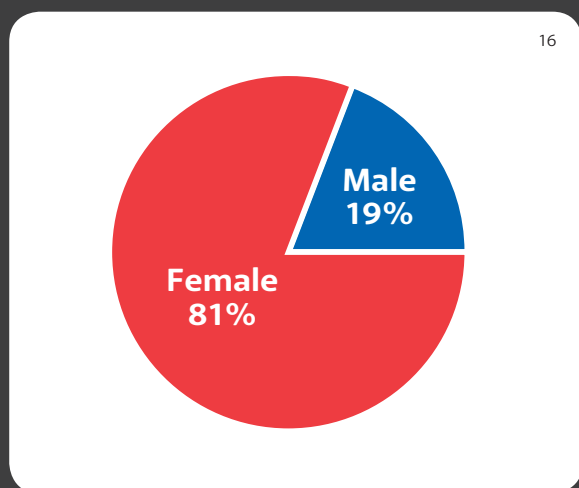
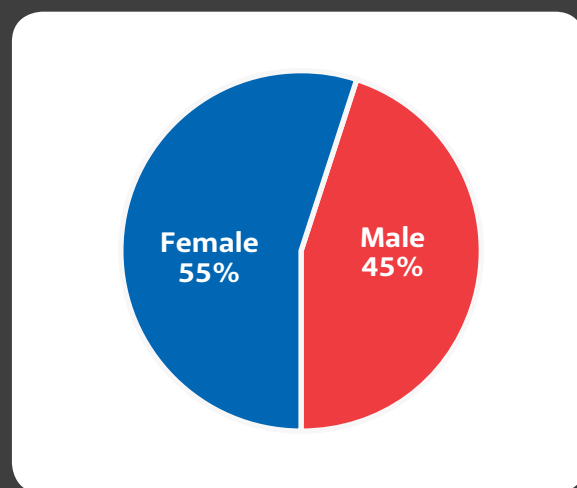


Figure 7

Sex distribution - Youth services



¹⁶ Male clients accessing women's services generally represent male accompanying children (although some women's services provide services for male perpetrators).

JANE'S STORY

Jane was referred to The Salvation Army outreach youth worker after several presentations to a local housing service for emergency housing. It was clear that Jane needed longer term housing and case management support.

Jane was a young person who had been sleeping on the floor of a one-bedroom flat with her partner and another male who owned the property. She had been a victim of physical, emotional and sexual violence.

Jane had found the courage to leave a number of times but had eventually returned to the unsafe environment when accommodation arrangements failed on each occasion. Jane was in receipt of a Disability Support Pension for mental health issues and had not been engaged in education or training.

Over a period of nine months, with intensive support from her case worker, Jane made significant progress in obtaining and maintaining

transitional accommodation, and did not return to the previous violent situation. Intense support from specialist health and psychiatric services and the commencement of counselling for drug use have all been essential to maintain Jane's new and safe accommodation.



Figure 8

Age Distribution - Women's Services

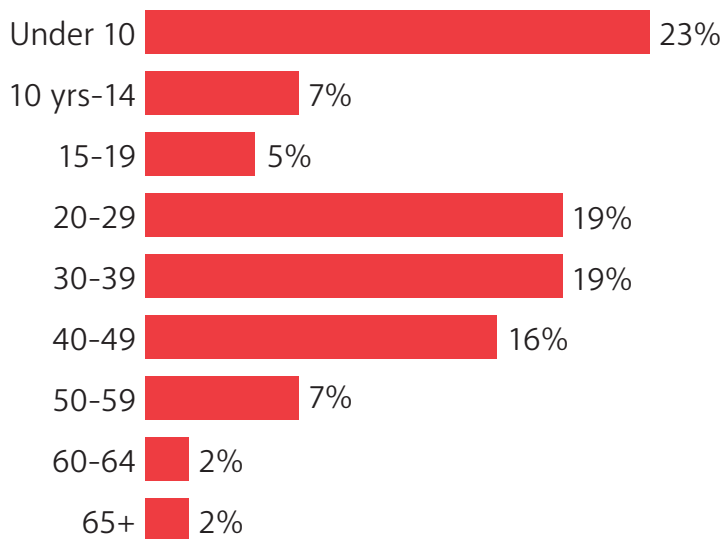


Figure 9

Proportion of clients who identify as Aboriginal and/or Torres Strait Islander - Women's Services

