Stream Session 3.2

Making better use of homelessness data

With
Dr Michael Fotheringham
David Spriggs
Matthew James

Facilitated by
Sarah Philips

27 - 28 March 2018, QT Hotel Canberra
Taking a person-centric approach to homelessness data

David Spriggs
CEO, Infoxchange

27 - 28 March 2018, QT Hotel Canberra
OPPORTUNITIES FOR DATA LINKAGE

Connecting data across these sectors

- Housing
- Disability
- Mental health
- Youth & families
- Ageing
- Indigenous communities

Infoxchange’s SRS client and case management system

- 3500+ services use the system Australia-wide
- 17 000+ workers use the system across the community and government sectors
- 3 million+ people have been helped via the system so far

Working with all levels of government across Australia to improve outcomes for housing, Aboriginal and Torres Strait Island communities, family violence and more
SHIP is used by more than 1300 different services across the country.

SHIP has been used to help more than 1.8 million clients since 2011.

SHIP is used by more than 7500 housing and homelessness workers in Australia.

So far in 2018 alone ...

- Nearly 400 000 case plans
- More than 19 million case notes
- Nearly 140 000 clients helped
- Over 7000 referrals sent and received
Find the help you need, right now and nearby
askizzy.org.au
Introducing Ask Izzy

Ask Izzy is a mobile website that helps people who are homeless or at risk of becoming homeless find the services they need, right now and nearby.

- Find food, shelter, health and other critical support services across Australia
- Free, location-based and anonymous
- Co-designed with people who have experienced homelessness and the services sector
Whole of community partnership

Founding partners:

INFOXCHANGE | GOOGLE | REA GROUP | NEWS CORP AUSTRALIA

Major and contributing partners:

NSW GOVERNMENT | FAMILY & COMMUNITY SERVICES | AUSTRALIAN GOVERNMENT | AUSTRALIAN INSTITUTE OF HEALTH AND WELFARE

TELSTRA | THE UNIVERSITY OF MELBOURNE | THE SALVATION ARMY | ORANGESKY

VICTORIA STATE GOVERNMENT | THE BIG ISSUE | QUEENSLAND GOVERNMENT | RURAL HOUSING NETWORK

nab foundation | swinburne | no longer the unheard voice | anchor

INFOXCHANGE | AUSTRALIAN INSTITUTE OF HEALTH AND WELFARE | SCHOOL OF GOVERNMENT
Co-design – people with lived experience

APPLICATION DESIGN
• Co-design
• User research interviews
• User testing

BRAND & MARKETING
• Brand testing
• Marketing channels
• Messaging
Launched in January 2016

“Ask Izzy is an outstanding example of everything a successful, progressive, compassionate 21st-century Australia will be; a country that is known for its innovation, for its compassion, for its love and support for those less fortunate”
– Prime Minister Malcolm Turnbull
Real people, real impact

“It allows people to have some control and power over that decision ... You’ve made the decision that you need to go to those services, not someone else assuming that for you.” – Clare
What we have learnt in the first two years

MORE THAN

870 000

SEARCHES

#1 SEARCH = FOOD

TOP FIVE SEARCHES

- FOOD: 26%
- HOUSING: 23%
- MONEY: 13%
- HELP: 11%
- EVERYDAY THINGS: 4%

Number of searches

Count

< 100
< 500
< 1000
> 1000

INFOXCHANGE
Australian Institute of Health and Welfare
School of Government
What we have learnt in the first two years

Biggest increases in daily demand in the last 12 months

- Food: 259%
- Money help: 163%
- Support & counselling: 119%

Top search terms within Ask Izzy

- Housing
- Food
- Emergency
- Vouchers
- Homelessness
- Domestic violence
- Mental health

Infoxchange
Australian Institute of Health and Welfare
School of Government
Deep dive – housing

