

SAAP National Data Collection

**Annual report
1999–2000**

New South Wales

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SAAP NDCA REPORT SERIES 5

SAAP National Data Collection

**Annual report
1999–2000**

New South Wales

Australian Institute of Health and Welfare
Canberra

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Contents

| | |
|---|-----------|
| List of tables..... | vii |
| List of figures..... | ix |
| Preface..... | x |
| Acknowledgments..... | xi |
| Abbreviations and symbols..... | xii |
| Glossary..... | xiii |
| Summary..... | xvii |
| 1 Introduction..... | 1 |
| 1.1 The Supported Accommodation Assistance Program..... | 1 |
| 1.2 The SAAP National Data Collection..... | 1 |
| 1.3 Structure and content of this report..... | 2 |
| 2 Funding..... | 3 |
| 2.1 Tables..... | 4 |
| 3 Level of support..... | 5 |
| 3.1 Tables..... | 7 |
| 4 Support provided..... | 15 |
| 4.1 Tables..... | 18 |
| 5 Reasons for seeking support..... | 25 |
| 5.1 Tables..... | 27 |
| 6 Meeting the needs of clients..... | 29 |
| 6.1 Unmet needs..... | 30 |
| 6.2 Tables..... | 32 |
| 7 Circumstances of clients before and after support..... | 35 |
| 7.1 Tables..... | 37 |
| 8 Support from 1996–97 to 1999–2000..... | 41 |
| 8.1 Tables..... | 44 |

| | |
|--|-----------|
| Appendix 1: The data | 47 |
| A1.1 The National Data Collection..... | 47 |
| A1.2 The Client Collection..... | 48 |
| A1.3 Interpretation of tables..... | 51 |
| A1.4 Counting rules used in the analysis..... | 55 |
| Appendix 2: SAAP NDCA Client Collection forms | 61 |
| References | |

List of tables

| | |
|---|----|
| Table 2.1: SAAP total recurrent funds, recurrent allocations to agencies, and mean funding per agency, by region and primary target group, New South Wales, 1999–2000..... | 4 |
| Table 3.1: SAAP support periods and clients, New South Wales, 1999–2000 (number) | 7 |
| Table 3.2: Number of SAAP support periods on the 15th of the month, by month and region, New South Wales, 1999–2000 | 8 |
| Table 3.3: SAAP clients: age of client by gender, New South Wales, 1999–2000..... | 9 |
| Table 3.4: SAAP clients: birthplace by gender, New South Wales, 1999–2000 | 10 |
| Table 3.5: SAAP clients: clients and support periods per client, by ethnicity of client and gender, New South Wales, 1999–2000..... | 11 |
| Table 3.6: SAAP support periods: region by client group, New South Wales, 1999–2000 (per cent)..... | 12 |
| Table 3.7: SAAP support periods: client group by primary target group of agency, New South Wales, 1999–2000 (per cent)..... | 13 |
| Table 4.1: SAAP closed support periods: length of support by client group, New South Wales, 1999–2000 (per cent)..... | 18 |
| Table 4.2: SAAP closed support periods in which clients were accommodated: total length of accommodation by client group, New South Wales, 1999–2000 (per cent)..... | 19 |
| Table 4.3: SAAP closed support periods in which clients were accommodated: total length of accommodation, by accommodation provided, New South Wales, 1999–2000 (per cent)..... | 20 |
| Table 4.4: SAAP clients: total number of support periods by age of client and gender, New South Wales, 1999–2000 (per cent)..... | 21 |
| Table 4.5: SAAP support periods: support services provided to client by client group, New South Wales, 1999–2000 (per cent)..... | 22 |
| Table 4.6: SAAP support periods with assisted children: support services provided to accompanying children by client group, New South Wales, 1999–2000 (per cent)..... | 23 |
| Table 5.1: SAAP support periods: main reason for seeking assistance by client group, New South Wales, 1999–2000 (per cent)..... | 27 |
| Table 5.2: SAAP support periods: main reason for seeking assistance by support needed, New South Wales, 1999–2000 (per cent) | 28 |
| Table 6.1: SAAP services required in closed support periods, by provision, New South Wales, 1999–2000 (per cent services required)..... | 32 |
| 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, New South Wales, 1999–2000 (per cent unmet needs) | 33 |
| Table 7.1: SAAP closed support periods: source of income immediately before and after a support period, New South Wales, 1999–2000 (per cent) | 37 |

| | |
|---|----|
| Table 7.2: SAAP closed support periods: type of accommodation immediately before and after a support period, New South Wales, 1999–2000 (per cent) | 38 |
| Table 7.3: SAAP closed support periods: living situation immediately before and after a support period, New South Wales, 1999–2000 (per cent) | 39 |
| Table 7.4: SAAP closed support periods: employment status immediately before and after a support period, New South Wales, 1999–2000 (per cent) | 40 |
| Table 7.5: SAAP closed support periods: student status immediately before and after a support period, New South Wales, 1999–2000 (per cent) | 40 |
| Table 8.1: SAAP funding to agencies and mean funding per support period and client: current and constant 1999–2000 dollars, by reporting period, New South Wales, 1996–97 to 1999–2000 | 44 |
| Table 8.2: SAAP support periods and clients by reporting period, New South Wales, 1996–97 to 1999–2000 | 44 |
| Table 8.3: SAAP clients: age of client by reporting period, New South Wales, 1996–97 to 1999–2000 (per cent) | 45 |
| Table 8.4: SAAP closed support periods: existence of a support plan by reporting period, New South Wales, 1996–97 to 1999–2000 (per cent) | 45 |
| Table 8.5: SAAP closed support periods: length of support by reporting period, New South Wales, 1996–97 to 1999–2000 (per cent)..... | 46 |
| Table A1.1: SAAP Client Collection: agency participation rates and forms returned with informed consent and valid consent, by region and primary target group, New South Wales, 1999–2000 | 49 |
| Table A1.2: Example 1 illustrating table interpretation | 53 |
| Table A1.3: Example 2 illustrating table interpretation | 54 |

List of figures

- Figure 2.1: Recurrent allocations by primary target group, New South Wales, 1999–2000 (per cent) 3
- Figure 3.1: SAAP clients by age and gender, New South Wales, 1999–2000 (per cent of all clients) 5
- Figure 3.2: SAAP support periods by client group, New South Wales, 1999–2000 (per cent) 6
- Figure 4.1: Number of support periods per client by gender of client, New South Wales, 1999–2000 (per cent SAAP clients) 16
- Figure 5.1: Main reason for seeking assistance, New South Wales, 1999–2000 (per cent SAAP support periods) 25
- Figure 6.1: Provision of services required, New South Wales, 1999–2000 (per cent services requested in closed support periods) 29
- Figure 7.1: Type of accommodation immediately before and after a support period, New South Wales, 1999–2000 (per cent closed support periods) 36
- Figure 8.1: SAAP support periods and clients by reporting period, New South Wales, 1996–97 to 1999–2000 41
- Figure 8.2: Number of clients by age group, New South Wales, 1996–97 to 1999–2000 42
- Figure 8.3: Length of support period, New South Wales, 1996–97 to 1999–2000 (per cent closed support periods) 43

Preface

This is the fourth annual report of the Supported Accommodation Assistance Program (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 those who are at risk of being homeless.

A 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 Sub-committee (formerly the SAAP Data and Research Advisory Committee), 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.

This 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 92% of agencies in New South Wales have provided data in 1999–2000 is testimony to their collective commitment to, and confidence in, the collection. The proportion of SAAP clients who have consented to the provision of their personal data to the National Data Collection Agency has increased from 74% in 1998–99 to 76% in 1999–2000.

This large and complex project not only has 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 the SAAP Data Sub-committee (formerly the SAAP Data and Research Advisory Committee), and of Amanda Nobbs and Ainsley Morrissey who helped to prepare the report for publication. Green Words and Images undertook final editing 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 New South Wales Department of Community Services, 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 |
| 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

| | |
|---------------------------------|--|
| Accompanying child | A person aged under 18 years who receives <i>support</i> or <i>supported accommodation</i> from a SAAP <i>agency</i> and whose parent or guardian is a <i>client</i> of the same <i>agency</i> . |
| Accompanying child visit | Each <i>accompanying child</i> may be with a <i>client</i> during one or more <i>support periods</i> . Each <i>support period</i> in which the child ‘ <i>accompanies</i> ’ a <i>client</i> is termed an <i>accompanying child visit</i> , so that <i>accompanying child visits</i> are equivalent to <i>support periods</i> but for <i>accompanying children</i> . |
| Agency | An organisation or establishment that receives a specified amount of SAAP funds to provide services. |
| Alpha code | A predetermined combination of letters from a <i>client’s</i> name, together with a letter designating the <i>client’s</i> gender. A ‘ <i>valid alpha code</i> ’ is a legitimate <i>alpha code</i> joined to the <i>client’s</i> reported year of birth and encrypted to create a unique <i>client</i> indicator. This is used to combine data from more than one <i>support period</i> without requiring the actual name of the <i>client</i> to be recorded. |
| Case | 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. |
| Client | 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">• receives <i>support</i> or assistance from a SAAP <i>agency</i> which entails generally 1 hour or more of a worker’s time, either with that <i>client</i> directly or on behalf of that <i>client</i>, on a given day; or• is accommodated by a SAAP <i>agency</i>; or• enters into an <i>ongoing support relationship</i> with a SAAP <i>agency</i>. |
| Closed support period | A <i>support period</i> that had finished before the end of the reporting period—30 June. |
| Homeless person | 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">• damages, or is likely to damage, the person’s health; or• threatens the person’s safety; or• marginalises the person through failing to provide access to:<ul style="list-style-type: none">— adequate personal amenities, or— the economic and social supports that a home normally |

affords; or

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

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

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 help 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.

Recurrent allocations

Recurrent allocations are amounts of money specifically allocated during the reporting period by a State or Territory department either:

- to SAAP *agencies* to fund salaries and associated on-costs, and ongoing operating costs; or
- for use by each State or Territory for such purposes as training, research, evaluation, administration and asset replacement or purchase.

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 1 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 1 month. In such a case, the date the *support period* ended is 1 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 in New South Wales of the Supported Accommodation Assistance Program (SAAP). 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 (now the Data Subcommittee) reviewed data reporting practices for SAAP. As a consequence, annual reports such as those published for previous years will no longer be produced. Instead, there will be two main types of published reports relating to the operation of SAAP in 1999–2000: national and State and Territory annual reports, of which this is one, that concentrate on clients of the program, and a further report (to be published later in 2001) that includes coverage of the general demand for SAAP services, unmet demand and casual client information.

Funding

Funding for the 391 SAAP agencies operating in New South Wales in 1999–2000 was provided jointly by the Commonwealth and the State governments, through the Department of Family and Community Services and the Department of Community Services, respectively. For this year, the total recurrent allocation under SAAP in New South Wales was \$84.9m (Table 2.1). Recurrent funding to agencies in 1999–2000 was \$80.4m; in real terms this was 4% greater than that provided in 1996–97 (Table 8.1). Most of this increase occurred in 1997–98 when agencies experienced a 7% increase in funds over the previous year.

Level of support

It is estimated that during 1999–2000 SAAP agencies supported 25,800 clients, to whom they provided 51,150 occasions of support (Table 3.1). The average number of support periods per client was 2.1, which includes support periods provided to them interstate. Of the 51,150 support periods provided, the majority (84%) were provided to clients attending SAAP agencies on their own (Table 3.6). On a daily basis there were between 3,500 and 3,850 support periods (Table 3.2).

There were more male clients (55%) than female clients (45%), and their average ages were 34 and 30 years, respectively (Table 3.3). Most SAAP clients (82%) were born in Australia (Table 3.4). Fifteen per cent of clients were from an Indigenous Australian background and 11% were from a non-English-speaking background (Table 3.5). On average, the number of support periods per client was slightly higher for clients of Indigenous Australian background (2.2) compared with clients of non-English-speaking backgrounds (1.7) and other backgrounds (2.1).

Repeat use of SAAP services was less likely among female clients than male: males averaged 2.4 support periods each while females averaged 1.7 (Table 4.4). There were also some differences within age groups. Overall, for every 10,000 people aged 10 or over there were 46 SAAP clients. The highest prevalence was among people aged 18 and 19, for whom there were 109 SAAP clients for every 10,000 in the general population. The next highest rate of use was for 15- to 17-year-olds, for whom there were 98 SAAP clients for every 10,000 people.

Support provided

Of the 51,150 support periods reported in 1999–2000, 47,450 finished before 30 June 2000 (Tables 3.1 and 6.1). Twelve per cent of these closed support periods lasted less than 1 day, with 22% lasting 1 day only. Overall, 81% of completed support periods lasted 4 weeks or less, while a further 12% lasted between 1 and 3 months (Table 4.1).

In 1999–2000 33,400 closed support periods involved accommodation of 1 day or more (Table 4.2). The length of stay in provided accommodation was most often for 1 day (in 25% of support periods with accommodation), with half of the support periods in which accommodation was provided involving stays of less than 5 days (Table 4.2). In general, people presenting with children were more likely than those without children to be accommodated for more than 1 day.

Very few clients were accommodated for more than a year (in 1% of support periods with accommodation). Not surprisingly, 31% of stays in crisis or short-term accommodation were for 1 day or less, while 81% of medium- to long-term accommodation lasted more than 4 weeks (Table 4.3).

The three broad types of support services most often provided to clients were housing or accommodation services (in 83% of support periods), general support or advocacy services (69%) and 'other' support (85%). SAAP or CAP (Crisis Accommodation Program) accommodation were the main forms of housing or accommodation services provided, being provided in 80% of support periods (Table 4.5). The services commonly provided to clients varied markedly with the person or group being assisted due to their varying needs.

On 6,100 occasions children accompanied clients to a SAAP agency, with an average of 2.1 children accompanying each client per support period (Table 4.6). If children accompanying clients were to be considered clients in their own right, this would equate to 13,200 support periods (termed here 'accompanying child visits'). Ninety-four per cent of these visits occurred when females presented with children at a SAAP service.

Reasons for seeking support

Overall, the main reasons most commonly given for seeking assistance were domestic violence (19%), relationship breakdown (13%), financial difficulties (12%) and substance abuse (10%) (Figure 5.1). Reasons varied considerably with the composition of the assisted client group (Table 5.1). Females with children and unaccompanied females 25 or over most commonly cited domestic violence as their main reason, while unaccompanied females and males under 25 most commonly cited family or relationship breakdown. On the other hand couples with or without children most often gave financial problems as their main reason, while unaccompanied men aged 25 and over cited substance abuse.

Meeting the needs of clients

After a client has finished receiving support, it is possible to review which needs were or were not met during that support period. In 1999–2000, 88% of services requested by clients were provided directly by the SAAP agency and an additional 4% were referred to other appropriate agencies, so that overall 246,200 out of the 266,700 expressed needs were addressed (Table 6.1). Direct provision of requested services was very high for meals and shower facilities (provided in 98% of cases), and for advocacy and general support services (provided in 94% of cases). Furthermore, some accommodation was provided in 97% of requests from supported clients for SAAP or CAP accommodation; while in a further 1% of these cases requests were referred on (Table 6.1). Agencies were least successful in meeting requested specialist services: 30% of such needs were neither provided for nor referred on to other organisations.

While 92% of expressed needs were met through either direct provision or referral, there were 20,500 requests for services that were neither provided nor referred on (Table 6.1). Specialist services accounted for the highest proportion of these unmet needs (30%). Looking at closed support periods throughout the year, solo males had by far the highest number of support periods with unmet needs (7,500) (Table 6.2).

Circumstances of clients before and after support

Across all support periods, there were small shifts in clients' source of income after receiving support. Before support clients had no income and were not awaiting a government benefit or pension in 11% of support periods; this dropped to 8% after support (Table 7.1). Among clients who specifically requested assistance to obtain a pension or benefit, the proportion of support periods in which clients had no income and were not awaiting a government payment fell from 28% before support to 11% after support.

The most common forms of client accommodation both immediately before and after a support period were SAAP or other emergency accommodation, followed by private rental (Table 7.2). After support, accommodation in both public and community housing and private rental showed significant increases (from 8% to 12% and from 17% to 21%, respectively) while living in a car, tent, park, street or squat showed the greatest decrease, from 9% of support periods before support to 3% after support.

Before receiving SAAP support, clients were most commonly living with unrelated persons (in 22% of support periods) or with their spouse or partner, with or without children (in 19% of support periods) (Table 7.3). After support, it was most common for clients to be living with unrelated persons (in 22% of support periods) or alone, either with or without children (in 17% of support periods each).

Overall there was little difference in the profile of client employment status before and after receiving support. Before receiving support clients reported having employment (full-time, part-time or casual) in 8% of cases. After finishing support this had risen slightly to 10% (Table 7.4). However, among support periods for clients who specifically requested employment assistance, the proportion in which clients were in some form of employment rose from 9% of support periods before support to 19% after support. There was little movement in the student status of clients before and after support (Table 7.5).

Longitudinal analysis

Between 1996–97 and 1999–2000 the number of support periods ranged between 57,950 (in 1996–97) and 51,150 (in 1999–2000), while the number of clients was at its highest in 1997–98

(29,100) and its lowest in 1999–2000 (25,800) (Table 8.2). Between 1996–97 and 1999–2000, in any year there were some 46 to 54 SAAP clients for every 10,000 people aged 10 and over (Table 8.2).

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 47% of completed support periods in 1996–97 to 57% in 1999–2000 (Table 8.4). Furthermore, the length of support periods has been increasing. In 1996–97 half of the support periods lasted 1 day or less (Table 8.5); by 1999–2000 this had increased to 3 days or less.

1 Introduction

1.1 The Supported Accommodation Assistance Program

This report provides an overview of assistance given to clients of the Supported Accommodation Assistance Program (SAAP) in New South Wales. 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, and SAAP IV from 16 December 1999) is governed by the *Supported Accommodation Assistance Act 1994*. This 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.

In 1999–2000, 1,207 non-government, community or local government organisations were funded nationally under the program, with 391 of these being located in New South Wales (AIHW 2000b:6). 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 a separate collection. 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 analysis 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 1 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* (AIHW 2000a).

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 estimation methods, measurement of concepts and counting rules used in the analyses in this report. The National Data Collection Agency's (NDCA'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 types of published reports relating to the operation of SAAP in 1999–2000: national and State and Territory annual reports (of which this is one), that concentrate on clients of the program, and a further report (to be published later in 2001). This latter report examines the general demand for SAAP services, and includes unmet demand and casual client information.

