

# **SAAP National Data Collection**

**Annual report  
1999–2000**

**Australia**

The Australian Institute of Health and Welfare is Australia's national health and welfare statistics and information agency. The Institute's mission is to improve the health and well-being of Australians by informing community discussion and decision making through national leadership in developing and providing health and welfare statistics and information.

SAAP NDCA REPORT SERIES 5

# **SAAP National Data Collection**

**Annual report  
1999–2000**

**Australia**

Australian Institute of Health and Welfare  
Canberra

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# Preface

This is the fourth annual report of the SAAP National Data Collection. The first report, containing 1996–97 data, was published in December 1997. The reports provide information on people who are homeless and who are at risk of being homeless. The data come from the regular ongoing data collection.

The productive and cooperative partnership has continued between the SAAP National Data Collection Agency, managed by the Australian Institute of Health and Welfare, SAAP agencies and the SAAP Data and Research Advisory Committee (now the SAAP Data Subcommittee), comprising government, community and expert representatives. Valuable support and encouragement has been provided by the SAAP Coordination and Development Committee, which is responsible for the national direction of the SAAP program.

The partnership has been built on shared goals and mutual trust. The key has been agencies' willingness to collect and provide data to the National Data Collection Agency knowing that any personal information provided by clients is protected by the extremely strict confidentiality provisions of the Australian Institute of Health and Welfare Act.

The fact that 93% of agencies nationally have provided data in 1999–2000 is testimony to their collective commitment to and confidence in the collection. A 95% participation rate was recorded in 1998–99. The proportion of SAAP clients who have consented to the provision of their personal data to the National Data Collection Agency has increased from 75% in 1998–99 to 79% in 1999–2000.

This large and complex project has not only a high level of support but also a high level of accuracy. 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 people who are homeless or at risk of being so.

Under the Coordination and Development Committee's direction, a SAAP National Research Program has been established to undertake and fund studies on homeless people, often using data from the National Data Collection. Over time, the availability of time-series SAAP data will greatly increase the usefulness of the data. The publication of this fourth annual report and the release of 1999–2000 data are one step towards this goal.

Australian Institute of Health  
and Welfare

SAAP Coordination and Development  
Committee

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Staff of the National Data Collection Agency also acknowledge the support of other people, among them members of the SAAP Data and Research Advisory Committee (now the SAAP Data Sub-committee), and the Commonwealth Department of Family and Community Services who provided helpful comments on the report. Amanda Nobbs and Ainsley Morrissey helped to prepare the report for publication. Chris Pirie undertook final editing and proofing with considerable care.

Finally, the authors acknowledge the vital role played by data providers. This report draws together a large amount of statistical material and could not have been produced without the efforts and cooperation of SAAP service providers and clients, who provided service and client information, and of the State and Territory funding departments, which provided administrative data, as well as valuable comments on the report.

# Abbreviations and symbols

## Abbreviations

ABS	Australian Bureau of Statistics
AIHW	Australian Institute of Health and Welfare
CAP	Crisis Accommodation Program
DRAC	Data and Research Advisory Committee
DV	Domestic violence
NDC	National Data Collection
NDCA	National Data Collection Agency
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 support period that had finished before the end of the reporting period—30 June.
<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><li>— the economic and social supports that a home normally affords; or</li></ul></li></ul>

- 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.

**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.





# Summary

This report provides an overview of assistance given to clients of the Supported Accommodation Assistance Program. The SAAP National Data Collection Agency at the Australian Institute of Health and Welfare prepared the report, using data from the Client Collection and the Administrative Data Collection.

The Australian Institute of Health and Welfare has developed a scheme that adjusts for incomplete coverage in the Client Collection. It adjusts estimates to allow for agency non-participation, for clients who do not consent to provide complete information for support periods, for clients who give valid consent for some support periods but not for others, and for clients who do not give consent in any of their periods of support.

Early in 2000 the SAAP Data and Research Advisory Committee reviewed data-reporting practices for the Supported Accommodation and Assistance Program. As a consequence, annual reports such as those published for previous years will no longer be produced. Instead, there will be two main published reports relating to the operation of SAAP in 1999–2000: this report which concentrates on clients of the program, and a second report (to be published in 2001) that includes coverage of the general demand for SAAP services, unmet demand and casual client information.

## Funding

Funding for the 1,207 SAAP agencies operating across Australia in 1999–2000 was provided jointly by the Commonwealth and State and Territory governments. In that year, the total recurrent allocation under SAAP in Australia was \$245.5m (Table 2.1). In real terms, recurrent funding to agencies in 1999–2000 was 9% greater than that provided in 1996–97 (Table 8.1). The increase in funds has varied from year to year, with a relatively small increase between 1997–98 and 1998–99 when compared to the other years.

## Level of support

It is estimated that during 1999–2000 SAAP agencies supported 90,000 clients, to whom they provided 157,600 occasions of support (Table 3.1). The average number of support periods per client was 1.73. Of the 157,600 support periods provided, the majority (72%) were provided to clients attending SAAP agencies on their own (Table 3.6).

There were more female (55%) than male clients (45%), and the average age was 30 and 32 years respectively (Table 3.3). The vast majority (83%) of SAAP clients were born in Australia (Table 3.4). Eighteen per cent of female clients were from an Indigenous Australian background and 13% were from a non-English speaking background; this compares with 9% each for male clients from Indigenous Australian and non-English speaking backgrounds (Table 3.5). On average, the number of support periods per client was slightly higher for clients of Indigenous Australian background (1.79) compared with clients of other (1.75) and non-English speaking (1.55) backgrounds.

## Support provided

Of the total support periods reported in 1999–2000, 136,400 were closed support periods (Table 4.1). A large proportion of the closed support periods for all client groups lasted less than one day (17%); a further 16% lasted between four and 13 weeks, and 14% lasted one day only. Overall, 73% of completed support periods lasted less than four weeks; 16% lasted between one and three months. In general, people presenting with children were less likely than those without children to have support periods of one day or less. Fifteen per cent of couples with children had support periods lasting 26 weeks or more; 33% of couples without children had support periods lasting less than one day. The length of stay in provided accommodation was most often for one day (19%); very few clients were accommodated for more than a year (1%).

While clients presenting alone tended to have shorter accommodation periods than clients with children, females with children had only slightly longer accommodation periods than single females aged under 25 years, with a median length of stay of 10 days compared with eight days (Table 4.2). As might be expected, 30% of accommodation periods in crisis or short-term accommodation were for one day or less, and 82% of medium- to long-term accommodation lasted four weeks or more.

On average, there were fewer support periods per female client than per male client (Table 4.4). Males averaged 1.91 support periods each while females averaged 1.58 each. On average, males aged 45 to 64 years had a greater number of support periods than other male clients (2.11), and females aged 15 to 17 years returned more often to SAAP agencies than other females, averaging 1.74 support periods per client. Overall, 147 people out of every 10,000 in the general population aged 18 or 19 became SAAP clients. The next highest rate of use was for 15 to 17 year-olds, among whom 120 out of every 10,000 became clients.

The three broad types of support services most often provided to clients were housing or accommodation (74%), general support or advocacy (72%) and other support (68%). SAAP or CAP (Crisis Accommodation Program) accommodation was the main form of housing or accommodation (Table 4.5). Compared with other groups males and females under the age of 25 years were more often provided with living skills or personal development assistance (26% each) and employment or training assistance (7%). Females with children were more often provided with emotional support or other counselling (in 56% of cases) and domestic violence counselling (in 33% of cases) than other client groups. Emotional support (21%) and advocacy or liaison on behalf of the client (16%) were provided in fewer cases for single males aged 25 and over than for other client groups.

On 31,600 occasions children accompanied clients to a SAAP agency (Table 4.6). If children accompanying clients were to be considered clients in their own right, this would equate to 67,100 support periods (i.e. accompanying child visits). There was not a large variation in the average number of children across client groups: on average, couples with children presented with more children (2.3) compared with the average for female clients presenting with children or the average across all client groups (both 2.1).

## Reasons for seeking support

Overall, the main reasons given for seeking assistance were domestic violence (23%), relationship breakdown (12%), financial difficulties (11%) and eviction or previous accommodation ended (10%) (Figure 5.1). Fifty-seven per cent of females with children and 44% of single females aged over 25 sought assistance mainly because of domestic violence

Table 5.1); and single males aged over 25 and males with children most often reported financial difficulty (20% and 19% respectively).

Couples with and without children more commonly gave eviction as the main reason for seeking assistance (in 28% and 21% of cases respectively), while both males and females aged under 25 years most often cited the breakdown of a relationship as their main reason for seeking assistance (19% and 24% respectively).

## **Meeting the needs of clients**

In 1999–2000, 86% of services required by clients were provided and an additional 6% of requests were referred to appropriate service providers (Table 6.1). Broken into subgroups, clients' needs for meals and shower facilities were met in over 96% of cases and needs for advocacy and general support were met in 93% of cases. The greatest level of unmet need was in the area of specialist services: 42% of such services were not provided. In 80% of support periods housing or accommodation was provided when required, and a further 9% of needs were met through referral. More specifically, 91% of requests for SAAP or CAP accommodation were met and 5% were referred on (Table 6.1).

Of the 136,700 closed support periods, 28,900 involved at least one service sought by clients that had been neither provided nor referred on to another agency (Table 6.2). Looking at closed support periods throughout the year, sole males aged over 25 years (7,900) and females with a child or children (6,000) were reported as having the highest number of support periods with unmet needs (Table 6.2).

## **Circumstances of clients before and after support**

Across all support periods, before receiving assistance 82% of SAAP clients were recipients of government pension or benefit, 10% reported having no source of income, 8% reported having other sources of income, and 1% reported they had no income and were awaiting receipt of a pension or benefit (Table 7.1). After having received SAAP assistance the proportion of clients on a government pension or benefit had increased to 84% and the proportion with no income had dropped to 7%; the other two categories remained almost unchanged.

The most common forms of client accommodation both immediately before and after support were private rental and SAAP or other emergency accommodation (Table 7.2, Part a). After receiving SAAP support clients most commonly returned to the same type of accommodation they had been in before support. However, of all accommodation types, public and community housing showed the greatest increase, from 11% of all clients' housing circumstances before support to 16% after support, while living in a car, tent, park, street or squat showed the greatest decrease, from 7% of clients before support to 3% after support.

Before receiving SAAP support clients were living most commonly with their spouse or partner, either with or without children (27%), or short term with relatives or friends (17%) (Table 7.3). After support, it was most common for clients to be living alone, either with (19%) or without (18%) children. In general, clients most commonly returned to the same living situation after support, although it is not known whether they returned to live with the same people.

In over three-quarters of closed support periods a client's employment status was the same before and after support (Table 7.4). Similarly, in the majority of support periods clients who were not students before support remained so after support (89% and 88% respectively) (Table 7.5). However, the proportion of clients who specifically requested employment assistance and were either unemployed or not in the labour force fell from 91% before support to 82% after support, and 2% of clients went on to post-secondary education or employment training after support.

## **Longitudinal analysis**

Between 1996–97 and 1999–2000 the number of support periods ranged between 156,500 (in 1996–97) and 164,300 (in 1997–98), while the number of clients was at its lowest in 1996–97 (83,200) and its highest in 1997–98 (94,100) (Table 8.2). These figures compare with 157,600 support periods and 90,000 clients in 1999–2000. Nationally, between 1996–97 and 1999–2000, in any year some 50 to 60 people out of every 10,000 (or under 0.6%) aged 10 and over were SAAP clients at some time during the year (Table 8.3). Different patterns of SAAP use, support periods and clients were observed over the period in the various jurisdictions.

There is evidence that there have been changes in the way support is being delivered. In particular, there has been a steady increase in the number of support periods in which support plans have been used, from 46% of completed support periods in 1996–97 to 61% in 1999–2000. (Table 8.5). Furthermore, the length of support periods has been increasing: in 1996–97 almost 50% of support periods lasted three days or less and the median length of support was four days (Table 8.6); by 1999–2000 only 44% of support periods lasted less than four days and the median length of support was six days.

# 1 Introduction

## 1.1 The Supported Accommodation Assistance Program

This report provides an overview of assistance given to people, their periods of support and funding of 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 1999–2000. 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.

## 1.2 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, five components exist: the Client Collection; the Administrative Data Collection; the Unmet Demand Collection; the Casual Client Collection; and Special Issue Collections.

This report primarily presents analyses of the Client Collection. Some analysis of funding using the Administrative Data Collection is also given to provide context. The Client Collection consists of information about all clients receiving SAAP support lasting more than one hour, while the Administrative Data Collection consists of general information about the agencies providing the services used by these clients. Appendix 1 provides an overview of these collections; further details are available in the *SAAP National Data Collection Annual Report 1998–99 Australia* (AIHW 2000).

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 1, which contains important information about the estimation methods, 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 1996) and collectors manual (AIHW 1998) also contain important information that can aid in the use and interpretation of the data presented here.

## 1.3 Structure and content of this report

Early in 2000 the SAAP Data and Research Advisory Committee (now the SAAP Data Subcommittee) reviewed the data-reporting practices for the Supported Accommodation Assistance Program. As a consequence, annual reports such as those published for previous years will no longer be produced. Instead, there will be two main published reports relating to the operation of SAAP in 1999–2000: this report (which includes State and Territory reports to be released in 2001), which concentrates on clients of the program, and a second report (to be published in 2001) that includes coverage of the general demand for SAAP services, unmet demand and casual client information. These two reports are to be complimented by the release on the Internet of a sizeable proportion of the tables previously available in the annual reports.

Data in this report relate to the financial year ending 30 June 2000. Although most tables provide information about both completed and ongoing support periods, analysis of duration of support and accommodation and of data items relating to client circumstances after support is necessarily limited to completed support periods only.

Chapter 2 provides details of resources allocated under SAAP. Chapter 3 presents a discussion of the number of support periods and the number of clients, and Chapter 4 provides analyses of the length of support periods and accommodation, the number of support periods per client, and the type of support provided to clients. Chapter 5 discusses the reasons clients seek assistance from SAAP agencies and the type of support needed, and Chapter 6 contains analyses of the services required by clients. The circumstances of clients before and after support periods in terms of income source, accommodation, living situation, employment and student status are examined in Chapter 7. Chapter 8 presents comparisons of data from the 1996–97 reporting period through to the 1999–2000 reporting period. Detailed tables follow the discussion in each chapter. Regional tables and frequency distributions for all variables are available in electronic format on request from the NDCA.

Appendix 1 to this report provides an overview of the Client Collection and its data, general notes to tables, explanations of the weighting system used to adjust the data for non-participation and non-consent, and the counting rules used in the analyses. It also contains a guide to interpreting the tables; in particular, two tables with explanatory notes demonstrate how to interpret data presented in the different types of tables in the report. Appendix 2 contains copies of the client form and the high-volume client form used to collect data in 1999–2000.

## 2 Funding

As at 30 June 2000, funding for the SAAP agencies operating across Australia was provided jointly by the Commonwealth (through the Department of Family and Community Services) and the State and Territory governments. This section analyses information about the resources allocated to the 1,207 SAAP agencies funded during 1999–2000. Not all of these agencies were operating throughout the year: at 30 June 2000, 1,190 were operating.

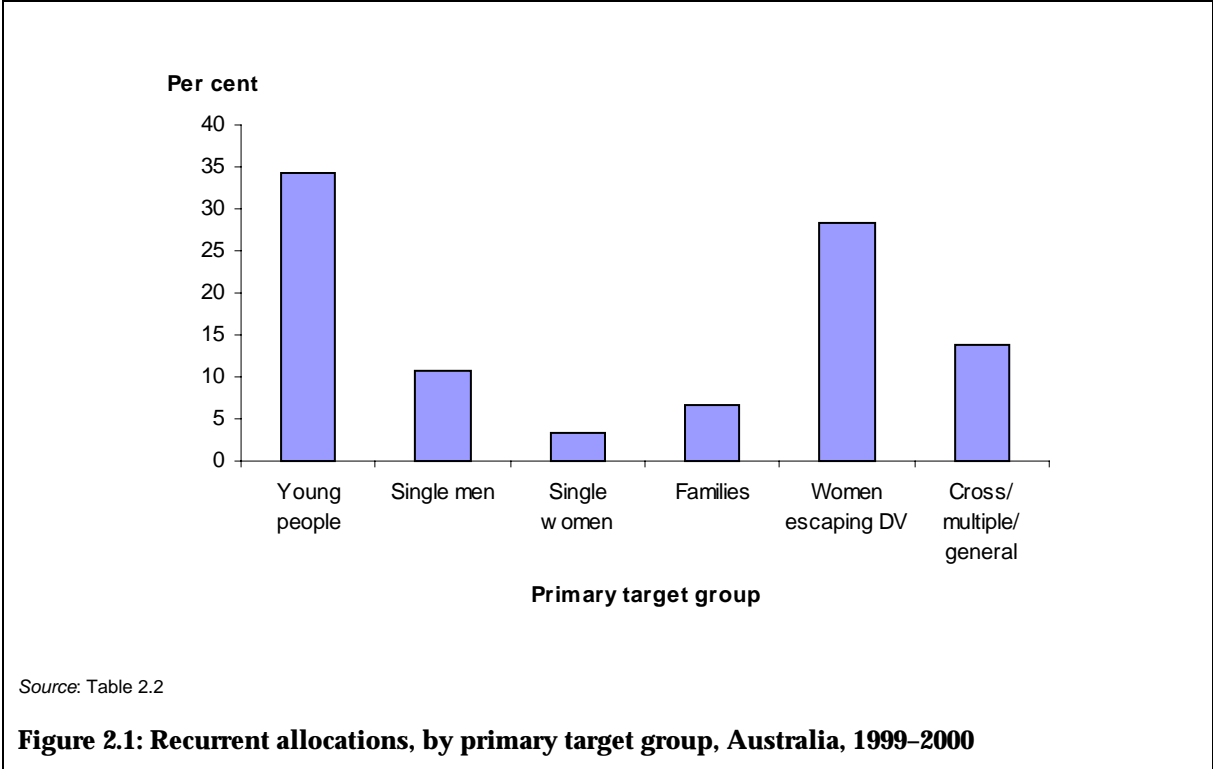
Data provided by State and Territory government departments show that the total recurrent 1999–2000 allocation under the Supported Accommodation Assistance Program in Australia was \$245.5m (Table 2.1). Of this amount, \$231.7m represented recurrent allocations to SAAP agencies; the remaining \$13.8m was allocated for purposes such as administration, training, research and evaluation. (Table 8.1).

Table 2.1 shows the distribution of all recurrent SAAP funds by State and Territory and compares the funding distribution with that of the Australian population and the support periods provided by agencies. Caution should be exercised when interpreting the funding data since current funding is based on levels of funding that were agreed on and implemented at SAAP's inception. In addition, the size of the population does not necessarily reflect the level of need or the extent of support provided. The population size is used as a proxy because no nationally accepted estimates of need for SAAP support are available. It can be seen from the table that funding allocations diverged slightly from the proportions of the estimated resident population in Australia. The resident population of New South Wales, for example, constituted 34% of the population of Australia while that State's agencies received 35% of SAAP funds and provided the highest proportion of support periods (33%) in 1999–2000. Twenty-seven per cent of support periods were provided in Victoria, where the proportion of the population (25%) was higher than the proportional amount of funding (20%). The proportion of the nation's population in Queensland and Western Australia was slightly higher than the proportional amount of funding allocated to those States, where support periods represented 17% and 10% of the total respectively. Nineteen per cent of total support periods were provided by agencies in the remaining jurisdictions, where funding was slightly above the comparable proportion of the population.

Table 2.2 reports recurrent allocations to SAAP agencies and the mean (average) cost per agency by State and Territory, region and primary target group. The total recurrent allocation for all SAAP agencies across Australia in 1999–2000 was \$231.7 million. The total SAAP recurrent allocation to an agency refers to SAAP funds relating to salary and operating costs. The size of agency and type of services provided affect the level of funding allocated. There is a significant range in the distribution of recurrent allocations to the States and Territories and the mean funding per agency. South Australia, for example, had 80 funded agencies (or 7% of all agencies in Australia) and 9% of total agency recurrent funds in 1999–2000. Forty-one agencies in Tasmania and 32 agencies in the Australian Capital Territory were funded from 4% and 3% of recurrent agency funds respectively. The agencies in these two States and the Australian Capital Territory received the largest allocations of SAAP funds per agency—the average (mean) costs of these agencies were \$260,800, \$232,200 and \$217,100 respectively. Agencies in New South Wales and Victoria funded 391 (32% of all agencies) and 327 (27%) agencies with 35% and 20% of agency recurrent funds at an average cost of \$205,600 and \$142,900 respectively.

Over half (56%) of all agencies were located in capital cities; this compares with 6% in remote areas and 7% in other metropolitan centres. In capital city areas 674 agencies were funded at an average cost of \$213,700. Agencies in large rural centres were allocated, on average, \$179,800. Allocation of funds to agencies in other rural areas and remote areas was lower per agency, operating at an average cost of \$132,400 and \$158,700 respectively.

Agencies directing their services at young people were provided with 34% of total agency funds; they were followed by agencies targeting women escaping domestic violence (28%). Agencies targeting single women recorded 3% of total recurrent funding (Figure 2.1). In terms of funding per agency, however, agencies targeting women escaping domestic violence had the highest average allocation (\$243,600). Funds allocated to agencies for single men averaged \$240,100, while family agencies and agencies with cross-target, multiple target and general target groups were allocated the lowest average amounts per agency (\$151,100 and \$144,400 respectively). Agencies for single women and young people were allocated an average \$175,400 and \$170,600 respectively.





