

# **Income status of homeless people in SAAP 1999–2001**

**Australia**

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# **Income status of homeless people in SAAP 1999–2001**

**Australia**

Australian Institute of Health and Welfare  
Canberra

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# Preface

This is a special report by the Supported Accommodation Assistance Program (SAAP) National Data Collection Agency (NDCA) on the income status of clients assisted at SAAP agencies. The report utilises data from the SAAP ongoing Client Collection and the Income Issues Collection 5 May to 30 June 2000. The collection focuses on those SAAP clients with no source of income, the reasons some clients have no income, and also those clients receiving government income support payments before SAAP support. The income status of women escaping domestic violence, young people and migrant SAAP clients is a particular focus of this report. The report also presents background information on the wider Australian government income support system.

The data collection could not have been undertaken without the cooperation and contributions of SAAP service providers and clients. Their vital role is acknowledged. The data collection has also been assisted by the productive and cooperative partnership between the SAAP NDCA, managed by the Australian Institute of Health and Welfare, SAAP agencies, and the Data and Research Advisory Committee (DRAC, now the SAAP Data Subcommittee) which comprises government, community and expert representatives. After consultations with peak organisations about items for inclusion, the DRAC provided advice to the NDCA and an appropriate questionnaire was designed in consultation with the DRAC income issues working group. The SAAP Coordination and Development Committee (CAD), responsible for the national direction of the SAAP program, has provided valuable support and encouragement to the SAAP NDCA.

The key to producing this report has been the willingness of agencies to collect and provide data to the NDCA, knowing that any information provided by clients is protected by the strict confidentiality provisions of the *Australian Institute of Health and Welfare Act 1987*.

This is the first attempt to undertake a study of the income status and circumstances of SAAP clients. We are confident that we can further improve the quality of the information provided to help policy makers and the community better understand and provide for the needs of those who are homeless or at risk of being so. The publication of this report is one more step towards this goal.

Dr Richard Madden  
Australian Institute of  
Health and Welfare

SAAP Coordination and  
Development  
Committee

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# Abbreviations and symbols

## Abbreviations

ABS	Australian Bureau of Statistics
AIHW	Australian Institute of Health and Welfare
CAP	Crisis Accommodation Program
CACH	Commonwealth Advisory Committee on Homelessness
CDEP	Commonwealth Development Employment Projects
DRAC	Data and Research Advisory Committee (now SAAP Data Subcommittee)
DVA	Department of Veterans' Affairs
FaCS	Department of Family and Community Services
NDC	National Data Collection
NDCA	National Data Collection Agency
pf	per fortnight
SAAP	Supported Accommodation Assistance Program

## Symbols

..	When used in a table, means not applicable
–	When used in a table, means nil or rounded to zero (including null cells)

# Glossary

<b>Accompanying child</b>	A person aged under 18 years who receives <i>support</i> or <i>supported accommodation</i> from a SAAP agency and whose parent or guardian is a client of the same agency.
<b>Agency</b>	An organisation or establishment that receives a specified amount of SAAP funds to provide services.
<b>Alpha code</b>	A predetermined combination of letters from a client's name, together with a letter designating the client's gender. A 'valid alpha code' is a legitimate alpha code joined to the client's reported year of birth and encrypted to create a unique client indicator. This is used to combine data from more than one <i>support period</i> without requiring the actual name of the client to be recorded.
<b>Case</b>	A <i>support period</i> provided to a SAAP <i>client</i> . The terms <i>case</i> and <i>support period</i> are used interchangeably in this report.
<b>Client</b>	A person aged 18 years or older, or a person of any age not accompanied by a parent or guardian, who: <ul style="list-style-type: none"><li>• receives support or assistance from a SAAP agency which entails generally one hour or more of a worker's time, either with that client directly or on behalf of that client, on a given day; or</li><li>• is accommodated by a SAAP agency; or</li><li>• enters into an <i>ongoing support relationship</i> with a SAAP agency.</li></ul>
<b>Closed support period</b>	A <i>support period</i> that had finished before the end of the reporting period – 30 June.
<b>English proficiency group 1 countries</b>	Canada, Ireland, New Zealand, South Africa, the United Kingdom, and the United States of America.
<b>English proficiency group 2-4 countries</b>	Countries, excluding Australia, that are not included in <i>English proficiency group 1 countries</i> .
<b>Homeless person</b>	A person who does not have access to safe, secure and adequate housing. A person is considered not to have access to safe, secure and adequate housing if the only housing to which the person has access: <ul style="list-style-type: none"><li>• damages, or is likely to damage, the person's health; or</li><li>• threatens the person's safety; or</li><li>• marginalises the person through failing to provide access to:<ul style="list-style-type: none"><li>– adequate personal amenities; or</li></ul></li></ul>



– the economic and social supports that a home normally affords; or

- places the person in circumstances which threaten or adversely affect the adequacy, safety, security and affordability of that housing; or
- has no security of tenure; that is, the person has no legal right to continued occupation of their home.

A person is also considered homeless if he or she is living in accommodation provided by a SAAP agency or some other form of emergency accommodation.

**Indigenous status**

A person who: is of Aboriginal or Torres Strait Island descent; and identifies as an Aboriginal or Torres Strait Islander; and is accepted as such by the community in which he or she lives.

**Occasion of support**

see *Support period*.

**Ongoing support relationship**

A relationship between a SAAP *agency* and a person whereby some assistance has been provided to that person and it is agreed that future contact will occur between the person and the agency for the purpose of providing additional assistance.

An invitation to return to the agency if the need arises does not constitute an ongoing support relationship.

This definition is used to establish whether a person is considered a *client* for the purposes of the National Data Collection.

**Record**

A unit of analysis. In any particular situation, it can refer to a *client*, an *occasion of support*, and so on.

**Referral**

For the purposes of the National Data Collection, a formal referral process—not simply the provision of information. A (formal) referral occurs when a SAAP *agency* contacts another agency and that agency accepts the person concerned for an appointment or interview. A referral has not been provided if the person is not accepted for an appointment or interview.

**Support**

Assistance, other than *supported accommodation*, provided to a *client* as part of an *ongoing support relationship* between a SAAP *agency* and the client. For the purposes of the National Data Collection, support also includes contact with, or work on behalf of, a client for generally more than one hour on a given day. Support may be provided to the client individually or in group sessions.

**Support period**

An occasion of support provided to a SAAP *client*. A support period commences when a client begins to receive support from a SAAP *agency*. The support period is considered to finish when:

- the client ends the relationship with the agency; or
- the agency ends the relationship with the client.

If it is not clear whether the agency or the client has ended the relationship, the support period is assumed to have ended if no assistance has been provided to the client for a period of one month. In such a case, the date the support period ended is one month after the last contact with the client.

**Supported accommodation**

Accommodation paid for or provided directly by a SAAP *agency*. The accommodation may be provided at the agency or may be purchased using SAAP funds – at a motel, for example.

**Young client (or young person)**

A client aged under 25 years at the commencement of support.

# Highlights

This report highlights the fact that income issues are a significant problem for clients of the Supported Accommodation Assistance Program (SAAP). Homeless people or those at risk of becoming homeless who access SAAP services consistently report financial difficulty as one of the main reasons for seeking assistance. The link between income status and homelessness exists primarily in the adequacy of an individual's income to obtain safe, affordable accommodation with security of tenure. Further, the financial difficulties of some population groups and their ineligibility for government income support may place them at greater risk of being homeless than other groups.

In an attempt to identify the prevailing income circumstances and pathways that may lead a person to request SAAP assistance, the data presented in this report relate to client circumstances *before* support for the Income Issues Collection and *before* and *after* support for the Client Collection.

## Client Collection 1999–00

- The most common reason for seeking assistance was financial difficulty (39% of cases) (AIHW 2001b: 348).
- In 8% of support periods clients reported having no income, while in 1% of cases clients were registered for or awaiting receipt of a government payment (Table 2.1).
- No income was reported in a much higher proportion of support periods to clients born overseas in non-English speaking countries (14% of support periods) compared with clients born in English proficiency group 1 countries (8%), Australian-born clients (8%) and Indigenous Australian clients (6%) (Table 2.1).
- A much higher proportion of support periods to male clients were to those in receipt of Newstart Allowance (37%) compared with females (15%) (Table 2.3).

## Income Issues Collection 2000

- Fifty-one per cent of clients on Youth Allowance sought assistance because of housing and accommodation problems (Table 3.3).
- The most common reasons reported for having no income source were that clients were ineligible for a government payment or their application for a government payment had been rejected (35% of support periods) (Table 3.6).
- The average length of time clients reported being without an income source was 76 days, or approximately two and a half months (Table 3.6).
- In 17% of support periods SAAP clients were receiving a part government allowance. Repayment of loans (44%) and Centrelink debts (20%) were reported as the main reasons for receiving a part allowance across all income support payment types (Tables 3.4, 3.5).
- In cases where clients reported having no income, relationship or family breakdown was most frequently given as the main reason for seeking assistance (31%) (Table 3.3).

### **Income status of overseas-born SAAP clients, young SAAP clients and women escaping domestic violence**

- Clients born overseas made up approximately one-third of all support periods provided to those with no income (Table 4.3).
- The proportion of young people with no income decreased from 14% before support to 8% after support (Table 5.2).
- Seventeen per cent of women escaping domestic violence identified as having been born in an English proficiency group 2-4 country (predominantly non-English speaking countries) (Table 6.2).

### **Income status of SAAP clients across the period 1996-97 to 2000-01**

- There has been a reduction in the proportion of support periods provided to clients with the following sources of income: Youth Allowance, Disability Support Pension, Austudy/Abstudy, and Other government payments (Chapter 7).
- Increases in support periods have occurred in the following categories: no income, Newstart Allowance and Parenting Payment.
- Newstart Allowance is now the most common income category for SAAP clients (20% in 2000-01 compared to 13% in 1996-97).
- Clients in English proficiency groups 2-4 were more likely to be receiving no income (14% across 5 years) than other client groups (Tables 7.6-7.10).
- Domestic violence was the single most common main reason for seeking assistance, over 20% in each of the 5 years (Tables 7.11-7.15).
- Approximately one-quarter of those with no income cited relationship or family breakdown as the main reason for seeking assistance in each of the 5-year reporting periods.

# Other key findings

## Client Collection 1999–00

- Government income support was reported in 86% of support periods as the primary source of income for clients before SAAP support (Table 2.2).
- The Australian Capital Territory (12%) and Queensland (9%) reported the greatest proportion of support periods where clients had no income (Table 2.2).
- Newstart Allowance was the most common form of government payment across all jurisdictions, ranging from 33% of clients in the Northern Territory to 23% in South Australia (Table 2.2).
- The greatest fluctuations in government payments across the States and Territories can be seen for Parenting Payment and for the Disability Support Pension. Parenting Payment varied between 24% of support periods in Western Australia and 12% in New South Wales and the Australian Capital Territory. Disability Support Pension varied between 26% in New South Wales and 11% in Western Australia and the Northern Territory (Table 2.2).
- Indigenous Australians most commonly reported receiving a Parenting Payment (30% of support periods) and Newstart Allowance (26%) (Table 2.1).
- Australian-born non-Indigenous clients and clients born overseas in English proficiency group 1 countries most often reported receiving Newstart (27% and 28% respectively) and the Disability Support Pension (20% and 24% respectively) (Table 2.1).
- The largest proportions of support periods for clients with no income were for those clients aged under 15 years (85%) and 15–17 years (30%) (Table 2.3).
- The Disability Support Pension was reported as the primary income source for 9% of females and 28% of males (Table 2.3).
- Female clients more frequently reported receiving a Parenting Payment (34% of support periods), than did males (1%) (Table 2.3).
- Of all closed support periods, the proportion of clients with no income dropped marginally, from 8% before support to 7% after, as did the proportion of clients receiving Newstart (from 27% to 23%) and the Disability Support Pension (from 19% to 15%) (Table 2.6).
- Clients whose primary income source was wages, salary or own business increased slightly from 5% to 6%. The proportion of support periods in which clients were receiving Youth Allowance (from 11% before support to 14% after support) and Parenting Payment (from 19% to 24%) also increased (Table 2.6).

## Income Issues Collection 2000

- Clients in receipt of Family-related payments most commonly reported sexual, physical, emotional abuse and domestic violence as the main reason for seeking assistance (47%) (Table 3.3).
- Financial difficulty was given as the main reason more often in support periods to clients on Newstart (26%) and the Disability Support Pension (24%) (Table 3.3).

- Of clients whose primary income source was Youth Allowance, 24% received a part allowance (Table 3.4).
- Clients who reported having no income source were of foremost importance to the Income Issues Collection. The results show that in 12% of support periods clients had no income (Table 3.3).
- In more than half of support periods where clients were ineligible for government payments, the reason for ineligibility was their age (56%) (Table 3.8).
- In 52% of support periods, agencies had a usual daily fee, while in only 29% of support periods clients made a financial contribution (Tables 3.10a, 3.10b).
- Interestingly, as the expected fee increased so did the proportion of support periods in which clients paid the increased amount (Table 3.11). For example, in 36% of support periods clients expected to pay \$1–\$5 did so; in 59% of support periods, clients expected to pay \$11–\$15 did so; and in 62% of cases, clients expected to pay \$16 or more did so.

### **Income status of overseas-born SAAP clients, young clients and clients escaping domestic violence**

- Overseas-born SAAP clients most commonly reported Other payments (27%) or wages, salary or their own business (26%) as their primary source of income (Table 4.3).
- Two per cent of support periods were provided to clients who were not Australian citizens or permanent residents (Table 4.4).
- Thirty per cent of young clients aged 20–24 years and 3% aged under 15 reported receiving a Parenting Payment (Table 5.2).
- The proportion of clients receiving Youth Allowance increased after support (from 33% to 36%), as did those on Parenting Payment (from 18% to 20%) and those earning a wage, salary or owning their own business (from 3% to 6%) (Table 5.2).
- There was a slight reduction in the proportion of support periods to young people receiving Newstart Allowance after support (from 18% to 17%) (Table 5.2).
- For women escaping domestic violence, the majority of support periods were provided to women receiving a Family payment (including Parenting Payment, Family Allowance and Special Benefit) or some form of allowance from parents or guardians (55%) (Table 6.3).
- Twelve per cent of women escaping domestic violence reported having no income or being registered and awaiting receipt of a benefit (Table 6.3).
- In 15% of SAAP support periods, clients identified themselves as Indigenous Australians in 1999–00 (compared with 2% of the Australian population) (Table 2.1). In comparison, 21% of women escaping domestic violence identified as being of Indigenous origin (Table 6.2).

### **Changes 1996–2001**

- For male clients aged 20–24 years and 25–44 years, Newstart Allowance was the most common primary source of income across the 5 years.
- The Disability Support Pension remained the most common primary source of income for males aged 45–64 years.

- Clients aged 65 years and over more often reported Other payments as their primary source of income, largely attributable to the Age Pension being included in the Other payment category, although the proportion decreased slightly across the period.
- Female clients aged 20–24 years and 25–44 years most often reported the Parenting Payment as their primary source of income. Across the 5 years this remained relatively constant.
- The proportion of support periods to Indigenous clients who had no income decreased from 8% in 1996–97 to 5% in 2000–01. The proportion of Indigenous clients in receipt of a Parenting Payment was considerably higher across all 5 years (from 28% in 1996–97 to 26% in 2000–01) than the national average (which ranged between 15% and 17%).
- The proportion of support periods provided to Australian-born non-Indigenous clients with no income declined slightly, from 9% in 1996–97 to 8% in 2000–01, while Newstart Allowance increased from 14% in 1996–97 to 27% in 2000–01.
- The proportion of support periods to clients born overseas in English proficiency group 1 countries who reported having no income remained constant at 9% across the 5-year period. Those receiving a Disability Support Pension decreased from 32% to 24%.
- Financial difficulty was the most common reason for seeking assistance for those on Newstart Allowance (over 21 years) in all 5 years.





# 1 Income status, SAAP clients and homelessness

Homelessness or the risk of becoming homeless is often attributed to a variety of factors. A complex interplay of individual circumstances (such as physical and mental health, substance abuse, legal issues, family or relationship breakdown) and structural factors (such as unemployment, high housing costs) may contribute to the likelihood of a person experiencing homelessness. It is often the structural factors, such as poverty, unemployment and an inadequate supply of affordable housing, that are most commonly identified as fundamentally linked to the issue of homelessness (CACH 2001). An adequate income is among the most basic of structural needs. Within the Supported Accommodation Assistance Program (SAAP), homeless clients or those at risk of becoming homeless consistently report financial difficulty as one of the main reasons for seeking assistance.

This report analyses the income circumstances of the SAAP population using data collected in the Income Issues Collection 2000 and the Client Collection 1999–00 (refer to Appendix 1 and Appendix 2 for an outline of the National Data Collection and Income Issues Collection). It concludes with time-series analysis from the Client Collection 1996–97 to 2000–01. This chapter contains a brief discussion of the Australian system of income support and payment structures. In addition, the circumstances of the population groups in this study—people born overseas, youth and women escaping domestic violence—are described with regard to SAAP and the wider welfare system. The report relies in part on the Client Collection data, as data from the Income Issues Collection were of variable quality. Chapter 2 discusses the income circumstances of clients from the Client Collection. Chapter 3 provides details of SAAP agency participation and the completeness of the data collected in the Income Issues Collection during 5 May to 30 June 2000. Chapter 3 also discusses the income circumstances of clients receiving government payments and clients with no income source. Chapters 4, 5 and 6 outline the income circumstances of migrant clients, young people, and women escaping domestic violence, respectively. Finally, Chapter 7 provides data on changes in the income status of SAAP clients over time, from 1996–97 to 2000–01.

## 1.1 Income status within SAAP

There is a wide range of payment categories within the Australian system of income support. While there is a degree of uniformity across payment rates and eligibility criteria, the system has become more complex in the last decade (FaCS 2000:1). In recent years, several payments have undergone changes in terms of target group and entitlements. The SAAP Data Research and Advisory Committee (DRAC, now the SAAP Data Sub-committee), in conjunction with peak bodies and service providers, identified that these changes had the potential to affect the level and frequency of support required by some of the larger SAAP sub-populations. In September 1999 the DRAC commissioned the SAAP NDCA to investigate the income circumstances of SAAP clients. The Income Issues Collection working group sought to focus the collection on the sub-set of SAAP clients that had no income or very limited income upon accessing services. These clients were identified as migrants, young people and women escaping domestic violence. Young people have been identified as being at high risk of having no or very low income due to family circumstances and regulations restricting

entitlements to income support. The risk of homelessness is also elevated for women and children escaping domestic violence who may find themselves without accommodation and an income source when fleeing their prior circumstances. Migrants were identified as a group for investigation because of the 2-year waiting period policy for recently arrived migrants before they can access government payments and services, introduced in 1997. As such, the number of newly arrived migrants accessing SAAP services had the potential to increase due to the particular problems of residential status restricting migrant peoples entry into the labour market as well as the issue of restricting government income support. Concerns about the potential for cost shifting between the Commonwealth and State and Territory SAAP funding departments as a consequence of withholding income support to newly arrived migrants also highlighted migrants as a group of special interest.

There are several other Commonwealth income support policies that have been identified as having the potential to affect SAAP clients in addition to the 2-year waiting period for newly arrived migrants mentioned above. The introduction in 1998 of mutual obligation requirements, is also a policy of concern to the SAAP sector. The Department of Family and Community Services (FaCS) is currently researching how mutual obligation requirements have affected homeless people. However, the Commonwealth Advisory Committee on Homelessness (CACH) 2001 consultation paper suggested that the particular problems faced by homeless people are not always taken into account when mutual obligation arrangements are worked out or when breaches are penalised (CACH 2001). Further, CACH identified a danger that people will be punished simply for being homeless, compounded the fact that many homeless people do not fully understand their obligations or rights of appeal within the income support system (CACH 2001:21).

Previously, the income status of SAAP clients has made up only a small portion of analysis in SAAP NDCA reporting. The Income Issues Collection was therefore designed and implemented, and sought to identify the circumstances of SAAP client groups with no income or low income within the context of the income support system, as well as investigating SAAP usage from the perspective of income status alone. The analysis attempts to draw out the reasons for clients having no source of income in order to broadly inform debate on the 'pathways' that lead people to SAAP. It also seeks to establish why they have sought help through SAAP instead of elsewhere in the welfare safety net.

Overall, the most common reason amongst SAAP clients for seeking assistance in 1999–00 was financial difficulty (39%) (AIHW 2001b:348), supporting the view that income is of key importance to the issue of homelessness.

## **1.2 The Australian income support system**

One of the main functions of the Australian system of social protection is to provide income support to the economically disadvantaged or people deemed to be at greatest risk of falling into involuntary poverty. In 1999–2000, the Australian income support system comprised:

- 'twenty-two income support payments divided between two classes: pensions and benefits...An individual cannot receive more than one income support type at a time;
- eleven payments in respect of dependent children. These are not mutually exclusive and most are elements of an umbrella-category Family Allowance;

- rent assistance, paid at maximum rates according to family composition; and
- four income supplements.’ (Whiteford 2000:14)

The number of the Australian population receiving income support has increased significantly in the last 30 years.<sup>1</sup> During the period 1969 to 1999 the number of Australians receiving some type of income support payment increased from 1.1 million to 4.7 million (ABS 2001a:166). On top of the 4.7 million, another 1.2 million people receive Family payments only (FaCS 2000:1). Over the past 30 years there has also been a major shift in the demographic make-up of income recipients.

Historically, the main income support recipients have been of retirement age, and although this is still the largest area of government spending, a large increase in workforce-aged recipients has occurred (FaCS 2000:37). The proportion of the workforce-aged population receiving income support increased considerably, from 4% to 21%, between 1969 and 1999 (ABS 2001a:166). In the lowest 25% of income groups, most were single, few were employed and most relied on government pensions and allowances as their principal source of income (ABS 2001b:252). The increase in income support recipients of workforce age since 1969 has been influenced by a number of social changes, such as: the rise in unemployment and the decline in full-time employment opportunities; an increase in the number of sole parent families; and an increase in the number of young people participating in further education, in response to changes in the labour market and unemployment rates (ABS 2001a:166).

### **1.3 Pensions and benefits—current arrangements and recipients**

The income support payments of key interest to this report are predominantly managed by FaCS, with the exception of Abstudy assistance for Indigenous clients, which was managed by the then Department of Education, Training and Youth Affairs (DETYA, now the Department of Education, Science and Training). FaCS payments can be broken down into three categories: payments for older people, the sick and people with disabilities or their carers; labour market allowances and the parenting program; and family assistance. All income support payments are adjusted in line with the Consumer Price Index (CPI) on a regular basis. This report utilises *A Guide to Commonwealth Government Payments 20 March to 30 June 2000* (Centrelink 2000) in the explanation of payment structures and eligibility, in conjunction with other FaCS documentation. It is important to recognise that the payment rates outlined in this report relate to the period in which the Income Issues Collection was run; payment rates and some program structures have since changed with the introduction of the GST on 1 July 2000. For example, Family Allowance has now been replaced with the Family Tax Benefit scheme.

There are no Commonwealth government payments that specifically target homeless people, although the vast majority of such people depend on the government payments they are eligible for as their primary source of income during episodes of homelessness (CACH 2001:19). Up until July 1998, young people in housing crisis were assisted via the Independent Homeless Rate payable on several benefits and allowances, namely Newstart,

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<sup>1</sup> In this section, income support refers to those payments that are intended to meet a person’s core requirements, such as age pension, parenting payments and student assistance. Supplementary payments such as family allowance and child care assistance are excluded.

Austudy and Youth Training Allowance (AIHW 2001:213). However, from July 1998 these programs were merged to create an all-encompassing Youth Allowance. The Independent Homeless Rate was discarded at this time and entitlement assessments under Youth Allowance are now made based on an 'at home' and 'away from home' payment rate system which assesses a young person's level of dependence on their parent/guardian. For young people and other groups on low incomes additional financial assistance is available via the Emergency Relief Program and some housing programs which provide loans sufficient to pay bonds for rental properties. However, the repayment of such loans from income support payments in conjunction with the high cost of daily living and ongoing rental payments makes it exceedingly difficult for some recipients to establish independence. Further, people experiencing homelessness may find it difficult to access, and maintain their access to, benefits and allowances because of difficulties surrounding administrative arrangements and the expectations of mutual obligation. A survey in 1994 by the then Department of Social Security reported that homeless people often had trouble negotiating the administrative system, particularly in terms of establishing proof of identity, being unable to provide a forwarding address for correspondence and in opening a bank account (CACH 2001:21). The survey also found that the homeless were mistrustful of the system, that their understanding of it was poor, and that low levels of literacy and limited access to transport made it even harder to make payment claims. Consequently, it was found that many homeless people did not make full use of the department's programs, failing to take up benefits they were eligible for (Prosser & Groth 1994 in CACH 2001:21).

To follow is a brief synopsis of eligibility, pay structure and a statistical overview of income support payments and recipients of interest to this report. Table 1.1 provides a concise outline of each of the income support payments (and payment rates) of relevance to this report and therefore should be referred to in conjunction with the text, which seeks to provide a broader statistical background and brief history of each of the payments.

## **Disability Support Pension**

To be eligible for a Disability Support Pension a person must be at least 16 but under Age Pension age, be assessed as having a physical, intellectual or psychiatric impairment and be unable to work for at least 2 years due to the impairment, or be permanently blind (Table 1.1). Disability Support Pensions are not subject to a parental means test, but are subject to an income test for those over 21, except for people who are permanently blind. Payments vary depending on age, whether the person is living independently, at home, is single or part of a couple. For those over the age of 21 the payment rate is the same as the Age Pension.

Over the past few decades the proportion of the Australian population receiving the Disability Support Pension has increased significantly and has been attributed to several factors. These include: structural changes in the Australian labour market; the ageing of the population and associated increase in the incidence of disability; changed eligibility criteria for disability payments; and loss of access to other forms of equivalent income support, such as the Wife Pension and the Widow Pension (FaCS 1999:6). As at June 1999, males made up the majority of Disability Support Pension recipients, at 65%, as has historically been the case. Three-quarters of Disability Support Pension recipients were aged between 40 and 64 years (75%) and the vast majority (84%) were receiving the maximum rate of payment.

## **Youth Allowance**

Youth Allowance is provided to young people under the age of 25 who are students, and to those under 21 years of age who are looking for employment or who have been temporarily incapacitated for work or study (Table 1.1). Fifteen-year-olds considered to be independent, for example homeless young people, can also receive this benefit as long as they are undertaking study or a combination of approved activities. To receive Youth Allowance, a person must be an Australian resident. If they are a newly arrived migrant, there is a 2-year waiting period before this benefit is paid.

For young people who are not deemed to be living independently, a parental means test applies. The rate of payment varies considerably, depending on whether the person is deemed dependent or independent, single, single with children, partnered with or without children and whether they are under or over 18 years of age. A complex range of tests relating to family actual means, parental income and assets, as well as personal means testing of the recipient, affect the amount of income support a person can receive under Youth Allowance. Payments begin to reduce in increments for dependent young people whose parent(s) income exceeds \$23,800. The assets test means that, if parents have assets in excess of \$414,500, their dependants cannot receive Youth Allowance. After the parental income and assets tests are done, a personal income test is applied to students and to the unemployed working on a casual basis. The income-free area, or maximum amount a Youth Allowance recipient can earn without having deductions made from their payment, is \$60 per fortnight for the unemployed and \$230 per fortnight for students. Fortnightly deductions are also made if the recipient has a loan under the Student Financial Supplement Scheme. The scheme provides loans to students of between \$500 and \$7,000 per annum, and repayment of the loan affects the amount of fortnightly payment a Youth Allowance recipient receives, in conjunction with parental and personal means testing.

Youth Allowance in its current form was implemented in 1998 and replaced Austudy, for people under 25 years, Youth Training Allowance, Newstart Allowance for the unemployed under 21 years, and Family Allowance for secondary students aged 16 and 17 years attracting more than the minimum rate of payment (ABS 2001b). The new Youth Allowance was introduced in response to community concerns about the need for income support arrangements that addressed the changing labour market conditions, the need for increased flexibility, simplicity and the removal of certain disincentives to study (FaCS 1999a:35). In 1999 approximately 388,000 people received Youth Allowance payments (FaCS 1999a:38). There were more females on Youth Allowance (52%) than males (48%) and the majority of recipients were aged 18 years or over (60%). More Youth Allowance recipients were receiving a dependent rate of payment (69%) than independent (31%), and the vast majority were not earning an income from any other source (93%). Most of payments were provided to full-time and part-time students (79%), while 21% were either looking for work, undertaking training or were incapacitated.

## **Newstart Allowance**

Newstart Allowance is provided to unemployed people 21 years and over, but under Age Pension age, who are capable of undertaking, available for and actively seeking work (Table 1.1). The same Australian residency or newly arrived migrant criteria apply as for Youth Allowance. Newstart Allowance is subject to an income and assets test of the recipient, and varies depending on whether the person is partnered, single with or without children, or single and aged 60 and over. Advances of up to \$500 may be available to some

people and those participating in Work for the Dole may be entitled to an additional payment of \$20 per fortnight.

When the new Youth Allowance program was implemented in 1998 so was a retargeted Newstart Allowance program. Unemployed persons aged 16 to 20 years previously receiving Newstart Allowance were moved to the Youth Allowance program. Newstart recipients are required to provide a fortnightly activity statement to advise on possible changes in circumstance and their job search activities. As of 1998, mutual obligation requirements were put in place requiring unemployed persons aged 18–24, who had been unemployed for 6 months or more, on either Newstart or Youth Allowance to supplement their normal job search efforts with one of a range of activities (FaCS 1999a:39). These activities include part-time work, training, voluntary work, Work for the Dole, job search training and intensive employment assistance. In July 1999 mutual obligation was expanded to include those aged 25–34 who had been unemployed for 12 months or more, and most recently (February 2002) has been extended to include people aged 35–39, with involvement in the program optional for job seekers aged 40–49 (Brough 2002).

There were almost twice the number of Newstart recipients as Youth Allowance (approximately 629,000), of which 71% were male and 29% female (FaCS 1999a:39). The greatest proportion of Newstart recipients were aged 18–24 years (20%) and 25–29 years (18%). Most recipients were single (71%) and were born in Australia (74%). The mean duration of allowance receipt was 107 weeks or just over 2 years, and 88% of recipients had no other income apart from Newstart Allowance.

## **Special Benefit**

The payment of Special Benefit is discretionary and the circumstances in which this payment may be granted are dependent upon factors such as age, physical or mental disability, domestic circumstances or any other reason over which the person has no control (FaCS 1999a:54). The applicant must be an Australian citizen or be the holder of a temporary visa of various subclasses (Table 1.1). For other newly arrived migrants the 2-year waiting period applies before they can receive the benefit.

Rates of payment for Special Benefit recipients are in line with Newstart Allowance and Youth Allowance but cannot exceed the maximum rates of these payments. Income and assets tests apply to the Special Benefit but, unlike other allowances, there is no free area and the benefit amount is reduced by one dollar for each dollar of income.

The majority of Special Benefit recipients received income support because they did not residentially qualify for the Age Pension (56%), 'other cases' long term (13%) or as a consequence of their newly arrived migrant or temporary visa status (13%) (FaCS 1999a:55). In total there were 11,808 people receiving a Special Benefit in 1999, of which 56% were female and 44% male. Sixty per cent of recipients were aged 65 or over, with the next largest group being 25–34 year olds (11%). The most common places of birth for Special Benefit recipients were all outside of Australia but within the Asia Pacific region, most commonly China (21%) and Vietnam (13%). Ninety-nine per cent of recipients had no other form of income.

## **Parenting Payment (single and partnered)**

Parenting Payment is available to the primary carer of a child or children under the age of 16, irrespective of marital status (Table 1.1). Payments are different for sole parents and

partnered parents. Income tests vary depending, for example, on whether the partner of the Parenting Payment applicant is already receiving another form of government payment.

Parenting Payment in its current form was introduced in March 1998 to incorporate the previous Sole Parent Pension and Parenting Allowance (ABS 2001b:262). Over the last 20 years the proportion of people receiving the Parenting Payment (single) pension has steadily increased (FaCS 1999a:59). In 1999, 93% of people receiving this payment were female, though the proportion of males receiving it increased from 2% in 1980 to 7% in 1999. Most male Parenting Payment (single) recipients were aged between 30 and 49 years (76%), compared with females who were most commonly aged 20–39 years (73%). The majority of Parenting Payment (single) recipients were receiving a full payment (78%). More than 90% of people receiving the Parenting Payment (partnered) allowance were female. People on Parenting Payment (partnered) can either receive the basic rate, which occurred in 63% of cases, or the additional rate (37%). Nineteen per cent of recipients were the partner of a Newstart Allowance recipient and 14% were the partner of a low-income earner. Overall there were almost double the number of Parenting Payment (partnered) recipients (622,321) than Parenting Payment (single).

## **Family Allowance**

The purpose of the Family Allowance is to assist with the costs associated with raising children. Family Allowance was, prior to the introduction of the GST on 1 July 2000, payable to all primary carers of children under the age of 16 whose family or sole parent income fell below the ceiling rate of income, which in 2000 was \$67,134 (Centrelink 2000) (Table 1.1). Family Allowance was phased out when the GST was introduced and has now been replaced by Family Tax Benefits A and B.

Approximately half of all Family Allowance recipients receive the minimum rate (FaCS 1999a:70). Unlike all other payments that have been discussed, the proportion of people receiving Family Allowance has declined. Reasons for this relate to the increased targeting and change in eligibility criteria of other payments as well as in the Family Allowance payment. In 1999 there were approximately 1,800,000 recipients of Family Allowance, providing for almost 3,500,000 children. Of the 1,800,000, approximately 925,000 families were receiving Family Allowance payments above the minimum rate, with some 72% receiving the allowance free of the income test because they were also receiving some other form of income support. Of those receiving Family Allowance, 38% had one child and only 9% had 4 or more children.

## **Abstudy**

Abstudy is provided to Australian residents who are studying and identify as being of Aboriginal or Torres Strait Islander descent. The rate of payment varies substantially depending on the circumstances of the individual. These include whether the student is under or over 16, in State care and/or foster care, living away from home, independent with or without children or a partner, and the pay scale also varies across age cohorts. There are many incidental associated allowances also available, particularly to those living away from home and those studying at a tertiary level. Like Youth Allowance, student Financial Supplement loans are available. Personal and parental income tests, family assets test, family actual means test and assets tests for independent students all apply to Abstudy as for Youth Allowance.

## **Community Development Employment Projects**

The Community Development Employment Projects (CDEP) scheme is funded by the Aboriginal and Torres Strait Islander Commission (ATSIC) and offers participants the opportunity to work or perform a community service for wages, as an alternative to unemployment benefits (Table 1.1). ATSIC provides grants to community organisations to undertake community-managed activities and pay wages to workers. Any activity that is deemed to benefit the community can be a CDEP (ATSIC 2001). CDEPs are available to Aboriginal and Torres Strait Islander people aged between 15 and 65 years who are eligible for unemployment benefits or Parenting Payment (single). In addition to the wages the CDEP participants earn, Centrelink also provide supplements if a person is a registered CDEP participant, receiving CDEP scheme wages and qualified for a Centrelink income support payment (Centrelink 2000).

As at June 1999 there were approximately 260 CDEP organisations funded and supported by ATSIC with more than 32,000 participants, two-thirds of whom were located in remote areas of Australia (ATSIC 2001). CDEP is now the Commonwealth's largest Indigenous program and it is estimated that CDEP employs approximately 25% of the Indigenous workforce. In 1999-00 CDEP funding through ATSIC was approximately \$400 million, with two thirds of the cost offset against the income support payments which CDEP workers would otherwise receive.

### **1.4 Main population groups with income issues**

Financial difficulties are not always alleviated by the government income support system and financial difficulty is consistently reported as one of the main reasons for SAAP clients seeking assistance. Income support for migrants, young people and women escaping domestic violence may be insufficient to remove the significant risk to these groups of homelessness. While SAAP clients receiving government payments make up a large proportion of the analysis within this report, clients with no income are also of prime importance. In particular, the analyses attempt to draw out reasons for clients having no source of income, why they have been caught by SAAP instead of elsewhere within the welfare safety net, and how they may differ in their support needs from those receiving government payments.

In its survey of SAAP agencies, the Australian Council of Social Service reported that service providers identified poverty, inadequate levels of income support and rising levels of need for emergency financial relief as a crucially important set of issues facing SAAP clients (ACOSS 2000). Service providers also expressed concern that changes in government policy relating to income support payments, rules, entitlements and Centrelink administration had contributed to a perceived increase in demand for assistance.

The effect such policy changes have had on SAAP clients and the reliance on income support when trying to re-establish independent living after SAAP assistance has also been identified as problematic (CACH 2001). The CACH report stated that income support may not be sufficient to meet the costs of daily living as well as the cost of accommodation. This is particularly true in capital cities or locations where the cost of accommodation tends to be higher and can account for 30-50% of an individual's income which, on top of the bond and rent in advance, makes finding affordable accommodation almost impossible (CACH 2001:19). The margin of financial safety is diminished even further by income security policies that require beneficiaries to exhaust their savings before they can receive income



support. The combination of relatively low income security payments and relatively high housing costs over a number of years is reported to have left many recipients locked in situations of dire poverty (CACH 2001:21). Therefore, reliance on government income support can cause difficulties for those who are homeless or at risk of being homeless and can increase the complexity of support needs within SAAP.

For other population groups, income support may not be available at all, as is the case for many newly arrived migrants and for young people deemed ineligible on the basis of age or parental means testing. The CACH report comments that 'The assumption that people in these groups will be provided for by their families and communities is often wrong' (CACH 2001:21).

## **People born overseas**

Eleven per cent of SAAP clients in 1999–00 were from culturally and linguistically diverse backgrounds (AIHW 2000b:14). People from these backgrounds are under-represented in the SAAP client population, compared with other Australians. It is not known whether this is because they experience homelessness less than other groups or because they are unaware of the services available to them. However, it has been suggested that overseas-born SAAP clients from culturally and linguistically diverse backgrounds and, in particular, those aged 25 or over are more likely than other SAAP clients to have no income (CACH 2001:68). SAAP agencies surveyed in 2000 identified refugee and migrant policies as having some influence on the increased demand for service delivery (ACOSS 2000:20). It was also reported that newly arrived migrants are experiencing hardship and making increased claims on service delivery organisations as a result of the 2-year waiting period for Centrelink benefits. In terms of income issues, newly arrived migrants can sometimes be eligible for Special Benefits and are therefore thought to make up a significant proportion of these recipients.

## **Young people**

Young people, or those aged under 25, make up approximately 37% of the entire SAAP population (Table 2.3). Income is one of the many factors that place young people at risk of homelessness; hence, the support needs and income source of this group in SAAP have been selected for analyses in this special collection report.

In recent years unemployment has risen among Australian youth, with a decline in unskilled jobs and a corresponding increase in the necessity for further education due to demand for workers with post-secondary qualifications (CACH 2001:56). Further to this, the government has increased the age of dependence to 24 years, restricting eligibility for income support through parental means testing. It is thought that many young people seeking to establish independence and relying on entering the private rental market have had their access to stable and affordable accommodation considerably narrowed by these changes to income support eligibility. Young people over the age of 16, in most cases, or over the age of 21 in the case of Newstart, are eligible to receive all payments selected for analysis in the Income Issues Collection. However, Youth Allowance is of particular importance when examining the income circumstances of young SAAP clients.

One program designed to assist young people, especially those in Aboriginal and Torres Strait Islander communities, is Reconnect. The objective of Reconnect, a community-based early intervention program for young people who are homeless, or at risk of homelessness, is to improve the level of their engagement with family, work, education, training and the

community (AIHW 2001b:329). While the program includes all sections of the community, the participation of Aboriginal and Torres Strait Islander communities is ensured through the selection process for the program. In the period from December 1999 to June 2001, 5,656 young people commenced support with Reconnect. As at June 2001, 89 Reconnect services were operating in high-need communities across Australia and further communities where services were expected to be announced progressively over the next year. However, at the time of the Income Issues Collection the program had not been fully implemented. The impact of such a program will need to be reviewed in the future.