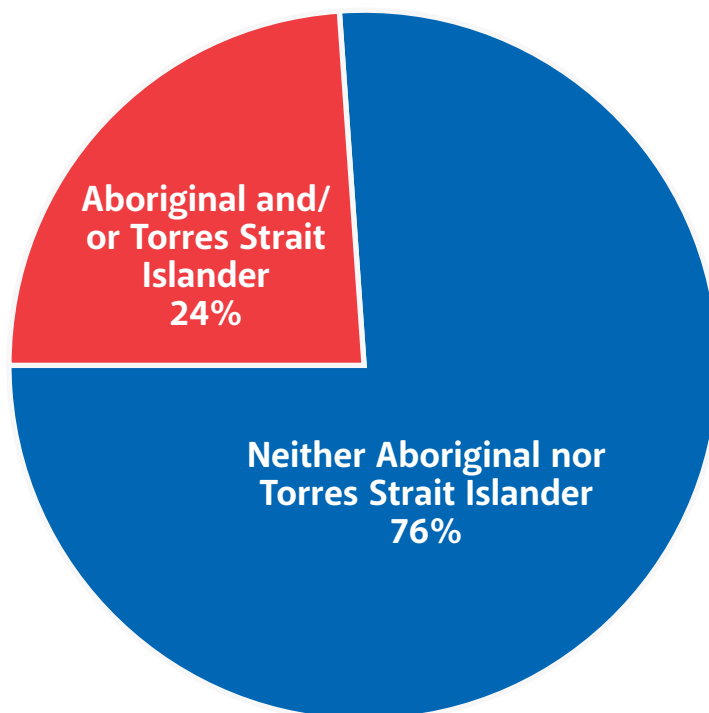


Figure 10

Age Distribution - Youth Services

17

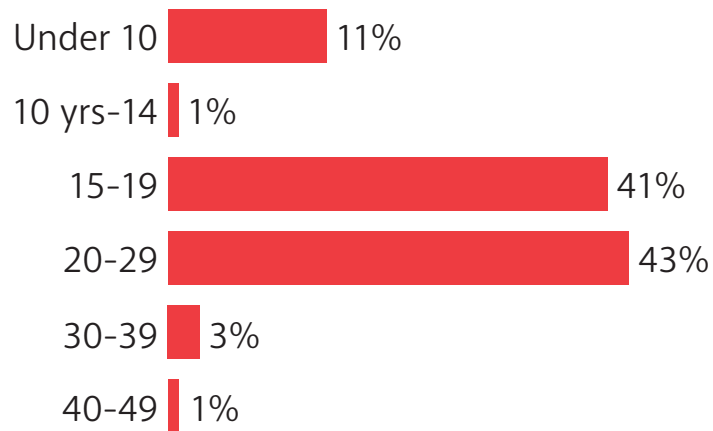
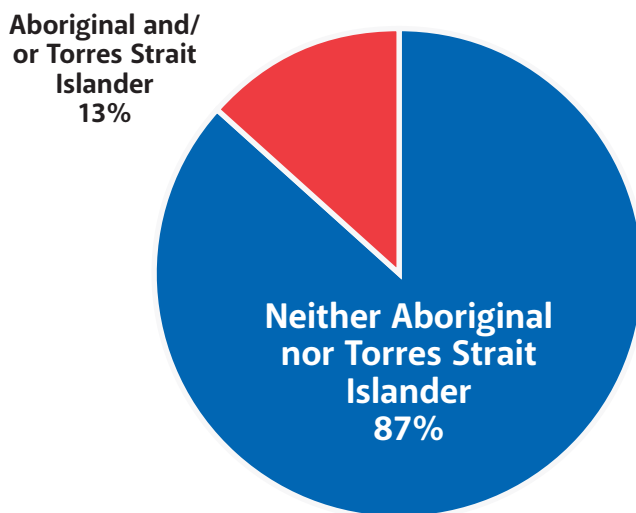


Figure 11

Proportion of clients who identify as Aboriginal and/or Torres Strait Islander - Youth Services



Youth homelessness is also a significant issue affecting the Australian community. The Salvation Army provides 40 youth homelessness services, accounting for 26% of all homelessness programs provided by The Salvation Army across Australia. Seven per cent of all clients supported by The Salvation Army during the reporting period accessed youth homelessness services (Table 2). Twenty-six per cent of all homelessness funding, totalling \$22 million for 12 months, was directed to youth homelessness services (Table 5). The relatively high funding for youth services compared to the volume of clients supported reflects the intense nature of working with vulnerable youth.

¹⁷ Clients over the age of 25 accessing youth services are likely to be parents of supported youth who may have been engaged in family reconciliation services.



Table 3. Accompanying children

	Women	Youth	General Homelessness
No. of children	1,047	388	2,782
No. of support periods for children	1,180	465	3,313

Salvation Army SHS services provided 3,313 support periods to over 2,782 children from July to December 2012 (Table 3). As seen in Figure 8 and Figure 10, a total of 30% of clients accessing women’s homelessness services and 12% of clients accessing youth services were aged under 15. This indicates that a significant proportion of clients accessing

women’s and youth homelessness services are accompanying children.

The prevalence of children at women’s homelessness services is significant with support periods provided to children by The Salvation Army accounting for 36% of all support periods provided to children. A further 14% of support periods provided

to children were through youth homelessness services. The remaining 50% of support periods for children were provided through general homelessness services, indicating that a substantial number of children accompany parents in the general homelessness services.

CLIENT NEEDS AND SUPPORT

Salvation Army homelessness services work with highly vulnerable groups of people, many of whom have multiple and complex needs. According to Salvation Army SHS data, over 20% of clients were identified as having a current mental health issue. This is consistent with the national figure of 20% for all SHS clients, but it is considered to be an overly conservative estimate due to under-reporting.