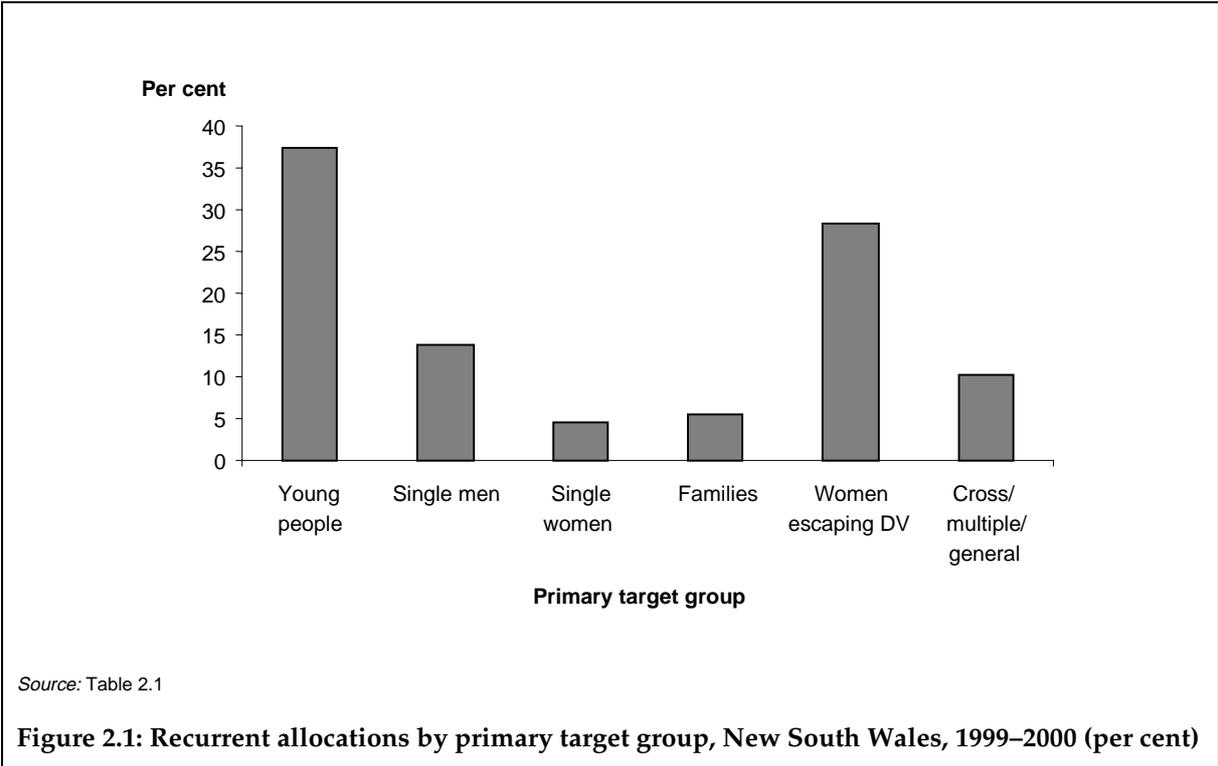
Data in this report relate to the financial year ending 30 June 2000. Although most tables provide information about both completed and ongoing support periods, analysis of duration of support and accommodation and of data items relating to client circumstances after support is necessarily limited to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

In 1999–2000, funding for the SAAP agencies operating across New South Wales was provided jointly by the Commonwealth and the State governments, through the Department of Family and Community Services and the Department of Community Services, respectively. This section analyses information about the resources allocated to the 391 SAAP agencies funded during 1999–2000. Not all of these were operating throughout the year: at 30 June, 380 agencies were operating.



The total recurrent allocation of funds for New South Wales in the 1999–2000 financial year was \$84.9m (Table 2.1). Around 95% of this, or \$80.4m, was allocated to the 391 SAAP agencies operating across the State. The remaining 5% was allocated for purposes such as administration, training, research and evaluation (Table 2.1). This funding level represented 35% of the total SAAP funding available to all States and Territories (AIHW 2000b:5). As Figure 2.1 shows, services targeting young people, 173 services in all, received the highest amount of the funding allocated to agencies—38% of the total funds. Services targeting women escaping domestic violence, of which there were 83, received 28% of the total funds, and those targeting single men, 44 agencies in all, received 14%.

Overall, the average level of funding per agency in New South Wales was \$205,600. Services targeting women escaping domestic violence were allocated the highest average funding per agency, at \$274,900 per agency, while services targeting single women only or young people on average received relatively low levels of funding per agency, averaging \$172,500 and \$174,500 respectively (Table 2.1).

Agencies in New South Wales were well distributed across the State’s 16 regions. The Central West and Orana/Far West regions showed up as having the lowest average funding

per agency, at averages of \$146,900 and \$148,700 respectively, while the South-East Sydney region clearly had the highest average funding per agency at \$335,100 (Table 2.1). Caution is recommended when comparing these amounts or using them to measure efficiency, however, as different agencies supply very diverse services.

2.1 Tables

Table 2.1: SAAP total recurrent funds, recurrent allocations to agencies, and mean funding per agency, by region and primary target group, New South Wales, 1999–2000

| | Agencies | Recurrent allocation (\$) | Recurrent allocation (%) | Mean funding per agency (\$) |
|-----------------------------------|------------|---------------------------|--------------------------|------------------------------|
| Region | | | | |
| Central Coast | 15 | 3,250,000 | 4.0 | 216,700 |
| Central West | 15 | 2,204,000 | 2.7 | 146,900 |
| Far North Coast | 17 | 3,141,000 | 3.9 | 184,800 |
| Hunter | 37 | 5,933,000 | 7.4 | 160,400 |
| Illawarra | 20 | 3,741,000 | 4.7 | 187,100 |
| Mid North Coast | 16 | 2,652,000 | 3.3 | 165,800 |
| Nepean | 31 | 6,236,000 | 7.8 | 201,200 |
| New England | 18 | 3,312,000 | 4.1 | 184,000 |
| Orana/Far West | 20 | 2,974,000 | 3.7 | 148,700 |
| Riverina/Murray | 19 | 3,211,000 | 4.0 | 169,000 |
| Southern Highlands | 16 | 2,832,000 | 3.5 | 177,000 |
| Sydney, Cumberland/Prospect | 27 | 4,517,000 | 5.6 | 167,300 |
| Sydney, Inner West | 37 | 8,431,000 | 10.5 | 227,900 |
| Sydney, North | 18 | 3,523,000 | 4.4 | 195,700 |
| Sydney, South-East | 49 | 16,420,000 | 20.4 | 335,100 |
| Sydney, South-West | 36 | 8,020,000 | 10.0 | 222,800 |
| Total | 391 | 80,398,000 | 100.0 | 205,600 |
| Primary target group | | | | |
| Young people | 173 | 30,183,000 | 37.5 | 174,500 |
| Single men only | 44 | 11,121,000 | 13.8 | 252,800 |
| Single women only | 21 | 3,623,000 | 4.5 | 172,500 |
| Families | 25 | 4,453,000 | 5.5 | 178,100 |
| Women escaping domestic violence | 83 | 22,815,000 | 28.4 | 274,900 |
| Cross-target/multiple/general | 45 | 8,202,000 | 10.2 | 182,300 |
| Total | 391 | 80,398,000 | 100.0 | 205,600 |
| Recurrent allocations to agencies | 391 | 80,398,000 | 94.7 | 205,600 |
| Other | .. | 4,507,000 | 5.3 | .. |
| Total recurrent funds | .. | 84,905,000 | 100.0 | .. |

Notes

1. Recurrent allocation to agencies excludes funds allocated for such items as administration, training, research and evaluation.
2. Total recurrent funds include \$260,000 provided through the Partnerships Against Domestic Violence Program.

Sources: SAAP Administrative Data Collection; FaCS unpublished data

3 Level of support

During 1999–2000 it is estimated that SAAP agencies in New South Wales supported 25,800 clients (Table 3.1). As each individual client can receive support or supported accommodation on more than one occasion, the number of support periods, at 51,150, exceeded the number of clients. On average each client was supported on 2.1 occasions, which includes support periods provided to them interstate. Table 3.1 also shows that in New South Wales there were 46 SAAP clients per 10,000 people in the population aged 10 years and over.

The daily level of service throughout the year provided by SAAP agencies can be examined by looking at the number of support periods active on the 15th day of each month (see Table 3.2). In New South Wales there was only a 10% variation in these daily figures. The lowest daily number of support periods (3,500) was measured in January 2000, and the greatest daily number (3,850) in the months of October 1999 and March 2000.

The figure below (Figure 3.1) shows the age and gender distribution of SAAP clients. More males (55%) than females (45%) received services, and the average age for men (34 years) was higher than the average age for women (30 years) (Table 3.3). This is reflected in Figure 3.1, which shows that older men were greater users of SAAP services than women of the same age.

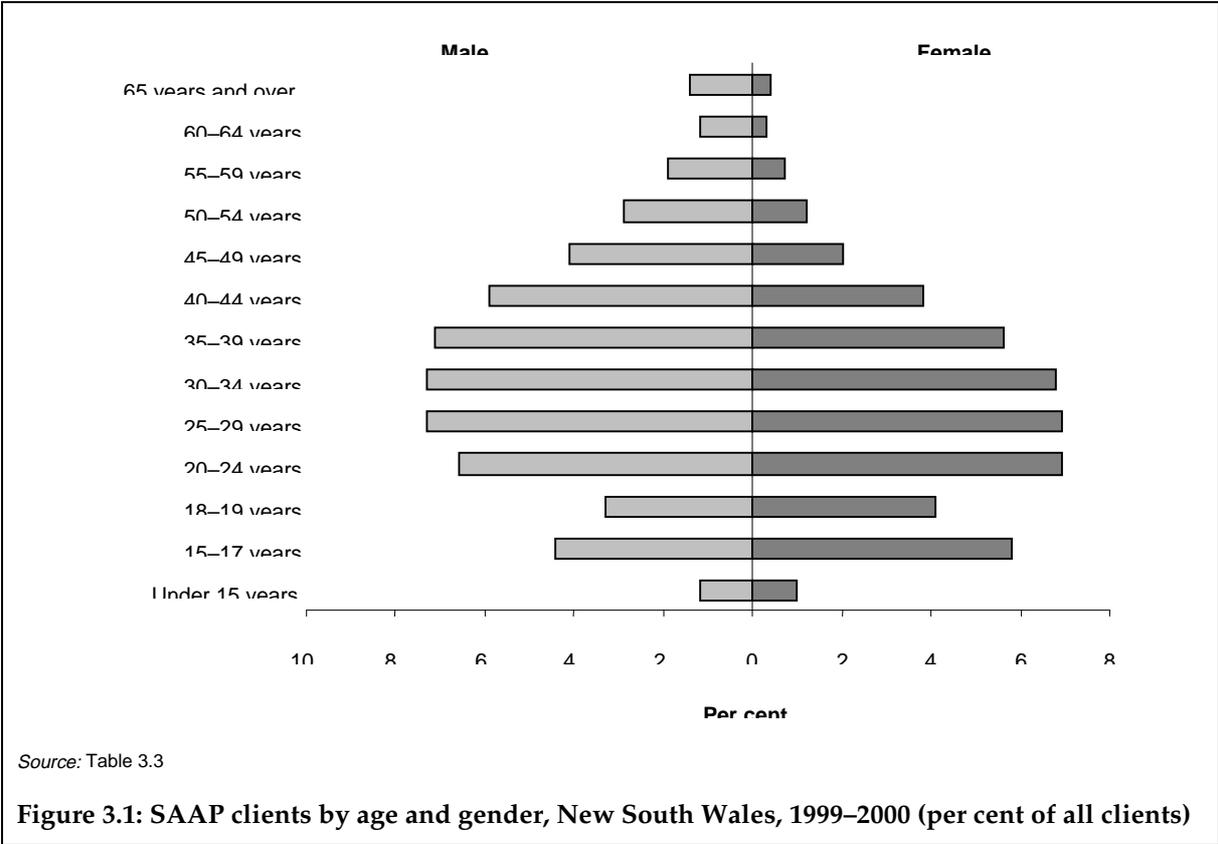
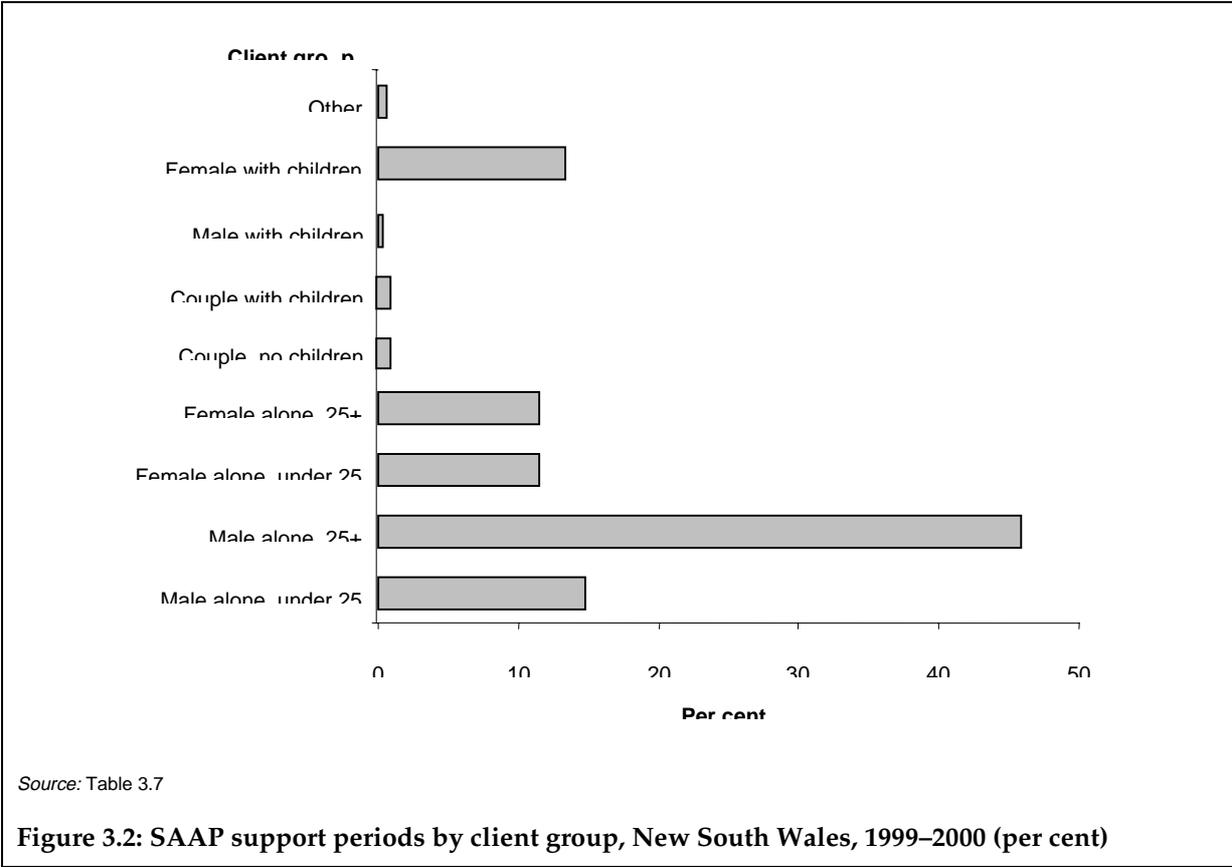


Figure 3.2 gives a breakdown of the number of support periods provided to the main client groups. Over 45% of support periods were provided to unaccompanied males aged 25 or

more. Unaccompanied males under the age of 25 and females with children had the next highest level of support periods, at 15% and 13% respectively (Table 3.7). Males also had a greater average number of support periods (2.4) than females (1.7) (Table 3.5).



Eighty-two per cent of SAAP clients in New South Wales were born in Australia, 4% were born in South-East, North-East and Southern Asia, 4% elsewhere in Oceania, and 3% were born in each of the three other regions (Table 3.4). Overall there was little variation between males and females in their distribution by country of birth, with the exceptions of a higher percentage of female clients having been born in Asia (6%) compared with males (2%), and a higher percentage of male clients having been born in the United Kingdom, Ireland and associated islands (4%) compared with females (2%) (Table 3.4).

There were much greater gender differences when considering whether clients were Indigenous or from a non-English-speaking background. Indigenous Australians comprised a far higher percentage of female clients than male clients, with 20% of the 11,300 female clients identifying as Indigenous Australians, compared with 11% of the 13,550 male clients (Table 3.5). Comparable figures for non-English-speaking background clients were 13% of all female clients and 9% of all male clients. Overall, Indigenous Australians were over-represented as SAAP clients relative to their population size: only 2% of the New South Wales population identified as Indigenous Australians in 1996, compared with 15% of SAAP clients in New South Wales (Table 3.5). Indigenous Australians, with an average of 2.2 support periods each, also tended to have more support periods than clients of other backgrounds.

Table 3.6 shows how support periods were distributed across different client groups within regions. South-East Sydney had by far the highest number of support periods of any region (37% of the total) and of these 78% were for solo males. Only the Cumberland/Prospect region, also in Sydney, had a higher percentage of support periods for males, at 83% of this region's total. At the same time the Cumberland/Prospect region had by far the lowest

percentage of support periods for females on their own (8%). These figures reflect to a large extent the different mix of agencies existing in different regions.

The client profile within agencies of various target groups is presented in Table 3.7. For agencies targeting young people, not surprisingly, most clients were either solo males under 25 years (accounting for 46% of their support periods) or solo females under 25 years (39%). Agencies targeting single men, which made up 38% of all agencies, were overwhelmingly used by unaccompanied males aged 25 or over (87% of their support periods). Agencies which targeted single women (only 2% of agencies overall) were mainly used by females 25 years and over presenting alone (50% of their support periods), but these agencies also had other types of clients, with 28% of support periods being for solo females under 25 and 20% being for females with children.

3.1 Tables

Table 3.1: SAAP support periods and clients, New South Wales, 1999–2000 (number)

| | |
|---|--------|
| Support periods | 51,150 |
| Clients | 25,800 |
| Mean number of support periods per client | 2.07 |
| Clients per 10,000 population 10+ | 46 |

Notes

1. Number excluded due to errors (weighted): 0.
2. Number excluded due to omissions (weighted): 0.
3. 'Clients per 10,000 population 10+' shows how many people out of every 10,000 aged 10 or over 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.
4. Number of clients in this table relates to clients that *ever* received assistance from a SAAP agency in New South Wales. In the national report (AIHW 2000b: 10, 51, 52), however, numbers of clients relate to clients that *first* received assistance in New South Wales, and so these numbers will be different. Numbers of support periods per client and clients per 10,000 population are also affected by this difference.
5. Some of the support periods for clients may have been at agencies in another State or Territory. Consequently, the number of clients multiplied by the average number of support periods for these clients is greater than the number of support periods provided within New South Wales.
6. Support period figures have been weighted to adjust for agency non-participation.
7. Client figures have been weighted to adjust for agency non-participation and client non-consent.

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

Table 3.2: Number of SAAP support periods on the 15th of the month, by month and region, New South Wales, 1999–2000

| Date | CC | CW | FNC | HUN | ILL | MNC | NEP | NE | Total |
|--------------------|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| July 15, 1999 | 110 | 90 | 130 | 280 | 210 | 100 | 200 | 110 | 3,650 |
| August 15, 1999 | 110 | 110 | 140 | 280 | 190 | 120 | 230 | 120 | 3,750 |
| September 15, 1999 | 120 | 110 | 160 | 270 | 210 | 120 | 220 | 120 | 3,800 |
| October 15, 1999 | 120 | 110 | 140 | 300 | 220 | 100 | 230 | 120 | 3,850 |
| November 15, 1999 | 120 | 90 | 140 | 330 | 210 | 110 | 220 | 120 | 3,800 |
| December 15, 1999 | 110 | 80 | 130 | 310 | 190 | 90 | 200 | 100 | 3,600 |
| January 15, 2000 | 110 | 90 | 140 | 280 | 200 | 90 | 200 | 100 | 3,500 |
| February 15, 2000 | 120 | 80 | 140 | 330 | 200 | 110 | 230 | 120 | 3,750 |
| March 15, 2000 | 110 | 90 | 150 | 370 | 210 | 90 | 230 | 140 | 3,850 |
| April 15, 2000 | 100 | 90 | 140 | 360 | 230 | 70 | 170 | 120 | 3,650 |
| May 15, 2000 | 110 | 100 | 120 | 380 | 250 | 80 | 190 | 110 | 3,800 |
| June 15, 2000 | 100 | 100 | 130 | 360 | 210 | 70 | 170 | 100 | 3,600 |

| Date | OFW | RM | SH | S/CP | S/IW | S/N | S/SE | S/SW | Total |
|--------------------|-----|-----|-----|------|------|-----|-------|------|-------|
| July 15, 1999 | 80 | 200 | 110 | 200 | 310 | 170 | 1,120 | 250 | 3,650 |
| August 15, 1999 | 100 | 200 | 100 | 190 | 320 | 180 | 1,150 | 250 | 3,750 |
| September 15, 1999 | 90 | 190 | 110 | 190 | 320 | 180 | 1,140 | 240 | 3,800 |
| October 15, 1999 | 100 | 170 | 100 | 200 | 320 | 190 | 1,160 | 280 | 3,850 |
| November 15, 1999 | 110 | 170 | 110 | 200 | 310 | 210 | 1,100 | 270 | 3,800 |
| December 15, 1999 | 110 | 190 | 110 | 190 | 300 | 190 | 1,030 | 270 | 3,600 |
| January 15, 2000 | 90 | 180 | 100 | 170 | 310 | 180 | 1,030 | 270 | 3,500 |
| February 15, 2000 | 110 | 190 | 100 | 170 | 340 | 200 | 1,040 | 280 | 3,750 |
| March 15, 2000 | 120 | 210 | 100 | 180 | 360 | 220 | 1,030 | 260 | 3,850 |
| April 15, 2000 | 110 | 190 | 90 | 180 | 350 | 190 | 1,000 | 250 | 3,650 |
| May 15, 2000 | 100 | 220 | 90 | 190 | 370 | 210 | 1,040 | 250 | 3,800 |
| June 15, 2000 | 90 | 200 | 90 | 170 | 330 | 210 | 1,010 | 230 | 3,600 |

Notes

1. Number excluded due to errors (unweighted): 42.
2. Number excluded due to omissions (unweighted): 0.
3. Acronyms for regions are explained in the counting rules (Appendix A1.4).
4. Figures are unweighted and have not been adjusted for agency non-participation.