## 2.1 Tables

**Table 2.1: SAAP funding: total recurrent allocations, Australian population and support periods, by State and Territory, Australia, 1999–2000**

State/ Territory	Australian population 10+		Total recurrent allocation		Support periods	
	Number	%	\$'000	%	Number	%
NSW	5,533,200	33.8	84,905	34.6	51,200	32.5
Vic	4,081,100	24.9	51,247	20.9	42,700	27.1
Qld	3,014,800	18.4	39,402	16.0	26,100	16.6
WA	1,600,500	9.8	23,729	9.7	13,100	8.3
SA	1,299,800	7.9	22,398	9.1	10,800	6.9
Tas	404,900	2.5	10,375	4.2	5,800	3.7
ACT	267,000	1.6	7,326	3.0	3,100	2.0
NT	157,900	1.0	6,129	2.5	4,700	3.0
<b>Total</b>	<b>16,361,800</b>	<b>100.0</b>	<b>245,511</b>	<b>100.0</b>	<b>157,600</b>	<b>100.0</b>

*Notes*

1. 'Australian population 10+' refers to the estimated resident population aged 10 and over at 30 June 1999.
2. Total recurrent allocation includes funds not allocated to agencies; for example funds allocated for administration, training, research and evaluation.
3. Total recurrent funds for 1999–2000 include \$1,532,000 provided through the Partnerships Against Domestic Violence Program.

Sources: SAAP Administrative Data Collection, FaCS unpublished data, ABS 2000a.

**Table 2.2: SAAP agencies: recurrent allocations and mean funding per agency by State and Territory, region and primary target group, Australia, 1999–2000**

	Agencies	Recurrent Allocation (\$)	Recurrent Allocation (%)	Mean funding per agency (\$)
<b>State/ Territory</b>				
NSW	391	80,398,000	34.7	205,600
Vic	327	46,730,000	20.2	142,900
Qld	188	38,167,000	16.5	203,000
WA	118	23,414,000	10.1	198,400
SA	80	20,865,000	9.0	260,800
Tas	41	9,518,000	4.1	232,200
ACT	32	6,948,000	3.0	217,100
NT	30	5,677,000	2.4	189,200
<b>Total</b>	<b>1,207</b>	<b>231,717,000</b>	<b>100.0</b>	<b>192,000</b>
<b>Region</b>				
Capital city	674	144,021,000	62.2	213,700
Other metropolitan centre	88	15,166,000	6.5	172,300
Large rural centre	110	19,778,000	8.5	179,800
Other rural area	263	34,826,000	15.0	132,400
Remote area	72	11,426,000	4.9	158,700
Unspecified <sup>(a)</sup>		6,500,000	2.8	..
<b>Total</b>	<b>1,207</b>	<b>231,717,000</b>	<b>100.0</b>	<b>192,000</b>
<b>Primary target group</b>				
Young people	466	79,511,000	34.3	170,600
Single men only	103	24,734,000	10.7	240,100
Single women only	45	7,895,000	3.4	175,400
Families	102	15,409,000	6.6	151,100
Women escaping domestic violence	270	65,762,000	28.4	243,600
Cross-target/multiple/general	221	31,906,000	13.8	144,400
Unspecified <sup>(a)</sup>		6,500,000	2.8	..
<b>Total</b>	<b>1,207</b>	<b>231,717,000</b>	<b>100.0</b>	<b>192,000</b>

(a) An additional \$6,500,000 for Queensland for recurrent payment of award wages could not be allocated in these tables.

*Notes:*

1. Recurrent allocation excludes funds not allocated to agencies; for example funds allocated for administration, training, research and evaluation.
2. Recurrent allocations to agencies for 1999–2000 include \$834,000 provided through the Partnerships Against Domestic Violence Program.

Source: SAAP Administrative Data Collection

### 3 Level of support

It is estimated that SAAP agencies supported 90,000 clients during 1999–2000 (Table 3.1). An individual client can receive support or supported accommodation on more than one occasion, so the number of support periods exceeds the number of clients. In 1999–2000 the average number of support periods per client was 1.73; agencies in New South Wales reported the highest average, at 1.93 support periods per client, and Western Australian agencies reported the lowest average, at 1.61 support periods per client (Table 3.1). Overall 157,600 occasions of support were provided to the 90,000 clients.

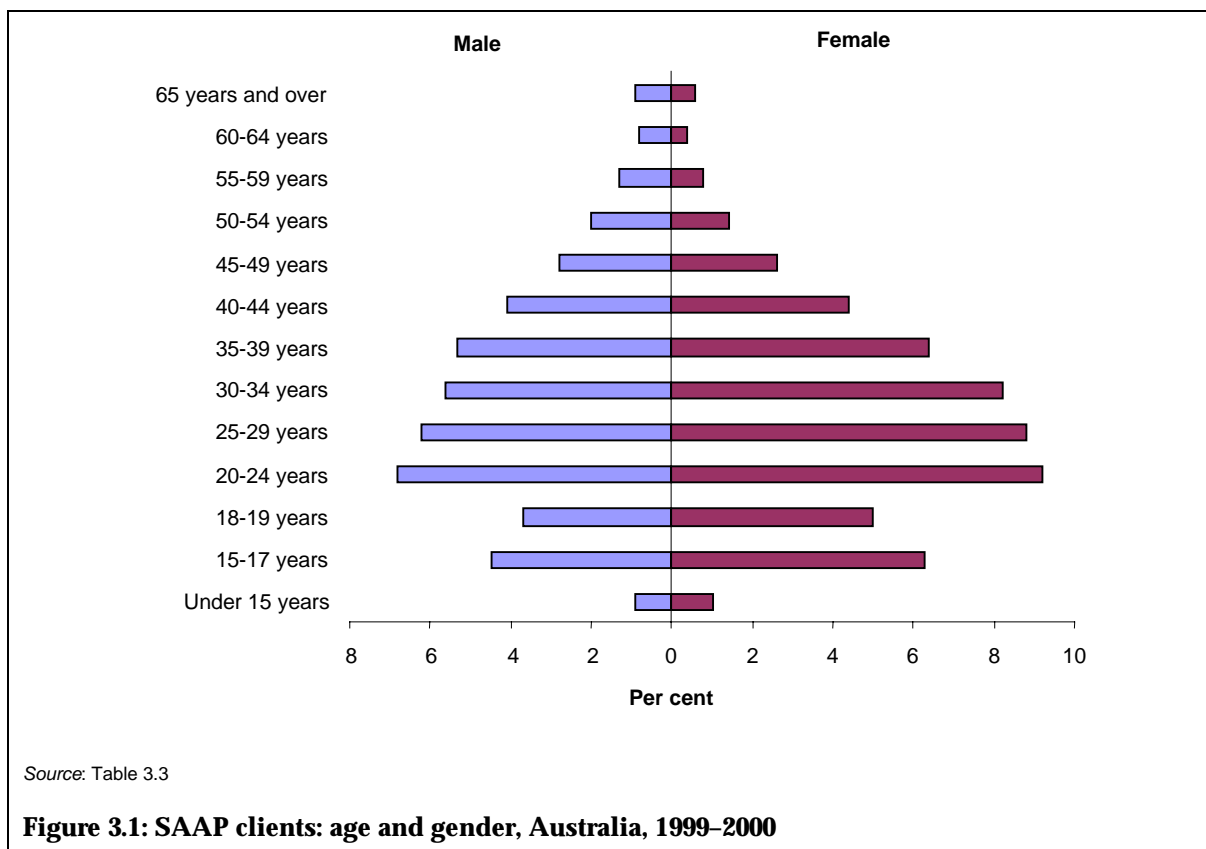
If the total number of clients (90,000) recorded through the SAAP National Data Collection is compared with Australian Bureau of Statistics population estimates, the proportion of the entire Australian population who became SAAP clients can be calculated. Table 3.1 shows that, overall, 55 people out of every 10,000 in the population aged 10 years and over were SAAP clients in 1999–2000. Allowing for different age structures, the use of SAAP services varied across jurisdictions, ranging from 44 per 10,000 people in New South Wales to 156 in the Northern Territory (age standardised).

The level of service provided by SAAP agencies varied by month in 1999–2000; the highest number of support periods provided (19,000) was recorded on 15 March 2000 and the lowest (16,900) on 15 July 1999 (Table 3.2). This is consistent with 1998–99, when the highest and lowest numbers of support periods were also reported on 15 March 1999 and 15 July 1998 respectively (AIHW 2000:41).

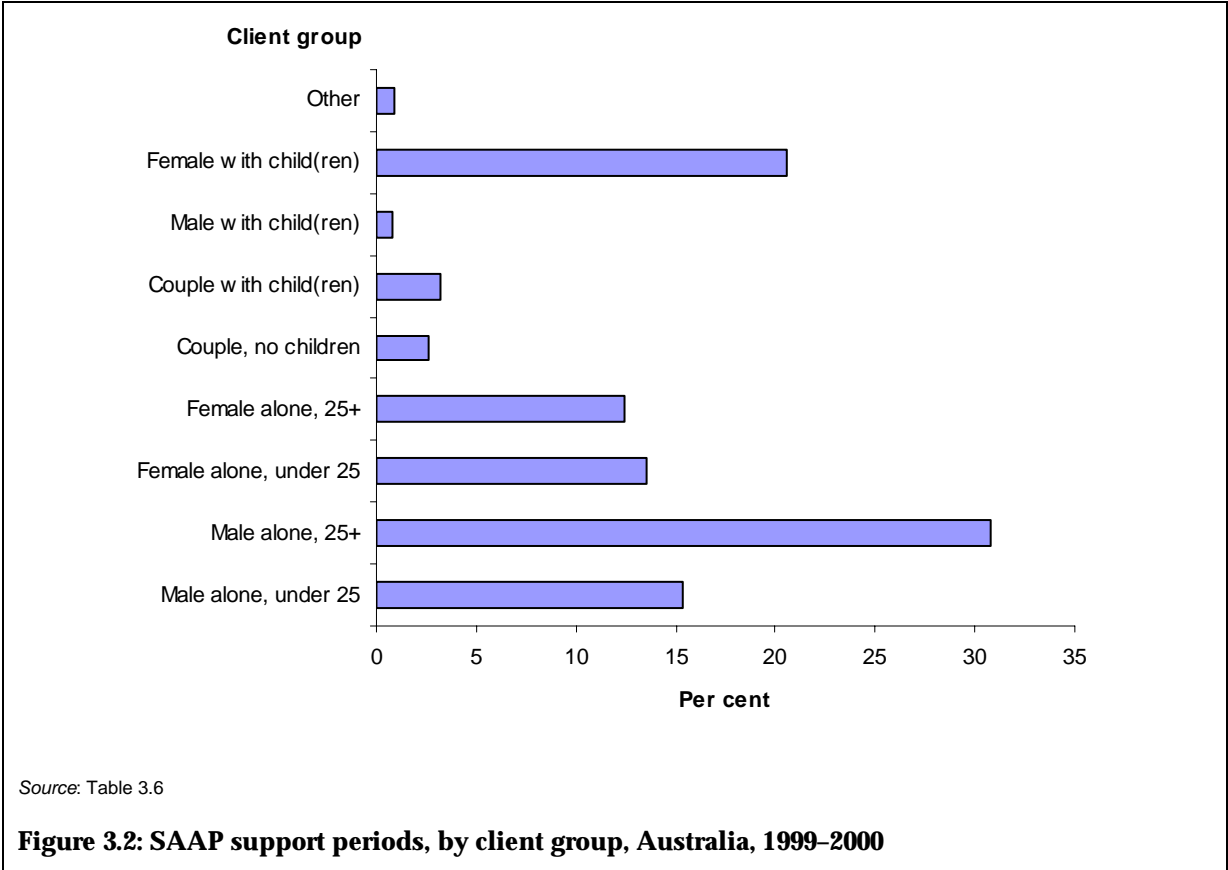
Figure 3.1 shows the age and gender distribution of SAAP clients for 1999–2000. More females (55%) than males (45%) received services, and the average age was 30 and 32 years respectively (Table 3.3). Male clients averaged more support periods (1.9) than females (1.6) (Table 3.5). Twenty-two per cent of clients were aged under 20 years; other large groups were clients aged 20 to 24 years (16%), 25 to 29 years (15%) and 30 to 34 years (14%). Eighty-three per cent of SAAP clients were born in Australia (Table 3.4); the next most common places of birth were Oceania (excluding Australia) and ‘Other European’ countries and the former Soviet Union at 3% each. With the exception of females born in Southeast Asia (4%) compared with 2% for males, there was little variation between males and females in country of birth.

There was, however, a much greater degree of variation between males and females in terms of ethnicity (Table 3.5). Eighteen per cent of female clients were from an Indigenous Australian background and 13% were from a non-English speaking background, compared with 9% each for males from Indigenous Australian background and a non-English speaking background. Furthermore, Table 3.5 shows that a disproportionately high number of SAAP clients (14%) were from an Indigenous Australian background; this compares with the ABS estimate of 2% for the wider Australian population. In the case of people from a non-English speaking background, the data suggest that the proportion of the Australian population coming from such a background is higher (approximately 16%) than in the SAAP client population (11%).

On average, the number of support periods per client was slightly higher for clients of Indigenous Australian background (1.79) compared with clients of other (1.75) and non-English speaking background (1.55).



As Figure 3.2 shows, the majority of the 157,600 support periods provided were provided to males and females attending SAAP agencies alone (72% of support periods) (Table 3.6). Twenty-five per cent of support periods were provided to couples or people with children. The largest individual client groups supported were males aged over 25 years attending SAAP agencies alone (31% of support periods) and females with children (21%). This is substantiated by Table 3.7 which shows that agencies targeting single men only and women escaping domestic violence made up 23% and 22% of support periods respectively, slightly less than agencies targeting the largest group which is cross target, multiple target and general clients (25%).



## 3.1 Tables

**Table 3.1: SAAP support periods and clients: by State and Territory, Australia, 1999–2000**

State/ Territory	Support periods		Mean no. of support periods per client	Clients	
	Number	Number		Per 10,000 population aged 10+	
				Actual	Age-standardised
NSW	51,200	24,400	1.93	44	44
Vic	42,700	27,400	1.63	67	67
Qld	26,100	15,000	1.68	50	49
WA	13,100	8,100	1.61	51	49
SA	10,900	7,000	1.63	53	56
Tas	5,800	3,300	1.70	81	86
ACT	3,200	1,900	1.80	70	65
NT	4,700	2,800	1.70	177	156
<b>Total</b>	<b>157,600</b>	<b>90,000</b>	<b>1.73</b>	<b>55</b>	<b>55</b>

*Notes*

1. Number excluded due to errors (weighted): 0.
2. Number excluded due to omissions (weighted): 0.
3. '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 to the estimated resident population aged 10 and over at 30 June 1999. Age-standardised estimates have been derived to allow for different age distributions in the various jurisdictions. The Australian estimated resident population at 30 June 1999 has been used as the reference population.
4. Support period figures have been weighted to adjust for agency non-participation.
5. Client figures have been weighted to adjust for agency non-participation and client non-consent.
6. Clients have been counted only in the State or Territory they first visited.

Sources: SAAP Administrative Data and Client Collections; ABS 2000a

**Table 3.2: Number of SAAP support periods on the 15<sup>th</sup> of the month, by month and State and Territory, Australia, 1999–2000**

Date	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
July 15, 1999	4,000	6,100	2,200	1,500	1,800	600	400	300	16,900
August 15, 1999	4,100	6,300	2,300	1,500	1,800	600	400	300	17,300
September 15, 1999	4,100	6,500	2,500	1,500	1,800	600	400	400	17,900
October 15, 1999	4,200	6,600	2,800	1,600	1,800	600	500	300	18,300
November 15, 1999	4,100	6,500	2,900	1,600	1,900	700	400	300	18,400
December 15, 1999	3,900	6,400	2,900	1,600	1,800	700	500	300	18,100
January 15, 2000	3,800	6,100	2,900	1,600	1,800	600	400	300	17,600
February 15, 2000	4,100	6,300	3,100	1,700	1,900	700	500	400	18,600
March 15, 2000	4,200	6,400	3,200	1,700	1,900	700	500	400	19,000
April 15, 2000	4,000	6,200	3,200	1,700	1,900	700	500	400	18,500
May 15, 2000	4,100	6,200	3,200	1,700	1,900	700	500	400	18,700
June 15, 2000	3,900	5,800	3,100	1,700	1,900	700	500	400	18,000

*Notes*

1. Number excluded due to errors (weighted): 0.
2. Number excluded due to omissions (weighted): 212.
3. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection

**Table 3.3: SAAP clients: age of client, by gender, Australia, 1999–2000**

Age	Percentage of all clients		Percentage of gender group		Total	
	Male	Female	Male	Female	%	Number
	%	%	%	%	%	
Under 15 years	0.9	1.0	2.0	1.8	1.9	1,700
15–17 years	4.5	6.3	9.9	11.4	10.7	9,500
18–19 years	3.7	5.0	8.3	9.1	8.7	7,800
20–24 years	6.8	9.2	15.2	16.8	16.1	14,300
25–29 years	6.2	8.8	13.8	16.0	15.0	13,300
30–34 years	5.6	8.2	12.5	14.9	13.8	12,300
35–39 years	5.3	6.4	11.7	11.7	11.7	10,400
40–44 years	4.1	4.4	9.1	8.0	8.5	7,500
45–49 years	2.8	2.6	6.2	4.6	5.4	4,800
50–54 years	2.0	1.4	4.5	2.6	3.4	3,100
55–59 years	1.3	0.8	2.8	1.4	2.0	1,800
60–64 years	0.8	0.4	1.8	0.8	1.2	1,100
65 years and over	0.9	0.6	2.1	1.0	1.5	1,300
<i>Total</i>	<i>44.9</i>	<i>55.1</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total number</b>	<b>40,000</b>	<b>48,900</b>	<b>40,000</b>	<b>48,900</b>	<b>..</b>	<b>88,900</b>
<b>Mean age</b>	<b>32.0</b>	<b>29.6</b>	<b>..</b>	<b>..</b>	<b>30.7</b>	<b>..</b>

*Notes:*

1. Number excluded due to errors (weighted): 11.
2. Number excluded due to omissions (weighted): 1,096.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP Client Collection



**Table 3.4: SAAP clients: birthplace by gender, Australia, 1999–2000**

Birthplace	Male	Female	Total		Australian population 10+	
	%	%	%	Number	%	Number
Australia	84.3	82.0	83.0	72,800	73.2	11,983,100
Oceania (excluding Australia)	3.5	3.2	3.3	2,900	2.7	438,100
UK, Ireland and associated islands	3.4	2.0	2.6	2,300	7.4	1,213,100
Other Europe and the former Soviet Union	3.3	3.5	3.4	3,000	7.2	1,183,500
Middle East and North Africa	1.0	1.6	1.3	1,200	1.3	217,000
Southeast Asia	1.6	3.9	2.8	2,500	3.3	544,200
Northeast Asia	0.4	1.0	0.7	600	1.8	293,700
Southern Asia	0.5	0.7	0.6	600	1.1	179,600
North America	0.4	0.2	0.3	300	0.6	95,100
South and Central America and Caribbean	0.4	0.7	0.6	500	0.5	81,600
Africa (excluding North Africa)	1.3	1.2	1.2	1,100	0.8	132,900
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>45.0</b>	<b>55.0</b>	<b>100.0</b>	<b>..</b>	<b>..</b>	<b>..</b>
<b>Total (number)</b>	<b>39,400</b>	<b>48,300</b>	<b>..</b>	<b>87,700</b>	<b>..</b>	<b>16,361,800</b>

*Notes*

1. Number excluded due to errors (weighted): 11.
2. Number excluded due to omissions (weighted): 2,322.
3. 'Australian population 10+' refers to the estimated resident population aged 10 and over at 30 June 1999.
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client Collection, ABS 1999

**Table 3.5: SAAP clients: clients and support periods per client by ethnicity of client and gender, Australia, 1999–2000**

Ethnicity	Male	Female	Total		Australian population 10+	
	%	%	%	Number	%	Number
Indigenous Australian	9.1	17.7	13.8	12,000	2.3	376,500
Non–English speaking background	8.9	13.1	11.2	9,700	16.3	2,658,200
Other	82.0	69.2	75.0	64,800	81.4	13,298,000
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	..	<i>100.0</i>	..
<b>Total per cent</b>	<b>44.9</b>	<b>55.1</b>	<b>100.0</b>	..	<b>100.0</b>	..
<b>Total number</b>	<b>38,800</b>	<b>47,600</b>	..	<b>86,400</b>	..	<b>16,332,700</b>
<b>Support periods per client</b>						
Indigenous Australian	1.93	1.73	1.79	22,300	..	..
Non–English speaking background	1.73	1.46	1.55	14,900	..	..
Other	1.92	1.58	1.75	114,500	..	..
<i>Total</i>	<i>1.91</i>	<i>1.59</i>	<i>1.73</i>	..	..	..
<b>Total support periods (%)</b>	<b>49.6</b>	<b>50.4</b>	<b>100.0</b>	..	..	..
<b>Total support periods (number)</b>	<b>75,300</b>	<b>76,500</b>	..	<b>151,700</b>	..	..

*Notes*

1. Number excluded due to errors (weighted): 11 (clients).
2. Number excluded due to omissions (weighted): 3,569 (clients).
3. Non–English speaking background is based on country of birth. Using ABS practice, people born in Australia, New Zealand, the United Kingdom, Ireland, Canada, the United States and South Africa are said to have an English-speaking background.
4. 'Australian population 10+' refers to the estimated resident population aged 10 and over at 30 June 1999. The figures for Indigenous Australians are from experimental projections produced by the ABS. 'Other' is derived as total population minus the number people of non–English speaking background minus the projected number of Indigenous Australians.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client Collection, ABS 1999, ABS 1998.