Of clients who provided information on their last permanent address 25% reporting having no permanent place to live for six months or more. A further 22% reported being without a permanent address for one to six months¹⁸.

Source of income

The source of income for clients accessing Salvation Army homelessness services indicates a high level of disadvantage. Over 80 % of Salvation Army clients¹⁹ reported receiving government income support payments, with 28% of clients on Newstart, 30% on Disability Support and 14% on Parenting Payment. A significant proportion of clients (14%) reported having no income at all (Figure 12).

¹⁸ Australian Institute of Health and Welfare. Mental Health. Available: www.aihw.gov.au/mental-health/

¹⁹ See data note 11.

Figure 12

National - Income Source

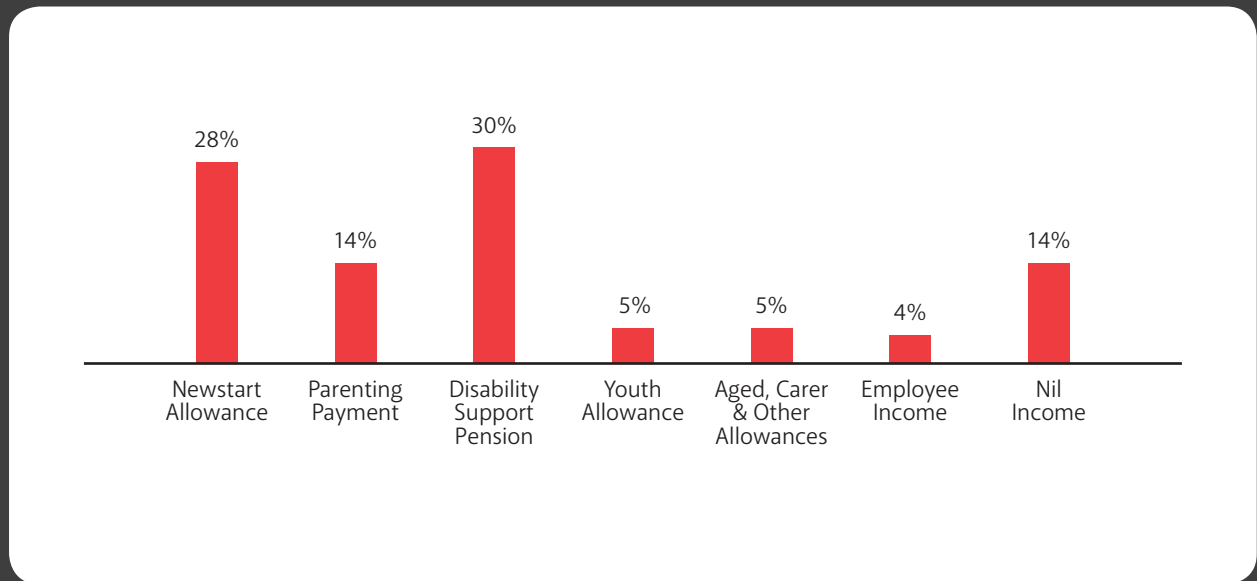
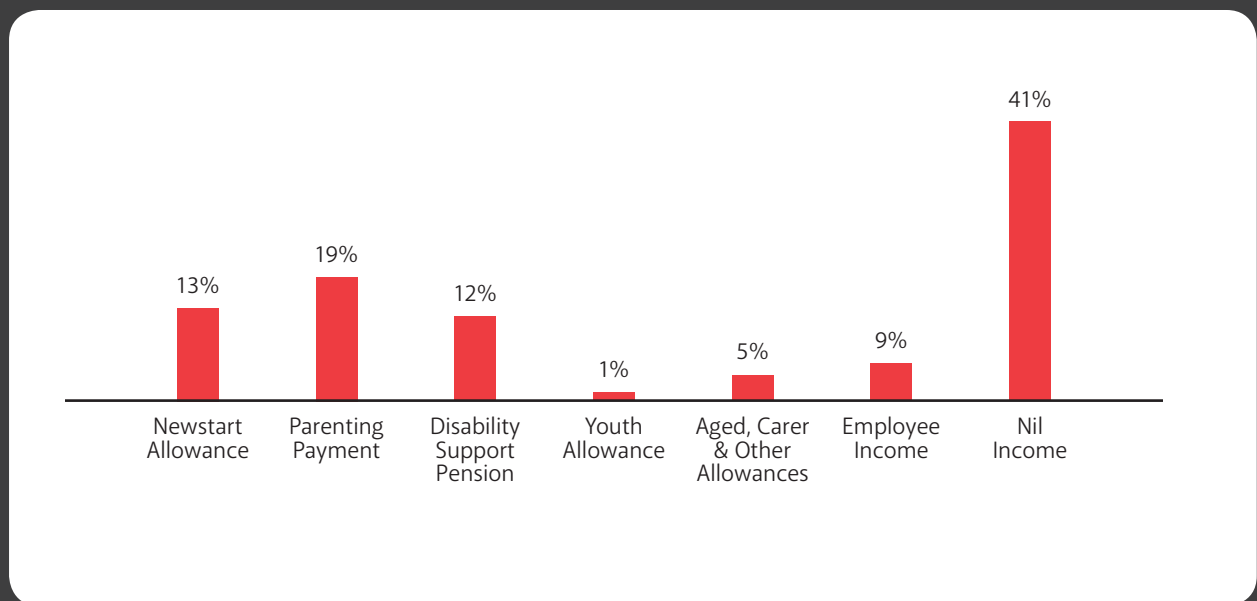