## **Women escaping domestic violence**

Almost one-quarter of all SAAP clients attended agencies targeting women escaping domestic violence (AIHW 2000b:16). Since 1996 domestic violence has been the main reason for seeking assistance in approximately one-quarter of all support periods (Chapter 7). Particularly high numbers of women of Indigenous Australian origin make up the population of SAAP clients escaping domestic violence. Women from culturally and linguistically diverse backgrounds escaping domestic violence are also slightly over-represented compared with the total proportion of SAAP clients from culturally and linguistically diverse backgrounds, though not to the same degree as Indigenous Australian women. Language and cultural barriers can compromise the ability of women from Indigenous and culturally and linguistically diverse backgrounds to access and maintain income support or to secure employment within the labour market. In addition, women escaping domestic violence may be ineligible for or receive greatly reduced income support payments due to their partner's income status, even though they may be estranged.

Like young people, women escaping domestic violence are entitled to receive any of several of the government payments investigated in the Income Issues Collection. However, Parenting Payment and Family Allowance are of particular importance when assessing the income status of women escaping domestic violence. The potentially significant numbers who may find themselves without an income source upon leaving their partner is also of importance to this report.

**Table 1.1: Summary of government income support payment eligibility and criteria investigated in the Income Issues Collection 2000<sup>(a)</sup>**

<b>Government payments</b>	<b>Basic conditions of eligibility</b>	<b>Residential qualifications</b>	<b>Basic rates of payment<sup>(b)</sup></b>	<b>Income and assets tests</b>
<b>Disability Support Pension</b>	<ul style="list-style-type: none"> <li>Aged 16 or more but under Age Pension age.</li> <li>Assessed physical, intellectual or psychiatric impairment.</li> <li>Unable to work for at least next 2 years due to impairment, or are permanently blind</li> </ul>	<ul style="list-style-type: none"> <li>Must be an Australian resident.</li> <li>Qualifying residence exemption if arrived as a refugee or under special humanitarian program.</li> </ul>	<ul style="list-style-type: none"> <li>Equivalent to Age Pension for those over 21, ranging from \$310.50 pf to \$372.00 pf.</li> <li>Under 21 payment ranges from \$224.40 pf to \$346.70 pf.</li> </ul>	<ul style="list-style-type: none"> <li>Personal income and assets tests apply to this payment.</li> <li>No income or assets test for recipients who are permanently blind.</li> </ul>
<b>Youth Allowance</b> Youth Allowance in its current form has been in place since 1 July 1998.	<ul style="list-style-type: none"> <li>Full-time students aged 16–24 years.</li> <li>Unemployed aged under 21 years, looking for work or combining part-time study with job search.</li> <li>Independent 15 year olds above school leaving age (e.g. homeless).</li> </ul>	<ul style="list-style-type: none"> <li>Must be an Australian resident or have served a newly arrived migrant waiting period of 104 weeks.</li> </ul>	<ul style="list-style-type: none"> <li>Payments range from \$148.00 pf to \$354.10 pf.</li> </ul>	<ul style="list-style-type: none"> <li>Parental income test, personal income test, assets test and family actual means test all apply to this payment.</li> </ul>
<b>Newstart Allowance</b> Newstart in its current form has been in place since 1 July 1998.	<ul style="list-style-type: none"> <li>Aged 21 or more but under Age Pension age.</li> <li>Unemployed and capable of undertaking, available for and actively seeking work.</li> </ul>	<ul style="list-style-type: none"> <li>Must be an Australian resident or have served a newly arrived migrant waiting period of 104 weeks.</li> </ul>	<ul style="list-style-type: none"> <li>Payments range from \$299.10 pf to \$358.70 pf.</li> </ul>	<ul style="list-style-type: none"> <li>Personal income and assets tests apply to this payment.</li> </ul>
<b>Special Benefit</b>	<ul style="list-style-type: none"> <li>In financial hardship and unable to earn a sufficient livelihood for themselves and dependants due to reasons beyond their control.</li> <li>Ineligible for any other income support payment.</li> </ul>	<ul style="list-style-type: none"> <li>Australian resident, or holder of temporary visa of various subclasses.</li> <li>Available to newly arrived migrants after 104 weeks waiting period, unless substantial change in circumstances beyond their control since making an irrevocable decision to come to Australia.</li> </ul>	<ul style="list-style-type: none"> <li>Generally as for Newstart Allowance or Youth Allowance.</li> <li>Rate of payment may be reduced if in receipt of free board and/or lodgings, or receiving other forms of support.</li> </ul>	<ul style="list-style-type: none"> <li>Personal income and assets tests apply to this payment.</li> <li>There is no free area; the payment is reduced by one dollar for each other dollar of income.</li> </ul>
<b>Parenting Payment (single and partnered)</b> Parenting Payment in its current form has been in place since March 1998.	<ul style="list-style-type: none"> <li>Must have qualifying child under 16 (single and partnered parents).</li> <li>Can be paid to only one member of a couple.</li> </ul>	<ul style="list-style-type: none"> <li>Must be an Australian resident or have served the newly arrived migrant waiting period, or be a refugee, or have become a sole parent while an Australian resident.</li> </ul>	<ul style="list-style-type: none"> <li>Sole parents receive up to \$372.00 pf.</li> <li>Partnered parents receive up to \$299.10 pf.</li> </ul>	<ul style="list-style-type: none"> <li>Personal income and assets tests apply to both single and partnered parents.</li> <li>Different rules apply where a partner receives a pension.</li> </ul>
<b>Family Allowance</b> Family Allowance was phased out as of 1 July 2000 and replaced with Family Tax Benefits A and B.	<ul style="list-style-type: none"> <li>Must be caring for dependent child(ren) aged under 16, or aged 16–20 or 21–24 who are ineligible to receive Youth Allowance or a Prescribed Education Scheme Payment (such as Abstudy).</li> <li>Paid to parent, guardian or approved care organisation.</li> </ul>	<ul style="list-style-type: none"> <li>Parent/guardian must be an inhabitant of Australia.</li> <li>Child must be an inhabitant of Australia or a dependent child of an inhabitant and living with that person.</li> </ul>	<ul style="list-style-type: none"> <li>Payments range from \$24.00 pf to \$132.00 pf, depending on the age of the child.</li> <li>The minimum rate per child aged 0–17 is \$24.00 pf, and \$50.00 pf per child aged 18–24.</li> </ul>	<ul style="list-style-type: none"> <li>Personal income and assets tests apply to this payment.</li> </ul>
<b>Abstudy</b>	<ul style="list-style-type: none"> <li>Must be a student of Aboriginal or Torres Strait Islander descent according to the Abstudy definition of Aboriginality, and studying an approved course at an approved education institution.</li> <li>Student must not be in receipt of other government assistance for study.</li> </ul>	<ul style="list-style-type: none"> <li>Must be an Australian resident.</li> </ul>	<ul style="list-style-type: none"> <li>Living allowance payments range from \$20.40 pf to \$358.70 pf.</li> <li>School term, fees, incidentals, and fares allowances are also payable amongst others.</li> </ul>	<ul style="list-style-type: none"> <li>Personal income test, parental income test, family assets test, family actual means test, independent students assets test and independent students partner income tests all apply to this payment.</li> </ul>
<b>Community Development Employment Projects (CDEP)</b>	<ul style="list-style-type: none"> <li>Participants are paid wages from CDEP organisations. They may also receive some additional assistance from Centrelink if they are listed on the CDEP participant schedule, receiving CDEP wages and qualified for Centrelink income support payments.</li> </ul>	<ul style="list-style-type: none"> <li>The residence qualifications applying to the primary income support payment for which the CDEP participant is otherwise qualified.</li> </ul>	<ul style="list-style-type: none"> <li>CDEP participant supplement is \$20.00 pf.</li> </ul>	<ul style="list-style-type: none"> <li>CDEP participant supplement income test, income test for add-on assistance and assets test all apply to this payment.</li> </ul>

(a) Details listed in this table are the more basic requirements of the income support payments. The complete list of eligibility, residential qualifications, rates of payment, and income and assets tests can be found in the source document.

(b) Rates of payment for all pensions and allowances vary based on age, marital or de facto relationship status, number of children being cared for, at home or independent rates.

Source: Centrelink 2000.

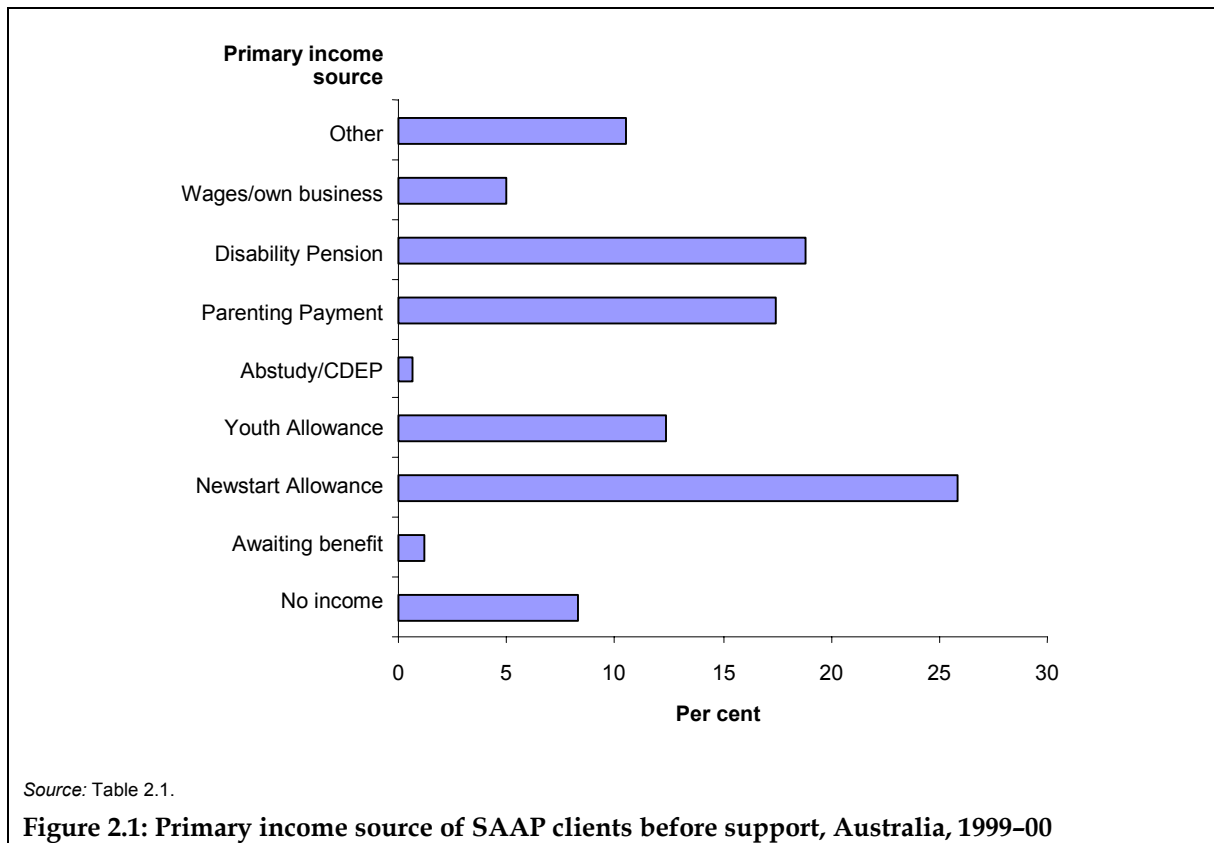


## 2 Client Collection data: income status of SAAP clients

Data on the primary income source of SAAP clients have been selected and presented in this chapter from the Client Collection 1999–00 (Tables 2.1 to 2.6). The Client Collection provides a rich source of information about the income circumstances of SAAP clients and supports the findings from the Income Issues Collection (see Appendix 1 about the factors affecting the completeness and accuracy of the data in the Income Issues Collection). Unlike the Income Issues Collection data, the Client Collection data have been adjusted for non-participation and non-consent. A description of the adjustment (or weighting) system and counting rules for the Client Collection can be found in the *SAAP National Data Collection Annual Report 1999–2000 Australia* (AIHW 2000b). Data presented in this chapter relate to client circumstances *before* and *after* SAAP support and rely on data reported by SAAP agencies and their clients. Based on current income support eligibility criteria, those aged under 16 or those entitled to the Age Pension are not entitled to the Disability Support Pension or Youth Allowance; and those aged under 21 years or those entitled to the Age Pension are not entitled to Newstart Allowance. However, in some cases, clients have reported receiving such payments (see counting rules in Appendix 2 for further discussion).

The link between income status and homelessness exists foremostly in the adequacy of an individual's income to obtain safe affordable accommodation with security of tenure. In 1999–00, government income support payments were the primary source of income reported before the vast majority of SAAP support periods to people who were homeless or at risk of homelessness (86%) (Figure 2.1). The most common benefit or pension types were Newstart Allowance (26% of support periods), the Disability Support Pension (19%) and Parenting Payment (17%). In 8% of support periods clients reported having no income, while 1% were registered or awaiting receipt of a government payment.

There are distinct differences in the primary income source of clients according to their cultural background (Table 2.1). Indigenous Australians, who make up 15% of SAAP support periods, most commonly reported receiving Parenting Payment (30%) and Newstart Allowance (26%). Parenting Payments were reported much more frequently as being the primary income source in support periods to Indigenous Australian clients, compared with the national average of 17%. In only 2% of support periods were Indigenous SAAP clients reported as receiving Abstudy or participating in CDEPs respectively. Of support periods for Australian-born non-Indigenous SAAP clients (70% of all support periods), Newstart (27%) and the Disability Support Pension (20%) were the most common primary income sources. Youth Allowance was reported more frequently in support periods to Australian-born non-Indigenous clients (15%), compared with the national average of 12%. Six per cent of support periods were provided to clients born in English proficiency group 1 countries, with the most common primary income sources being Newstart (28%) and the Disability Support Pension (24%).



The Disability Support Pension was much more frequently reported as the primary source of income in support periods to clients born in English proficiency group 1 countries (24%), compared with the national average of 19%. In comparison, more support periods were provided to overseas-born clients whose primary source of income was wages, salary or their own business (8%), compared with the national average of 5%. Clients born in English proficiency groups 2-4 were provided with 10% of all support periods and reported Newstart Allowance and Other payments (such as the Age Pension or Special Benefit) as the most common primary income sources (19% of support periods respectively). Other payments were much more common among clients born in English proficiency group 2-4 countries (19%) compared with the national average (11%). The Special Benefit is provided to people who are deemed ineligible for any other form of government payment. As such, Special Benefits tend to be common among migrants who may have no means of support or income due to their asylum seeker or newly arrived migrant status (refer to Section 1.3 for more information on the Special Benefit, and Section 1.4 for a brief discussion of migrant SAAP clients' circumstances). No income was reported in a much higher proportion of support periods to clients of this background (14%), compared with the national average of 8%.

**Table 2.1: SAAP support periods: primary income source before support, by cultural origin, Australia, 1999–00 (per cent)**

Primary income source	Indigenous Australian	Australian-born non-Indigenous	Overseas-born, English proficiency group 1	Overseas-born, English proficiency groups 2–4	Total (%)	Total (number)
No income	6.0	7.9	8.4	14.1	8.3	11,600
Registered/awaiting benefit	0.6	1.3	1.5	1.4	1.2	1,700
Newstart Allowance	26.3	26.5	27.8	19.0	25.8	36,200
Youth Allowance	7.3	14.8	5.0	7.2	12.4	17,400
Abstudy	2.2	—	—	—	0.3	500
CDEP	1.7	—	—	—	0.3	400
Parenting Payment	29.8	15.3	12.8	16.5	17.4	24,400
Disability Support Pension	13.1	20.1	24.4	14.9	18.8	26,400
Wages/salary/own business	2.3	4.8	8.2	8.4	5.0	7,000
Other payments <sup>(a)</sup>	10.5	9.2	11.9	18.5	10.5	14,700
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>14.6</b>	<b>69.9</b>	<b>5.6</b>	<b>9.9</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>20,400</b>	<b>98,100</b>	<b>7,900</b>	<b>13,900</b>	<b>..</b>	<b>140,300</b>

(a) 'Other payments' includes Age Pension, Special Benefit, Sickness Allowance, Partner Allowance, any other benefit or pension not specified, workcover/compensation, maintenance/child support, spouse/partner income, DVA disability and support pensions.

*Notes*

1. Number excluded due to errors (weighted): 1,523
2. Number excluded due to omissions (weighted): 15,727
3. Figures have been weighted to adjust for client non-consent and agency non-participation.
4. The results presented rely on data reported by SAAP agencies and their clients. Based on current income support eligibility criteria, those aged under 16 or those entitled to the Age Pension are not entitled to the Disability Support Pension or Youth Allowance, and those aged under 21 years or those entitled to the Age Pension are not entitled to Newstart Allowance. However in some cases clients have reported receiving such payments. See counting rules in Appendix 2 for further discussion.

Source: SAAP Client Collection.

Across the States and Territories, the Australian Capital Territory (12%) and Queensland (9%) reported the greatest proportion of support periods where clients had no income (Table 2.2). Newstart Allowance was the most common form of government payment, ranging from 33% of clients in the Northern Territory to 23% in South Australia. South Australian agencies reported proportionally more support periods to clients on Youth Allowance (16%) than any other State or Territory. Abstudy or CDEP payments were more common in the Northern Territory (3%) and Western Australia (2%), but hovered below 0.6% of support periods in most other jurisdictions. The greatest fluctuations in government payments across the States and Territories can be seen for Parenting Payment and the Disability Support Pension. For example, the proportion of support periods where clients reported receiving Parenting Payment (single and partnered) was much higher in Western Australia (24%) and Victoria (22%) than in New South Wales (12%) or the Australian Capital Territory (12%). Similarly, many more support periods were provided to clients on the Disability Support Pension in New South Wales (26%) than in Western Australia (11%) or the Northern Territory (11%). Western Australia reported the greatest proportion of support periods for clients whose primary income source was wages, salary or their own business (7%), compared with Tasmania which had the lowest proportion with this income source

(3%). The proportion of people with Other payments ranged from 14% in Western Australia to 9% in Queensland and Tasmania.

**Table 2.2: SAAP support periods: primary income source before support, by State and Territory, Australia, 1999–00 (per cent)**

Primary income source	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total (%)	Total (number)
No income	8.1	8.4	9.4	7.2	7.0	6.9	11.9	8.0	8.3	12,000
Registered/awaiting benefit	1.0	1.4	1.4	1.1	0.8	1.8	1.1	1.5	1.2	1,800
Newstart Allowance	27.7	23.8	25.5	26.2	22.6	23.9	26.1	32.9	25.8	37,300
Youth Allowance	9.8	14.8	14.0	8.4	15.8	13.8	13.5	10.3	12.3	17,900
Abstudy/CDEP	0.4	0.2	0.5	2.4	0.6	0.2	0.2	3.4	0.6	900
Parenting Payment	11.7	22.3	16.8	23.8	20.6	18.2	12.4	16.4	17.4	25,100
Disability Support Pension	25.9	13.0	18.9	10.6	18.4	23.1	18.1	11.2	18.8	27,200
Wages/salary/own business	5.1	5.3	4.3	6.8	3.9	2.6	5.8	6.2	5.0	7,300
Other payments <sup>(a)</sup>	10.3	10.9	9.3	13.6	10.2	9.4	10.6	10.1	10.5	15,200
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>..</b>
<b>Total (%)</b>	<b>33.0</b>	<b>27.0</b>	<b>16.1</b>	<b>8.2</b>	<b>6.9</b>	<b>3.7</b>	<b>2.0</b>	<b>3.1</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>47,800</b>	<b>39,100</b>	<b>23,300</b>	<b>11,900</b>	<b>10,000</b>	<b>5,300</b>	<b>2,900</b>	<b>4,500</b>	<b>..</b>	<b>144,600</b>

(a) 'Other payments' includes Age Pension, Special Benefit, Sickness Allowance, Partner Allowance, any other benefit or pension not specified, workcover/compensation, maintenance/child support, spouse/partner income, DVA disability and support pensions.

*Notes*

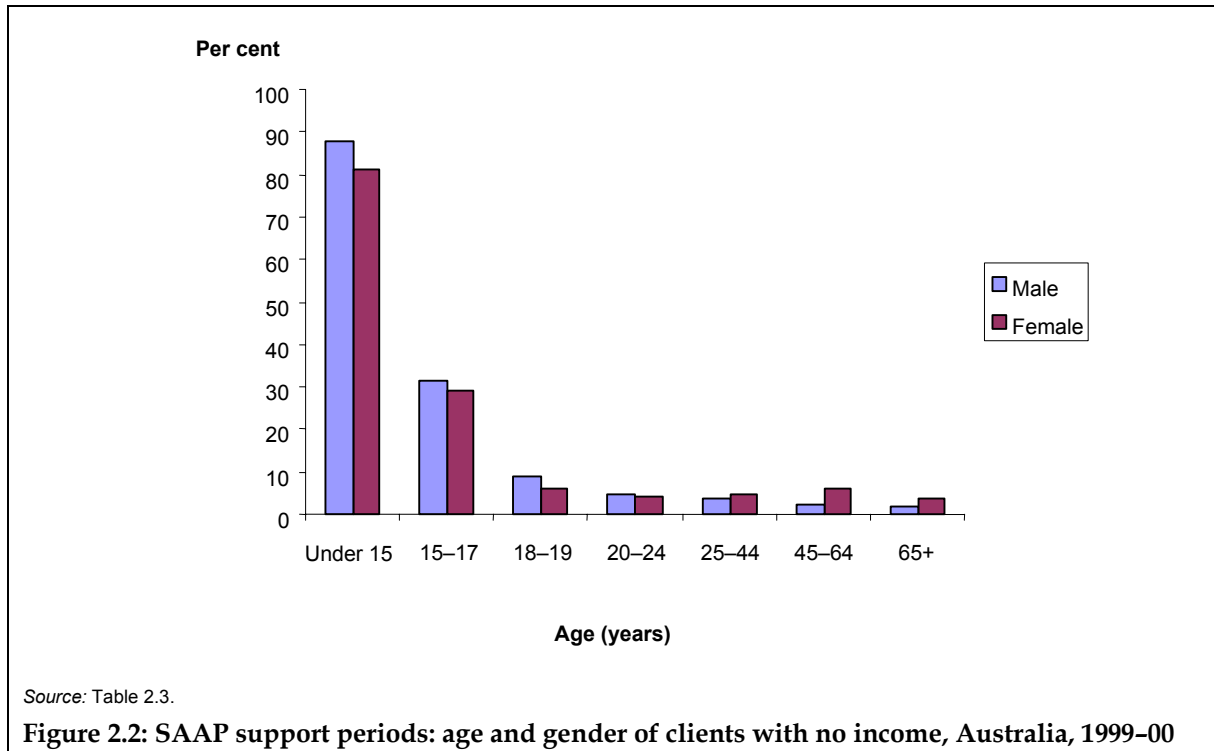
1. Number excluded due to errors (weighted): 1,560
2. Number excluded due to omissions (weighted): 11,427
3. Figures have been weighted to adjust for client non-consent and agency non-participation.
4. The results presented rely on data reported by SAAP agencies and their clients. Based on current income support eligibility criteria, those aged under 16 or those entitled to the Age Pension age are not entitled to the Disability Support Pension or Youth Allowance, and those aged under 21 years or entitled to the Age Pension age are not entitled to Newstart Allowance, however in some cases clients have reported receiving such payments. See counting rules in Appendix 2 for further discussion.

Source: SAAP Client Collection.

There were large age and gender differences across the primary income sources, though this was consistent with the eligibility criteria of the payments (Table 2.3). Groups experiencing the highest proportion of support periods in which there was no income were males and females under 15 years (88% and 81% respectively) and 15–17 years (31% and 29%) (Figure 2.2).

The high proportion of support periods where clients had no source of income in these age groups is partly attributable to the ineligibility of people aged 15 years and under to income support, as well as to parental means testing for those aged 15–17. Furthermore, clients aged 15–17 years reported the highest proportion awaiting receipt of a benefit (4% for females and 3% for males, compared with the national average of 1%). In general, there were slightly higher proportions of females than males across all primary income sources, with the exception of Newstart Allowance and the Disability Support Pension. There was a much higher proportion of support periods to male clients on Newstart Allowance (37%) than females (15%). In particular, more than half of male clients aged 20–24 and 25–44 years were on Newstart (55% and 51% respectively), compared with only 22% and 17% of female clients of the same age groups respectively.





Also, only 9% of females were receiving the Disability Support Pension, compared with 28% of males. In particular, in almost two-thirds (63%) of all support periods provided to male clients aged 45-64 years, the Disability Support Pension was reported as the primary income source. Approximately 12% of both males and females received Youth Allowance, with the payment being most common for those aged 15-17 and 18-19 years (50% and 55% respectively). Abstudy payments and CDEP income were received by clients in a very small proportion of support periods (1%). Overall, female clients more frequently reported receiving the Parenting Payment (34% of support periods), compared with only 1% of males. Only 5% of support periods were provided to clients whose primary income source was wages, salary or their own business, with 6% of females and 4% of males reporting this primary income source. Females aged 45-64 years reported receiving wages, salary or having their own business more commonly than females in other age groups (10%), while 18-19 year old males reported the highest proportion of such an income source, compared with men in other age groups (6%). The proportion of cases in which Other payments were received was highest in the over 65 age group for both males and females (76% and 84% respectively), which can be attributed to the inclusion of the Age Pension in this income category.

**Table 2.3: SAAP support periods: primary income source before support, by age and gender of client, Australia, 1999–00 (per cent)**

Primary income source	Under 15 years	15–17 years	18–19 years	20–24 years	25–44 years	45–64 years	65+ years	Total	
								<b>%</b>	<b>Number</b>
<b>Male clients</b>									
No income	87.8	31.4	8.8	4.5	3.6	2.5	2.0	7.7	5,600
Registered/awaiting benefit	0.5	3.3	2.5	1.2	0.9	0.5	0.3	1.2	900
Newstart Allowance	2.4	2.0	12.7	54.8	50.8	19.7	1.6	36.9	26,700
Youth Allowance	3.2	52.1	60.2	17.6	0.1	—	—	12.0	8,700
Abstudy/CDEP	0.4	0.6	0.6	0.3	0.3	0.1	—	0.3	200
Parenting Payment	0.5	—	0.1	0.7	2.0	0.5	0.2	1.2	900
Disability Support Pension	1.8	2.1	5.1	11.3	31.0	62.6	18.7	28.3	20,500
Wages/salary/own business	0.7	4.3	5.6	4.5	4.5	3.3	1.1	4.3	3,100
Other payments <sup>(a)</sup>	2.7	4.2	4.4	5.1	6.8	10.7	76.2	8.2	6,000
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>1.5</b>	<b>9.1</b>	<b>7.5</b>	<b>14.6</b>	<b>47.9</b>	<b>17.2</b>	<b>2.1</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>1,100</b>	<b>6,600</b>	<b>5,500</b>	<b>10,600</b>	<b>34,700</b>	<b>12,500</b>	<b>1,500</b>	<b>..</b>	<b>72,400</b>
<b>Female clients</b>									
No income	81.1	29.3	5.9	4.0	4.6	5.9	3.9	8.9	6,300
Registered/awaiting benefit	0.9	3.6	1.6	0.9	0.9	0.9	0.7	1.3	900
Newstart Allowance	1.2	2.3	8.5	22.1	16.7	14.6	1.3	14.5	10,300
Youth Allowance	3.7	47.9	50.3	11.1	0.2	—	—	12.7	9,000
Abstudy/CDEP	0.7	1.4	0.8	1.0	0.9	0.4	—	0.9	600
Parenting Payment	5.8	4.7	18.4	42.8	46.2	12.1	1.4	33.9	24,100
Disability Support Pension	0.6	0.7	3.6	5.5	10.3	29.7	8.1	9.2	6,500
Wages/salary/own business	1.5	5.0	4.4	3.4	6.5	10.4	1.2	5.8	4,100
Other payments <sup>(a)</sup>	4.4	5.2	6.5	9.1	13.8	26.0	83.5	12.9	9,200
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>1.6</b>	<b>12.0</b>	<b>9.7</b>	<b>17.1</b>	<b>49.8</b>	<b>8.8</b>	<b>1.0</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>1,100</b>	<b>8,500</b>	<b>6,900</b>	<b>12,100</b>	<b>35,400</b>	<b>6,300</b>	<b>700</b>	<b>..</b>	<b>71,000</b>
<b>All clients</b>									
No income	84.6	30.2	7.2	4.2	4.1	3.6	2.6	8.3	11,900
Registered/awaiting benefit	0.7	3.4	2.0	1.1	0.9	0.6	0.4	1.2	1,800
Newstart Allowance	1.8	2.2	10.4	37.3	33.6	18.0	1.5	25.8	37,200
Youth Allowance	3.4	49.7	54.7	14.1	0.2	—	—	12.3	17,700
Abstudy/CDEP	0.5	1.0	0.7	0.7	0.6	0.2	—	0.6	900
Parenting Payment	3.1	2.7	10.3	23.3	24.3	4.4	0.5	17.4	25,000
Disability Support Pension	1.2	1.3	4.2	8.2	20.5	51.6	15.4	18.8	27,100
Wages/salary/own business	1.1	4.7	5.0	3.9	5.5	5.7	1.1	5.0	7,200
Other payments <sup>(a)</sup>	3.5	4.7	5.6	7.2	10.4	15.8	78.5	10.5	15,200
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>1.6</b>	<b>10.5</b>	<b>8.6</b>	<b>15.8</b>	<b>48.9</b>	<b>13.1</b>	<b>1.6</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>2,300</b>	<b>15,200</b>	<b>12,400</b>	<b>22,800</b>	<b>70,400</b>	<b>18,800</b>	<b>2,300</b>	<b>..</b>	<b>144,100</b>

(a) 'Other payments' includes Age Pension, Special Benefit, Sickness Allowance, Partner Allowance, any other benefit or pension not specified, workcover/compensation, maintenance/child support, spouse/partner income, DVA disability and support pensions.

*Notes*

1. Number excluded due to errors (weighted): 1,565
2. Number excluded due to omissions (weighted): 11,887
3. Figures have been weighted to adjust for client non-consent and agency non-participation.
4. The results presented rely on data reported by SAAP agencies and their clients. Based on current income support eligibility criteria, those aged under 16 or entitled to the Age Pension are not entitled to the Disability Support Pension or Youth Allowance, and those aged under 21 years or entitled to the Age Pension are not entitled to Newstart Allowance. However in some cases clients have reported receiving such payments. See counting rules in Appendix 2 for further discussion.

Source: SAAP Client Collection.

The vast majority of SAAP clients did not have any accompanying children (75%) (Table 2.4). In particular, the majority of clients receiving Youth Allowance (99%), Newstart Allowance (95%) and the Disability Support Pension (95%) received SAAP assistance without accompanying children. As expected, the highest proportion of clients attending SAAP agencies with accompanying children were those in receipt of a Parenting Payment (83%). Thirty per cent of clients on Other payments and 24% of clients whose primary income source was wages, salary or their own business also had accompanying children with them during support. Clients receiving Parenting Payment had accompanying children in proportionately more support periods than any other category of primary income source. For example, 31% of clients on a Parenting Payment had one accompanying child, much higher than the national average of 10%. Nationally, the proportion of support periods in which there were accompanying children steadily decreased from a national average of 10% for one accompanying child to 1% for or more. Apart from clients in receipt of a Parenting Payment, clients who reported receiving Other payments (such as Special Benefit, Partner Allowance and Child Support) consistently reported a slightly higher average number of accompanying children, compared with the national average.

**Table 2.4: SAAP clients: primary income source before support by average number of accompanying children per client, Australia, 1999–00 (per cent)**

Primary income source	No children	1 child	2 children	3 children	4 children	5 or more children	Total (%)	Total number
No income	89.0	4.8	3.7	1.5	0.7	0.3	100.0	7,500
Registered/awaiting benefit	83.0	5.4	5.6	3.6	1.1	1.2	100.0	1,100
Newstart Allowance	95.0	2.5	1.4	0.6	0.3	0.2	100.0	20,300
Youth Allowance	98.7	1.1	0.1	—	—	—	100.0	9,700
Abstudy/CDEP	83.7	5.4	6.0	2.5	1.8	0.7	100.0	500
Parenting Payment	16.9	31.1	27.6	14.8	6.3	3.3	100.0	16,400
Disability Support Pension	94.9	2.7	1.4	0.7	0.2	0.1	100.0	12,900
Wages/salary/own business	76.1	9.0	9.8	3.5	1.2	0.4	100.0	4,800
Other payments <sup>(a)</sup>	70.2	10.3	9.8	5.4	3.0	1.3	100.0	9,200
<b>Total (%)</b>	<b>75.2</b>	<b>9.6</b>	<b>8.2</b>	<b>4.2</b>	<b>1.9</b>	<b>0.9</b>	<b>100.0</b>	<b>—</b>
<b>Total (number)</b>	<b>62,000</b>	<b>7,900</b>	<b>6,700</b>	<b>3,500</b>	<b>1,500</b>	<b>800</b>	<b>—</b>	<b>82,400</b>

(a) 'Other payments' includes Age Pension, Special Benefit, Sickness Allowance, Partner Allowance, any other benefit or pension not specified, workcover/compensation, maintenance/child support, spouse/partner income, DVA disability and support pensions.

*Notes*

1. Number excluded due to errors or omissions (weighted): 7,567
2. Figures have been weighted to adjust for client non-consent and agency non-participation.
3. The results presented rely on data reported by SAAP agencies and their clients. Based on current income support eligibility criteria, those aged under 16 or over Age Pension are not entitled to the Disability Support Pension or Youth Allowance, and those aged under 21 years or over Age Pension are not entitled to Newstart Allowance. However in some cases clients have reported receiving such payments. See counting rules in Appendix 2 for further discussion.

Source: SAAP Client Collection.

In terms of assistance provided to SAAP clients, housing and accommodation assistance (77%), general support and advocacy (75%) and Other support (71%) were the most commonly provided forms of support in 1999–00 (Table 2.5). Other support refers to the provision of meals, laundry and shower facilities, transport, recreational and brokerage services, and any other forms of support not specifically listed on the NDCA client questionnaire.

**Table 2.5: SAAP closed support periods: support provided, by primary income source before support, Australia, 1999–00 (per cent)**

Primary income source	Housing/ accomm.	Financial/ employment	Counselling	General support/ advocacy	Specialist services	Other	Total (%)	Total (number)
No income	75.6	37.8	49.2	75.3	24.1	70.3	8.2	10,700
Registered/awaiting benefit	74.5	49.7	43.9	80.2	20.4	63.8	1.2	1,600
Newstart Allowance	80.2	32.1	30.5	71.8	22.6	77.0	26.6	34,600
Youth Allowance	75.8	36.6	37.9	77.5	19.0	66.6	11.9	15,400
Abstudy/CDEP	83.7	35.6	43.6	58.6	32.7	76.5	0.6	800
Parenting Payment	71.3	40.7	62.1	78.2	22.8	60.4	16.8	21,900
Disability Support Pension	80.4	31.2	28.5	72.9	23.8	81.7	19.3	25,100
Wages/salary/own business	67.1	28.8	53.9	76.6	19.1	58.9	4.9	6,400
Other payments <sup>(a)</sup>	75.5	32.7	47.3	73.1	26.0	68.7	10.4	13,600
<b>Total (%)</b>	<b>76.6</b>	<b>34.5</b>	<b>41.0</b>	<b>74.5</b>	<b>22.8</b>	<b>71.4</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>99,700</b>	<b>44,900</b>	<b>53,300</b>	<b>96,800</b>	<b>29,600</b>	<b>92,800</b>	<b>..</b>	<b>130,000</b>

(a) 'Other payments' includes Age Pension, Special Benefit, Sickness Allowance, Partner Allowance, any other benefit or pension not specified, workcover/compensation, maintenance/child support, spouse/partner income, DVA disability and support pensions.

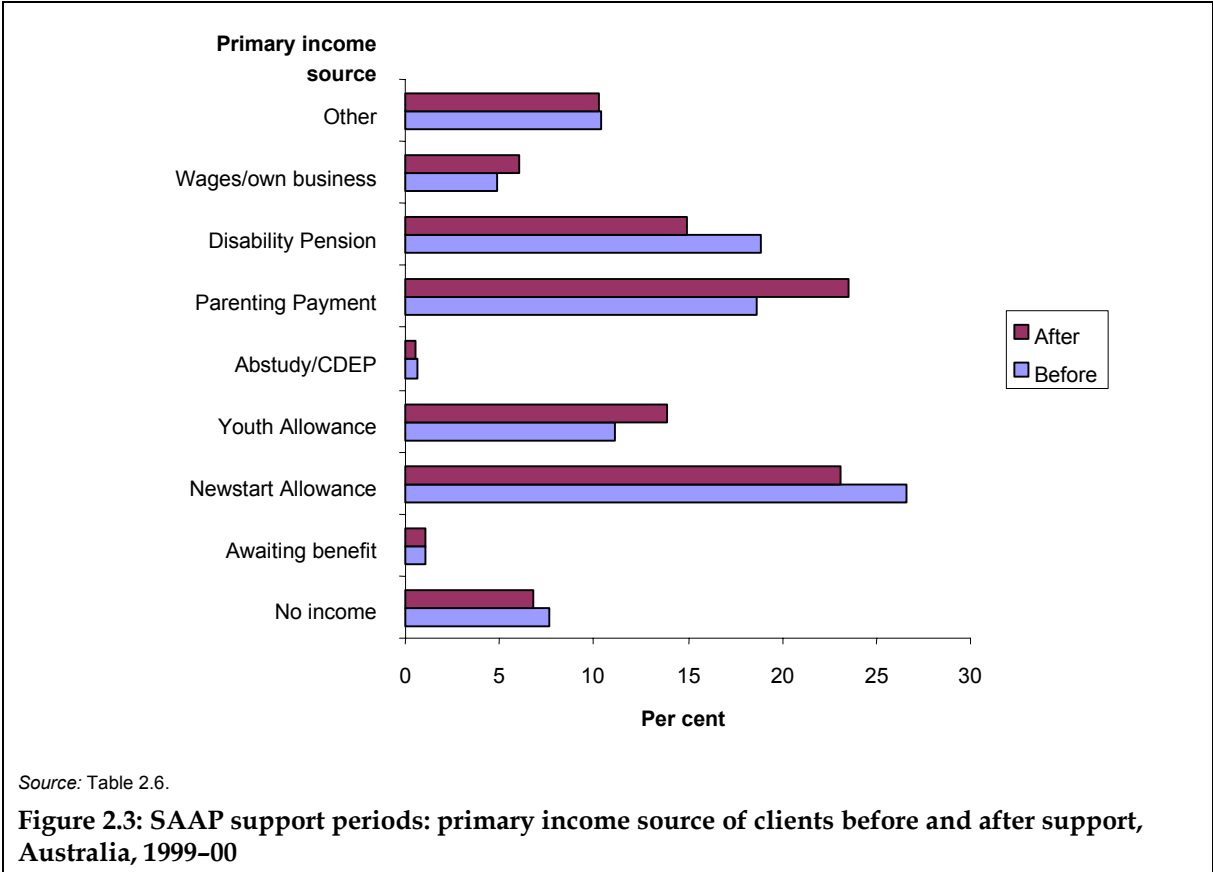
*Notes*

1. Number excluded due to errors (weighted): 1,354
2. Number excluded due to omissions (weighted): 8,790
3. Figures have been weighted to adjust for client non-consent and agency non-participation.
4. In groups of service types, a client may require more than one type of service within the grouping. Percentages for broad groupings relate to all needs and not to support periods. For individual types of services, a need can be recorded only once within a support period, so percentages relate to support periods.
5. The results presented rely on data reported by SAAP agencies and their clients. Based on current income support eligibility criteria, those aged under 16 or entitled to the Age Pension are not entitled to the Disability Support Pension or Youth Allowance, and those aged under 21 years or entitled to the Age Pension are not entitled to Newstart Allowance. However in some cases clients have reported receiving such payments. See counting rules in Appendix 2 for further discussion.

Source: SAAP Client Collection.