**Table 3.6: SAAP support periods: client group by State and Territory, Australia, 1999–2000 (%)**

Client group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	Number
Male alone, under 25	14.8	15.2	17.6	11.5	15.8	18.2	20.8	11.6	15.3	23,500
Male alone, 25+	45.9	15.8	33.5	21.6	26.3	27.0	29.8	28.4	30.8	47,200
Female alone, under 25	11.5	16.0	13.1	11.6	12.9	15.7	17.5	14.2	13.5	20,700
Female alone, 25+	11.5	12.6	9.1	20.5	11.6	11.8	13.6	17.9	12.4	19,100
Couple, no children	1.0	5.3	1.8	2.1	2.4	2.3	1.2	2.0	2.6	3,900
Couple with child(ren)	1.0	5.2	3.9	3.1	4.0	3.4	1.4	3.2	3.2	4,900
Male with child(ren)	0.3	1.3	0.9	0.5	0.9	1.2	0.2	0.6	0.8	1,200
Female with child(ren)	13.3	26.9	19.7	28.4	25.3	19.3	13.3	21.4	20.6	31,600
Other	0.6	1.7	0.4	0.8	0.8	1.0	2.3	0.6	0.9	1,400
<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>32.4</b>	<b>27.1</b>	<b>16.7</b>	<b>8.3</b>	<b>6.8</b>	<b>3.7</b>	<b>2.0</b>	<b>3.0</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>49,800</b>	<b>41,600</b>	<b>25,600</b>	<b>12,700</b>	<b>10,500</b>	<b>5,600</b>	<b>3,000</b>	<b>4,600</b>	<b>..</b>	<b>153,500</b>

*Notes*

1. Number excluded due to errors (weighted): 688.
2. Number excluded due to omissions (weighted): 3,366.
3. Figures have been weighted to adjust for client non-consent and agency non-participation.

Source: SAAP Client and Administrative Data Collections

**Table 3.7: SAAP support periods: client group by primary target group of agency, Australia, 1999–2000 (%)**

Client group	Young people	Single men only	Single women only	Families	Women escaping DV	Cross-target/multiple/general	Total	
							%	Number
Male alone, under 25	42.5	12.7	0.7	3.1	0.3	9.2	15.3	23,500
Male alone, 25+	3.2	84.2	0.3	7.4	0.6	41.7	30.8	47,200
Female alone, under 25	40.1	0.5	19.9	3.6	8.2	6.2	13.5	20,700
Female alone, 25+	1.7	1.3	60.3	4.8	30.5	13.7	12.4	19,100
Couple, no children	2.8	0.4	0.9	5.5	0.7	5.6	2.6	3,900
Couple with child(ren)	1.3	0.2	0.8	23.3	0.6	6.2	3.2	4,900
Male with child(ren)	0.4	0.1	0.1	4.9	0.1	1.6	0.8	1,200
Female with child(ren)	6.5	0.4	16.3	45.7	58.4	14.5	20.6	31,600
Other	1.4	0.2	0.7	1.8	0.7	1.3	0.9	1,400
<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>..</i>
<b>Total (%)</b>	<b>23.4</b>	<b>22.9</b>	<b>2.4</b>	<b>4.9</b>	<b>21.9</b>	<b>24.5</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>35,900</b>	<b>35,100</b>	<b>3,700</b>	<b>7,600</b>	<b>33,500</b>	<b>37,700</b>	<b>..</b>	<b>153,500</b>

*Notes*

1. Number excluded due to errors (weighted): 688.
2. Number excluded due to omissions (weighted): 3,366.
3. Figures have been weighted to adjust for client non-consent and agency non-participation.

*Sources:* SAAP Client and Administrative Data Collections

## 4 Support provided

The diverse nature of client needs is reflected in the considerable range of services funded agencies provide for people who are homeless or at risk of becoming homeless. Support may involve the provision of supported accommodation or a range of support services generally provided on an ongoing basis to clients who are not in SAAP housing.

A total of 157,600 support periods were reported for 1999–2000; of these 136,400 were closed support periods (Table 4.1). A large proportion of the closed support periods for all client groups lasted less than one day (17%); a further 16% lasted between four and 13 weeks and 14% lasted one day only. Overall, 73% of completed support periods lasted less than four weeks.

Patterns of length of support varied according to the client group. Fifteen per cent of couples with children had support periods lasting 26 weeks or more, a higher proportion than for any other client group. Thirty-three per cent of couples without children had support periods lasting less than one day, a much higher proportion than for any other client group. In general, people presenting with children were less likely than those without children to have support periods of one day or less. The tendency for people with children to stay longer is reflected in their median length of stay. For example, more than 50% of couples with children were assisted for more than 29 days (four weeks) and 50% of males with children were assisted for more than 21 days, while half of the support periods for young men lasted six days or less and for young women 10 days or less. Single young women tended to be supported for longer than single young men or older women.

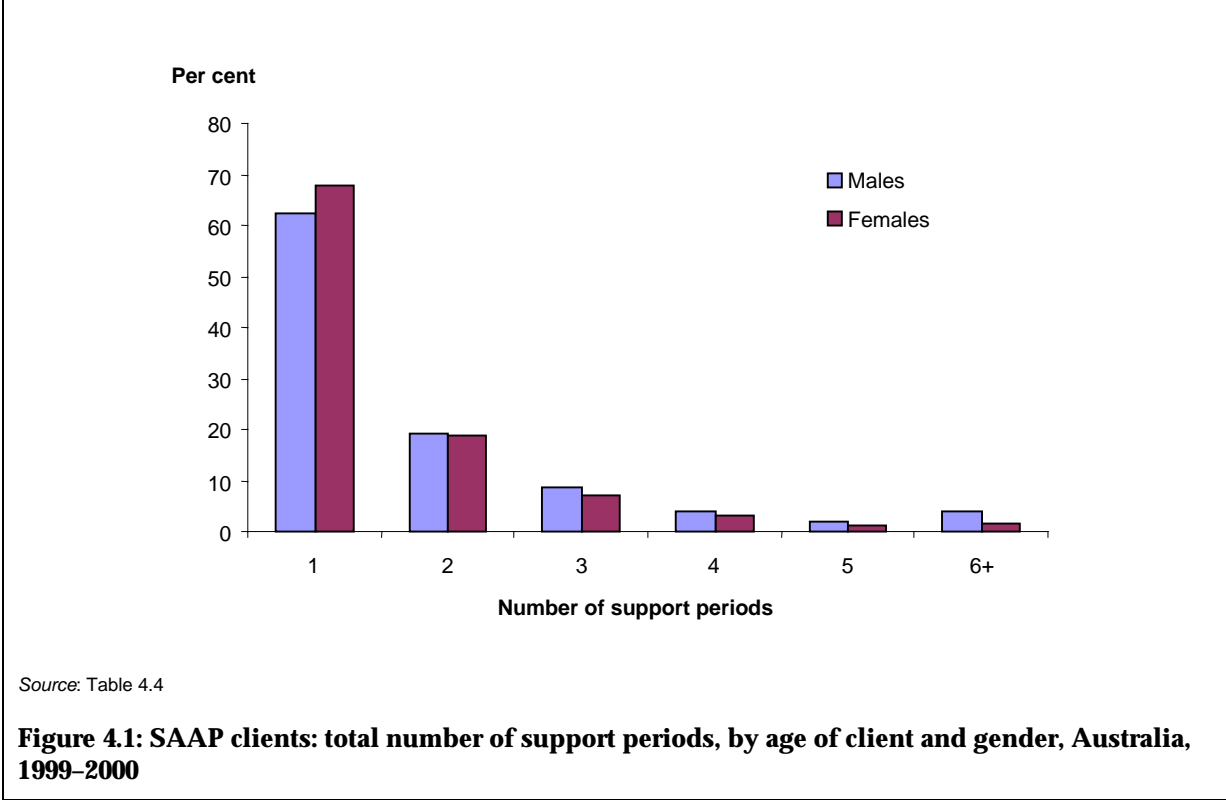
The distribution for the length of support services to clients was similar to that for support periods in which clients were accommodated. Overall, the length of accommodation provided most often was one day (19%), and very few clients (1%) were accommodated for more than one year (Table 4.2). Twenty-three per cent of single females aged 25 years and over had accommodation for only one day, a higher proportion than for any other group; they were followed very closely by single males aged 25 years and over (22%).

Couples with children and men with children tended to be accommodated for longer periods than other clients. In particular, more than 50% of couples with children were accommodated for 54 days or more. While people presenting alone tended to have shorter accommodation periods than people with children, females with children had only slightly longer accommodation periods than single females aged under 25 years, the median length of stay being 10 days compared with eight days.

Clients requiring accommodation during a support period may be housed in crisis or short-term housing, medium- to long-term housing, or other types of SAAP accommodation. Across all types of accommodation, the type most often provided was for one day or less (28%) (Table 4.3). As might be expected, 30% of accommodation periods in crisis or short-term accommodation were for one day or less, although the same percentage of stays lasting one day or less was recorded for 'other' SAAP accommodation. Further, it is not surprising that 82% of medium- to long-term accommodation lasted four weeks or more.

In 1999–2000, 66% of clients had one support period (Table 4.4). A further 19% of clients had two support periods. Thirteen per cent of clients had three to five support periods and only 3% had more than five periods of support.

On average, female clients had fewer support periods per client than males. In particular, female clients were provided with one support period in 68% of cases and male clients had one support period in 62% of cases (Figure 4.1). Conversely, 38% of male clients had two or more support periods while the figure for females was 32%. Males averaged 1.91 support periods each and females averaged 1.58 each.



The pattern of use of SAAP services also varied with age and gender. On average, males aged 45 to 64 years had a greater number of support periods (2.11) than other male clients, while females aged 15 to 17 years returned more often to SAAP agencies than other females, averaging 1.74 support periods per client.

An average of 55 people out of every 10,000 aged 10 or more used SAAP services in 1999-2000. However, service use varied considerably by age and gender: people aged from 15 to 24 years were much more likely to go to SAAP agencies than people in other age groups. Overall, 147 people out of every 10,000 aged 18 or 19 became SAAP clients. The next highest rate of use was by 15 to 17 year-olds, among whom 120 people out of every 10,000 became clients. In all but two age groups (45-64 and 65+) more females than males used SAAP services.

The three broad types of support services most often provided to clients were housing or accommodation (74%), general support or advocacy (72%), and 'other support' (68%). The main form of housing or accommodation provided was SAAP or CAP accommodation, but assistance was also provided to help clients obtain other types of short-term accommodation or independent housing. Physical disability services and intellectual disability services were provided in less than 1% of cases each (Table 4.5).

The pattern of service use differed between client groups. Compared with other groups, males and females under the age of 25 years were more often provided with living skills or

personal development assistance (26% each) and employment or training assistance (7%). Females with children were provided more often with emotional support or other counselling (56% of cases) and domestic violence counselling (33% of cases) than other client groups. Single females aged 25 years and over were also provided with these two types of services in a substantial number of support periods (46% and 22% respectively).

For males with children and single males aged 25 years and over, domestic violence counselling was provided in only 4% and less than 1% of cases respectively. Almost 2% of all single females, and those with children, were provided with incest or sexual abuse counselling whereas the proportion for males was less than half this. Emotional support (21%) and advocacy or liaison on behalf of the client (16%) were provided in fewer cases for single males aged 25 and over than for other client groups.

Children accompanied clients to a SAAP agency in 31,600 support periods (Table 4.6). If children accompanying clients were to be considered clients in their own right, this would equate to 67,100 support periods (i.e. visits). There was not a large variation in the average number of children across client groups. On average, couples with children presented with more children (2.3) compared with the average for female clients presenting with children and the average across all client groups (both 2.1). Eighty-eight per cent of accompanying child visits occurred where females with children presented at a SAAP agency. This is proportional to the number of support periods in which female clients presented with children (88%), compared with couples with children (9%) and males with children (3%). Child care, kindergarten, or school liaison assistance was provided to females with children in almost a quarter of support periods (24%). The figure was significantly lower for males (11%) and couples (9%) with accompanying children.

## 4.1 Tables

**Table 4.1: SAAP closed support periods: length of support by client group, Australia, 1999–2000 (%)**

Length of support	Client group									Total	
	Male alone, under 25	Male alone, 25+	Female alone, under 25	Female alone, 25+	Couple, no children	Couple with children	Male with children	Female with children	Other	%	Number
Less than 1 day	17.2	14.5	17.0	19.5	33.0	22.1	21.3	15.1	15.6	16.8	22,900
1 day	13.8	19.9	11.2	15.9	6.9	3.5	5.2	9.8	12.3	14.4	19,600
2 days	6.7	8.0	4.9	7.2	3.2	2.2	2.3	5.6	5.7	6.5	8,800
3 days	5.0	8.9	4.2	6.4	2.5	2.5	2.3	4.2	3.1	6.0	8,200
4 days	3.3	3.8	3.0	3.6	2.0	0.6	1.7	2.7	2.2	3.2	4,400
5 days	2.6	3.1	2.4	2.5	2.1	0.9	1.8	2.2	1.0	2.6	3,500
6 days	2.4	2.7	2.1	2.2	1.5	1.3	1.2	2.2	1.1	2.3	3,200
7 days	2.6	2.8	2.1	2.1	2.2	2.7	0.9	2.2	2.6	2.4	3,300
>1–2 weeks	10.1	11.2	8.8	8.2	6.5	5.8	6.4	8.4	5.9	9.4	12,900
>2–4 weeks	10.1	8.5	10.5	8.1	6.5	8.2	9.2	9.7	7.7	9.1	12,500
>4–13 weeks	15.4	10.9	18.5	14.5	18.3	23.0	25.8	20.2	17.5	15.6	21,200
>13–26 weeks	5.5	3.0	7.1	5.4	8.8	12.7	12.7	9.5	13.3	6.1	8,300
>26–52 weeks	3.3	1.5	5.1	2.7	4.2	9.3	6.1	5.3	8.0	3.5	4,800
>52 weeks	2.0	1.2	3.2	1.7	2.2	5.2	3.1	2.8	3.9	2.1	2,900
<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>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>15.4</b>	<b>32.1</b>	<b>13</b>	<b>12.8</b>	<b>2.5</b>	<b>2.7</b>	<b>0.7</b>	<b>19.9</b>	<b>0.9</b>	<b>100</b>	<b>..</b>
<b>Total (number)</b>	<b>21,000</b>	<b>43,800</b>	<b>17,700</b>	<b>17,400</b>	<b>3,400</b>	<b>3,700</b>	<b>1,000</b>	<b>27,100</b>	<b>1,200</b>	<b>..</b>	<b>136,400</b>
<b>Mean length (days)</b>	<b>40</b>	<b>29</b>	<b>56</b>	<b>38</b>	<b>46</b>	<b>85</b>	<b>65</b>	<b>57</b>	<b>75</b>	<b>..</b>	<b>45</b>
<b>Median length (days)</b>	<b>6</b>	<b>3</b>	<b>10</b>	<b>4</b>	<b>6</b>	<b>29</b>	<b>22</b>	<b>12</b>	<b>15</b>	<b>..</b>	<b>7</b>

*Notes*

1. Number excluded due to errors (weighted): 688.
2. Number excluded due to omissions (weighted): 3,031.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection



**Table 4.2: SAAP closed support periods in which clients were accommodated: total length of accommodation, by client group, Australia, 1999–2000 (%)**

Length of accommodation	Male alone, under 25	Male alone, 25+	Female alone, under 25	Female alone, 25+	Couple, no children	Couple with children	Male with children	Female with children	Other	Total	
										%	Number
1 day	19.1	22.2	17.5	22.5	13.6	4.6	9.5	14.0	18.3	19.4	16,600
2 days	9.5	9.0	7.9	10.1	5.6	4.4	6.4	9.2	12.8	9.0	7,700
3 days	7.4	10.4	6.9	9.1	5.7	2.7	5.6	6.4	5.7	8.5	7,300
4 days	4.4	4.3	4.7	5.2	3.9	0.5	2.9	4.3	3.4	4.4	3,800
5 days	3.4	3.6	3.7	3.5	4.7	1.3	2.6	3.3	2.9	3.5	3,000
6 days	3.5	3.1	3.4	3.1	2.8	2.7	0.4	3.2	1.5	3.2	2,700
7 days	3.4	3.3	2.9	2.6	5.2	3.5	2.7	3.1	4.0	3.2	2,700
>1–2 weeks	13.1	12.7	12.1	10.9	10.7	8.2	6.6	11.9	10.4	12.2	10,500
>2–4 weeks	11.4	9.2	11.0	9.7	8.5	9.6	11.6	12.0	6.8	10.3	8,800
>4–13 weeks	12.9	10.2	14.1	10.6	15.2	24.7	26.2	17.6	13.4	12.7	10,900
>13–26 weeks	3.4	2.5	4.7	2.5	7.4	17.2	15.2	6.0	6.8	3.9	3,300
>26–52 weeks	2.3	1.1	3.4	1.2	5.0	10.9	5.5	3.2	5.6	2.2	1,800
>52 weeks	1.2	0.8	2.3	0.7	0.7	5.0	1.8	1.6	3.6	1.2	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>100.0</i>	<i>100.0</i>
<b>Total (%)</b>	<b>16</b>	<b>40.1</b>	<b>11.4</b>	<b>12.1</b>	<b>1.3</b>	<b>1.6</b>	<b>0.4</b>	<b>16.7</b>	<b>0.6</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>13,600</b>	<b>34,300</b>	<b>9,800</b>	<b>10,300</b>	<b>1,100</b>	<b>1,300</b>	<b>300</b>	<b>14,200</b>	<b>500</b>	<b>..</b>	<b>85,400</b>
<b>Mean length (days)</b>	<b>31</b>	<b>25</b>	<b>44</b>	<b>23</b>	<b>41</b>	<b>103</b>	<b>64</b>	<b>40</b>	<b>65</b>	<b>..</b>	<b>34</b>
<b>Median length (days)</b>	<b>7</b>	<b>5</b>	<b>8</b>	<b>4</b>	<b>10</b>	<b>54</b>	<b>29</b>	<b>10</b>	<b>7</b>	<b>..</b>	<b>7</b>

*Notes*

1. Number excluded due to errors (weighted): 736.
2. Number excluded due to omissions (weighted): 4,955.
3. Excludes high-volume records because not all items were included on high-volume form.
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection

**Table 4.3: SAAP closed support periods in which clients were accommodated: total length of accommodation, by accommodation provided, Australia, 1999–2000 (%)**

Length of accommodation	Crisis/ short-term accommodation	Medium/ long-term accommodation	Other SAAP	Unknown	Total	
					%	Number
1 day or less	29.6	2.4	29.7	24.2	27.7	24,700
2–3 days	16.6	1.6	10.6	13.4	15.4	13,800
4–7 days	14.9	2.6	16.1	16.0	14.1	12,600
>1–2 weeks	12.9	4.0	8.9	11.8	12.2	10,900
>2–4 weeks	10.5	7.1	7.1	7.8	10.2	9,100
>4–13 weeks	11.8	25.5	12.1	15.2	12.8	11,400
>13–26 weeks	2.5	22.4	6.5	7.5	4.0	3,500
>26–52 weeks	0.8	19.7	5.2	1.8	2.2	2,000
>52 weeks	0.3	14.5	3.8	2.3	1.4	1,300
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total (%)</b>	<b>90.5</b>	<b>8.4</b>	<b>1.2</b>	<b>0.9</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>80,800</b>	<b>7,500</b>	<b>1,100</b>	<b>800</b>	<b>..</b>	<b>89,300</b>
<b>Mean length (days)</b>	<b>20</b>	<b>212</b>	<b>63</b>	<b>47</b>	<b>..</b>	<b>36</b>
<b>Median length (days)</b>	<b>5</b>	<b>115</b>	<b>7</b>	<b>7</b>	<b>..</b>	<b>6</b>

*Notes*

1. Number excluded due to errors (weighted): 502.
2. Number excluded due to omissions (weighted): 10,336.
3. Excludes high-volume records because not all items were included on high-volume form.
4. Clients were able to be accommodated on more than one occasion in each support period, so percentages across types of accommodation provided do not total 100.
5. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection

