

Question on Notice

No. 27

Asked on Tuesday, 18 February 2025

MS M SCANLON ASKED THE MINISTER FOR HOUSING AND PUBLIC WORKS AND MINISTER FOR YOUTH (HON S O'CONNOR)—

QUESTION:

Will the Minister advise (a) how many calls were made to the Homeless Hotline from October 2024 to January 2025 (inclusive), (in table format, reported separately by month and number of calls) and (b) how many of those people were offered and given accommodation or housing?

ANSWER:

Month	Homelessness Hotline calls	New households assisted with Short-Term Temporary Accommodation*
October 2024	2,992	1,916
November 2024	2,772	1,434
December 2024	3,111	969
January 2025	3,309	1,245

As the Member for Gaven will be aware, the Homeless Hotline is an information and referral service that supports individuals who are homeless or at risk of homelessness. It offers referrals for accommodation, travel, healthcare, legal assistance, counselling, and other support services and does not hold data on the outcome of the referral, which is undertaken by other organisations, such as Specialist Homelessness Services.

For this reason, and noting that not all calls are seeking accommodation, the Department of Housing and Public Works is unable to provide data of people who were offered and given accommodation or housing after calling the Homeless Hotline.

However, the department can provide data on households who have been assisted with Short-Term Temporary Accommodation over the period of October 2024 and January 2025, noting that some of these households would have been connected to Short-Term Temporary Accommodation support services via the Homelessness Hotline.

*Note data is current as of 20 March 2025, and subject to change based on lead and lag reporting via various data sources and SHS reporting requirements.