Across all primary income source categories, these three broad categories of support were uniformly reported as being provided most frequently. Those on Abstudy or CDEP payments were reported as having the highest proportion receiving housing and accommodation assistance (84% of cases). In cases where clients were awaiting receipt of a government payment, general support and advocacy was provided most often (80%), while those receiving the Disability Support Pension were most frequently provided with 'other' forms of support (82%). Clients who were awaiting receipt of a government benefit were more often provided with financial and employment assistance than those in other income source categories (50% of support periods). Interestingly, those with no income were provided with financial and employment assistance in proportionately less support periods (38%) than those awaiting benefits and those on Parenting Payments and was akin to the national average (35%). Counselling services were more frequently provided in support periods to clients receiving Parenting Payment (62%) than any other group, considerably higher than the national average (41%). Those clients whose primary income source was wages, salary or their own business were also more likely to be provided with counselling services (54%). Specialist services were more commonly provided to clients receiving Abstudy or CDEP payments (33%), compared with the national average of 23%.

In terms of outcomes after support, analysis of all closed support periods in 1999–00 shows the proportion of clients with no income dropped marginally from 8% before support to 7% after (Figure 2.3). So too did the proportion of clients receiving Newstart payments (from 27% to 23%) and Disability Support Pension (from 19% to 15%). On the other hand, the proportion of clients whose primary income source was wages, salary or own business increased slightly from 5% to 6%. The proportion of support periods in which clients were receiving Youth Allowance (from 11% before support to 14% after support) and Parenting Payment (from 19% before support to 24% after support) also increased.



A similar pattern of outcomes after support can also be seen in the primary income source of clients who specifically requested financial counselling, financial assistance or material aid (Table 2.6). The 7% of such clients who indicated they had no income before support reduced slightly to 6% after support. Likewise, the proportion of clients receiving Newstart Allowance (from 25% to 23%) and Disability Support Pension (from 18% to 15%) decreased. However, unlike the increase that occurred for clients on Parenting Payment when looking at *all* closed support periods, cases where clients specifically requested financial counselling, assistance or material aid remained constant (24%). The proportion of support periods to clients receiving Youth Allowance (from 11% to 14%), wages, salary or their own business (from 4% to 6%) and Other payments (from 10% to 11%) all increased.

**Table 2.6: SAAP support periods: source of income immediately before and after a support period, Australia, 1999–00 (per cent)**

Primary income source	Closed support periods in which clients needed financial counselling or financial assistance/material aid		All closed support periods	
	Before	After	Before	After
No income	7.1	6.1	7.6	6.8
Registered/awaiting benefit	1.4	1.2	1.1	1.1
Newstart Allowance	25.3	22.9	26.6	23.1
Youth Allowance	10.6	13.8	11.1	13.9
Abstudy/CDEP	0.6	0.5	0.6	0.5
Parenting Payment	23.8	23.7	18.7	23.5
Disability Support Pension	17.5	15.2	18.9	14.9
Wages/salary/own business	3.8	6.1	4.9	6.0
Other payments <sup>(a)</sup>	10.1	10.5	10.4	10.3
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total (with valid data)</b>	<b>38,700</b>	<b>21,800</b>	<b>104,500</b>	<b>60,400</b>
Number with missing data	1,900	18,800	7,600	51,700
<b>Total (number)</b>	<b>40,600</b>	<b>40,600</b>	<b>112,100</b>	<b>112,100</b>

(a) 'Other payments' includes Age Pension, Special Benefit, Sickness Allowance, Partner Allowance, any other benefit or pension not specified, workcover/compensation, maintenance/child support, spouse/partner income, DVA disability and support pensions.

*Notes*

1. Figures have been weighted to adjust for client non-consent and agency non-participation.
2. Excludes high-volume records because not all items were included on high-volume form.
3. Figures have been rounded.
4. The results presented rely on data reported by SAAP agencies and their clients. Based on income support eligibility criteria, for the collection period those aged under 16 or entitled to the Age Pension are not entitled to the Disability Support Pension or Youth Allowance, and those aged under 21 years or entitled to the Age Pension are not entitled to Newstart Allowance. However in some cases clients have reported receiving such payments. See counting rules in Appendix 2 for further discussion.
5. The results in this table vary slightly compared with income source before and after reported in the *SAAP NDCA National Annual Report 1999–00* because the income source groupings are different, i.e. the Other category in the national report relates to all other payments outside of government benefits while the Other payments category in this report relates to all other government payments not itemised in the tables. See footnote (a).

Source: SAAP Client Collection.

### 3 Income Issues Collection data: income status of SAAP clients

While Chapter 2 introduced and discussed the income status of the wider SAAP population, this chapter discusses the results of the Income Issues Collection, with a focus on the income status of particular population groups in SAAP immediately *before* support – migrants, youth and women escaping domestic violence. The primary income sources of clients who responded to the Income Issues Collection compares closely with the proportions reported earlier from the Client Collection (Tables 2.2 and 3.3). However, the Income Issues Collection was concerned with investigating the circumstances of clients on specific sources of income and therefore not all categories in the Client Collection tables are present in the Income Issues tables. Further, it should be noted that, unlike the ongoing Client Collection, the Income Issues Collection data are not adjusted for non-participation or non-consent.

**Table 3.1: Income Issues Collection, completeness of the data, Australia 2000**

	Agencies		Forms returned		
	In scope agencies	Agencies that responded	Participation rate	Total	Consent rate
<b>State/Territory</b>	<b>No.</b>	<b>No.</b>	<b>%</b>	<b>No.</b>	<b>%</b>
New South Wales	387	188	48.6	2,387	73.6
Victoria	304	189	62.2	2,887	73.8
Queensland	167	105	62.9	1,771	70.4
Western Australia	103	60	58.3	1,128	83.7
South Australia	72	48	66.7	661	73.2
Tasmania	41	25	61.0	408	74.3
Australian Capital Territory	29	15	51.7	261	83.1
Northern Territory	30	19	63.3	412	70.6
<b>Primary target group</b>					
Young people	453	232	51.2	2,489	74.4
Single men only	88	61	69.3	1,542	82.3
Single women only	48	16	33.3	187	76.5
Families	102	57	55.9	766	58.5
Women escaping domestic violence	264	163	61.7	2,525	71.3
Cross target/multiple/general	178	120	67.4	2,406	77.3
<b>Location</b>					
Capital city	623	346	55.5	5,162	74.3
Other metropolitan centre	81	48	59.3	851	66.9
Large rural centre	105	65	61.9	1,185	77.4
Other rural area	257	157	61.1	2,027	76.3
Remote area	67	33	49.3	690	73.0
<b>Total</b>	<b>1,133</b>	<b>649</b>	<b>57.3</b>	<b>9,915</b>	<b>74.4</b>

Note: 'Agencies' refers to the number of agencies that should have been participating in the reference period.

Source: SAAP Client Collection.

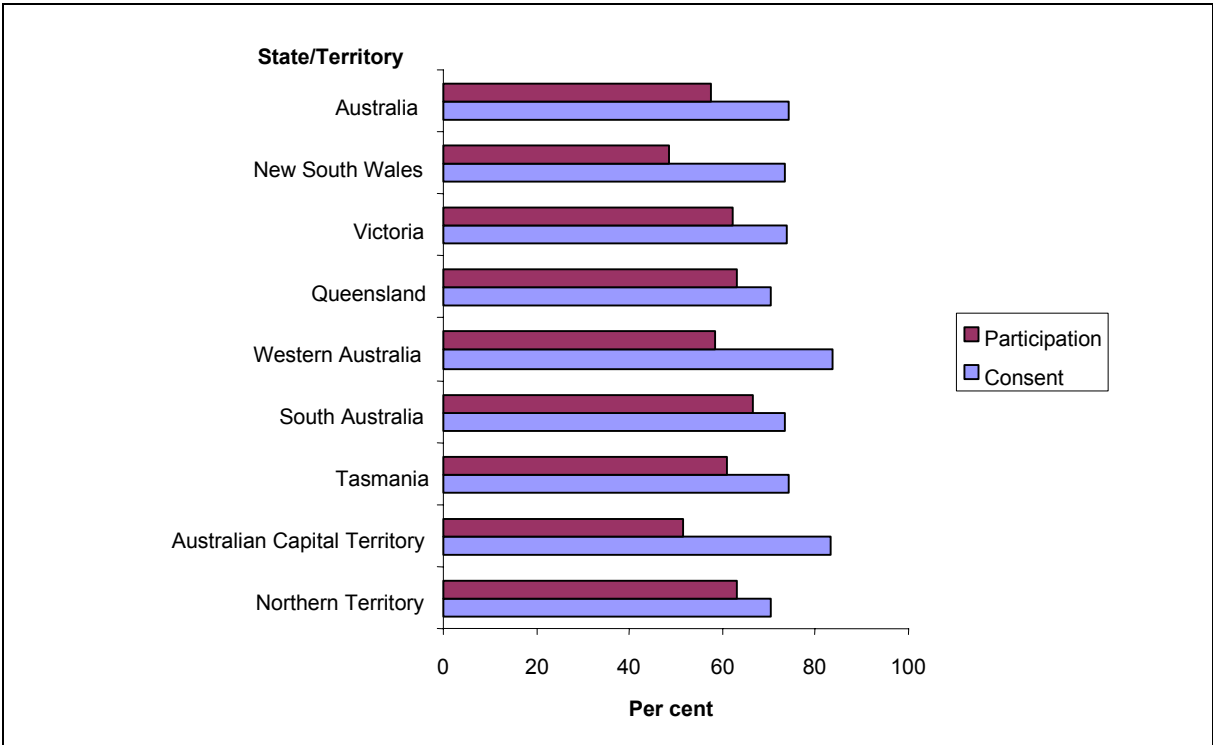
It is essential for an accurate assessment of data quality in any collection to consider participation rates, accuracy and the degree to which data forms are complete. Appendix 1 provides an explanation of the participation and consent rates in the Income Issues Collection in comparison to the 1999–00 Client Collection and the 1998 Accompanying

Children Special Collection. What follows is a brief synopsis of the participation rates in the Income Issues Collection across the States and Territories, primary target group of agencies, and location.

### 3.1 Participation and completeness of data

#### State and Territory

As there are great variations for both participation rates and actual numbers of forms returned in the Income Issues Collection, it is difficult to elucidate State and Territory comparisons. Participation rates for the States and Territories varied considerably, with the lowest participation rate in New South Wales (49%) and the highest recorded in South Australia (67%) (Figure 3.1). The Australian Capital Territory also produced a low participation rate (52%), while all other jurisdictions were over the national average (57%). In total, 649 agencies responded to the collection from around Australia, returning 9,915 client forms to the NDCA on conclusion of the collection. The national consent rate for this collection was 74%, with consent rates ranging from 84% in Western Australia to 70% in Queensland.



Source: Table 3.1.

Figure 3.1: Participation and consent rates in the Income Issues Collection across the States and Territories, 2000



## Primary target group of agency

Of the six primary target groups, the highest participation rate was by those agencies targeting single men only (69%) (Table 3.1). This was closely followed by agencies with cross, multiple or general target groups (67%). Participation by all other primary target groups was 33% for single women only, 51% for agencies targeting young people, 56% for family agencies and 62% for agencies targeting women escaping domestic violence. Agencies targeting single men only and cross, multiple and general target agencies also recorded higher consent rates than other primary target groups (82% and 77% respectively), while consent rates were lowest in agencies targeting families (59%).

Primary target group response across the States and Territories varied quite significantly (Table 3.2). The proportion of forms received from agencies targeting young people was much higher in Queensland (37%) and South Australia (33%) than in other jurisdictions. Relatively more forms were received from single women only agencies in South Australia (9%) than all other States and Territories. There were 13% of support periods provided by agencies targeting families in South Australia, compared with the national average of 8%. Almost one-third of forms from New South Wales came from agencies targeting single men only (31%), much higher than the national average (16%). Similarly, more than one-third of forms received from the Northern Territory were from agencies targeting women escaping domestic violence (38%), while in the Australian Capital Territory and Victoria relatively more forms were received from cross, multiple or general target agencies (38% and 37% respectively).

**Table 3.2: SAAP support periods: primary target group, by State and Territory, Australia, 2000 (per cent)**

Primary target group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total (%)	Total (no. forms)
Young people	26.6	20.9	37.3	12.6	33.0	29.9	19.9	13.3	25.1	2,490
Single men only	30.9	2.6	8.1	21.1	15.3	23.0	23.8	22.3	15.6	1,540
Single women only	1.5	1.4	1.0	3.1	8.8	—	—	—	1.9	190
Families	5.7	12.1	5.4	5.1	12.7	—	7.3	5.8	7.7	770
Women escaping domestic violence	22.0	26.4	22.4	34.5	23.1	27.9	11.5	37.9	25.5	2,530
Cross/multiple/general target	13.3	36.6	25.8	23.6	7.1	19.1	37.5	20.6	24.3	2,410
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>24.1</b>	<b>29.1</b>	<b>17.9</b>	<b>11.4</b>	<b>6.7</b>	<b>4.1</b>	<b>2.6</b>	<b>4.2</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>2,390</b>	<b>2,890</b>	<b>1,770</b>	<b>1,130</b>	<b>660</b>	<b>410</b>	<b>260</b>	<b>410</b>	<b>..</b>	<b>9,920</b>

### Notes

1. Number excluded due to errors: 0
2. Number excluded due to omissions: 0
3. Number excluded due to no consent: 0
4. Figures have been rounded.

Source: SAAP Income Issues Collection.

## Remote, rural and metropolitan located agencies

Based on the remote, rural and metropolitan area (RRMA) classification (see Appendix 2), agencies located in large rural centres recorded the highest participation rate (62%) and

consent rate (77%) (Table 3.1). The lowest participation rate was recorded in remote areas (49%), considerably lower than the national average of 57%. However, the consent rate amongst agencies in remote locations (73%) was close to the national average (74%), and agencies located in other metropolitan areas recorded the lowest consent rate (67%).

## 3.2 Circumstances of SAAP clients before support

### Reasons for seeking assistance

Overall, the main reasons given for seeking assistance were housing and accommodation problems (34%), sexual, physical or emotional abuse and domestic violence (20%) and financial difficulty (18%) (Table 3.3). Fifty-one per cent of clients on Youth Allowance sought assistance because of housing and accommodation problems.

**Table 3.3: SAAP support periods: main reason for seeking assistance, by primary income source, Australia, 2000 (per cent)**

Main reason for seeking assistance	No income	Registered/ awaiting benefit	Newstart Allow.	Youth Allow.	Abstudy/ CDEP	Family <sup>(a)</sup> /parents/ guardian	Disability Support Pension	Total (%)	Total (number)
Financial difficulty	14.2	16.1	26.1	12.3	13.6	12.1	23.7	18.4	1,190
No support network	3.9	3.6	1.5	2.8	6.8	1.7	3.7	2.5	160
Relationship/family breakdown	30.8	21.9	9.5	20.9	11.9	9.1	7.0	13.5	870
Sexual/physical/ emotional abuse/ domestic violence	19.5	19.7	10.6	6.9	18.6	47.4	11.5	20.3	1,310
Housing/accom. problems	21.8	32.1	36.1	50.9	37.3	25.2	34.1	33.7	2,170
Mental health issues	0.9	—	1.5	0.4	—	0.3	5.4	1.7	110
Other <sup>(b)</sup>	8.9	6.6	14.7	5.8	11.9	4.3	14.5	9.9	640
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>..</b>
<b>Total (%)</b>	<b>11.7</b>	<b>2.1</b>	<b>27.1</b>	<b>15.7</b>	<b>0.9</b>	<b>23.8</b>	<b>18.7</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>750</b>	<b>140</b>	<b>1,750</b>	<b>1,010</b>	<b>60</b>	<b>1,530</b>	<b>1,210</b>	<b>..</b>	<b>6,450</b>

(a) 'Family' includes Family Allowance, Special Benefit and Parenting Payment (single and partnered).

(b) 'Other' includes breakdown of sponsorship arrangements and substance abuse categories.

#### Notes

1. Number excluded due to errors: 656
2. Number excluded due to omissions: 271
3. Number excluded due to no consent: 2,542
4. Figures have been rounded.
5. The results presented rely on data reported by SAAP agencies and their clients. Based on income support eligibility criteria, for the collection period those aged under 16 or entitled to the Age Pension are not entitled to the Disability Support Pension or Youth Allowance, and those aged under 21 years or entitled to the Age Pension are not entitled to Newstart Allowance. However in some cases clients have reported receiving such payments. See counting rules in Appendix 2 for further discussion.

Source: SAAP Income Issues Collection.

The main reason for seeking assistance was quite different for those with no income and those receiving Family related payments, compared with those on all other primary income sources. In cases where clients reported having no income, relationship or family breakdown was most frequently given as the main reason for seeking assistance (31%), while those

receiving Family-related payments most commonly reported sexual, physical, emotional abuse and domestic violence (47%). Financial difficulty was given as the main reason more often in support periods to clients on Newstart (26%) and the Disability Support Pension (24%) than those on other income sources. People on Disability Support Pensions reported mental health issues as the main reason for seeking assistance more often than any other primary income source groups (5%, compared with the national average of 2%).

## Part payment of income support

The proportion of support periods in which clients on a government payment received a part allowance was 17% (Table 3.4). Part payments were most common among persons receiving Youth Allowance (24% received a part payment) and Newstart Allowance (19% received a part payment). Fewer Abstudy or CDEP participants received part payments (7%), compared with other income support recipients.

**Table 3.4: SAAP support periods: primary income source, by type of fortnightly government payment and amount, Australia, 2000 (per cent)**

Primary income source	Part allowance	Full allowance	Total (%)	Total (number)
No income	..	..	..	..
Registered/awaiting benefit	..	..	..	..
Newstart Allowance	18.8	81.2	100.0	1,730
Youth Allowance	24.3	75.7	100.0	1,030
Abstudy/CDEP	6.9	93.1	100.0	60
Family <sup>(a)</sup>	13.7	86.3	100.0	1,500
Disability Support Pension	12.7	87.3	100.0	1,240
Parents/guardian	..	..	..	..
<b>Total (%)</b>	<b>16.9</b>	<b>83.1</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>940</b>	<b>4,620</b>	<b>..</b>	<b>5,560</b>

(a) 'Family' includes Family Allowance, Special Benefit and Parenting Payment (single and partnered).

### Notes

1. Number excluded due to errors or omissions: 947
2. Number excluded due to no consent: 2,542
3. Figures have been rounded.
4. The results presented rely on data reported by SAAP agencies and their clients. Based on income support eligibility criteria, for the collection period those aged under 16 or entitled to the Age Pension are not entitled to the Disability Support Pension or Youth Allowance, and those aged under 21 years or entitled to the Age Pension are not entitled to Newstart Allowance. However in some cases clients have reported receiving such payments. See counting rules in Appendix 2 for further discussion.

Source: SAAP Income Issues Collection.

The reason most often given by clients receiving a part payment across all government income support categories was the repayment of loans (44%) (Table 3.5). Centrelink debts (requiring recipients of income support to repay past overpayments) were the next most common reason (20%), followed by 'other' reasons (16%), breach of Centrelink requirements (10%) and spousal income (6%). For those clients on Family payments, reasons such as repayment of loans (46%), spousal income and 'other' reasons (21% respectively) led to part payment of allowances. Information not presented here showed that most 'other' reasons for receiving a part payment related to additional income above the income support payment 'free zone', income from public trustees and parental means testing. Several clients cited

leaving prison as a reason for receiving part payment, while others did not know why their payments had been reduced. A survey of SAAP service providers in 2000 suggested that a number of policy issues were perceived as problematic and may have impacted on the reduced payments of potential recipients. These include the tightening of criteria for the receipt of Youth Allowance; tightening of the criteria for breaches and the ensuing high rates of breaching; mutual obligation and programs such as Work for the Dole; and the reduction in emergency payments (ACOSS 2000,19).

**Table 3.5: SAAP support periods: clients receiving a part payment, primary income source before support, by reasons for part payment, Australia, 2000 (per cent)**

Primary income source	Parental means test	Repayment of loan	Centrelink debts	Breach of Centrelink requirements	Spousal income	Other	Total (%)	Total (number)
No income	..	..	..	..	..	..	..	..
Registered/ awaiting benefit	..	..	..	..	..	..	..	..
Newstart Allowance	—	45.4	22.5	16.4	2.9	12.9	100.0	280
Youth Allowance/ Abstudy/CDEP	15.0	33.3	23.5	13.7	0.4	14.1	100.0	230
Family <sup>(a)</sup>	—	45.9	10.6	1.2	21.2	21.2	100.0	170
Disability Support Pension	—	58.2	17.8	4.1	3.4	16.4	100.0	150
Parent/guardian	..	..	..	..	..	..	..	..
<b>Total (%)</b>	<b>4.2</b>	<b>44.3</b>	<b>19.5</b>	<b>10.4</b>	<b>6.0</b>	<b>15.5</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>40</b>	<b>370</b>	<b>160</b>	<b>90</b>	<b>50</b>	<b>130</b>	<b>..</b>	<b>830</b>

(a) 'Family' includes Family Allowance, Special Benefit and Parenting Payment (single and partnered).

*Notes*

1. Number excluded due to errors: 130
2. Number excluded due to no consent: 2,542
3. Figures have been rounded.

Source: SAAP Income Issues Collection.

## SAAP clients with no income

As mentioned in Chapter 1, the SAAP clients of foremost importance to the Income Issues Collection working group were those who reported having no income source, and the circumstances surrounding their predicament. The results presented in Chapter 2 from the Client Collection show that in 8% of support periods (approximately 11,500 cases) clients reported having no source of income upon gaining SAAP assistance. This compares with 12% of support periods to clients with no income reported in the Income Issues Collection (approximately 750 cases). The higher proportion of clients with no income before receiving SAAP assistance in the Income Issues Collection may be attributed to the fact that this collection was targeted at clients with no or low income, leading to higher than average representation of this group. Given the relatively small number of cases in some cells in the tables in this sub-section, caution should be used in interpreting the results.

In 35% of support periods, clients reported having no source of income because they were ineligible or their application for a government payment had been rejected (Table 3.6). This reason was given more often by clients in South Australia (52% of support periods) than other States and Territories (where the proportions ranged from 20% to 39%). Clients in

Western Australia (43%) and the Australian Capital Territory (41%) more commonly reported that they had not yet applied for a benefit. The most common reason given in Tasmania was that the client was awaiting receipt of a benefit or awaiting a decision on an appeal lodgment that could enable them to receive a government payment (53%). Overall, in 7% of support periods, clients reported they had no source of income due to a breach of Centrelink requirements, though this was a much more common reason in the Northern Territory than other jurisdictions (13%).

**Table 3.6: SAAP support periods with no income: reasons for and length of time with no government income, by State and Territory, Australia, 2000 (per cent)**

Reason client has no income	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total (%)	Total (number)	Average length of time without income <sup>(c)</sup> (days)
Not eligible/Application for benefit rejected	38.7	32.5	39.2	19.5	52.4	33.3	35.3	26.7	35.0	250	36
Have not yet applied for benefit	33.0	27.9	23.1	42.9	28.6	13.3	41.2	26.7	29.7	210	93
Breach of Centrelink requirements <sup>(a)</sup>	6.3	6.1	7.7	7.8	7.1	—	—	13.3	6.6	50	72
Awaiting benefit <sup>(b)</sup>	19.9	27.9	28.5	23.4	16.7	53.3	29.4	26.7	25.8	180	72
Other	5.2	10.7	9.2	13.0	7.1	3.3	—	10.0	8.4	60	164
<b>Total (%)</b>	<b>26.8</b>	<b>27.6</b>	<b>18.2</b>	<b>10.8</b>	<b>5.9</b>	<b>4.2</b>	<b>2.4</b>	<b>4.2</b>	<b>100.0</b>	<b>..</b>	<b>..</b>
<b>Total (number)</b>	<b>190</b>	<b>200</b>	<b>130</b>	<b>80</b>	<b>40</b>	<b>30</b>	<b>20</b>	<b>30</b>	<b>..</b>	<b>720</b>	<b>76</b>

(a) Includes overpayment debt.

(b) Includes appeal lodged (awaiting decision).

(c) Includes those who have never had an income.

*Notes*

1. Number excluded due to errors or omissions: 232

2. Number excluded due to no consent: 0

3. Figures have been rounded.

4. In cases where clients indicated they had no income, a reason for not having an income was not always given.

Source: SAAP Income Issues Collection.

Across support periods, the average length of time clients reported being without an income source was 76 days, or approximately two and a half months (Table 3.6). For those who reported they were ineligible for a government payment or had had their application rejected, the period of time spent without income was considerably less at just over one month (36 days). Clients who had no income due to a breach of Centrelink requirements, or who were awaiting receipt of a benefit or the outcome of an appeal, spent nearly two and a half months without income (72 days). Clients who had not yet applied for a benefit had an average length of just over 3 months without income (93 days), while clients who reported 'other' reasons averaged of more than 5 months without income (164 days).

Agencies targeting young people reported the highest proportion of support periods where the reason for no income was ineligibility or application for benefit rejected (42% of support periods) (Table 3.7). The most common reason reported at agencies targeting single men only and cross, multiple or general target agencies was that the client was awaiting receipt of a benefit or the result of an appeal (36% and 34% respectively). More than half of clients from agencies targeting single women only reported that they had not yet applied for a benefit (57%). The main reason reported at agencies targeting families was ineligibility or rejection of their application, or they had not yet applied (31% respectively). Similarly, clients at agencies assisting women escaping domestic violence reported ineligibility or having had their application for a benefit rejected (36%).

**Table 3.7: SAAP support periods with no income: reason client has no government income, by primary target group, Australia, 2000 (per cent)**

Reason client has no income	Young people	Single men only	Single women only	Families	Women escaping DV <sup>(c)</sup>	Cross target/multiple/general	Total (%)	Total (number)
Not eligible/ Application for benefit rejected	41.7	15.6	—	30.8	36.0	25.8	35.0	250
Have not yet applied for benefit	30.6	32.5	57.1	30.8	23.5	30.3	29.7	210
Breach of Centrelink requirements <sup>(a)</sup>	7.4	7.8	—	—	2.9	10.1	6.6	50
Awaiting benefit <sup>(b)</sup>	22.2	36.4	—	26.9	25.7	33.7	25.8	180
Other	3.7	11.7	42.9	15.4	14.7	11.2	8.4	60
<b>Total (%)</b>	<b>53.1</b>	<b>10.8</b>	<b>1.0</b>	<b>3.6</b>	<b>19.0</b>	<b>12.5</b>	<b>..</b>	<b>..</b>
<b>Total (number)</b>	<b>380</b>	<b>80</b>	<b>10</b>	<b>30</b>	<b>140</b>	<b>90</b>	<b>..</b>	<b>720</b>

(a) Includes overpayment debt.

(b) Includes appeal lodged (awaiting decision).

(c) Women escaping domestic violence.

*Notes*

1. Number excluded due to errors or omissions: 232
2. Number excluded due to no consent: 0
3. Figures have been rounded.
4. In cases where clients indicated they had no income, a reason for not having an income was not always given.
5. Clients were able to provide multiple reasons for having no income, so percentages do not total 100.

Source: SAAP Income Issues Collection.

Of clients ineligible for a government payment, the majority reported they were ineligible due to their age (56%) (Table 3.8). 'Other' reasons were given in 12% of support periods. In a significant proportion of support periods, clients reported issues of residency status, for example, 10% were due to unconfirmed residency status, 6% had recently arrived in Australia, 4% were subject to the 2-year residency waiting period and 3% were on a tourist visa. In 9% of support periods, clients were ineligible for a government payment due to means testing.

**Table 3.8: SAAP support periods with no income: reasons for clients' non-eligibility for government payment, Australia, 2000**

Reason for non-eligibility	Total (%)	Total (number)
Means test	9.3	20
Age	55.9	130
Recently arrived in Australia/Tourist visa/ subject to 2-year waiting period	12.7	30
Residency status not yet confirmed	10.1	20
Other	11.9	30
<b>Total (number)</b>	<b>100.0</b>	<b>230</b>

*Notes*

1. Number excluded due to errors or omissions: 207
2. Number excluded due to no consent: 0
3. Figures have been rounded.
4. The results presented rely on data reported by SAAP agencies and their clients. Based on income support eligibility criteria, for the collection period those aged under 16 or entitled to the Age Pension are not entitled to the Disability Support Pension or Youth Allowance, and those aged under 21 years or entitled to the Age Pension are not entitled to Newstart Allowance. However in some cases clients have reported receiving such payments. See counting rules in Appendix 2 for further discussion.

Source: SAAP Income Issues Collection.

In support periods where clients reported having no income, the last source of income was predominantly wages, salary or their own business (35% of cases), with an average of approximately 3 months (104 days) without an income (Table 3.9). Next most common was government payment (24% of support periods), also with an average of approximately 3 months (95 days) without a payment. Caution should be used in interpreting the average length of time since receiving an income/payment as it is unreliable in those income/payment categories in which the number of contributors is small. However, those whose last income source was their spouse or partner's income (17%) reported by far the longest period without income before receiving SAAP assistance, at just under 2 years (626 days). Clients whose last income source was a form of workers compensation (1%) reported being without an income for over 12 months (416 days).

**Table 3.9: SAAP support periods with no income: source of last income/payment received in Australia, by length of time since receiving an income/payment, Australia, 2000**

<b>Last income/payment received</b>	<b>Total (%)</b>	<b>Total (number)</b>	<b>Average length of time since receiving an income/payment (days)</b>
Wages/salary/own business	35.1	170	104
Spouse/partner's income	16.5	80	626
Workcover/compensation	1.0	10	416
Government payment	24.0	120	95
Other	23.4	110	168
<b>Total</b>	<b>100.0</b>	<b>490</b>	<b>158</b>

*Notes*

1. Number excluded due to errors: 5
2. Number excluded due to omissions: 462
3. Number excluded due to no consent: 0
4. Figures have been rounded.

Source: SAAP Income Issues Collection.

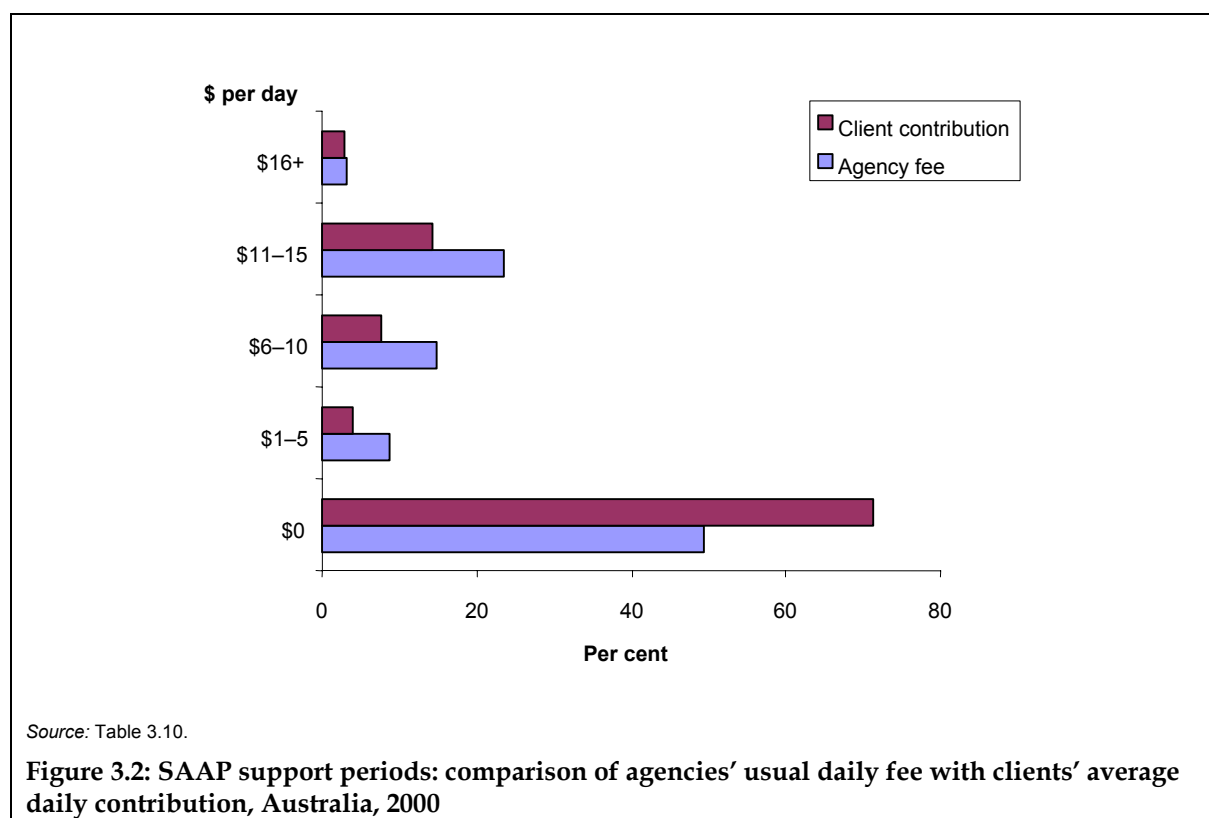
### 3.3 Agency fees and client monetary contributions

Across the States and Territories in 48% of support periods, agencies did not charge a usual daily fee (Figure 3.2). Agencies in Victoria (84%), the Australian Capital Territory (54%) and Queensland (41%) did not charge a usual daily fee in proportionally more support periods than agencies in other jurisdictions (Table 3.10a).

The proportion of support periods in which there was a small daily fee (up to \$5) ranged from 19% in Western Australia to 2% in the Australian Capital Territory. Western Australian agencies charged a daily fee of \$6–\$10 in 31% of support periods, compared with 3% in Victoria. A usual daily fee of \$11–\$15 ranged from 42% of support periods in New South Wales to 9% in Victoria. Agencies in Tasmania and Western Australia had a daily fee of \$16 or more in 14% and 9% of cases respectively, compared with the national average of 3%.

In 52% of support periods, agencies had a usual daily fee, while in only 29% of support periods did clients make a financial contribution (Table 3.10b). Nationally, in 24% of support periods, agencies charged a moderate usual daily fee of \$11–\$15, compared with 14% of support periods in which clients contributed this amount. In support periods where clients made a monetary contribution, they did so more often in this contribution category than any other category.

In general, agencies received around half of the average usual daily fee from client contributions. Data from the Income Issues Collection suggests that the average usual daily fees totalled about \$32,000 whereas clients contributed approximately \$17,000 (derived from Tables 3.10a and 3.10b).



**Table 3.10a: SAAP support periods: agencies' average usual daily fee, by State and Territory, Australia 2000 (per cent)**

State/ Territory	Agencies usual daily fee (\$)					Total (%)	Total (number)
	\$0	\$1-5	\$6-10	\$11-15	\$16 & over		
NSW	25.8	8.6	19.3	42.2	4.2	100.0	2,100
Vic	84.1	3.9	3.2	8.5	0.3	100.0	2,600
Qld	41.4	15.2	16.2	25.5	1.6	100.0	1,600
WA	25.5	18.6	31.4	15.7	8.8	100.0	1,050
SA	37.2	11.2	22.6	26.3	2.7	100.0	590
Tas	30.4	7.5	20.9	27.3	13.9	100.0	360
ACT	54.2	2.0	11.4	31.3	1.0	100.0	200
NT	37.6	8.7	14.2	36.3	3.2	100.0	380
<b>Total (%)</b>	<b>47.7</b>	<b>9.6</b>	<b>15.3</b>	<b>24.0</b>	<b>3.3</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>4,240</b>	<b>850</b>	<b>1,360</b>	<b>2,130</b>	<b>300</b>	<b>..</b>	<b>8,880</b>

*Notes*

1. Number excluded due to errors: 122
2. Number excluded due to omissions: 912
3. Number excluded due to no consent: 0
4. Figures have been rounded.

Source: SAAP Income Issues Collection.



CONT...

**Table 3.10b: SAAP support periods: Clients' monetary contribution to SAAP agency, by State and Territory, Australia, 2000 (per cent)**

State/ Territory	Clients contribution (\$)					Total	Total (%)	Total (number)
	\$0	\$1-5	\$6-10	\$11-15	\$16 & over			
NSW	60.5	4.3	7.9	22.7	4.6	100.0	23.6	2,090
Vic	88.2	3.3	2.4	5.7	0.4	100.0	29.8	2,650
Qld	69.7	5.7	8.2	14.4	2.1	100.0	18.3	1,630
WA	64.1	4.0	16.5	8.0	7.4	100.0	11.0	980
SA	57.6	6.5	13.5	20.2	2.2	100.0	6.6	590
Tas	53.8	4.8	13.5	19.7	8.2	100.0	4.0	360
ACT	77.9	6.4	11.3	3.4	1.0	100.0	2.3	200
NT	67.1	2.9	3.1	26.4	0.5	100.0	4.3	380
<b>Total (%)</b>	<b>71.1</b>	<b>4.4</b>	<b>7.7</b>	<b>13.9</b>	<b>2.9</b>	<b>100.0</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>6,300</b>	<b>390</b>	<b>690</b>	<b>1,230</b>	<b>260</b>	<b>..</b>	<b>..</b>	<b>8,870</b>

*Notes*

1. Number excluded due to errors: 40
2. Number excluded due to omissions: 1,005
3. Number excluded due to no consent: 0
4. Figures have been rounded.

Source: SAAP Income Issues Collection.

The extent to which clients paid the usual or expected fee varied across payment categories. Interestingly, as the expected fee increased so to did the proportion of support periods in which clients paid the increased amount. For example, in 36% of support periods, clients expected to pay \$1-\$5 did so; in 59% of support periods, clients expected to pay \$11-\$15 did so; and in 62% of cases, clients expected to pay \$16 or more did so.

**Table 3.11: SAAP support periods: clients' monetary contribution to SAAP agency and agencies' average usual daily fee, Australia 2000 (per cent)**

Client contribution (\$ per day)	Agencies' usual daily fee (\$)					Total (%)	Total (no.)
	\$0	\$1-5	\$6-10	\$11-15	\$16 & over		
\$0	98.6	59.9	49.8	37.3	31.8	71.3	5,990
\$1-5	0.5	35.9	1.6	0.9	2.2	3.9	330
\$6-10	0.4	2.3	46.2	1.3	1.8	7.6	640
\$11-\$15	0.3	0.5	1.2	58.7	2.2	14.3	1,200
\$16 & over	0.1	1.3	1.2	1.8	62.1	2.8	240
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>49.4</b>	<b>8.8</b>	<b>14.8</b>	<b>23.6</b>	<b>3.3</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>4,160</b>	<b>740</b>	<b>1,250</b>	<b>1,990</b>	<b>280</b>	<b>..</b>	<b>8,410</b>

*Notes*

1. Number excluded due to errors: 132
2. Number excluded due to omissions: 1,373
3. Number excluded due to no consent: 0
4. Figures have been rounded.

Source: SAAP Income Issues Collection.



## 4 Income status of overseas-born SAAP clients

People born overseas in predominantly non-English speaking countries are often particularly vulnerable to homelessness. This is especially so when they are ineligible for income support, have little or no family support, are not familiar with the environment in which they find themselves, do not speak English, or due to discrimination have difficulty accessing housing, employment and support services (CACH 2001:68). In 1999–00, 14% of SAAP support periods to people who reported they had no income before support were provided to people born overseas (Table 2.1).

The following analysis includes support periods provided to clients from culturally and linguistically diverse backgrounds (see Appendix 2), whose main reason for seeking assistance was reported as financial difficulty in the Client Collection. Only clients who reported financial difficulty as their main reason for seeking assistance were selected from the entire SAAP population, in order to more closely align the results presented here with the data from the Income Issues Collection. Results from the Income Issues Collection, specifically the income circumstances of SAAP clients from culturally and linguistically diverse backgrounds, follow analysis of the Client Collection data.

### Client Collection 1999–00

In 84% of cases, SAAP clients were Australian-born (Table 4.1). In the remaining 16% of support periods, the birthplace of clients was evenly distributed across various regions. Three per cent of clients were born in Oceania, other European nations and the former Soviet Union, 'other' regions including the Middle East, Africa, the Americas and the Caribbean, and the UK, Ireland and associated islands respectively. Slightly more support periods were provided to clients born within Asia, at 4%.