**Table 4.4: SAAP clients: total number of support periods by age of client and gender, Australia, 1999–2000 (%)**

	Under 15 years	15–17 years	18–19 years	20–24 years	25–44 years	45–64 years	65+ years	Total		
<b>Total number of support periods</b>	<b>Male clients</b>									
									<b>%</b>	<b>Number</b>
1	66.3	61.7	66.8	63.0	61.3	60.7	68.6	62.2	24,900	
2	21.0	20.2	17.9	19.1	19.1	19.8	15.6	19.2	7,700	
3	5.7	9.1	8.0	8.1	8.8	8.0	7.4	8.5	3,400	
4	2.0	4.2	3.1	4.2	4.3	4.0	2.9	4.0	1,600	
5	2.0	1.8	1.5	1.8	2.2	1.9	1.0	2.0	800	
6+	3.0	3.0	2.6	3.8	4.2	5.7	4.6	4.1	1,600	
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>	
<b>Total (%)</b>	<b>2.0</b>	<b>9.9</b>	<b>8.3</b>	<b>15.2</b>	<b>47.2</b>	<b>15.3</b>	<b>2.1</b>	<b>100.0</b>	<b>..</b>	
<b>Total (number)</b>	<b>800</b>	<b>4,000</b>	<b>3,300</b>	<b>6,100</b>	<b>18,900</b>	<b>6,100</b>	<b>800</b>	<b>..</b>	<b>40,000</b>	
<b>Mean number of support periods</b>	<b>1.67</b>	<b>1.81</b>	<b>1.68</b>	<b>1.84</b>	<b>1.93</b>	<b>2.11</b>	<b>1.87</b>	<b>..</b>	<b>1.91</b>	
<b>Per 10,000 population</b>	<b>11</b>	<b>96</b>	<b>122</b>	<b>88</b>	<b>65</b>	<b>29</b>	<b>8</b>	<b>..</b>	<b>49</b>	
<b>Total number of support periods</b>	<b>Female clients</b>									
									<b>%</b>	<b>Number</b>
1	71.8	63.8	66.3	66.9	68.2	73.9	78.9	68.0	33,300	
2	16.3	19.6	19.5	19.4	19.2	16.6	10.9	18.9	9,300	
3	6.4	8.3	7.7	7.1	7.1	5.3	6.1	7.1	3,500	
4	3.2	3.9	2.9	3.1	2.8	2.7	1.5	3.0	1,500	
5	1.0	1.9	1.6	1.7	1.2	0.5	1.1	1.3	700	
6+	1.3	2.5	2.1	1.7	1.5	1.0	1.5	1.6	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>9.1</b>	<b>16.8</b>	<b>50.5</b>	<b>9.4</b>	<b>1.0</b>	<b>100.0</b>	<b>..</b>	
<b>Total (number)</b>	<b>900</b>	<b>5,600</b>	<b>4,400</b>	<b>8,200</b>	<b>24,700</b>	<b>4,600</b>	<b>500</b>	<b>..</b>	<b>48,900</b>	
<b>Mean number of support periods</b>	<b>1.51</b>	<b>1.74</b>	<b>1.66</b>	<b>1.63</b>	<b>1.57</b>	<b>1.46</b>	<b>1.46</b>	<b>..</b>	<b>1.58</b>	
<b>Per 10,000 population</b>	<b>12</b>	<b>143</b>	<b>172</b>	<b>124</b>	<b>85</b>	<b>22</b>	<b>4</b>	<b>..</b>	<b>59</b>	
<b>Total number of support periods</b>	<b>All clients</b>									
									<b>%</b>	<b>Number</b>
1	69.2	62.9	66.5	65.3	65.2	66.4	72.4	65.4	58,200	
2	18.5	19.8	18.8	19.3	19.2	18.4	13.8	19.0	16,900	
3	6.1	8.6	7.8	7.5	7.8	6.8	6.9	7.7	6,900	
4	2.6	4.0	3.0	3.6	3.4	3.4	2.4	3.5	3,100	
5	1.5	1.9	1.5	1.8	1.6	1.3	1.0	1.6	1,400	
6+	2.1	2.7	2.3	2.6	2.7	3.7	3.4	2.8	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>..</i>	
<b>Total (%)</b>	<b>1.9</b>	<b>10.7</b>	<b>8.7</b>	<b>16.1</b>	<b>49.0</b>	<b>12.1</b>	<b>1.5</b>	<b>100.0</b>	<b>..</b>	
<b>Total (number)</b>	<b>1,700</b>	<b>9,500</b>	<b>7,800</b>	<b>14,300</b>	<b>43,600</b>	<b>10,700</b>	<b>1,300</b>	<b>..</b>	<b>88,900</b>	
<b>Mean number of support periods</b>	<b>1.59</b>	<b>1.77</b>	<b>1.66</b>	<b>1.72</b>	<b>1.72</b>	<b>1.83</b>	<b>1.72</b>	<b>..</b>	<b>1.73</b>	
<b>Per 10,000 population</b>	<b>11</b>	<b>120</b>	<b>147</b>	<b>106</b>	<b>76</b>	<b>26</b>	<b>6</b>	<b>..</b>	<b>55</b>	

*Notes*

1. Number excluded due to errors (weighted): 11.
2. Number excluded due to omissions (weighted): 1,096.
3. 'Per 10,000 population' shows how many people out of every 10,000 in the general population become clients of SAAP. The rate is estimated by comparing the number of SAAP clients aged 10 and over with the estimated resident population aged 10 and over at 30 June 1999. For the age group under 15 years, only those aged 10 to 14 are included in the calculations.
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection, ABS 2000a.

**Table 4.5: SAAP support periods: support services provided to client, by client group, Australia, 1999–2000 (%)**

Support services provided	Male alone, under 25	Male alone, 25+	Female alone, under 25	Female alone, 25+	Couple, no children	Couple with children	Male with children	Female with children	Other	Total
<b>Housing/accommodation</b>	<b>75.6</b>	<b>83.7</b>	<b>68.8</b>	<b>69.3</b>	<b>61.3</b>	<b>62.3</b>	<b>60.3</b>	<b>67.9</b>	<b>65.6</b>	<b>73.8</b>
SAAP/CAP accommodation	65.6	78.6	56.1	60.1	34.5	40.4	34.2	53.8	46.4	63.2
Assistance to obtain short-term accommodation	14.9	10.7	13.9	13.2	22.0	17.4	19.5	16.1	16.3	13.8
Assistance to obtain independent housing	14.2	8.3	17.6	12.1	26.4	29.5	31.1	22.4	24.5	15.3
<b>Financial/employment</b>	<b>32.9</b>	<b>29.1</b>	<b>34.1</b>	<b>30.7</b>	<b>44.5</b>	<b>48.5</b>	<b>46.2</b>	<b>40.4</b>	<b>36.6</b>	<b>34.1</b>
Assistance to obtain government payment	8.2	2.6	10.1	6.1	7.5	7.2	7.1	10.1	10.2	6.8
Employment/training assistance	7.4	1.4	7.3	1.5	2.9	3.2	2.9	2.1	5.5	3.4
Financial assistance/material aid	23.8	24.9	24.3	26.0	37.4	41.8	40.4	33.4	29.1	27.6
Financial counselling	7.8	5.2	7.5	4.4	9.4	15.7	14.7	8.5	7.7	7.1
<b>Counselling</b>	<b>33.6</b>	<b>22.2</b>	<b>45.8</b>	<b>52.7</b>	<b>33.2</b>	<b>42.3</b>	<b>46.1</b>	<b>65.4</b>	<b>52.9</b>	<b>41.2</b>
Incest/sexual abuse	0.5	0.2	2.2	1.7	0.7	0.8	0.6	1.8	0.6	1.1
Domestic violence counselling	1.0	0.3	6.3	21.5	4.7	4.8	3.7	33.1	9.2	11.0
Family/relationship counselling and support	11.5	3.4	17.3	12.0	11.8	17.4	17.6	18.9	26.6	11.8
Emotional support/other	30.5	21.3	40.3	45.8	30.2	38.4	40.4	56.3	46.9	36.7
<b>General support/advocacy</b>	<b>72.0</b>	<b>68.7</b>	<b>71.4</b>	<b>70.2</b>	<b>74.7</b>	<b>79</b>	<b>77.2</b>	<b>77.2</b>	<b>73.8</b>	<b>72.1</b>
Living skills/personal development.	26.1	8.1	26.3	7.8	9.6	11.8	9.6	10.2	19.3	14.0
Assistance with legal issues/court support	6.3	2.2	6.5	12.4	5.2	7.0	7.7	19.6	8.0	8.6
Advice/information	60.3	50.3	61.2	59.7	68.8	73.4	72.8	69.0	66.4	59.9
Retrieval/storage/removal of personal belongings	22.5	36.4	17.8	14.2	11.8	9.7	9.4	12.7	13.9	22.2
Advocacy/liaison on behalf of client	31.8	15.8	37.9	34.1	45.4	48.1	47.7	47.3	47.2	32.3
<b>Specialist services</b>	<b>19.1</b>	<b>22.9</b>	<b>20.8</b>	<b>25.6</b>	<b>15.1</b>	<b>18.0</b>	<b>13.3</b>	<b>24.6</b>	<b>30.8</b>	<b>22.4</b>
Psychological services	0.9	0.8	1.0	1.1	0.4	0.7	0.1	1.1	4.0	1.0
Psychiatric services	1.8	2.3	1.4	2.0	0.5	0.8	0.7	0.6	0.7	1.6
Pregnancy support	0.1	—	2.7	0.8	3.1	2.1	0.1	2.5	5.9	1.2
Family planning support	0.4	—	1.6	0.2	1.0	1.1	0.7	1.2	1.7	0.6
Drug/alcohol support/rehabilitation	8.3	10.4	5.1	5.3	3.7	3.1	3.3	2.4	6.9	6.6
Physical disability services	0.1	0.2	0.2	0.4	0.1	0.4	0.3	0.5	0.5	0.3
Intellectual disability services	0.2	0.1	0.3	0.3	0.2	0.1	0.3	0.2	0.2	0.2
Culturally appropriate support	3.0	0.7	5.0	11.2	3.9	6.6	4.1	12.1	10.1	5.7
Interpreter services	0.4	0.3	0.6	2.9	1.0	1.7	0.8	2.9	2.5	1.3
Health/medical services	8.9	13.6	10.2	10.5	5.8	6.2	5.5	10.7	9.1	10.9
<b>Other support</b>	<b>69.8</b>	<b>82.3</b>	<b>61.2</b>	<b>65.6</b>	<b>44.6</b>	<b>41.2</b>	<b>42.3</b>	<b>57.8</b>	<b>53.9</b>	<b>67.6</b>
Meals	55.8	71.6	41.4	47.9	20.2	10.4	11.8	33.7	28.2	50.2
Laundry/shower facilities	52.8	71.5	39.9	48.6	17.8	8.6	11.7	33.5	28.7	49.5
Recreation	35.3	31.3	25.6	18.3	7.5	5.3	8.1	17.5	16.1	24.9
Transport	32.4	13.8	40.4	34.0	23.0	23.6	22.5	42.4	33.4	29.4
Brokerage services	3.7	1.4	4.7	2.4	5.3	4.3	5.4	3.2	4.1	2.9
Other	10.2	17.3	9.2	8.6	6.0	9.6	9.1	10.4	5.6	11.9
<b>Total number</b>	<b>23,500</b>	<b>47,200</b>	<b>20,700</b>	<b>19,100</b>	<b>3,900</b>	<b>4,900</b>	<b>1,200</b>	<b>31,600</b>	<b>1,400</b>	<b>153,500</b>

*Notes*

1. Number excluded due to errors (weighted): 688.
2. Number excluded due to omissions (weighted): 3,366.
3. Clients were able to receive multiple services, so percentages do not total 100.
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection

**Table 4.6: SAAP support periods with assisted children: support services provided to accompanying children by client group, Australia, 1999–2000 (%)**

Support services provided to accompanying children	Couple with children	Male with children	Female with children	Other with children	Total	
					%	Number
Counselling	6.5	10.4	20.3	18.1	18.9	6,000
Child care, kindergarten/school liaison	8.8	9.5	22.3	26.5	20.8	6,600
Access arrangements	0.8	2.1	2.2	5	2.1	700
Other	14.0	15.8	22.5	25.6	21.6	6,800
<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 support periods (%)</b>	<b>8.3</b>	<b>2.9</b>	<b>88.4</b>	<b>0.4</b>	<b>100.0</b>	<b>..</b>
<b>Total support periods (number)</b>	<b>2,600</b>	<b>900</b>	<b>28,000</b>	<b>100</b>	<b>..</b>	<b>31,600</b>
<b>Total accompanying child visits (%)</b>	<b>9.2</b>	<b>2.6</b>	<b>87.9</b>	<b>0.3</b>	<b>100.0</b>	
<b>Total accompanying child visits (number)</b>	<b>6,200</b>	<b>1,700</b>	<b>59,000</b>	<b>200</b>	<b>..</b>	<b>67,100</b>
<b>Mean number of assisted children per support period with assisted children</b>	<b>2.3</b>	<b>1.8</b>	<b>2.1</b>	<b>1.7</b>	<b>..</b>	<b>2.1</b>

*Notes*

1. Number excluded due to errors (weighted): 0 (support periods).
2. Number excluded due to omissions (weighted): 1,234 (support periods).
3. Figures in this table (excluding those on total accompanying child visits) exclude high-volume records because not all items were included on high-volume form.
4. 'Accompanying child visits' includes support periods at high-volume agencies. These accounted for only a very small proportion of such visits.
5. Accompanying children were able to receive multiple services, so percentages do not total 100.
6. An accompanying child may be counted in more than one support period, so the total number does not equal the actual number of accompanying children assisted.
7. Although each member of a couple has an individual support period, in this table a couple presenting with children contributes only one support period. The table is therefore not directly comparable with other tables showing the number of support periods by client group.

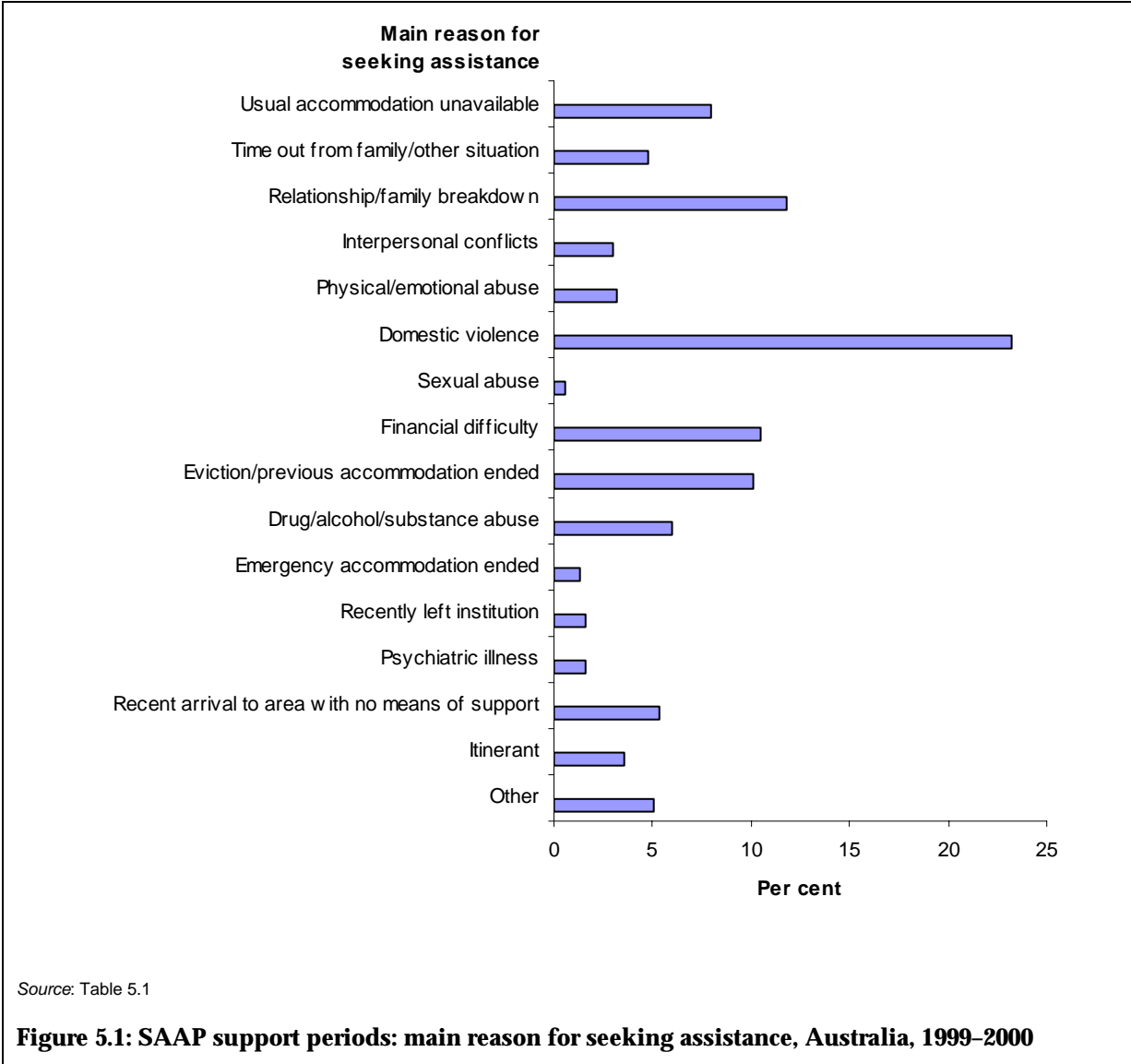
Source: SAAP Client Collection



# 5 Reasons for seeking support

In addition to recording the support provided to clients, the SAAP Client Collection collects information on the reasons, including the main reason, clients seek assistance at SAAP agencies.

Overall, the main reasons given for seeking assistance were domestic violence (23%), relationship breakdown (12%), financial difficulties (11%) and eviction or previous accommodation ended (10%) (Figure 5.1). Fifty-seven per cent of females with children and 44% of single women aged over 25 sought assistance mainly because of domestic violence (Table 5.1). Single men aged over 25 and males with children most often reported financial difficulty (20% and 19% respectively) as the main reason for seeking assistance.



Couples with and without children more commonly gave eviction as the main reason for seeking assistance (in 28% and 21% of cases respectively), while both males and females aged under 25 years most often cited the breakdown of a relationship as their main reason for seeking assistance (19% and 24% respectively).

For clients seeking counselling, specialist services and accommodation, main reason given for seeking assistance was domestic violence in 35%, 28% and 22% of cases respectively (Table 5.2). Clients requiring financial or employment support most often cited domestic violence (24%), financial difficulty (13%), relationship or family breakdown (13%), and eviction or previous accommodation ended (12%) as the main reasons for seeking assistance. Sexual abuse was given as the main reason in the case of few support periods: for each type of assistance needed, less than 1% of clients cited sexual abuse as the main reason; this was the least common of all reasons cited.



## 5.1 Tables

**Table 5.1: SAAP support periods: main reason for seeking assistance by client group, Australia, 1999–2000 (%)**

Main reason for seeking assistance	Male alone under 25	Male alone, 25+	Female alone, under 25	Female alone, 25+	Couple, no children	Couple with children	Male with children	Female with children	Other	Total %
Usual accommodation unavailable	12.4	10.8	8.6	4.9	10.5	10.6	11.3	3.7	6.5	8.0
Time out from family/other situation	8.0	3.1	8.6	3.9	4.0	3.3	3.1	2.6	6.0	4.8
Relationship/family breakdown	19.3	7.0	23.9	7.1	8.0	5.4	19.0	7.2	20.1	11.8
Interpersonal conflicts	4.6	2.4	5.0	2.4	3.0	2.8	3.9	1.8	2.8	30.
Physical/emotional abuse	1.6	0.5	4.0	5.7	0.8	1.0	1.3	5.3	4.1	3.2
Domestic violence	1.1	0.5	11.8	43.9	5.4	4.1	4.5	56.7	15.7	23.2
Sexual abuse	0.2	0.1	1.8	0.7	0.4	0.4	0.1	0.5	0.8	0.6
Financial difficulty	10.5	20.1	6.4	5.7	18.0	17.9	18.8	5.7	9.2	10.5
Eviction/previous accommodation ended	13.9	8.1	11.0	4.9	20.8	27.6	17.3	7.6	10.4	10.1
Drug/alcohol/substance abuse	5.9	16.7	3.1	5.2	3.9	2.0	1.4	0.6	5.0	6.0
Emergency accommodation ended	1.8	1.4	1.7	0.9	1.7	1.5	1.6	0.9	1.6	1.3
Recently left institution	2.9	3.6	1.0	1.2	0.7	0.4	1.6	0.2	0.6	1.6
Psychiatric illness	1.4	4.0	0.7	2.8	0.5	0.2	0.4	0.2	0.2	1.6
Recent arrival to area with no means of support	5.6	10.8	3.2	3.4	8.2	9.9	6.2	2.1	3.7	5.3
Itinerant	4.4	5.6	3.6	3.3	6.0	3.5	2.1	1.4	3.5	3.6
Other	6.3	5.2	5.7	4.1	8.1	9.5	7.2	3.4	9.8	5.1
<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>100.0</i>
<b>Total (%)</b>	<b>15.7</b>	<b>20.6</b>	<b>15.3</b>	<b>13.7</b>	<b>2.9</b>	<b>3.9</b>	<b>0.9</b>	<b>25.8</b>	<b>1.1</b>	<b>100</b>
<b>Total (number)</b>	<b>17,400</b>	<b>22,800</b>	<b>16,900</b>	<b>15,100</b>	<b>3,200</b>	<b>4,300</b>	<b>1,000</b>	<b>28,500</b>	<b>1,200</b>	<b>110,500</b>

### Notes

1. Number excluded due to errors (weighted): 1,336.
2. Number excluded due to omissions (weighted): 12,328.
3. Excludes high-volume records because not all items were included on high-volume form.
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection

**Table 5.2: SAAP support periods: main reason for seeking assistance by support needed, Australia, 1999–2000 (%)**

Main reason for seeking assistance	Support needed						Total %	Number of support periods
	Housing/ accommodation	Financial/ employment	Counseling	General support/ advocacy	Specialist services	Other support		
Usual accommodation unavailable	9.1	6.8	5.2	7.3	5.8	8	8.1	9,200
Time out from family/other situation	5.1	3.9	4.6	4.3	3.9	4.9	4.8	5,400
Relationship/family breakdown	11.7	12.6	13.5	11.9	10.7	11.0	11.8	13,400
Interpersonal conflicts	2.7	2.7	3.2	3.0	2.5	2.7	3.1	3,500
Physical/emotional abuse	3.0	3.1	4.4	3.2	3.5	3.2	3.3	3,700
Domestic violence	22.3	24.2	35.0	25.6	27.8	23.7	23.3	26,400
Sexual abuse	0.5	0.5	0.9	0.6	0.7	0.6	0.6	700
Financial difficulty	9.0	12.7	6.0	10.0	6.1	10.0	10.5	11,900
Eviction/previous accommodation ended	11.3	11.9	8.9	11.2	8.7	9.3	10.1	11,400
Drug/alcohol/substance abuse	6.6	4.3	4.3	5.0	12.2	7.6	6.0	6,800
Emergency accommodation ended	1.4	1.5	1.2	1.4	1.4	1.4	1.3	1,500
Recently left institution	1.8	1.7	1.3	1.6	1.9	1.8	1.6	1,800
Psychiatric illness	1.7	1.4	1.4	1.5	2.8	1.8	1.6	1,800
Recent arrival to area with no means of support	6.1	4.9	3.1	4.7	4.0	5.9	5.3	6,000
Itinerant	4.0	3.2	2.3	3.3	3.2	3.6	3.5	4,000
Other	3.8	4.8	4.6	5.4	4.7	4.4	5.2	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>..</i>
<b>Total (%)</b>	<b>80.5</b>	<b>45.7</b>	<b>53.1</b>	<b>73.8</b>	<b>34.5</b>	<b>66.2</b>	<b>..</b>	<b>..</b>
<b>Total (number)</b>	<b>91,200</b>	<b>51,800</b>	<b>60,200</b>	<b>83,700</b>	<b>39,100</b>	<b>75,100</b>	<b>..</b>	<b>113,300</b>

*Notes*

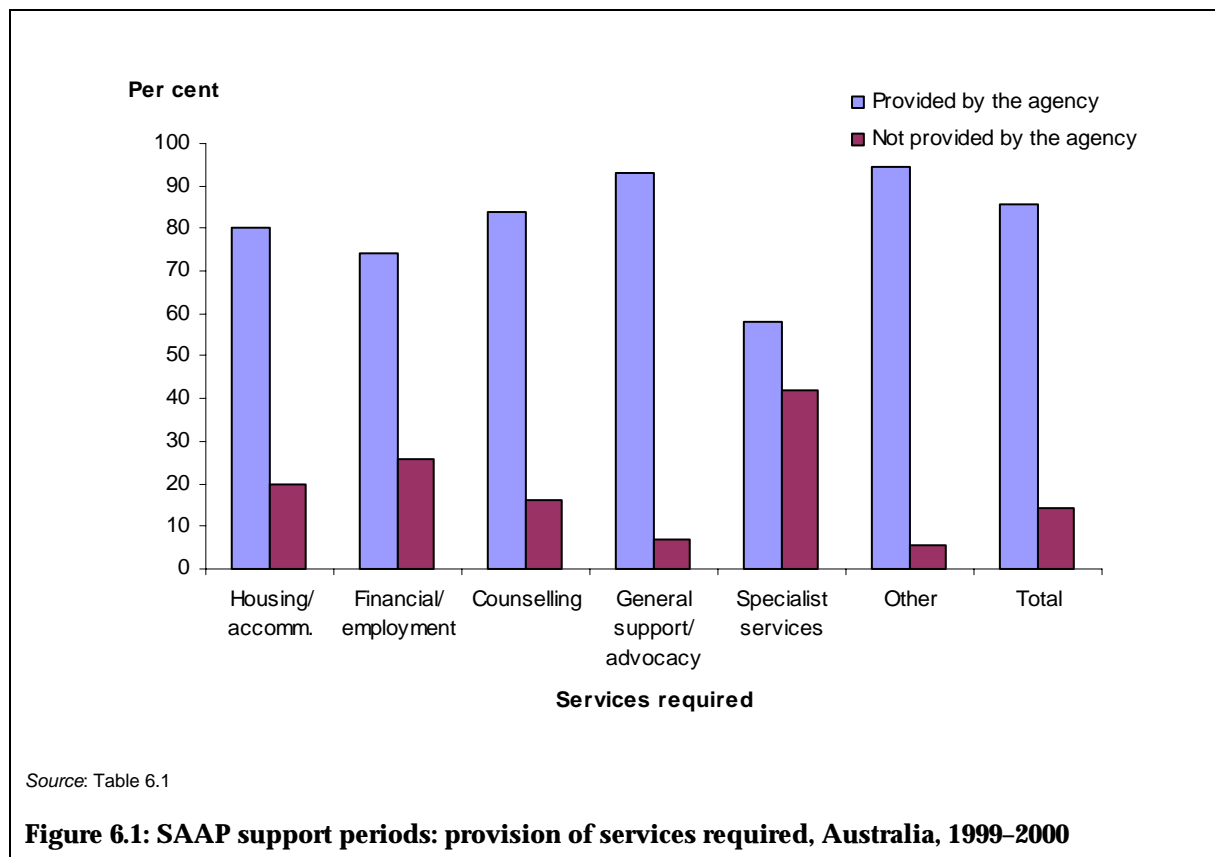
1. Number excluded due to errors (weighted): 692.
2. Number excluded due to omissions (weighted): 10,111.
3. Excludes high-volume records because not all items were included on high-volume form.
4. Clients were able to receive multiple services, so percentages across service types do not total 100.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection

# 6 Meeting the needs of clients

The extent of agencies' ability to meet the needs of their clients is a marker of both the success of the Supported Accommodation Assistance Program and what improvements are needed. This section focuses on the needs of clients who were receiving services from SAAP agencies. Potential clients who were turned away and so did not receive any services are not included: this topic will be covered in a separate publication to be released in 2001.

During 1999–2000, 86% of services required by clients were provided to some extent (Table 6.1). In addition to this agencies were able to refer clients on to appropriate services for an additional 6% of support periods. Broken into subgroups, and illustrated in Figure 6.1, other forms of support services (such as meals and shower facilities) were provided in an overwhelming majority of cases (95% of needs were met), as was the case with general support and advocacy (93%). Services were provided least often in the area of specialist services: 42% of such services were not provided.



While many services are needed by relatively few clients, an inability to provide these services can be significant to the client. Agencies' ability to refer clients on then assumes added importance. In particular, psychological services could not be provided directly in 71% of support periods in which they were needed, but in more than half of these cases the agency was able to refer the client on. Similarly intellectual disability services could not be provided directly in 66% of support periods in which they were needed, but again more

than half of these cases were referred on to other agencies. Importantly, in the 18,000 support periods in which drug and alcohol support or rehabilitation services were requested the services could be provided directly only in half of the cases, and clients were referred on in only 14% of cases; this means that in 36% of cases clients needs were completely unmet.

In 80% of support periods housing or accommodation was provided when required, and a further 9% of needs were met through referral. More specifically, however, 91% of requests for SAAP or CAP accommodation were met and 5% were referred. It appeared somewhat more difficult to provide assistance in obtaining short-term accommodation (68%) or independent housing (59%) (Table 6.1). In 74% of support periods clients seeking financial or employment assistance obtained that assistance. Although, within the financial or employment assistance subgroup, provision of financial assistance or material aid was quite high (82% of support periods in which it was needed), in only 49% of support periods were clients provided with employment and training assistance when they sought it. In a further 27% of cases, however, clients were referred on to other organisations.

## 6.1 Unmet Needs

Of the 136,700 closed support periods, in 28,900 cases at least one service needed by clients was neither provided nor referred on to another agency (Table 6.2); that is, 21% of support periods had at least one unmet need at the end of support. Across all client groups the most common forms of support that were neither provided nor referred on were housing and accommodation services (accounting for 26% of unmet need) and specialist services (18%). Among client groups, couples with children reported the highest proportion of unmet need in the area of housing and accommodation (39%).

While housing and accommodation services were the most common unmet need among all client groups, there were other common unmet needs across the various categories of assistance. For males presenting alone and over the age of 25, unmet needs also commonly related to specialist services (25%) and 'other' types of assistance (20%). Among couples with children, financial and/or employment assistance accounted for 19% of unmet need. For females presenting alone and under the age of 25, for females with a child or children, and for other client groups, counselling services accounted for 18% of unmet need; for females with children, general support and advocacy services accounted for 16% of unmet need.

Looking at closed support periods throughout the financial year, males alone and aged over 25 years (7,900) and females with a child or children (6,000) were reported as having the highest number of support periods involving unmet needs. This is perhaps a reflection of the size of the client groups: males alone and over the age of 25 and females with a child or children are the most frequent users of SAAP services.

## 6.2 Tables

**Table 6.1: SAAP services required in closed support periods, by provision, Australia, 1999–2000**  
(% services required)

Type of service	Not provided			Provided			Total	Number of times service required	Number of closed support periods
	Neither provided nor referred	Referred on	Subtotal	Provided only	Provided and referred on	Subtotal			
<b>Housing/accommodation</b>	<b>11.0</b>	<b>8.9</b>	<b>19.9</b>	<b>72.7</b>	<b>7.5</b>	<b>80.2</b>	<b>100.0</b>	<b>153,900</b>	<b>112,200</b>
SAAP/CAP accommodation	4.4	4.9	9.3	87.0	3.7	90.7	100.0	94,800	94,800
Assist. to obtain short-term accommodation	17.8	14.4	32.2	56.8	11.1	67.9	100.0	27,400	27,400
Assist. to obtain independent housing	25.0	15.8	40.8	43.7	15.6	59.3	100.0	31,700	31,700
<b>Financial/employment</b>	<b>11.8</b>	<b>14.1</b>	<b>25.9</b>	<b>62.2</b>	<b>11.9</b>	<b>74.1</b>	<b>100.0</b>	<b>74,500</b>	<b>53,500</b>
Assist. to obtain benefit/pension	13.4	18.2	31.6	48.6	19.8	68.4	100.0	12,100	12,100
Employment and training assistance	24.2	27.1	51.3	34.0	14.8	48.8	100.0	7,800	7,800
Financial assistance/material aid	7.5	10.5	18.0	71.8	10.2	82.0	100.0	42,600	42,600
Financial counselling	17.9	14.2	32.1	59.7	8.3	68.0	100.0	12,100	12,100
<b>Counselling</b>	<b>9.5</b>	<b>6.8</b>	<b>16.3</b>	<b>75.0</b>	<b>8.7</b>	<b>83.7</b>	<b>100.0</b>	<b>92,100</b>	<b>58,700</b>
Incest/sexual assault counselling	21.2	29.9	51.1	35.3	13.6	48.9	100.0	3,500	3,500
Domestic violence counselling	11.4	10.1	21.5	66.7	11.7	78.4	100.0	18,900	18,900
Family/relationship counselling	14.3	10.9	25.2	63.0	11.8	74.8	100.0	19,400	19,400
Other counselling	6.0	2.4	8.4	85.5	6.1	91.6	100.0	50,200	50,200
<b>General support/advocacy</b>	<b>4.7</b>	<b>2.3</b>	<b>7.0</b>	<b>85.2</b>	<b>7.7</b>	<b>92.9</b>	<b>100.0</b>	<b>191,400</b>	<b>99,400</b>
Living skills/personal development	10.9	2.7	13.6	81.2	5.3	86.5	100.0	19,100	19,100
Assistance with legal issues	13.8	16.3	30.1	48.8	21.1	69.9	100.0	15,300	15,300
Information	2.2	0.3	2.5	90.4	7.1	97.5	100.0	81,900	81,900
Retrieval/storage/removal of belongings	4.4	2.1	6.5	90.7	2.8	93.5	100.0	31,500	31,500
Advocacy/liaison on behalf of client	3.7	1.3	5.0	86.0	9.0	95.0	100.0	43,700	43,700
<b>Specialist services</b>	<b>21.0</b>	<b>20.9</b>	<b>41.9</b>	<b>43.7</b>	<b>14.3</b>	<b>58.0</b>	<b>100.0</b>	<b>65,500</b>	<b>45,900</b>
Psychological services	34.3	36.3	70.6	16.4	12.9	29.3	100.0	3,800	3,800
Psychiatric services	25.3	36.6	61.9	23.7	14.4	38.1	100.0	5,100	5,100
Pregnancy support	16.0	18.5	34.5	44.9	20.6	65.5	100.0	2,300	2,300
Family planning support	20.1	23.1	43.2	37.0	19.9	56.9	100.0	1,400	1,400
Drug/alcohol support or rehabilitation	35.9	14.4	50.3	34.7	15.0	49.7	100.0	17,800	17,800
Physical disability services	26.2	23.6	49.8	35.4	14.8	50.2	100.0	700	700
Intellectual disability services	29.4	36.7	66.1	18.0	16.0	34.0	100.0	600	600
Culturally appropriate support	8.2	7.0	15.2	76.0	8.8	84.8	100.0	8,600	8,600
Interpreter services	9.1	15.0	24.1	60.0	15.9	75.9	100.0	2,100	2,100
Health/medical services	12.6	25.4	38.0	47.0	15.0	62.0	100.0	23,100	23,100
<b>Other</b>	<b>4.1</b>	<b>1.4</b>	<b>5.5</b>	<b>92.5</b>	<b>2.0</b>	<b>94.5</b>	<b>100.0</b>	<b>242,900</b>	<b>97,900</b>
Meals	2.9	1.1	4.0	94.1	1.9	96.0	100.0	72,800	72,800
Laundry/shower facilities	2.8	0.4	3.2	96.0	0.8	96.8	100.0	73,000	73,000
Recreation	4.3	1.0	5.3	92.8	1.9	94.7	100.0	33,300	33,300
Transport	7.4	2.4	9.8	88.1	2.2	90.3	100.0	42,600	42,600
Brokerage services	6.8	6.1	12.9	79.8	7.2	87.0	100.0	4,600	4,600
Services not included elsewhere	5.1	4.2	9.3	84.4	6.3	90.7	100.0	16,700	16,700
<b>Total (%)</b>	<b>8.2</b>	<b>6.3</b>	<b>14.5</b>	<b>78.5</b>	<b>7.0</b>	<b>85.5</b>	<b>100.0</b>	<b>..</b>	<b>..</b>
<b>Total (number)</b>	<b>67,100</b>	<b>52,000</b>	<b>..</b>	<b>643,600</b>	<b>57,600</b>	<b>..</b>	<b>..</b>	<b>820,300</b>	<b>140,800</b>

### Notes

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

Source: SAAP Client Collection

**Table 6.2: SAAP assistance identified by the client as being needed in closed support periods but that was neither provided nor referred on, by client group, Australia, 1999–2000 (% unmet needs)**

Broad type of assistance required	Male alone, under 25	Male alone, 25+	Female alone, under 25	Female alone, 25+	Couple, no children	Couple with children	Male with child-(ren)	Female with child-(ren)	Other	Total
Housing/accommodation	27.5	27.9	22.1	21.4	35.2	39.3	42.7	24.3	22.9	25.8
Financial/employment	16.6	10.9	15.8	11.9	18.2	18.6	17.3	14.1	17.5	14.0
Counselling	10.9	6.0	17.5	16.6	10.9	9.4	14.4	17.7	17.6	13.1
General support/advocacy	14.6	10.4	14.5	14.2	11.8	10.8	10.3	16.4	14.5	13.7
Specialist services	15.3	24.8	15.0	19.8	16.1	14.3	9.4	13.9	15.1	17.9
Other	15.1	20.0	15.2	16.0	7.8	7.7	5.8	13.6	12.4	15.6
<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>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total unmet needs (%)</b>	<b>15.9</b>	<b>24.8</b>	<b>16.7</b>	<b>13.5</b>	<b>2.8</b>	<b>2.8</b>	<b>0.6</b>	<b>21.6</b>	<b>1.3</b>	<b>100.0</b>
<b>Total unmet needs (number)</b>	<b>10,400</b>	<b>16,200</b>	<b>10,900</b>	<b>8,800</b>	<b>1,800</b>	<b>1,800</b>	<b>400</b>	<b>14,100</b>	<b>900</b>	<b>65,500</b>
<b>Total closed support periods with unmet needs (%)</b>	<b>16.2</b>	<b>27.2</b>	<b>15.2</b>	<b>12.9</b>	<b>2.8</b>	<b>3.2</b>	<b>0.7</b>	<b>20.7</b>	<b>1.1</b>	<b>100.0</b>
<b>Total closed support periods with unmet needs (number)</b>	<b>4,700</b>	<b>7,900</b>	<b>4,400</b>	<b>3,700</b>	<b>800</b>	<b>900</b>	<b>200</b>	<b>6,000</b>	<b>300</b>	<b>28,900</b>
<b>Total closed support periods (%)</b>	<b>15.4</b>	<b>32.1</b>	<b>13.0</b>	<b>12.8</b>	<b>2.5</b>	<b>2.7</b>	<b>0.7</b>	<b>19.9</b>	<b>0.9</b>	<b>100.0</b>
<b>Total closed support periods (number)</b>	<b>21,000</b>	<b>43,900</b>	<b>17,800</b>	<b>17,500</b>	<b>3,400</b>	<b>3,800</b>	<b>1,000</b>	<b>27,200</b>	<b>1,200</b>	<b>136,700</b>

*Notes*

1. Number excluded due to errors (weighted): 233 (unmet needs).
2. Number excluded due to omissions (weighted): 1,354 (unmet needs).
3. A client may require more than one type of service within the broad type of assistance. Percentages for broad groupings relate to all needs and not to support periods.
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection

# 7 Circumstances of clients before and after support

The *Supported Accommodation Assistance Act 1994* describes SAAP's overall aim as being 'to provide transitional supported accommodation and related support services, in order to help people who are homeless to achieve the maximum possible degree of self-reliance and independence. The Act further states,

Within this aim the goals are:

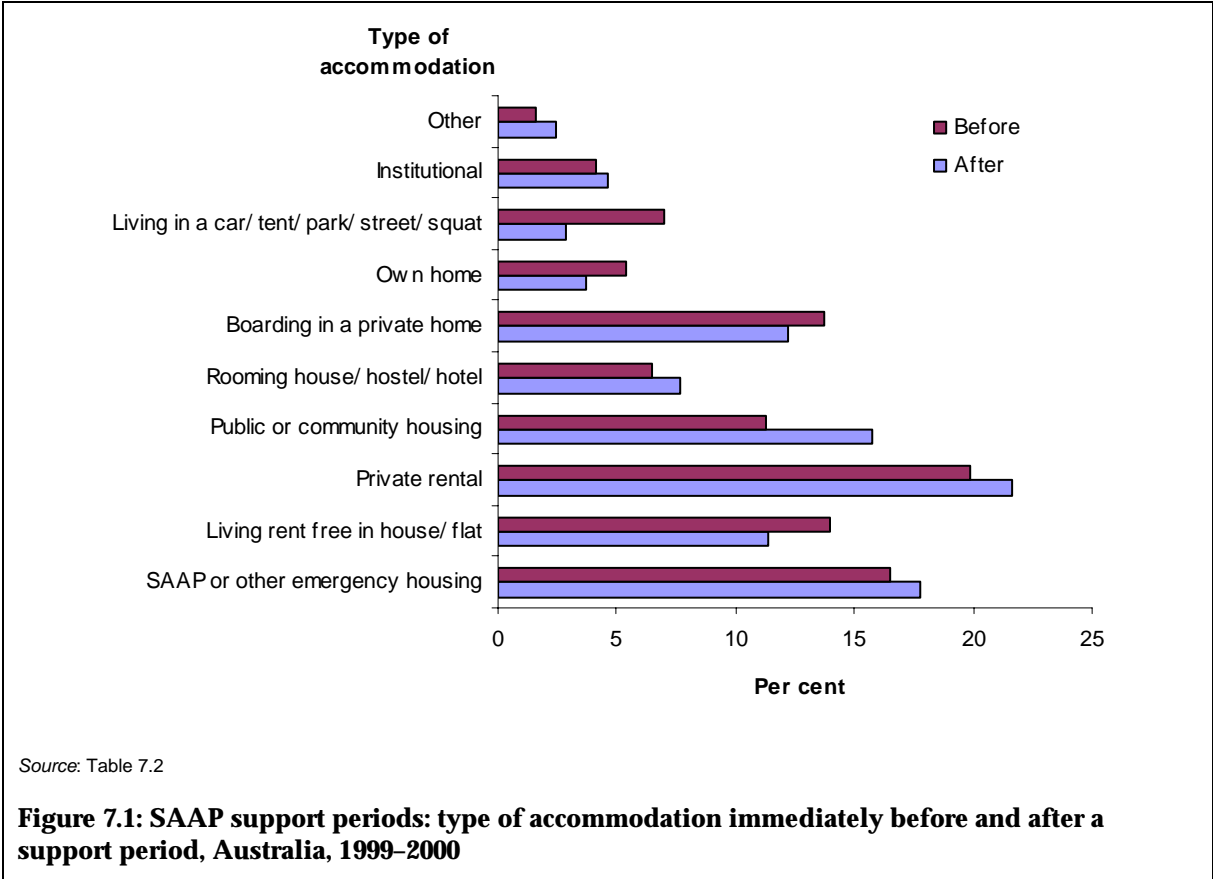
- a) to resolve crisis;
- b) to re-establish family links where appropriate; and
- c) to re-establish a capacity to live independently of SAAP.

To enable some assessment of the program's ability to achieve these goals, this section details changes in clients' circumstances following the provision of SAAP services. It is important, however, to remember that the achievement of such goals does not depend on the intervention of SAAP agencies alone—a complex interplay of policies and programs relating to income security, housing and community services, as well as individuals personal circumstances, will influence outcomes for SAAP clients. Thus, the data in this section have limitations when attempting to assess SAAP's success or otherwise on the basis of client circumstances before and after support. In addition, there is a significant amount of missing data relating to client circumstances (especially after assistance has ended) and this should be taken into account.

Across all support periods, before receiving assistance 82% of SAAP clients were recipients of a government pension or benefit, 10% reported having no source of income, 8% reported having other sources of income, and 1% reported they had no income and were awaiting receipt of a pension or benefit (Table 7.1). These proportions had changed somewhat by the time support had ended. After having received SAAP assistance the proportion of clients on a government pension or benefit had increased to 84% and the proportion with no income had dropped to 7%; the other two categories remained almost unchanged. Of those clients who specifically needed assistance to obtain a government pension or benefit at the beginning of their support periods 79% were accessing a government pension or benefit upon completion of support. Before receiving assistance, 23% of such clients had no income and were not awaiting a government pension or benefit—this proportion had dropped to 9% by the end of support.