Source: SAAP Client Collection

Table 3.3: SAAP clients: age of client by gender, New South Wales, 1999–2000

| Age | Percentage of all clients | | Percentage of gender group | | Total | |
|-------------------------|---------------------------|---------------|----------------------------|---------------|--------------|---------------|
| | Male | Female | Male | Female | % | Number |
| | % | % | % | % | % | |
| Under 15 years | 1.2 | 1.0 | 2.2 | 2.2 | 2.2 | 550 |
| 15–17 years | 4.4 | 5.8 | 8.1 | 12.7 | 10.2 | 2,600 |
| 18–19 years | 3.3 | 4.1 | 6.1 | 9.1 | 7.5 | 1,900 |
| 20–24 years | 6.6 | 6.9 | 12.1 | 15.1 | 13.4 | 3,400 |
| 25–29 years | 7.3 | 6.9 | 13.3 | 15.2 | 14.2 | 3,600 |
| 30–34 years | 7.3 | 6.8 | 13.4 | 15.0 | 14.1 | 3,600 |
| 35–39 years | 7.1 | 5.6 | 13.0 | 12.3 | 12.7 | 3,250 |
| 40–44 years | 5.9 | 3.8 | 10.9 | 8.3 | 9.7 | 2,450 |
| 45–49 years | 4.1 | 2.0 | 7.4 | 4.3 | 6.0 | 1,550 |
| 50–54 years | 2.9 | 1.2 | 5.3 | 2.7 | 4.1 | 1,050 |
| 55–59 years | 1.9 | 0.7 | 3.5 | 1.6 | 2.6 | 650 |
| 60–64 years | 1.2 | 0.3 | 2.2 | 0.8 | 1.5 | 400 |
| 65 years and over | 1.4 | 0.4 | 2.5 | 0.8 | 1.7 | 450 |
| <i>Total</i> | <i>54.6</i> | <i>45.4</i> | <i>100.0</i> | <i>100.0</i> | <i>100.0</i> | <i>..</i> |
| Total (number) | 13,900 | 11,550 | 13,900 | 11,550 | .. | 25,450 |
| Mean age (years) | 33.9 | 29.5 | .. | .. | .. | 31.9 |

Notes

1. Number excluded due to errors (weighted): 2.
2. Number excluded due to omissions (weighted): 351.
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, New South Wales, 1999–2000

| Birthplace | Male | Female | Total | | New South Wales population 1996 | |
|---|---------------|---------------|--------------|---------------|---------------------------------|------------------|
| | % | % | % | Number | % | Number |
| Australia | 82.4 | 82.2 | 82.3 | 20,750 | 75.5 | 4,685,400 |
| Oceania (excluding Australia) | 4.5 | 4.0 | 4.3 | 1,100 | 2.3 | 142,150 |
| UK, Ireland and associated islands | 4.0 | 1.9 | 3.1 | 750 | 5.4 | 332,900 |
| Other Europe and the former Soviet Union | 3.6 | 2.5 | 3.1 | 800 | 6.3 | 390,250 |
| South-East, North-East and Southern Asia | 2.4 | 5.8 | 3.9 | 1,000 | 6.7 | 415,700 |
| Other (including the Middle East, Africa, the Americas and Caribbean) | 3.1 | 3.7 | 3.3 | 850 | 3.8 | 238,300 |
| <i>Total</i> | <i>100.0</i> | <i>100.0</i> | <i>100.0</i> | <i>..</i> | <i>100.0</i> | <i>..</i> |
| Total (%) | 54.6 | 45.4 | 100.0 | .. | .. | .. |
| Total (number) | 13,750 | 11,450 | .. | 25,200 | .. | 6,204,000 |

Notes

1. Number excluded due to errors (weighted): 2.
2. Number excluded due to omissions (weighted): 613.
3. 'New South Wales population 1996' refers to the estimated resident population at 30 June 1996.
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, New South Wales, 1999–2000

| Ethnicity | Male | Female | Total | | New South Wales population 1996 | |
|---------------------------------------|---------------|---------------|--------------|---------------|---------------------------------|------------------|
| | % | % | % | Number | % | Number |
| Indigenous Australian | 10.5 | 20.1 | 14.9 | 3,700 | 1.8 | 109,900 |
| Non-English-speaking background | 9.1 | 12.7 | 10.8 | 2,650 | 16.7 | 1,039,250 |
| Other | 80.4 | 67.1 | 74.3 | 18,450 | 81.5 | 5,055,600 |
| <i>Total</i> | <i>100.0</i> | <i>100.0</i> | <i>100.0</i> | <i>..</i> | <i>100.0</i> | <i>..</i> |
| Total (%) | 54.5 | 45.5 | 100.0 | .. | .. | .. |
| Total (number) | 13,550 | 11,300 | .. | 24,800 | .. | 6,204,750 |
| Support periods per client | | | | | | |
| Indigenous Australian | 2.50 | 1.99 | 2.19 | 8,150 | .. | .. |
| Non-English-speaking background | 2.08 | 1.43 | 1.73 | 4,400 | .. | .. |
| Other | 2.42 | 1.67 | 2.11 | 36,800 | .. | .. |
| <i>Total</i> | <i>2.39</i> | <i>1.70</i> | <i>2.08</i> | <i>..</i> | <i>..</i> | <i>..</i> |
| Total support periods (%) | 62.1 | 37.9 | 100.0 | .. | .. | .. |
| Total support periods (number) | 30,650 | 18,700 | .. | 49,350 | .. | .. |

Notes

1. Number excluded due to errors (weighted): 2 (clients).
2. Number excluded due to omissions (weighted): 1,001 (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. 'New South Wales population 1996' refers to the estimated resident population at 30 June 1996. The figures for Indigenous Australians are from experimental estimates based on the 1996 Census produced by the ABS. 'Other' is derived as total population minus the number people of non-English-speaking background minus the estimated number of Indigenous Australians.
5. Numbers of clients include all clients that ever visited SAAP agencies in New South Wales. Some of the support periods for these clients may have been at agencies in another State or Territory. Support periods per client include these additional support periods. However, total numbers of support periods relate only to those provided within New South Wales.
6. 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: region by client group, New South Wales, 1999–2000 (per cent)

| Region | Male alone | Female alone | Couple, no children | Couple with children | Male with children | Female with children | Other | Total | Total | |
|----------------------------|---------------|---------------|---------------------|----------------------|--------------------|----------------------|------------|--------------|--------------|---------------|
| | | | | | | | | | % | Number |
| Central Coast | 36.7 | 26.9 | 1.2 | 2.2 | 0.8 | 29.7 | 2.5 | 100.0 | 1.7 | 750 |
| Central West | 39.5 | 24.8 | 6.2 | 4.6 | 1.2 | 22.6 | 1.1 | 100.0 | 2.9 | 1,300 |
| Far North Coast | 29.3 | 31.2 | 3.4 | 2.0 | 1.5 | 30.6 | 2.0 | 100.0 | 4.0 | 1,800 |
| Hunter | 48.3 | 22.9 | 1.3 | 1.4 | 0.2 | 25.4 | 0.6 | 100.0 | 6.3 | 2,850 |
| Illawarra | 53.3 | 20.3 | 2.1 | 3.3 | 0.6 | 20.0 | 0.4 | 100.0 | 3.1 | 1,400 |
| Mid North Coast | 27.3 | 35.3 | 1.1 | 2.7 | 1.7 | 30.2 | 1.6 | 100.0 | 2.8 | 1,250 |
| Nepean | 33.6 | 34.5 | 2.0 | 4.5 | 0.5 | 24.1 | 0.8 | 100.0 | 3.5 | 1,550 |
| New England | 37.0 | 34.6 | 0.8 | 0.7 | 0.3 | 25.6 | 1.1 | 100.0 | 3.8 | 1,750 |
| Orana/Far West | 47.3 | 31.0 | 3.4 | 0.9 | 0.5 | 16.2 | 0.8 | 100.0 | 5.2 | 2,350 |
| Riverina/Murray | 62.3 | 17.1 | 0.7 | 0.8 | 0.3 | 18.5 | 0.2 | 100.0 | 5.1 | 2,300 |
| Southern Highlands | 55.1 | 16.9 | 1.9 | 2.4 | 0.4 | 22.3 | 1.1 | 100.0 | 2.9 | 1,350 |
| Sydney Cumberland/Prospect | 82.7 | 7.6 | 0.3 | 0.5 | 0.1 | 8.5 | 0.4 | 100.0 | 7.0 | 3,150 |
| Sydney Inner West | 65.4 | 17.8 | 0.6 | 0.4 | 0.1 | 15.4 | 0.4 | 100.0 | 6.0 | 2,700 |
| Sydney North | 51.9 | 27.6 | 0.3 | 1.1 | 0.3 | 18.0 | 0.8 | 100.0 | 3.3 | 1,500 |
| Sydney South-East | 77.7 | 20.8 | 0.2 | 0.1 | — | 0.9 | 0.2 | 100.0 | 37.1 | 16,800 |
| Sydney South-West | 46.1 | 28.0 | 1.6 | 1.3 | 1.2 | 21.0 | 0.7 | 100.0 | 5.3 | 2,400 |
| Total (%) | 60.9 | 22.7 | 1.1 | 1.1 | 0.4 | 13.3 | 0.6 | 100.0 | 100.0 | .. |
| Total (number) | 27,600 | 10,300 | 500 | 500 | 150 | 6,000 | 250 | .. | .. | 45,250 |

Notes

1. Number excluded due to errors (unweighted): 128.
2. Number excluded due to omissions (unweighted): 1,606.
3. Figures are unweighted and have not been adjusted for agency non-participation.

Sources: SAAP Client and Administrative Data Collections

Table 3.7: SAAP support periods: client group by primary target group of agency, New South Wales, 1999–2000 (per cent)

| Client group | Young people | Single men only | Single women only | Families | Women escaping DV | Cross-target/multiple/general | Total | |
|------------------------|---------------|-----------------|-------------------|--------------|-------------------|-------------------------------|--------------|---------------|
| | | | | | | | % | Number |
| Male alone, under 25 | 45.9 | 10.1 | — | 6.2 | 0.2 | 7.2 | 14.8 | 7,350 |
| Male alone, 25+ | 6.1 | 86.6 | 0.4 | 16.1 | 0.9 | 59.5 | 45.9 | 22,850 |
| Female alone, under 25 | 38.6 | 0.8 | 27.9 | 6.5 | 10.6 | 4.3 | 11.5 | 5,750 |
| Female alone, 25+ | 1.5 | 1.7 | 49.9 | 8.7 | 36.7 | 15.6 | 11.5 | 5,750 |
| Couple, no children | 1.5 | 0.1 | — | 3.8 | 0.7 | 2.2 | 1.0 | 500 |
| Couple with children | 0.8 | 0.1 | 1.0 | 10.6 | 0.8 | 1.4 | 1.0 | 500 |
| Male with children | 0.1 | 0.2 | — | 2.7 | 0.2 | 0.7 | 0.3 | 150 |
| Female with children | 4.2 | 0.4 | 20.1 | 44.7 | 49.5 | 8.4 | 13.3 | 6,650 |
| Other | 1.3 | 0.1 | 0.7 | 0.8 | 0.4 | 0.6 | 0.6 | 250 |
| <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> |
| Total (%) | 20.4 | 37.6 | 1.5 | 3.6 | 17.8 | 19.1 | 100 | .. |
| Total (number) | 10,150 | 18,700 | 750 | 1,800 | 8,850 | 9,500 | .. | 49,750 |

Notes

1. Number excluded due to errors (weighted): 136.
2. Number excluded due to omissions (weighted): 1,291.
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 that funded agencies provide for people who are homeless or those at risk of becoming homeless. Support may involve the provision of supported accommodation and/or a range of support services generally provided on an ongoing basis to clients.

During the year some 45,850 support periods finished before the end of June (Table 4.1). These may or may not have involved accommodation. Overall, one-third of these closed support periods (34%) lasted for 1 day or less, and a further 29% lasted from 2 to 7 days. Only 7% of support periods lasted for more than 3 months.

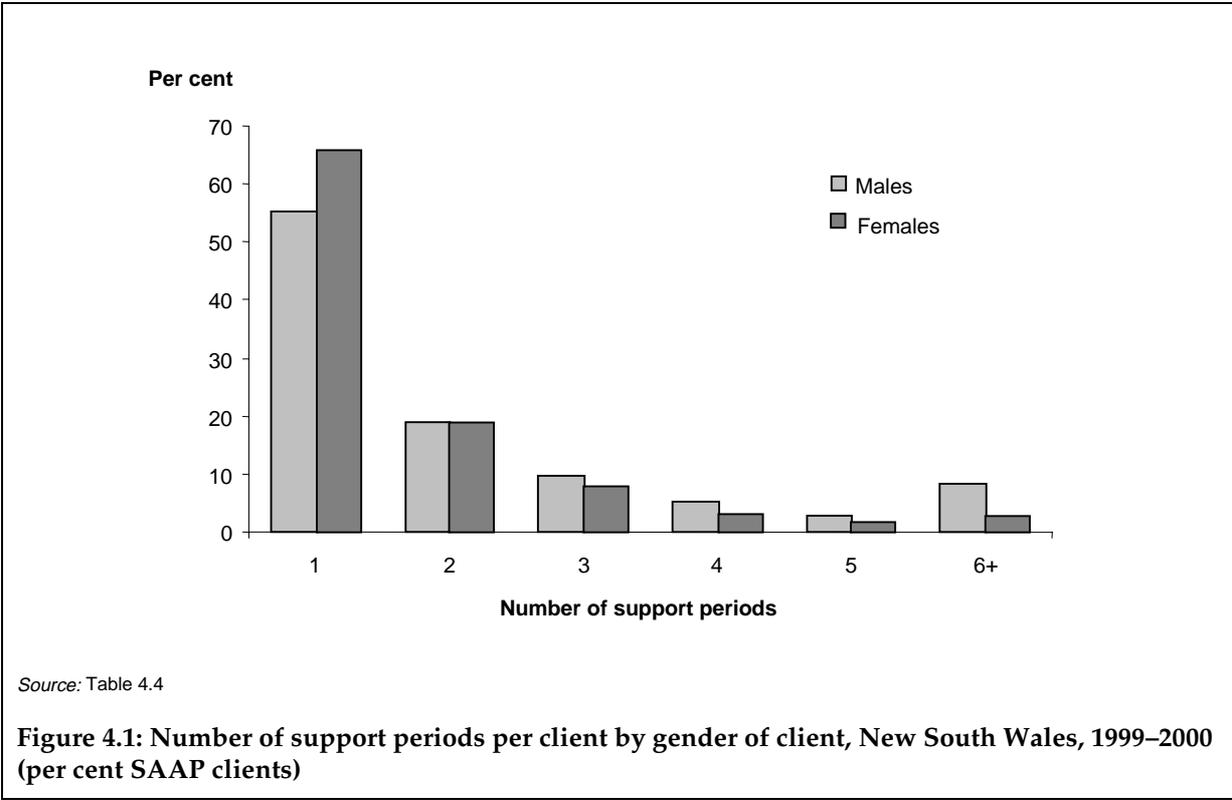
Patterns of support varied between client groups, with clients with children tending to have longer periods of support than other clients (Table 4.1). In particular, 50% of support periods for clients without children lasted less than 1 week, while for clients with children 50% of support periods were for 11 days or longer. For couples with children and males and females with children, the most common length of time for which they were supported was 1 to 3 months—for 30%, 26% and 19% of support periods respectively. In addition, at 29 days couples with children had the longest median length of support of all the client groups; that is, half the group had support periods longer than 4 weeks. Unaccompanied people averaged shorter support periods than other client groups, with a median length of support of 3 days.

In 1999–2000 around 33,400 closed support periods involved accommodation of 1 day or more (Table 4.2). The patterns of length of accommodation during a support period were similar to those of length of support. Overall, in 25% of support periods with accommodation clients stayed for only 1 day, and in a further 35% of these support periods they stayed for 2 to 7 days. Just under 6% of support periods with accommodation involved stays of longer than 3 months. As above, clients with children averaged much longer periods of accommodation than others; for example, in 14% of their support periods with accommodation, women with children stayed for only 1 day, while in over 32% they were accommodated for longer than 1 month. Again among clients with children, couples with children tended to have the longest length of accommodation, with accommodation lasting longer than 1 month in over 50% of their support periods. Single females and single males 25 years and over had the lowest mean and median lengths of accommodation, with 50% of both groups being accommodated for 3 days or less in a support period (Table 4.2).

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. In the great majority of support periods with accommodation (93%) clients were housed at some stage in crisis or short-term accommodation, while in only 6% of these support periods clients were housed in longer-term accommodation (Table 4.3). In a small percentage of cases (1%) clients were accommodated in other types of SAAP accommodation at some time during a support period. More than half of the accommodation in crisis or short-term housing lasted 4 days or less, while in the longer-term accommodation more than half of the clients stayed for 3 months or longer (Table 4.3).

Overall, 60% of all clients had only one support period, but the pattern of repeat use varied with age and gender (Table 4.4). Figure 4.1 shows how often during 1999–2000 males and females used SAAP services. For male clients 55% had only one support period, the average number of support periods per client was 2.4, and the use of SAAP services peaked in the 45–64 age group with an average 2.9 support periods per client. In contrast, 66% of females had only one support period in this reporting period, and at 1.7 the average number of

support periods was lower than for males. If the effects of a very small group of older women with multiple support periods are discounted, the repeat use of SAAP services among females peaked in the 15–17 age group with an average 1.9 support periods (Table 4.4).



In New South Wales an average of 46 people for every 10,000 aged 10 or over used SAAP services in 1999–2000 (Table 4.4). However, prevalence of service use varied considerably according to age and gender: people aged from 15 to 24 years were much more likely to be supported at SAAP agencies than people in the other age groups. Overall, for every 10,000 people aged 18 or 19 there were 109 SAAP clients. The next highest rate of use was by 15- to 17- year-olds, for whom there were 98 clients for every 10,000 people. In the 15 to 25 age groups females were more likely than males to use SAAP services, while for all other ages males were more likely than females to use SAAP services (Table 4.4). Overall, males in New South Wales go against the national trend in having a higher use of SAAP services than females— males at 51 out of every 10,000 aged 10 or over, females at 41 (AIHW 2000b:23).

The three broad types of support services most often provided to clients were housing or accommodation services (in 83% of support periods), ‘other support’ such as meals and showers (in 85%), and general support or advocacy (in 69%) (Table 4.5). The main form of accommodation services provided were SAAP or CAP accommodation (in 80% of support periods), but assistance was also provided to help clients obtain other types of short-term accommodation or independent housing (in 11% and 9% of support periods, respectively). Specialist services relating to physical or intellectual disability services were provided in less than 1% of cases. Drug- and alcohol-related services and health or medical services were the specialist services most commonly provided—in 7% and 10% of support periods, respectively (Table 4.5).

The pattern of service use differed between client groups (Table 4.5). Young men or women aged under 25 were more proportionally likely than other client groups to be provided with living-skills development (in 24% and 26% of support periods, respectively); more likely to be provided with employment or training assistance (in 6% and 7% of support periods,

respectively); and, along with females with children, more likely than other client groups to receive assistance to obtain a government payment (in 6% and 7% of support periods, respectively). Single women aged 25 and over or women with children were more likely than other clients to receive domestic violence counselling (in 16% and 31% of support periods, respectively). Women with children also received the most emotional support (in 53% of support periods—nearly double the State average of 27%).