Of the States and Territories, Tasmania reported the greatest proportion of support periods to clients who were Australian-born (96%), considerably higher than the national average of 84%, while Western Australia reported the lowest proportion of Australian-born clients (79%). Western Australia provided more support periods to clients born in Asia (6%) and the UK, Ireland and associated islands (4%). New South Wales agencies had slightly greater proportions of support periods to clients who were born in the Oceania region (5%). The Australian Capital Territory had proportionately more clients born in other European regions and the former Soviet Union (5%), while Victorian agencies had higher proportions of support periods to clients from Asia and 'other' regions including the Middle East, Africa, the Americas and the Caribbean (5%).

Some gender and age differences can be noted across birthplace (Table 4.2). In general, the percentage of Australian-born people receiving support declined as age increased (92% of clients aged less than 20 years to 69% of those aged 65 and over). In contrast, the general trend for persons born overseas was that proportions in each age group increased with age. This pattern is consistent with the profile of overseas-born people in the general population, i.e. there is a large proportion of overseas-born people of older ages.

**Table 4.1: SAAP support periods: birthplace of clients with financial difficulty, by State and Territory, Australia, 1999–00 (per cent)**

Birthplace	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total (%)	Total (number)
Australia	80.6	81.9	89.4	78.7	86.3	95.6	83.9	93.6	83.9	47,400
Oceania (excluding Australia)	4.7	2.7	4.0	4.2	2.2	0.6	2.9	1.6	3.3	1,900
UK, Ireland & associated islands	3.4	1.5	2.1	3.9	2.8	1.5	2.3	1.4	2.5	1,300
Other Europe & former Soviet Union	3.8	3.8	1.8	3.3	3.3	0.9	4.8	1.4	3.2	1,800
Asia	3.4	5.2	1.6	5.8	3.6	0.4	3.3	1.7	3.7	2,100
Other (including Middle East, Africa, Americas & Caribbean)	4.1	4.9	1.1	4.1	1.8	0.9	2.7	0.3	3.4	1,100
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>25.0</b>	<b>34.7</b>	<b>15.1</b>	<b>7.3</b>	<b>7.2</b>	<b>4.2</b>	<b>2.6</b>	<b>3.9</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>14,200</b>	<b>19,700</b>	<b>8,500</b>	<b>4,100</b>	<b>4,100</b>	<b>2,400</b>	<b>1,500</b>	<b>2,200</b>	<b>..</b>	<b>56,600</b>

*Notes*

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 966
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

Of clients aged 65 and over, a much greater proportion of females were born in Asia (19%), compared with males born in Asia (2%). In support periods to male clients born outside of Australia, it was more common for those aged 45–64 (11%) and 65 years and over (13%) to have been born in other European countries or the former Soviet Union. Outside of Australia, younger clients were more likely to have been born in Oceania or Asia (2–3% in each age group).

Primary income source varied considerably by place of birth (Table 4.3). Australian-born clients (84%) were under-represented in the no income category (69%), compared with Asian-born clients (4%) who made up 12% of the support periods in the no income source category. Further, overseas-born clients reported that they had no income source in a greater proportion of support periods than those with an income or awaiting a benefit (31%, compared with the national average of 17%). The high number of SAAP clients from birthplaces other than Australia with no income may reflect the 2-year waiting period precluding newly arrived migrants from the income support system and the uncertain status of asylum seekers, which in many cases prevents them from obtaining employment (CACH 2001:69).

In 74% and 73% of cases respectively in which the primary income source was wages, salary or own business or Other payments, clients were born in Australia. Clients born overseas were generally over-represented in support periods in which the primary income source was wages, salary or own business or Other payments.

Over-representation also occurred for Australian-born clients on Youth Allowance (92%), those born in Other Europe and the former Soviet Union for wages, salary or own business (6%), those born in Oceania who were registered or awaiting a benefit (6%) and those born in the UK, Ireland and associated islands on the Disability Support Pension (4%). In contrast, those born in Asia (1%) and those born in the Middle East, Africa, the Americas and the Caribbean (2%) were under-represented in cases receiving the Disability Support Pension.

**Table 4.2: SAAP support periods: birthplace of clients with financial difficult: birthplace, by age and gender of client, Australia, 1999–00 (per cent)**

Birthplace	Under 15 years	15–17 years	18–19 years	20–24 years	25–44 years	45–64 years	65+ years	Total	
<b>Male clients</b>								<b>%</b>	<b>No.</b>
Australia	94.6	92.2	89.9	88.1	85.2	73.3	74.0	84.8	21,500
Oceania (excluding Australia)	3.1	1.5	1.9	2.7	3.8	3.1	2.9	3.1	800
UK, Ireland & associated islands	—	1.1	0.6	1.3	3.2	7.2	6.2	3.1	800
Other Europe & former Soviet Union	—	0.4	1.0	0.9	2.5	10.6	12.9	3.3	900
Asia	0.5	2.1	2.8	3.5	2.2	1.9	2.0	2.4	600
Other <sup>(a)</sup>	1.7	2.8	3.7	3.4	3.1	3.9	1.8	3.3	800
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>0.9</b>	<b>8.6</b>	<b>8.4</b>	<b>15.9</b>	<b>49.2</b>	<b>15.1</b>	<b>1.9</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>200</b>	<b>2,200</b>	<b>2,100</b>	<b>4,000</b>	<b>12,500</b>	<b>3,800</b>	<b>500</b>	<b>..</b>	<b>25,400</b>
<b>Female clients</b>									
Australia	90.7	93.3	91.6	87.0	80.9	66.1	55.3	83.1	25,500
Oceania (excluding Australia)	2.1	1.8	2.1	3.3	4.0	5.4	-	3.5	1,100
UK, Ireland & associated islands	—	0.6	0.8	1.0	1.9	4.5	7.0	1.7	500
Other Europe & former Soviet Union	1.0	0.8	1.0	1.5	3.3	11.7	15.6	3.2	1,000
Asia	4.2	2.4	2.0	3.7	5.8	6.9	18.8	4.9	1,500
Other <sup>(a)</sup>	1.9	1.1	2.5	3.6	4.1	5.4	3.2	3.6	1,100
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>0.9</b>	<b>10.0</b>	<b>9.7</b>	<b>18.9</b>	<b>52.3</b>	<b>7.6</b>	<b>0.7</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>300</b>	<b>3,100</b>	<b>3,000</b>	<b>5,800</b>	<b>16,000</b>	<b>2,300</b>	<b>200</b>	<b>..</b>	<b>30,700</b>
<b>All clients</b>									
Australia	92.3	92.8	90.9	87.5	82.8	70.7	68.5	83.9	47,300
Oceania (excluding Australia)	2.8	1.7	2.0	3.0	3.9	3.9	2.1	3.3	1,900
UK, Ireland & associated islands	—	0.8	0.7	1.1	2.5	6.1	6.6	2.4	1,300
Other Europe & former Soviet Union	0.6	0.6	1.0	1.3	2.9	10.9	13.7	3.2	1,800
Asia	2.5	2.2	2.4	3.6	4.3	3.8	6.9	3.7	2,100
Other <sup>(a)</sup>	1.8	1.8	3.0	3.5	3.6	4.5	2.2	3.4	1,900
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>0.9</b>	<b>9.4</b>	<b>9.1</b>	<b>17.5</b>	<b>50.9</b>	<b>11.0</b>	<b>1.2</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>500</b>	<b>5,300</b>	<b>5,100</b>	<b>9,900</b>	<b>28,700</b>	<b>6,200</b>	<b>700</b>	<b>..</b>	<b>56,400</b>

(a) 'Other' includes the Middle East, Africa, the Americas and the Caribbean.

*Notes*

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 513
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

**Table 4.3: SAAP support periods: birthplace of clients with financial difficulty, by primary income source, Australia, 1999–00 (per cent)**

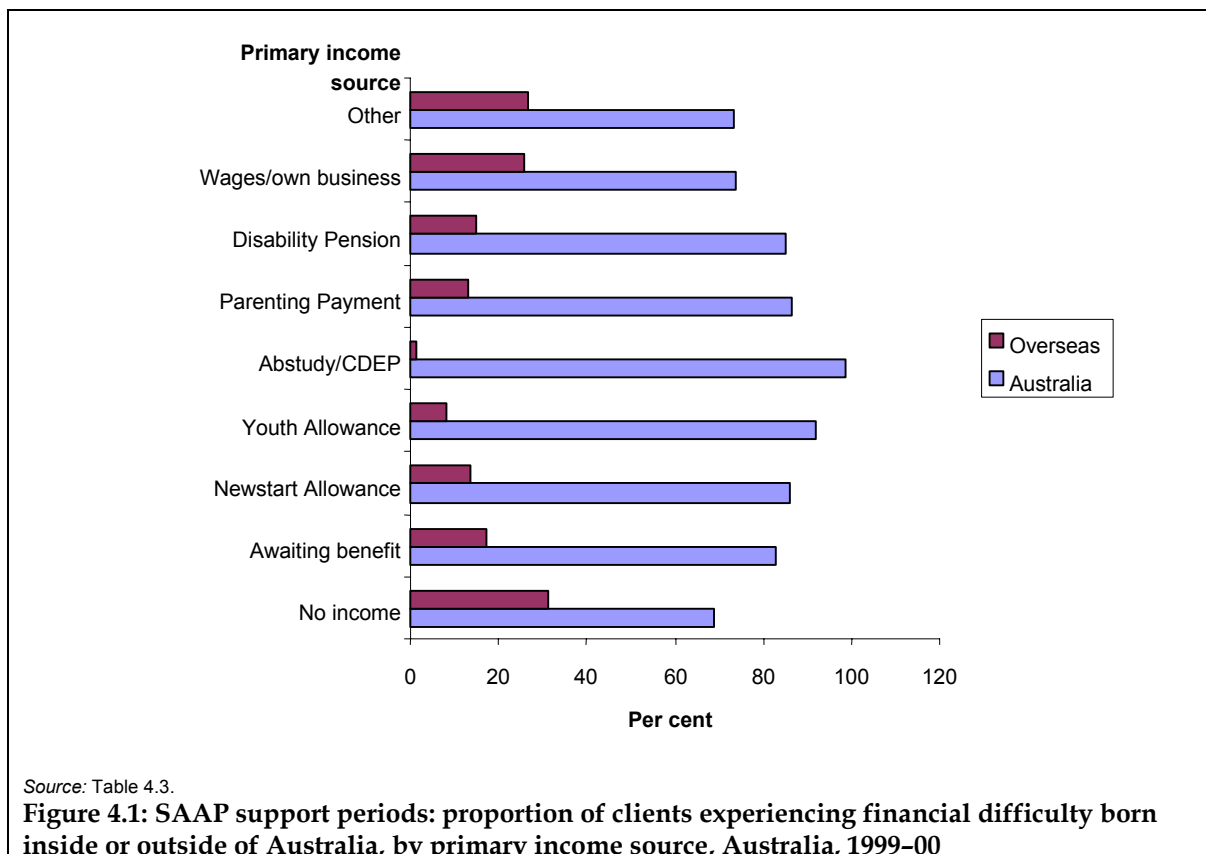
Birthplace	No income	Reg./ await benefit	Newstart Allow	Youth Allow.	Abstudy/ CDEP	Parenting payment	Disability Support Pension	Wages/ salary/ own bus		Total (%)	Total (no.)
								Other			
Australia	68.7	82.9	86.2	91.8	98.8	86.6	85.0	74.0	73.3	83.7	44,900
Oceania (excluding Australia)	5.2	5.9	3.6	1.6	—	3.3	2.6	5.5	3.4	3.3	1,800
UK, Ireland & assoc. islands	2.2	1.2	2.1	0.6	1.2	1.8	3.9	4.0	3.5	2.4	1,300
Other Europe & former Soviet Union	4.6	1.4	2.4	0.9	—	2.0	5.3	5.9	6.3	3.3	1,800
Asia	11.6	5.3	2.4	2.0	—	3.3	1.3	6.9	8.0	3.8	2,000
Other <sup>(a)</sup>	7.7	3.2	3.3	3.1	—	2.9	1.8	3.6	5.5	3.5	1,900
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>..</b>
<b>Total (%)</b>	<b>7.6</b>	<b>1.6</b>	<b>24.9</b>	<b>12.3</b>	<b>0.6</b>	<b>21.8</b>	<b>17.5</b>	<b>3.9</b>	<b>9.8</b>	<b>100.0</b>	<b>..</b>
<b>Total no.</b>	<b>4,100</b>	<b>800</b>	<b>13,400</b>	<b>6,600</b>	<b>300</b>	<b>11,700</b>	<b>9,400</b>	<b>2,100</b>	<b>5,300</b>	<b>..</b>	<b>53,600</b>

(a) 'Other' includes the Middle East, Africa, the Americas and the Caribbean.

*Notes*

1. Number excluded due to errors: 693
2. Number excluded due to omissions: 3,215
3. Number excluded due to no consent: 0
4. Figures have been rounded.
5. The results presented rely on data reported by SAAP agencies and their clients. Based on income support eligibility criteria, for the collection period those aged under 16 or entitled to the Age Pension are not entitled to the Disability Support Pension or Youth Allowance, and those aged under 21 years or entitled to the Age Pension are not entitled to Newstart Allowance. However in some cases clients have reported receiving such payments. See counting rules in Appendix 2 for further discussion.

Source: SAAP Client Collection.



## Income Issues Collection

According to data collected in the Income Issues Collection, only 2% of support periods (approximately 160 forms) were provided to clients who were not Australian citizens or permanent residents (Table 4.4).

Of the 2%, the greatest proportion were born in Asia (38%) or 'other' regions including the Middle East, Africa, the Americas and the Caribbean (27%). However the low consent rate on questions of resident and visa status must be kept in mind, when reviewing the data on migrant groups collected in the Income Issues Collection. The Income Issues Collection recorded a similar proportion of support periods to clients who were Australian-born (86%, compared with 84% in the Client Collection experiencing financial difficulty), despite migrants being one of the target groups of the collection. In particular, in the Income Issues Collection only 1% of support periods were provided to people from other European regions or the former Soviet Union, compared with 3% in the Client Collection.

**Table 4.4: SAAP support periods: birthplace of clients, by Australian citizenship/permanent residency, Australia, 2000 (per cent)**

<b>Birthplace</b>	<b>Australian citizen or permanent resident</b>	<b>Not an Australian citizen or permanent resident</b>	<b>Total (%)</b>	<b>Total (no.)</b>
Australia	87.5	6.3	85.7	5,900
Oceania (excluding Australia)	2.8	18.4	3.1	210
UK, Ireland & assoc. islands	1.8	6.3	1.9	130
Other Europe & the former Soviet Union	0.6	3.8	0.7	50.0
Asia	3.7	38.0	4.5	310
Other (inc. Middle East, Africa, the Americas & Caribbean)	3.6	27.2	4.1	290
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>97.7</b>	<b>2.3</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>6,720</b>	<b>160</b>	<b>..</b>	<b>6,880</b>

*Notes*

1. Number excluded due to errors: 0
2. Number excluded due to omissions: 491
3. Number excluded due to no consent: 2,542
4. Figures have been rounded.

*Source:* Income Issues Collection.

A survey of SAAP agencies in 2000 reported that service providers indicated they had experienced increased pressure as a result of the denial of government assistance to refugees on Temporary Protection Visas (ACOSS 2000:20). However, based on the results of the Income Issues Collection it is difficult to shed further light on the ACOSS findings. Only 41 records in total from the Income Issues Collection provided information about support periods where clients were seeking a bridging or protection visa (Table 4.5). Twenty-three had submitted a primary application to the Department of Immigration and eight had submitted a secondary application or were in the process of a post tribunal appeal. The seeming inability of the Income Issues Collection to gather information about migrant clients requiring SAAP assistance may be attributed to the perceived intrusiveness of the collection, and the extreme sensitivity of this area for the individuals involved (see Appendix 1 for further discussion).

**Table 4.5: SAAP support periods: stage of application for bridging or protection visa, Income Issues Collection, Australia, 2000 (per cent)**

<b>Stage of visa application</b>				
<b>Not yet applied</b>	<b>Primary application to Department of Immigration</b>	<b>Secondary applications and post tribunal appeals</b>	<b>Other</b>	<b>Total</b>
9	23	8	1	41

*Notes*

1. Number excluded due to errors and omissions: 447
2. Number excluded due to no consent: 2,542
3. Figures have been rounded.

*Source:* Income Issues Collection.



# 5 Income status of young SAAP clients

Many factors place young people at high risk of homelessness, one of which is their income status. Eighty-three per 10,000 people aged 10 and over in Australia accessed SAAP services in 1999-00 (AIHW 2001:343).<sup>1</sup> Clients aged under 25 made up approximately 37% of the entire SAAP population (Table 2.3). The increased rate of unemployment among Australian youth, a decrease in unskilled jobs and the subsequent need for further education has have impacted on the economic instability of young people.

The following analysis includes support periods provided to young people, whose main reason for seeking assistance was financial difficulty, in the Client Collection. Only data on clients who reported financial difficulty as their main reason for seeking assistance were selected from the entire SAAP population, in order to more closely align the results presented here with the data from the Income Issues Collection. Results from the Income Issues Collection, specifically the income circumstances of young SAAP clients, follow analysis of the Client Collection data.

## Client Collection 1999-00

Nationally, 59% of support periods to young people who reported being in financial difficulty were to men, and 41% to women (derived from Table 5.1). The gender balance was also relatively constant across jurisdictions.

The age profiles of young clients who indicated that they were experiencing financial difficulty did not vary substantially by jurisdiction. Nationally, clients aged 20-24 years were the largest group (48% of males and 47% of females). For support periods provided to male clients, the Australian Capital Territory and Tasmania had a younger age profile than the national average, with 41% and 36% provided to those under 18, compared with the national average of 27%. Western Australia, on the other hand, had an older profile: 56% of support periods to male clients were to those aged 20-24, compared with the national average of 48%. For support periods to female clients, Queensland had a younger age profile (41% aged under 18, compared with the national average of 28%) while Victoria had an older age profile (only 19% aged under 18).

Before receiving support one-third of young people were the recipients of Youth Allowance (33% of closed support periods) (Table 5.2). Eighteen per cent were in receipt of a Parenting Payment, with a further 18% in receipt of Newstart and 3% registered or awaiting receipt of a benefit. Thirty per cent of clients aged 20-24 years and 3% aged under 15 reported that they were in receipt of Parenting Payment. In 14% of cases, clients indicated that they had no source of income. This was most common in the under 15 age group, where 81% of clients reported no income. It was also more common for young people aged 15-17 years to have no income (29%) or to be registered and awaiting receipt of a benefit (5%) than for other age

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<sup>1</sup> Per 10,000 population shows how many people out of every 10,000 in the general population become SAAP clients. The rate is estimated by comparing the number of SAAP clients aged 10 and over with the estimated resident population aged 10 and over as at 30 June 1999. The Australian estimated resident population as at 30 June 1999 has been used as the reference population.

groups. Further to this, the age of dependence for young people has been increased to 24 years, restricting the eligibility of many young people for income support due to parental means testing. It may be that many young people seeking to establish independence and relying on entering the private rental market have had their access to stable and affordable accommodation considerably narrowed by changes to eligibility requirements for income support.

**Table 5.1: SAAP support periods: State/Territory of young clients with financial difficulty, by age and gender of client, Australia, 1999–00 (per cent)**

Age	NSW	Vic	QLD	WA	SA	Tas	ACT	NT	Total	
<b>Male clients</b>										
									(%)	Number
Under 15 years	2.5	0.8	3.3	0.7	0.7	2.5	7.1	1.2	1.8	200
15–17 years	30.0	20.1	28.3	21.3	27.9	33.1	33.5	29.1	25.4	3,100
18–19 years	26.3	26.0	22.8	22.0	24.7	23.0	18.1	24.2	24.7	3,000
20–24 years	41.2	53.1	45.6	56.0	46.8	41.3	41.3	45.5	48.2	5,900
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	..
<b>Total (number)</b>	<b>2,200</b>	<b>4,700</b>	<b>1,900</b>	<b>900</b>	<b>1,000</b>	<b>600</b>	<b>500</b>	<b>700</b>	..	<b>12,300</b>
<b>Female clients</b>										
Under 15 years	5.7	1.1	3.7	—	1.0	1.0	5.0	—	2.6	250
15–17 years	26.5	17.5	37.5	23.1	31.1	26.7	22.3	31.6	25.2	2,200
18–19 years	20.2	26.6	23.1	32.3	28.1	22.2	27.1	29.6	24.9	2,200
20–24 years	47.6	54.8	35.7	44.2	39.8	50.0	45.6	38.4	47.2	4,100
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	..
<b>Total (number)</b>	<b>2,100</b>	<b>3,100</b>	<b>1,400</b>	<b>600</b>	<b>700</b>	<b>500</b>	<b>300</b>	<b>300</b>	..	<b>8,700</b>
<b>All clients</b>										
Under 15 years	4.1	0.9	3.5	0.5	0.8	1.8	6.2	1.0	2.1	500
15–17 years	28.2	19.0	32.1	21.9	29.3	30.4	29.4	29.9	25.3	5,300
18–19 years	23.3	26.3	22.8	25.8	26.1	22.6	21.4	25.9	24.7	5,200
20–24 years	44.4	53.8	41.6	51.7	43.8	45.2	42.9	43.2	47.8	10,100
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	..
<b>Total (number)</b>	<b>4,200</b>	<b>7,800</b>	<b>3,300</b>	<b>1,400</b>	<b>1,700</b>	<b>1,000</b>	<b>700</b>	<b>1,100</b>	..	<b>21,000</b>

*Notes*

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 0
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

Young people were in receipt of Other government payments, Disability Support Pension, wages, salary or their own business and Abstudy or CDEP income in 7%, 5%, 3% and 1% of support periods respectively.

These proportions had changed slightly by the time support had ended. The proportion of support periods in which young people had no income had decreased from 14% to 8%, with the biggest change for those aged 15–17 years where the proportion dropped from 29% before support to 16% after support. The proportion of clients aged under 15 who reported no income also decreased from 81% to 76% on completion of support.

Support periods in which clients were on Youth Allowance increased from 33% to 36% after support. The greatest change was for those aged 15 to 17: from 50% to 62%. Those clients receiving wages, salary or owning their own business after support increased to 6%, with those aged 18 and 19 years showing the biggest increase: from 4% to 7%.

**Table 5.2: SAAP closed support periods: age of young clients with financial difficulty, by income source before and after support, Australia, 1999–00 (per cent)**

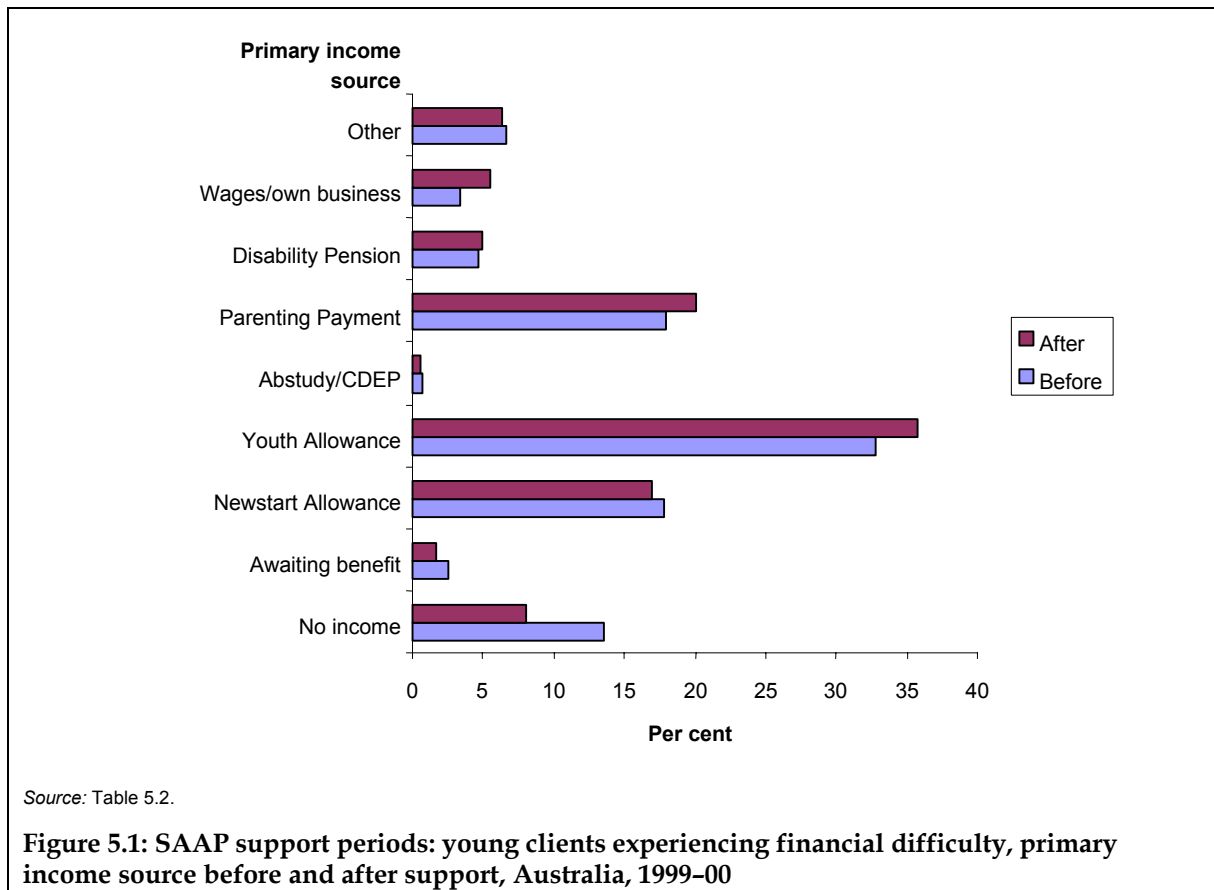
Income source	Under 15 years	15–17 years	18–19 years	20–24 years	Total (%)	Total (no.)
<b>Before support</b>						
No income	80.7	28.9	7.5	5.0	13.6	2,100
Registered/awaiting benefit	1.4	4.9	2.4	1.4	2.5	400
Newstart Allowance	2.4	1.8	9.3	31.8	17.8	2,800
Youth Allowance	2.4	50.0	53.6	13.8	32.8	5,100
Abstudy/CDEP	0.8	1.1	0.6	0.5	0.7	100
Parenting Payment	2.6	3.5	12.4	29.7	18.0	2,800
Disability Support Pension	2.6	1.1	4.1	6.9	4.6	700
Wages/salary/own business	1.2	4.6	3.6	2.8	3.4	600
Other payments <sup>(a)</sup>	5.8	4.1	6.6	8.1	6.6	1,100
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>2.3</b>	<b>25.9</b>	<b>24.8</b>	<b>47.0</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>400</b>	<b>4,100</b>	<b>3,900</b>	<b>7,300</b>	<b>..</b>	<b>15,600</b>
<b>After support</b>						
No income	76.1	15.6	3.4	2.6	8.0	1,100
Registered/awaiting benefit	2.5	3.4	1.3	0.9	1.7	300
Newstart Allowance	3.4	2.2	9.5	29.9	16.9	2,300
Youth Allowance	3.9	61.7	53.0	13.5	35.8	4,900
Abstudy/CDEP	0.5	1.1	0.5	0.4	0.6	100
Parenting Payment	3.3	4.6	14.2	33.1	20.1	2,700
Disability Support Pension	2.5	1.4	4.5	7.5	5.0	700
Wages/salary/own business	0.5	5.6	7.2	4.7	5.5	800
Other payments <sup>(a)</sup>	7.4	4.4	6.5	7.4	6.4	900
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>2.4</b>	<b>26.6</b>	<b>24.7</b>	<b>46.3</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>300</b>	<b>3,600</b>	<b>3,400</b>	<b>6,300</b>	<b>..</b>	<b>13,600</b>

(a) 'Other payments' includes Age Pension, Special Benefit, Sickness Allowance, Partner Allowance, any other benefit or pension not specified, workcover/compensation, maintenance/child support, spouse/partner income, DVA disability and support pensions.

*Notes*

1. Number excluded due to errors (weighted): before 184, after 145
2. Number excluded due to omissions (weighted): before 705, after 2,792
3. Figures have been weighted to adjust for agency non-participation and client non-consent.
4. Excludes high-volume records because not all items were included on high-volume form.
5. The results presented rely on data reported by SAAP agencies and their clients. Based on income support eligibility criteria, for the collection period those aged under 16 or entitled to the Age Pension are not entitled to the Disability Support Pension or Youth Allowance, and those aged under 21 years or entitled to the Age Pension are not entitled to Newstart Allowance. However in some cases clients have reported receiving such payments. See counting rules in Appendix 2 for further discussion.

Source: SAAP Client Collection.



There were smaller changes in income status for those on other payments after support had ended. There was a slight reduction in the proportion of support periods to clients receiving Newstart Allowance (17%) and an increase in those on Parenting Payment (20%). The proportions of those on the Disability Support Pension, Abstudy/CDEP and Other payments remained relatively unchanged.

## Income Issues Collection

While direct comparison of the Client and Income Issues Collections is difficult due to differences in the income support categories used in each collection, it is possible to make some general comparisons, with an awareness that there may be a slight bias in the Income Issues Collection towards those on no income or awaiting a benefit.

The Income Issues Collection picked up slightly different proportions of young people in terms of primary income source before support (Table 5.3). For example, in 21% of cases, young people reported having no income or that they were awaiting a benefit, compared with only 16% of young people in the Client Collection. There were also greater numbers of clients reportedly receiving Youth Allowance (38%), compared with those in the Client Collection (33%), especially those aged 18 and 19 years (63% and 54% respectively) and 20-24 years (18% and 14% respectively).

Eighty-seven per cent of young people aged under 15 and 38% of those aged between 15 and 17 had no income or were awaiting a benefit. Of clients aged 20-24, most were on Newstart, Family payments or the Disability Support Pension (37%, 27% and 9% respectively). This compares with the national averages for all young people of 18%, 15% and 6% respectively.

Clients under 15 years were reliant on their parents or guardian for income (5%) more often than other age groups (national average of 1%).

**Table 5.3: SAAP support periods with income issues: income source before support, by age of young client, Australia, 2000 (per cent)**

<b>Income source</b>	<b>Under 15 years</b>	<b>15–17 years</b>	<b>18–19 years</b>	<b>20–24 years</b>	<b>Total (%)</b>	<b>Total (number)</b>
No income/Registered/awaiting benefit	87.2	37.6	10.3	8.2	21.2	570
Newstart Allowance	—	3.4	6.8	37.3	17.6	470
Youth Allowance	1.1	50.2	63.0	17.7	38.4	1,030
Abstudy/CDEP	1.1	1.9	1.8	0.6	1.3	40
Family <sup>(a)</sup>	5.3	3.4	11.4	26.9	14.7	400
Disability Support Pension	—	1.5	6.3	8.8	5.5	150
Parents/guardian	5.3	2.1	0.5	0.5	1.2	30
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>3.5</b>	<b>33.2</b>	<b>23.1</b>	<b>40.2</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>90</b>	<b>890</b>	<b>620</b>	<b>1,080</b>	<b>..</b>	<b>2,690</b>

(a) 'Family' includes Family Allowance, Special Benefit and Parenting Payment (single and partnered).

*Notes*

1. Number excluded due to errors: 110
2. Number excluded due to omissions: 59
3. Number excluded due to no consent: 0
4. Figures have been rounded.
5. The results presented rely on data reported by SAAP agencies and their clients. Based on income support eligibility criteria, for the collection period those aged under 16 or entitled to the Age Pension are not entitled to the Disability Support Pension or Youth Allowance, and those aged under 21 years or entitled to the Age Pension are not entitled to Newstart Allowance. However in some cases clients have reported receiving such payments. See counting rules in Appendix 2 for further discussion.

*Source:* Income Issues Collection.



## 6 Income status of women escaping domestic violence

Twenty-two per cent of all SAAP clients attended agencies targeting women escaping domestic violence in 1999–00 (AIHW 2000:16). Women and children who experience domestic and family violence inevitably also experience social and economic dislocation and disadvantage as a result (CACH 2001:66). Particularly high numbers of women of Indigenous Australian and culturally and linguistically diverse backgrounds make up the population of SAAP clients escaping domestic violence. In 1999–00, 468 Aboriginal and/or Torres Strait Islander women aged 15–59 escaping domestic violence accessed SAAP services for every 10,000 in the population (AIHW 2001:345).<sup>1</sup>

The following analysis includes support periods provided to women escaping domestic violence during the Client Collection 1999–00. Only clients who reported financial difficulty as their main reason for seeking assistance were selected from the entire SAAP population, in order to more closely align the results reported here with the data from the special Income Issues Collection. Results from the Income Issues Collection, specifically the income circumstances of SAAP clients escaping domestic violence, follow analysis of the general Client Collection data.

### Client Collection 1999–00

The greatest proportion of women escaping domestic violence were aged between 25 and 44 years (64% of support periods), ranging across the States and Territories from 66% in South Australia and Victoria to 47% in the Australian Capital Territory (Table 6.1). Agencies in the Australian Capital Territory reported higher proportions of support periods to older women (45 years and over at 15%) and younger women (17 years and under at 13%) escaping domestic violence than other jurisdictions.

Compared with the national average of 17%, Tasmania and Western Australia provided comparatively more support periods to women aged between 20 and 24 escaping domestic violence (21% and 20% respectively) than other jurisdictions. In the Northern Territory 4% of support periods were provided to women aged between 45 and 64, compared with the national average of 9%.

Distinct variations in the proportion of women escaping domestic violence and experiencing financial difficulty can be seen by cultural origin across the country (Table 6.2). For example, a higher proportion of support periods were provided to Indigenous women in the Northern Territory (82%) and Western Australia (46%) than anywhere else in Australia. Compared with other States and Territories, Victoria reported a higher proportion of support periods to women born overseas in English proficiency groups 2–4 (24%) and the lowest to Indigenous Australian women (5%). Agencies in Tasmania, South Australia and Victoria provided a higher proportion of support periods to Australian-born non-Indigenous women (76%, 66% and 66% respectively) than the other States and Territories.

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<sup>1</sup> The reference population to calculate the per 10,000 population for people escaping domestic violence is the estimated resident population aged 15–59 as at 30 June 1999. This age range is the same as for SAAP clients presenting with domestic violence as a reason for seeking assistance or who were clients of agencies targeting domestic violence.

Agencies located in Western Australia reported providing more support periods to clients born in English proficiency 1 countries (9%), compared with other jurisdictions (5% national average).

**Table 6.1: SAAP support periods: age of women escaping domestic violence with financial difficulty, by State and Territory, Australia, 1999–00 (per cent)**

Age	NSW	Vic	QLD	WA	SA	Tas	ACT	NT	Total (%)	Total (no.)
Under 15 years	1.2	0.4	0.5	0.2	—	—	3.2	0.4	0.6	100
15–17 years	6.6	2.9	4.2	3.3	3.6	2.5	9.3	6.0	4.3	700
18–19 years	6.3	4.8	5.8	4.4	4.8	3.4	6.1	6.6	5.3	900
20–24 years	15.8	14.8	16.8	19.8	16.3	21.1	19.3	18.8	16.6	2,800
25–44 years	60.8	66.3	65.4	64.9	65.8	65.2	47.4	64.1	64.1	10,600
45–64 years	8.8	10.3	7.2	7.0	8.0	6.6	13.1	3.8	8.5	1,400
65+ years	0.5	0.7	0.1	0.4	1.3	0.7	1.5	—	0.6	100
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>19.5</b>	<b>31.7</b>	<b>14.2</b>	<b>12.2</b>	<b>9.6</b>	<b>2.9</b>	<b>3.2</b>	<b>6.6</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>3,300</b>	<b>5,300</b>	<b>2,400</b>	<b>2,000</b>	<b>1,600</b>	<b>500</b>	<b>600</b>	<b>1,100</b>	<b>..</b>	<b>16,600</b>

*Notes*

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 73
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

**Table 6.2: SAAP support periods: cultural origin of women escaping domestic violence with financial difficulty, by State and Territory, Australia, 1999–00 (per cent)**

Cultural origin	NSW	Vic	QLD	WA	SA	Tas	ACT	NT	Total (%)	Total (no.)
Indigenous Australian	20.6	5.0	22.1	45.8	13.2	18.4	18.7	81.7	21.2	3,000
Australian-born non-Indigenous	58.8	65.6	61.3	32.4	65.5	75.7	59.6	13.2	56.8	8,100
Overseas-born, English proficiency group 1	3.7	5.0	7.3	8.7	6.9	2.6	2.0	0.7	5.3	500
Overseas-born, English proficiency groups 2–4	16.9	24.4	9.3	13.2	14.5	3.4	19.6	4.4	16.8	2,400
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>17.8</b>	<b>34.9</b>	<b>14.0</b>	<b>11.2</b>	<b>10.1</b>	<b>2.5</b>	<b>3.3</b>	<b>6.3</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>2,500</b>	<b>5,000</b>	<b>2,000</b>	<b>1,600</b>	<b>1,400</b>	<b>400</b>	<b>500</b>	<b>900</b>	<b>—</b>	<b>14,300</b>

*Notes*

1. Number excluded due to errors (weighted): 0
2. Number excluded due to omissions (weighted): 434
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

The income situation of women escaping domestic violence is precarious because not only do they experience economic dislocation and disadvantage as a consequence of escaping their violent circumstances but language and cultural barriers can also compromise their income source, as well as their eligibility for government income support. It is interesting to compare the cultural origin of women escaping domestic violence with the entire SAAP population for 1999–00. Per head of Australian population aged 10 and over, Indigenous



Australians made up only 2% of the entire population and people of culturally and linguistically diverse backgrounds, 16% (AIHW 2000b:14). The proportion of support periods to clients who identified themselves as Indigenous Australian in the wider SAAP population was 15% (Table 2.1). In comparison, 21% of SAAP support periods to women escaping domestic violence were provided to those who identified as being of Indigenous origin (Table 6.2). For people from English proficiency groups 2–4, the comparative figures were 10% of all support periods in the wider SAAP population and 17% of cases where women were escaping domestic violence and experiencing financial difficulty.

## Income Issues Collection

Approximately 1,710 valid forms were received from women escaping domestic violence in the Income Issues Collection. The majority of support periods were provided to women receiving a Family payment (including Parenting Payment (single and partnered), Family Allowance or Special Benefit) or some form of allowance from parents or guardians (55%) (Table 6.3). Twelve per cent of women escaping domestic violence reported having no income or being registered and awaiting receipt of a benefit. The proportion of women on no income or registered for a benefit was higher in Victoria than other jurisdictions (17%), while Tasmania and the Northern Territory reported comparatively few (5% respectively). In the Northern Territory, a much greater proportion of support periods were provided to women escaping domestic violence who were receiving Newstart, Youth Allowance, Abstudy or CDEP wages (39%) than in all areas of Australia (national average 20%).

**Table 6.3: SAAP support periods with income issues: primary income source of women escaping domestic violence, by State and Territory, Australia 2000 (per cent)**

Primary income source	NSW	Vic	QLD	WA	SA	Tas	ACT	NT	Total (%)	Total (no.)
No income/Registered/awaiting benefit	12.4	16.7	9.7	9.4	11.6	4.8	—	5.3	12.1	210
Newstart/Youth Allow./Abstudy/CDEP	24.8	15.6	14.9	25.9	20.2	4.8	20.0	38.9	20.1	340
Familyparents/guardian	44.1	55.3	65.3	54.5	58.1	74.2	65.0	46.3	55.2	940
Disability Support Pension	18.7	12.4	10.1	10.2	10.1	16.1	—	9.5	12.6	220
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>18.5</b>	<b>32.3</b>	<b>15.7</b>	<b>15.6</b>	<b>7.6</b>	<b>3.6</b>	<b>1.2</b>	<b>5.6</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>320</b>	<b>550</b>	<b>270</b>	<b>270</b>	<b>130</b>	<b>60</b>	<b>20</b>	<b>100</b>	<b>..</b>	<b>1,710</b>

### Notes

1. Number excluded due to errors: 236
2. Number excluded due to omissions: 96
3. Number excluded due to no consent: 724
4. Figures have been rounded.
5. The results presented rely on data reported by SAAP agencies and their clients. Based on income support eligibility criteria, for the collection period those aged under 16 or entitled to the Age Pension are not entitled to the Disability Support Pension or Youth Allowance, and those aged under 21 years or entitled to the Age Pension are not entitled to Newstart Allowance. However in some cases clients have reported receiving such payments. See counting rules in Appendix 2 for further discussion.