As Figure 7.1 illustrates, the most common forms of client accommodation both immediately before and after support were private rental and SAAP or other emergency accommodation. For each of the 10 accommodation categories shown, after receiving SAAP support clients most commonly returned to the same type of accommodation as they had been in beforehand (Table 7.2 Part a). However, the extent to which clients returned to the same accommodation type varied across accommodation types. For example, 29% of all clients living in a car, tent, park, street or squat before support returned to that type of accommodation, while 69% of all clients living in public and community housing before support returned to such housing after support. Of those clients who were accommodated in SAAP or other emergency housing before their support period, 13% had moved to private

rental by the end of their support period, 12% had moved to public or community housing, 9% were living rent free in a house or flat, 8% were boarding in a private home, and 3% moved to other SAAP accommodation. For those clients who reported living in a car, tent, park, street or squat before SAAP assistance, a considerable proportion (17%) were reported to be living in SAAP or other emergency housing, or a rooming house, hostel or hotel (15%) after receiving support. Of all accommodation types, public and community housing showed the greatest increase, from 11% of all clients' housing circumstances before support to 16% after support, while living in a car, tent, park, street or squat showed the greatest decrease, from 7% of clients before support to 3% after support.



Of those support periods in which clients specifically needed assistance to obtain independent housing, the most common form of accommodation after support was private rental (29%), up from 20% before support (Table 7.2 Part b). Use of public or community housing among SAAP clients also increased, from 8% before support to 20% after support, while the number of clients living in a car, tent, park, street or squat decreased from 6% before support to 1% after support. The movements in accommodation types suggest a relatively high level of success for those clients specifically seeking to move to independent housing.

Before receiving SAAP support, clients were most commonly living with their spouse or partner either with or without children (27%), or short term with relatives or friends (17%) (Table 7.3). After support it was most common for clients to be living alone either with (19%) or without (18%) children. In general, clients most commonly returned to the same living situation after support, although it is not known whether they returned to live with the same people. In particular, for 83% of clients whose living situation before support was alone with



a child or children, the situation remained the same after support. In contrast only 38% of clients who were staying short term with relatives or friends before support were in that situation immediately after support. In cases where clients did not return to the same living situation after support, they most commonly were living with other unrelated people (Table 7.3).

In over three-quarters of closed support periods a client's employment status (i.e. employed full time, part time, casual, unemployed and not in the labour force) remained the same after support (Table 7.4). However, for those clients who specifically needed assistance in the area of employment and training during their support period some significant increases in the proportion in paid work can be seen. The proportion of these clients who were either unemployed or not in the labour force fell from 91% before support to 82% after support; accordingly, the proportion of clients in full time, part time or casual work after support had risen to 18% (up from 9%). Interestingly, of the small number of clients who indicated they were employed full-time before support (100 support periods), 18% were reported as being unemployed after support. Similarly, of all those clients who stated they had been employed on a part time or casual basis before support (400 support periods), 20% reported being unemployed and looking for work after support.

In the majority of support periods, clients were not students before or after support (89% and 88% respectively) (Table 7.5). Of those who did state that they were students, three-quarters were school students, the remainder being post-secondary students or receiving employment training. Nearly all clients (98%) who said they were not students before support remained so after support. However, 2% of clients went on to post-secondary education or employment training after support. Similarly, over 80% of clients who indicated they were students or taking part in employment training before support were either students or in employment training after support. Thus, 12% of those who had been school students and 15% who had been post-secondary students or in training were no longer students after support.

## 7.1 Tables

**Table 7.1: SAAP closed support periods: source of income immediately before and after a support period, Australia, 1999–2000 (%)**

After support period	Before support period				Total (after support)	
	No income	No income, awaiting pension /benefit	Government pension /benefit	Other	%	Number
<b>All closed support periods</b>						
No income	64.7	3.1	0.4	4.4	6.8	5,700
No income, awaiting pension/benefit	4.6	42.4	0.1	0.9	1.1	900
Government pension/benefit	26.3	48.7	97.6	18.0	84.2	70,700
Other	4.4	5.9	2.0	76.7	7.9	6,600
<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 (% before support)</b>	<b>9.5</b>	<b>1.3</b>	<b>81.6</b>	<b>7.6</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>8,000</b>	<b>1,100</b>	<b>68,600</b>	<b>6,400</b>	<b>..</b>	<b>84,000</b>
<b>Closed support periods in which clients needed assistance to obtain a pension or benefit</b>						
<b>After support period</b>						
No income	35.1	3.5	0.5	7.3	9.3	1,000
No income, awaiting pension/benefit	8.4	30.8	0.3	1.6	3.5	400
Government pension/benefit	51.7	59.4	96.3	48.1	79.3	8,300
Other	4.7	6.3	3.0	43.0	7.8	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>..</i>
<b>Total (% before support)</b>	<b>23.0</b>	<b>4.0</b>	<b>62.2</b>	<b>10.9</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>2,400</b>	<b>400</b>	<b>6,500</b>	<b>1,100</b>	<b>..</b>	<b>10,400</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 23,602.
2. Excludes high-volume records because not all items were included on high-volume form.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.
4. See example 2 in Appendix 1 (Section A1.3.1) for information about interpreting this type of table.

Source: SAAP Client Collection

**Table 7.2: SAAP closed support periods: type of accommodation immediately before and after a support period, Australia, 1999–2000**

**Part a: All closed support periods (%)**

After support period	Before support period										Total (after support)	
	A	B	C	D	E	F	G	H	I	J	%	No.
<b>A</b> SAAP or other emergency housing	43.3	14.4	11.6	10.0	14.0	11.6	11.1	17.3	16.8	11.6	17.8	11,800
<b>B</b> Living rent-free in house/flat	8.9	47.3	4.3	3.9	5.3	4.2	3.3	6.3	8.7	5.2	11.4	7,600
<b>C</b> Private rental	13.2	12.6	59.4	5.4	13.5	17.9	12.1	9.7	10.6	9.8	21.6	14,400
<b>D</b> Public or community housing	12.1	6.8	8.4	69.0	9.7	10.7	4.7	6.0	8.2	13.4	15.7	10,500
<b>E</b> Rooming house/hostel/hotel	5.8	4.3	4.1	2.4	40.0	6.1	1.6	14.5	9.4	5.8	7.7	5,100
<b>F</b> Boarding in a private home	7.9	7.9	7.5	5.3	7.2	43.3	5.8	6.5	8.9	8.2	12.2	8,100
<b>G</b> Own home	1.1	0.6	0.5	0.2	0.3	0.4	59.3	0.2	0.7	1.1	3.7	2,500
<b>H</b> Living in a car/tent/park/street/squat	1.6	1.0	0.6	0.2	2.1	0.9	0.1	28.8	2.3	1.5	2.9	2,000
<b>I</b> Institutional	3.7	3.3	2.4	2.3	5.3	3.4	1.3	8.0	31.8	4.4	4.6	3,100
<b>J</b> Other	2.5	1.7	1.2	1.4	2.6	1.7	0.8	2.7	2.4	38.9	2.4	1,600
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>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 (% before support)</b>	<b>16.5</b>	<b>14.0</b>	<b>19.9</b>	<b>11.3</b>	<b>6.5</b>	<b>13.7</b>	<b>5.4</b>	<b>7.0</b>	<b>4.1</b>	<b>1.6</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>11,000</b>	<b>9,400</b>	<b>13,200</b>	<b>7,500</b>	<b>4,300</b>	<b>9,100</b>	<b>3,600</b>	<b>4,700</b>	<b>2,700</b>	<b>1,000</b>	<b>..</b>	<b>66,600</b>

*(continued)*

**Table 7.2 (continued): SAAP closed support periods: type of accommodation immediately before and after a support period, Australia, 1999–2000**

**Part b: Closed support periods in which clients needed assistance to obtain independent housing (%)**

After support period	Before support period										Total (after support)	
	A	B	C	D	E	F	G	H	I	J	%	No.
<b>A</b> SAAP or other emergency housing	30.8	14.5	10.4	13.3	10.8	9.6	12.0	18.0	17.2	11.2	15.3	3,400
<b>B</b> Living rent-free in house/flat	6.7	29.8	3.6	4.0	5.1	3.4	3.1	6.3	8.8	4.3	8.1	1,800
<b>C</b> Private rental	22.1	23.4	53.3	13.6	23.0	25.8	30.3	18.0	17.4	15.8	28.5	6,400
<b>D</b> Public or community housing	20.6	14.0	17.1	53.6	17.7	16.2	13.2	13.5	15.6	20.2	19.5	4,400
<b>E</b> Rooming house/hostel/hotel	5.3	4.9	4.2	3.8	30.5	5.2	1.6	14.5	9.3	5.0	7.1	1,600
<b>F</b> Boarding in a private home	8.8	9.2	8.1	8.4	8.1	35.6	8.6	7.7	8.9	10.0	13.9	3,100
<b>G</b> Own home	0.5	0.3	0.4	0.1	0.2	0.2	30.4	0.2	0.4	0.7	1.6	400
<b>H</b> Living in a car/tent/park/street/squat	0.7	0.6	0.4	0.1	1.0	0.4	0.1	16.1	1.6	—	1.4	300
<b>I</b> Institutional	2.4	1.5	1.3	1.4	2.1	2.0	0.4	3.9	18.1	2.3	2.5	600
<b>J</b> Other	2.0	1.7	1.1	1.8	1.5	1.4	0.3	1.8	2.6	30.6	2.1	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>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (% before support)</b>	<b>16.9</b>	<b>13.5</b>	<b>20.0</b>	<b>7.5</b>	<b>6.8</b>	<b>19.9</b>	<b>4.2</b>	<b>5.6</b>	<b>3.8</b>	<b>1.7</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>3,800</b>	<b>3,000</b>	<b>4,500</b>	<b>1,700</b>	<b>1,500</b>	<b>4,400</b>	<b>900</b>	<b>1,300</b>	<b>900</b>	<b>400</b>	<b>..</b>	<b>22,400</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 41,029.
2. Excludes high-volume records because not all items were included on high-volume form.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.
4. Column categories A to J are described in the left-hand column of the table.
5. See example 2 in Appendix 1 (Section A1.3.1) for information about interpreting this type of table.

Source: SAAP Client Collection

**Table 7.3: SAAP closed support periods: living situation immediately before and after a support period, Australia, 1999–2000 (%)**

After support period	Before support period									Total (after support)	
	A	B	C	D	E	F	G	H	I	%	No.
<b>A</b> With parent(s)	45.4	10.4	5.5	2.6	2.2	0.7	2.3	5.9	6.9	8.1	5,800
<b>B</b> With foster family	0.8	39.0	0.3	0.3	0.0	0.0	0.0	0.3	0.3	0.4	300
<b>C</b> With relatives/ friends short-term	12.1	12.8	37.7	9.9	9.3	4.9	6.6	8.8	9.3	13.5	9,700
<b>D</b> With relatives/ friends long-term	5.9	7.7	8.3	54.9	1.7	0.7	2.2	4.2	5.0	5.6	4,000
<b>E</b> With spouse/ partner with/out children	4.3	1.4	7.2	4.0	43.9	3.7	2.5	4.1	4.4	15.1	10,900
<b>F</b> Alone with child(ren)	5.0	1.0	10.8	5.0	21.6	83.1	1.5	3.9	8.6	18.3	13,200
<b>G</b> Alone	9.1	7.7	11.7	10.4	8.7	2.1	70.8	14.3	8.6	18.6	13,400
<b>H</b> With other unrelated persons	14.8	16.5	16.1	11.2	10.9	3.9	12.6	56.4	13.8	17.8	12,800
<b>I</b> Other	2.6	3.5	2.4	1.7	1.5	0.8	1.5	2.1	43.0	2.6	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>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (% before support)</b>	<b>11.3</b>	<b>0.5</b>	<b>16.7</b>	<b>3.6</b>	<b>27.0</b>	<b>10.8</b>	<b>14.8</b>	<b>13.2</b>	<b>1.9</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>8,100</b>	<b>400</b>	<b>12,000</b>	<b>2,600</b>	<b>19,400</b>	<b>7,800</b>	<b>10,700</b>	<b>9,500</b>	<b>1,400</b>	<b>..</b>	<b>71,900</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 35,727.
2. Excludes high-volume records because not all items were included on high-volume form.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.
4. Column categories A to I are described in the left-hand column of the table.
5. See example 2 in Appendix 1 (Section A1.3.1) for information about interpreting this type of table.

Source: SAAP Client Collection

**Table 7.4: SAAP closed support periods: employment status immediately before and after a support period, Australia, 1999–2000 (%)**

After support	Before support period				Total (after support)	
	Employed full time	Employed part time/casual	Unemployed (looking for work)	Not in labour force	%	No.
<b>All closed support periods</b>						
Employed full time	82.1	4.3	2.5	0.5	3.8	3,200
Employed part-time/casual	2.9	78.7	3.8	1.3	6.5	5,400
Unemployed (looking for work)	7.5	8.2	88.2	3.2	32.5	27,200
Not in labour force	7.5	8.9	5.5	95.0	57.2	47,900
<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 (% before support)</b>	<b>3.0</b>	<b>5.6</b>	<b>34.0</b>	<b>57.5</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>2,500</b>	<b>4,700</b>	<b>28,400</b>	<b>48,100</b>	<b>..</b>	<b>83,700</b>
<b>Closed support periods in which clients needed assistance in employment and training</b>						
<b>After support</b>						
Employed full time	56.7	10.1	6.6	3.4	6.6	400
Employed part-time/casual	15.6	56.9	9.3	7.3	11.8	800
Unemployed (looking for work)	17.8	19.5	76.6	11.1	47.0	3,100
Not in labour force	10.0	13.6	7.5	78.2	34.6	2,300
<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 (% before support)</b>	<b>1.8</b>	<b>6.7</b>	<b>53.7</b>	<b>37.7</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>100</b>	<b>400</b>	<b>3,600</b>	<b>2,500</b>	<b>..</b>	<b>6,600</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 23,984.
2. Excludes high-volume records because not all items were included on high-volume form.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.
4. See example 2 in Appendix 1 (Section A1.3.1) for information about interpreting this type of table.

Source: SAAP Client Collection

**Table 7.5: SAAP closed support periods for clients: student status immediately before and after a support period, Australia, 1999–2000 (%)**

After support period	Before support period				Total (after support)	
	Not a student	Primary/ secondary school student	Post-secondary student/employ- ment training		%	Number
Not a student	97.9	11.5	15.2		88.1	72,900
Primary/secondary school student	0.5	84.5	1.0		6.7	5,600
Post-secondary student/employment training	1.6	3.9	83.8		5.2	4,300
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>		<i>100.0</i>	<i>..</i>
<b>Total (% before support)</b>	<b>88.5</b>	<b>7.4</b>	<b>4.2</b>		<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>73,200</b>	<b>6,100</b>	<b>3,400</b>		<b>..</b>	<b>82,700</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 24,906
2. Excludes high-volume records because not all items were included on high-volume form.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.
4. See example 2 in Appendix 1 (Section A1.3.1) for information about interpreting this type of table.

*Source:* SAAP Client Collection

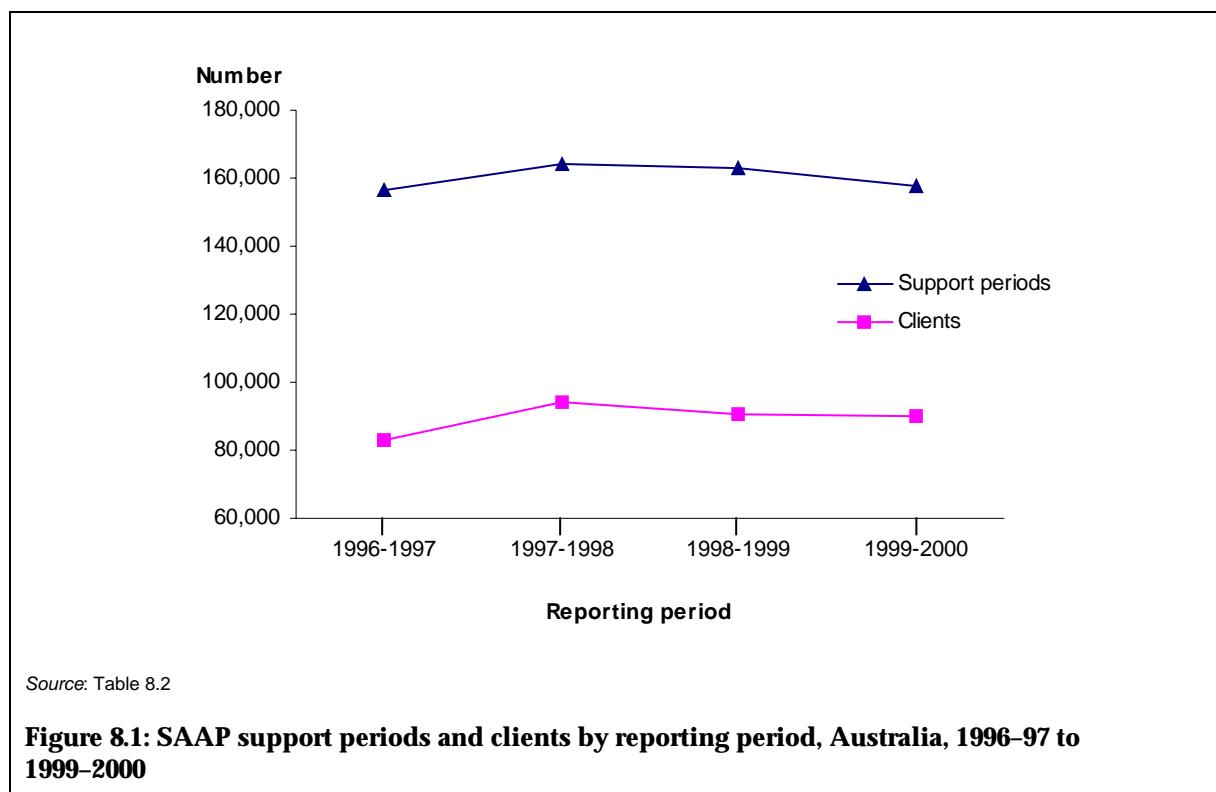




# 8 Support from 1996–97 to 1999–2000

Between 1996–97 and 1999–2000 total recurrent funding for the Supported Accommodation Assistance Program rose from \$219.8m to \$245.5m (Table 8.1). This represented a 5% real increase in funds—from \$233.0m to \$245.5m in 1999–2000 dollars. Most of this increase was due to a 5% rise, in real terms, in funding to the program between 1998–99 and 1999–2000—\$234.7m in 1998–99 to \$245.5m in 1999–2000 (in 1999–2000 dollars). Over the preceding three years SAAP recurrent funding increased by \$1.7m in real terms.

Recurrent funding to agencies had a somewhat different pattern. From 1996–97 to 1999–2000 actual recurrent funding to SAAP agencies increased by 16%, from \$200.5m in 1996–97 to \$231.7 in 1999–2000 (Table 8.1). Overall, this represented a real increase of 9%. The increase in funds varied from year to year, with a relatively small increase between 1997–98 and 1998–99 when compared with the other years. Allowing for inflation, in 1999–2000 dollars between 1996–97 and 1997–98 there was a \$9.7m rise in funds; the following year saw an increase of \$2.6m, while between 1998–99 and 1999–2000 funding to agencies rose by \$6.8m.



There would seem to be an obvious relationship between funds available to agencies and the amount of support they can provide for homeless people and people at risk of becoming homeless. Nevertheless, an increase in funding to agencies does not automatically translate either into more resources being spent on each support period or client or into more clients

being supported on more occasions. The actual funding outcome per client or support period depends on a number of factors, among them the demand for assistance, the types of services that clients need, the ability of agencies to meet those needs, and the costs agencies incur in providing services. Table 8.2 illustrates this point.

Overall, it is estimated that there were 156,500 support periods in 1996–97 (Table 8.2). This increased to 164,300 in 1997–98, dropped back slightly to 163,200 the next year, and, at 157,600, returned almost to 1996–97 levels in 1999–2000 (Figure 8.1). The number of clients provided with SAAP services showed a similar pattern over the four years, although the number of clients in 1999–2000 was only slightly fewer than in 1998–99. In 1996–97 an estimated 83,200 clients were provided with support; the figure rose to 94,100 in 1997–98 and then fell to 90,700 the following year. In 1999–2000 the number of clients was down marginally, to 90,000.

The pattern of support over the four years varied across jurisdictions, and did not necessarily replicate the national pattern for either support periods or clients (Table 8.2). For example, although New South Wales accounted for the greatest number of support periods each year, it was the only jurisdiction to have a decrease in support periods provided between 1996–97 and 1997–98 and between 1998–99 and 1999–2000. It should be noted, however, that the relatively high number of support periods recorded in New South Wales for 1996–97 was largely the result of the collection’s reporting practices for people placed by police for eight hours with SAAP agencies because of intoxication.<sup>1</sup> While all other States and Territories reported an increase in support periods from 1996–97 to 1997–98, Victoria showed the most notable increase. Further, Victoria continued to show an increase in the number of support periods provided between 1997–98 and 1998–99, but 1999–2000 saw a decrease, to 42,700. The national trend of clients receiving longer support periods may explain the decrease in support periods in Victoria between 1998–99 and 1999–2000. Between 1998–99 and 1999–2000 Western Australia, Queensland, Tasmania and the Australian Capital Territory all showed increases in the number of support periods provided.