Figure 13

Income Source - Women's Services



The sources of income reported by women²⁰ demonstrate a considerable variation from the overall population of clients accessing Salvation Army homelessness services. Thirteen per cent of women presenting to homelessness services reported being

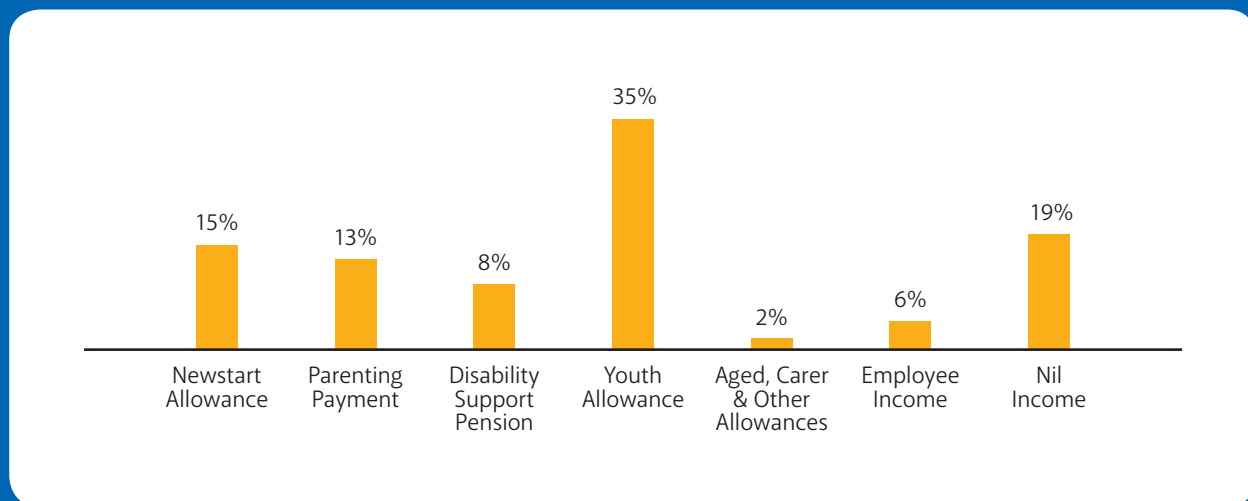
on Newstart and 12% on a range of disability payments. However, 19% receive Parenting Payment and 41% reported having no income at all (Figure 13). This data points to the vulnerability of many women who are escaping family violence and at risk of

homelessness as many of them have no income of their own to support themselves and their families when leaving an abusive relationship.

²⁰ See data note 11.

Figure 14

Income Source - Youth Services



The income source for youth²¹ also varies considerably from the total Salvation Army client population. Thirty-five per cent of youth reported being on Youth Allowance (Figure 14).

Only 15% of youth reported being on Newstart compared to 28% of the

Salvation Army's total homelessness population. It is significant that 8% of youth reported being on a Disability Support Pension, indicating a high level of risk and vulnerability of long term disadvantage and that nearly the same percentage of youth (13%) reported being on Parenting

Payments, which indicates a high proportion of youth with dependent children (Figure 14).

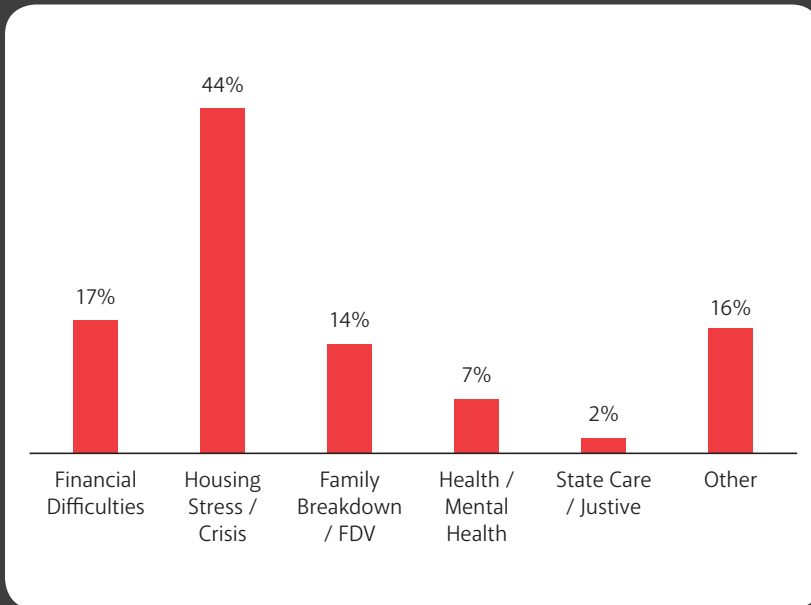
²¹ See data note 11.