The most likely client group to receive meals and showers or laundry facilities were men aged 25 and over (in 85% of all support periods for this group) (Table 4.5). This group was at the same time far less likely than other client groups to receive a number of services including assistance to obtain a government payment, employment or training assistance, counselling services other than emotional support, assistance with legal issues or court support, or brokerage services. All of these services were received in 2% or less of support periods by men aged 25 and over. They were also less likely than other groups to receive advocacy or liaison services on their behalf (received in less than 6% of support periods).

Table 4.6 shows the support services provided to children who accompanied clients, broken down by client group. Children accompanied clients (parents or guardians) to SAAP agencies in 6,100 support periods, with an average 2.1 children accompanying each client. If each child was considered a client in his or her own right, this would equate to 13,200 support periods (termed here 'accompanying child visits'). Ninety-four per cent of these visits occurred when females presented with children at a SAAP agency. Child care and kindergarten or school liaison assistance were the services most likely to be provided—in 38% of support periods overall. These services were provided in well over one-third of all support periods (39%) for females with children, in 21% for couples with accompanying children, and in 12% for males with accompanying children. Counselling was also commonly provided to children—in 27% of support periods with accompanying children. Again, it was more likely to be provided to children accompanying women than to children accompanying other client groups.

4.1 Tables

Table 4.1: SAAP closed support periods: length of support by client group, New South Wales, 1999–2000 (per cent)

| Length of support | 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 |
| Less than 1 day | 9.4 | 11.0 | 12.6 | 19.0 | 11.1 | 8.4 | 11.8 | 11.4 | 16.8 | 12.0 | 5,500 |
| 1 day | 21.1 | 25.9 | 16.6 | 22.4 | 18.9 | 5.9 | 7.7 | 11.0 | 19.7 | 21.5 | 9,900 |
| 2 days | 8.7 | 7.9 | 5.9 | 7.8 | 11.1 | 6.8 | 7.2 | 6.4 | 11.3 | 7.6 | 3,500 |
| 3 days | 7.6 | 12.2 | 6.2 | 8.2 | 7.4 | 3.3 | 8.2 | 4.6 | 6.4 | 9.3 | 4,250 |
| 4 days | 4.4 | 4.0 | 4.0 | 3.6 | 4.4 | 0.4 | 4.2 | 3.2 | 5.2 | 3.9 | 1,800 |
| 5 days | 3.3 | 3.4 | 2.9 | 2.5 | 2.6 | 2.0 | 1.0 | 2.8 | 1.7 | 3.1 | 1,400 |
| 6 days | 2.7 | 2.7 | 2.5 | 2.0 | 1.1 | 0.9 | 1.9 | 2.2 | 0.6 | 2.5 | 1,150 |
| 7 days | 2.6 | 3.0 | 2.1 | 1.6 | 2.7 | 2.8 | 1.0 | 2.6 | 1.1 | 2.6 | 1,200 |
| >1–2 weeks | 9.9 | 10.6 | 8.6 | 7.6 | 8.1 | 8.2 | 7.2 | 10.7 | 7.3 | 9.8 | 4,500 |
| >2–4 weeks | 9.8 | 7.3 | 10.1 | 8.5 | 10.5 | 10.3 | 14.2 | 11.1 | 3.8 | 8.7 | 3,950 |
| >4–13 weeks | 12.3 | 8.3 | 15.7 | 10.6 | 17.0 | 30.1 | 26.3 | 19.4 | 15.2 | 11.7 | 5,400 |
| >13–26 weeks | 4.0 | 2.1 | 5.5 | 3.7 | 3.3 | 10.5 | 7.2 | 7.5 | 7.0 | 3.7 | 1,700 |
| >26–52 weeks | 2.5 | 0.8 | 4.8 | 1.3 | 1.7 | 5.9 | — | 4.3 | 1.2 | 2.0 | 950 |
| >52 weeks | 1.6 | 0.8 | 2.5 | 1.4 | — | 4.4 | 2.1 | 2.6 | 2.8 | 1.4 | 650 |
| <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> |
| Total (%) | 14.5 | 47.4 | 10.9 | 11.9 | 1.0 | 0.9 | 0.3 | 12.7 | 0.5 | 100.0 | .. |
| Total (number) | 6,650 | 21,750 | 5,000 | 5,450 | 450 | 400 | 150 | 5,800 | 250 | .. | 45,850 |
| Mean length (days) | 33 | 22 | 47 | 27 | 21 | 73 | 40 | 53 | 51 | .. | 32 |
| Median length (days) | 4 | 3 | 6 | 3 | 4 | 29 | 14 | 11 | 3 | .. | 4 |

Notes

1. Number excluded due to errors (weighted): 123.
2. Number excluded due to omissions (weighted): 1,212.
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, New South Wales, 1999–2000 (per cent)

| 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 | 25.3 | 28.0 | 22.8 | 29.8 | 24.9 | 7.2 | 10.4 | 13.8 | 28.1 | 25.4 | 8,500 |
| 2 days | 10.9 | 8.7 | 8.2 | 10.0 | 14.8 | 8.1 | 13.0 | 8.8 | 17.6 | 9.2 | 3,100 |
| 3 days | 9.6 | 14.4 | 9.1 | 11.9 | 10.0 | 5.4 | 14.8 | 5.7 | 7.6 | 11.7 | 3,900 |
| 4 days | 5.2 | 4.4 | 5.4 | 4.4 | 5.8 | 0.0 | 5.7 | 4.2 | 5.3 | 4.6 | 1,550 |
| 5 days | 3.5 | 3.9 | 3.9 | 3.6 | 3.9 | 3.3 | 3.3 | 3.6 | 3.6 | 3.7 | 1,250 |
| 6 days | 3.6 | 3.1 | 3.8 | 2.5 | 2.6 | 0.9 | 1.4 | 2.8 | 1.0 | 3.1 | 1,050 |
| 7 days | 3.2 | 3.4 | 2.5 | 1.7 | 5.7 | 3.9 | — | 3.4 | 1.7 | 3.1 | 1,050 |
| >1–2 weeks | 11.7 | 12.0 | 11.4 | 10.1 | 9.8 | 9.3 | 3.1 | 12.8 | 7.8 | 11.7 | 3,900 |
| >2–4 weeks | 10.5 | 8.5 | 10.8 | 10.4 | 8.7 | 10.7 | 10.3 | 12.7 | 3.8 | 9.7 | 3,250 |
| >4–13 weeks | 11.3 | 9.6 | 13.3 | 10.4 | 8.0 | 31.1 | 27.2 | 19.9 | 12.7 | 11.7 | 3,900 |
| >13–26 weeks | 2.7 | 2.4 | 3.7 | 2.8 | 4.0 | 12.2 | 9.1 | 6.4 | 4.6 | 3.2 | 1,100 |
| >26–52 weeks | 1.6 | 1.0 | 3.1 | 1.2 | 1.7 | 3.7 | — | 3.7 | 1.9 | 1.6 | 550 |
| >52 weeks | 0.8 | 0.7 | 1.9 | 1.0 | — | 4.1 | 1.7 | 2.2 | 4.3 | 1.1 | 350 |
| <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> |
| Total (%) | 14.9 | 50.4 | 9.8 | 10.9 | 0.8 | 0.7 | 0.2 | 11.8 | 0.5 | 100.0 | .. |
| Total (number) | 4,950 | 16,850 | 3,250 | 3,650 | 250 | 250 | 100 | 3,950 | 150 | .. | 33,400 |
| Mean length (days) | 23 | 22 | 37 | 23 | 17 | 72 | 40 | 47 | 66 | .. | 28 |
| Median length (days) | 4 | 3 | 6 | 3 | 4 | 32 | 9 | 11 | 3 | .. | 5 |

Notes

1. Number excluded due to errors (weighted): 237.
2. Number excluded due to omissions (weighted): 1,435.
3. 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, New South Wales, 1999–2000 (per cent)

| Length of accommodation | Crisis/ short-term accommodation | Medium-/ long-term accommodation | Other SAAP | Unknown | Total | |
|-----------------------------|--|--|---------------|--------------|--------------|---------------|
| | | | | | % | Number |
| 1 day | 31.0 | 1.2 | 16.6 | 23.1 | 29.2 | 9,900 |
| 2 days | 9.1 | 0.7 | 4.0 | 10.0 | 8.6 | 2,900 |
| 3 days | 9.6 | 1.0 | 4.6 | 5.1 | 9.0 | 3,050 |
| 4 days | 4.8 | 0.7 | 3.0 | 6.1 | 4.6 | 1,550 |
| 5 days | 3.9 | 0.4 | 1.7 | 4.4 | 3.7 | 1,250 |
| 6 days | 3.0 | 1.1 | 16.2 | 3.9 | 3.1 | 1,050 |
| 7 days | 3.2 | 1.2 | 8.3 | 3.6 | 3.2 | 1,050 |
| >1–2 weeks | 12.1 | 4.5 | 9.3 | 12.2 | 11.7 | 3,950 |
| >2–4 weeks | 10.0 | 8.0 | 9.6 | 6.6 | 9.7 | 3,300 |
| >4–13 weeks | 10.5 | 26.8 | 13.6 | 14.1 | 11.4 | 3,850 |
| >13–26 weeks | 2.1 | 18.8 | 6.0 | 6.8 | 3.1 | 1,050 |
| >26–52 weeks | 0.5 | 20.0 | 4.3 | 2.2 | 1.6 | 550 |
| >52 weeks | 0.2 | 15.5 | 3.0 | 1.9 | 1.1 | 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>..</i> |
| Total (%) | 92.5 | 5.6 | 1.0 | 1.3 | .. | .. |
| Total (number) | 31,450 | 1,900 | 350 | 450 | .. | 34,000 |
| Mean length (days) | 16 | 215 | 56 | 40 | .. | 27 |
| Median length (days) | 4 | 113 | 7 | 6 | .. | 4 |

Notes

1. Number excluded due to errors (weighted): 180.
2. Number excluded due to omissions (weighted): 911.
3. 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.
4. 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, New South Wales, 1999–2000 (per cent)

| | Under 15 years | 15–17 years | 18–19 years | 20–24 years | 25–44 years | 45–64 years | 65+ years | Total | |
|--|-----------------------|----------------|----------------|----------------|----------------|----------------|--------------|--------------|---------------|
| Total number of support periods | Male clients | | | | | | | | |
| | | | | | | | | % | Number |
| 1 | 62.8 | 57.7 | 65.6 | 57.2 | 53.2 | 52.3 | 60.6 | 55.1 | 7,650 |
| 2 | 21.2 | 19.3 | 18.7 | 19.5 | 19.2 | 18.3 | 15.5 | 19.0 | 2,650 |
| 3 | 6.3 | 11.3 | 7.5 | 8.9 | 10.0 | 9.5 | 8.7 | 9.6 | 1,350 |
| 4 | 2.0 | 4.5 | 3.1 | 5.1 | 5.7 | 5.0 | 4.4 | 5.1 | 700 |
| 5 | 2.7 | 2.6 | 1.7 | 3.0 | 3.1 | 2.9 | 1.7 | 2.9 | 400 |
| 6+ | 5.0 | 4.7 | 3.4 | 6.2 | 8.7 | 12.0 | 9.0 | 8.3 | 1,150 |
| <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> |
| Total (%) | 2.2 | 8.1 | 6.1 | 12.1 | 50.6 | 18.3 | 2.5 | 100.0 | .. |
| Total (number) | 300 | 1,100 | 850 | 1,650 | 7,000 | 2,550 | 350 | .. | 13,900 |
| Mean number of support periods | 1.81 | 2.02 | 1.72 | 2.12 | 2.44 | 2.88 | 2.46 | .. | 2.40 |
| Per 10,000 population | 13 | 83 | 94 | 74 | 72 | 35 | 10 | .. | 51 |
| Total number of support periods | Female clients | | | | | | | | |
| 1 | 68.0 | 62.3 | 63.3 | 64.9 | 66.6 | 71.1 | 73.4 | 66.0 | 7,650 |
| 2 | 19.4 | 17.0 | 22.0 | 20.3 | 18.6 | 18.4 | 8.6 | 18.9 | 2,200 |
| 3 | 5.6 | 9.6 | 7.5 | 8.4 | 7.9 | 4.4 | 9.6 | 7.8 | 900 |
| 4 | 4.0 | 4.9 | 3.1 | 2.5 | 3.0 | 2.9 | 1.4 | 3.2 | 350 |
| 5 | 1.5 | 2.9 | 1.9 | 1.4 | 1.4 | 0.8 | — | 1.6 | 200 |
| 6+ | 1.5 | 3.4 | 2.4 | 2.5 | 2.5 | 2.4 | 6.9 | 2.6 | 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> | <i>100.0</i> | <i>100.0</i> | <i>..</i> |
| Total (%) | 2.2 | 12.7 | 9.1 | 15.1 | 50.8 | 9.4 | 0.8 | 100.0 | .. |
| Total (number) | 250 | 1,450 | 1,050 | 1,750 | 5,850 | 1,100 | 100 | .. | 11,550 |
| Mean number of support periods | 1.60 | 1.86 | 1.72 | 1.67 | 1.69 | 1.59 | 2.01 | .. | 1.70 |
| Per 10,000 population | 11 | 114 | 123 | 80 | 60 | 15 | 2 | .. | 41 |
| Total number of support periods | All clients | | | | | | | | |
| 1 | 65.1 | 60.3 | 64.3 | 61.1 | 59.3 | 57.9 | 63.2 | 60.0 | 15,300 |
| 2 | 20.4 | 18.0 | 20.5 | 20.0 | 18.9 | 18.3 | 14.1 | 19.0 | 4,800 |
| 3 | 6.0 | 10.3 | 7.5 | 8.6 | 9.1 | 8.0 | 8.9 | 8.8 | 2,250 |
| 4 | 2.9 | 4.7 | 3.1 | 3.8 | 4.5 | 4.4 | 3.8 | 4.2 | 1,100 |
| 5 | 2.2 | 2.8 | 1.8 | 2.2 | 2.3 | 2.3 | 1.4 | 2.3 | 600 |
| 6+ | 3.4 | 3.9 | 2.8 | 4.3 | 5.9 | 9.1 | 8.6 | 5.7 | 1,450 |
| <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> |
| Total (%) | 2.2 | 10.2 | 7.5 | 13.4 | 50.7 | 14.3 | 1.7 | 100.0 | .. |
| Total (number) | 550 | 2,600 | 1,900 | 3,400 | 12,900 | 3,650 | 450 | .. | 25,450 |
| Mean number of support periods | 1.72 | 1.93 | 1.72 | 1.89 | 2.10 | 2.50 | 2.37 | .. | 2.09 |
| Per 10,000 population | 12 | 98 | 109 | 77 | 67 | 26 | 5 | .. | 46 |

Notes

1. Number excluded due to errors (weighted): 2.
2. Number excluded due to omissions (weighted): 351.
3. Numbers of clients include all clients that ever visited SAAP agencies in New South Wales. Some of the support periods for these clients may have been at agencies in another State or Territory.
4. '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 with the estimated resident population in the designated population as at 30 June 1999. For the age group under 15 years, only those aged 10 to 14 are included in the calculations.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client Collection; ABS 2000a

Table 4.5: SAAP support periods: support services provided to client by client group, New South Wales, 1999–2000 (per cent)

| 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 |
|--|----------------------|-----------------|------------------------|-------------------|---------------------|----------------------|--------------------|----------------------|-------------|---------------|
| Housing/accommodation | 83.7 | 88.6 | 74.7 | 78.6 | 71.3 | 73.9 | 72.4 | 76.5 | 76.3 | 83.1 |
| SAAP/CAP accommodation | 77.8 | 87.3 | 67.8 | 77.1 | 60.8 | 66.3 | 58.6 | 72.1 | 67.2 | 79.7 |
| Assistance to obtain short-term accommodation | 13.2 | 8.6 | 12.5 | 9.8 | 13.0 | 11.0 | 13.1 | 13.2 | 8.6 | 10.6 |
| Assistance to obtain independent housing | 9.6 | 3.6 | 13.2 | 7.6 | 17.0 | 17.4 | 29.8 | 22.4 | 16.2 | 9.0 |
| Financial/employment | 26.8 | 29.1 | 26.1 | 17.6 | 33.3 | 34.5 | 40.1 | 35.2 | 24.3 | 28.0 |
| Assistance to obtain government employment | 5.9 | 1.3 | 7.3 | 3.8 | 4.2 | 3.2 | 5.8 | 8.7 | 4.9 | 4.0 |
| Employment/training assistance | 5.6 | 1.0 | 6.7 | 1.6 | 1.6 | 3.0 | 4.2 | 2.0 | 5.1 | 2.6 |
| Financial assistance/material aid | 19.2 | 25.7 | 18.0 | 13.8 | 29.2 | 27.3 | 31.4 | 28.1 | 15.7 | 22.8 |
| Financial counselling | 5.3 | 3.6 | 4.9 | 2.2 | 4.4 | 11.8 | 11.3 | 7.6 | 3.9 | 4.5 |
| Counselling | 27.3 | 17.8 | 37.5 | 36.0 | 27.1 | 38.3 | 38.6 | 61.0 | 40.3 | 29.8 |
| Incest/sexual abuse | 0.4 | 0.2 | 1.5 | 1.3 | 1.1 | 1.5 | 1.0 | 1.9 | — | 0.7 |
| Domestic violence counselling | 0.9 | 0.3 | 5.2 | 15.5 | 6.3 | 8.7 | 2.3 | 30.5 | 3.7 | 6.9 |
| Family/relationship counselling and support | 8.8 | 2.3 | 13.6 | 10.0 | 9.6 | 16.6 | 13.1 | 19.8 | 18.9 | 8.1 |
| Emotional support/other | 25.2 | 17.2 | 33.7 | 31.1 | 22.3 | 34.1 | 33.9 | 52.7 | 35.4 | 27.0 |
| General support/advocacy | 67.9 | 69.5 | 66.6 | 67.7 | 58.0 | 58.9 | 71.6 | 73.5 | 67.4 | 69.0 |
| Living skills/personal development | 23.5 | 7.1 | 25.6 | 6.2 | 6.5 | 12.7 | 9.5 | 10.5 | 17.6 | 12.2 |
| Assistance with legal issues/court support | 5.6 | 1.2 | 5.9 | 10.7 | 4.7 | 7.8 | 5.1 | 19.2 | 5.4 | 6.0 |
| Advice/information | 51.6 | 44.3 | 53.0 | 50.8 | 50.2 | 53.3 | 65.7 | 65.3 | 57.5 | 50.2 |
| Retrieval/storage/removal of personal belongings | 28.7 | 46.1 | 21.3 | 20.7 | 13.9 | 11.2 | 6.3 | 16.7 | 10.5 | 32.8 |
| Advocacy/liaison on behalf of client | 28.5 | 5.7 | 32.9 | 22.9 | 27.2 | 34.1 | 37.4 | 40.7 | 35.2 | 19.7 |
| Specialist services | 15.5 | 19.2 | 18.2 | 19.5 | 10.4 | 15.6 | 13.5 | 28.2 | 15.1 | 19.6 |
| Psychological services | 1.1 | 0.5 | 1.1 | 1.0 | 1.0 | 0.6 | — | 1.0 | 1.0 | 0.8 |
| Psychiatric services | 0.7 | 1.5 | 0.5 | 1.6 | — | — | 0.9 | 0.7 | — | 1.1 |
| Pregnancy support | 0.1 | — | 1.9 | 0.7 | 0.6 | 1.2 | — | 2.8 | 2.1 | 0.7 |
| Family planning support | 0.3 | — | 1.1 | 0.2 | 0.3 | 0.9 | 2.2 | 1.4 | 0.6 | 0.4 |
| Drug/alcohol support/rehabilitation | 7.6 | 9.6 | 5.0 | 5.4 | 4.6 | 4.3 | 4.9 | 2.8 | 4.7 | 7.2 |
| Physical disability services | 0.1 | 0.2 | 0.2 | 0.4 | — | — | 0.8 | 0.6 | — | 0.2 |
| Intellectual disability services | 0.1 | 0.1 | 0.3 | 0.2 | — | 0.3 | — | 0.3 | — | 0.1 |
| Culturally appropriate support | 1.8 | 0.4 | 3.8 | 7.9 | 2.1 | 1.2 | 3.1 | 14.3 | 6.3 | 3.8 |
| Interpreter services | 0.2 | 0.3 | 0.6 | 3.1 | 0.6 | 0.3 | 2.4 | 3.8 | 1.5 | 1.1 |
| Health/medical services | 7.5 | 11.3 | 8.8 | 6.8 | 3.4 | 9.6 | 4.0 | 13.1 | 3.8 | 10.0 |
| Other support | 82.1 | 95.0 | 71.0 | 81.5 | 73.9 | 59.9 | 74.7 | 71.8 | 73.3 | 84.9 |
| Meals | 72.7 | 84.7 | 55.4 | 67.9 | 52.3 | 27.0 | 28.8 | 51.2 | 57.8 | 71.9 |
| Laundry/shower facilities | 70.2 | 85.3 | 54.1 | 66.4 | 48.2 | 31.7 | 38.5 | 51.6 | 58.7 | 71.6 |
| Recreation | 39.1 | 25.5 | 27.6 | 16.6 | 15.0 | 13.7 | 17.3 | 27.6 | 28.8 | 26.7 |
| Transport | 32.0 | 10.7 | 37.5 | 26.5 | 29.6 | 29.0 | 23.5 | 50.0 | 35.7 | 24.6 |
| Brokerage services | 7.8 | 1.5 | 10.1 | 4.0 | 14.2 | 11.2 | 22.8 | 6.9 | 6.3 | 4.8 |
| Other | 8.2 | 29.4 | 6.5 | 15.2 | 6.5 | 6.9 | 9.4 | 9.3 | 2.8 | 18.6 |
| Total (number) | 7,350 | 22,850 | 5,750 | 5,750 | 500 | 500 | 150 | 6,650 | 250 | 49,750 |