**GENDER**

- Female: 39%
- Male: 54%
- Neither/Both/Something Else: 7%

**AGE**

- 65+: 2%
- 55-64: 6%
- 40-54: 22%
- 27-39: 35%
- 18-26: 25%
- < 18: 10%

**WHO IS SEARCHING?**

- Escaping Family Violence: 17%
- Family With Children: 16%
- Aboriginal or Torres Strait Islander: 13%
- Mental or Emotional Difficulties: 10%
- Have a Disability: 8%

*Based on people who chose to identify*
Ask Izzy open data platform – coming in 2018

Better match services with demand

• Provides a holistic view of supply and demand for homelessness services incorporating food, shelter, health and other support services

• Helps inform service providers and policymakers by identifying service gaps and providing actionable insights to better target services

• Supports a shift towards a more real-time and predictive view of service demand to improve outcomes for people in need
Co-design with the sector

STAKEHOLDER ENGAGEMENT

WE HELD

Co-design workshops
In-depth interviews
Across Australia

WE SPOKE TO

52 stakeholders from over 35 organisations
(local, state and federal governments, a raft of community service organisations and the academic sector)
Combining data from Ask Izzy, ABS, AIHW
Any questions?

David Spriggs, CEO Infoxchange
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www.infoxchange.org/askizzy
Making better use of homelessness data

Matthew James
Deputy Director
Australian Institute of Health and Welfare

27 - 28 March 2018, QT Hotel Canberra
Outline

• Data sources for Homelessness data
• The Specialist Homelessness Services Collection (SHSC)
• Latest findings from the SHSC in 2016–17 – a single year of data
• 2016 Census homelessness estimates
• SHSC multi-year data set
• Rough Sleepers: service provision patterns and client journeys
• Public housing and the homeless
• Linkage projects using SHSC data
• Future projects using homelessness data
Main homelessness data collections in Australia

• Census
  – Prevalence estimate, collected every 5 years
  – Latest estimate, 116,427 people homeless in 2016

• Journeys Home (2011–2014)
  – Survey data (1,700 people)
  – Longitudinal survey (6 waves over 2.5 years)

• Specialist homelessness services collection (SHSC)
  – Administrative data, collected monthly
  – Measures events (flows into and out of homelessness)
  – Multi-year data set; began in 2011–12
Latest findings from the SHSC, 2016–17

• 1 in 84 Australians were assisted by SHS agencies (288,000 clients)
• 56% at risk of homelessness
• 44% homeless
• 6 in 10 were female
• 1 in 4 were Indigenous
• 4 in 10 were experiencing domestic and family violence
• Clients housed, but at risk of homelessness: agencies assisted 9 in 10 clients to maintain housing
• Clients homeless: agencies assisted 4 in 10 into housing

Specialist homelessness agencies and clients, 2016–17
Characteristics of SHSC clients, 2016–17
Clients identified with problematic drug and/or alcohol use

- 27,000 (9%) of SHS clients were identified with problematic drug and/or alcohol use
- 4 in 5 (79%) clients were also facing additional challenges
- The majority of clients with problematic drug and/or alcohol use also reported mental health issues

Source: SHSC 2016–17
SHS clients homeless or at risk of homelessness, by sex, 2011–12 to 2016–17

Source: SHSC 2011–12 to 2016–17
SHS clients homeless or at risk of homelessness, by age and sex, 2016–17

### Male clients

<table>
<thead>
<tr>
<th>Age group (years)</th>
<th>Male clients, homeless and at risk</th>
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<tbody>
<tr>
<td>65+</td>
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<td>60-64</td>
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### Female clients

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<th>Age group (years)</th>
<th>Female clients, homeless and at risk</th>
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<td>65+</td>
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<td>60-64</td>
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Source: SHSC 2016–17
# 2016 Census homelessness estimates

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<thead>
<tr>
<th>Australia: rate of homeless persons by SA2</th>
<th>Sydney: rate of homeless persons by SA2</th>
</tr>
</thead>
</table>

Source: Australian Bureau of Statistics
All clients, and clients accommodated each day by specialist homelessness agencies, 2016–17