MAIN PRESENTING ISSUE

Figure 15

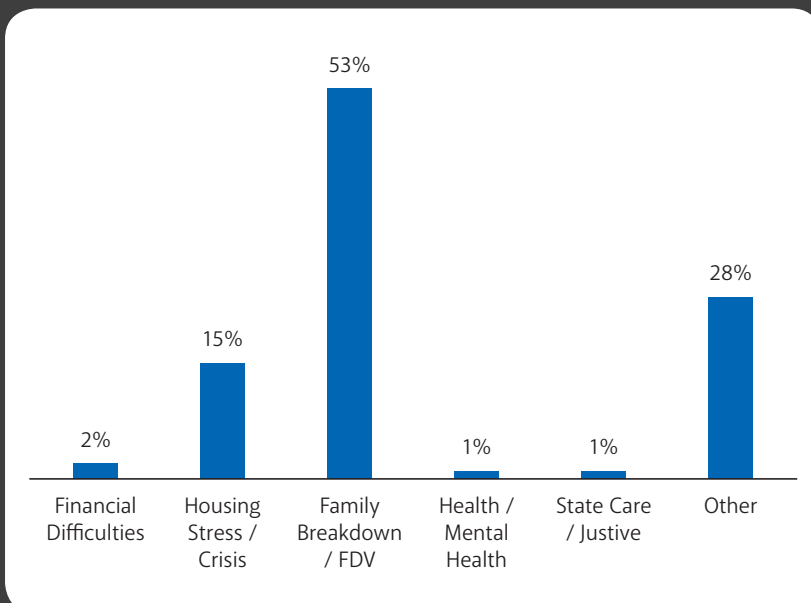
Main Presenting Issues



Housing affordability and housing crisis was reported as the main reason²² for presenting at Salvation Army SHS homelessness services by 44% of clients²³. Further, the number is significantly higher in New South Wales and South Australia where approximately 60% of clients reported housing related issues as their main reason for presenting to Salvation Army SHS homelessness services. The second most common presenting issue (17%) was financial difficulties (Figure 15). Compared to all SHS homelessness service data nationally The Salvation Army SHS data demonstrates a significantly higher rate of clients experiencing housing crisis and affordability difficulties.

Figure 16

Main Presenting Issues - Women's Services



Fifty-three per cent of women accessing Salvation Army SHS women's services reported family violence or some other family/relationship breakdown as the main reason for seeking support. This finding is consistent with other research that indicates family violence as the single most common contributing factor to women and children becoming homeless²⁴ (Figure 16).

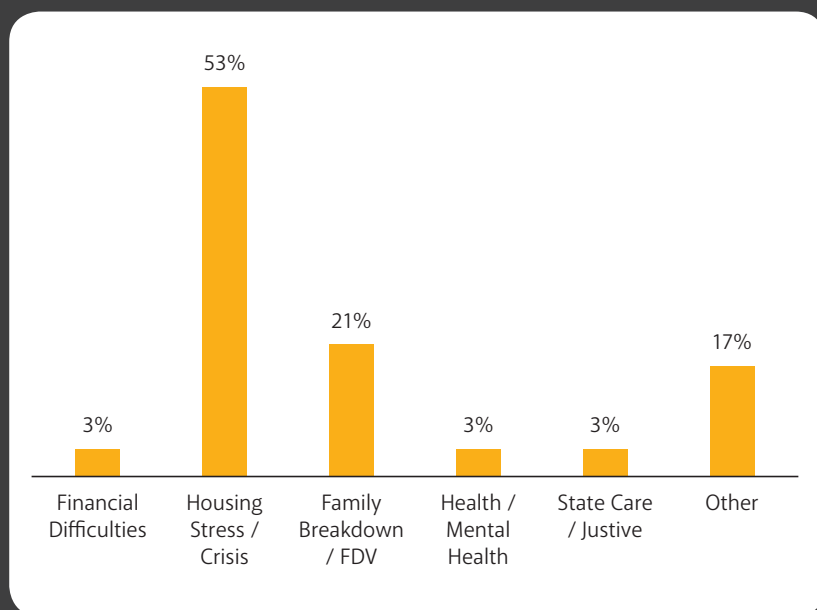
²² See data note 12.

²³ See data note 11.

²⁴ Australian Institute of Health and Welfare. *Domestic violence a major factor in homelessness among women and children*. Available: www.aihw.gov.au

Figure 17

Main Presenting Issues - Youth Services



Housing related issues were also reported as the main presenting issue for clients of youth homelessness services (53%), followed by family violence or other family/relationship breakdown (21%). Only 3% of youth accessing Salvation Army SHS youth homelessness services reported financial difficulties as the main presenting issue (Figure 17).