Notes

1. Number excluded due to errors (weighted): 136.
2. Number excluded due to omissions (weighted): 1,291.
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, New South Wales, 1999–2000 (per cent)

| Support services provided to accompanying children | Couple with children | Male with children | Female with children | Other with children | Total | |
|--|----------------------|--------------------|----------------------|---------------------|-------|--------|
| | | | | | % | Number |
| Counselling | 11.9 | 9.5 | 28.1 | 8.3 | 27.0 | 1,650 |
| Child care, kindergarten/ school liaison | 21.2 | 12.4 | 38.8 | 25.0 | 37.5 | 2,300 |
| Access arrangements | 2.5 | 1.9 | 2.7 | — | 2.7 | 150 |
| Other | 23.7 | 26.7 | 22.2 | 16.7 | 22.4 | 1,350 |
| Summary totals | | | | | | |
| Total support periods (%) | 4.2 | 1.9 | 93.7 | 0.2 | 100.0 | .. |
| Total support periods (number) | 250 | 100 | 5,700 | <25 | .. | 6,100 |
| Total accompanying child visits (%) | 4.6 | 1.7 | 93.6 | 0.2 | 100.0 | .. |
| Total accompanying child visits (number) | 600 | 200 | 12,350 | <25 | .. | 13,200 |
| Mean number of assisted children per support period with assisted children | 2.1 | 1.7 | 2.1 | 1.6 | .. | 2.1 |

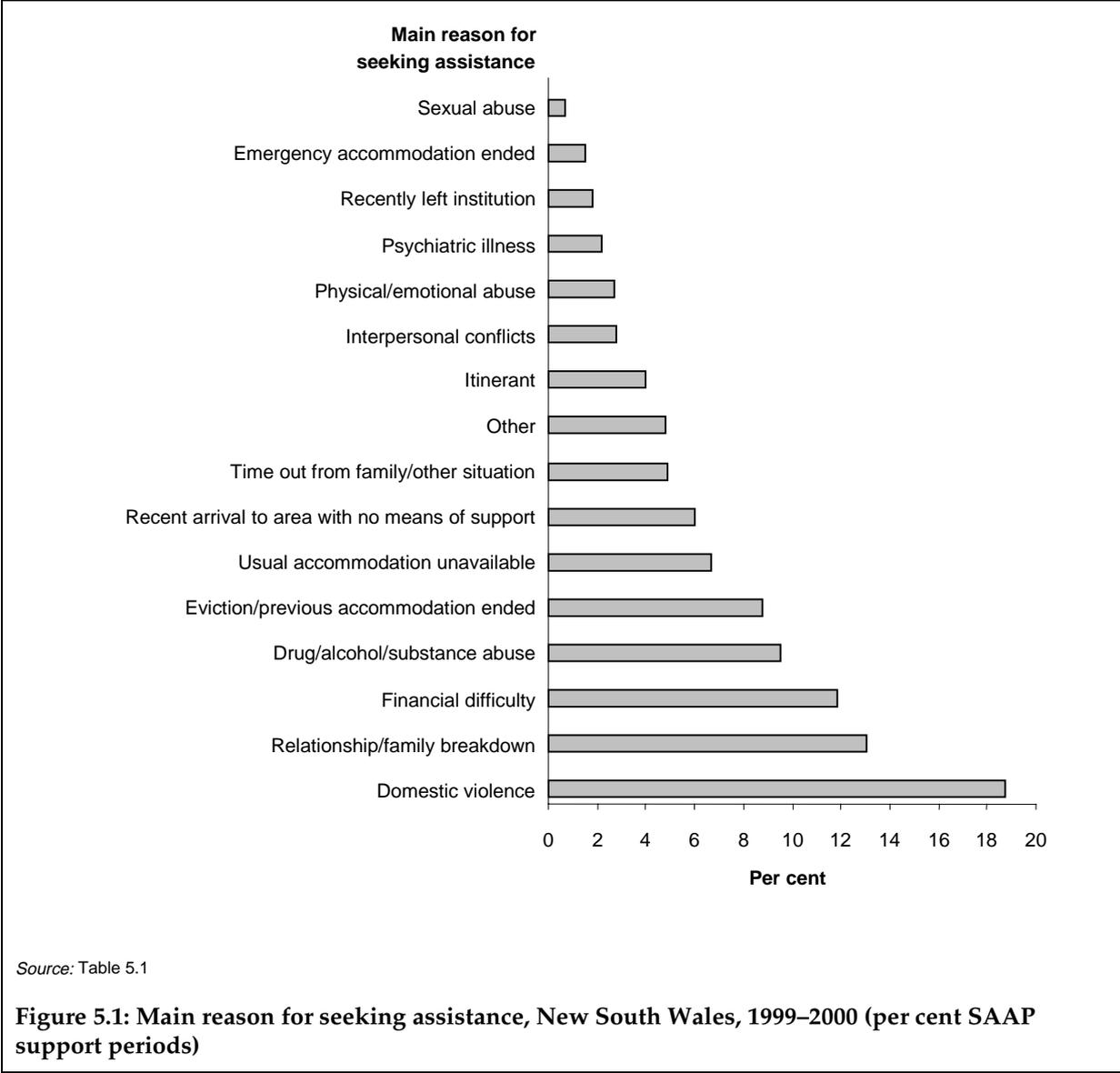
Notes

1. Number excluded due to errors (weighted): 26 (support periods).
2. Number excluded due to omissions (weighted): 188 (support periods).
3. Figures in this table (excluding those on accompanying child visits) exclude high-volume records because not all items were included on the 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. Moreover, in addition to the services listed in this table, accompanying children may have been accommodated during a support period.
6. An accompanying child may be counted in more than one support period, so the total number of accompanying child visits 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.
8. Figures have been weighted to adjust for agency non-participation.

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, as Figure 5.1 shows, in 1999–2000 the main reasons most commonly given for seeking assistance were domestic violence (19%), relationship or family breakdown (13%), financial difficulty (12%) and drug, alcohol or substance abuse (10%).



In 57% of support periods for women with children and 37% for women alone aged 25 and over, assistance was sought primarily because of domestic violence (Table 5.1). For younger people under 25, both males and females, the major reason given for seeking assistance was relationship or family breakdown (in 21% and 24% of support periods, respectively). Relationship breakdown was also commonly given as the main reason for seeking assistance by males with children (in 22% of cases). For men aged 25 and over, the most common main

reason given for seeking assistance was drug, alcohol or substance abuse (in 24% of support periods), followed by financial difficulty (in 18%). Financial difficulty was also most frequently cited as the main reason given for seeking assistance by couples with or without children (in 24% and 27% of cases, respectively) and by males presenting with children (in 31% of cases).

Table 5.2 shows the services that clients required and the main reason for seeking assistance. In all of the six broad types of support, the most common main reason for seeking assistance was domestic violence, in between 18% and 32% of support periods. Except for specialist services and other support, the second most common main reason for seeking assistance was relationship or family breakdown. For the clients seeking specialist services the second most common reason given as the main reason for seeking assistance was drug, alcohol or substance abuse. For other support the second most common reason was financial difficulty.

5.1 Tables

Table 5.1: SAAP support periods: main reason for seeking assistance by client group, New South Wales, 1999–2000 (per cent)

| 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 | 9.7 | 6.5 | 8.7 | 6.3 | 4.6 | 7.4 | 3.0 | 2.8 | 3.3 | 6.7 |
| Time out from family/other situation | 7.8 | 2.2 | 9.7 | 3.3 | 4.4 | 2.0 | 2.0 | 2.8 | 14.3 | 4.9 |
| Relationship/family breakdown | 21.2 | 7.1 | 23.5 | 7.0 | 13.6 | 9.1 | 21.9 | 8.1 | 16.3 | 13.0 |
| Interpersonal conflicts | 3.7 | 1.9 | 4.7 | 2.6 | 3.2 | 2.8 | 1.0 | 1.9 | 2.3 | 2.8 |
| Physical/emotional abuse | 1.5 | 0.3 | 4.3 | 4.2 | 1.3 | 3.0 | 3.4 | 4.8 | 2.8 | 2.7 |
| Domestic violence | 1.1 | 0.6 | 8.8 | 36.7 | 10.0 | 11.0 | 7.3 | 56.7 | 9.5 | 18.7 |
| Sexual abuse | 0.3 | 0.2 | 1.2 | 1.0 | 0.9 | 1.1 | — | 0.9 | 1.4 | 0.7 |
| Financial difficulty | 11.7 | 18.4 | 8.7 | 7.8 | 27.1 | 23.7 | 30.7 | 6.2 | 17.8 | 11.8 |
| Eviction/previous accommodation ended | 14.5 | 7.3 | 11.0 | 4.5 | 9.1 | 15.7 | 11.6 | 5.8 | 4.9 | 8.8 |
| Drug/alcohol/substance abuse | 7.3 | 23.9 | 3.1 | 7.7 | 3.9 | 6.5 | 3.2 | 0.9 | 2.7 | 9.5 |
| Emergency accommodation ended | 1.9 | 1.6 | 2.1 | 0.9 | 0.8 | 2.3 | 1.0 | 1.1 | 1.4 | 1.5 |
| Recently left institution | 2.4 | 3.6 | 0.8 | 1.8 | 0.9 | — | 1.2 | 0.2 | 1.3 | 1.8 |
| Psychiatric illness | 1.4 | 4.3 | 0.6 | 4.7 | — | 0.7 | 1.0 | 0.4 | — | 2.2 |
| Recent arrival to area with no means of support | 6.0 | 11.3 | 3.2 | 3.7 | 12.4 | 5.2 | 5.7 | 2.5 | 8.1 | 6.0 |
| Itinerant | 4.5 | 5.4 | 3.8 | 4.2 | 4.2 | 1.8 | 2.0 | 1.9 | 7.8 | 4.0 |
| Other | 5.2 | 5.6 | 5.9 | 3.6 | 3.5 | 7.6 | 4.9 | 3.1 | 6.3 | 4.8 |
| <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> |
| Total (%) | 19.7 | 26.2 | 16.6 | 12.4 | 1.2 | 1.5 | 0.5 | 21.1 | 0.8 | 100.0 |
| Total (number) | 5,400 | 7,200 | 4,550 | 3,400 | 350 | 400 | 150 | 5,800 | 200 | 27,450 |

Notes

1. Number excluded due to errors (weighted): 372.
2. Number excluded due to omissions (weighted): 3,641.
3. Excludes high-volume records because not all items were included on the 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, New South Wales, 1999–2000 (per cent)

| Main reason for seeking assistance | Support periods with type of support needed | | | | | | All support periods | |
|---|---|-----------------------|---------------|---------------------------|---------------------|---------------|---------------------|---------------|
| | Housing/ accommodation | Financial/ employment | Counseling | General support/ advocacy | Specialist services | Other support | % | Number |
| Usual accommodation unavailable | 7.6 | 4.6 | 3.6 | 5.4 | 3.9 | 6.6 | 6.7 | 1,900 |
| Time out from family/other situation | 4.9 | 3.8 | 5.2 | 4.7 | 3.7 | 4.7 | 5.0 | 1,400 |
| Relationship/family breakdown | 13.2 | 15.3 | 14.3 | 13.4 | 11.6 | 12.3 | 13.0 | 3,650 |
| Interpersonal conflicts | 2.3 | 2.4 | 3.0 | 2.8 | 2.3 | 2.4 | 2.9 | 800 |
| Physical/emotional abuse | 2.7 | 2.9 | 3.8 | 2.8 | 2.9 | 2.6 | 2.7 | 750 |
| Domestic violence | 17.8 | 22.0 | 31.7 | 22.5 | 23.8 | 18.2 | 18.7 | 5,300 |
| Sexual abuse | 0.6 | 0.7 | 1.1 | 0.8 | 0.8 | 0.6 | 0.6 | 200 |
| Financial difficulty | 10.3 | 12.6 | 6.4 | 10.6 | 6.5 | 12.5 | 11.9 | 3,350 |
| Eviction/previous accommodation ended | 9.7 | 9.5 | 8.1 | 9.6 | 7.9 | 9.0 | 8.8 | 2,450 |
| Drug/alcohol/substance abuse | 9.9 | 8.6 | 7.5 | 7.6 | 16.6 | 10.4 | 9.5 | 2,700 |
| Emergency accommodation ended | 1.7 | 2.1 | 1.8 | 1.8 | 2.0 | 1.6 | 1.5 | 400 |
| Recently left institution | 2.1 | 2.1 | 1.6 | 1.9 | 2.0 | 2.0 | 1.8 | 500 |
| Psychiatric illness | 2.4 | 1.9 | 1.8 | 1.9 | 3.5 | 2.4 | 2.2 | 600 |
| Recent arrival to area with no means of support | 6.8 | 4.5 | 3.5 | 5.2 | 4.3 | 6.5 | 5.9 | 1,650 |
| Itinerant | 4.5 | 2.8 | 2.2 | 3.7 | 2.8 | 4.2 | 3.9 | 1,100 |
| Other | 3.6 | 4.3 | 4.4 | 5.1 | 5.6 | 3.8 | 4.8 | 1,350 |
| <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> |
| Total (%) | 82.2 | 34.4 | 45.2 | 67.7 | 34.9 | 78.6 | .. | .. |
| Total (number) | 23,200 | 9,700 | 12,750 | 19,100 | 9,850 | 22,150 | .. | 28,200 |

Notes

1. Number excluded due to errors (weighted): 261.
2. Number excluded due to omissions (weighted): 3,027.
3. Excludes high-volume records because not all items were included on the 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.

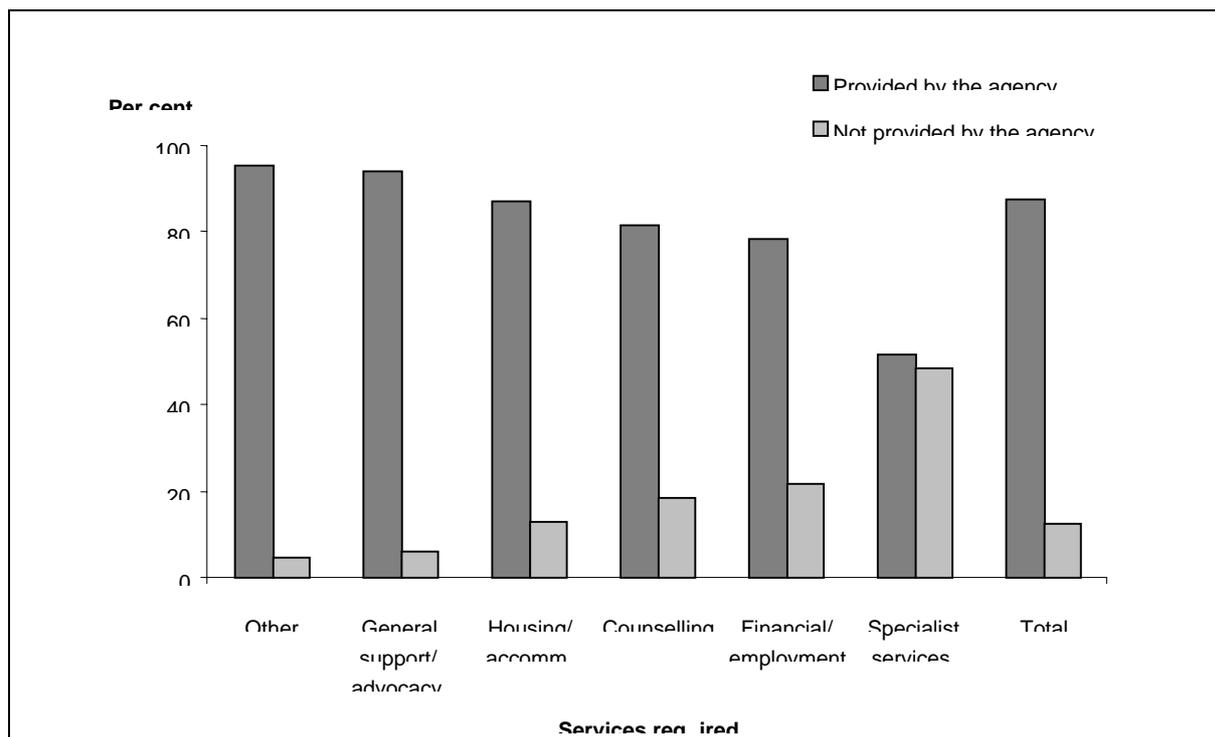
Source: SAAP Client Collection

6 Meeting the needs of clients

The extent of agencies' abilities to meet the needs of their clients can indicate both the success of the Supported Accommodation Assistance Program and where improvements are needed. This section focuses on the needs of clients who received support and/or accommodation 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 later in 2001.

It is only after a client has stopped receiving support from an agency that we can examine whether their needs were or were not met. It is for this reason that only closed support periods are included in estimating service provision. In New South Wales over 1999–2000 there were an estimated 47,450 closed support periods (Table 6.1).

In any one support period a client may request many services. Some of these services may be able to be provided by an agency, and some may not. Of those that cannot be provided some may be referred on, but for some services it may not be possible to either provide the service or to refer the client on. Table 6.1 summarises support periods in which services were required by clients, and how these needs were provided for.



Source: Table 6.1

Figure 6.1: Provision of services required, New South Wales, 1999–2000 (per cent services requested in closed support periods)

Within the 47,450 closed support periods in 1999–2000, it is estimated that clients identified a need for around 266,700 services (Table 6.1).¹ Eighty-eight per cent of these services were provided directly by the SAAP agency to some extent. In addition to this, agencies were able to refer clients to other services for a further 4% of needs. As illustrated in Figure 6.1, ‘other’ forms of support services such as meals and shower facilities were provided in an overwhelming majority of the cases in which they were requested—96% of these needs were met through service provision. A similarly high level of service provision occurred for general support and advocacy services, with 94% of such requests being met through direct service provision. Perhaps not surprisingly, specialist services were in general the least likely to be provided by the SAAP agency (not provided in 48% of instances), with some particular specialist services being provided in less than one-third of the cases in which they were requested (Table 6.1).

Housing and accommodation services were needed in 40,100 (or 85%) of the 47,450 closed support periods. Some clients had more than one housing-related need, resulting in a total of 50,950 requests for services in this area. In 87% of instances, housing or accommodation services were provided when requested within a support period, and a further 5% of housing needs were met through referral. More specifically, however, 97% of requests for SAAP or CAP accommodation were met through direct provision, with an additional 1% of requests being referred on. It appeared somewhat more difficult to provide assistance for clients to obtain short-term accommodation (only 68% of requested services were provided) or independent housing (52% provided) (Table 6.1).

