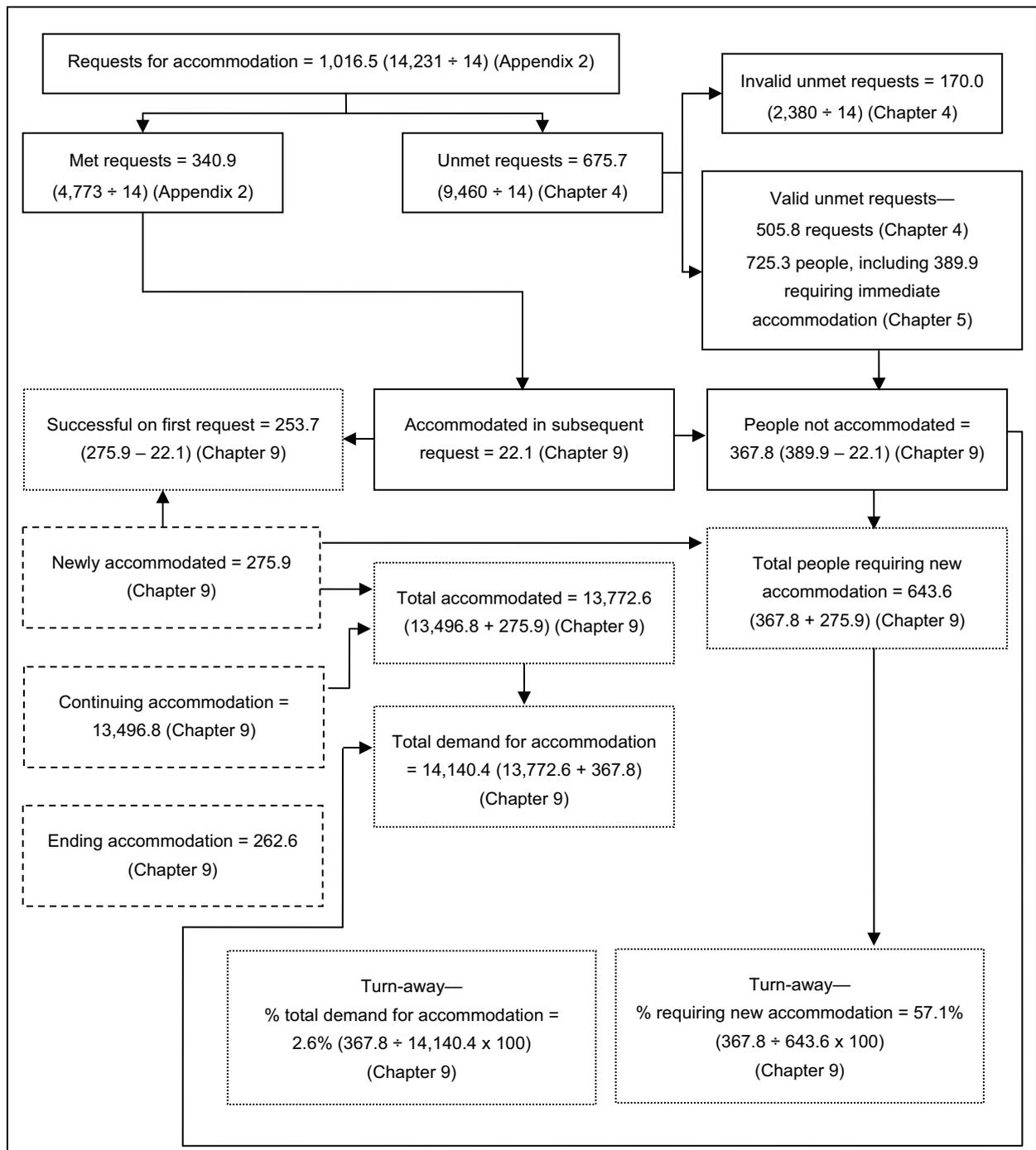


# **Appendix 1 Demand for SAAP accommodation summary diagram**

Figure A1.1 provides a summary of the demand for SAAP accommodation in 2006–07. This diagram outlines how requests for accommodation made during the Demand for Accommodation Collection were used to determine how many people were not accommodated on an average day. This number of people is then used in conjunction with data from the Client Collection to calculate the turn-away measures.