SUPPORT PERIODS PROVIDED

In the six months from 1 July 2012 to 31 December 2012, The Salvation Army SHS services provided a total of 30,637 support periods²⁵, including 3,313 support periods for

2,782 children (see Table 3), with the average length of support being 25 days. A quarter (26%) of the 30,637 support periods included the provision of accommodation with an

average of 38 accommodation days per support period. Length of support and accommodation provided varied across client population groups as shown in (Table 4).

Table 4. Support Periods per client group by average length and accommodation provided.

	TOTAL TSA SHS	Youth TSA SHS	Women TSA SHS	AIHW SHS ²⁶
Total Support Periods Provided	30,637	1,612	4,125	228,112
Average length of support (days)	25	68	41	65
Number of Support Periods with Accommodation	8,062	556	1,654	n/a
Average length of Accommodation (days)	38	54	50	64

The average length of support provided by The Salvation Army across the country is shorter than the

average for all SHS services. Several high volume short contact services²⁷ contribute to this.

²⁵ Support periods are occasions where clients received support as defined under AIHW definitions: Australian Institute of Health and Welfare. *Specialist Homelessness services collection*. Available www.aihw.gov.au

²⁶ Australian Institute of Health and Welfare. *Specialist homelessness services July – December 2012*. Available: www.aihw.gov.au

²⁷ See data note 13.



Financial Assistance

In addition to support and accommodation, a significant amount of financial assistance was provided to clients accessing Salvation Army homelessness services. Types of financial support vary and could include food and store vouchers, assistance with bond payments, furniture, short term emergency accommodation such as Housing Establishment Fund (HEF), establishing and maintaining tenancy or funds to assist with education, training or employment.

During the period 1 July 2012 to 31 December 2012, The Salvation Army SHS services provided over \$1.8 million in financial assistance to over 9,000 clients. This represents 15 % of the total financial assistance (almost \$12 million) distributed by all SHS services nationally²⁸. The distribution of this 15% of financial assistance by Salvation Army SHS services supported a higher percentage (30%) of clients than the national figure.

Funding of Salvation Army Homelessness Services

The Salvation Army expends nearly \$90 million on homelessness services each year²⁹. While 65% of revenue is provided by governments, the remaining 35% of funds were

Unassisted Requests for Service

Salvation Army SHS data indicates that on 8,218 occasions, individuals were not able to be assisted upon presentation.

This means that almost one in three people seeking assistance from Salvation Army SHS Services were turned away on any given day.

The main reason people were not assisted with accommodation by Salvation Army SHS services was due to a lack of resources. For clients presenting at Salvation Army SHS youth services 61% were unassisted due to the lack of available accommodation and nearly three out of four unassisted women were also turned away for this reason. While The Salvation Army endeavours to provide other assistance such as material aid and support, the significantly high rate of non-assistance due to a lack of accommodation is of particular concern to The Salvation Army.

generated internally from a range of sources including the Red Shield Appeal, philanthropic donations and other contributions such as management and client fees (Table 5).

Table 5. Salvation Army homelessness services revenue

State/Territory	Government (\$)	TSA Generated (\$)	Total (\$)	Government %	TSA Generated %
National	57,977,110	31,034,442	89,011,551	65%	35%
Women	9,818,559	9,668,489	19,487,049	50%	50%
Youth	16,792,732	6,364,746	23,157,478	73%	27%

²⁸ Australian Institute of Health and Welfare. *Specialist homelessness services July – December 2012*. Available: www.aihw.gov.au

²⁹ See data note 14.

Appendix A: Data Notes

1. These terms (social programs, services and activities) are used interchangeably, however, they indicate the presence of a unique service delivery activity (see also Data Note 10 - Homelessness Centres).
2. The reference period 1 July 2012 to 31 December 2012 was selected for this research as it provided the most current published homelessness service data (see AIHW 2012) for the purposes of contrasting Salvation Army results nationally.
3. Specialist Homelessness Services (SHS) are jointly funded by the Commonwealth and the states and territories under the National Affordable Housing Agreement (NAHA) and the National Partnership Agreement on Homelessness (NPAH). SHS services submit a standard set of client data to the Australian Institute of Health and Welfare (AIHW).
4. The Salvation Army provides a number of homelessness services that are not funded under the NAHA or NPAH and therefore are not included in the SHS reporting framework.
5. Summary financial data used in this research is for the full financial year 2012-13 (not the six-month reference period used for client data) as these results have been subject to external audit. Also see Data note 21 concerning cost centres.
6. The Australia Institute of Health and Welfare (AIHW) published results from Specialist Homelessness Services nationally for the period 1 July 2012 to 31 December 2012³⁰, which enabled some comparison of Salvation Army SHS data with national results.
7. The Salvation Army Service and Mission Information System (SAMIS) is a client management, data collection and information system used by most Salvation Army social programs, including homelessness services, across Australia. Apart from homelessness services in South Australia, who are required to use the state-based Homeless 2 Home (H2H) data collection system for its homelessness services, SAMIS is used for all Salvation Army homelessness services, including those who submit data as part of the SHS collection.
8. The Salvation Army financial system provides a central repository and management system for all financial records. Coding within the system allows service streams such as homelessness to be identified and analysed.
9. The category of general homelessness is used in this research to refer to Salvation Army homelessness services that are not categorised as women's or youth (e.g. Figure 1).
10. Homelessness centres refers to the presence of a unique SHS or SAMIS code for the purposes of data collection, which generally denotes the delivery of a unique homelessness service or activity (also see Data Note 3).
11. This reference to Salvation Army clients is taken from data measuring support periods (not actual clients), but is not expected to significantly alter the results.
12. In reporting the main presenting issue, SHS summary data provides some 27 possible reasons clients may present at services. In this research, main presenting issues have been summarised into six categories where the reasons are deemed to share common attributes (e.g. financial, housing stress/crisis etc.).
13. The Salvation Army provides several high-volume short-contact services. The short duration and high-volume nature of these support periods may affect Salvation Army data compared to national results reported by AIHW (e.g. the considerably lower average length of support days).
14. In compiling financial data for Salvation Army homelessness services, all cost centres that had a homelessness service associated with it (as identified by the criteria on page 3 of this report) have been included in these data. Due to complex funding and accounting arrangements that often include multiple funding streams and activities contained within a single cost centre, these financial results are likely to be unduly inflated with respect to the homelessness services client data reported in this research.