Source: SHSC 2016–17
Cohort analysis of adult homeless and at risk clients: patterns of service use, 2011–12 to 2014–15

Source: SHSC 2011–12 to 2014–15
Cohort includes adults (18 and over) and young people presenting alone aged 15–17
Percentages may not add due to rounding
At risk and homeless adult clients: cohort entering SHS services in 2011–12

At risk and homeless clients, by sex

At risk and homeless clients, by Indigenous status

Source: SHSC 2011–12 to 2014–15
Cohort includes adults (18 and over) and young people presenting alone aged 15–17
Rough sleepers: cohort analysis by service provision

Source: SHSC 2011–12 to 2014–15
Cohort includes adults (18 and over) and young people presenting alone aged 15–17
Rough sleeper, persistent service users, are similar to the general rough sleeper population.

Source: SHSC 2011–12 to 2014–15
Male and female rough sleeper, persistent service users have distinct characteristics:

- **Female rough sleepers are:**
  - about 4 times more likely than males to have experienced family/domestic violence
  - 11 times more likely to present as a single parent with child(ren)

- **Male rough sleepers are:**
  - 1.8 times more likely to present alone
  - 1.9 times more likely to be aged over 50

Source: SHSC 2011–12 to 2014–15
New public housing allocations, 2003–4 to 2016–17

Number of newly assisted greatest need and other households in public housing, 2003–04 to 2016–17

Source: AIHW National Housing Data Repository
Newly allocated public housing to homeless households, 2011–12 to 2016–17

New PH allocations to homeless households (per cent), 2011–12 to 2016–17

Source: AIHW National Housing Data Repository
Data Linkage:
Exploring drug treatment and homelessness in Australia:
1 July 2011 to 30 June 2014

Source: SHSC 2011–12 to 2013–14
AODTS NMDS 2012–13 to 2013–14
Data Linkage:
Vulnerable young people: interactions across homelessness, youth justice and child protection

<table>
<thead>
<tr>
<th>Characteristic</th>
<th>SHS–CP</th>
<th>SHS–YJ</th>
<th>SHS–CP–YJ</th>
</tr>
</thead>
<tbody>
<tr>
<td>Indigenous Australian</td>
<td>33%</td>
<td>39%</td>
<td>25%</td>
</tr>
<tr>
<td>Experiencing mental health issue</td>
<td>26%</td>
<td>39%</td>
<td>42%</td>
</tr>
<tr>
<td>Experiencing domestic and family violence</td>
<td>54%</td>
<td>34%</td>
<td>38%</td>
</tr>
<tr>
<td>Need accommodation</td>
<td>66%</td>
<td>80%</td>
<td>73%</td>
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<tr>
<td>Average number of SHS support periods</td>
<td>2.6</td>
<td>3.5</td>
<td>4.0</td>
</tr>
<tr>
<td>Experience repeat episodes of homelessness</td>
<td>6%</td>
<td>15%</td>
<td>17%</td>
</tr>
<tr>
<td>End SHS support sleeping rough</td>
<td>3%</td>
<td>6%</td>
<td>5%</td>
</tr>
<tr>
<td>End SHS support homeless</td>
<td>32%</td>
<td>50%</td>
<td>43%</td>
</tr>
<tr>
<td>End SHS support housed</td>
<td>68%</td>
<td>50%</td>
<td>57%</td>
</tr>
</tbody>
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Source: SHSC 2011–12 to 2013–14
Child Protection NMDS 2013–14
Juvenile Justice NMDS 2011–12 to 2013–14
Future projects using homelessness data

• Regional data:
  – SHSC client analysis
  – Ask Izzy big data project

• New SHSC ‘flags’:
  – Australian defence force indicator
  – National disability scheme participants (NDIS)
  – Culturally and linguistically diverse (CALD) clients

• Linkage opportunities:
  – Income support (e.g. Commonwealth rent assistance)
  – Social housing and SHSC
  – Census homelessness estimates and SHSC data
  – Health data