Data from Demand for Accommodation Collection	Data from Client Collection	Data from Demand for Accommodation and Client Collections
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- Notes*
1. Only data from agencies that participated in both the Client and Demand for Accommodation Collections are included. Consequently, the figures understate the level of activity in SAAP agencies.
  2. Figures may not add due to rounding.
  3. The AIHW acknowledges the contribution made by Roza Cvetkoska of the Western Australian Department for Child Protection.

**Figure A1.1: Demand for SAAP accommodation summary diagram for requests and total people, Australia, 2-8 August 2006 and 16-22 May 2007 (daily average)**

## **Appendix 2 The data**

### **A2.1 The Client Collection**

The Client Collection is the main component of the National Data Collection. It contains information about all clients receiving support of more than 1 hour's duration under SAAP, or who are accommodated by a SAAP agency, or who enter into an ongoing support relationship with a SAAP agency. Data are recorded by service providers during or immediately following contact with clients and are then forwarded to the National Data Collection Agency after clients' support periods have ended or, for ongoing clients, at the end of the reporting period (30 June). Data collected include basic socio demographic information, information about the services required by and provided to each client, and information about each client's situation before and after receiving SAAP services.

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. In July 2005, a Core Data Set was introduced. The Core Data Set collects fewer data items than were previously collected, includes a new statistical linkage key and incorporates changes in some definitions, such as that of client, support period, accompanying child and accompanying child support period. For this reason, data from 2005–06 onwards is not strictly comparable with previous years.

#### **A2.1.1 Participation**

A high level of participation among SAAP-funded agencies is necessary to ensure that the data accurately reflect the work done under the auspices of the Program. Overall, the participation rate for the Client Collection has been very satisfactory – in 2006–07, 87% of SAAP agencies providing support and/or accommodation participated in the collection (Table A2.1). This was lower than the participation rate obtained in 2005–06 and was primarily caused by decreases in the participation rates in Victoria and the Australian Capital Territory (see AIHW 2008a for more information).

#### **A2.1.2 Consent and valid consent**

In assessing the quality of data in any collection, it is important to consider not only overall participation rates but also the degree to which returned data are complete. All data collections and surveys invariably have some missing data, but 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, note that the protocols established for the National Data Collection require that SAAP clients provide information in a climate of informed consent. If a client's consent is not obtained, only a limited number of questions can be completed, and a 'statistical

linkage key' is not recorded. Statistical linkage keys allow data collected on separate occasions from the same person to be combined without identifying the person. Thus statistical linkage keys allow enumeration of actual clients and accompanying children in addition to occasions of support.

## **Clients**

Across Australia, consent and valid statistical linkage keys (also termed 'valid consent') were obtained from clients in 87% and 81% of records, respectively (Table A2.1). In all states and territories, valid consent for clients was obtained in the majority of cases, ranging from 78% in Tasmania and New South Wales to 90% in the Northern Territory and Western Australia. The same was true according to primary target group, ranging from 78% for agencies primarily targeted at women and children escaping domestic violence to 90% for agencies that primarily targeted single men.

## **Accompanying children**

The protocols of the SAAP National Data Collection state that data should be collected in a climate of informed consent. However, consent in the case of accompanying children is more complicated than that for clients. Young children are not able to understand the purpose of the collection and cannot, therefore, give informed consent. In addition, the question concerning the age at which young people are able to give consent has no simple, universally accepted answer.

For the purposes of the SAAP National Data Collection, consent can be obtained from either the parent/guardian or the child depending on family circumstances and whether or not the child is judged able to comprehend what is being asked of her/him. In cases where there is a strong objection from the parent/guardian about the data collection, the wishes of the parent/guardian take precedence.

Note that consent is obtained at the support period level, not the accompanying child support period level, and that a client may choose to provide consent for their details to be recorded but not wish to record those of their accompanying child. This is highlighted by the large gap between the rates of consent and valid consent for accompanying children. Consent was obtained in 91% of accompanying child records (Table A2.2). Valid consent was obtained in 64%.

### **A2.1.3 Adjusting for agency non-participation and client non-consent**

The AIHW has developed a scheme – primarily for use when deriving annual estimates – that adjusts for differences between support periods with consent and those without. The scheme also adjusts estimates to allow for agency non-participation, for clients who give valid consent for some support periods but not for others (referred to as 'mixed consent'), and for clients who do not give consent in any of their periods of support. A description of the scheme is given in the 2006–07 national annual report (AIHW 2008a:102–103). In this current report, only the Client Collection data in tables 3.1, 3.2, 3.3, 3.4, 3.5, 3.6, 10.1, 10.2, 10.3 and 10.4 have been adjusted.