³⁰ Australian Institute of Health and Welfare. Specialist Homelessness Services – July-December 2012. Available: www.aihw.gov.au

The Salvation Homelessness Centres - Australia

Centre	State	Centre	State
Catherine Haven	NSW	Mary Anderson Lodge - Safe at Home	VIC
Foster House Complex	NSW	TSA The Open Door - Supported Hostel	VIC
Griffith Corps, Crisis Accommodation	NSW	TSA Sunshine Youth Housing Group	VIC
Oasis Youth Support Network - Crisis Accommodation	NSW	Crossroads Fitzroy Homeless Youth Program	VIC
Foster House Knudsen Place (IPU)	NSW	St Kilda Crisis Accommodation Centre	VIC
Leeton Corps, Crisis Accommodation	NSW	St Kilda Crisis Contact Centre	VIC
Samaritan Services - Level 1	NSW	TSA Supported Accommodation Network St Kilda (Sans)	VIC
Samaritan Services - Level 2 & Level 3 Women's & Children	NSW	TSA - TSAY Westcare	VIC
Blue Mountains Recovery Services (Hadleigh Lodge)	NSW	Crossroads - Family Housing Program Brimbank	VIC
Faith Cottage	NSW	The Salvation Army Eastcare - Hawthorn HOP Project	VIC
Oasis Youth Network Hunter - Supported Accommodation, Men	NSW	Crossroads Family Housing & Support Programs - Jacana	VIC
The Anchor	NSW	Salvation Army Horsham Family Services Rural Outreach	VIC
Foster House Community Housing Outreach	NSW	The Salvation Army - Inner South Dv Outreach	VIC
Blue Mountains Accommodation Service	NSW	The Salvation Army - Oasis Program	VIC
Foster House Inner City Integrated Services (ICIS)	NSW	Peninsula Youth and Family Services - Crisis Contact Centre	VIC
Carinya Community Housing	NSW	Peninsula Youth Transitional Support	VIC
Carinya Cottage	NSW	SESN PYFS Transition 2 Independence T21 - Empl, Education & Training	VIC
Clulow Court	NSW	SESN PYFS Transition 2 Independence T21 - Accom, Living & Life Skills	VIC
Oasis Youth Network Hunter - Supported Accom, Women & Families	NSW	The Salvation Army Eastcare-Intensive Youth Support Service	VIC
Oasis Youth Support Network Sydney - Transitional Housing (4 Centres Total)	NSW	The Salvation Army Gippscare - Domestic Violence Outreach	VIC
Samaritan Accommodation	NSW	The Salvation Army Gippscare - Cross Target	VIC
Samaritan Services - Community Housing	NSW	Salvation Army Brayton Youth Refuge	VIC
Samaritan Services - Glebe Units	NSW	Salvation Army Brayton Youth Refuge Outreach Program	VIC
Salvoconnect - Camperdown and Hamilton Accommodation Program	VIC	PYFS Supported Accom. Program - Youth Singles & Families	VIC
Salvoconnect - Family Support Services Warrnambool	VIC	TSA Young Adults Housing Program	VIC
Kardinia Women's Service - Women's Crisis Accommodation	VIC	TSA Adult Services Places Program	VIC
Salvoconnect - Adult Outreach Program - Men's	VIC	TSA Single Women's Crisis Program	VIC
Kardinia Women's Service - Youth Outreach Program	VIC	Crossroads Sunbury Family Services	VIC
The Salvation Army Eastcare-Casey Program	VIC	Kardinia Women's Service - Crisis Support	VIC
Salvation Army Karinya - Crompton Flats Youth Transitional Support	VIC	Pyfs Crisis & Support - Cross Target - High Needs	VIC
Salvation Army Karinya - Emergency Accommodation	VIC	The Salvation Army Gippscare Cross Target - Crisis	VIC
Salvation Army Family Services Horsham Emergency Accommodation	VIC	The Salvation Army Gippscare - Family Reconciliation	VIC
Salvation Army Pathways - Transitional Support	VIC	The Salvation Army Eastcare-Gateways Program	VIC
The Salvation Army Emergency Accommodation Centre - Seymour & Shepparton	VIC	The Salvation Army Eastcare- Leaving Care	VIC
Young Women's Outreach Program	VIC	Crossroads Young People Leaving Care Initiative	VIC
SASHS Western SHASP	VIC	Peninsula Youth & Family Services (Pyfs) - Yplc	VIC
SASHS Western Family Unit - AOF	VIC	SESN PYFS Transition 2 Independence T21 - Family Reconciliation	VIC
TSA Community Support & Assistance Program	VIC	Gippscare - Emergency Housing Options For Men	VIC
TSA Flagstaff Crisis Accommodation	VIC	Kardinia Women's Service - Family Violence - Barwon Intensive Case Management (Kws)	VIC
Crossroads Family Housing Program Moonee Valley	VIC	Youth Hub: Links To Education and Training (I & I) - Pyfs	VIC
Mary Anderson Lodge - the Salvation Army	VIC	St Kilda Crisis - Linkage Young People To Private Rental Market	VIC