Source: SAAP Income Issues Collection.

New South Wales on the other hand reported greater proportions of support periods to women escaping domestic violence on the Disability Support Pension (19%), compared with all other jurisdictions (13% average).

In 59% of support periods, women escaping domestic violence had children accompanying them (Table 6.4). These clients mainly received Family payments, increasingly so with each

extra child (77% of women with 1 child, 82% with 2 children, and 87% with 3 or more children). Those without children were more often receiving a government payment such as Newstart, Youth Allowance, Abstudy or CDEP (42%) or a Disability Support Pension (24%).

**Table 6.4: SAAP support periods with children: primary income source of women escaping domestic violence, by average number of accompanying children per support period, Australia, 2000 (per cent)**

Primary income source	Average per support period				Total (%)	Total (no.)
	No children	1 child	2 children	3 or more children		
No income/Registered/awaiting benefit	15.3	11.8	11.8	6.5	12.3	200
Newstart/Youth Allowance/Abstudy/CDEP	42.2	5.1	4.2	2.0	19.8	320
Family/parents/guardian	18.4	76.9	82.2	87.4	55.6	900
Disability Support Pension	24.1	6.2	1.7	4.1	12.3	200
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>41.4</b>	<b>22.8</b>	<b>17.9</b>	<b>17.9</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>670</b>	<b>370</b>	<b>290</b>	<b>290</b>	<b>..</b>	<b>1,620</b>

*Notes*

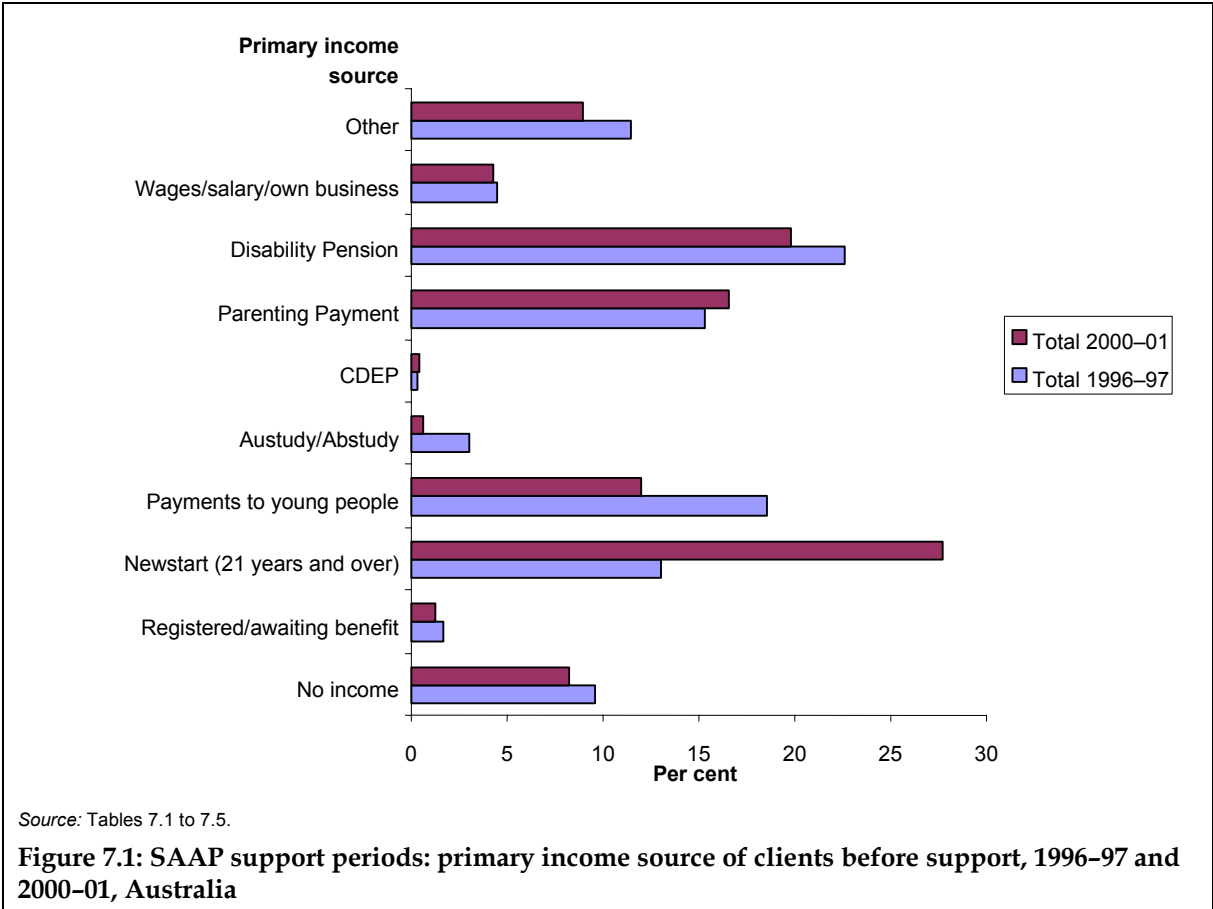
1. Number excluded due to errors: 231
2. Number excluded due to omissions: 244
3. Number excluded due to no consent: 664
4. Figures have been rounded.
5. The results presented rely on data reported by SAAP agencies and their clients. Based on income support eligibility criteria, for the collection period those aged under 16 or entitled to the Age Pension are not entitled to the Disability Support Pension or Youth Allowance, and those aged under 21 years or entitled to the Age Pension are not entitled to Newstart Allowance. However in some cases clients have reported receiving such payments. See counting rules in Appendix 2 for further discussion.

*Source:* SAAP Income Issues Collection.

# 7 Changes in the income sources of SAAP clients' 1996–2001

Over the course of 5 years, from the start of the National Data Collection in 1996 to 2001, there have been notable changes in the proportion of support periods provided to clients with various primary income sources before support (Figure 7.1). There are some difficulties in assessing changes in primary income source categories because of significant modifications in the targeting of some income support programs during this time and the eradication of other programs completely. In particular, these changes affected payment programs for the young unemployed and students. Because of the shift in payments during the 1997–98 and 1998–99 financial years, the categories in the tables presented here have been merged to reflect the current situation. Therefore, the most significant shift can be seen in the Young people and Newstart Allowance payment categories. Further information on the grouping of primary income source categories for the time-series tables can be found in the counting rules (Appendix 2) and in Table 1.1.

The proportion of support periods provided to clients with no income before support has declined from 10% in 1996–97 to 8% in 2000–01 (Figure 7.1).



Similarly, the proportion of support periods provided to clients who were registered and awaiting a benefit payment fell from 2% in 1996–97 to 1% in 2000–01. Decreases in the proportion of support periods provided to clients in receipt of the Disability Support Pension (from 23% in 1996–97 to 20% in 2000–01), Austudy and Abstudy (from 3% to 0.5%) and Other forms of income (12% to 9%) can also be seen. The biggest decrease in support periods provided has been in cases where young people under 21 years of age were in receipt of unemployment or student benefits (a category that includes Job Search Allowance, Youth Training Allowance, Newstart Allowance for those under 21 years and the current program Youth Allowance). In 1996–97, young people aged under 21 receiving unemployment or student income support made up 19% of support periods. In 2000–01, this had reduced to 12%.

On the other hand, there were increases in the remaining primary income source categories, with the exception of support periods to CDEP participants (0.5%) and those whose primary income source was wages, salary or their own business (5%) which remained relatively constant across the 5 years. The proportion of support periods provided to clients in receipt of a Parenting Payment rose from 15% in 1996–97 to 17% in 2000–01. A large increase can be seen in the proportion of support periods to clients in receipt of Newstart Allowance (in its current form, and including those aged 21 years and over from earlier years), from 13% in 1996–97 to 28% in 2000–01. Apart from 1996–97 when the Disability Support Pension was the most common form of primary income source reported across support periods (23%), Newstart Allowance (21 years and over) has been the most commonly reported form of payment in SAAP support periods (steadily increasing from 22% in 1997–98 to 28% in 2000–01). The increase in the number of support periods to clients receiving Newstart Allowance (21 years and over) equates to approximately 22,700 support periods.

## **7.1 Age and gender**

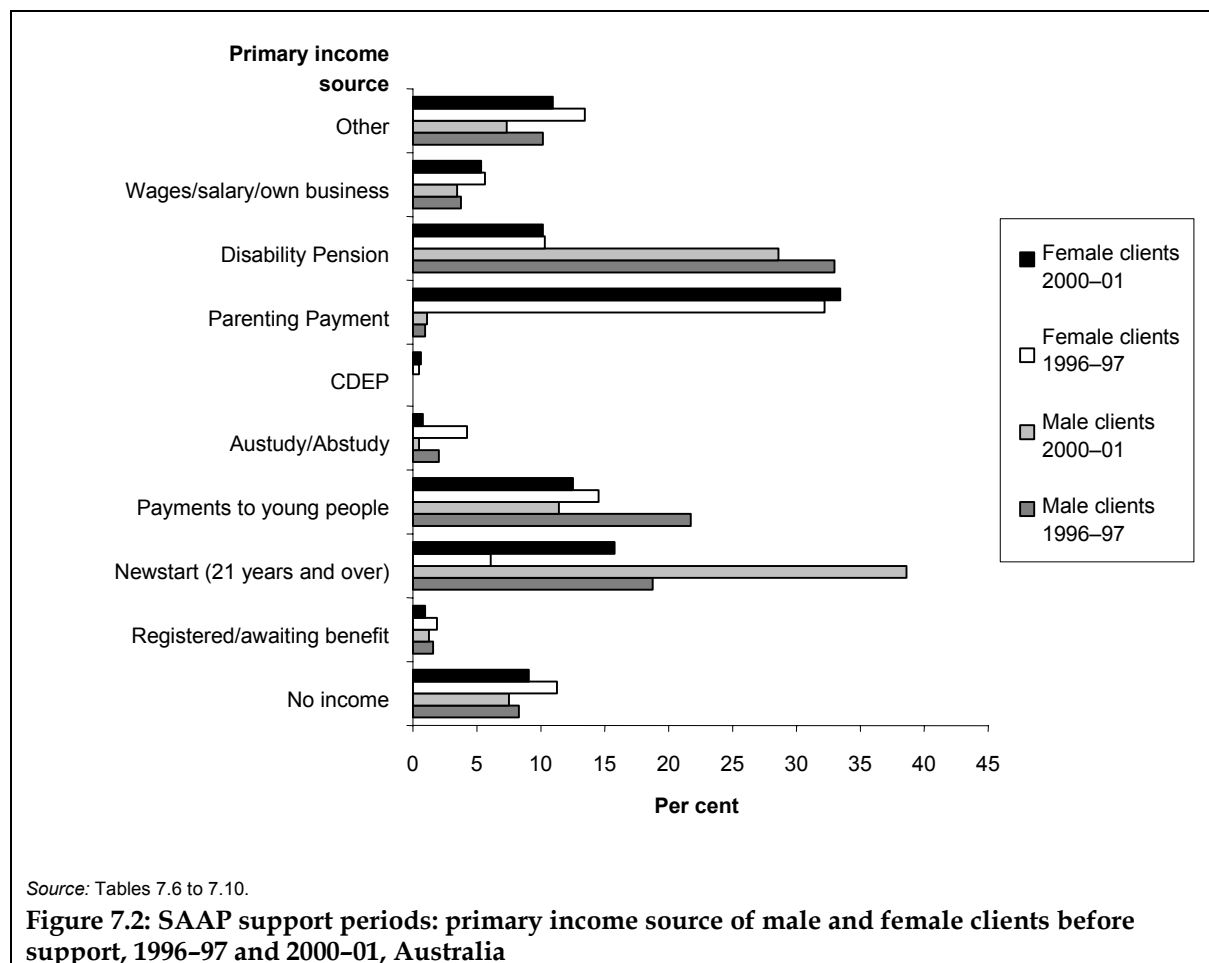
From 1996 to 2001, the proportion of support periods to clients in the seven age cohorts remained relatively constant (Tables 7.1 to 7.5). There was a decrease in support periods to those aged 15–17 years (from 12% in 1996–97 to 9% in 2000–01) and to those aged 65 years and over (3% to 2%). There were increases in the proportion of support periods to those aged 20–24 years (from 15% in 1996–97 to 16% in 2000–01) and those aged 25–44 years (from 47% to 50%), while the proportion of support periods to clients under the age of 15 (2%), 18–19 years (8%) and 45–64 years (14%) remained constant. Over the first 4 years, the proportion of support periods to female clients increased consistently, from 45% in 1996–97 to 49% in 1999–00, but in 2000–01 the proportion dropped slightly to 47%.

### **Clients aged 20 years and over**

The shift between Newstart Allowance (21 years and over) and the Young people payment categories mentioned above can be seen across the 5-year reporting period (Figure 7.2). In 1996–97, clients reported receiving Newstart Allowance (21 years and over) in 13% of support periods, compared with 28% in 2000–01. There was a corresponding decrease in the Young people payment from 19% in 1996–97 to 12% in 2000–01.

In 1996–97 and 1997–98, the shift is clearly evident for clients aged 25 to 64 (Tables 7.1 and 7.2). For example, in 1996–97, clients aged 25–44 reported Young people payments in 10% of support periods, compared with 0.3% in 1997–98. Correspondingly, Newstart Allowance (21 years and over) was reported in 18% of support periods to clients aged 25–44 in 1996–97 and in 31% of cases in 1997–98. Clients aged 20–24 reported receiving Young people payments in

24% of support periods in 1996–97, compared with Newstart Allowance (21 years and over) in 14% of support periods in 1997–98, 23% in 1996–97 and 35% in 1997–98.



### Male clients aged 20 years and over

In support periods for male clients aged 20–24 years and 25–44 years, Newstart Allowance (21 years and over) has tended to be the most common primary source of income across the 5 years. The proportion receiving this payment increased from 36% of support periods to male clients aged 20–24 years in 1996–97 to 53% in 2000–01. Support periods to males aged 25–44 years on Newstart Allowance (21 years and over) rose from 27% in 1996–97 to 52% in 2000–01. In 1996–97, male clients aged 25–44 years also reported receiving the Disability Support Pension in 39% of support periods; however, this dropped to 33% in 1997–98 and 31% in 2000–01.

The Disability Support Pension remained the most common primary source of income in support periods to male clients aged 45–64 years, though it decreased slightly over 5 years (from 67% in 1996–97 to 58% in 2000–01). Male clients aged 65 years and over more often reported Other payments as their primary source of income. This was largely attributable to the Age Pension being included in the Other payments category, though the proportion fell slightly (from 79% in 1996–97 to 73% in 2000–01). In 1996–97, clients on Young people payment accounted for 34% and 15% of support periods to males aged 20–24 and 25–44 respectively. This compared with 19% and 1% in 1997–98.

## **Female clients aged 20 years and over**

In support periods to female clients aged 20–24 years and 25–44 years, Parenting Payments were the most often reported primary source of income. The proportion of support periods to females aged 20–24 (43% of support periods) and 25–44 (45%) receiving the payment across the 5 years remained relatively constant. Primary income source in support periods for females aged 45–64 years and 65 years and over followed the same pattern as for male clients of the same age groups. In support periods to females aged 45–64, the Disability Support Pension was the most commonly reported primary income source, though this proportion decreased across the 5-year period (from 40% in 1996–97 to 35% in 2000–01). For female clients aged 65 years and over, Other payments were more common (86% in 1996–97 to 88% in 2000–01).

## **Male and female clients aged 19 years and under**

There has not been a great deal of change in the pattern of primary income source for males and females between 1996 and 2001, though there are notable fluctuations across age cohorts. In the vast majority of cases across the 5 years, both male and female clients under 15 years of age reported they had no source of income. Overall, the proportion increased from 82% of support periods in 1996–97 to 85% in 2000–01, going against the national average trend towards a decrease in the proportion of support periods to clients with no income. The increase in support periods where clients under 15 years had no income was more prominent for males (from 83% in 1996–97 to 88% in 1999–00, though it dropped to 84% in 2000–01). However, while the proportion of female clients under 15 years without an income was lower in the first 4 years of data collection (81% in 1996–97 and 1999–00), it jumped above the proportion of male clients of that age with no income in 2000–01 (to 86%). In support periods for clients aged 15–17 years and 18–19 years, unemployment and student benefits for young people (under the age of 21) were the most common form of primary income source. The proportion of support periods where clients aged 15–17 years were in receipt of such benefits increased from 38% in 1996–97 to 49% in 2000–01, though across the 5 years one-third or more of support periods were still provided to clients of this age group who indicated they had no source of income before support. More than 50% of support periods to clients aged 18–19 from 1996 to 2001 were provided to those in receipt of an unemployment or student benefit (86% in 1996–97 to 88% in 2000–01).

**Table 7.1: SAAP support periods: primary income source before support, by age of client, Australia, 1996–97 (per cent)**

Primary income source	Under 15 years	15–17 years	18–19 years	20–24 years	25–44 years	45–64 years	65+ years	Total	
<b>Male Clients</b>									
								<b>%</b>	<b>Number</b>
No income	83.2	33.0	9.0	5.6	4.1	2.6	1.7	8.3	6,700
Registered/awaiting benefit	1.0	4.0	3.0	1.6	1.2	0.7	0.1	1.5	1,200
Newstart (21 years and over)	—	—	—	36.2	26.5	9.4	1.0	18.7	15,000
Young people	3.0	43.1	69.1	34.0	14.5	6.6	0.8	21.7	17,500
Austudy/Abstudy	3.5	9.8	6.3	1.8	0.5	0.2	—	2.0	1,600
CDEP	—	0.3	0.3	0.2	0.1	—	—	0.1	100
Parenting Payment	2.0	0.1	0.1	0.6	1.5	0.4	0.2	0.9	700
Disability Support Pension	0.2	2.2	4.5	10.2	39.4	67.1	16.0	33.0	26,500
Wages/salary/own business	1.6	4.7	4.3	4.3	3.8	2.8	0.9	3.7	2,900
Other payments <sup>(a)</sup>	5.6	2.8	3.4	5.4	8.3	10.2	79.3	10.1	8,100
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>1.5</b>	<b>9.7</b>	<b>7.5</b>	<b>12.7</b>	<b>46.3</b>	<b>18.3</b>	<b>3.8</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>1,200</b>	<b>7,800</b>	<b>6,000</b>	<b>10,200</b>	<b>37,200</b>	<b>14,700</b>	<b>3,100</b>	<b>..</b>	<b>80,300</b>
<b>Female clients</b>									
No income	80.6	32.0	7.6	6.0	6.1	6.5	4.2	11.2	7,500
Registered/awaiting benefit	1.4	4.1	2.5	1.5	1.4	1.0	0.2	1.9	1,300
Newstart (21 years and over)	—	—	—	11.6	7.4	6.1	0.5	6.1	4,100
Young people	3.1	34.2	44.9	14.6	5.4	5.1	0.2	14.6	9,800
Austudy/Abstudy	4.5	15.1	11.3	2.8	0.9	0.5	0.4	4.2	2,800
CDEP	0.2	0.2	0.6	0.5	0.7	0.1	—	0.5	400
Parenting Payment	2.8	4.9	18.8	42.8	44.7	9.4	2.7	32.2	21,700
Disability Support Pension	0.2	1.1	3.2	5.6	11.3	40.2	4.8	10.3	7,000
Wages/salary/own business	0.8	4.0	4.4	3.9	6.7	8.7	1.5	5.6	3,800
Other payments <sup>(a)</sup>	6.5	4.5	6.5	10.7	15.4	22.4	85.5	13.4	9,000
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>1.9</b>	<b>13.8</b>	<b>9.5</b>	<b>17.6</b>	<b>47.8</b>	<b>8.5</b>	<b>1.0</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>1,300</b>	<b>9,300</b>	<b>6,400</b>	<b>11,800</b>	<b>32,100</b>	<b>5,700</b>	<b>700</b>	<b>..</b>	<b>67,300</b>
<b>All clients</b>									
No income	81.8	32.5	8.3	5.8	5.0	3.7	2.1	9.6	14,300
Registered/awaiting benefit	1.2	4.1	2.8	1.5	1.3	0.8	0.1	1.7	2,500
Newstart (21 years and over)	—	—	—	23.1	17.6	8.5	1.0	12.9	19,200
Young people	3.0	38.2	56.6	23.6	10.3	6.2	0.7	18.5	27,400
Austudy/Abstudy	4.1	12.6	8.9	2.3	0.7	0.2	0.1	3.0	4,500
CDEP	0.1	0.3	0.4	0.3	0.4	0.1	—	0.3	500
Parenting Payment	2.4	2.7	9.7	23.2	21.5	2.9	0.6	15.2	22,500
Disability Support Pension	0.2	1.6	3.9	7.7	26.4	59.6	14.1	22.7	33,700
Wages/salary/own business	1.2	4.3	4.4	4.1	5.1	4.4	1.0	4.5	6,700
Other payments <sup>(a)</sup>	6.0	3.7	5.0	8.3	11.6	13.6	80.3	11.6	17,200
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>1.7</b>	<b>11.5</b>	<b>8.4</b>	<b>14.9</b>	<b>47.0</b>	<b>13.9</b>	<b>2.6</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>2,500</b>	<b>17,100</b>	<b>12,500</b>	<b>22,200</b>	<b>69,800</b>	<b>20,600</b>	<b>3,800</b>	<b>..</b>	<b>148,500</b>

(a) 'Other payments' includes Age Pension, Special Benefit, Sickness Allowance, Partner Allowance, any other benefit or pension not specified, workcover/compensation, maintenance/child support, spouse/partner income, DVA disability and support pensions.

*Notes*

1. Number excluded due to errors (weighted): 3,637
2. Number excluded due to omissions (weighted): 4,393
3. Figures have been weighted to adjust for client non-consent and agency non-participation.

Source: SAAP Client Collection.

**Table 7.2: SAAP support periods: primary income source before support by age of client and gender, Australia, 1997–98 (per cent)**

Primary income source	Under 15 years	15–17 years	18–19 years	20–24 years	25–44 years	45–64 years	65+ years	Total		
								<b>Male clients</b>	<b>%</b>	<b>Number</b>
No income	86.7	32.6	7.4	5.3	4.3	3.2	2.3	8.5	6,900	
Registered/awaiting benefit	0.6	4.0	3.2	2.0	1.1	0.7	0.2	1.6	1,300	
Newstart (21 years and over)	—	—	—	53.2	47.0	18.1	3.4	32.2	26,200	
Young people	4.4	42.9	69.2	18.8	0.5	0.3	0.5	13.5	11,000	
Austudy/Abstudy	1.1	10.1	6.7	2.0	0.5	0.1	0.4	2.2	1,800	
CDEP	—	0.1	0.2	0.2	0.1	0.1	—	0.1	100	
Parenting Payment	0.4	—	0.3	0.7	1.9	0.6	—	1.1	900	
Disability Support Pension	1.8	1.6	5.3	9.0	32.7	63.8	20.2	28.3	23,100	
Wages/salary/own business	0.4	4.6	4.6	4.4	4.4	2.9	1.0	4.0	3,300	
Other <sup>(a)</sup>	4.6	4.0	3.2	4.3	7.5	10.2	72.0	8.5	7,000	
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>	
<b>Total (%)</b>	<b>1.4</b>	<b>10.1</b>	<b>8.9</b>	<b>14.2</b>	<b>45.6</b>	<b>17.2</b>	<b>2.7</b>	<b>100.0</b>	<b>..</b>	
<b>Total (number)</b>	<b>1,100</b>	<b>8,200</b>	<b>7,200</b>	<b>11,600</b>	<b>37,100</b>	<b>14,000</b>	<b>2,200</b>	<b>..</b>	<b>81,400</b>	
								<b>Female clients</b>		
No income	85.2	31.8	6.5	3.7	5.7	6.6	4.7	10.5	7,700	
Registered/awaiting benefit	1.4	4.1	2.5	1.1	1.0	0.9	0.8	1.6	1,100	
Newstart (21 years and over)	—	—	—	18.2	13.9	12.9	2.1	11.0	8,100	
Young people	2.5	34.5	45.8	9.4	0.1	0.1	0.9	10.9	8,000	
Austudy/Abstudy	1.8	14.9	11.0	2.6	0.8	0.6	0.2	4.0	2,900	
CDEP	—	0.2	0.4	0.7	1.0	0.3	—	0.7	500	
Parenting Payment	2.2	4.6	18.1	42.5	44.8	11.2	5.7	32.5	23,900	
Disability Support Pension	—	0.9	3.7	6.8	10.8	32.9	7.7	9.6	7,000	
Wages/salary/own business	0.7	4.4	5.5	4.3	6.5	9.6	1.1	5.8	4,300	
Other <sup>(a)</sup>	6.2	4.6	6.5	10.6	15.4	24.9	76.8	13.5	9,900	
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>	
<b>Total (%)</b>	<b>2.0</b>	<b>13.4</b>	<b>9.7</b>	<b>17.9</b>	<b>48.2</b>	<b>7.8</b>	<b>1.1</b>	<b>100.0</b>	<b>..</b>	
<b>Total (number)</b>	<b>1,400</b>	<b>9,800</b>	<b>7,100</b>	<b>13,200</b>	<b>35,400</b>	<b>5,700</b>	<b>800</b>	<b>..</b>	<b>73,400</b>	
								<b>All clients</b>		
No income	85.8	32.2	6.9	4.5	5.0	4.2	3.0	9.4	14,700	
Registered/awaiting benefit	1.1	4.0	2.8	1.5	1.0	0.8	0.3	1.6	2,500	
Newstart (21 years and over)	—	—	—	34.5	30.8	16.7	3.5	22.1	34,400	
Young people	3.4	38.3	57.6	13.8	0.3	0.2	0.7	12.2	19,000	
Austudy/Abstudy	1.5	12.7	8.8	2.3	0.6	0.3	0.4	3.0	4,700	
CDEP	—	0.2	0.3	0.5	0.6	0.1	—	0.4	600	
Parenting Payment	1.4	2.5	9.1	23.0	22.8	3.7	1.9	16.0	24,900	
Disability Support Pension	0.8	1.2	4.5	7.8	22.1	54.8	17.2	19.5	30,300	
Wages/salary/own business	0.6	4.5	5.0	4.3	5.4	4.8	1.2	4.9	7,600	
Other <sup>(a)</sup>	5.5	4.4	4.9	7.7	11.4	14.4	71.9	10.9	16,900	
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>	
<b>Total (%)</b>	<b>1.7</b>	<b>11.6</b>	<b>9.2</b>	<b>15.9</b>	<b>46.8</b>	<b>12.7</b>	<b>2.0</b>	<b>100.0</b>	<b>..</b>	
<b>Total (number)</b>	<b>2,600</b>	<b>18,100</b>	<b>14,400</b>	<b>24,800</b>	<b>72,900</b>	<b>19,800</b>	<b>3,100</b>	<b>..</b>	<b>155,700</b>	

(a) 'Other payments' includes Age Pension, Special Benefit, Sickness Allowance, Partner Allowance, any other benefit or pension not specified, workcover/compensation, maintenance/child support, spouse/partner income, DVA disability and support pensions.

*Notes*

1. Number excluded due to errors (weighted): 3,205
2. Number excluded due to omissions (weighted): 5,420
3. Figures have been weighted to adjust for client non-consent and agency non-participation.

Source: SAAP Client Collection.



**Table 7.3: SAAP support periods: primary income source before support by age of client and gender of client, Australia, 1998–99 (per cent)**

Primary income source	Under 15 years	15–17 years	18–19 years	20–24 years	25–44 years	45–64 years	65+ years	Total	
								<b>%</b>	<b>Number</b>
<b>Male clients</b>									
No income	88.4	32.1	8.4	4.2	3.5	2.7	1.5	7.9	6,300
Registered/awaiting benefit	0.8	3.5	2.6	1.2	1.0	0.7	0.3	1.3	1,100
Newstart (21 years and over)	—	—	—	51.2	50.1	19.8	1.1	34.3	27,200
Young people	5.3	52.1	73.1	23.9	0.4	0.1	0.1	14.8	11,800
Austudy/Abstudy	1.4	3.7	3.9	0.9	0.5	0.1	0.1	1.1	800
CDEP	—	0.1	0.2	0.1	0.1	0.1	—	0.1	90
Parenting Payment	0.2	—	0.3	0.7	1.7	0.5	0.1	1.0	800
Disability Support Pension	0.7	1.7	4.8	9.6	31.6	62.1	18.5	27.7	22,000
Wages/salary/own business	1.1	4.5	4.8	4.5	4.2	3.2	0.5	4.0	3,200
Other <sup>(a)</sup>	2.1	2.3	2.0	3.7	6.8	10.8	77.6	7.7	6,100
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>1.6</b>	<b>9.7</b>	<b>8.0</b>	<b>15.1</b>	<b>46.1</b>	<b>17.2</b>	<b>2.3</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>1,200</b>	<b>7,700</b>	<b>6,300</b>	<b>12,000</b>	<b>36,600</b>	<b>13,600</b>	<b>1,800</b>	<b>..</b>	<b>79,300</b>
<b>Female clients</b>									
No income	83.0	30.7	6.4	3.5	4.9	6.2	3.3	9.8	7,200
Registered/awaiting benefit	0.5	3.4	1.6	0.7	0.8	0.6	0.2	1.2	900
Newstart (21 years and over)	—	—	—	17.8	16.4	13.9	0.9	12.2	9,000
Young people	4.6	46.8	55.4	12.7	0.3	0.3	0.6	14.1	10,400
Austudy/Abstudy	1.1	5.7	5.8	1.9	0.6	0.5	—	2.0	1,500
CDEP	0.1	0.1	0.3	0.9	1.0	0.5	0.3	0.8	600
Parenting Payment	5.0	4.9	18.6	43.5	45.7	11.2	1.6	33.5	24,700
Disability Support Pension	0.4	0.9	2.9	5.8	10.1	31.5	7.6	8.9	6,600
Wages/salary/own business	1.1	4.2	4.6	4.1	6.6	9.9	1.1	5.7	4,200
Other <sup>(a)</sup>	4.3	3.2	4.3	9.1	13.5	25.6	84.4	11.9	8,800
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>1.9</b>	<b>13.2</b>	<b>9.9</b>	<b>17.4</b>	<b>49.1</b>	<b>7.6</b>	<b>1.0</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>1,400</b>	<b>9,700</b>	<b>7,300</b>	<b>12,800</b>	<b>36,200</b>	<b>5,600</b>	<b>700</b>	<b>..</b>	<b>73,800</b>
<b>All clients</b>									
No income	85.4	31.4	7.3	3.8	4.2	3.7	2.0	8.8	13,500
Registered/awaiting benefit	0.6	3.4	2.1	1.0	0.9	0.7	0.3	1.3	2,000
Newstart (21 years and over)	—	—	—	33.9	33.3	18.1	1.1	23.7	36,500
Young people	4.9	49.1	63.6	18.1	0.4	0.1	0.3	14.4	22,300
Austudy/Abstudy	1.2	4.8	4.9	1.4	0.5	0.2	0.1	1.5	2,300
CDEP	0.1	0.1	0.3	0.5	0.6	0.2	0.1	0.4	700
Parenting Payment	2.9	2.7	10.1	22.8	23.7	3.6	0.5	16.7	25,700
Disability Support Pension	0.5	1.3	3.7	7.6	20.9	53.2	15.4	18.6	28,700
Wages/salary/own business	1.1	4.4	4.7	4.3	5.4	5.1	0.7	4.8	7,500
Other <sup>(a)</sup>	3.3	2.8	3.2	6.5	10.1	15.1	79.6	9.8	15,000
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>1.7</b>	<b>11.3</b>	<b>8.9</b>	<b>16.2</b>	<b>47.6</b>	<b>12.6</b>	<b>1.7</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>2,700</b>	<b>17,500</b>	<b>13,700</b>	<b>24,900</b>	<b>73,400</b>	<b>19,400</b>	<b>2,600</b>	<b>..</b>	<b>154,000</b>

(a) 'Other payments' includes Age Pension, Special Benefit, Sickness Allowance, Partner Allowance, any other benefit or pension not specified, workcover/compensation, maintenance/child support, spouse/partner income, DVA disability and support pensions..

**Notes**

1. Number excluded due to errors (weighted): 2,525
2. Number excluded due to omissions (weighted): 6,572
3. Figures have been weighted to adjust for client non-consent and agency non-participation.

Source: SAAP Client Collection.

**Table 7.4: SAAP support periods: primary income source before support, by age and gender of client, Australia, 1999–00 (per cent)**

Primary income source	Under 15 years	15–17 years	18–19 years	20–24 years	25–44 years	45–64 years	65+ years	Total	
<b>Male clients</b>									
No income	87.8	31.4	8.8	4.5	3.6	2.5	2.0	7.7	5,600
Registered/awaiting benefit	0.5	3.3	2.5	1.2	0.9	0.5	0.3	1.2	900
Newstart Allowance	2.4	2.0	12.7	54.8	50.8	19.7	1.6	36.9	26,700
Youth Allowance	3.2	52.1	60.2	17.7	0.4	0.1	0.3	12.1	8,800
Austudy/Abstudy	0.5	2.2	2.0	0.7	0.4	0.1	—	0.6	500
CDEP	—	—	0.2	0.1	0.1	0.1	—	0.1	60
Parenting Payment	0.5	—	0.1	0.7	2.0	0.5	0.2	1.2	900
Disability Support Pension	1.8	2.1	5.1	11.3	31.0	62.6	18.7	28.3	20,500
Wages/salary/own business	0.7	4.3	5.6	4.5	4.5	3.3	1.1	4.3	3,100
Other govt. payments <sup>(a)</sup>	2.6	2.5	2.7	4.6	6.4	10.6	75.9	7.6	5,500
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>1.5</b>	<b>9.1</b>	<b>7.5</b>	<b>14.6</b>	<b>47.9</b>	<b>17.2</b>	<b>2.1</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>1,100</b>	<b>6,600</b>	<b>5,500</b>	<b>10,600</b>	<b>34,700</b>	<b>12,500</b>	<b>1,500</b>	<b>..</b>	<b>72,400</b>
<b>Female clients</b>									
No income	81.1	29.3	5.9	4.0	4.6	5.9	3.9	8.9	6,300
Registered/awaiting benefit	0.9	3.6	1.6	0.9	0.9	0.9	0.7	1.3	900
Newstart Allowance	1.2	2.3	8.5	22.1	16.7	14.6	1.3	14.5	10,300
Youth Allowance	3.7	47.9	50.4	11.2	0.5	0.3	—	12.9	9,100
Austudy/Abstudy	0.9	3.6	3.0	1.0	0.5	0.3	—	1.2	800
CDEP	0.1	0.2	0.4	0.6	0.6	0.3	—	0.5	300
Parenting Payment	5.8	4.7	18.4	42.8	46.2	12.1	1.4	33.9	24,100
Disability Support Pension	0.6	0.7	3.6	5.5	10.3	29.7	8.1	9.2	6,500
Wages/salary/own business	1.5	5.0	4.4	3.4	6.5	10.4	1.2	5.8	4,100
Other govt. payments <sup>(a)</sup>	4.0	2.8	3.9	8.4	13.4	25.5	83.5	11.9	8,500
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>1.6</b>	<b>12.0</b>	<b>9.7</b>	<b>17.1</b>	<b>49.8</b>	<b>8.8</b>	<b>1.0</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>1,100</b>	<b>8,500</b>	<b>6,900</b>	<b>12,100</b>	<b>35,400</b>	<b>6,300</b>	<b>700</b>	<b>..</b>	<b>71,000</b>
<b>All clients</b>									
No income	84.6	30.2	7.2	4.2	4.1	3.6	2.6	8.3	11,900
Registered/awaiting benefit	0.7	3.4	2.0	1.1	0.9	0.6	0.4	1.2	1,800
Newstart Allowance	1.8	2.2	10.4	37.3	33.6	18.0	1.5	25.8	37,200
Youth Allowance	3.4	49.7	54.7	14.2	0.4	0.2	0.2	12.5	18,000
Austudy/Abstudy	0.7	3.0	2.6	0.8	0.4	0.1	—	0.9	1,300
CDEP	0.1	0.1	0.3	0.3	0.3	0.2	—	0.3	400
Parenting Payment	3.1	2.7	10.3	23.3	24.3	4.4	0.5	17.4	25,000
Disability Support Pension	1.2	1.3	4.2	8.2	20.5	51.6	15.3	18.8	27,100
Wages/salary/own business	1.1	4.7	5.0	3.9	5.5	5.7	1.1	5.0	7,200
Other govt. payments <sup>(a)</sup>	3.3	2.7	3.4	6.6	9.9	15.5	78.3	9.8	14,100
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>1.6</b>	<b>10.5</b>	<b>8.6</b>	<b>15.8</b>	<b>48.9</b>	<b>13.1</b>	<b>1.6</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>2,300</b>	<b>15,200</b>	<b>12,400</b>	<b>22,800</b>	<b>70,400</b>	<b>18,800</b>	<b>2,300</b>	<b>..</b>	<b>144,100</b>

(a) 'Other payments' includes Age Pension, Special Benefit, Sickness Allowance, Partner Allowance, any other benefit or pension not specified, workcover/compensation, maintenance/child support, spouse/partner income, DVA disability and support pensions.

*Notes*

1. Number excluded due to errors (weighted): 1,560
2. Number excluded due to omissions (weighted): 11,887
3. Figures have been weighted to adjust for client non-consent and agency non-participation.
4. The results presented rely on data reported by SAAP agencies and their clients. Based on income support eligibility criteria, for the collection period those aged under 16 or entitled to the Age Pension are not entitled to the Disability Support Pension or Youth Allowance, and those aged under 21 years or entitled to the Age Pension are not entitled to Newstart Allowance. However in some cases clients have reported receiving such payments. See counting rules in Appendix 2 for further discussion.

Source: SAAP Client Collection.