**Table A2.1: SAAP Client Collection: agency participation rates and records returned with informed consent and valid consent, by state and territory and primary target group for 2006–07, and by reporting period, Australia**

	Agencies <sup>(a)</sup>		Records returned		
	Total	Participation rate	Total	Consent	Valid Consent <sup>(b)</sup>
State/territory	Number	Per cent	Number	Per cent	Per cent
NSW	389	93.3	49,761	86.1	78.4
Vic	503	78.1	68,563	85.9	80.1
Qld	219	90.9	26,260	88.7	82.7
WA	133	90.2	15,104	93.8	89.6
SA	96	95.8	19,228	87.2	81.0
Tas	34	100.0	6,759	81.5	78.1
ACT	50	76.0	2,442	89.8	84.4
NT	32	93.8	4,474	95.6	90.3
<b>Total</b>	<b>1,456</b>	<b>87.2</b>	<b>192,591</b>	<b>87.2</b>	<b>81.1</b>
<b>Primary target group</b>					
Young people	529	83.4	36,596	86.7	80.6
Single men only	96	93.8	21,837	92.0	90.0
Single women only	46	95.7	5,911	87.2	82.6
Families	123	94.3	13,006	91.1	84.6
Women escaping domestic violence	361	89.8	44,646	87.0	78.0
Cross-target/multiple/general	301	84.4	70,595	85.4	79.7
<b>Total</b>	<b>1,456</b>	<b>87.2</b>	<b>192,591</b>	<b>87.2</b>	<b>81.1</b>
<b>Reporting period</b>					
1998–99	1,163	95.0	155,005	75.0	71.5
1999–00	1,159	93.2	146,793	79.0	76.5
2000–01	1,178	94.1	158,131	81.5	78.7
2001–02	1,211	94.5	166,535	87.0	85.1
2002–03	1,202	94.0	164,707	87.6	85.9
2003–04	1,225	92.7	174,915	89.9	88.3
2004–05	1,212	92.6	160,002	88.8	86.8
2005–06 <sup>(c)</sup>	1,219	92.9	166,747	86.6	81.5
2006–07	1,456	87.2	192,591	87.2	81.1

(a) 'Agencies' refers to the number of agencies that were 'in scope'—that is, that should have been participating in the reference period.

(b) 'Valid consent' here refers to all records with a valid statistical linkage key (see Appendix 2).

(c) Note that in 2005–06 the statistical linkage key was changed and therefore data from that point on are not comparable to previous years.

*Note:* Table based on records 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. Consequently, some agencies funded under SAAP (see Table 2.3) are not included in this table.

*Sources:* SAAP Administrative Data and Client Collections.

**Table A2.2: SAAP Client Collection: records returned with informed consent and valid consent for accompanying children, by state and territory and primary target group of agency, Australia, 2006–07**

	Records returned		
	Total	Consent	Valid consent <sup>(a)</sup>
<b>State/territory</b>	<b>Number</b>	<b>Per cent</b>	<b>Per cent</b>
NSW	21,182	88.9	65.1
Vic	29,161	91.5	57.8
Qld	13,232	92.5	59.6
WA	8,748	94.4	68.1
SA	13,182	92.9	73.4
Tas	2,807	86.9	64.2
ACT	1,496	90.0	68.3
NT	2,449	95.0	66.6
<b>Total</b>	<b>92,257</b>	<b>91.4</b>	<b>63.5</b>
<b>Primary target group</b>			
Young people	5,458	90.6	59.3
Single men only	373	93.0	68.1
Single women only	2,910	97.6	68.8
Families	18,452	92.8	71.6
Women escaping domestic violence	46,643	90.5	62.6
Cross-target/multiple/general	18,421	91.8	58.3
<b>Total</b>	<b>92,257</b>	<b>91.4</b>	<b>63.5</b>

(a) 'Valid consent' here refers to all records with a valid statistical linkage key (see Section A2.4).

Sources: SAAP Administrative Data and Client Collections.