Centre	State
Salvation Army Hume - Linkage To Private Rental Market	VIC
Salvation Army Hume - Links To Education (I & I)	VIC
The Salvation Army Eastcare - Cc Intensive Case Management Service	VIC
Crossroads Intensive Case Management	VIC
The Salvation Army Gipps - Youth Intensive Case Management	VIC
The Salvation Army Gipps - Youth Hub: Links To Education & Training	VIC
SalvoConnect SASHS IAP - Warrnambool	VIC
EastCare Hawthorn SASHS IAP Centre	VIC
SESN Gippscare IAP - Leongatha	VIC
SASHS Western IAP Centre - Sunshine	VIC
SalvoConnect Support Services - Portland - Transitional Support	VIC
COS - Melbourne Street-to-Home	VIC
Melbourne 614 - Safe Exits	VIC
Adult Services - Anchorage Hostel	VIC
Adult Services - Housing Pathways Initiative	VIC
COS - Intensive Case Management	VIC
Crisis Services - Interim Support Program	VIC
Crossroads - Hume Families Project	VIC
Crossroads Y&FS - Homeless Youth	VIC
Melbourne 614 - Road Home	VIC
SalvoConnect Mitchell Crescent Portland	VIC
SASHS Western Family Unit - ASF	VIC
SASHS Western Family Unit - SFAR	VIC
Pindari Men's Hostel	QLD
Pindari Women's Accommodation	QLD
Toowoomba Crisis Housing	QLD
Centennial Lodge	QLD
Glen Haven Crisis Accommodation	QLD
Still Waters Crisis Accommodation	QLD
Noosa Shire Crisis Housing Program	QLD
Mackay, Samaritan House	QLD
Serenity House	QLD
Bundaberg Youth Refuge & Housing	QLD
Caboolture Supported Accommodation	QLD
Centennial Lodge, Women's Program	QLD
Glen Haven - Outreach Program	QLD
Noosa Shire - Outreach Program	QLD
Pindari Men's - Outreach Program	QLD
Pindari Women's - Outreach Program	QLD
Still Waters - Outreach Program	QLD
Still Waters Medium-term Hostel	QLD

Centre	State
Adelaide Domestic Violence Crisis Accommodation Service - Bramwell House	SA
Port Augusta Generic Homelessness Service	SA
Towards Independence	SA
Inner North and North East Youth Homelessness Service	SA
Riverland Generic Homelessness Services	SA
Graceville Women's Centre	WA
Kalgoorlie-Boulder Youth Accommodation Service	WA
Karratha Women's Refuge	WA
Karratha Youth Accommodation Service - SAYOS	WA
Bunbury Emergency Accommodation	WA
Perth Bridge - Detox Centre	WA
Balga Family Accommodation Program	WA
Geraldton Family Crisis Centre	WA
Kalgoorlie-Boulder Emergency Accommodation & Referral Service	WA
Men's Homelessness Services - Murlali/Lentara Hostel	WA
Transitional Support Services 1 - Perth	WA
Onslow Safe House	WA
Perth Street-to-Home	WA
Transitional Support Services - Perth ILP	WA
SASH Tas - Supported Housing	TAS
McCombe House	TAS
Oakleigh Accommodation Service	TAS
Tasmania Reintegration of Ex-O	TAS
Hobart Street to Home	TAS
Catherine Booth House Women's Crisis Accommodation	NT
Darwin Homeless Men's Program - Sunrise	NT
Alice Springs - Towards Independence Program -	NT
Darwin - Towards Independence Program - Top End	NT
Alice Springs Men's Hostel	NT
Alice Springs Men's Hostel - Independent Living Block	NT
Darwin Red Shield Hostel	NT
Darwin Street-to-Home	NT
Emergency Accommodation Network - ACT - Belconnen	ACT