**Table 7.5: SAAP support periods: primary income source before support, by age and gender of client, Australia, 2000–01 (per cent)**

Primary income source	Under 15 years	15–17 years	18–19 years	20–24 years	25–44 years	45–64 years	65+ years	Total	
								<b>%</b>	<b>Number</b>
<b>Male clients</b>									
No income	83.5	33.6	10.5	5.0	3.7	2.8	1.8	7.5	5,900
Registered/awaiting benefit	0.6	3.7	2.6	1.6	1.0	0.7	0.1	1.3	1,100
Newstart Allowance	5.3	1.8	9.7	52.7	52.0	24.4	1.7	38.6	30,500
Youth Allowance	2.4	50.5	61.8	21.2	0.5	0.1	0.2	11.4	9,000
Austudy/Abstudy	0.8	1.7	1.3	0.4	0.4	0.1	—	0.5	400
CDEP	—	0.2	0.1	0.2	0.1	0.1	—	0.1	100
Parenting Payment	0.1	0.1	0.1	0.7	1.8	0.5	0.1	1.1	900
Disability Support Pension	2.4	2.4	6.3	10.6	31.3	57.8	22.8	28.6	22,600
Wages/salary/own business	1.3	4.0	5.3	4.0	3.3	2.9	0.4	3.4	2,700
Other govt. payments <sup>(a)</sup>	3.6	2.0	2.3	3.6	5.7	10.6	72.8	7.3	5,800
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>1.3</b>	<b>7.6</b>	<b>7.0</b>	<b>14.0</b>	<b>49.9</b>	<b>17.9</b>	<b>2.3</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>1,000</b>	<b>6,000</b>	<b>5,500</b>	<b>11,000</b>	<b>39,400</b>	<b>14,100</b>	<b>1,900</b>	<b>..</b>	<b>78,900</b>
<b>Female clients</b>									
No income	86.2	31.9	7.2	3.7	4.0	4.6	2.3	9.0	6,400
Registered/awaiting benefit	1.0	3.6	1.7	0.9	1.0	1.0	—	1.3	900
Newstart Allowance	1.5	1.7	6.7	21.8	19.6	13.9	1.9	15.8	11,300
Youth Allowance	2.0	48.1	49.9	13.2	0.4	0.2	0.2	12.5	8,900
Austudy/Abstudy	0.3	2.2	1.9	0.8	0.3	0.4	0.3	0.8	600
CDEP	0.4	0.3	0.5	0.6	0.8	0.5	0.3	0.6	500
Parenting Payment	4.3	4.8	19.2	42.4	44.6	14.1	0.9	33.5	23,900
Disability Support Pension	0.6	1.0	3.8	5.9	11.0	34.5	5.3	10.2	7,300
Wages/salary/own business	1.3	4.4	4.1	3.5	5.9	9.0	0.6	5.3	3,800
Other govt. payments <sup>(a)</sup>	2.4	2.0	4.9	7.3	12.4	21.7	88.3	11.0	7,800
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>1.8</b>	<b>11.4</b>	<b>9.0</b>	<b>17.5</b>	<b>50.4</b>	<b>9.0</b>	<b>0.9</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>1,300</b>	<b>8,100</b>	<b>6,400</b>	<b>12,500</b>	<b>35,900</b>	<b>6,400</b>	<b>700</b>	<b>..</b>	<b>71,300</b>
<b>All clients</b>									
No income	85.0	32.5	8.8	4.4	3.9	3.4	2.0	8.2	12,400
Registered/awaiting benefit	0.8	3.6	2.1	1.2	1.0	0.8	0.1	1.3	2,000
Newstart Allowance	3.2	1.7	8.1	36.2	36.5	21.2	1.8	27.8	42,200
Youth Allowance	2.1	49.2	55.4	16.9	0.4	0.1	0.2	11.9	18,100
Austudy/Abstudy	0.5	2.0	1.6	0.6	0.4	0.2	0.1	0.6	1,000
CDEP	0.2	0.3	0.3	0.4	0.5	0.2	0.1	0.4	600
Parenting Payment	2.6	2.8	10.4	22.9	22.3	4.8	0.3	16.6	25,200
Disability Support Pension	1.4	1.6	4.9	8.0	21.6	50.3	18.2	19.8	30,100
Wages/salary/own business	1.3	4.2	4.6	3.7	4.6	4.8	0.5	4.3	6,600
Other govt. payments <sup>(a)</sup>	3.0	2.0	3.7	5.5	8.9	14.1	76.9	9.1	13,800
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>1.5</b>	<b>9.4</b>	<b>7.9</b>	<b>15.7</b>	<b>50.2</b>	<b>13.7</b>	<b>1.7</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>2,300</b>	<b>14,300</b>	<b>12,000</b>	<b>23,800</b>	<b>76,200</b>	<b>20,800</b>	<b>2,500</b>	<b>..</b>	<b>151,900</b>

(a) 'Other payments' includes Age Pension, Special Benefit, Sickness Allowance, Partner Allowance, any other benefit or pension not specified, workcover/compensation, maintenance/child support, spouse/partner income, DVA disability and support pensions.

*Notes*

1. Number excluded due to errors (weighted): 10,993
2. Number excluded due to omissions (weighted): 5,274
3. Figures have been weighted to adjust for client non-consent and agency non-participation.
4. The results presented rely on data reported by SAAP agencies and their clients. Based on income support eligibility criteria, for the collection period those aged under 16 or entitled to the Age Pension are not entitled to the Disability Support Pension or Youth Allowance, and those aged under 21 years or entitled to the Age Pension are not entitled to Newstart Allowance. However in some cases clients have reported receiving such payments. See counting rules in Appendix 2 for further discussion.

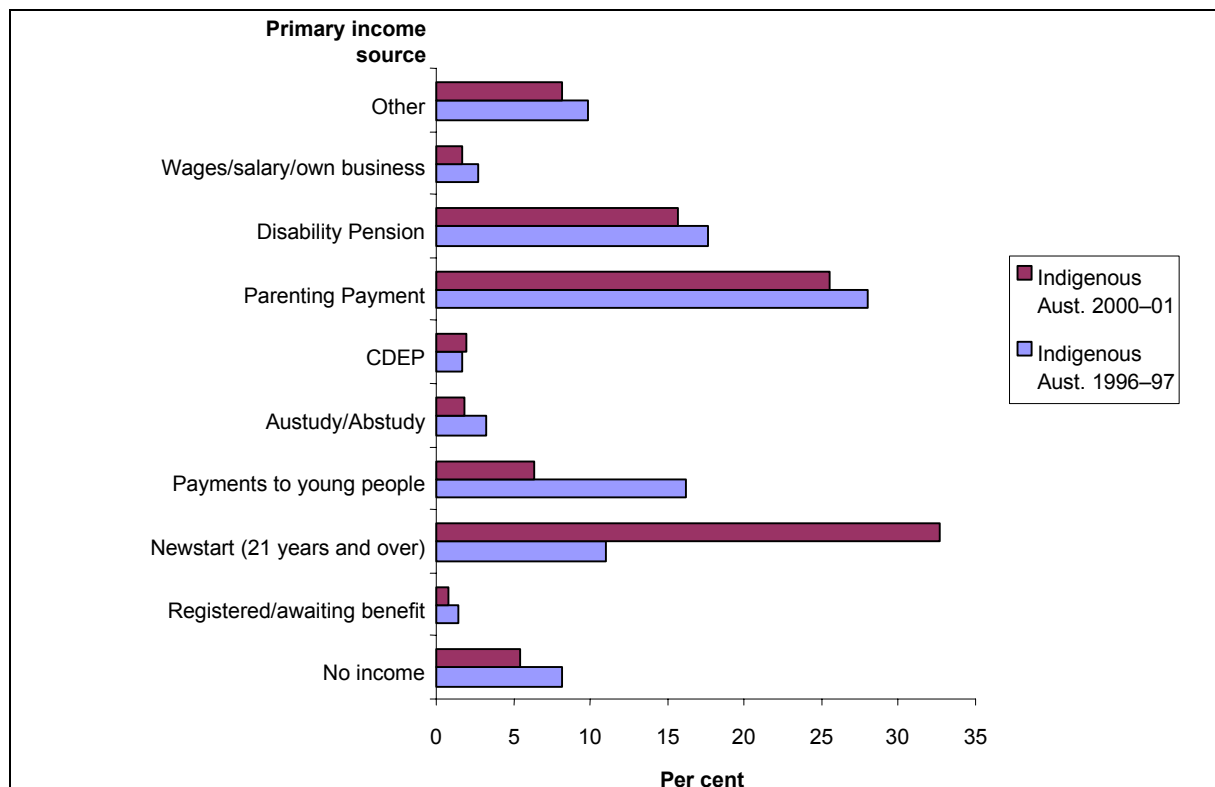
Source: SAAP Client Collection.

## 7.2 Cultural origin

From 1996 to 2001, there was an increase in the proportion of support periods provided to clients of Indigenous Australian background and a decrease in the other cultural origin categories (Tables 7.6 to 7.10). The proportion of support periods to clients of Indigenous Australian background increased from 13% in 1996–97 to 19% in 2000–01.<sup>2</sup> A corresponding decrease occurred in the proportion of support periods provided to clients who were Australian-born non-Indigenous (from 72% in 1996–97 to 68% in 2000–01) and in those provided to clients born overseas in English proficiency group 1 countries (from 7% to 5%).<sup>3</sup> The proportion of support periods provided to clients born in English proficiency countries 2–4 remained relatively constant across the 5-year period at 9%.

### Indigenous Australians

Over the 5-year period, the proportion of support periods to clients of Indigenous Australian background who had no income before support decreased, from 8% in 1996–97 to 5% in 2000–01 (Figure 7.3). The proportion of support periods where the Indigenous client was registered and awaiting receipt of a benefit remained relatively constant (1%), as did the proportion who reported participating in CDEPs (2%).



Source: Tables 7.6 to 7.10

**Figure 7.3: SAAP support periods: primary income source of Indigenous Australian clients before support, 1996–97 and 2000–01, Australia**

<sup>2</sup> The notable increase in the proportion of support periods to Indigenous clients is partly attributable to the participation of one agency in northern Queensland from 2000–01, which provides a high volume of support periods.

<sup>3</sup> English proficiency group 1 countries are Canada, Ireland, New Zealand, South Africa, the United Kingdom, and the United States of America. English proficiency groups 2–4 refer to all other countries (excluding Australia).

**Table 7.6: SAAP support periods: primary income source before support, by cultural origin, Australia, 1996–97 (per cent)**

Primary income source	Indigenous Australian	Australian-born non-Indigenous	Overseas-born, English proficiency group 1	Overseas-born, English proficiency group 2–4	Total (%)	Total (number)
No income	8.2	9.4	9.0	13.5	9.6	13,600
Registered/awaiting benefit	1.4	1.7	1.5	1.6	1.7	2,400
Newstart (21 years and over)	11.0	13.5	15.1	10.7	13.0	18,400
Young people	16.2	20.0	13.6	12.7	18.5	26,100
Austudy/Abstudy	3.2	2.9	1.2	5.1	3.0	4,300
CDEP	1.7	0.1	—	0.1	0.3	400
Parenting Payment	28.0	13.9	9.4	11.9	15.3	21,600
Disability Support Pension	17.6	22.8	32.4	20.8	22.6	31,900
Wages/salary/own business	2.7	4.5	5.5	6.4	4.5	6,400
Other payments <sup>(a)</sup>	9.9	11.1	12.3	17.4	11.5	16,300
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>13.1</b>	<b>71.5</b>	<b>6.6</b>	<b>8.7</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>18,500</b>	<b>101,100</b>	<b>9,400</b>	<b>12,300</b>	<b>..</b>	<b>141,400</b>

(a) 'Other payments' includes Age Pension, Special Benefit, Sickness Allowance, Partner Allowance, any other benefit or pension not specified, workcover/compensation, maintenance/child support, spouse/partner income, DVA disability and support pensions.

*Notes*

1. Number excluded due to errors (weighted): 3,466
2. Number excluded due to omissions (weighted): 11,653
3. Figures have been weighted to adjust for client non-consent and agency non-participation.

Source: SAAP Client Collection.

Overall, decreases can be seen across all other primary income source categories with the exception of support periods to clients in receipt of Newstart Allowance. The proportion of support periods provided to clients of Indigenous background on Newstart increased from 11% in 1996–97 to 33% of all support periods in 2000–01.

The largest decreases can be seen in the proportion of support periods to young Indigenous people under 21 years of age who were receiving unemployment or student benefits, from 16% in 1996–97 to 6% in 2000–01. The latter figure is considerably lower than the national average of 12%. Further, there were also decreases in the proportion of support periods to Indigenous clients receiving the Disability Support Pension (from 18% in 1996–97 to 16% in 2000–01), Austudy and Abstudy, and those whose primary income source was wages, salary or their own business (from 3% to 2% respectively). Across all 5 years, the proportion of support periods to Indigenous clients receiving the Disability Support Pension or whose primary source of income was wages, salary or their own business was notably lower than the national averages. The proportion of support periods where Indigenous clients were in receipt of a Parenting Payment was considerably higher across all the period (from 28% in 1996–97 to 26% in 2000–01) than the national average, which ranged between 15 and 17%. The most common source of primary income for Indigenous clients was consistently the Parenting Payment across the first 4 years of data collection; in 2000–01, Newstart Allowance became the most frequently reported income source, accounting for one-third of all support periods to Indigenous clients.

**Table 7.7: SAAP support periods: primary income source before support, by cultural origin, Australia, 1997–98 (per cent)**

Primary income source	Indigenous Australian	Australian-born non-Indigenous	Overseas-born, English proficiency group 1	Overseas-born, English proficiency group 2–4	Total (%)	Total (number)
No income	8.4	9.1	9.3	14.3	9.4	14,100
Registered/awaiting benefit	0.9	1.7	1.6	1.8	1.6	2,400
Newstart (21 years and over)	19.7	22.7	26.3	18.0	22.1	33,100
Young people	8.7	14.3	6.4	5.3	12.3	18,500
Austudy/Abstudy	2.7	3.1	0.9	4.6	3.0	4,500
CDEP	2.7	0.1	—	0.1	0.4	600
Parenting Payment	28.7	14.3	11.3	14.7	16.1	24,100
Disability Support Pension	12.7	20.4	24.4	17.5	19.4	29,000
Wages/salary/own business	2.9	4.8	7.0	7.3	4.9	7,300
Other payments <sup>(a)</sup>	12.6	9.6	12.7	16.5	10.8	16,200
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>13.1</b>	<b>72.5</b>	<b>5.8</b>	<b>8.6</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>19,600</b>	<b>108,600</b>	<b>8,600</b>	<b>12,900</b>	<b>..</b>	<b>149,800</b>

(a) 'Other payments' includes Age Pension, Special Benefit, Sickness Allowance, Partner Allowance, any other benefit or pension not specified, workcover/compensation, maintenance/child support, spouse/partner income, DVA disability and support pensions.

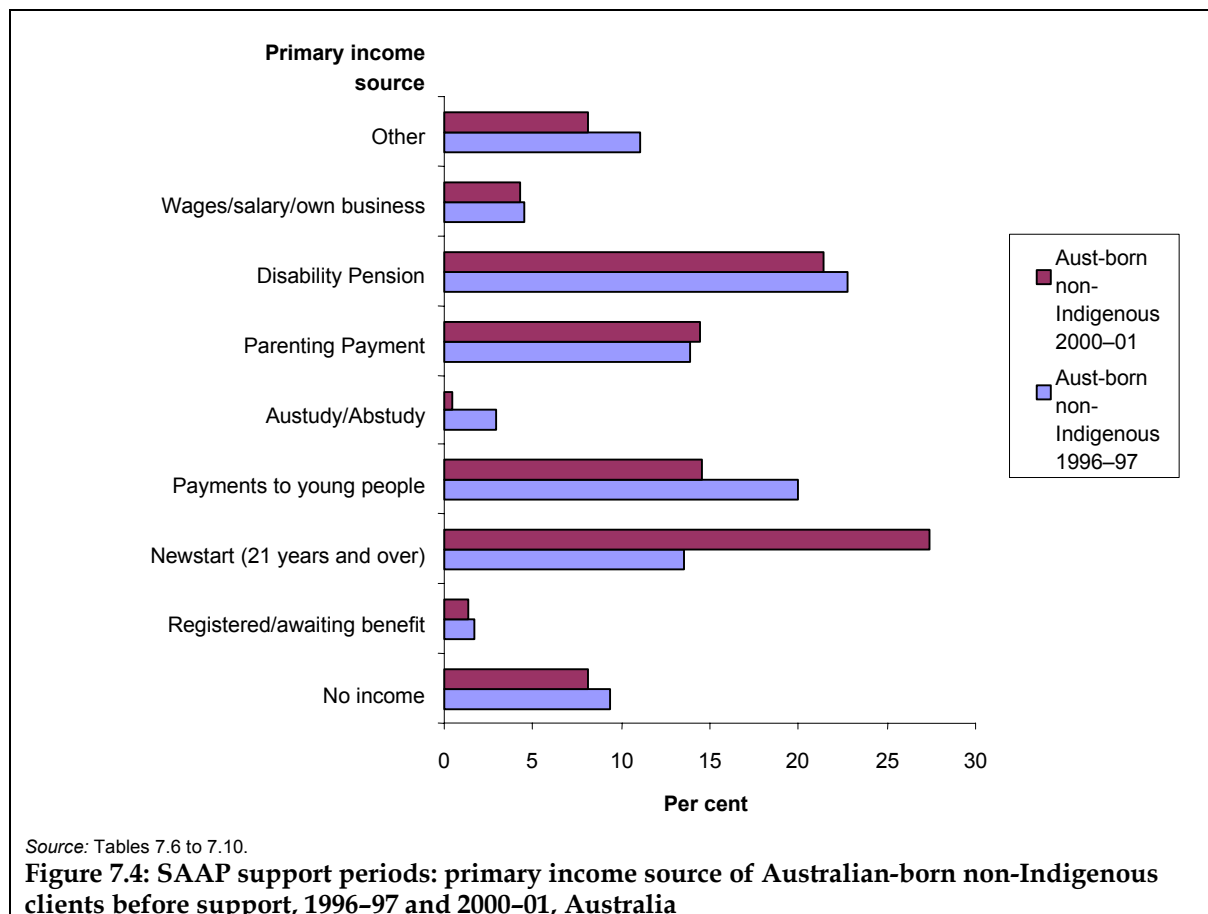
*Notes*

1. Number excluded due to errors (weighted): 3,058
2. Number excluded due to omissions (weighted): 11,442
3. Figures have been weighted to adjust for client non-consent and agency non-participation.

Source: SAAP Client Collection.

### **Australian-born non-Indigenous clients**

Australian-born non-Indigenous clients make up the majority of support periods provided, though the proportion declined between 1996 and 2001 (from 72% in 1996–97 to 68% in 2000–01) (Figure 7.4). As for Indigenous clients, the proportion of support periods provided to Australian-born non-Indigenous clients on no income before support and to those registered and awaiting receipt of a benefit declined (from 9% in 1996–97 to 8% in 2000–01, and from 2% to 1% respectively). Likewise, the proportion of support periods to young people (aged under 21 years) receiving an unemployment or student benefit has declined (from 20% to 15%), as did the proportion on the Disability Support Pension (from 23% to 21%) and Other forms of income (from 11% to 8%). There was a considerable increase in the proportion of support periods provided to Australian-born non-Indigenous clients who were in receipt of Newstart (21 and over) (from 14% to 27%). The proportion of support periods to clients in receipt of a Parenting Payment and those whose primary income source was wages, salary or their own business remained relatively constant (14% and approximately 5% respectively). Australian-born non-Indigenous clients were most commonly in receipt of the Disability Support Pension in 1996–97 (23% of all support periods), but in the following 4 years Newstart (21 and over) was the most common form of primary income (from between 24% to 28%).



**Table 7.8: SAAP support periods: primary income source before support, by cultural origin, Australia, 1998-99 (per cent)**

Primary income source	Indigenous Aust.	Aust born non-Indigenous	Overseas-born, English proficiency grp 1	Overseas-born, English proficiency grps 2-4	Total (%)	Total (no.)
No income	6.6	8.4	8.8	14.1	8.7	13,100
Registered/awaiting benefit	0.8	1.3	1.6	1.8	1.3	1,900
Newstart (21 years and over)	22.3	24.2	27.0	18.5	23.6	35,200
Young people	10.5	16.7	7.8	8.4	14.6	21,800
Austudy/Abstudy	2.3	1.3	0.7	2.4	1.5	2,300
CDEP	3.0	—	0.1	—	0.4	640
Parenting Payment	29.2	14.9	12.6	15.5	16.8	25,000
Disability Support Pension	12.3	19.8	23.3	15.4	18.6	27,700
Wages/salary/own business	2.4	4.8	6.7	7.1	4.8	7,200
Other payments <sup>(a)</sup>	10.5	8.6	11.6	16.7	9.7	14,600
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>13.7</b>	<b>71.4</b>	<b>5.7</b>	<b>9.2</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>20,400</b>	<b>106,700</b>	<b>8,500</b>	<b>13,800</b>	<b>..</b>	<b>149,400</b>

(a) 'Other payments' includes Age Pension, Special Benefit, Sickness Allowance, Partner Allowance, any other benefit or pension not specified, workcover/compensation, maintenance/child support, spouse/partner income, DVA disability and support pensions.

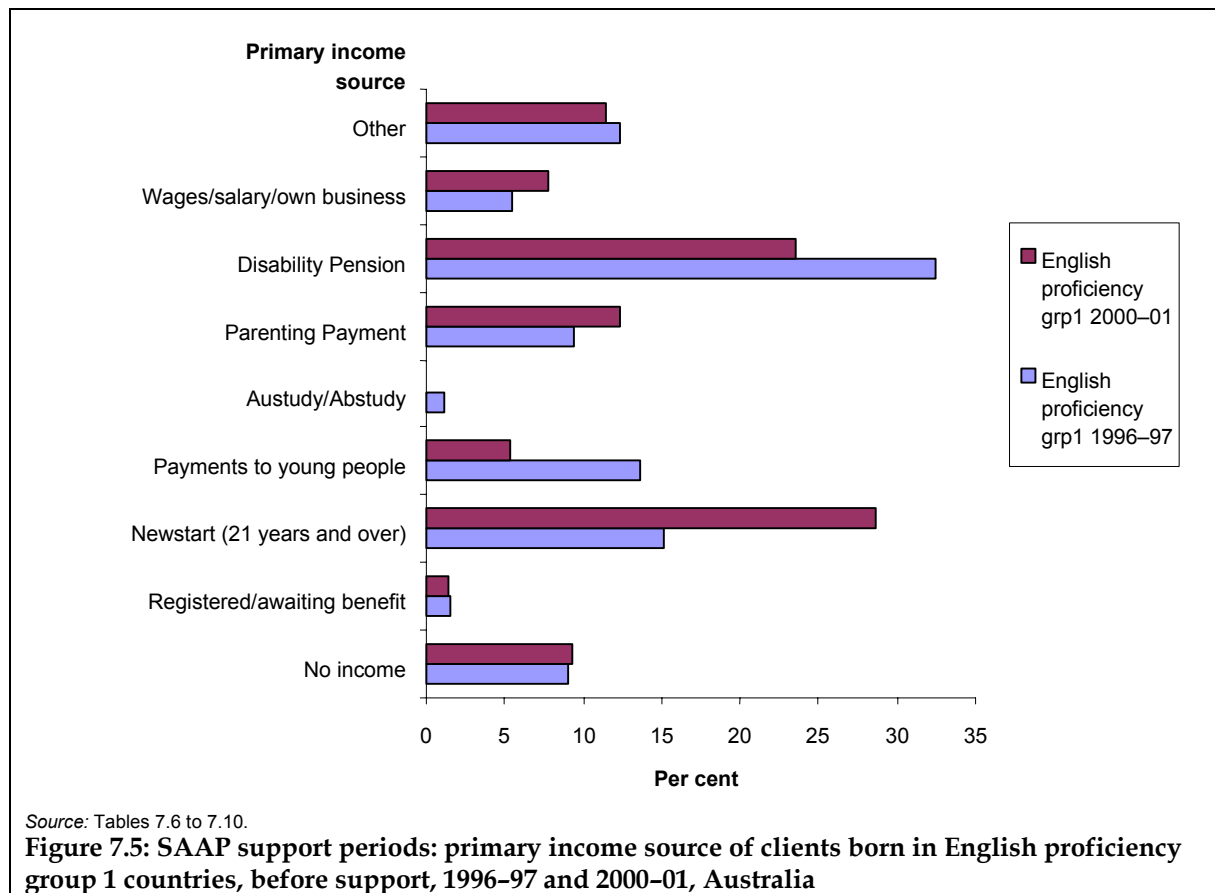
**Notes**

1. Number excluded due to errors (weighted): 2,433
2. Number excluded due to omissions (weighted): 11,361
3. Figures have been weighted to adjust for client non-consent and agency non-participation.

Source: SAAP Client Collection.

## People born in English proficiency group 1 countries

From 1996 to 2001, the proportion of support periods provided to clients born in English proficiency group 1 countries declined from 7% of all support periods to 5% (Figure 7.5). The proportion of support periods to clients born in English proficiency group 1 countries who reported having no income remained constant at 9% across the 5 years, as did the proportion who reported being registered and awaiting receipt of a benefit (approximately 1%). There was a decline in the proportion of support periods provided to clients in receipt of a youth unemployment or student benefit (from 14% in 1996–97 to 5% in 2000–01), and to those in receipt of the Disability Support Pension (from 32% to 24%) or Other payments (12% to 11%). On the other hand, there was a large increase in the proportion of support periods provided to clients born in English proficiency group 1 countries in receipt of Newstart (from 15% in 1996–1997 to 29% in 2000–01). Support periods to clients in receipt of a Parenting Payment (from 9% in 1996–97 to 12% in 2000–01) and to those whose primary income source was wages, salary or their own business also increased (from 6% to 8%). Similarly to Australian-born non-Indigenous clients, the Disability Support Pension was the most commonly reported source of income in 1996–97 (32% of support periods), but for the next 4 years Newstart Allowance was the most common form of primary income (from 26% to 29%).





**Table 7.9: SAAP support periods: primary income source before support, by cultural origin, Australia, 1999–00 (per cent)**

Primary income source	Indigenous Aust.	Australian -born non-Indigenous	Overseas-born, English proficiency grp 1	Overseas-born, English proficiency grps 2–4	Total (%)	Total (no.)
No income	6.0	7.9	8.4	14.1	8.3	11,600
Registered/awaiting benefit	0.6	1.3	1.5	1.4	1.2	1,700
Newstart (21 years and over)	26.3	26.5	27.8	19.0	25.8	36,200
Youth Allowance	7.3	14.8	5.0	7.2	12.4	17,400
Austudy/Abstudy <sup>(a)</sup>	2.2	—	—	—	0.3	500
CDEP	1.7	—	—	—	0.3	400
Parenting Payment	29.8	15.3	12.8	16.5	17.4	24,400
Disability Support Pension	13.1	20.1	24.4	14.9	18.8	26,400
Wages/salary/own business	2.3	4.8	8.2	8.4	5.0	7,000
Other payments <sup>(b)</sup>	10.5	9.2	11.9	18.5	10.5	14,700
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>..</b>
<b>Total (%)</b>	<b>14.6</b>	<b>69.9</b>	<b>5.6</b>	<b>9.9</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>20,400</b>	<b>98,100</b>	<b>7,900</b>	<b>13,900</b>	<b>..</b>	<b>140,300</b>

(a) The significant drop in the Austudy/Abstudy category can be attributed to the change in targeting of the Austudy payment as from the 1998–99 financial year.

(b) 'Other payments' includes Age Pension, Special Benefit, Sickness Allowance, Partner Allowance, any other benefit or pension not specified, workcover/compensation, maintenance/child support, spouse/partner income, DVA disability and support pensions.

**Notes**

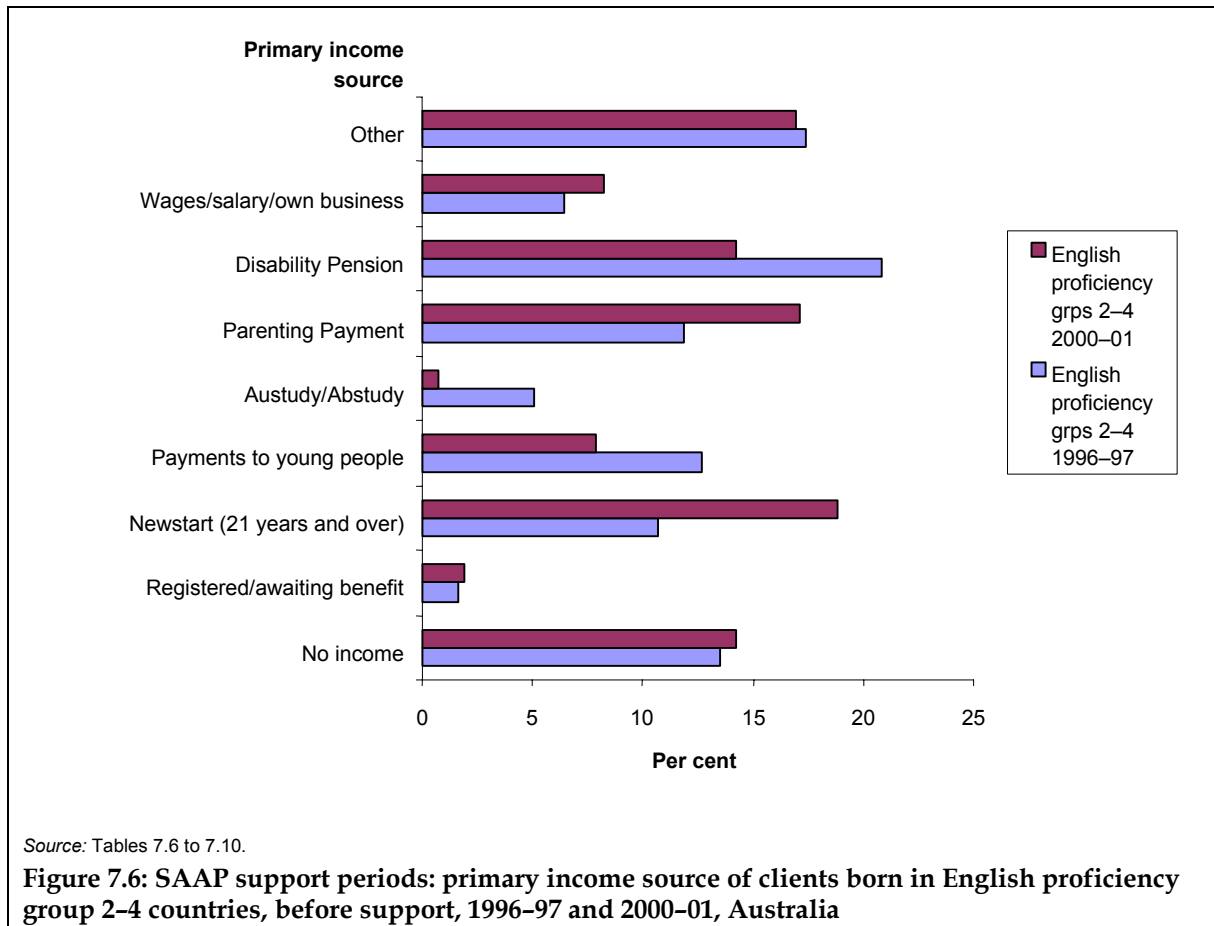
1. Number excluded due to errors (weighted): 1,523
2. Number excluded due to omissions (weighted): 15,727
3. Figures have been weighted to adjust for client non-consent and agency non-participation.
4. The results presented rely on data reported by SAAP agencies and their clients. Based on income support eligibility criteria, for the collection period those aged under 16 or entitled to the Age Pension are not entitled to the Disability Support Pension or Youth Allowance, and those aged under 21 years or entitled to the Age Pension are not entitled to Newstart Allowance. However in some cases clients have reported receiving such payments. See counting rules in Appendix 2 for further discussion.

Source: SAAP Client Collection.

## People born in English proficiency group 2–4 countries

Approximately 9% of all support periods from 1996 to 2001 were provided to clients born in English proficiency group 2–4 countries (Figure 7.6). Clients of such cultural backgrounds consistently reported the highest levels of no income upon receiving SAAP assistance (14% across the 5 years). The proportion who were registered and awaiting receipt of a benefit remained constant at 2%. Support periods to clients in receipt of youth unemployment or student benefits declined (from 13% in 1996–97 to 8% in 2000–01), as did support periods to those receiving Austudy payments (5% to 1%) and the Disability Support Pension (21% to 14%).

Similarly to those of other cultural backgrounds, those born in English proficiency group 2–4 countries experienced an increase in the proportion of support periods to those in receipt of Newstart (from 11% in 1996–97 to 19% in 2000–01). There was a larger increase in the proportion of support periods to those on a Parenting Payment (from 12% in to 17%) than to those from other cultural backgrounds. Support periods to clients born in English proficiency group 2–4 countries whose primary income source was wages, salary or their own business also increased (from 6% to 8%). The most common source of income among clients born in English proficiency group 2–4 countries varied across the 5 years. In 1996–97 the Disability Support Pension was the most frequently reported source of income (21%); in 1997–98, the Disability Support Pension and Newstart accounted equally for 18% of support periods.



In 1998-99, the proportion of support periods to clients in receipt of Newstart Allowance increased to 19%, making it the most common primary income source in that year and it remained at 19% for the following 2 years. However, in 1999-00, Other payments were just as frequently reported as the primary source of income as Newstart.

In support periods provided to clients born overseas, it was much more common for Other payments or wages, salary or their own business to be the primary source of income, compared with Indigenous or Australian-born non-Indigenous clients.

**Table 7.10: SAAP support periods: primary income source before support, by cultural origin, Australia, 2000–01 (per cent)**

Primary income source	Indigenous Australian	Australian -born non-Indigenous	Overseas-born, English proficiency grp 1	Overseas-born, English proficiency grps 2–4	Total (%)	Total (no.)
No income	5.4	8.1	9.3	14.2	8.2	12,200
Registered/awaiting benefit	0.8	1.4	1.4	1.9	1.3	2,000
Newstart (21 years and over)	32.7	27.4	28.6	18.8	27.7	41,200
Youth Allowance	6.4	14.5	5.4	7.9	12.0	17,800
Austudy/Abstudy <sup>(a)</sup>	1.8	0.4	0.1	0.7	0.6	1,000
CDEP	1.9	—	0.1	—	0.4	600
Parenting Payment	25.5	14.4	12.3	17.1	16.6	24,700
Disability Support Pension	15.7	21.4	23.5	14.2	19.8	29,500
Wages/salary/own business	1.7	4.3	7.8	8.2	4.3	6,400
Other payments <sup>(b)</sup>	8.2	8.1	11.4	16.9	9.0	13,500
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>18.5</b>	<b>68.0</b>	<b>4.9</b>	<b>8.7</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>27,500</b>	<b>101,100</b>	<b>7,200</b>	<b>12,900</b>	<b>..</b>	<b>148,800</b>

(a) The significant drop in the Austudy/Abstudy category can be attributed to the change in targeting of the Austudy payment as from the 1998–99 financial year.

(b) 'Other payments' includes Age Pension, Special Benefit, Sickness Allowance, Partner Allowance, any other benefit or pension not specified, workcover/compensation, maintenance/child support, spouse/partner income, DVA disability and support pensions.

**Notes**

1. Number excluded due to errors (weighted): 1,517
2. Number excluded due to omissions (weighted): 15,727
3. Figures have been weighted to adjust for client non-consent and agency non-participation.
4. The results presented rely on data reported by SAAP agencies and their clients. Based on income support eligibility criteria, for the collection period those aged under 16 or entitled to the Age Pension are not entitled to the Disability Support Pension or Youth Allowance, and those aged under 21 years or entitled to the Age Pension are not entitled to Newstart Allowance. However in some cases clients have reported receiving such payments. See counting rules in Appendix 2 for further discussion.

Source: SAAP Client Collection.

### 7.3 Main reason for seeking assistance

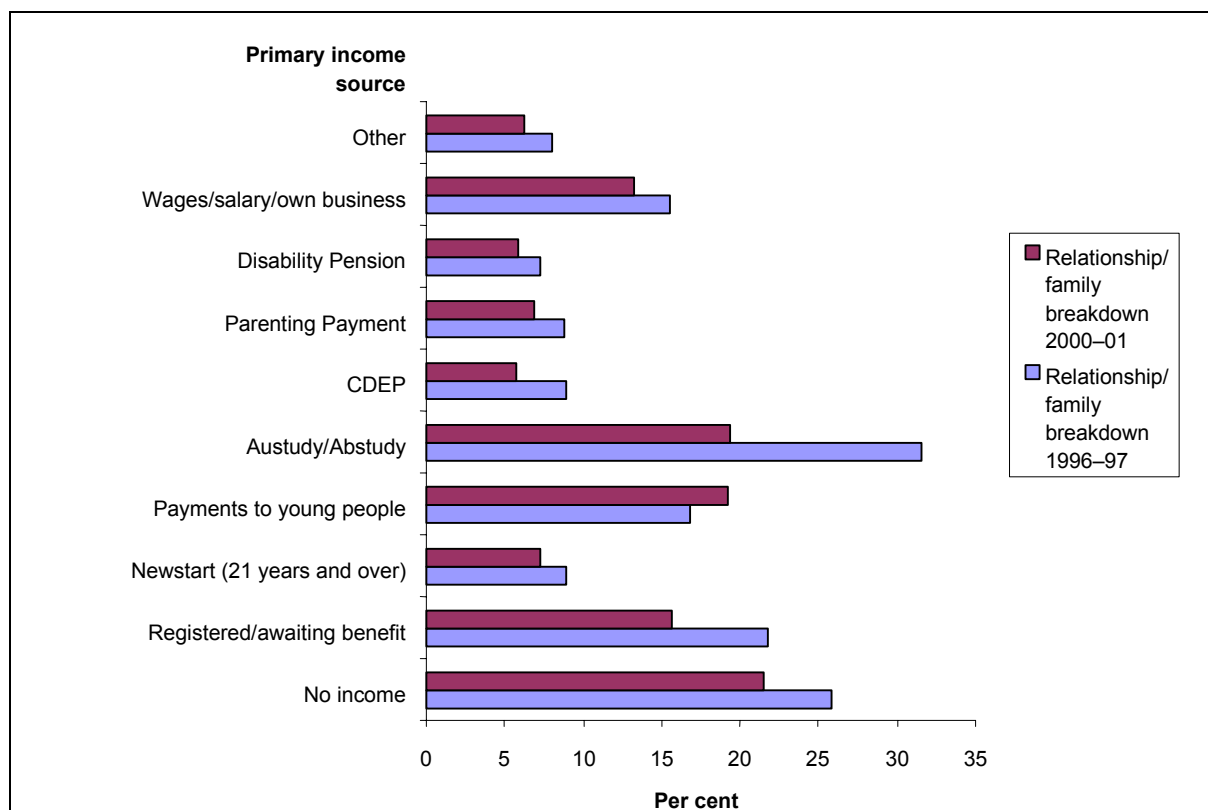
From 1996 to 2001, the reason given most often for seeking SAAP assistance was domestic violence (between 22% and 23% of support periods across the 5 years) (Tables 7.11 to 7.15). Financial difficulty, relationship or family breakdown, and eviction or previous accommodation ended were also often given as main reasons. Both financial difficulty and relationship or family breakdown have decreased slightly over the period: financial difficulty from 14% of support periods in 1996–97 to 9% in 2000–01, while relationship or family breakdown fell from 14% to 11%. On the other hand, eviction or previous accommodation ended has increased, from 6% to 11%.<sup>4</sup> Other notable increases in main reasons for seeking assistance can be seen for usual accommodation unavailable (from 4% in 1997–98 to 9% in 2000–01), and recent arrival to area with no means of support (from 3% to 6%). There were smaller increases in reasons such as time out from family or other situation

<sup>4</sup> A significant increase can be seen in the category 'eviction or previous accommodation ended' from 1996 to 2001. This may be somewhat attributed to several changes to the 1996–97 client form and the 1997–98 form. In particular, the change in category wording from 1996–97 to 1997–98, and the removal of another category relating to accommodation which was less descriptive and effective than the present category have potentially contributed to the notable increase. This should be kept in mind when assessing the main reasons clients were seeking assistance across the 5 years.

(from 4% in 1996–97 to 5% in 2000–01) and drug, alcohol or substance abuse (from 5% to 6%). All other main reasons for seeking assistance declined slightly over the 5 years.

### No income source and registered or awaiting a benefit

In support periods to those with no source of income, clients most commonly reported relationship or family breakdown as the main reason for seeking assistance (from 26% in 1996–97 to 22% in 2000–01) (Figure 7.7).



Source: Tables 7.11 to 7.15.