## A2.2 The Demand for Accommodation Collection

The Demand for Accommodation Collection is used to measure the level of unmet demand for SAAP accommodation, to calculate the proportion of people turned away from SAAP accommodation, and to provide an indication of the overall ability of SAAP to meet the demand for accommodation. Previously known as the Unmet Demand and Met Demand Collections, the Demand for Accommodation Collection is conducted annually (in two 1-week periods). All SAAP-funded agencies that provide support or accommodation to clients were asked to record each unsuccessful and successful request for accommodation during the collection period; a form was completed for each person (adult or unaccompanied child) or group of people (including accompanying children). In 2006–07 the collection was held on 2–8 August 2006 and on 16–22 May 2007. During this collection period, 14,992 useable records were received (Table A2.3).

The participation rate for the Demand for Accommodation Collection was lower than that for the Client Collection. Nationally, 61% of agencies returned data following the 2 weeks of the collection period. The participation rate for 2006–07 ranged from a high of 84% in the Northern Territory to a low of 42% in Victoria.

In 2006–07, agencies mainly targeting single women had the highest participation rate (78%). Agencies that primarily targeted young people recorded the lowest participation rate (58%).

It is not known whether agencies that did not participate in the Demand for Accommodation Collection received requests they could not meet. Consequently, it is possible that findings from this collection may understate the true extent of unmet demand. In addition, only demand for accommodation data for agencies that participated in the two collections used to calculate the turn-away measures in this report – the Demand for Accommodation and Client Collections – are presented in the tables in chapters 4–9. These agencies accounted for 14,231 Demand for Accommodation Collection records, and the analysis in those chapters is based on this reduced number of records and associated people (AIHW unpublished data).

**Table A2.3: SAAP Demand for Accommodation Collection: agency participation rates and records returned, by state and territory and primary target group for 2–8 August 2006 and 16–22 May 2007, and by reporting period, Australia**

	<b>Agencies</b>	<b>Participation rate</b>	<b>Records returned</b>
<b>State/territory</b>	<b>Number</b>	<b>Per cent</b>	<b>Number</b>
NSW	389	71.7	4,594
Vic	503	42.3	2,888
Qld	219	72.1	3,813
WA	133	72.9	1,537
SA	96	63.5	1,106
Tas	34	76.5	433
ACT	50	66.0	354
NT	32	84.4	267
<b>Total</b>	<b>1,456</b>	<b>61.4</b>	<b>14,992</b>
<b>Primary target group</b>			
Young people	529	58.4	3,648
Single men only	96	68.8	2,997
Single women only	46	78.3	461
Families	123	74.8	1,457
Women escaping domestic violence	361	59.3	1,953
Cross-target/multiple/general	301	58.8	4,476
<b>Total</b>	<b>1,456</b>	<b>61.4</b>	<b>14,992</b>
<b>Reporting period</b>			
12–25 November 1998	1,168	n.a.	7,001
11–24 November 1999	1,164	n.a.	7,394
29 November–5 December 2000 and 9–15 May 2001	1,236	n.a.	10,685
22–28 August 2001 and 8–14 May 2002	1,286	n.a.	10,941
9–15 December 2002 and 7–13 May 2003	1,202	89.7	14,034
26 November–2 December 2003 and 5–11 May 2004	1,225	76.9	13,217
1–7 December 2004 and 11–17 May 2005	1,212	73.2	11,970
7–13 December 2005 and 17–23 May 2006	1,219	71.0	14,342
2–8 August 2006 and 16–22 May 2007	1,456	61.4	14,992

*Notes*

1. Based on records returned from agencies in scope for the Demand for Accommodation Collection.
2. 'Agencies' refers to the number of agencies that were 'in scope'— that is, agencies that should have been participating in the reference period.
3. From 2002–03 onwards information on requests for SAAP accommodation was collected on a single form which captured groups with both met and unmet requests for accommodation. In 2001–02, information was also gathered on the demand for SAAP accommodation both met and unmet; however, two separate forms were used. In the years preceding 2001–02, data on unmet requests for both SAAP non-accommodation support services and requests for SAAP accommodation were collected for unmet requests on a single form. For these reasons, the participation rate cannot be compared across years.
4. Figures are unweighted.

*Sources:* SAAP Administrative Data Collection and Demand for Accommodation Collection.

## **A2.2.1 Estimation methods and adjusting for missing information**

In this report, imputed or edited data are included in all tables that use information from the Demand for Accommodation Collection. Also, only demand for accommodation data for agencies that participated in the two collections used to calculate the turn-away measures in this report – the Demand for Accommodation and Client Collections – are presented in the tables in chapters 4–9. These agencies accounted for 14,231 Demand for Accommodation Collection records, and the analysis in those chapters is based on this reduced number of records and associated people (AIHW unpublished data).