A total of 17,250 services involving financial and employment matters were needed across 13,500 closed support periods. Seventy-eight per cent of these were provided to clients to some extent. Although within the financial and employment assistance subgroup, provision of financial assistance or material aid was quite high (provided in 90% of the support periods in which it was requested), provision of employment and training assistance occurred in only 50% of the support periods in which it was sought. In a further 26% of cases, however, clients were referred on for this type of assistance to other organisations (Table 6.1).

Some support services that could not be provided directly by agencies had a better chance than others of being referred on. Sexual assault counselling, for example, could not be provided directly in 65% of support periods in which it was needed, but in well over half of these instances the agency was able to refer the client on. Other support services that agencies were frequently unable to provide to clients but for which they were often able to refer clients on included: psychiatric services (referred on in 35% of cases); intellectual disability services (referred on in 33% of cases); employment and training assistance (referred on in 26% of cases); family planning (referred on in 24% of cases); and health and medical services (referred on in 24% of cases) (Table 6.1).

6.1 Unmet needs

While a high percentage of requested services are met by service providers, an inability to provide any one service can be of significance to clients, so agencies’ abilities to refer clients on assume some importance. This is particularly true for specialist services where just under half (48%) of the 21,200 specialist services required in 15,700 support periods were not provided. The most significant need that agencies were unable to either provide for or refer on was in the area of drug and alcohol support or rehabilitation. This service was requested

¹ The total number of closed support periods in Table 6.1 differs from the number given in Table 4.1 because the estimate does not rely on client consent and there are no missing values (see Appendix A1.2.1).

in over 8,000 cases, but for over 50% of these (4,200 cases) it could be neither provided nor referred on. Psychological services were another area of relatively high unmet need, with over 1,000 instances of this support being requested but with agencies unable to either provide for this need or refer on in over 46% of these cases (Table 6.1).

In 10,750 of the closed support periods in 1999–2000, at least one service needed by a client was neither provided nor referred on to another agency. That is, 23% of support periods had at least one need remaining unmet at the end of that support period (Table 6.2). Across all client groups the most common forms of support that could be neither provided nor referred on were specialist services (accounting for 31% of total unmet needs), and housing and accommodation services (21% of unmet needs) (Table 6.2).

Overall, solo males had proportionally the highest level of unmet needs. For this client group, 26% of support periods ended with at least one need remaining unmet—that is, 7,500 support periods out of a total of 28,450 had a remaining unmet need (Table 6.2). The client group with the next highest level of unmet needs were couples with children, who at the end of 22% of their support periods (100 out of 450) had one or more needs remaining unmet (Table 6.2). Solo males also reported the highest concentration of unmet need—40% of their unmet requests for assistance related to specialist services (40%). Males with children had the next highest concentration of unmet needs in any one category, with 35% of their unmet needs being for housing and accommodation assistance.

As mentioned above, solo males reported that out of all their unmet needs, 40%—or around 5,000 cases—related to needs for specialist services (Table 6.2). Moreover, solo males aged 25 and over were the only client group for whom the most common reason for seeking assistance was drug, alcohol or substance abuse (Table 5.1). Since, of all the specialist services that remained unmet, drug, alcohol or substance services were the most numerous—accounting for 4,250 of the 6,400 unmet needs for specialist services (Table 6.1)—it would seem that the unmet needs of solo males related primarily to drug or alcohol support or rehabilitation.

6.2 Tables

Table 6.1: SAAP services required in closed support periods, by provision, New South Wales, 1999–2000 (per cent services required)

| Type of service required | Not provided | | | Provided | | | Total | Number of times service required | Number of closed support periods |
|--|----------------------------------|---------------|---------------|----------------|--------------------------|----------------|--------------|----------------------------------|----------------------------------|
| | Neither provided nor referred on | Referred on | Subtotal | Provided only | Provided and referred on | Subtotal | | | |
| Housing/accommodation | 8.3 | 4.7 | 13.0 | 81.3 | 5.8 | 87.1 | 100.0 | 50,950 | 40,100 |
| SAAP/CAP accommodation | 2.4 | 1.0 | 3.4 | 93.4 | 3.1 | 96.5 | 100.0 | 37,700 | 37,700 |
| Assist. to obtain short-term accommodation | 20.5 | 11.0 | 31.5 | 58.6 | 9.8 | 68.4 | 100.0 | 6,550 | 6,550 |
| Assist. to obtain independent housing | 29.0 | 19.1 | 48.1 | 35.3 | 16.6 | 51.9 | 100.0 | 6,700 | 6,700 |
| Financial/employment | 11.0 | 10.7 | 21.7 | 68.8 | 9.5 | 78.3 | 100.0 | 17,250 | 13,500 |
| Assist. to obtain benefit/pension | 13.1 | 21.1 | 34.2 | 43.3 | 22.4 | 65.7 | 100.0 | 2,550 | 2,550 |
| Employment and training assistance | 24.6 | 25.7 | 50.3 | 34.7 | 14.9 | 49.6 | 100.0 | 1,950 | 1,950 |
| Financial assistance/material aid | 4.8 | 5.6 | 10.4 | 83.4 | 6.2 | 89.6 | 100.0 | 10,200 | 10,200 |
| Financial counselling | 23.3 | 9.2 | 32.5 | 61.3 | 6.2 | 67.5 | 100.0 | 2,600 | 2,600 |
| Counselling | 10.6 | 7.8 | 18.4 | 72.6 | 8.9 | 81.5 | 100.0 | 20,750 | 13,500 |
| Incest/sexual assault counselling | 25.9 | 39.4 | 65.3 | 20.8 | 13.9 | 34.7 | 100.0 | 750 | 750 |
| Domestic violence counselling | 12.4 | 11.9 | 24.3 | 65.1 | 10.6 | 75.7 | 100.0 | 3,850 | 3,850 |
| Family/relationship counselling | 16.3 | 12.3 | 28.6 | 58.7 | 12.7 | 71.4 | 100.0 | 4,600 | 4,600 |
| Other counselling | 6.9 | 2.7 | 9.6 | 84.0 | 6.5 | 90.5 | 100.0 | 11,600 | 11,600 |
| General support/advocacy | 4.0 | 1.8 | 5.8 | 88.0 | 6.2 | 94.2 | 100.0 | 55,100 | 31,100 |
| Living skills/personal development | 11.5 | 1.5 | 13.0 | 83.2 | 3.8 | 87.0 | 100.0 | 5,250 | 5,250 |
| Assistance with legal issues | 10.9 | 15.2 | 26.1 | 53.5 | 20.5 | 74.0 | 100.0 | 3,450 | 3,450 |
| Information | 2.4 | 0.3 | 2.7 | 91.4 | 6.0 | 97.4 | 100.0 | 22,250 | 22,250 |
| Retrieval/storage/removal of belongings | 2.6 | 0.8 | 3.4 | 94.7 | 1.9 | 96.6 | 100.0 | 15,300 | 15,300 |
| Advocacy/liaison on behalf of client | 3.6 | 2.0 | 5.6 | 84.2 | 10.2 | 94.4 | 100.0 | 8,850 | 8,850 |
| Specialist services | 30.3 | 17.9 | 48.2 | 38.4 | 13.4 | 51.8 | 100.0 | 21,200 | 15,700 |
| Psychological services | 46.4 | 29.9 | 76.3 | 13.3 | 10.4 | 23.7 | 100.0 | 1,100 | 1,100 |
| Psychiatric services | 33.0 | 34.5 | 67.5 | 14.8 | 17.6 | 32.4 | 100.0 | 1,450 | 1,450 |
| Pregnancy support | 16.2 | 19.1 | 35.3 | 43.7 | 21.0 | 64.7 | 100.0 | 500 | 500 |
| Family planning support | 22.7 | 24.1 | 46.8 | 33.0 | 20.2 | 53.2 | 100.0 | 400 | 400 |
| Drug/alcohol support or rehabilitation | 50.8 | 10.3 | 61.1 | 28.2 | 10.7 | 38.9 | 100.0 | 8,350 | 8,350 |
| Physical disability services | 33.3 | 11.3 | 44.6 | 38.7 | 16.7 | 55.4 | 100.0 | 150 | 150 |
| Intellectual disability services | 30.6 | 33.1 | 63.7 | 16.5 | 19.8 | 36.3 | 100.0 | 150 | 150 |
| Culturally appropriate support | 8.9 | 7.6 | 16.5 | 72.5 | 11.0 | 83.5 | 100.0 | 1,750 | 1,750 |
| Interpreter services | 5.2 | 14.3 | 19.5 | 58.5 | 21.9 | 80.4 | 100.0 | 550 | 550 |
| Health/medical services | 10.9 | 24.2 | 35.1 | 49.6 | 15.3 | 64.9 | 100.0 | 6,850 | 6,850 |
| Other | 3.5 | 1.0 | 4.5 | 93.6 | 2.0 | 95.6 | 100.0 | 101,450 | 40,500 |
| Meals | 1.9 | 0.3 | 2.2 | 95.7 | 2.2 | 97.9 | 100.0 | 32,250 | 32,250 |
| Laundry/shower facilities | 2.1 | 0.1 | 2.2 | 96.7 | 1.1 | 97.8 | 100.0 | 33,950 | 33,950 |
| Recreation | 4.0 | 0.5 | 4.5 | 92.6 | 2.9 | 95.5 | 100.0 | 11,150 | 11,150 |
| Transport | 10.5 | 4.0 | 14.5 | 83.5 | 2.0 | 85.5 | 100.0 | 12,800 | 12,800 |
| Brokerage services | 6.4 | 7.0 | 13.4 | 81.1 | 5.5 | 86.6 | 100.0 | 2,650 | 2,650 |
| Other | 2.9 | 1.6 | 4.5 | 93.1 | 2.4 | 95.5 | 100.0 | 8,700 | 8,700 |
| Total (%) | 7.7 | 4.4 | 12.1 | 82.4 | 5.5 | 87.9 | 100.0 | .. | .. |
| Total (number) | 20,500 | 11,600 | 32,100 | 219,900 | 14,750 | 234,600 | .. | 266,700 | 47,450 |

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, New South Wales, 1999–2000 (per cent unmet needs)

| Broad type of service required | Male alone | Female alone | Couple, no children | Couple with children | Male with children | Female with children | Other | Total | |
|--|--------------|--------------|---------------------|----------------------|--------------------|----------------------|--------------|--------------|---------------|
| | | | | | | | | % | Number |
| Housing/accommodation | 20.8 | 18.8 | 28.0 | 18.4 | 35.0 | 22.3 | 17.9 | 20.6 | 4,100 |
| Financial/employment | 8.0 | 11.1 | 14.0 | 16.4 | 17.5 | 12.0 | 13.2 | 9.4 | 1,850 |
| Counselling | 5.9 | 16.2 | 11.8 | 15.8 | 15.0 | 23.2 | 23.2 | 10.7 | 2,100 |
| General support/advocacy | 8.5 | 14.0 | 14.0 | 14.5 | 15.0 | 16.3 | 7.9 | 10.8 | 2,150 |
| Specialist services | 39.6 | 19.0 | 22.6 | 23.0 | 15.0 | 14.4 | 17.9 | 31.4 | 6,250 |
| Other | 17.2 | 20.9 | 9.7 | 11.8 | 2.5 | 11.8 | 19.9 | 17.2 | 3,400 |
| <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>19,850</i> |
| Summary totals | | | | | | | | | |
| Total unmet needs (%) | 63.0 | 21.9 | 0.5 | 0.8 | 0.2 | 12.7 | 0.8 | 100.0 | .. |
| Total unmet needs (number) | 12,500 | 4,350 | 100 | 150 | 50 | 2,500 | 150 | .. | 19,850 |
| Total closed support periods with unmet needs (%) | 69.7 | 18.0 | 0.6 | 0.7 | 0.2 | 10.1 | 0.6 | 100.0 | .. |
| Total closed support periods with unmet needs (number) | 7,500 | 1,950 | 50 | 100 | <25 | 1,100 | 50 | .. | 10,750 |
| Total closed support periods (%) | 62.0 | 22.4 | 1.1 | 0.9 | 0.3 | 12.7 | 0.5 | 100.0 | .. |
| Total closed support periods (number) | 28,450 | 10,300 | 500 | 450 | 150 | 5,800 | 250 | .. | 45,850 |

Notes

1. Number excluded due to errors (weighted): 50 (unmet needs).
2. Number excluded due to omissions (weighted): 555 (unmet needs).
3. Number excluded due to omissions (weighted): 1,614 (closed support periods).
4. 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.
5. Figures have been weighted to adjust for agency non-participation.

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. However 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 consideration.

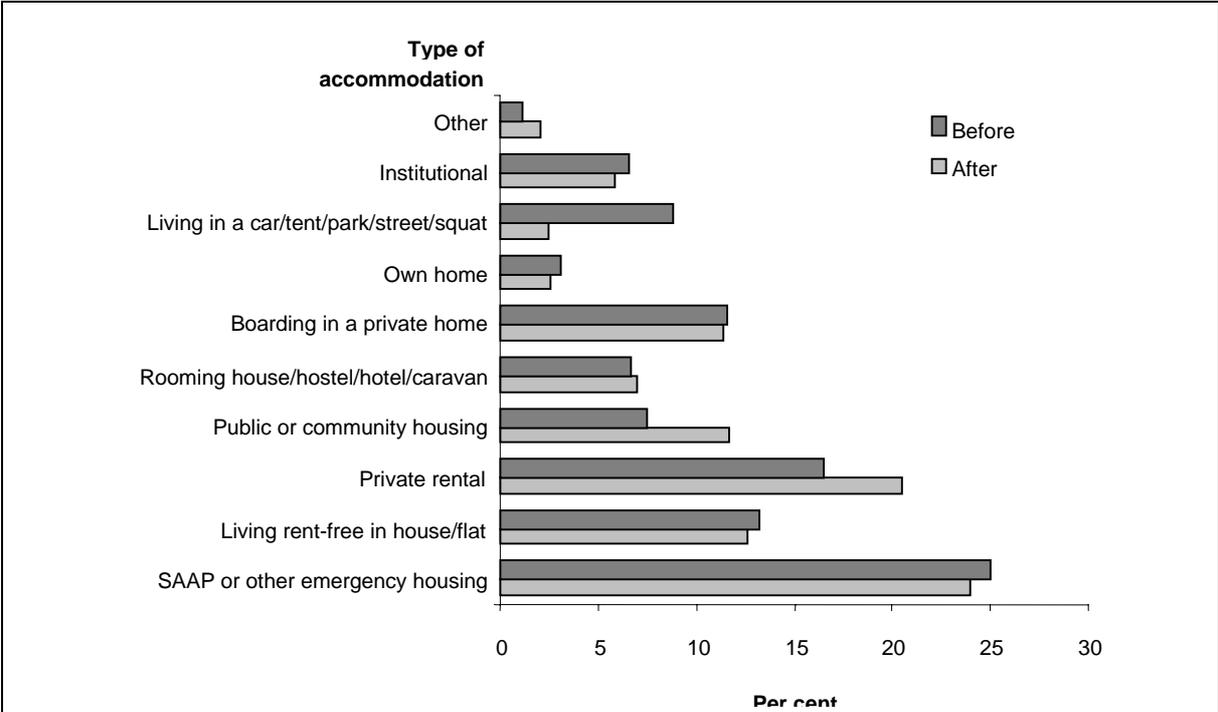
Overall before receiving support, clients were recipients of a government pension or benefit in 81% of support periods. In a further 11% of support periods, clients were reported as having no source of income and not awaiting a government benefit or pension; in 7% as having other sources of income; and in a final 1% clients had no income but were awaiting receipt of a pension or benefit (Table 7.1). These proportions had changed slightly by the time support had ended. After having received support, clients were on a government pension or benefit in 83% of support periods; the proportion of support periods in which clients had no income and they were not awaiting a government payment had dropped to 8%; and the other two categories remained almost unchanged.

For those clients, however, who specifically requested assistance with obtaining a government pension or benefit, there were more noticeable changes. After support they were accessing a government pension or benefit in 76% of support periods, a sizeable increase on the figure of 56% before support. Consequently, the proportion of support periods in which clients had no income and were not awaiting a government pension had dropped from 28% before support to 11% by the end of support.

As Figure 7.1 illustrates, the most common forms of client accommodation both immediately before and after support were SAAP or other emergency accommodation, followed by private rental. While figures for SAAP or emergency accommodation show little change before and after support, the proportion of clients in both public and community housing and private rental had increased. Before and after figures show that clients reported living in public and community housing in 8% of support periods before support and in 12% after (Table 7.2). Comparable figures for private rental were 17% and 21%, respectively. One of the factors contributing to these shifts appears to be the housing of clients who had been living in a car or other inadequate accommodation. Prior to assistance, clients were living in

a car, tent, park, street or squat in 9% of support periods, while after support this had dropped to 3%. Shifts in all other types of accommodation, including SAAP or other emergency accommodation, were relatively minor.

Of those clients who specifically requested assistance to obtain independent housing, the changes in accommodation before and after support were even more marked. Accommodation in private rental had increased from 18% of support periods before support to 28% after support, while accommodation in public and community housing had more than doubled—from 6% to 15%.



Source: Table 7.2

Figure 7.1: Type of accommodation immediately before and after a support period, New South Wales, 1999–2000 (per cent closed support periods)

Before receiving SAAP support, clients were most commonly living with unrelated persons (in 22% of support periods), living with their spouse or partner either with or without children (in 19%), or staying short-term with relatives or friends (in 17%) (Table 7.3). The greatest difference in clients’ living situations after support seemed to be caused by clients (with or without children) not returning to live with their spouse or partner. After support there was an increase in reports of clients living alone with children, reported in 7% of support periods before support but 17% after, while reports of clients living with a spouse or partner (with or without children) dropped from 19% of support periods before assistance to 12% after assistance.

In general, clients’ employment status (that is, employed full-time, part-time, casual, unemployed or not in the labour force) differed very little before and after a support period. However, for those clients who specifically requested assistance in the area of employment and training during their support period, some significant increases in the proportion of clients in paid work can be seen. For these clients the proportion of support periods in which clients were either unemployed or not in the labour force fell from 91% before support to 82% after; correspondingly, the proportion of support periods in which clients were in full-time, part-time or casual work after support had risen to 19%, up from 9% (Table 7.4). The

greatest single change seen was almost a fivefold increase in support periods in which clients were employed full-time—from 2% to 9%.

In the majority of support periods (87%) clients were not students before support. In around 8% of support periods clients were school students before support and clients were doing post-secondary schooling or employment training in the remainder. This profile remained virtually unchanged after support had finished. When only younger clients are considered (under 25 years), the numbers of support periods in which clients were not students was, as expected, smaller (74%), with a corresponding increase in how often clients were either in school or were post-secondary students or in employment training. Again, however, the before and after figures show little change, with only a very slight drop in the numbers in primary or secondary schooling, and a corresponding rise in the numbers of clients undertaking post-secondary or employment training. Interestingly, the proportion of young clients that were students was the same both before and after a support period (Table 7.5).