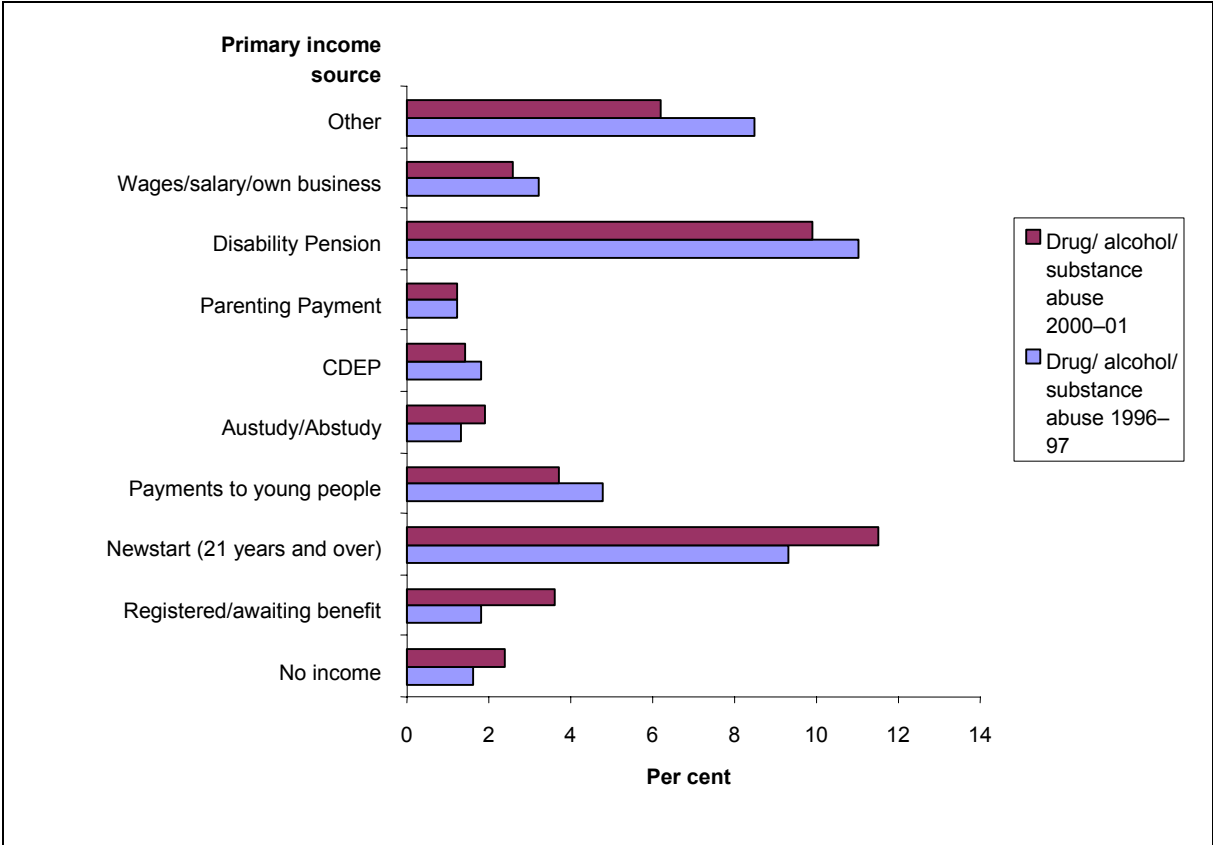
**Figure 7.7: SAAP support periods: primary income source of clients by main reason for seeking assistance because of relationship/family breakdown, before support, 1996–97 and 2000–01, Australia**

Across the 5 years, this was the main reason reported in approximately one-quarter of all support periods for those with no income, much higher than the national average (which ranged from 11 to 14% of support periods). The next most common reason provided was domestic violence (16% in 1996–97 to 15% in 2000–01). Time out from family or other situation was reported much more frequently (between 9% and 10%) than other primary income source categories (the national average varied between 4% and 5% over the period). Clients who were registered and awaiting receipt of a benefit also reported relationship or family breakdown as the most common main reason for seeking assistance (fluctuating between 22% of support periods in 1996–97 and 16% in 2000–01).

### Newstart Allowance

Clients in receipt of Newstart Allowance (21 years and over) reported financial difficulty as the most common main reason for seeking assistance across the 5 years (from 27% of support

periods in 1996–97 to 14% in 2000–01), though this reason also decreased most significantly. Domestic violence and drug, alcohol or substance abuse were also common main reasons for seeking assistance. While the proportion of support periods where domestic violence was the main reason remained relatively constant across the period (11–12%), drug, alcohol or substance abuse increased as a main reason (from 9% to 12%) (Figure 7.8).



Source: Tables 7.11 to 7.15.

**Figure 7.8: SAAP support periods: primary income source of clients by main reason for seeking assistance because of drug/alcohol/substance abuse, before support, 1996–97 and 2000–01, Australia**

Further, compared with the national average (between 5% and 6% from 1996 to 2001), Newstart recipients reported drug, alcohol or substance abuse as the main reason more often. There was a notable decrease where the main reason for seeking assistance was because the client was itinerant (from 8% of support periods in 1996–97 to 4% in 2000–01).

**Youth unemployment and student benefits**

Clients in receipt of youth unemployment or student benefits most often sought assistance because of relationship or family breakdown (from 17% in 1996–97 to 19% in 2000–01). Eviction or previous accommodation ended was also frequently reported (from 9% to 18) by those on Young people payments, compared with all other primary income source groups (the national average ranged between 6 and 11%) (Figure 7.9). Usual accommodation unavailable was also a common main reason for seeking assistance amongst those on Young people payments (increasing from 7% in 1997–98 to 14% of support periods in 2000–01). While financial difficulty was still a commonly reported main reason for seeking assistance among those in receipt of a youth benefit, it was also the reason that saw the largest decline across the 5 years (from 15% to 7%).

**Table 7.11: SAAP support periods: main reason for seeking assistance, by primary income source, Australia, 1996–97 (per cent)**

Main reason for seeking assistance	No income	Reg./ awaiting benefit	Newstart (21 years & over)	Young people	Austudy/ Abstudy	CDEP
Long-term homeless	3.3	4.3	3.5	9.1	5.9	1.2
Eviction/previous accomm. ended	4.1	6.5	7.1	9.0	4.8	2.5
Time out from family/other situation	8.7	3.5	2.1	3.5	6.0	3.1
Relationship/family breakdown	25.8	21.7	8.9	16.8	31.6	8.9
Interpersonal conflicts	4.7	2.8	3.8	4.9	7.9	2.8
Physical/emotional abuse	5.2	2.3	1.7	2.4	5.0	3.2
Domestic violence	16.4	19.9	10.5	7.6	7.7	51.0
Sexual abuse	1.3	0.9	0.4	0.8	2.0	0.5
Financial difficulty	7.6	12.5	27.1	15.3	9.0	4.1
Drug/alcohol/substance abuse	1.6	1.8	9.3	4.8	1.3	1.8
Emerg. accomm. ended	1.3	1.7	1.4	2.9	2.4	3.2
Recently left institution	2.8	2.8	1.9	1.6	0.3	1.1
Psychiatric illness	0.6	0.7	2.1	0.8	0.5	—
Recent arrival to area with no means of support	2.4	3.7	6.1	4.4	1.0	0.7
Itinerant	3.2	6.2	7.5	6.9	2.8	4.0
At imminent risk	3.2	3.8	2.2	3.6	4.3	4.4
Other	7.9	5.0	4.4	5.6	7.5	7.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total (%)</b>	<b>11.8</b>	<b>2.0</b>	<b>11.5</b>	<b>19.8</b>	<b>3.9</b>	<b>0.4</b>
<b>Total (number)</b>	<b>10,100</b>	<b>1,700</b>	<b>9,800</b>	<b>17,000</b>	<b>3,400</b>	<b>300</b>

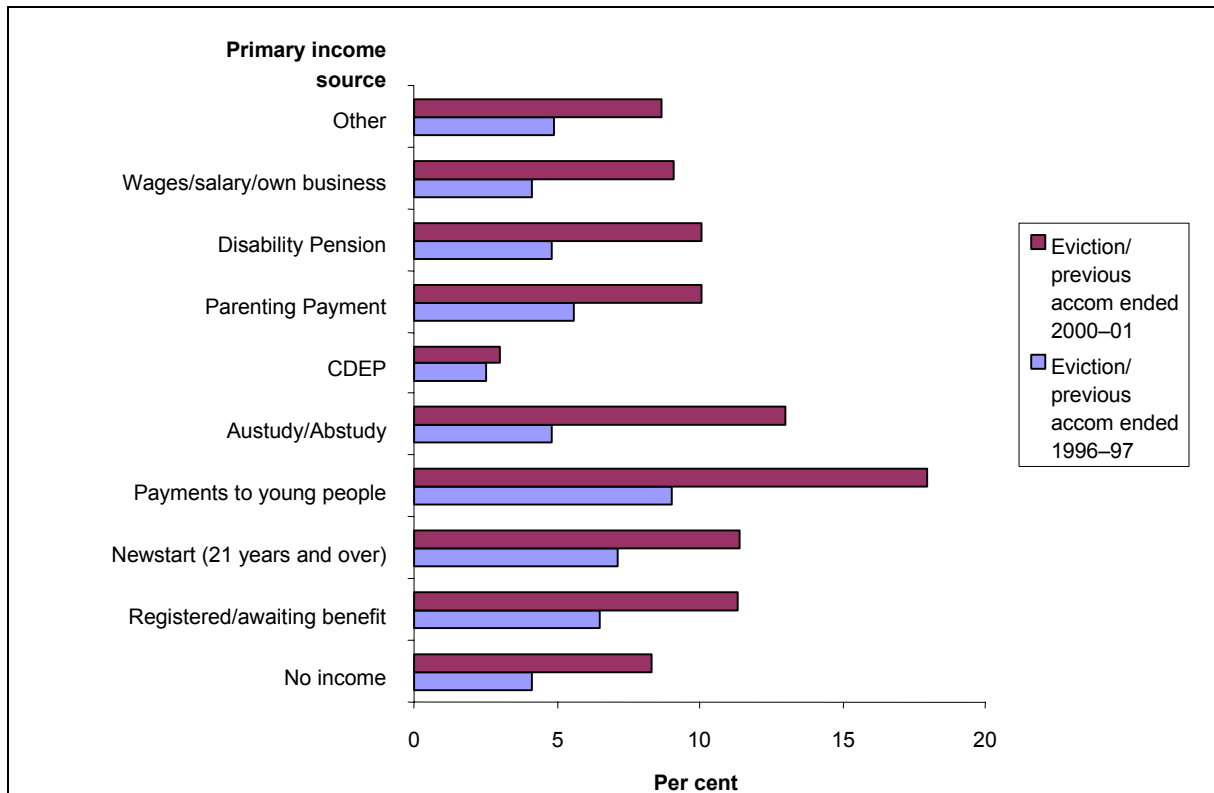
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Main reason for seeking assistance	Parenting Payment	Disability Support Pension	Wages/ salary/own business	Other	Total (%)	Total (no.)
Long-term homeless	1.8	6.0	1.4	3.1	4.5	3,900
Eviction/previous accomm. ended	5.6	4.8	4.1	4.9	6.0	5,100
Time out from family/other situation	2.1	2.8	4.0	3.4	3.7	3,200
Relationship/family breakdown	8.8	7.3	15.5	8.0	13.6	11,700
Interpersonal conflicts	2.6	3.7	5.0	2.4	3.9	3,300
Physical/emotional abuse	4.8	2.2	5.5	3.7	3.5	3,000
Domestic violence	47.9	10.0	32.0	34.1	22.3	19,200
Sexual abuse	1.3	1.0	2.6	1.1	1.1	1,000
Financial difficulty	9.8	18.0	8.9	10.6	13.7	11,800
Drug/alcohol/substance abuse	1.2	11.0	3.2	8.5	5.1	4,400
Emerg. accomm. ended	1.4	1.7	0.7	1.2	1.7	1,500
Recently left institution	0.2	2.5	0.4	1.7	1.5	1,300
Psychiatric illness	0.3	6.7	0.6	1.7	1.7	1,400
Recent arrival to area with no means of support	1.7	4.9	1.4	2.8	3.4	2,900
Itinerant	2.2	6.6	1.0	3.1	4.6	3,900
At imminent risk	3.3	2.3	3.0	2.3	3.0	2,600
Other	5.1	8.5	10.7	7.4	6.5	5,600
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>20.6</b>	<b>13.2</b>	<b>5.2</b>	<b>11.6</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>17,600</b>	<b>11,300</b>	<b>4,500</b>	<b>10,000</b>	<b>..</b>	<b>85,700</b>

Notes

1. Number excluded due to errors: 5,239
2. Number excluded due to omissions: 18,472
3. Figures have been rounded.

Source: SAAP Client Collection.



Source: Tables 7.11 to 7.15.

**Figure 7.9: SAAP support periods: primary income source of clients by main reason for seeking assistance because of eviction/previous accommodation ended, before support, 1996-97 and 2000-01, Australia**

### Austudy and Abstudy

Like those clients on Young people payments or who reported having no income or were awaiting receipt of a benefit, Austudy or Abstudy recipients most often gave relationship or family breakdown as the most common main reason for seeking assistance.

However, this main reason also decreased the most across the 5 years (from 32% of support periods in 1996-97 to 19% in 2000-01). There were increases in main reasons such as usual accommodation unavailable (from 4% in 1997-98 to 10% in 2000-01), eviction or previous accommodation ending (from 5% to 13%), and most notably domestic violence (from 8% to 16% of support periods) for clients on Austudy or Abstudy.

### CDEP

The situation was quite different for clients participating in CDEPs. Over the 5-year period, they reported domestic violence as the main reason for seeking assistance in approximately 50% of support periods (from 51% in 1996-97 to 52% in 2000-01) (Figure 7.10). This is almost double the national average, which ranged from 22% to 23% across the 5 years. Clients participating in a CDEP and receiving SAAP assistance also reported physical and emotional abuse as the main reason for seeking assistance more often (from 3% to 11%), compared with the national average (between 3% and 4% across the 5 years).

**Table 7.12: SAAP support periods: main reason for seeking assistance, by primary income source, Australia, 1997-98 (per cent)**

Main reason for seeking assistance	No income	Reg./ awaiting benefit	Newstart (21 years & over)	Young people	Austudy/ Abstudy	CDEP
Usual accomm. unavailable	3.0	4.3	4.0	6.7	4.7	2.3
Eviction/previous accomm. ended	7.2	9.9	10.0	17.8	13.9	3.3
Time out from family/other situation	10.2	5.3	2.6	4.9	7.2	4.7
Relationship/family breakdown	24.6	18.7	7.4	18.1	29.0	6.1
Interpersonal conflicts	4.7	2.7	3.1	5.5	6.3	2.4
Physical/emotional abuse	4.2	3.4	2.2	2.5	4.6	8.5
Domestic violence	16.7	15.1	12.1	3.9	7.5	48.9
Sexual abuse	1.2	0.4	0.5	0.8	1.5	1.3
Financial difficulty	7.6	17.2	24.4	13.4	9.1	4.3
Drug/alcohol/substance abuse	2.2	2.5	12.7	3.9	1.1	8.8
Emerg. accomm. ended	0.8	2.1	1.3	2.6	2.0	1.1
Recently left institution	3.5	3.9	1.7	1.2	0.3	0.2
Psychiatric illness	0.4	0.6	1.0	0.5	0.3	0.9
Recent arrival to area with no means of support	3.9	5.9	7.4	5.8	2.6	2.0
Itinerant	2.5	4.0	5.4	6.9	2.1	1.8
Other	7.4	4.0	4.3	5.3	7.6	3.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total (%)</b>	<b>11.0</b>	<b>1.8</b>	<b>18.5</b>	<b>14.2</b>	<b>3.8</b>	<b>0.5</b>
<b>Total (number)</b>	<b>11,000</b>	<b>1,800</b>	<b>18,600</b>	<b>14,200</b>	<b>3,800</b>	<b>500</b>

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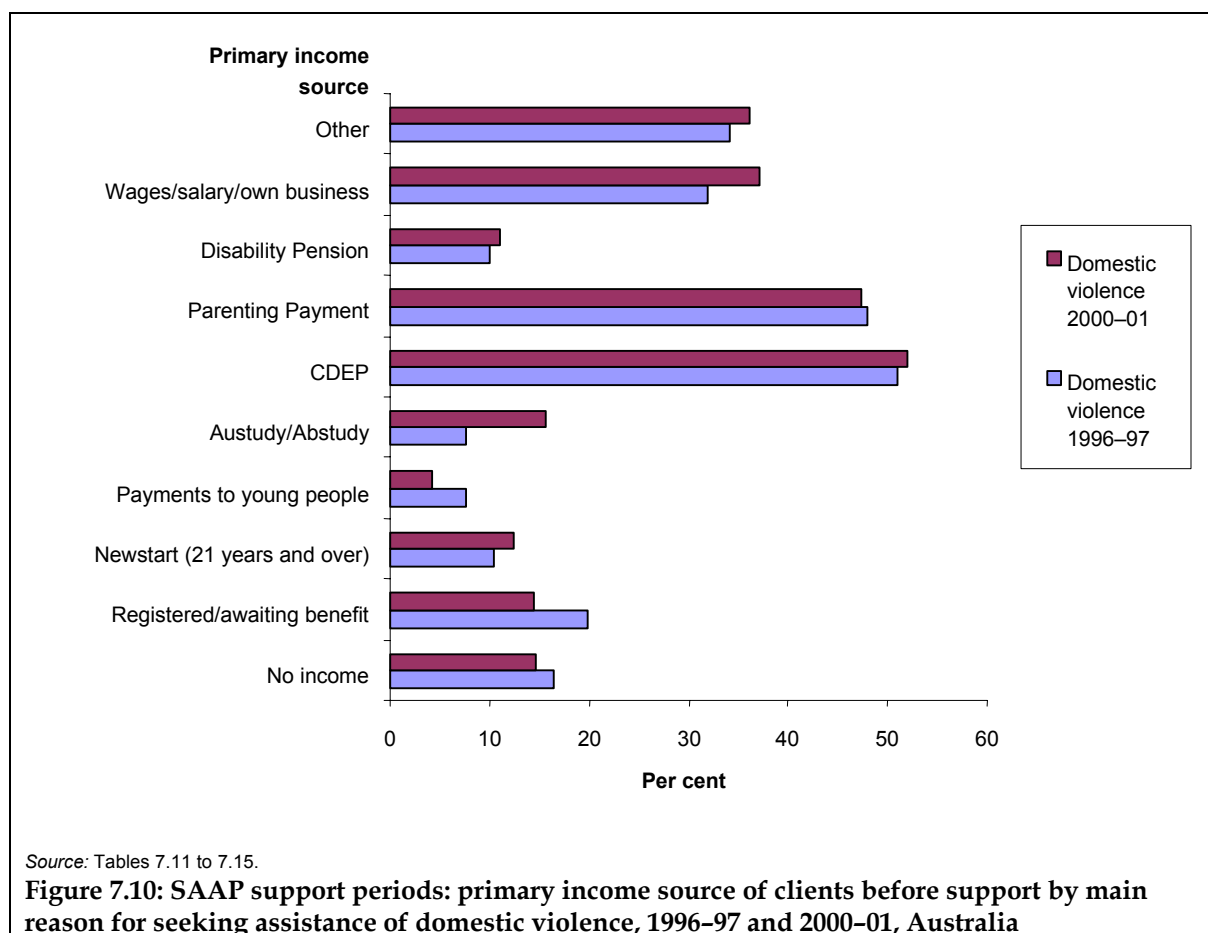
Main reason for seeking assistance	Parenting Payment	Disability Support Pension	Wages/ salary/own business	Other	Total (%)	Total (number)
Usual accomm. unavailable	2.3	3.4	3.9	2.9	3.7	3,700
Eviction/previous accomm. ended	8.8	7.6	7.9	7.6	10.0	10,000
Time out from family/other situation	2.4	3.4	4.2	3.1	4.2	4,200
Relationship/family breakdown	6.9	6.4	13.5	7.0	11.8	11,900
Interpersonal conflicts	2.2	2.8	4.6	2.4	3.5	3,500
Physical/emotional abuse	5.0	2.5	4.9	4.9	3.7	3,700
Domestic violence	49.1	11.3	33.0	36.3	22.9	23,000
Sexual abuse	0.9	0.9	2.2	1.2	1.0	1,000
Financial difficulty	9.7	20.1	10.2	10.5	14.2	14,300
Drug/alcohol/substance abuse	1.4	10.9	2.6	7.6	6.0	6,000
Emerg. accomm. ended	1.2	1.5	0.5	1.0	1.4	1,400
Recently left institution	0.2	2.4	0.4	1.2	1.5	1,500
Psychiatric illness	0.2	6.8	0.5	1.3	1.4	1,400
Recent arrival to area with no means of support	2.4	7.2	2.4	3.7	4.8	4,800
Itinerant	2.1	6.8	1.4	3.0	4.1	4,100
Other	5.4	5.9	7.7	6.5	5.8	5,800
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>20.9</b>	<b>12.9</b>	<b>5.3</b>	<b>11.2</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>20,900</b>	<b>12,900</b>	<b>5,300</b>	<b>11,200</b>	<b>..</b>	<b>100,400</b>

Notes

1. Number excluded due to errors: 3,788
2. Number excluded due to omissions: 15,752
3. Figures have been rounded.

Source: SAAP Client Collection.





## Parenting Payments

Almost one-half of support periods to clients in receipt of a Parenting Payment recorded the main reason for seeking assistance as domestic violence (48% in 1996-97 to 47% in 2000-01). The main reason of eviction or previous accommodation ended increased over the 5 years (from 6% to 10%) and financial difficulty decreased (from 10% to 7%).

## Disability Support Pension

Clients in receipt of the Disability Support Pension most often reported financial difficulty as the main reason for seeking assistance over the 5-year period (from 18% in 1996-97 to 12% in 2000-01). Domestic violence (from 10% to 11%) and drug, alcohol or substance abuse (from 11% to 10%) were also frequently reported main reasons. The proportion of support periods where the client indicated psychiatric illness was the main reason was much higher (7% in 1996-97 to 6% in 2000-01) than the national average across the 5 years (2%).

## Wages, salary or own business

There was an increase between 1996 and 2001 in the proportion of support periods in which clients on wages, salary or their own business sought assistance because of domestic violence (from 32% in 1996-97 to 37% in 2000-01). Clients whose primary income source was wages, salary or their own business reported a slightly higher proportion of instances where the main reason for seeking assistance was sexual abuse (from 3% to 1%) than the national

average (which was 1% or below across the 5 years). Eviction or previous accommodation ending (from 4% to 9%) was another main reason that increased over the period.

### **Other payments**

A similar pattern was observed in support periods to clients on Other income sources as for those on wages, salary or own business. That is, one-third or more support periods were provided to those whose main reason for seeking assistance was domestic violence (from 34% in 1996-97 to 36% in 2000-01), while financial difficulty (from 11% to 7%), eviction or previous accommodation ending (from 5% to 9%) and relationship or family breakdown (from 8% to 6%) were also commonly reported.

**Table 7.13: SAAP support periods: main reason for seeking assistance, by primary income source, Australia, 1998–99 (per cent)**

Main reason for seeking assistance	No income	Reg./ awaiting benefit	Newstart (21 years & over)	Young people	Austudy/ Abstudy	CDEP
Usual accomm. unavailable	4.0	7.1	6.0	8.0	6.4	4.8
Eviction/previous accomm. ended	8.0	11.8	11.0	17.5	12.1	1.4
Time out from family/other situation	10.5	4.3	2.6	5.7	7.8	5.6
Relationship/family breakdown	25.1	22.8	7.2	19.8	26.5	3.2
Interpersonal conflicts	5.2	2.6	2.7	5.7	5.5	0.7
Physical/emotional abuse	4.4	3.3	2.1	2.2	5.9	7.2
Domestic violence	15.9	13.6	12.8	4.5	9.3	57.7
Sexual abuse	1.2	0.7	0.4	0.9	1.4	—
Financial difficulty	5.6	11.0	21.1	10.8	8.4	6.5
Drug/alcohol/substance abuse	2.3	3.3	13.1	4.4	2.5	5.1
Emerg. accomm. ended	1.0	1.7	1.3	2.4	1.7	0.8
Recently left institution	3.3	3.5	1.9	1.1	0.1	—
Psychiatric illness	0.5	0.7	1.0	0.5	0.7	—
Recent arrival to area with no means of support	4.1	7.3	8.0	5.5	3.4	2.4
Itinerant	2.2	3.1	5.0	6.1	2.0	1.0
Other	6.6	3.4	3.8	5.0	6.2	3.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total (%)</b>	<b>10.4</b>	<b>1.4</b>	<b>19.7</b>	<b>16.2</b>	<b>1.8</b>	<b>0.6</b>
<b>Total (number)</b>	<b>10,900</b>	<b>1,500</b>	<b>20,600</b>	<b>16,900</b>	<b>1,900</b>	<b>600</b>

CONT....

Main reason for seeking assistance	Parenting Payment	Disability Support Pension	Wages/ salary/own business	Other	Total (%)	Total (no.)
Usual accomm. unavailable	3.1	4.9	4.2	3.9	5.1	5,300
Eviction/previous accomm. ended	9.2	8.8	8.1	7.7	10.6	11,000
Time out from family/other situation	2.5	3.6	4.2	3.6	4.4	4,500
Relationship/family breakdown	7.1	6.2	14.2	6.8	11.8	12,400
Interpersonal conflicts	2.3	3.2	4.9	2.5	3.6	3,700
Physical/emotional abuse	4.2	2.1	4.3	3.8	3.2	3,400
Domestic violence	50.1	11.7	35.4	36.6	23.5	24,500
Sexual abuse	0.7	0.6	1.5	0.9	0.8	800
Financial difficulty	8.7	17.6	9.2	10.9	12.6	13,100
Drug/alcohol/substance abuse	1.2	11.0	3.3	7.3	6.3	6,500
Emerg. accomm. ended	0.9	1.4	0.8	0.7	1.3	1,400
Recently left institution	0.2	2.4	0.2	1.4	1.5	1,500
Psychiatric illness	0.2	6.5	0.4	1.8	1.4	1,500
Recent arrival to area with no means of support	2.8	8.0	2.5	3.9	5.2	5,500
Itinerant	1.9	6.7	0.9	2.9	3.9	4,100
Other	4.8	5.4	5.7	5.3	5.0	5,200
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>21.6</b>	<b>13.0</b>	<b>5.1</b>	<b>10.2</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>22,600</b>	<b>13,500</b>	<b>5,400</b>	<b>10,600</b>	<b>..</b>	<b>104,400</b>

Notes

1. Number excluded due to errors: 2,872
2. Number excluded due to omissions: 15,082
3. Figures have been rounded.

Source: SAAP Client Collection.

**Table 7.14: SAAP support periods: main reason for seeking assistance, by primary income source, Australia, 1999–00 (per cent)**

Main reason for seeking assistance	No income	Reg./ awaiting benefit	Newstart (21 years & over)	Young people	Austudy/ Abstudy	CDEP
Usual accomm. unavailable	7.0	7.7	10.1	11.7	13.2	10.0
Eviction/previous accomm. ended	7.1	9.9	10.9	16.2	12.9	4.7
Time out from family/other situation	10.9	5.7	3.0	7.2	7.8	7.8
Relationship/family breakdown	24.3	21.9	8.1	21.8	18.9	5.9
Interpersonal conflicts	4.1	2.1	2.4	5.2	5.7	1.3
Physical/emotional abuse	3.9	3.6	2.0	2.4	3.4	7.5
Domestic violence	16.8	14.3	12.3	4.5	13.7	47.4
Sexual abuse	0.8	0.9	0.4	0.8	0.9	2.6
Financial difficulty	5.3	12.6	15.8	9.1	7.7	3.1
Drug/alcohol/substance abuse	1.9	2.9	12.7	3.2	2.6	4.1
Emerg. accomm. ended	0.9	1.1	1.4	2.3	1.8	—
Recently left institution	3.2	4.3	2.4	1.5	0.6	—
Psychiatric illness	0.6	0.5	1.0	0.5	0.7	—
Recent arrival to area with no means of support	4.7	6.4	8.1	4.5	3.2	2.5
Itinerant	2.0	2.6	4.4	4.9	2.2	1.2
Other	6.8	3.6	4.9	4.4	4.7	2.0
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (%)</b>	<b>9.5</b>	<b>1.4</b>	<b>22.5</b>	<b>14.0</b>	<b>1.1</b>	<b>0.3</b>
<b>Total (number)</b>	<b>9,900</b>	<b>1,500</b>	<b>23,500</b>	<b>14,600</b>	<b>1,100</b>	<b>300</b>

CONT....

Main reason for seeking assistance	Parenting Payment	Disability Support Pension	Wages/ salary/own business	Other	Total (%)	Total (no.)
Usual accomm. unavailable	4.7	9.0	5.4	7.1	8.2	8,500
Eviction/previous accomm. ended	9.9	9.3	7.6	7.6	10.3	10,700
Time out from family/other situation	2.8	3.9	4.7	3.6	4.7	4,900
Relationship/family breakdown	7.4	6.5	16.5	6.5	11.8	12,300
Interpersonal conflicts	2.2	2.8	4.4	2.2	3.1	3,200
Physical/emotional abuse	4.4	2.1	3.9	4.0	3.1	3,300
Domestic violence	48.9	10.8	35.9	36.3	23.2	24,200
Sexual abuse	0.6	0.4	0.9	0.6	0.6	600
Financial difficulty	7.7	14.4	7.5	8.6	10.5	11,000
Drug/alcohol/substance abuse	1.1	10.4	2.7	7.2	6.1	6,400
Emerg. accomm. ended	1.0	1.5	1.0	1.0	1.4	1,400
Recently left institution	0.2	2.2	0.2	1.5	1.6	1,700
Psychiatric illness	0.2	7.2	0.5	1.8	1.6	1,700
Recent arrival to area with no means of support	2.8	8.7	2.9	4.2	5.5	5,700
Itinerant	1.8	5.5	1.0	2.4	3.4	3,500
Other	4.1	5.4	5.1	5.3	4.9	5,200
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>..</b>
<b>Total (%)</b>	<b>21.6</b>	<b>13.9</b>	<b>5.4</b>	<b>10.3</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>22,500</b>	<b>14,500</b>	<b>5,600</b>	<b>10,800</b>	<b>..</b>	<b>104,200</b>

Notes

1. Number excluded due to errors: 1,946
2. Number excluded due to omissions: 18,038
3. Figures have been rounded.
4. The results presented rely on data reported by SAAP agencies and their clients. Based on income support eligibility criteria, for the collection period those aged under 16 or entitled to the Age Pension are not entitled to the Disability Support Pension or Youth Allowance, and those aged under 21 years or entitled to the Age Pension are not entitled to Newstart Allowance. However in some cases clients have reported receiving such payments. See counting rules in Appendix 2 for further discussion.

Source: SAAP Client Collection.

**Table 7.15: SAAP support periods: main reason for seeking assistance, by primary income source, Australia, 2000-01 (per cent)**

Main reason for seeking assistance	No income	Reg./ awaiting benefit	Newstart (21 years & over)	Young people	Austudy/ Abstudy	CDEP
Usual accomm. unavailable	8.2	10.6	11.3	13.6	9.9	5.7
Eviction/previous accomm. ended	8.3	11.3	11.4	17.9	13.0	2.7
Time out from family/other situation	10.1	5.0	3.3	7.7	7.1	5.5
Relationship/family breakdown	21.5	15.7	7.3	19.2	19.3	5.7
Interpersonal conflicts	4.4	2.2	2.3	4.5	4.2	1.8
Physical/emotional abuse	3.6	3.8	2.4	2.5	3.9	10.9
Domestic violence	14.6	14.4	12.4	4.2	15.7	52.0
Sexual abuse	0.7	0.3	0.3	0.7	0.5	—
Financial difficulty	5.8	11.8	14.3	7.4	5.0	4.9
Gambling	0.2	0.1	0.5	0.1	0.2	—
Drug/alcohol/substance abuse	2.4	3.6	11.5	3.7	1.9	1.4
Emerg. accomm. ended	1.0	1.8	1.8	2.6	2.0	1.0
Recently left institution	3.8	3.8	2.2	1.5	1.6	—
Psychiatric illness	0.4	0.9	1.0	0.7	0.9	—
Recent arrival to area with no means of support	4.9	7.7	8.3	3.9	3.9	2.9
Itinerant	1.7	2.5	4.2	4.3	3.9	3.0
Other	8.5	4.5	5.4	5.6	7.1	2.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total (%)</b>	<b>9.8</b>	<b>1.7</b>	<b>22.3</b>	<b>14.4</b>	<b>0.8</b>	<b>0.5</b>
<b>Total (number)</b>	<b>10,400</b>	<b>1,800</b>	<b>23,700</b>	<b>15,200</b>	<b>800</b>	<b>500</b>

CONT....

Main reason for seeking assistance	Parenting Payment	Disability Support Pension	Wages/salary/ own business	Other	Total (%)	Total (no.)
Usual accomm. unavailable	5.4	10.1	6.2	5.9	9.0	9,600
Eviction/previous accomm. ended	10.1	10.1	9.1	8.7	11.2	11,800
Time out from family/other situation	3.3	4.6	4.4	3.4	4.9	5,200
Relationship/family breakdown	6.9	5.9	13.2	6.2	10.5	11,200
Interpersonal conflicts	2.0	2.6	3.7	2.2	2.9	3,000
Physical/emotional abuse	4.8	2.4	4.9	5.0	3.5	3,700
Domestic violence	47.4	11.1	37.2	36.2	22.7	24,100
Sexual abuse	0.5	0.5	0.7	0.5	0.5	500
Financial difficulty	6.6	12.0	5.7	7.4	9.2	9,800
Gambling	—	0.4	0.5	0.2	0.3	300
Drug/alcohol/substance abuse	1.2	9.9	2.6	6.2	5.8	6,100
Emerg. accomm. ended	1.2	1.9	0.8	1.0	1.6	1,700
Recently left institution	0.2	2.5	0.4	1.2	1.7	1,800
Psychiatric illness	0.2	6.4	0.6	1.4	1.5	1,600
Recent arrival to area with no means of support	3.2	8.5	3.0	5.8	5.7	6,000
Itinerant	1.4	5.3	0.7	2.2	3.1	3,300
Other	5.6	6.0	6.2	6.6	6.0	6,400
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>21.8</b>	<b>13.9</b>	<b>5.2</b>	<b>9.7</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>23,200</b>	<b>14,700</b>	<b>5,500</b>	<b>10,200</b>	<b>..</b>	<b>106,000</b>

Notes

1. Number excluded due to errors: 1,946
2. Number excluded due to omissions: 18,038
3. Figures have been rounded.
4. The results presented rely on data reported by SAAP agencies and their clients. Based on income support eligibility criteria, for the collection period those aged under 16 or entitled to the Age Pension are not entitled to the Disability Support Pension or Youth Allowance, and those aged under 21 years or entitled to the Age Pension are not entitled to Newstart Allowance. However in some cases clients have reported receiving such payments. See counting rules in Appendix 2 for further discussion.

Source: SAAP Client Collection.



# Appendix 1: The Supported Accommodation Assistance Program

SAAP was established in 1985 to consolidate a number of Commonwealth, State and Territory government programs designed to assist people who are homeless or at risk of being homeless, including women and children escaping domestic violence.

The current program (SAAP III), which is governed by the *Supported Accommodation Assistance Act 1994*, specifies that the overall aim of SAAP is to provide transitional supported accommodation and related support services to help homeless people achieve the maximum possible degree of self-reliance and independence.

Some 1,206 non-government, community or local government organisations were funded nationally under the program in 1999–00. Such organisations range from small stand-alone agencies with single outlets to larger auspice bodies with multiple outlets. They provide accommodation and support services to a range of groups: families, single men, single women, young people, and women and children escaping domestic violence.

## A1.1 The SAAP National Data Collection

The main source of data about the provision of services through the Supported Accommodation Assistance Program is the SAAP National Data Collection (NDC), which consists of a number of distinct components, each of which can be thought of as separate collections. Currently, four collections are run annually: the Client Collection; the Administrative Data Collection; the Unmet Demand Collection; and the Casual Client Collection. There is also provision in the National Data Collection for a limited number of special issues surveys, one of which provides the basis for this report.

## A1.2 The Income Issues Collection

Currently, the income profile of clients presenting to SAAP agencies for assistance is unclear. This information is extremely important as, from it, informed policy decisions can be made and adequate services provided to people with little or no income.

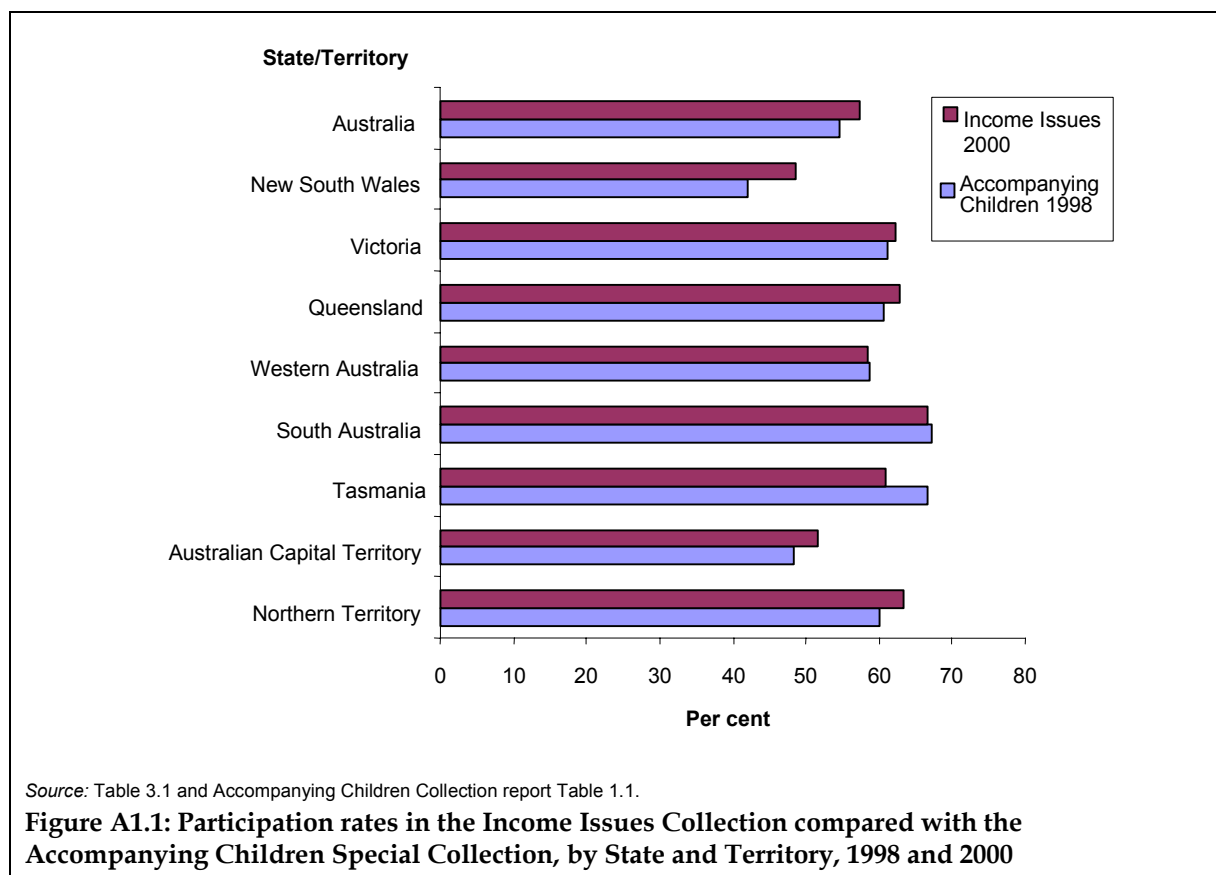
This report primarily presents analyses of the Income Issues Collection, supported by analyses of the Client Collection of 1999–00, and general information on agencies from the Administrative Data Collection 1999–00 (further details on these collections are available in the *SAAP National Data Collection Annual Report 1999–2000* (AIHW 2000b), of particular importance is the weighting system used in the ongoing Client Collection). The Income Issues Collection consists of information, about clients receiving SAAP support lasting more than one hour, collected from 5 May to 30 June 2000. Unlike the ongoing Client Collection, Income Issues data have not been adjusted for non-participation and non-consent. Specifically, it provides data on the income status of clients receiving support who fall in to one of the following categories of income source:

- no income;

- registered/awaiting benefit;
- Newstart Allowance;
- Youth Allowance;
- Abstudy
- Community Development Employment Project (CDEP);
- Parenting Payment (single and partnered);
- Family Allowance;
- Special Benefit;
- Disability Support Pension; or
- Parents/guardian.

## Participation

To ensure that the data collected by the SAAP NDCA accurately reflect the work done under the auspices of the program, it is important that there is a high level of participation among SAAP-funded agencies. Nationally, 1,133 SAAP agencies were considered to be 'in scope' and were provided with data forms for the Income Issues Collection. 'In scope' agencies were those SAAP agencies that provided support, accommodation or assistance to new clients during the collection period. High-volume agencies were excluded from the collection due to the added burden of an extra collection on agencies that assist very large numbers of clients. Income Issues forms were only filled out during the collection period for new clients who were receiving one of the government payments outlined above and discussed in Section 1.3.





The overall participation rate for this collection nationally was 57% (Table 3.1). This compares favorably with other special collections the NDCA has conducted, including the Accompanying Children Collection of 1998, which experienced a 55% participation rate (Figure A1.1).