### **Estimation methods**

During the 2006–07 Demand for Accommodation Collection period, SAAP agencies across Australia that participated in both the Demand for Accommodation and Client Collections reported 9,460 requests for accommodation that were not met (Table 4.1). However, many of these requests were made at inappropriate agencies; this includes requests for accommodation at agencies where the person did not fall within the agency’s target group, where the person or group was inappropriate for the agency, or where there was no fee-free accommodation available. It also includes those people who refused an agency’s offer of accommodation. Consequently, the number of valid unmet requests is a more useful measure of unmet demand. In addition, not all valid unmet requests involve immediate accommodation. In the context of homelessness, the level of unmet requests for immediate accommodation is of particular importance. It must also be emphasised that the number of valid unmet requests does not represent the actual number of people, since a person can make requests on more than one occasion and at more than one SAAP agency. There are thus two types of estimates of primary interest for unmet demand: numbers of valid unmet requests and numbers of people with valid unmet requests.

Invalid requests may be followed by successful requests at another agency, especially if a referral has been arranged, that is, a proportion of people who make an unsuccessful request for accommodation might subsequently receive accommodation from another SAAP agency on the same day. For this reason, when calculating turn-away it is important to count the number of times this occurred. During the 2006–07 Demand for Accommodation Collection period, SAAP agencies across Australia that participated in both the Demand for Accommodation and Client Collections reported 4,773 requests for accommodation that were met (Figure A1.1). Met requests for accommodation are not analysed separately in this publication, rather they are used to estimate the number of people who had a valid unmet request earlier in the day but were subsequently accommodated later that day (309 people, derived from Table 9.1).

Several difficulties are associated with estimating the number of valid unmet requests and the number of people who make these requests. First, a proportion of people who make an unsuccessful request for accommodation may subsequently receive accommodation from another SAAP agency, quite possibly soon after the initial request. Use of a statistical linkage key has proved unworkable in the context of unmet demand, so previously it was not possible to identify when this situation occurred. Second, people may have their needs met by other means and no longer require SAAP assistance. Third, a person may make several requests for accommodation – again, without a linkage key, related requests cannot be identified with certainty. Finally, data required to identify valid unmet requests may be missing. These possibilities pose four main problems:

- Estimates of the number of unmet requests obtained from the collection may overstate the actual level of unmet demand.
- Estimates of the number of valid unmet requests may be too low as a result of missing data.
- The number of people making valid unmet requests cannot be obtained directly from the collection.
- An accurate final turn-away for those seeking assistance cannot be calculated.

Although it is not currently possible to resolve the first of these problems, a method has been developed for deriving estimates of both the number of valid unmet requests and the number of individuals whose valid requests were not met each day of the 2-week collection period. The method used to derive these estimates is outlined in the following section. It should be noted, however, that the resulting estimates would overstate the number of people involved if people make requests for accommodation on different approaches to SAAP agencies within the collection period. Additionally, because people might make several approaches on the same day to SAAP agencies throughout the year, the daily figure cannot be pro-rated up to give an estimate of the number of people turned away from SAAP agencies annually. People often approach SAAP services more than once within 12 months, as is illustrated by the fact that, nationally, 27% of SAAP clients had more than one period of support in 2006–07 (derived from AIHW 2008a:Table 3.1).

To address the fourth concern, it was decided to combine the collection of met and unmet demand into one collection, the Demand for Accommodation Collection. Using the estimated number of people mentioned above in conjunction with the number of people with met requests for accommodation and the Client Collection, it is now possible to estimate the number of people with a valid prior request on a particular day who successfully gained SAAP accommodation later that day, as well as the estimated number of people who were turned away with their needs unmet. The method used to derive these estimates is outlined in the following section and the analysis is provided in chapters 6, 7, 8 and 9.

### **Adjusting for missing information**

There are several key estimates required for estimating both unmet and met demand. These are:

- the number of valid unmet requests for immediate accommodation
- the number of people with a valid unmet request for immediate accommodation
- the number of people with a valid unmet request for immediate accommodation with a subsequent met request for accommodation.

These estimates are crucial because they show the volume of requests for immediate accommodation, indicate the number of people with unmet needs within the collection period and how much of that demand is later met, and are used in conjunction with data from other collections to examine total demand for SAAP services. Missing data in items used to derive these estimates will therefore affect the estimates' utility because they lead to estimates being too low.