7.1 Tables

Table 7.1: SAAP closed support periods: source of income immediately before and after a support period, New South Wales, 1999–2000 (per cent)

| Source of income | Closed support periods in which clients needed assistance to obtain a pension or benefit | | All closed support periods | |
|-------------------------------------|--|--------------|----------------------------|---------------|
| | Before | After | Before | After |
| No income | 28.1 | 11.4 | 11.1 | 8.4 |
| No income, awaiting pension/benefit | 6.2 | 4.5 | 1.4 | 1.2 |
| Government pension/benefit | 55.7 | 75.5 | 80.6 | 82.8 |
| Other | 10.0 | 8.5 | 6.9 | 7.6 |
| <i>Total</i> | <i>100.0</i> | <i>100.0</i> | <i>100.0</i> | <i>100.0</i> |
| Total (with valid data) | 2,350 | 2,100 | 25,700 | 22,150 |
| Number with missing data | 100 | 350 | 2,300 | 5,900 |
| Total (number) | 2,450 | 2,450 | 28,000 | 28,000 |

Notes

1. Table excludes high-volume records because not all items were included on the high-volume form.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.
3. 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, New South Wales, 1999–2000 (per cent)

| Type of accommodation | Closed support periods in which clients needed assistance to obtain independent housing | | All closed support periods | |
|--|---|--------------|----------------------------|---------------|
| | Before | After | Before | After |
| SAAP or other emergency housing | 23.5 | 21.7 | 25.0 | 24.0 |
| Living rent-free in house/flat | 11.4 | 7.8 | 13.2 | 12.6 |
| Private rental | 17.7 | 27.6 | 16.5 | 20.5 |
| Public or community housing | 6.3 | 15.1 | 7.5 | 11.7 |
| Rooming house/hostel/hotel/caravan | 6.0 | 7.3 | 6.7 | 7.0 |
| Boarding in a private home | 15.8 | 12.0 | 11.6 | 11.4 |
| Own home | 2.7 | 1.0 | 3.1 | 2.6 |
| Living in a car/tent/park/street/squat | 7.3 | 1.3 | 8.8 | 2.5 |
| Institutional | 8.0 | 4.1 | 6.6 | 5.8 |
| Other | 1.4 | 2.1 | 1.1 | 2.0 |
| <i>Total</i> | <i>100.0</i> | <i>100.0</i> | <i>100.0</i> | <i>100.0</i> |
| Total (with valid data) | 6,300 | 4,700 | 25,300 | 16,500 |
| Number with missing data | 350 | 2,000 | 2,700 | 11,550 |
| Total (number) | 6,650 | 6,650 | 28,000 | 28,000 |

Notes

1. Table excludes high-volume records because not all items were included on the high-volume form.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.
3. 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, New South Wales, 1999–2000 (per cent)

| Living situation | Before | After |
|--|---------------|---------------|
| With parent(s) | 12.6 | 9.3 |
| With foster family | 0.6 | 0.6 |
| With relatives/friends short-term | 16.5 | 13.4 |
| With relatives/friends long-term | 3.7 | 5.9 |
| With spouse/partner with(out) children | 19.2 | 11.6 |
| Alone with children | 7.3 | 16.9 |
| Alone | 15.7 | 17.3 |
| With other unrelated persons | 21.8 | 22.0 |
| Other | 2.7 | 3.0 |
| <i>Total</i> | <i>100.0</i> | <i>100.0</i> |
| Total (with valid data) | 25,700 | 17,500 |
| Number with missing data | 2,300 | 10,500 |
| Total (number) | 28,000 | 28,000 |

Notes

1. Table excludes high-volume records because not all items were included on the high-volume form.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.
3. 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, New South Wales, 1999–2000 (per cent)

| Employment status | Closed support periods in which clients needed assistance in employment and training | | All closed support periods | |
|--------------------------------|--|--------------|----------------------------|---------------|
| | Before | After | Before | After |
| Employed full-time | 1.8 | 8.6 | 3.2 | 4.4 |
| Employed part-time/casual | 7.0 | 9.9 | 5.0 | 5.5 |
| Unemployed (looking for work) | 50.4 | 46.1 | 36.1 | 33.3 |
| Not in labour force | 40.8 | 35.4 | 55.7 | 56.9 |
| <i>Total</i> | <i>100.0</i> | <i>100.0</i> | <i>100.0</i> | <i>100.0</i> |
| Total (with valid data) | 1,900 | 1,600 | 25,850 | 21,800 |
| Number with missing data | 50 | 350 | 2,150 | 6,200 |
| Total (number) | 2,000 | 2,000 | 28,000 | 28,000 |

Notes

1. Table excludes high-volume records because not all items were included on the high-volume form.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.
3. 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: student status immediately before and after a support period, New South Wales, 1999–2000 (per cent)

| Student status | Closed support periods for clients aged under 25 years | | All closed support periods | |
|--|--|---------------|----------------------------|---------------|
| | Before | After | Before | After |
| Not a student | 73.6 | 73.7 | 87.4 | 87.0 |
| Primary/secondary school student | 19.4 | 17.8 | 8.2 | 7.5 |
| Post-secondary student/employment training | 6.9 | 8.5 | 4.4 | 5.5 |
| <i>Total</i> | <i>100.0</i> | <i>100.0</i> | <i>100.0</i> | <i>100.0</i> |
| Total (with valid data) | 10,400 | 8,950 | 25,150 | 21,600 |
| Number with missing data | 1,300 | 2,750 | 2,900 | 6,450 |
| Total (number) | 11,700 | 11,700 | 28,000 | 28,000 |

Notes

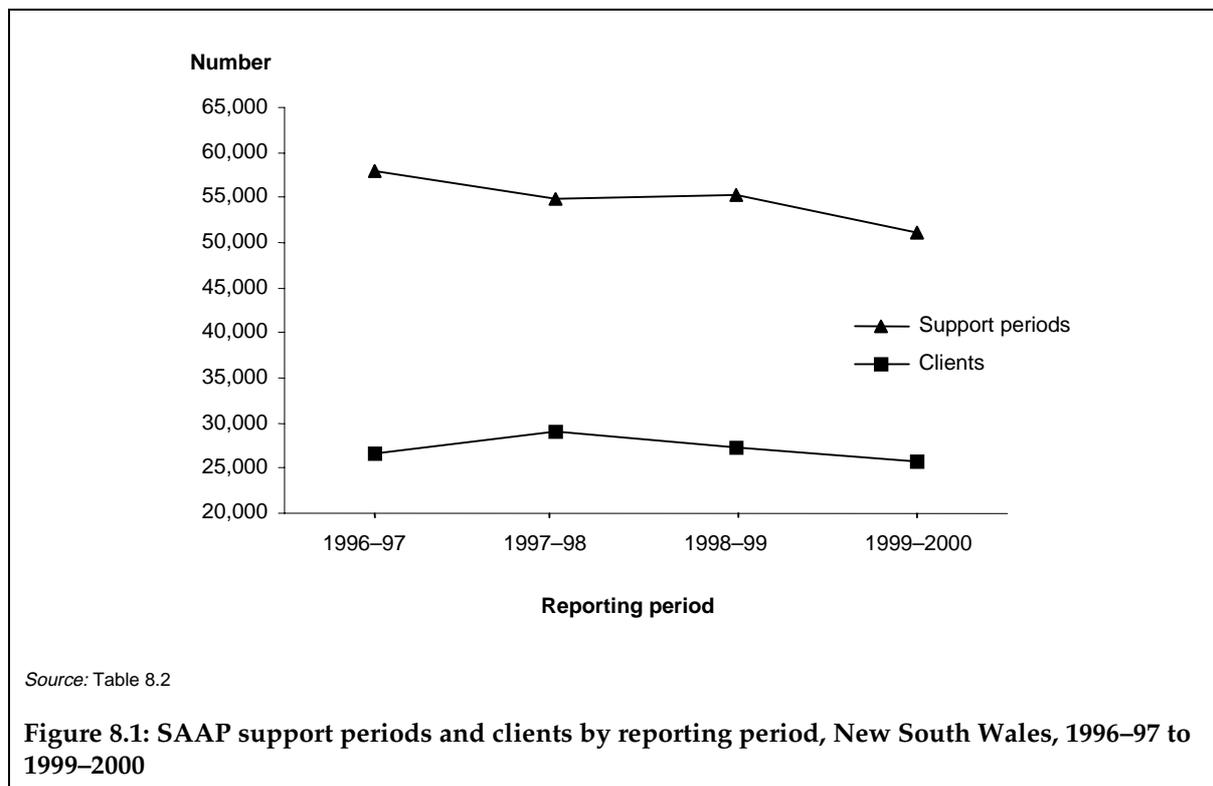
1. Table excludes high-volume records because not all items were included on the high-volume form.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.
3. See example 2 in Appendix 1 (Section A1.3.1) for information about interpreting this type of table.

Source: SAAP Client Collection

8 Support from 1996–97 to 1999–2000

Although between 1996–97 and 1999–2000 recurrent funding for the SAAP program in New South Wales rose from \$80.1m to \$84.9m in current prices, in real terms funding was virtually the same. Over the intervening years, in real terms funding levels were stable between 1996–97 and 1997–98, dipped by 2% in 1998–99, then regained 2% in 1999–2000 (Table 8.1).

Recurrent funding to agencies had a different pattern. From 1996–97 to 1999–2000, actual recurrent funding to SAAP agencies increased by 11%, from \$72.7m in 1996–97 to \$80.4m in 1999–2000 (Table 8.1). In real terms, this represented an increase of 4%, most of which occurred in 1997–98 when agencies experienced a 7% increase in funds over the previous year.

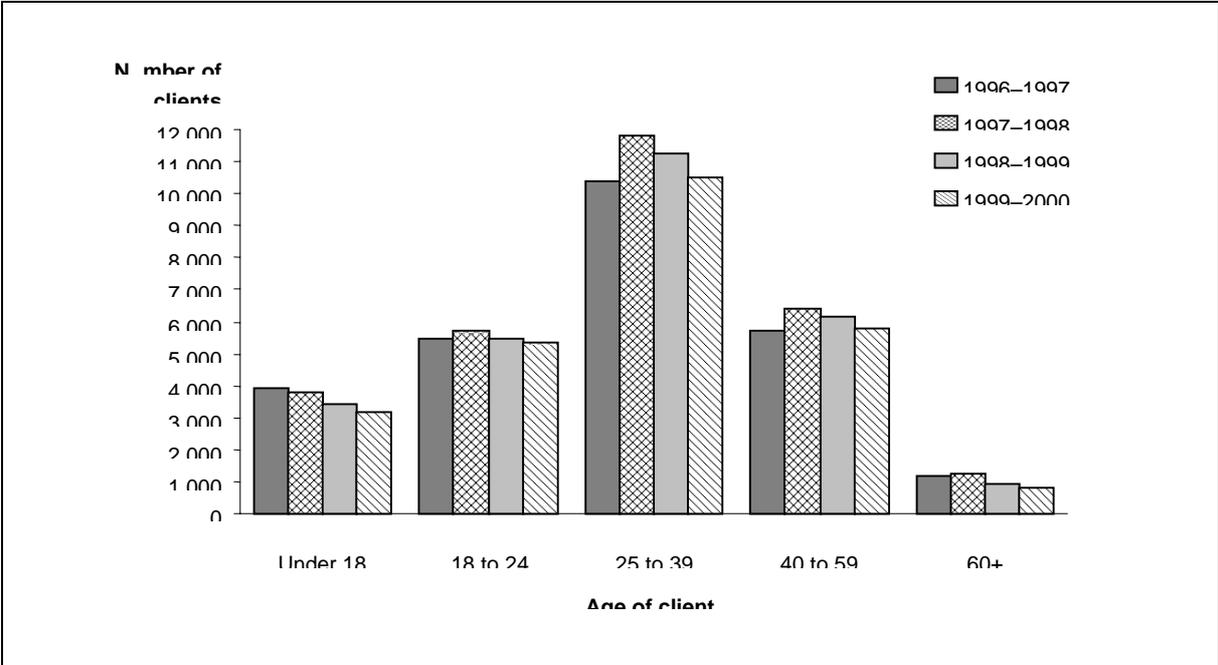


There would seem to be a clear relationship between funds available to agencies and the amount of support they can provide for homeless people and people at risk of becoming homeless. Nevertheless, an increase in funding to agencies does not automatically translate either into more resources being spent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

Overall, as illustrated in Figure 8.1, it is estimated that there were 57,950 support periods in 1996–97. This dropped back to 54,950 in 1997–98, rose slightly to 55,400 in the next year, and dropped even more to 51,150 in 1999–2000. It should be noted, however, that the relatively high number of support periods recorded for 1996–97 was largely the result of the Collection’s reporting practices for people placed by police for 8 hours with SAAP agencies because of intoxication.² The number of clients provided with SAAP services showed a slightly different pattern over the 4 years, with a peak in 1997–98 of 29,100, and over the next two years a gradual decline to the 1999–2000 level of 25,800.

The average number of support periods per client (Table 8.2) shows a downward trend from a high in 1996–97 of 2.5 to the 1999–2000 rate of 2.1. Note, however, that the very high repeat-use rate recorded in 1996–97 was primarily due to the treatment of intoxicated people in New South Wales, as discussed above (see footnote 1).

Just as client numbers have fluctuated since 1996–97, so too has the prevalence of SAAP use in the community. Prevalence was highest in 1997–98, with 54 people becoming SAAP clients for every 10,000 people aged 10 and over in that year (Table 8.2). The lowest rate over the 4 years was in 1999–2000, when 46 people used SAAP services at some time during the year for every 10,000 people aged 10 and over in the population.



Source: derived from Table 8.3

Figure 8.2: Number of clients by age group, New South Wales, 1996–97 to 1999–2000

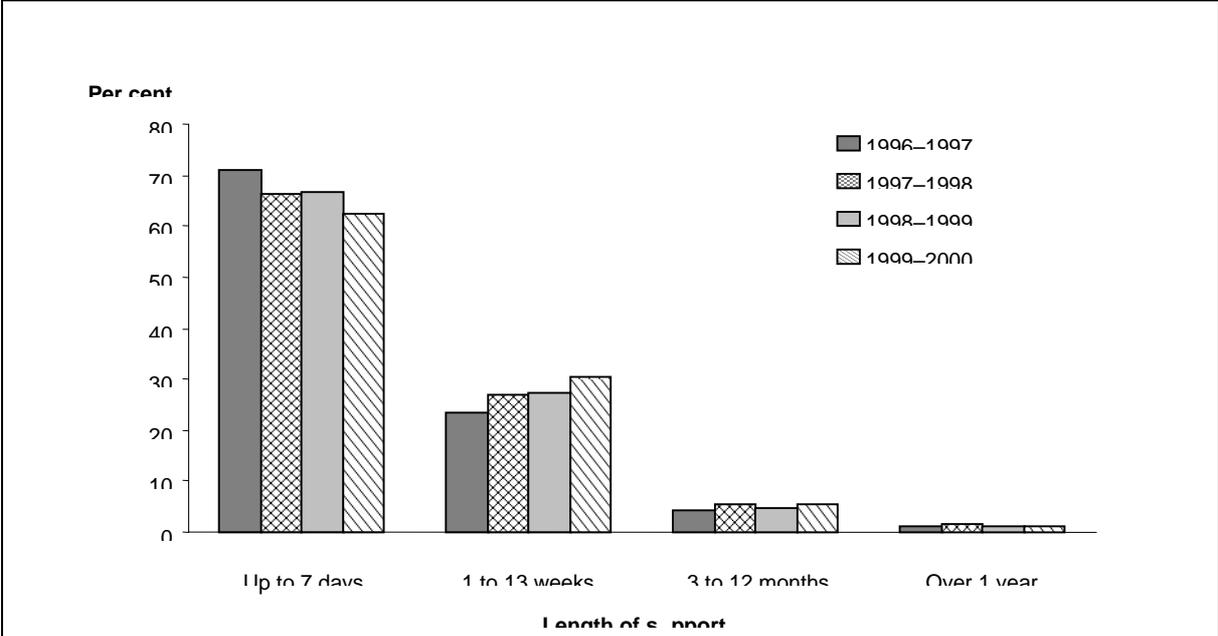
Although the number of clients and support periods has not been increasing, it would be erroneous to infer that the amount of support being provided by SAAP agencies has been decreasing. There is some evidence that the profile both of clients and of the support being provided has been changing over time.

Over the 4 years of the National Data Collection, there has been almost no difference in the average age of clients: in all years it has hovered around 32 (Table 8.3). There was, however, a small fall in the proportion of clients aged under 15, from 3% in 1996–97 to 2% in 1999–2000. Only minor movements were evident in the proportion of clients in other age

² 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.

groups. In absolute terms, as illustrated in Figure 8.2), in the last 3 years there have been small falls in the numbers of clients in all age groups.

There are also indications that the way support is being delivered has changed over the years. Since 1996–97 there has been a continuing increase in the number of support periods in which support plans have been used (Table 8.4): they were used in 47% of support periods that finished in 1996–97 while in 1999–2000 they were used in 57% 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 30% to 26%. By 1999–2000 support plans were being used in 76% of support periods for which they were thought to be appropriate—that is, not counting those support periods in which support plans were considered inappropriate; this compares with 66% in 1996–97 (derived from Table 8.4).



Source: Table 8.5

Figure 8.3: Length of support period, New South Wales, 1996–97 to 1999–2000 (per cent closed support periods)

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 1 week or less towards longer periods. In 1996–97, 71% of support periods that finished in that year lasted 1 week or less; by 1999–2000 this proportion had fallen to 63% (Figure 8.3). The major influence on the decline was a reduction in the proportion of support periods lasting 1 day or less—50% in 1996–97 compared with 36% in 1999–2000 (Table 8.5). As a consequence of these changes the mean length of closed support periods rose from 23 days in 1996–97 to 30 days in 1999–2000 (Table 8.5). However, a more useful indication of the shift in length of support is the median.³ In 1996–97 the median length of support was 1 day, while in 1999–2000 it was 3 days.

³ Being an arithmetic average, mean length of support is highly influenced by the small percentage of support periods that are very long. See Section A1.4 for a description of ‘mean’ and ‘median’.

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, New South Wales, 1996–97 to 1999–2000

| Reporting period | Total recurrent funding | Funding to agencies | Funding per support period | Funding per client |
|------------------------------|-------------------------|---------------------|----------------------------|--------------------|
| Current \$ | | | | |
| 1996–97 | 80,112,000 | 72,679,000 | 1,250 | 2,730 |
| 1997–98 | 81,554,000 | 78,829,000 | 1,430 | 2,710 |
| 1998–99 | 81,528,000 | 78,320,000 | 1,410 | 2,870 |
| 1999–2000 | 84,905,000 | 80,398,000 | 1,570 | 3,120 |
| Constant 1999–2000 \$ | | | | |
| 1996–97 | 84,937,000 | 77,056,000 | 1,330 | 2,890 |
| 1997–98 | 85,227,000 | 82,379,000 | 1,500 | 2,830 |
| 1998–99 | 83,240,000 | 79,965,000 | 1,440 | 2,930 |
| 1999–2000 | 84,905,000 | 80,398,000 | 1,570 | 3,120 |

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 \$260,000 provided through the Partnerships Against Domestic Violence Program.

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

Table 8.2: SAAP support periods and clients by reporting period, New South Wales, 1996–97 to 1999–2000

| | 1996–97 | 1997–98 | 1998–99 | 1999–2000 |
|-----------------------------------|---------|---------|---------|-----------|
| Support periods | 57,950 | 54,950 | 55,400 | 51,150 |
| Clients | 26,650 | 29,100 | 27,300 | 25,800 |
| Support periods per client | 2.54 | 2.15 | 2.15 | 2.07 |
| Clients per 10,000 population 10+ | 50 | 54 | 50 | 46 |

Notes

1. Number excluded due to errors (weighted): 0.
2. Number excluded due to omissions (weighted): 0.
3. Numbers of clients in this table relate to clients that *ever* received assistance from a SAAP agency in New South Wales. In the national report (AIHW 2000b:10, 51, 52), however, numbers of clients relate to clients that *first* received assistance in New South Wales, and so these numbers will be different. Numbers of support periods per client and clients per 10,000 population are also affected by this difference.
4. Some of the support periods for clients may have been at agencies in another State or Territory. Consequently, the number of clients multiplied by the average number of support periods for these clients is greater than the number of support periods provided within New South Wales.
5. 'Clients per 10,000 population 10+' shows how many people out of every 10,000 aged 10 or over in the general population become SAAP clients. The rate is estimated by comparing the number of SAAP clients aged 10 and over with the estimated resident population aged 10 and over at 30 June just prior to the reporting period.
6. Support period figures have been weighted to adjust for agency non-participation.
7. Client figures have been weighted to adjust for agency non-participation and client non-consent.