With the exception of New South Wales, the number of clients receiving support over time generally reflected the pattern observed for support periods within each jurisdiction. However, although New South Wales accounted for the greatest number of support periods in all reporting periods, Victoria had the greatest number of clients in both 1998–99 and 1999–2000.

Nationally there was no obvious trend over time in the number of support periods clients received in a reporting period (Table 8.3). In 1999–2000 the number of support periods per client was relatively low, at 1.72. The highest level of repeat use of SAAP services was recorded in 1996–97, when clients averaged 1.87 support periods each. New South Wales had the highest repeat use of SAAP services in all years.<sup>2</sup> Note, however, that the very high repeat-use rate recorded for New South Wales in 1996–97 was due primarily to the unique treatment of intoxicated people in that State, as discussed earlier (see footnote 1). Of the jurisdictions, Western Australia had the most constant level of repeat use over the years, ranging between 1.60 and 1.64 support periods per client. Apart from New South Wales, the Northern Territory showed the greatest fluctuation in the number of support periods per client, ranging between 1.70 and 1.95.

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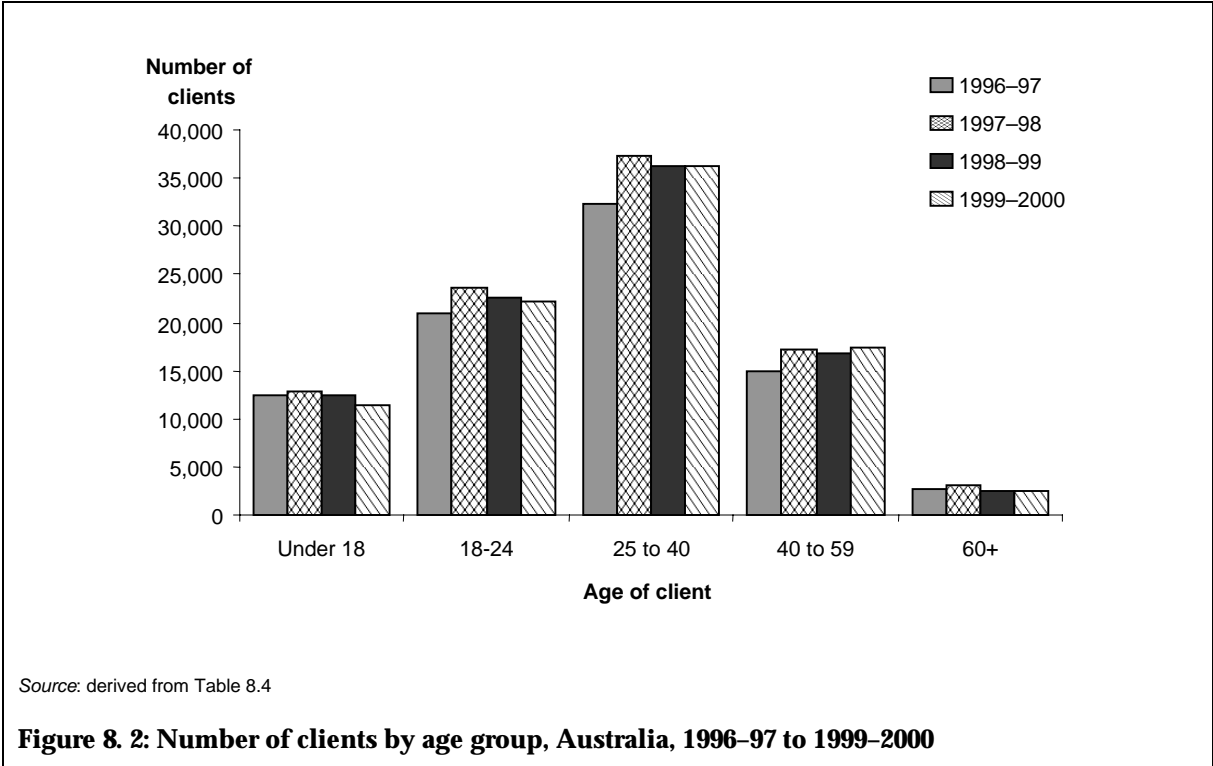
<sup>1</sup> In 1997–98 new reporting procedures were introduced which reduced the number of support periods recorded for people frequently being placed with SAAP agencies by police. This change affected only New South Wales.

<sup>2</sup> For clients whose first visit was to an agency in New South Wales.

Just as client numbers have not steadily increased since 1996–97, nor has the prevalence of SAAP use in the community been constant. Prevalence was highest in 1997–98, with 58 people out of every 10,000 aged 10 and over (or 0.6%) becoming SAAP clients in that year (Table 8.3). The lowest rate over the four years was in 1996–97, when 51 people per 10,000 aged 10 and over used SAAP services at some time during the year.

The prevalence of SAAP use varied between the States and Territories (Table 8.3).<sup>3</sup> Even allowing for its young age profile, the Northern Territory had the highest prevalence throughout the four-year period, ranging between 130 and 165 people per 10,000 aged 10 and over (age-adjusted). This was around three times the national average in all years. In actual (unadjusted) terms in any year, between approximately 1.5% and 2% of all people aged 10 and over in the Northern Territory become SAAP clients. Victoria, Tasmania and the Australian Capital Territory also had above-average prevalence rates, ranging from 56 to 92 people per 10,000 aged 10 and over (age-adjusted).

Although the number of clients and support periods has not been increasing, it would be erroneous to infer that the amount of support being provided by SAAP agencies has been decreasing. There is some evidence that the profile both of clients and of the support being provided has been changing over time.



Over the four years of the National Data Collection, there was very little difference in the average age of clients: in all years it was between 30 and 31 (Table 8.4). There was, however, a small fall in the proportion of clients aged under 18, from 15% in 1996–97 to 13% in 1999–2000. Only minor movements were evident in the proportion of clients in other age

<sup>3</sup> To facilitate comparison, the numbers of clients per 10,000 population presented in Table 8.3 have been age-standardised. This means that any differences in rates are due to varying patterns of use, rather than differences in age distributions.

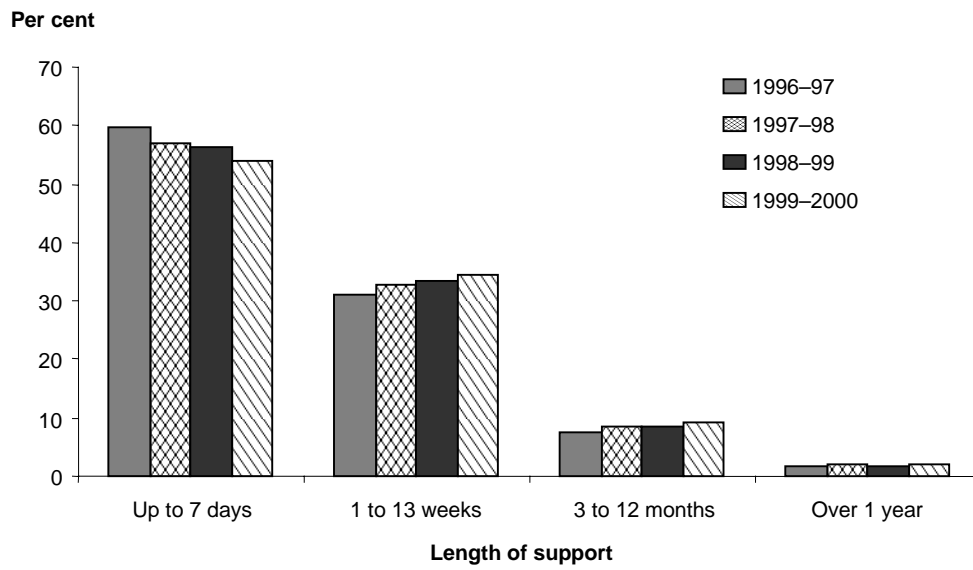
groups. In contrast, in absolute terms, in the last three years there were noticeable changes in the numbers of clients in several age groups. In particular, in the two age groups under 25 (as illustrated in Figure 8.2) the number of clients fell. On the other hand, the numbers of clients in the age groups over 25 remained fairly stable between 1996-97 and 1999-2000.

While age distributions show that there has been a small shift away from clients aged under 18 in the last three years, there are also indications that the way support is being delivered has changed over the years. Since 1996-97 there has been a steady increase in the number of support periods in which support plans have been used (Table 8.5): they were used in 46% of support periods that finished in 1996-97; in 1999-2000 they were used in 61% of completed support periods. Over the same period, the proportion of support periods in which support plans were not thought to be appropriate dropped from 31% to 25%. By 1999-2000 support plans were being used in 81% of support periods for which they were thought to be appropriate; this compares with 67% in 1996-97 (derived from Table 8.5).

As the use of support plans increased so too did the duration of support. The nature and direction of any causal relationship is not known at this stage, but, there has been a steady shift from support periods lasting one week or less towards longer periods (Figure 8.3). In 1996-97, 60% of support periods that finished in that year lasted one week or less; by 1999-2000 the proportion had fallen to 54% (Figure 8.3). The main cause of the decline was a reduction in the proportion of support periods lasting just one day—21% in 1996-97 compared with 16% in 1999-2000 (Table 8.6). As a consequence of these changes the mean length of closed support periods rose from 37 days in 1996-97 to 43 days in 1999-2000 (Table 8.6). However, a more useful indication of the shift in length of support is the median.<sup>4</sup> In 1996-97 almost 50% of support periods lasted three days or less and the median length was four days. By 1999-2000 only 44% of support periods were less than four days long and the median length was six days.

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<sup>4</sup> Being an arithmetic average, mean length of support is highly influenced by the small percentage of support periods that are very long.



Source: Table 8.6

**Figure 8. 3: Length of support period, Australia, 1996-97 to 1999-2000**

## 8.1 Tables

**Table 8.1: SAAP funding to agencies and mean funding per support period and client: current and constant 1999–2000 dollars, by reporting period, Australia, 1996–97 to 1999–2000**

Reporting period	Total recurrent funding	Funding to agencies	Funding per support period	Funding per client
<b>Current \$</b>				
1996–97	219,771,000	200,539,000	1,281	2,409
1997–98	223,661,000	212,768,000	1,295	2,262
1998–99	229,889,000	220,328,000	1,350	2,429
1999–2000	245,511,000	231,717,000	1,471	2,574
<b>Constant 1999–2000 \$</b>				
1996–97	233,008,000	212,618,000	1,359	2,554
1997–98	233,734,000	222,350,000	1,353	2,363
1998–99	234,716,000	224,955,000	1,379	2,480
1999–2000	245,511,000	231,717,000	1,471	2,574

*Notes*

1. Funding per support period and client are based on recurrent allocations to agencies.
2. Support period figures have been weighted to adjust for agency non-participation.
3. Client figures have been weighted to adjust for agency non-participation and client non-consent.
4. Total recurrent funds for 1999–2000 include \$1,532,000 provided through the Partnerships Against Domestic Violence Program. Of this, \$834,000 was allocated to agencies.

Sources: SAAP Administrative Data Collection and SAAP Client Collection; AIHW 1997, 1999, 2000; FaCS unpublished data; ABS 2000b

**Table 8.2: SAAP support periods and clients: States and Territories by reporting period, Australia, 1996–97 to 1999–2000**

	1996–97	1997–98	1998–99	1999–2000
<b>State/Territory</b>	<b>Support periods</b>			
NSW	57,900	55,000	55,400	51,200
Vic	36,800	41,800	44,200	42,700
Qld	25,100	26,800	25,800	26,100
WA	12,000	12,500	12,400	13,100
SA	11,400	12,900	11,100	10,900
Tas	5,200	6,400	5,600	5,800
ACT	3,200	3,300	3,000	3,200
NT	4,800	5,500	5,600	4,700
<b>Australia</b>	<b>156,500</b>	<b>164,300</b>	<b>163,200</b>	<b>157,600</b>
<b>State/Territory first visited</b>	<b>Clients</b>			
NSW	25,400	27,700	25,900	24,400
Vic	22,900	27,000	28,000	27,400
Qld	13,900	15,500	14,400	15,000
WA	7,400	7,800	7,500	8,100
SA	6,400	7,900	6,800	7,000
Tas	3,000	3,600	3,300	3,300
ACT	1,900	1,900	1,800	1,900
NT	2,300	2,800	3,000	2,800
<b>Australia</b>	<b>83,200</b>	<b>94,100</b>	<b>90,700</b>	<b>90,000</b>

*Notes*

1. Number excluded due to errors (weighted): 0.
2. Number excluded due to omissions (weighted): 0.
3. Support period figures have been weighted to adjust for agency non-participation.
4. Client figures have been weighted to adjust for agency non-participation and client non-consent.
5. Clients have been counted only in the State or Territory they first visited.

Source: SAAP Administrative Data and Client Collections; ABS 2000a

**Table 8.3: SAAP clients: support periods per client and clients per 10,000 population, by State or Territory first visited and reporting period, Australia, 1996–97 to 1999–2000**

State/ Territory	1996–97	1997–98	1998–99	1999–2000
<b>Support periods per client</b>				
NSW	2.43	2.02	2.02	1.93
Vic	1.50	1.54	1.64	1.63
Qld	1.70	1.62	1.63	1.67
WA	1.62	1.61	1.64	1.60
SA	1.75	1.64	1.70	1.62
Tas	1.66	1.55	1.67	1.70
ACT	1.70	1.68	1.70	1.80
NT	1.95	1.75	1.93	1.70
<b>Australia</b>	<b>1.87</b>	<b>1.72</b>	<b>1.76</b>	<b>1.72</b>
<b>Actual number of clients per 10,000 population aged 10+</b>				
NSW	46	50	47	44
Vic	56	66	68	67
Qld	46	51	48	50
WA	45	49	47	51
SA	49	61	52	53
Tas	74	89	80	81
ACT	72	72	67	70
NT	148	177	190	177
<b>Australia</b>	<b>51</b>	<b>58</b>	<b>55</b>	<b>55</b>
<b>Age-standardised number of clients per 10,000 population aged 10+</b>				
NSW	46	50	47	44
Vic	56	66	68	67
Qld	46	51	47	49
WA	44	48	45	49
SA	51	63	55	56
Tas	77	92	84	85
ACT	67	67	63	65
NT	130	157	165	156
<b>Australia</b>	<b>51</b>	<b>58</b>	<b>55</b>	<b>55</b>

*Notes*

1. Number excluded due to errors (weighted): 0.
2. Number excluded due to omissions (weighted): 0.
3. 'Per 10,000 population' shows how many people out of every 10,000 in the general population become clients of SAAP. The 'actual' rate is estimated by comparing the number of SAAP clients with the estimated resident population aged 10 and over at 30 June just prior to the reporting period. Age-standardised estimates have been derived to allow for different age distributions in the various jurisdictions. The Australian estimated resident population at 30 June 1999 has been used as the reference population.
4. Support period figures have been weighted to adjust for agency non-participation.
5. Client figures have been weighted to adjust for agency non-participation and client non-consent.
6. Clients have been counted only in the State or Territory they first visited. Clients may, however, have had support periods in more than one jurisdiction. 'Support periods per client' includes all support periods for the client, irrespective of the jurisdiction in which they were provided.
7. 'Support periods per client' is derived by taking the weighted mean of the estimated total number of support periods for each client. The estimated total number of support periods for a client allows some clients to have mixed consent (see Appendix 1). Due to a bias in the estimation method this derived mean does not equal the total number of support periods divided by the total number of clients.

Source: SAAP Administrative Data and Client Collections; ABS 2000a



**Table 8.4: SAAP clients: age of client by reporting period, Australia, 1996–97 to 1999–2000 (%)**

<b>Age of client</b>	<b>1996–97</b>	<b>1997–98</b>	<b>1998–99</b>	<b>1999–2000</b>
Under 15 years	2.1	2.0	2.1	1.9
15–17 years	12.8	11.7	11.5	10.7
18–19 years	8.9	9.0	8.8	8.7
20–24 years	16.1	16.1	16.3	16.1
25–29 years	14.6	14.9	14.8	15.0
30–34 years	13.2	13.3	13.7	13.8
35–39 years	11.1	11.4	11.5	11.7
40–44 years	7.5	7.8	8.3	8.5
45–49 years	5.0	5.0	5.0	5.4
50–54 years	3.4	3.4	3.4	3.4
55–59 years	2.0	2.1	2.0	2.0
60–64 years	1.3	1.2	1.1	1.2
65 years and over	1.9	2.0	1.6	1.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>83,200</b>	<b>94,100</b>	<b>90,500</b>	<b>89,600</b>
<b>Mean age</b>	<b>30.4</b>	<b>30.7</b>	<b>30.4</b>	<b>30.7</b>

*Notes*

1. Number excluded due to errors (weighted): 0.
2. Number excluded due to omissions (weighted): 677.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection

**Table 8.5: SAAP closed support periods: existence of a support plan, by reporting period, Australia, 1996–97 to 1999–2000 (%)**

Existence of support plan	1996–97	1997–98	1998–99	1999–2000
Support plan	46.2	53.9	57.7	60.8
No support plan	22.5	17.8	14.8	14.7
Not appropriate	31.3	28.3	27.5	24.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total (number)</b>	<b>87,600</b>	<b>100,900</b>	<b>99,100</b>	<b>96,800</b>

*Notes*

1. Number excluded due to errors (weighted): 1,106.
2. Number excluded due to omissions (weighted): 37,803.
3. Excludes high-volume records because not all items were included on high-volume form.
4. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection

**Table 8.6: SAAP closed support periods: length of support by reporting period, Australia, 1996–97 to 1999–2000 (%)**

Length of support	1996–97	1997–98	1998–99	1999–2000
Less than 1 day	17.7	18.3	17.7	16.7
1 day	20.9	17.1	16.6	15.7
2 days	6.4	6.2	6.3	6.0
3 days	4.5	4.9	5.2	5.2
4 days	3.2	3.3	3.2	3.2
5 days	2.4	2.5	2.5	2.6
6 days	2.3	2.3	2.3	2.3
7 days	2.3	2.3	2.4	2.4
>1–2 weeks	8.7	9.0	9.1	9.5
>2–4 weeks	8.1	8.7	9.0	9.2
>4–13 weeks	14.4	15.0	15.4	15.9
>13–26 weeks	5.1	5.5	5.6	5.9
>26–52 weeks	2.5	2.9	2.9	3.3
>52 weeks	1.6	2.0	1.7	2.1
<i>Total (%)</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total (number)</b>	<b>138,400</b>	<b>147,900</b>	<b>147,700</b>	<b>140,500</b>
<b>Mean length (days)</b>	<b>37</b>	<b>40</b>	<b>39</b>	<b>43</b>
<b>Median length (days)</b>	<b>4</b>	<b>5</b>	<b>5</b>	<b>6</b>

*Notes*

1. Number excluded due to errors (weighted): 0.
2. Number excluded due to omissions (weighted): 11,105.
3. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection

# Appendix 1: The data

## A1.1 The National Data Collection

The National Data Collection has been providing annual information on the provision of assistance through the Supported Accommodation Assistance Program since 1996–97. The Australian Institute of Health and Welfare has had the role of National Data Collection Agency since the collection's inception.

The National Data Collection consists 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.

- The Client Collection is the main component. It collects information about all clients receiving support under SAAP of more than one hour's duration. Data are recorded by service providers during, or immediately following, contact with clients and are then forwarded to the NDCA after clients' support periods have ended or, for ongoing clients, at the end of the reporting period (31 December and 30 June). Data collected include basic socio-demographic information and information on the services required by and provided to each client. Information about each client's situation before and after receiving SAAP services is also collected. A full-scale trial of the Client Collection, involving all agencies across Australia, began in March 1996 and the collection proper began on 1 July 1996. The collection has continued, with some refinements to the data items introduced in July each year.
- The Administrative Data Collection consists of general information about the agencies providing accommodation and support services to people who are homeless or in crisis. Details about these agencies are forwarded to the NDCA by the community service departments that administer SAAP in each jurisdiction. The information provided for the Administrative Data Collection includes the client target group of each agency and its principal activity, together with details of funding and staffing capacity where these are available.
- The Unmet Demand Collection operated over a two-week period in 1999. It measures the level of unmet demand for SAAP services by collecting information about the number of requests for support or accommodation from SAAP agencies that are not met, for whatever reason.
- The two-week Casual Client Collection is conducted annually in May–June to elicit information about short-term or one-off assistance provided to homeless people.

There is also provision in the National Data Collection for a limited number of special issues surveys. A collection on SAAP clients with no income or very low income was conducted in May–June 2000 and is the subject of a separate report to be released in 2001.

This current report covers only accommodated clients and clients who received support lasting longer than an hour. Consequently it uses only information collected in the Client and Administrative Data Collections. A further report examining demand for SAAP

services, including data from the 1999–2000 Casual Client and Unmet Demand Collections, will be released in 2001.

## A1.2 The Client Collection

As noted, the Client Collection obtains information about all clients receiving SAAP support lasting more than an hour. To ensure that the data collected 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. Overall, the participation rate for the Client Collection has been very satisfactory. In 1999–2000, 93% of SAAP agencies providing support and/or accommodation to SAAP clients participated in the collection (Table A1.1). This is down slightly from the 95% participation rate obtained for 1998–99 (AIHW 2000:9).

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.

Nationally, consent and valid alpha codes with consent (termed ‘valid consent’) were obtained from clients in 79% and 77% of support periods respectively (Table A1.1). These rates were the highest since the inception of the National Data Collection in July 1996; they were 4% and 5% higher, respectively, than those recorded for 1998–99 (AIHW 2000:9). In all States and Territories valid consent was obtained in the majority of cases, ranging from 70% in Tasmania to 81% in Victoria. The 1999–2000 valid consent rates were higher for every jurisdiction and primary target group compared with 1998–99 figures.