However, when compared with the 1999–00 Client Collection participation rate of 93%, the participation rate in the Income Issues Collection is low. This may be due to several factors:

- concern from some agencies regarding the appropriateness of the collection;
- additional impost the collection places on already stretched agency resources;
- perceived intrusiveness of some questions included in the collection;
- a belief that the collection allows for identification of clients, thus breaching confidentiality obligations of agencies.

There were particular concerns from several agencies regarding the sensitive nature of visa-associated questions applied to non-permanent residents. Also clients from culturally and linguistically diverse backgrounds may have previously experienced government as a threat and viewed the Income Issues Collection as intrusive and intimidating.

The greatest response in the Income Issues Collection came from agencies targeting women escaping domestic violence (26%, 2,530), young people (25%, 2,490) and cross, multiple or general target agencies (24%, 2,410) (Table 3.2). Comparatively few forms were received from agencies targeting families (8%, 770) and single women only (2%, 190), especially agencies in Tasmania, the Australian Capital Territory and the Northern Territory. Also, within SAAP relatively few agencies are funded to provide support to families and single women only, compared with other primary target groups, such as young people (AIHW 2000b:6). As such, representation of such agencies is continuously less than other agencies when making comparisons across Australia, States and Territories and primary target group. Therefore, when reviewing such analysis, it needs to be remembered that it is a reflection not only of the response rates to the collection but also of the funding structure of each State and Territory.

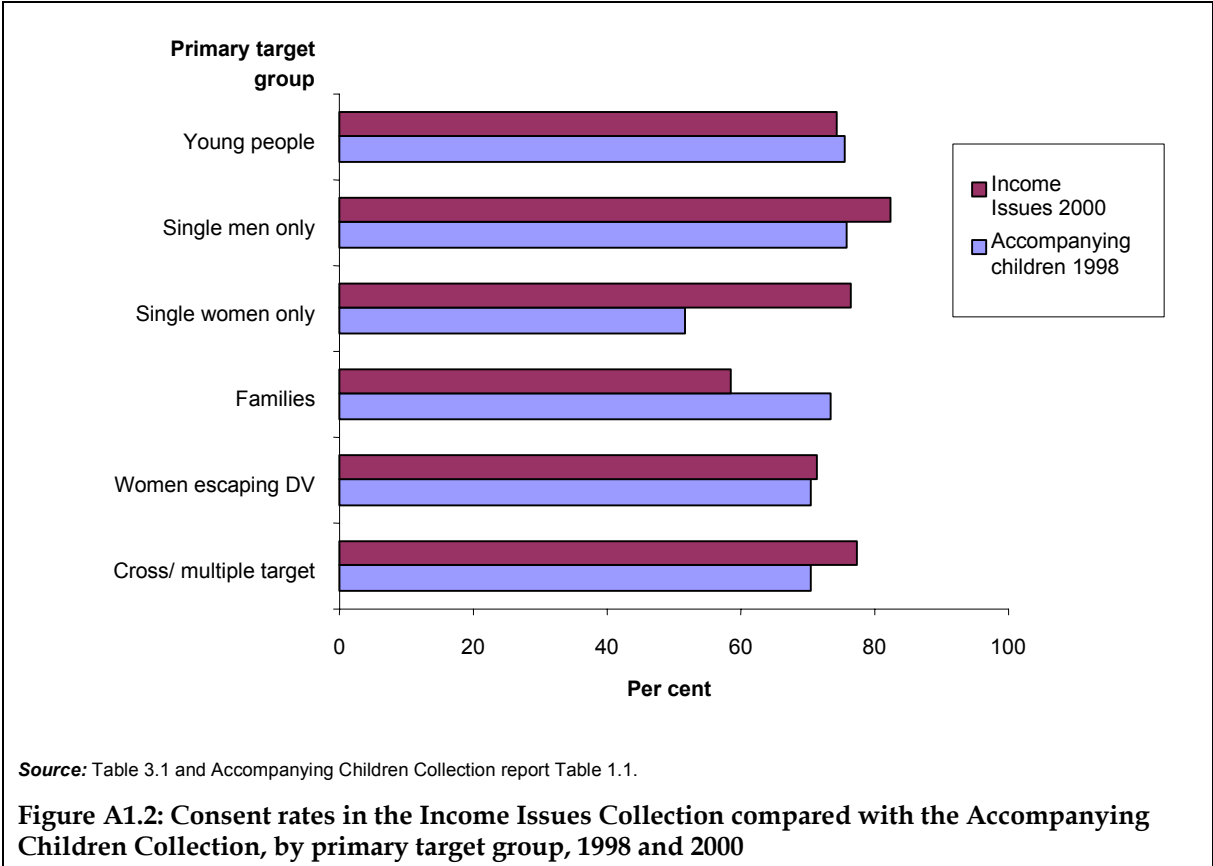
## Consent

In assessing the quality of data in any collection, it is important to consider not only overall participation rates but also the degree to which data collection forms returned are complete. All data collections and surveys invariably have some missing data—this does not necessarily undermine the validity or reliability of information obtained. However, high levels of non-response to particular questions mean that some caution should be exercised when interpreting the data because the results may not fully reflect the entire population of interest.

In this context it should be noted that the protocols established for the National Data Collection require that ‘SAAP clients provide information in a climate of informed consent’ (*SAAP Data and Research Resource Folder*, July 1996). If clients’ consent is not obtained, only a limited number of questions can be completed on data collection forms, and an ‘alpha code’ is not recorded. Alpha codes are used to create a linkage key, which allows data collected on separate occasions from the same client to be combined without identifying the client. Thus, alpha codes allow enumeration of actual *clients* in addition to occasions of support.

The national consent rate for the Income Issues Collection compares favourably (74%) with the national average in the 1999–00 Client Collection (79%) (AIHW 2000b:57), and improves

on the national consent rate for the Accompanying Children Collection (71%) (AIHW 2000a:8). Figure A1.2 provides a comparison of primary target group consent rates in the Income Issues Collection of 2000 and in the Accompanying Children Collection of 1998. Notable increases in the consent rate at agencies targeting single men only, single women only and agencies with general or multiple targets can be seen, while a large decrease in the consent rate of clients at agencies targeting families is evidenced.



### A1.3 Interpretation of analyses

Accurate interpretation of the analyses presented here requires an understanding of the particular concepts and terms used in the National Data Collection. To assist the reader, a glossary of terms is included at the beginning of this report. In addition, readers are encouraged to consult Appendix 2, which contains important information about the measurement of concepts and the counting rules used in the analysis in this report. The National Data Collection Agency’s data interpretation manual (SAAP 1999), collectors manual (AIHW 2001c) and Income Issues Collection manual (AIHW 2000c) also contain important information that can aid in the use and interpretation of the data presented here. For specific examples of how to interpret some of the more complex data presented in the NDCA reports, please refer to Section A1.3 of the *SAAP National Data Collection Annual Report 2000–01 Australia* (AIHW 2001a).

# Appendix 2: Counting rules used in the analysis

In the tables in this report, the following rules have been used when counting clients or support periods in particular groups:

## Age of client

### **Client Collection 1999-00**

The age of the client (for the Client Collection) relates to the client's age at the start of the support period; it is estimated from the client's year of birth and is either age at the beginning of the support period or age on the first day of the reporting period (1 July), whichever is the later.

### **Income Issues Collection**

As above, but calculated from the support start date during the Income Issues Collection period of 5 May to 30 June 2000.

## Agency

### **Client Collection 1999-00**

A SAAP agency is included in the analyses of Client Collection results if information about recurrent allocations was provided for 1999-00 and the agency operated for some part of the period 1 July 1999 to 30 June 2000. Agencies that were operational only in June 2000 are not considered 'in scope' for the Client Collection, so do not contribute to the analyses.

The number and profile of agencies change each year as a result of the amalgamation or splitting of agencies, the opening of new agencies or the reclassification of service delivery models or target groups. These changes are determined by the State and Territory government funding departments.

### **Income Issues Collection**

A SAAP agency is included in the analyses of the Income Issues Collection results if it fits the criteria as outlined above. The same administrative data provided by State and Territory government departments for 1999-00 were utilised in the Income Issues analyses.

## Client

### Client Collection 1999–00

Client forms from operational SAAP agencies are included in the analyses presented in this report if:

- the client's support period ended in the reporting period;
- the client's support period started on or before the end of the reporting period and was either ongoing at the end of the reporting period (30 June) or the end date of the support period was unknown and the record was entered by the NDCA before the data entry close-off date for the reporting period.

Tables detailing the characteristics of individual clients generally present data collected during the client's first support period.

### Income Issues Collection

Client forms from operational SAAP agencies are included in the analyses presented in this report if:

- the client's support period began during the Income Issues Collection period.

## Closed support period

### Client Collection 1999–00

Support periods that had finished before the end of the reporting period – 30 June (see *Ongoing support period*).

### Income Issues Collection

Not applicable.

## Cultural and linguistic diversity

### Client Collection 1999–00

The cultural and linguistic diversity classification (also referred to as cultural origin) has been used in this report in response to the limitations of the ethnicity classification used previously. The cultural and linguistic diversity grouping of a client is based on the responses to two questions: country of birth, and Aboriginal or Torres Strait Islander identification.

The four categories used in this report are derived as follows:

- Indigenous Australians—those who identify as an Aboriginal person or a Torres Strait Islander in the collection.
- Australian-born non-Indigenous people—those born in Australia who do not identify as an Aboriginal person or a Torres Strait Islander in the collection.

- People born overseas, English proficiency group 1 – those who do not identify as Indigenous Australians in the collection and who were born in English proficiency group 1 countries.
- People born overseas, English proficiency groups 2–4 – those who do not identify as Indigenous Australians and who were born in English proficiency groups 2–4.

#### **Income Issues Collection**

Not applicable.

#### **English proficiency**

#### **Client Collection 1999–00**

English proficiency relates to people born overseas. The English proficiency status of clients is determined by their country of birth. Four English proficiency groups based on country of birth (excluding Australia) have been specified by the Department of Immigration and Multicultural Affairs (DIMA 1999). These are combined into two groups for this report:

- English proficiency group 1 countries – Canada, Ireland, New Zealand, South Africa, the United Kingdom, and the United States of America;
- English proficiency groups 2–4 countries – all other countries (excluding Australia).

#### **Income Issues Collection**

Not applicable.

#### **Income source**

#### **Client Collection 1999–00**

The SAAP Client Collection specifies 26 distinct categories for the primary income source of clients. In this report the categories are combined into ten groups:

- no income;
- no income, registered/awaiting benefit;
- Newstart Allowance
- Youth Allowance
- Austudy/Abstudy
- Community Development Employment Projects (CDEP)
- Parenting Payment (partnered and unpartnered)
- Disability Support Pension
- Wages/salary/own business
- Other income including Workcover or compensation, maintenance or child support, wages or salary or income

from a client's own business, spouse or partner's income, and any other income source not specified above.

Client Collection primary income source categories have been grouped slightly differently for longitudinal analysis in Chapter 7. The reasoning behind this is related to the large changes in government income support programs and program targeting during the 5 years of data thus far collected and published by the SAAP NDCA. Some primary income source categories collected from 1996 to 1998 no longer exist or have been subsumed within new government payment categories, according to FaCS and Centrelink documentation. As such, the aim has been to group older government payments as closely with the current payment types in terms of program target groups in order to facilitate analysis of fluctuations in support to clients on the various primary income source categories from 1996 through to 2001. The differences in primary income source category groupings are as follows:

- Newstart Allowance has been referred to as Newstart (21 years & over) in all longitudinal tables. This is because the current Newstart program targets only those aged 21 years and over, while prior to 1998 the program also catered to people younger than 21 years;
- Young people (under 21 years) refers to income support payments that target young people of that age group receiving unemployment, training or student benefits. This includes (in chronological order): Job Search Allowance, Newstart Allowance (under 21 years), Youth Training Allowance, and the current program Youth Allowance.
- The Sole Parent Pension and former Parenting Payment programs were merged in 1998 to create the current Parenting Payment (partnered and unpartnered). Throughout the report these payments are referred to as Parenting Payment.

### **Income Issues Collection**

The Income Issues Collection targeted only specific primary income source groups that had been identified as potentially being affected most severely by income related problems. The categories were as follows:

- No income;
- No income, registered/awaiting benefit;
- Newstart Allowance;
- Youth Allowance;
- Abstudy;

- Community Development Employment Project (CDEP);
- Family Allowance;
- Special Benefit;
- Parenting Payment (partnered/unpartnered);
- Disability Support Pension;
- Parents/guardian.

Due to the small number of support periods reporting certain primary income source categories (such as CDEP), primary income sources have been grouped in some Income Issues tables throughout the report.

## Missing values

### Client Collection 1999-00

Records or forms that are not available for analysis are indicated in table notes. The number of such records for each table is calculated in the following order of precedence:

- records not available because client data were collected on high-volume forms;
- records not available because of errors;
- records not available because of omissions.

In tables involving sub-populations of support periods or clients, it is impossible to determine whether a given record should be included or excluded if data are missing for the variable(s) defining the sub-population in the analysis. Such records are not included in the missing count for these tables.

### Income Issues Collection

As above.

## Ongoing support period

### Client Collection 1999-00

A support period is considered ongoing at the end of the reporting period if each of the following conditions is true:

- no support end date is provided;
- no after-support information is provided;
- the corresponding client form was received in the month following the end of the reporting period.

Ongoing support periods are not included in tables relating to duration of support or duration of accommodation.

### Income Issues Collection

As above.

## Percentages

### Client Collection 1999–00

Percentages presented in the report are based on valid values only; that is, records without values for the relevant data item are excluded from the denominator before percentages are calculated.

### Income Issues Collection

As above.

## Region

### Client Collection 1999–00

The Rural, Remote and Metropolitan Areas Classification developed by the then Commonwealth Department of Human Services and Health and the Department of Primary Industries and Energy is used in analyses presented in this report. The classification consists of seven categories but they are combined here into groups:

- Capital city—State and Territory capital city statistical divisions;
- Other metropolitan centre—one or more statistical subdivisions that have an urban centre with a population of 100,000 or more;
- Large rural centre—areas in which most people reside in urban centres with a population of 25,000 or more;
- Other rural area—rural areas containing urban centres with populations of between 10,000 and 24,999, and other rural areas;
- Remote area—remote urban centres with a population of 5,000 or more, and other remote areas.

The classification is based on 1991 populations and statistical local areas—the most recent available at the time of writing. Further details of the classification are provided in *Rural, Remote and Metropolitan Areas Classification 1991 Census Edition* (Department of Human Services and Health and Department of Primary Industries and Energy 1994).

### Income Issues Collection

As above.

## Target group

### Client Collection 1999–00

The SAAP Administrative Data Collection specifies six distinct target groups for SAAP agencies:

- agencies targeted at young people—those that predominantly provide support for young people who are independent, above the school-leaving age for the



State or Territory concerned, and present to agencies unaccompanied by a parent or guardian;

- agencies targeted at single men only—those that predominantly provide support for males who present without a partner or children;
- agencies targeted at single women only—those that predominantly provide support for females who present without a partner or children;
- agencies targeted at families—those that predominantly provide support to people who present as a family (defined as a group of two or more persons who usually live in the same household and who are related to each other by blood, *de facto* or *de jure* marriage or adoption);
- agencies targeted at women and women with children escaping domestic violence—those that predominantly provide support for women and women accompanied by their children, who are homeless or at risk of becoming homeless as a result of violence and/or abuse;
- cross-target, multiple target and general target agencies—those that target more than one client group.

Agencies may also have a secondary target group: for example, people who are of Aboriginal or Torres Strait Island descent, people from non-English speaking backgrounds or people with some other special characteristic.

### **Income Issues Collection**

As above.



# **Appendix 3: SAAP NDCA Client Collection forms**





# INCOME ISSUES FORM

5 MAY – 30 JUNE 2000



AGENCY NUMBER	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
SUPPORT PERIOD	D	D	M	M
Date commenced	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Date finished	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Not finalised	<input type="text"/>			
CONSENT OBTAINED	Yes	<input type="text"/>	1	No
		<input type="text"/>	2	
ALPHA CODE	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	2ND & 3RD LETTERS OF FIRST NAME	1ST & 2ND LETTERS OF SURNAME	LAST LETTER OF SURNAME	M/F FOR MALE OR FEMALE
Year of birth of the client	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

• It may not be necessary to fill out this form:  
**If any one of the categories in Question 2 apply, PLEASE fill out this questionnaire.**

- This collection will not be used to identify individual clients.
- The purpose of the collection is to provide information to policy makers and the community about the adequacy of services to people with no income or low income.

### 1. What is the MAIN reason for the client seeking assistance?

tick one box only

- financial difficulty  1
- no support network  2
- relationship/family breakdown  3
- breakdown of sponsorship arrangements  4
- sexual/physical/emotional abuse  5
- domestic violence  6
- housing/accommodation problems  7
- substance abuse  8
- mental health issues  9
- other (please specify) \_\_\_\_\_  10

### 2. MAIN income source of the client before and during support (NOT child support/maintenance)

please tick one box only in each column

Before During

- no income  1  go to Q.6
- registered/awaiting benefit  2  go to Q.6
- Government Payments**
- newstart allowance  3  go to Q.3
- youth allowance - independent at home  4  go to Q.3
- youth allowance - independent not at home  5  go to Q.3
- youth allowance - dependent at home  6  go to Q.3
- youth allowance - dependent not at home  7  go to Q.3
- community development employment project  8  go to Q.3
- family allowance  9  go to Q.3
- special benefit  10  go to Q.3
- parenting payment - partnered/unpartnered  11  go to Q.3
- disability support pension  12  go to Q.3
- Support provided by family**
- parents/guardian  13  go to Q.5

### 3. If the client is getting one of the government payments mentioned in question 2 what type of payment is it?

- full allowance  1 go to Q.5
- part allowance  2 go to Q.4

### 4. Why is the client getting only a part allowance?

- parental means test  1
- repayment of loan  2
- Centrelink debts  3
- breach of Centrelink requirements  4
- spousal income  5
- other (please specify) \_\_\_\_\_  6

### 5. What is the amount of the usual fortnightly government payment, or financial 'support provided by family', to the client? (see manual)

\$ \_\_\_\_\_

please go to Q.10

### 6. If the client has no income what are the reasons?

tick as many circles as apply

- not eligible  1 go to Q.7
- have not yet applied for benefit  2 go to Q.8
- breach of Centrelink requirements  3 go to Q.8
- application for benefit rejected  4 go to Q.8
- awaiting benefit  5 go to Q.8
- appeal lodged (awaiting decision)  6 go to Q.8
- overpayment debt  7 go to Q.8
- other (please specify) \_\_\_\_\_  8 go to Q.8

COMPLETED FORMS WILL BE KEPT STRICTLY CONFIDENTIAL

If you have any problems completing this form please telephone the SAAP NDCA hotline on 1-800 627 191 or email ndca@aihw.gov.au

7. What is the reason the client is not eligible to receive a payment?

tick one box only

- means test  1
- recently arrived in Australia  2
- tourist Visa  3
- age  4
- permanent resident within two year waiting period  5
- residency status not yet confirmed  6
- other (please specify) \_\_\_\_\_  7

8. If the client has NO income, how long is it since the client received an income/payment in Australia?

- \_\_\_\_\_ years and/or
- \_\_\_\_\_ months and/or
- \_\_\_\_\_ weeks and/or
- \_\_\_\_\_ days OR
- never  99

9. What was the MAIN source of the income/payment referred to in Question 8? (i.e. last income payment received in Australia)

- wages/salary/own business  1
- spouse/partner's income  2
- workcover/compensation  3
- government payment  4
- other (please specify) \_\_\_\_\_  5

10. Country of birth of client?

- Australia  1
- other (please specify) \_\_\_\_\_  2

11. Is the client an Australian citizen or permanent resident?

- yes  1 go to Q.17
- no  2 go to Q.12

12. Does the client have an Australian VISA, (including a bridging/protection/tourist visa – see manual)?

- yes  1 go to Q.13
- no  2 go to Q.14

13. If the client is not an Australian citizen what is the client's VISA type number? (NOT passport number)

(This information is a category of VISA only and does NOT identify the client – see manual)

14. How long has the client been living in Australia?

- \_\_\_\_\_ years and/or
- \_\_\_\_\_ months

15. Is the client seeking a bridging or protection VISA?

- yes  1 go to Q.16
- no  2 go to Q.17

16. If YES to question 15, what stage is the client up to?

- not yet applied  1
- primary application to Department of Immigration  2
- secondary application to Refugee Review Tribunal  3
- secondary application to Migration Review Tribunal  4
- secondary application to Administrative Appeals Tribunal  5
- post tribunal appeals (Federal Court/Ministerial)  6
- other (please specify) \_\_\_\_\_  7

17. What support has your agency provided to the client?

tick as many circles as apply	Provided	Referred
housing/accommodation	<input type="radio"/> 1	<input type="radio"/>
financial	<input type="radio"/> 2	<input type="radio"/>
employment/training	<input type="radio"/> 3	<input type="radio"/>
general support and advocacy	<input type="radio"/> 4	<input type="radio"/>
counselling	<input type="radio"/> 5	<input type="radio"/>
medical/health/other specialist services	<input type="radio"/> 6	<input type="radio"/>
meals	<input type="radio"/> 7	<input type="radio"/>
clothing	<input type="radio"/> 8	<input type="radio"/>
brokerage	<input type="radio"/> 9	<input type="radio"/>
transport	<input type="radio"/> 10	<input type="radio"/>
other (please specify) _____	<input type="radio"/> 11	<input type="radio"/>

18. What is your agency's usual fee?

- none  0 OR
- \$ \_\_\_\_\_ daily/nightly OR
- \$ \_\_\_\_\_ weekly OR
- \$ \_\_\_\_\_ fortnightly

19. What usual contribution did the client make to your agency? (i.e. what fee does the client pay)

- none  0 OR
- \$ \_\_\_\_\_ daily/nightly OR
- \$ \_\_\_\_\_ weekly OR
- \$ \_\_\_\_\_ fortnightly

COMPLETED FORMS WILL BE KEPT STRICTLY CONFIDENTIAL

If you have any problems completing this form please telephone the SAAP NDCA hotline on 1-800 627 191 or email ndca@aihw.gov.au

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20. *What do you estimate the total period of support to the client will be?*

\_\_\_\_\_ days OR  
\_\_\_\_\_ weeks OR  
\_\_\_\_\_ months OR  
uncertain  99

---

21. *Does the client receiving assistance have accompanying children?*

yes  1  
no  2

---

22. *If the client has accompanying children, how many are there?*

---

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**COMPLETED FORMS WILL BE KEPT STRICTLY CONFIDENTIAL**

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# CLIENT FORM

JULY 1999 - JUNE 2000



<b>AGENCY NUMBER</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>SUPPORT PERIOD</b>	D D	M M	Y Y Y Y	
Date commenced	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Date finished	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>ONGOING AS AT</b>				
31 December 1999	Yes <input type="checkbox"/> 1	No <input type="checkbox"/> 2	<i>If client is ongoing, take a photocopy of the form and tick the appropriate box on the photocopy</i>	
30 June 2000	Yes <input type="checkbox"/> 1	No <input type="checkbox"/> 2		
<b>CONSENT OBTAINED</b>	Yes <input type="checkbox"/> 1	No <input type="checkbox"/> 2		
<b>ALPHA CODE</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	2ND & 3RD LETTERS OF FIRST NAME	1ST & 2ND LETTERS OF SURNAME	LAST LETTER OF SURNAME	M/F FOR MALE OR FEMALE

## 1 SOURCE OF REFERRAL/INFORMATION

*please tick one box only*

- self  13
- family  14
- friends  15
- school/other educational institution  2
- community services department  3
- police/legal unit  4
- prison/correction institution  5
- hospital/health/medical services  6
- psychiatric unit  7
- telephone/crisis referral agency  8
- SAAP agency/worker  9
- other government department  10
- other non-government organisation  11
- no information  0

## 4 NUMBER OF ACCOMPANYING CHILDREN IN EACH AGE GROUP

0-4 years

5-12 years

13-15 years

16-17 years

*(complete a separate client form*

*for each child aged 18 years and over)*

18 years and over

## 5 GENDER OF CLIENT

female  1

male  2

## 6 YEAR OF BIRTH OF CLIENT

## 7 COUNTRY OF BIRTH OF CLIENT

Australia  1

other   2

## 8 DOES THE CLIENT IDENTIFY AS BEING OF ABORIGINAL OR TORRES STRAIT ISLANDER ORIGIN?

no  1

yes, Aboriginal person  2

yes, Torres Strait Islander person  3

yes, both  4

## 2 PERSON(S) RECEIVING ASSISTANCE

*please tick one box only*

person alone or with unrelated person(s)  1 go to **5**

couple without child(ren)  2 go to **5**

person with child(ren)  3 go to **4**

couple with child(ren)  4 go to **3**

other   5 go to **3**

## 3 IF THE PERSONS RECEIVING ASSISTANCE INCLUDES TWO OR MORE ADULTS WITH CHILDREN, ARE THE CHILDREN RECORDED ON THIS FORM?

*(accompanying children should be recorded on only one of the parent/guardian's form)*

*please tick one box only*

yes  1 go to **4**

no  2 go to **5**

not applicable  3 go to **5**

## 9 CULTURAL IDENTITY OF CLIENT

Anglo-Australian  1

other   2



Completed forms will be kept strictly confidential

**10 LABOUR FORCE STATUS BEFORE AND AFTER SUPPORT PERIOD**

*please tick one box only in each column* BEFORE AFTER

employed full time  1

employed part time  2

employed casual  3

unemployed (looking for work)  4

not in labour force (see manual)  5

no information  0

**12 WHAT SUPPLEMENTARY GOVERNMENT PAYMENTS DOES THE CLIENT RECEIVE ?**

*please tick as many circles as apply* BEFORE AFTER

no payments  1

family payment  2

DSS rent assistance (Commonwealth)  3

mortgage/rent relief (State/Territory)  4

proposed Crisis Payment (Commonwealth)  6

other \_\_\_\_\_  5

no information  0

**11 PRIMARY INCOME SOURCE BEFORE AND AFTER SUPPORT PERIOD**

*please tick one box only in each column* BEFORE AFTER

**NO INCOME**

no income  1

registered/awaiting benefit  2

**GOVERNMENT PAYMENTS**

newstart allowance  4

youth allowance-independent at home  24

youth allowance-independent not at home  25

youth allowance-dependent at home  26

youth allowance-dependent not at home  27

austudy for students 25 years of age and over  28

community development employment program  8

austudy/abstudy (standard rate)  9

austudy/abstudy (independent rate)  10

austudy/abstudy (homeless rate)  11

disability support pension  12

age pension  13

parenting payment (sole parent pension)  14

special benefit  15

sickness allowance  16

partner allowance  17

DVA support pension  29

DVA disability pension  30

any other benefit or pension  18

**OTHER INCOME**

workcover/compensation  19

maintenance/child support  20

wages/salary/own business  21

spouse/partner's income  22

other \_\_\_\_\_  23

no information  0

**13 STUDENT STATUS BEFORE AND AFTER SUPPORT PERIOD**

*please tick one box only in each column* BEFORE AFTER

not a student  1

primary/secondary school student  2

post-secondary student/employment training  3

no information  0

**14 REASON(S) FOR SEEKING ASSISTANCE**

	ALL REASONS	MAIN REASON ONLY
<i>please tick as many circles as apply &amp; tick one box only</i>		
usual accommodation unavailable	<input type="radio"/> 19	<input type="checkbox"/>
time out from family/other situation	<input type="radio"/> 2	<input type="checkbox"/>
relationship/family breakdown	<input type="radio"/> 3	<input type="checkbox"/>
interpersonal conflicts	<input type="radio"/> 4	<input type="checkbox"/>
physical/emotional abuse	<input type="radio"/> 5	<input type="checkbox"/>
domestic violence	<input type="radio"/> 6	<input type="checkbox"/>
sexual abuse	<input type="radio"/> 7	<input type="checkbox"/>
financial difficulty	<input type="radio"/> 8	<input type="checkbox"/>
eviction/previous accommodation ended/asked to leave	<input type="radio"/> 9	<input type="checkbox"/>
drug/alcohol/substance abuse	<input type="radio"/> 10	<input type="checkbox"/>
emergency accommodation ended	<input type="radio"/> 11	<input type="checkbox"/>
recently left institution	<input type="radio"/> 12	<input type="checkbox"/>
psychiatric illness	<input type="radio"/> 13	<input type="checkbox"/>
recent arrival to area with no means of support	<input type="radio"/> 14	<input type="checkbox"/>
itinerant (moving from place to place)	<input type="radio"/> 15	<input type="checkbox"/>
other _____	<input type="radio"/> 17	<input type="checkbox"/>
other _____	<input type="radio"/> 18	<input type="checkbox"/>
no information	<input type="radio"/> 0	<input type="checkbox"/>

**15 CURRENT PERIOD OF UNSAFE, INSECURE OR INADEQUATE HOUSING**

in days  OR months   
 OR weeks  OR years   
 not applicable (at imminent risk)  999  
 no information  998

**16 LOCATION BEFORE CURRENT PERIOD OF UNSAFE, INSECURE OR INADEQUATE HOUSING**

postcode   
 OR  
 state  AND  
 suburb/town   
 overseas  9998  
 not asked/no information  0

**17 LIVING SITUATION IMMEDIATELY BEFORE AND AFTER SUPPORT PERIOD**

*please tick one box only in each column* BEFORE AFTER

with both parents  1

with one parent and parent's spouse/partner  2

with one parent  3

with a foster family  4

with relative(s)—temporary  5

with relative(s)—long term  6

with spouse/partner  7

with spouse/partner and child(ren)  8

alone with child(ren)  9

alone  10

with friend(s)—temporary  11

with friend(s)—long term  12

living with other unrelated persons  13

other  14

no information  0

**18 TYPE OF HOUSING/ACCOMMODATION IMMEDIATELY BEFORE AND AFTER SUPPORT PERIOD***please tick one box only in each column* BEFORE AFTER

## SAAP/CAP FUNDED ACCOMMODATION

crisis/short-term accommodation  1

medium/long-term accommodation  2

hostel  3

motel/hotel  4

community placement  5

other SAAP/CAP funded accommodation  6

## NON-SAAP HOUSING/ACCOMMODATION

non-SAAP emergency accommodation  7

living rent-free in house or flat  8

renting independently in the private rental market  9

renting a public housing dwelling  10

renting community housing  11

renting a caravan  12

rooming house/hostel/hotel  13

boarding in a private home  14

purchasing or living in own home  15

living in a car/tent/park/street/squat  16

other non-SAAP housing/accommodation  17

## INSTITUTIONAL SETTING

hospital/psychiatric institution  18

prison/youth training centre  19

other government residential arrangement  20

detoxification unit/rehabilitation centre  21

other institutional setting  22

no information  0

**19 WAS THE CLIENT INVOLVED IN ANY LEGAL PROCESSES BEFORE AND AFTER SUPPORT PERIOD ?***please tick as many circles as apply* BEFORE AFTER

no  1

protection or guardianship order (including wardship or equivalent)  2

intervention/protection or restraining order (as a result of violence perpetrated against the client)  3

other legal processes  4

no information  0

**20 HAS A CASE MANAGEMENT/SUPPORT PLAN BEEN AGREED TO DURING THE SUPPORT PERIOD?**

yes  1  
 no  2  
 not appropriate  3

**21 SUPPORT TO THE CLIENT**

<i>please tick as many circles as apply</i>	NEEDED	PROVIDED	REFERRAL ARRANGED
SAAP/CAP accommodation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 1
assistance to obtain short-term accommodation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 2
assistance to obtain independent housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 3
assistance to obtain benefit/pension/other government allowance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 4
employment and training assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 5
financial assistance/material aid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 6
financial counselling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 7
incest/sexual assault counselling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 8
domestic violence counselling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 9
family/relationship counselling and support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 10
emotional support/other counselling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 11
psychological services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 12
psychiatric services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 13
living skills/personal development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 14
pregnancy support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 33
family planning support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 34
drug/alcohol support or rehabilitation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 16
physical disability services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 17
intellectual disability services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 18
culturally appropriate support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 19
interpreter services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 20
meals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 21
laundry/shower facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 22
recreation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 23
transport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 24
assistance with legal issues/court support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 25
health/medical services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 26
advice/information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 27
brokerage services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 28
retrieval/storage/removal of personal belongings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 29
advocacy/liaison on behalf of client	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 30
other _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 31

**22 TYPES AND DATES OF SAAP/CAP SUPPORTED ACCOMMODATION PROVIDED TO THE CLIENT**

Type of accommodation <i>please tick one box only</i>	Dates of accommodation <i>please complete all boxes</i>
on-site off-site	D D M M Y Y Y Y
Crisis/short-term <input type="checkbox"/> 1 <input type="checkbox"/> 4	Start <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Medium/long-term <input type="checkbox"/> 2 <input type="checkbox"/> 5	Finish <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Other SAAP <input type="checkbox"/> 3 <input type="checkbox"/> 6	

Type of accommodation <i>please tick one box only</i>	Dates of accommodation <i>please complete all boxes</i>
on-site off-site	D D M M Y Y Y Y
Crisis/short-term <input type="checkbox"/> 1 <input type="checkbox"/> 4	Start <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Medium/long-term <input type="checkbox"/> 2 <input type="checkbox"/> 5	Finish <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Other SAAP <input type="checkbox"/> 3 <input type="checkbox"/> 6	

Type of accommodation <i>please tick one box only</i>	Dates of accommodation <i>please complete all boxes</i>
on-site off-site	D D M M Y Y Y Y
Crisis/short-term <input type="checkbox"/> 1 <input type="checkbox"/> 4	Start <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Medium/long-term <input type="checkbox"/> 2 <input type="checkbox"/> 5	Finish <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Other SAAP <input type="checkbox"/> 3 <input type="checkbox"/> 6	

Type of accommodation <i>please tick one box only</i>	Dates of accommodation <i>please complete all boxes</i>
on-site off-site	D D M M Y Y Y Y
Crisis/short-term <input type="checkbox"/> 1 <input type="checkbox"/> 4	Start <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Medium/long-term <input type="checkbox"/> 2 <input type="checkbox"/> 5	Finish <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Other SAAP <input type="checkbox"/> 3 <input type="checkbox"/> 6	

Type of accommodation <i>please tick one box only</i>	Dates of accommodation <i>please complete all boxes</i>
on-site off-site	D D M M Y Y Y Y
Crisis/short-term <input type="checkbox"/> 1 <input type="checkbox"/> 4	Start <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Medium/long-term <input type="checkbox"/> 2 <input type="checkbox"/> 5	Finish <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Other SAAP <input type="checkbox"/> 3 <input type="checkbox"/> 6	

**23 ASSISTANCE TO ACCOMPANYING CHILD(REN)**

*(please leave blank unless children aged 0-17 years are recorded in question 4)*

<i>please tick as many circles as apply</i>	NEEDED	PROVIDED	REFERRAL ARRANGED
help with behavioural problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 1
sexual/physical abuse counselling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 2
child care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 3
liaison with kindergarten/school	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 4
access arrangements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 5
counselling/support to child	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 6
other _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 7
other _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> 8



# CLIENT FORM

HIGH VOLUME AGENCIES

JULY 1999 - JUNE 2000



AGENCY NUMBER

SUPPORT PERIOD D D M M Y Y Y Y

Date commenced

Date finished

### ONGOING AS AT

31 December 1999 Yes  1 No  2

30 June 2000 Yes  1 No  2

*If client is ongoing, take a photocopy of the form and tick the appropriate box on the photocopy*

CONSENT OBTAINED Yes  1 No  2

### ALPHA CODE

2ND & 3RD  
LETTERS  
OF FIRST NAME

1ST & 2ND  
LETTERS OF  
SURNAME

LAST LETTER  
OF SURNAME

M/F FOR  
MALE  
OR FEMALE

## 1 PERSON(S) REQUESTING ASSISTANCE

*please tick one box only*

person alone or with unrelated person(s)  1 go to **4**

couple without child(ren)  2 go to **4**

person with child(ren)  3 go to **3**

couple with child(ren)  4 go to **2**

other \_\_\_\_\_  5 go to **2**

## 5 YEAR OF BIRTH OF CLIENT

## 6 PRIMARY INCOME SOURCE AT COMMENCEMENT

*please tick one box only*

NO INCOME  
no income  1  
registered/awaiting benefit  2

GOVERNMENT PAYMENTS  
newstart allowance  4  
youth allowance-independent at home  24  
youth allowance-independent not at home  25  
youth allowance-dependent at home  26  
youth allowance-dependent not at home  27  
austudy for students 25 years of age and over  28

community development  
employment program  8  
austudy/abstudy (standard rate)  9  
austudy/abstudy (independent rate)  10  
austudy/abstudy (homeless rate)  11  
disability support pension  12  
age pension  13  
parenting payment (sole parent pension)  14  
special benefit  15  
sickness allowance  16  
partner allowance  17  
any other benefit or pension  18

OTHER INCOME  
workcover/compensation  19  
maintenance/child support  20  
wages/salary/own business  21  
spouse/partner's income  22  
other \_\_\_\_\_  23  
no information  0

## 2 IF THE PERSONS RECEIVING ASSISTANCE INCLUDES TWO OR MORE ADULTS WITH CHILDREN, ARE THE CHILDREN RECORDED ON THIS FORM?

*(accompanying children should be recorded on only one of the parent/guardian's form)* *please tick one box only*

yes  1 go to **3**

no  2 go to **4**

not applicable  3 go to **4**

## 3 NUMBER OF ACCOMPANYING CHILDREN IN EACH AGE GROUP

0-4 years

5-12 years

13-15 years

16-17 years

*(complete a separate client form for each child aged 18 years and over)* 18 years and over

## 4 GENDER OF CLIENT

female  1

male  2



Completed forms will be kept strictly confidential

**7 COUNTRY OF BIRTH OF CLIENT**

Australia  1

other \_\_\_\_\_  2

**8 DOES THE CLIENT IDENTIFY AS BEING OF ABORIGINAL OR TORRES STRAIT ISLANDER ORIGIN?**

no  1

yes, Aboriginal person  2

yes, Torres Strait Islander person  3

yes, both  4

**9 TYPE OF HOUSING/ACCOMMODATION AT COMMENCEMENT**

*please tick one box only*

**SAAP/CAP FUNDED ACCOMMODATION**

crisis/short-term accommodation  1

medium/long-term accommodation  2

hostel  3

motel/hotel  4

community placement  5

other SAAP/CAP funded accommodation  6

**NON-SAAP HOUSING/ACCOMMODATION**

non-SAAP emergency accommodation  7

living rent-free in house or flat  8

renting independently in the private rental market  9

renting a public housing dwelling  10

renting community housing  11

renting a caravan  12

rooming house/hostel/hotel  13

boarding in a private home  14

purchasing or living in own home  15

living in a car/tent/park/street/squat  16

other non-SAAP housing/accommodation  17

**INSTITUTIONAL SETTING**

hospital/psychiatric institution  18

prison/youth training centre  19

other government residential arrangement  20

detoxification unit/rehabilitation centre  21

other institutional setting  22

no information  0

**10 SUPPORT TO THE CLIENT**

*please tick as many circles as apply* NEEDED PROVIDED REFERRAL ARRANGED

SAAP/CAP accommodation    1

assistance to obtain short-term accommodation    2

assistance to obtain independent housing    3

assistance to obtain benefit/pension/other government allowance    4

employment and training assistance    5

financial assistance/material aid    6

financial counselling    7

incest/sexual assault counselling    8

domestic violence counselling    9

family/relationship counselling and support    10

emotional support/other counselling    11

psychological services    12

psychiatric services    13

living skills/personal development    14

pregnancy support    33

family planning support    34

drug/alcohol support or rehabilitation    16

physical disability services    17

intellectual disability services    18

culturally appropriate support    19

interpreter services    20

meals    21

laundry/shower facilities    22

recreation    23

transport    24

assistance with legal issues/court support    25

health/medical services    26

advice/information    27

brokerage services    28

retrieval/storage/removal of personal belongings    29

advocacy/liaison on behalf of client    30

other \_\_\_\_\_    31

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