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

Table 8.3: SAAP clients: age of client by reporting period, New South Wales, 1996–97 to 1999–2000 (per cent)

| Age of client | 1996–97 | 1997–98 | 1998–99 | 1999–2000 |
|----------------|---------|---------|---------|-----------|
| Under 15 years | 3.0 | 2.7 | 2.5 | 2.2 |
| 15–17 years | 11.7 | 10.4 | 10.0 | 10.2 |
| 18–19 years | 7.0 | 7.0 | 7.0 | 7.4 |

| | | | | |
|-------------------------|---------------|---------------|---------------|---------------|
| 20–24 years | 13.5 | 12.7 | 13.1 | 13.4 |
| 25–29 years | 14.3 | 14.6 | 14.5 | 14.2 |
| 30–34 years | 12.8 | 13.5 | 14.3 | 14.1 |
| 35–39 years | 11.9 | 12.6 | 12.4 | 12.7 |
| 40–44 years | 8.4 | 9.0 | 9.8 | 9.7 |
| 45–49 years | 6.2 | 6.0 | 6.0 | 6.1 |
| 50–54 years | 4.3 | 4.3 | 4.3 | 4.1 |
| 55–59 years | 2.6 | 2.8 | 2.6 | 2.6 |
| 60–64 years | 1.7 | 1.6 | 1.5 | 1.5 |
| 65 years and over | 2.7 | 2.6 | 2.0 | 1.7 |
| <i>Total</i> | <i>100.0</i> | <i>100.0</i> | <i>100.0</i> | <i>100.0</i> |
| Total (number) | 26,600 | 29,100 | 27,250 | 25,650 |
| Mean age (years) | 32.0 | 32.4 | 32.1 | 32.0 |

Notes

1. Number excluded due to errors (weighted): 0.
2. Number excluded due to omissions (weighted): 177.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection

Table 8.4: SAAP closed support periods: existence of a support plan by reporting period, New South Wales, 1996–97 to 1999–2000 (per cent)

| Existence of support plan | 1996–97 | 1997–98 | 1998–99 | 1999–2000 |
|----------------------------------|----------------|----------------|----------------|------------------|
| Support plan | 46.5 | 54.4 | 54.4 | 56.8 |
| No support plan | 23.9 | 18.5 | 16.0 | 17.5 |
| Not appropriate | 29.5 | 27.1 | 29.6 | 25.7 |
| <i>Total</i> | <i>100.0</i> | <i>100.0</i> | <i>100.0</i> | <i>100.0</i> |
| Total (number) | 23,550 | 26,450 | 26,150 | 25,350 |

Notes

1. Number excluded due to errors (weighted): 238.
2. Number excluded due to omissions (weighted): 9,565.
3. Excludes high-volume records because not all items were included on the high-volume form.
4. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection

Table 8.5: SAAP closed support periods: length of support by reporting period, New South Wales, 1996–97 to 1999–2000 (per cent)

| Length of support | 1996–97 | 1997–98 | 1998–99 | 1999–2000 |
|-----------------------------|----------------|----------------|----------------|------------------|
| Less than 1 day | 15.8 | 14.6 | 14.7 | 12.1 |
| 1 day | 34.2 | 27.1 | 25.7 | 24.1 |
| 2 days | 7.1 | 7.4 | 7.4 | 7.1 |
| 3 days | 4.6 | 6.2 | 7.2 | 7.3 |
| 4 days | 3.1 | 3.7 | 3.8 | 3.8 |
| 5 days | 2.3 | 2.7 | 2.9 | 3.1 |
| 6 days | 2.0 | 2.3 | 2.5 | 2.4 |
| 7 days | 1.8 | 2.2 | 2.5 | 2.6 |
| >1–2 weeks | 6.8 | 8.0 | 8.7 | 9.7 |
| >2–4 weeks | 5.7 | 7.2 | 7.6 | 8.8 |
| >4–13 weeks | 11.0 | 11.8 | 10.9 | 12.0 |
| >13–26 weeks | 2.9 | 3.5 | 3.2 | 3.7 |
| >26–52 weeks | 1.5 | 1.8 | 1.6 | 1.9 |
| >52 weeks | 1.0 | 1.6 | 1.2 | 1.3 |
| <i>Total</i> | <i>100.0</i> | <i>100.0</i> | <i>100.0</i> | <i>100.0</i> |
| Total (number) | 53,450 | 50,800 | 51,950 | 47,400 |
| Mean length (days) | 23 | 29 | 27 | 30 |
| Median length (days) | 1 | 3 | 3 | 3 |

Notes

1. Number excluded due to errors (weighted): 0.
2. Number excluded due to omissions (weighted): 3,110.
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 (NDCA) since the collection's inception.

The National Data Collection consists of distinct components, each of which can be thought of as a separate collection. 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 1 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 State and Territory. 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 is conducted annually over a two-week period. 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 later in 2001.

This current report covers only accommodated clients and clients who received support lasting longer than 1 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 later in 2001.

A1.2 The Client Collection

As noted, the Client Collection obtains information about all clients receiving SAAP support lasting more than 1 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 in New South Wales, 92% of SAAP agencies providing support and/or accommodation to SAAP clients participated in the collection (Table A1.1). This is down from the 96% participation rate obtained for 1998–99 (AIHW 2000a: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 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.

Across New South Wales, consent and valid alpha codes with consent (termed ‘valid consent’) were obtained from clients in 76% and 74% of support periods respectively (Table A1.1). These rates were slightly higher than those recorded in 1998–99 (AIHW 2000a:10). Valid consent rates varied considerably across regions, ranging from 48% in the Nepean region to 87% in the Mid North Coast and the Southern Highlands. Valid consent rates also varied with the target group of agencies, ranging from 41% in agencies targeting single women to 82% in cross-target, multiple and general target agencies.

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, complete high-volume data collection forms which collect only a subset of Client Collection data items. Information from these forms therefore appears only in tables using data from this subset of items—other tables are restricted to information from general agencies. There were 18,091 high-volume forms returned (38% of the total) during the reporting period (Table A1.1). 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 consent, by region and primary target group, New South Wales, 1999–2000

| | Agencies | | Forms returned | | |
|----------------------------------|------------|--------------------|----------------|-------------|---------------|
| | Total | Participation rate | Total | Consent | Valid consent |
| Region | Number | % | Number | % | % |
| Central Coast | 15 | 80.0 | 799 | 72.5 | 70.8 |
| Central West | 15 | 93.3 | 1,365 | 83.7 | 82.1 |
| Far North Coast | 17 | 94.1 | 1,864 | 68.6 | 67.3 |
| Hunter | 37 | 94.6 | 2,951 | 86.2 | 84.8 |
| Illawarra | 20 | 100.0 | 1,457 | 84.4 | 83.3 |
| Mid North Coast | 16 | 93.8 | 1,273 | 91.0 | 87.2 |
| Nepean | 30 | 90.0 | 1,674 | 49.0 | 48.3 |
| New England | 18 | 94.4 | 1,792 | 81.1 | 79.0 |
| Orana/Far West | 19 | 84.2 | 2,503 | 78.7 | 75.4 |
| Riverina/Murray | 19 | 100.0 | 2,536 | 78.9 | 77.4 |
| Southern Highlands | 16 | 93.8 | 1,351 | 87.9 | 86.8 |
| Sydney, Cumberland/Prospect | 27 | 85.2 | 3,350 | 87.8 | 85.8 |
| Sydney, Inner West | 35 | 94.3 | 2,823 | 81.0 | 79.3 |
| Sydney, North | 18 | 94.4 | 1,599 | 81.4 | 78.5 |
| Sydney, South-East | 46 | 91.3 | 17,206 | 70.0 | 69.2 |
| Sydney, South-West | 36 | 88.9 | 2,464 | 62.3 | 60.3 |
| Total | 384 | 91.9 | 47,007 | 75.5 | 74.0 |
| Primary target group | | | | | |
| Young people | 170 | 88.2 | 9,582 | 64.0 | 62.7 |
| Single men only | 44 | 97.7 | 17,800 | 79.1 | 78.0 |
| Single women only | 21 | 90.5 | 778 | 43.8 | 40.5 |
| Families | 25 | 92.0 | 1,681 | 73.2 | 71.0 |
| Women escaping domestic violence | 81 | 97.5 | 8,340 | 75.8 | 73.4 |
| Cross-target/multiple/general | 43 | 90.7 | 8,826 | 83.3 | 82.1 |
| Total | 384 | 91.9 | 47,007 | 75.5 | 74.0 |

Notes

1. Based on forms returned from agencies 'in scope' for the Client Collection during the reference period. Not all agencies funded under SAAP are required to participate in the Client Collection. For example, agencies which only provide support to other agencies or which only provide casual assistance lasting less than 1 hour are not required to participate in the collection. Consequently, some agencies funded under SAAP (see Chapter 2) are not included in this table.
2. 'Agencies' refers to the number of agencies that should have been participating in the reference period.
3. 'Valid consent' here refers to all forms with a valid alpha code that were answered with consent (see 'alpha code' in glossary).
4. Of the 47,007 forms returned 18,091 were high-volume forms.

Sources: 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 92% and a valid consent rate of 74% in New South Wales. This means that no forms were obtained from clients presenting at the 8% of SAAP agencies that did not participate in the Client Collection. In addition, valid consent was not obtained for 26% of support periods at participating SAAP agencies, so that either personal information about these clients was not recorded on the forms for these support periods or the data could not be used because a

valid alpha code was not provided. 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, if necessary, 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 all cases. The varying valid consent rates by region 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 (if this occurs), 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.
- If there are any non-participating agencies within a State or 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 subgroups 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; and
 - *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 nearly 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. However, unadjusted estimates are presented at the regional level because the above scheme was developed for national and state-level estimates and is not appropriate for regional estimates. 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 dollars) 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. Numbers of support periods and clients are generally rounded to the nearest 50.
- Figures have been weighted to adjust for agency non-participation and, where necessary, for client non-consent (see A1.2.1).
- Numbers of clients include all clients that ever visited SAAP agencies in New South Wales. Some of the support periods for these clients may have been at agencies in another State or Territory. These are included in figures relating to support periods per client.
- 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 New South Wales 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;
- whether or not the relevant data were 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; and
- any additional information needed to interpret the table.

A1.3.1 Examples

Two examples of how to interpret tables follow. The reference letters in the statements below correspond with bracketed letters in the relevant 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 first example (Table A1.2) presents information on clients' ethnicity and gender. The numbers in Table A1.2 can be interpreted as follows.

- There were 24,800 **(e)** clients in 1999–2000. (Note that this figure excludes those with missing data on gender or ethnicity. The total client number (25,800) is obtained by adding in the 1,003 clients excluded due to errors and omissions (see table notes 1 and 2) or by looking at tables with zero errors and omissions—for example, Table 3.1.)
- Fifty-five per cent of all clients were male **(d)**.
- Eleven per cent of male clients were Indigenous Australians **(a)**.
- On average, clients had 2.1 **(h)** support periods each.
- Male clients averaged 2.4 **(g)** support periods each.
- Male clients who were Indigenous Australians averaged 2.5 **(f)** support periods each.
- Male clients accounted for just over 62% **(i)** of all support periods.
- Indigenous Australians made up just under 2% **(c)** of the New South Wales population in 1996. This is considerably lower than the 15% **(b)** observed among SAAP clients, suggesting that Indigenous Australians are much more likely than people of other backgrounds in New South Wales 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, New South Wales, 1999–2000

| Ethnicity | Male | Female | Total | | New South Wales population 1996 | |
|---------------------------------|------------------------|---------------|-----------------|--------------------------|---------------------------------|------------------|
| | % | % | % | Number | % | Number |
| Indigenous Australian | (a) 10.5 | 20.1 | (b) 14.9 | 3,700 | (c) 1.8 | 109,900 |
| Non-English-speaking background | 9.1 | 12.7 | 10.8 | 2,650 | 16.7 | 1,039,250 |
| Other | 80.4 | 67.1 | 74.3 | 18,450 | 81.5 | 5,055,600 |
| <i>Total</i> | <i>100.0</i> | <i>100.0</i> | <i>100.0</i> | <i>..</i> | <i>100.0</i> | <i>..</i> |
| Total (%) | (d) 54.5 | 45.5 | 100.0 | <i>..</i> | <i>..</i> | <i>..</i> |
| Total (number) | 13,550 | 11,300 | <i>..</i> | (e) 24,800 | <i>..</i> | 6,204,750 |

| Support periods per client | | | | | | |
|---------------------------------------|------------------------|---------------|------------------------|---------------|-----------|-----------|
| Indigenous Australian | (f) 2.50 | 1.99 | 2.19 | 8,150 | <i>..</i> | <i>..</i> |
| Non-English-speaking background | 2.08 | 1.43 | 1.73 | 4,400 | <i>..</i> | <i>..</i> |
| Other | 2.42 | 1.67 | 2.11 | 36,800 | <i>..</i> | <i>..</i> |
| <i>Total</i> | (g) <i>2.39</i> | <i>1.70</i> | (h) <i>2.08</i> | <i>..</i> | <i>..</i> | <i>..</i> |
| Total support periods (%) | (i) 62.1 | 37.9 | 100.0 | <i>..</i> | <i>..</i> | <i>..</i> |
| Total support periods (number) | 30,650 | 18,700 | <i>..</i> | 49,350 | <i>..</i> | <i>..</i> |

Notes

1. Number excluded due to errors (weighted): 2 (clients).
2. Number excluded due to omissions (weighted): 1,001 (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. 'New South Wales population 1996' refers to the estimated resident population at 30 June 1996. The figures for Indigenous Australians are from experimental estimates based on the 1996 Census produced by the ABS. 'Other' is derived as total population minus the number of people of non-English-speaking background minus the estimated number of Indigenous Australians.
5. Numbers of clients include all clients that ever visited New South Wales SAAP agencies. Some of the support periods for these clients may have been at agencies in another State or Territory. Support periods per client include these additional support periods. However, total numbers of support periods relate only to those provided in New South Wales.
6. 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. Chapter 7 contains this type of table. The discussion relates to Table A1.3, which contains data on the source of clients' income before and immediately after a support period.

- The table presents data on closed support periods for the period of 1999–2000 in New South Wales. The first section of the table **(a)** singles out those closed support periods in which clients said they needed assistance to obtain a government pension or benefit. This section shows the income status of this subset of clients before **(c)** and immediately after **(d)** support, thus indicating whether SAAP services assisted clients in obtaining the benefits or pensions they said they required.
- The second section of the table **(b)** deals with **all** closed support periods with a view to showing the income status of all clients before **(e)**, and immediately after **(f)**, support.
- A large number of support periods had missing data for main source of income either before—2,300 **(m)**—and/or immediately after—5,900 **(n)**—support.
- In addition, support periods with data reported using the high-volume form did not have all the required information recorded and thus were excluded from the table **(q)** (see note 4 to Table A1.1). 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 (number)' row is much lower than the actual total number of closed support periods (see Table 6.1).

- Among all closed support periods, 25,700 **(k)** had complete income data before support while 22,150 **(l)** had complete income data after support.
- There was a total of 28,000 **(p)** closed support periods (excluding support periods at high-volume agencies); clients requested assistance to obtain a pension or benefit in 2,450 **(o)** of these.
- For all closed support periods, 11% **(i)** were for clients who had no income and were not awaiting a pension or benefit before a support period.
- In comparison, immediately after support clients had no income and were not awaiting a pension or benefit in 8% **(j)** of all closed support periods.
- Of the closed support periods where clients said they needed assistance to obtain a pension or benefit, 28% **(g)** had no income and were not awaiting a pension or benefit before support. This can be compared with 11% **(i)** for all closed support periods.
- Of the closed support periods where clients said they needed assistance to obtain a pension or benefit, 11% **(h)** had no income and were not awaiting a pension or benefit immediately after support. This can be compared with 28% **(g)** before support and with 8% **(j)** of all closed support periods after support.

Table A1.3: Example 2 illustrating table interpretation

SAAP closed support periods: source of income immediately before and after a support period, New South Wales, 1999–2000 (per cent)

| Source of income | (a) Closed support periods in which clients needed assistance to obtain a pension or benefit | | (b) All closed support periods | |
|-------------------------------------|--|--------------|--------------------------------|-------------------|
| | (c) Before | (d) After | (e) Before | (f) After |
| No income | (g) 28.1 | (h) 11.4 | (i) 11.1 | (j) 8.4 |
| No income, awaiting pension/benefit | 6.2 | 4.5 | 1.4 | 1.2 |
| Government pension/benefit | 55.7 | 75.5 | 80.6 | 82.8 |
| Other | 10.0 | 8.5 | 6.9 | 7.6 |
| <i>Total</i> | <i>100.0</i> | <i>100.0</i> | <i>100.0</i> | <i>100.0</i> |
| Total (with valid data) | 2,350 | 2,100 | (k) 25,700 | (l) 22,150 |
| Number with missing data | 100 | 350 | (m) 2,300 | (n) 5,900 |
| Total (number) | (o) 2,450 | 2,450 | (p) 28,000 | 28,000 |

Notes

1. Table excludes high-volume records because not all items were included on the high-volume form **(q)**.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.

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.

| | |
|---------------------------------|--|
| Accommodation type | <p>The SAAP Client Collection specifies 22 distinct categories of clients' accommodation. In this report, the categories are combined into 10 groups as follows:</p> <ul style="list-style-type: none">• SAAP or other emergency housing, for those in any SAAP- or CAP-funded accommodation and non-SAAP emergency accommodation;• living rent-free in house or flat;• private rental, for those renting independently in the private rental market;• public or community housing;• rooming house/hostel/hotel/caravan;• boarding in a private home;• own home, for those purchasing or living in own home;• living in a car/tent/park/street/squat;• 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; and• other, for those living in non-SAAP housing or accommodation not already specified. |
| Accompanying child visit | <p>The number of accompanying child visits is calculated by adding the number of accompanying children reported for each support period. Responses are reported as missing where an assisted group 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> |
| Age of client | <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 their age at the beginning of the support period or their age on the first day of the reporting period (1 July), whichever is the later.</p> |
| Agency | <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 June 2000 are not considered 'in scope' for the Client Collection, so do not contribute to the analyses in Chapters 3 to 8.</p> <p>The number and profile of agencies change each year as a result of the amalgamation or splitting of agencies, the opening of new agencies, or the reclassification of service delivery models or target groups. These changes are determined by State and Territory government departments.</p> |

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; or
- 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 in New South Wales.

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; and
- 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 | <p>The SAAP Client Collection specifies 14 distinct categories for the living situation of clients. In this report, the categories are combined into eight groups:</p> <ul style="list-style-type: none">• 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; and• other, being any other living situation not already specified. |
| Mean | <p>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.</p> <p>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.</p> |
| Median | <p>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.</p> |
| Missing values | <p>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:</p> <ul style="list-style-type: none">• records not available because client data were collected on high-volume forms (specific numbers not presented);• records not available because of errors; and• records not available because of omissions. <p>In tables involving subpopulations 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 subpopulation in the analysis. Such records are not included in the missing count for these tables.</p> |
| Non-English-speaking background | <p>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:</p> <ul style="list-style-type: none">• Canada;• the Republic of Ireland;• New Zealand;• South Africa;• the United Kingdom, comprising England, Scotland, Wales and Northern Ireland; or• 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 accommodation, or to the circumstances of clients before and after support.

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.

Region

Sixteen administrative regional classifications developed by the New South Wales Department of Community Services are used in the report. The names of these regions have been abbreviated in the tables and are as follows:

- Central Coast (CC);
- Central West (CW);
- Far North Coast (FNC);
- Hunter (HUN);
- Illawarra (ILL);
- Mid North Coast (MNC);
- Nepean (NEP);
- New England (NE);
- Orana/Far West (OFW);
- Riverina/Murray (RM);
- Southern Highlands (SH);
- Sydney, Cumberland/Prospect (S/CP);
- Sydney, Inner West (S/IW);
- Sydney, North (S/N);
- Sydney, South-East (S/SE); and
- Sydney, South-West (S/SW).

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; and
- other support—meals, laundry or shower facilities, recreation, transport, brokerage services, and other support not elsewhere specified.

Support periods on the 15th of the month

Support periods on the 15th of the month include those support periods that:

- started on the 15th of the month;
- ended on the 15th of the month; or
- included the 15th of the month within the period of support.

Information on the status of a support period on the 15th of the month is missing if the end date of support is not known, the support period was not ongoing (see *ongoing support period*) and the support period did not start on the 15th of the month. Support periods that started on or before the 15th of the month, but which were ongoing at the end of the financial year, are included in the count.

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;

- access arrangements; and
- 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 primary 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; and
- cross-target, multiple target and general target agencies—those that target more than one client group.

Appendix 2: SAAP NDCA Client Collection forms

General and high volume forms here

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