It should also be noted that some participating SAAP agencies are classified as ‘high-volume’ agencies. These agencies, characterised by having a high client turnover, completed a data collection form designed specifically for their use, containing only a subset of Client Collection data items. There were 30,852 high-volume forms returned (21% of the total) during the reporting period (Table A1.1). These records are excluded from tables that use data items not included on the high-volume form. Appendix 2 contains copies of the general client form and high-volume client form.

**Table A1.1: SAAP Client Collection: agency participation rates and forms returned with informed consent and valid alpha codes by State and Territory and primary target group, Australia, 1999–2000**

	Agencies		Forms returned		
	Total	Participation rate	Total	Consent	Valid alpha code
State/Territory	No.	%	No.	%	%
NSW	384	91.9	47,007	75.5	74.0
Vic	311	93.6	39,948	83.0	81.0
Qld	182	92.3	24,121	78.2	73.8
WA	104	93.3	12,178	80.1	77.3
SA	77	93.5	10,158	81.0	79.3
Tas	41	97.6	5,634	71.3	69.5
ACT	30	100.0	3,188	80.9	79.7
NT	30	96.7	4,559	85.1	74.5
<b>Total</b>	<b>1,159</b>	<b>93.2</b>	<b>146,793</b>	<b>79.0</b>	<b>76.5</b>
<b>Primary target group</b>					
Young people	452	92.9	34,516	75.7	74.1
Single men only	101	97.0	33,386	82.9	81.8
Single women only	45	93.3	3,550	75.8	73.6
Families	101	94.1	7,265	75.1	72.4
Women escaping domestic violence	267	94.0	32,146	77.4	71.6
Cross target/multiple/general	193	90.2	35,930	81.0	79.3
<b>Total</b>	<b>1,159</b>	<b>93.2</b>	<b>146,793</b>	<b>79.0</b>	<b>76.5</b>

*Notes*

1. Based on forms returned from agencies 'in scope' for the Client Collection during the reference period.
2. 'Agencies' refers to the number of agencies that should have been participating in the reference period.
3. 'Valid alpha code' here refers to all forms with a valid alpha code that were answered with consent (see 'alpha code' in glossary).
4. Of the 146,793 forms returned, 30,852 were high-volume forms.

Source: SAAP Administrative Data and Client Collections

### A1.2.1 Adjusting for agency non-participation and client non-consent in the Client Collection

As noted, the 1999–2000 Client Collection achieved an agency participation rate of 93% and a valid consent rate of 77%. This means that no forms were obtained from clients presenting at the 7% of SAAP agencies that did not participate in the Client Collection and that 23% of clients presenting at SAAP agencies did not consent to provide personal information about themselves on the forms. In order to provide accurate data about all clients presenting at SAAP agencies, the data collected in the Client Collection must be adjusted for agency non-participation and client non-consent.

The simplest way of adjusting for non-participation and non-consent is to scale-up estimates at the total level. This assumes that, on average, the demographic characteristics and circumstances of people are the same regardless of whether or not data about them were reported to the NDCA. There may, however, be some differences between the profiles of support periods with and without consent. Consequently, distributions based only on support periods with consent may differ from those that would have been obtained had consent been provided in 100% of cases. The varying valid consent rates by State and Territory and primary target group (see Table A1.1) suggest that there are differences

between support periods with and without consent. The Australian Institute of Health and Welfare has therefore developed an adjustment scheme, that allows for differences between support periods with consent and those without. The scheme also adjusts estimates to allow for agency non-participation, for clients who give valid consent for some support periods but not for others (referred to as 'mixed consent'), and for clients who do not give consent in any of their periods of support. The scheme is outlined below.

There is no strictly objective method that can be applied to the data from the Client Collection to adjust estimates for incomplete response. Karmel (1999:23, 26) describes the statistical assumptions underlying the adjustment scheme developed by the Institute; it has the following features.

- The collection is divided into specified groups, or strata. Within the strata it is assumed that support periods with valid consent (that is, with consent and a valid alpha code), represent support periods without valid consent. This means that the characteristics of support periods within each stratum are assumed not to depend on whether valid consent was obtained. The strata are defined in terms of characteristics available for all support periods in participating agencies.
- For each State and Territory it is assumed that, on average, participating and non-participating agencies provide a similar volume and profile of support.
- Some clients have mixed consent. Assumptions about the extent and nature of mixed consent are made to estimate the number of clients and the average number of support periods per client. Adjustments made for clients with mixed consent within sub-groups are derived using simulation techniques and by-product data from the Client Collection.
- For support periods, two weights for adjusting estimates are derived:
  - *a non-participation weight*—a range of information is available for all support periods in participating agencies, and estimates using these data are adjusted only for agency non-participation;
  - *a full non-participation non-consent weight*—for estimates using data that require consent, weights that adjust for both agency non-participation and client non-consent are used.

It is possible for these two weighting schemes to give slightly different estimates for the same item. Since estimates derived using the non-participation weights are based on a much larger sample of support periods than those using the full non-participation non-consent weights, the former (where available) are preferred because of their greater accuracy.

- For clients, only one weight is derived since valid consent is required to derive these estimates.
- A non-participation weight is derived for each support period in participating agencies, and a full non-participation non-consent weight is derived for each support period with valid consent. A client weight is derived for each client with at least one support period with valid consent. Estimates of totals are then found by summing the relevant weights for each support period or client with the characteristics of interest.
- In estimates of numbers of clients, inaccuracies caused by identical linkage keys for a small number of clients and changing linkage key information for the same client are not considered in the adjustment scheme.

In this report all estimates obtained using data from the Client Collection have been adjusted for agency non-participation and, where applicable, client non-consent using the scheme just

outlined. No other adjustments have been made for errors or omissions or for data not obtained as a result of question exclusions on the high-volume form.

## A1.3 Interpretation of tables

When interpreting the tables in this report, a number of points should be noted.

- The main unit used in the table (for example, percentages, numbers or \$) is shown at the end of the table title. If no unit is given there, the units used are given in the body of the table.
- Figures have been weighted to adjust for agency non-participation and, where necessary, for client non-consent (see A1.2.1).
- Records with missing data (due to either errors or omissions) are not included in the percentages or numbers in a table. Care should be taken when interpreting and using figures in a table if the numbers of errors and omissions are relatively high (as a rule of thumb, more than one-third as big as the number of records included in the table—see the **Total (number)** row).
- Tables that exclude high-volume returns may not reflect patterns of SAAP use among all support periods because high-volume agencies may provide different services and have a different clientele when compared with general agencies.
- Components may not add to totals due to rounding.
- In a number of tables clients may have more than one response, so percentages will not total 100%. A note to the table will indicate whether this is the case.
- Where percentages sum to 100%, the rows above the *Total* row sum to 100%. In the **Total (%)** row, the figures to the left of **100.0** sum to 100%.
- A number of tables have Australian population data included. This is to allow comparisons between SAAP clients and the general population.

In general, numbered notes at the bottom of the tables indicate:

- the number of records excluded from the table because of errors in the data;
- the number of records excluded from the table because of omissions in the data;
- if the relevant data were not available from high-volume agencies;
- which weights have been used—that is, whether non-participation weights or full non-participation, non-consent weights were used;
- any additional information needed to interpret the table.

### A1.3.1 Examples

Two examples of how to interpret tables follow, as Tables A1.2 and A1.3. The letters at the beginning of each statement below correspond with bracketed letters in the table, to show which number is being discussed. The figures have been rounded in the discussion, as they have been in the body of the report.

## Example 1

The numbers in Table A1.2 can be interpreted as follows.

- (a) There were 86,400 clients in 1999–2000. (Note that this figure excludes those with missing data on gender or ethnicity. The total client number (90,000) is obtained by adding in the 3,580 clients excluded due to errors and omissions or by looking at tables with zero errors and omissions—for example, Table 3.1.
- (b) Forty-five per cent of all clients were male.
- (c) Nine per cent of male clients were Indigenous Australians.
- (d) On average, clients had 1.7 support periods each.
- (e) Male clients averaged 1.9 support periods each.
- (f) Male clients who were Indigenous Australians averaged 2.0 support periods each.
- (g) Male clients accounted for just under 50% of all support periods.
- (h) Indigenous Australians made up just over 2% of all Australians aged 10 and over. This is considerably lower than the 14%(i) observed among SAAP clients, suggesting that Indigenous Australians are much more likely than other Australians to use SAAP services.

**Table A1.2 Example 1 illustrating table interpretation**

**SAAP clients: clients and support periods per client, by ethnicity of client and gender, Australia, 1999–2000**

Ethnicity	Male	Female	Total		Australian population 10+	
	%	%	%	Number	%	Number
Indigenous Australian	(c) 9.1	17.7	(i) 13.8	12,000	(h) 2.3	376,500
Non–English speaking background	8.9	13.1	11.2	9,700	16.2	2,658,200
Other	82.0	69.2	75.0	64,800	81.5	13,327,100
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>	<i>100.0</i>	<i>..</i>
<b>Total per cent</b>	<b>(b) 44.9</b>	<b>55.1</b>	<b>100.0</b>	<b>..</b>	<b>100.0</b>	<b>..</b>
<b>Total number</b>	<b>38,800</b>	<b>47,600</b>	<b>..</b>	<b>(a) 86,400</b>	<b>..</b>	<b>16,361,800</b>
<b>Support periods per client</b>						
Indigenous Australian	(f) 1.95	1.72	1.79	22,300	..	..
Non–English speaking background	1.72	1.44	1.54	14,900	..	..
Other	(e) 1.91	1.57	1.73	114,500	..	..
<i>Total</i>	<i>1.89</i>	<i>1.58</i>	<b>(d) 1.72</b>	<i>..</i>	<i>..</i>	<i>..</i>
<b>Total support periods (%)</b>	<b>(g) 49.6</b>	<b>50.4</b>	<b>100.0</b>	<b>..</b>	<b>..</b>	<b>..</b>
<b>Total support periods (number)</b>	<b>75,300</b>	<b>76,500</b>	<b>..</b>	<b>151,700</b>	<b>..</b>	<b>..</b>

*Notes*

1. Number excluded due to errors (weighted): 11 clients.
2. Number excluded due to omissions (weighted): 3,569 clients.
3. Non–English speaking background is based on country of birth. Using ABS practice, people born in Australia, New Zealand, the United Kingdom, Ireland, Canada, the United States and South Africa are said to have an English-speaking background.
4. 'Australian population' refers to the estimated resident population aged 10 and over at 30 June 1999. The figures for Indigenous Australians are from experimental projections produced by the ABS. 'Other' is derived as total population minus the number people of non-English speaking background minus the projected number of Indigenous Australians.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client Collection, ABS 1999, ABS 1998.



## Example 2

The second example demonstrates how to interpret tables that present data on the circumstances of clients before and immediately after support. The discussion relates to Table A1.3, which contains data on the source of clients' income before and immediately after support.

- (a), (b) The table is divided into two sections. The first section (a) deals with all closed support periods with a view to showing the situation of all clients before and immediately after support. The second section (b) singles out only those cases in which clients said they needed assistance to obtain a government pension or benefit. From this part of the table an indication is obtained of whether SAAP services assisted clients in obtaining the benefits or pensions they required.
- (c) The income status of clients before support is shown at the top of the columns going across the table.
- (d) The income status of clients immediately after support is shown in the rows going down the left-hand side of the table.
- (e), (f) and (g) A large number of support periods had missing data for main source of income either before or immediately after support—56,134 (f)—with 84,000 (e) support periods having complete income data for both before and after support. In addition, support periods with data reported using the high-volume form did not have all the required information recorded (g). Consequently, the percentages in the table may not reflect the income status of all clients before and after support and may be considered indicative only. In particular, the number of support periods given in the table in the **Total** row and column will be much lower than the actual number of clients in those circumstances.
- (h) Before support, for 10% of completed support periods clients had no income and were not awaiting a pension or benefit.
- (i) Immediately after support, for 7% of support periods clients had no income and were not awaiting a pension or benefit.
- (j) Sixty-five per cent of clients who had no income before support still had no income immediately after support.
- (k) Among clients who needed assistance to obtain a pension or benefit, in 23% of support periods clients had no income and were not awaiting a pension or benefit before support. This can be compared with 10% for all completed support periods (h).
- (l) Among clients who needed assistance to obtain a pension or benefit, in 9% of support periods clients had no income and were not awaiting a pension or benefit immediately after support. This can be compared with 7% for all completed support periods (i).
- (m) Among clients who needed assistance to obtain a pension or benefit and who had no income (and were not awaiting a pension or benefit before support), in 35% of support periods these clients still had no income immediately after support. This can be compared with 65% of all completed support periods for clients who had no income and were not awaiting a pension or benefit before support (j).
- (n) Among clients who needed assistance to obtain a pension or benefit and who had no income (and were not awaiting a pension or benefit before support), in 52% of support periods these clients were receiving a government pension or benefit immediately after support. This can be compared with 26% of all completed support periods for clients who had no income and were not awaiting a pension or benefit before support (o).

**Table A1.3 Example 2 illustrating table interpretation**

**SAAP closed support periods: source of income immediately before and after a support period, Australia, 1999–2000**

(d) After support period	(c) Before support period					Total	Number
	No income	No income, awaiting pension /benefit	Government pension /benefit	Other			
		%	%		%		
<b>(a) All closed support periods</b>							
No income	(j) 64.7	3.1	0.4	4.4	(i) 6.8	5,700	
No income, awaiting pension/benefit	4.6	42.4	0.1	0.9	1.1	900	
Government pension/benefit	(o) 26.3	48.7	97.6	18.0	84.2	70,700	
Other	4.4	5.9	2.0	76.7	7.9	6,600	
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	..	
<b>Total (% before support)</b>	<b>(h) 9.5</b>	<b>1.3</b>	<b>81.6</b>	<b>7.6</b>	<b>100.0</b>	..	
<b>Total (number)</b>	<b>8,000</b>	<b>1,100</b>	<b>68,600</b>	<b>6,400</b>	..	<b>(e) 84,000</b>	
<b>(b) Closed support periods in which clients needed assistance to obtain a pension or benefit</b>							
<b>After support period</b>							
No income	(m) 35.1	3.5	0.5	7.3	(l) 9.3	1,000	
No income, awaiting pension/benefit	8.4	30.8	0.3	1.6	3.5	400	
Government pension/benefit	(n) 51.7	59.4	96.3	48.1	79.3	8,300	
Other	4.7	6.3	3.0	43.0	7.8	800	
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	..	
<b>Total (% before support)</b>	<b>(k) 23.0</b>	<b>4.0</b>	<b>62.2</b>	<b>10.9</b>	<b>100.0</b>	..	
<b>Total (number)</b>	<b>2,400</b>	<b>400</b>	<b>6,500</b>	<b>1,100</b>	..	<b>10,400</b>	

*Notes*

1. Number excluded due to errors and omissions: 56,134 (f).
2. Excludes high-volume records because not all items were included on high-volume form, (g).
3. Figures have been weighted to adjust for agency non-participation and client non-consent.
4. See Section A1.3.1 for information about interpreting this type of table.

Source: SAAP Client Collection

## A1.4 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.

<b>Accommodation type</b>	<p>The SAAP Client Collection specifies 22 distinct categories for the housing type of clients. In this report the categories are combined into 10 groups as follows:</p> <ul style="list-style-type: none"><li>• SAAP or other emergency housing, for those in any SAAP or CAP funded accommodation and non-SAAP emergency accommodation;</li><li>• Living rent-free in house or flat;</li><li>• private rental, for those renting independently in the private rental market;</li><li>• public or community housing;</li><li>• rooming house/hostel/hotel;</li><li>• boarding in a private home;</li><li>• own home, for those purchasing or living in own home;</li><li>• living in a car/tent/park/street/squat;</li><li>• institutional, for those residing at a hospital, psychiatric institution, prison, youth training centre, detoxification unit or rehabilitation centre, and any other government residential arrangement or other institutional setting not already specified;</li><li>• other, for those renting a caravan or living in non-SAAP housing or accommodation not already specified.</li></ul>
<b>Accompanying child visits</b>	<p>The number of accompanying child visits is calculated by adding each valid response in the accompanying children age groups for each support period. Responses are reported as missing where a presenting unit of either a person or a couple with a child or children gave no response for the number of accompanying children in any age group.</p>
<b>Age of client</b>	<p>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.</p>
<b>Agency</b>	<p>A SAAP agency is included in the analyses in Chapter 2 if information about recurrent allocations was provided for 1999–2000 and the agency operated for some part of the period 1 July 1999 to 30 June 2000. Agencies that were operational only in</p>

June 2000 are not considered 'in scope' for the Client Collection, so do not contribute to the analyses in Chapters 3 to 8.

The number and profile of agencies changes 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 State and Territory government departments.

## **Client**

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.

## **Closed support period**

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

## **Ethnicity**

A client's ethnicity is determined on the basis of responses to two data items: country of birth; and Aboriginal or Torres Strait Islander identification.

The three categories reported—Indigenous Australians, people from non-English speaking backgrounds, and people from other English-speaking backgrounds—are derived as follows.

- Indigenous Australians are considered to be those who identify as an Aboriginal person or a Torres Strait Islander.
- People from non-English speaking backgrounds are considered to be those born in overseas countries that are not predominantly English speaking (see *Non-English speaking background*).
- All clients not classified in the above two categories are considered to be people from other English-speaking backgrounds.

If a person is considered to come from a non-English speaking background and is also a person who identifies as an Indigenous Australian, she or he is classified as an Indigenous Australian.

## **Income source**

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

- no income;

- no income, registered/awaiting benefit;
- government pension/benefit including Newstart Allowance; Youth Allowance according to whether or not the person was at home and whether or not the person was dependent; Austudy for students aged 25 years and over; Community Development Employment Program; Austudy or Abstudy at the standard, independent or homeless rate; Disability Support Pension; Age Pension; Parenting Payment; Special Benefit; Sickness Allowance; Partner Allowance; Department of Veterans' Affairs Support or Disability Pensions; and any other benefit or pension;
- 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.

**Living situation**

The SAAP Client Collection specifies 14 distinct categories for the living situation of clients. In this report, the categories are combined into eight groups:

- with parents (for those living with both parents), with one parent and a parent's spouse or partner, or with one parent;
- with foster family;
- with relatives/friends short term;
- with relatives/friends long term;
- with spouse/partner, with or without child(ren);
- alone with child(ren);
- with other unrelated persons;
- other, being any other living situation not already specified.

**Mean**

For non-funding support period or client level items, the mean value of an item is the weighted arithmetic average of the item using relevant records with valid values.

For funding items, the mean is the total funding as reported divided by the relevant number of units. For funding per support period or per client, weighted estimates of support periods or clients are used in this division.

**Median**

The median is the fiftieth percentile of a distribution. This is the value of an item such that half (using weights) of relevant records with valid values are below this value and half are above it.

**Missing values**

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.

**Non-English speaking background**

A person is considered to come from a non-English speaking background if they were born in a country other than Australia or other than the following countries:

- Canada;
- the Republic of Ireland;
- New Zealand;
- South Africa;
- the United Kingdom, comprising England, Scotland, Wales and Northern Ireland;
- the United States of America.

People who migrate to Australia from these countries are considered likely to speak English.

**Ongoing support period**

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.

**Percentages**

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.

**Recurrent allocations**

Recurrent allocations are amounts of money specifically allocated by a State or Territory department during the reporting period for recurrent purposes. Recurrent allocations to SAAP agencies fund salary and ongoing operating costs, while other recurrent allocations (not allocated to agencies) are used by each jurisdiction for such purposes as training, research, evaluation and administration.

**Region**

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 five 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).

**SAAP accommodation** The SAAP Client Collection specifies six distinct types of SAAP accommodation that may be provided to clients. In this report, the six types are combined into three groups:

- crisis or short-term accommodation;
- medium- to long-term accommodation; and
- other SAAP-funded accommodation, which comprises accommodation in hostels, motels, hotels and caravans, community placements and other SAAP-funded arrangements.

**Support** The Client Collection specifies 31 distinct types of support and allows agencies to record other types of support not listed on the data form. This report presents individual support types and includes a subtotal for six distinct groupings.

The major classifications are:

- housing or accommodation services—SAAP or CAP accommodation, assistance to obtain short-term accommodation, and assistance to obtain independent housing;
- financial or employment assistance—assistance to obtain a benefit or pension or other government allowance, employment and training assistance, financial assistance or material aid, and financial counselling;
- counselling—incest or sexual abuse counselling, domestic violence counselling, family or relationship counselling and

support, emotional support, and other counselling;

- general support and advocacy—living skills and personal development assistance; assistance with legal issues or court support; advice or information; retrieval, storage or removal of personal belongings; and advocacy or liaison on behalf of clients;
- specialist services—psychological services, psychiatric services, pregnancy or family planning support, drug or alcohol support or rehabilitation, physical disability services, intellectual disability services, culturally appropriate support, interpreter services, and health or medical services;
- other support—meals, laundry or shower facilities, recreation, transport, brokerage services, and other support not elsewhere specified.

### **Support to accompanying children**

The SAAP Client Collection specifies six distinct types of support to accompanying children and allows agencies to record other types of support not listed on the data form. The different types of support have been combined into four groups for this report:

- counselling—including help with behavioural problems, sexual or physical abuse counselling, and counselling and support for children;
- child care or kindergarten/school liaison—child care and liaison with kindergartens or schools;
- access arrangements;
- other support not elsewhere specified.

Support for accompanying children is recorded on only one parent's form when a couple presents to an agency.

### **Target group**

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, are 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.



# **Appendix 2: SAAP NDCA Client Collection forms**



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