It must be noted that in 2002–03 imputation was undertaken at a national level. In 2003–04 and 2004–05 imputation was carried out at the state level. For this reason 2002–03 estimates are not directly comparable with those from either 2003–04 or 2004–05.

### *Unmet demand*

The information used to derive the unmet demand estimates is elicited through seven questions on the Demand for Accommodation Collection form (see Appendix 3):

- Question 2, asking the number of adults or unaccompanied children seeking accommodation
- Question 3, asking the number of accompanying children requiring accommodation with their parent(s) or guardian(s)
- Question 4, asking about immediacy of the need for accommodation
- Question 5a and Question 5b, asking whether or not the same request for accommodation had been made and turned away earlier that day and the reason for that turn-away, if applicable
- Question 6, asking whether an offer of accommodation was made by the agency
- Question 7a and Question 7b, asking if the person refused an offer of accommodation and, if so, why
- Question 9, asking if the person made a valid request – that is, sought support from an appropriate agency.

Missing information for any of these questions affects estimates of valid unmet requests and/or estimates of people making those requests. To maximise the utility of estimates from the Demand for Accommodation Collection, an answer was imputed where information was missing for questions 4, 5a, 5b, 6, 7a, 7b and 9. The imputation itself was done at the form level by randomly assigning an answer for the missing question using the distribution of answers for that question. To improve accuracy, this imputation also used information from related questions.

Some editing on questions 2 and 3 was undertaken to help minimise the impact of erroneous or missing responses to these questions. For example, editing was carried out based on the presenting unit and where accompanying children were erroneously recorded in both questions 2 and 3.

An estimate of the total number of valid unmet requests can then be derived by identifying records that correspond to valid unmet requests. This is done using both the original and the imputed answers: initially, valid requests are identified using questions 7 and 9, and any requests in which an offer of assistance was refused or where the reason for the agency refusing indicates that it was an invalid request are excluded. Question 4 can then be used to divide these valid unmet requests into requests for immediate accommodation and other requests.

The number of people associated with valid unmet requests for accommodation is identified by finding those valid unmet requests that correspond to first valid unmet requests. This can partly be done by excluding repeat requests at agencies (identified via Question 5) from identified valid unmet requests (estimated as described). In addition to this, however, to estimate the number of people with a valid unmet request for accommodation one further piece of information is needed – whether a first (invalid) request at an inappropriate agency later becomes an unmet (valid) request at an appropriate agency. This information is very difficult to obtain. In reports prior to 1999–00, adjustments were made for this gap in information at the state and territory level. The adjustments were based on the ratio of valid second (or further) unmet requests to the total number of first unmet requests. In the 2001–02 analysis, this ratio was also applied, but it was used at the form level to provide an estimate

of the probability of an invalid first unmet request later becoming a valid unmet request. Using this probability, a proportion of invalid first unmet requests were imputed to become first valid unmet requests. These imputed first valid unmet requests were then combined with observed first valid unmet requests to estimate the total number of people. This 'unit-level' approach allowed for greater flexibility in the tables that were produced than the 'state-level' adjustments. In the 2002–03 Demand for Accommodation Collection and onwards, information was gathered on whether a person had made an unmet request earlier that day and the reason for prior turn-away, meaning that the number of first invalid unmet requests that later became valid unmet requests could now be estimated using information gathered (in questions 13a and 13b in 2002–03 and in questions 5a and 5b in 2003–04, 2004–05, 2005–06 and 2006–07).

### *Met demand*

Missing information on the number of people accommodated and about whether a client was previously turned away affects estimates of the number of people who successfully gained accommodation later in the day on which they had made an unmet request. For met demand, the information used to derive the estimated number of people who had a previous valid unmet request for accommodation earlier on the same day is elicited through questions 5a, 5b, 6, 7a and 8 on the 2006–07 Demand for Accommodation form (see Appendix 3) which determine if the request is met; ask how many people were accommodated; whether the person or group had made a request for accommodation earlier that day; and, if they were unsuccessful, the reason why. The turn-away measures in this report use only those who required immediate accommodation. This information is elicited through Question 4 on the form.

For the purposes of this report, only people with a met request who had a valid unmet request earlier in the day are considered as people who were accommodated in subsequent requests (see chapters 6, 7, 8 and 9). Whether the previous request was valid is determined on the basis of the response recorded against Question 5b on the form. Invalid requests include those made for accommodation where the person did not fall within the agency's target group, where the person or group was inappropriate for the agency and where the person or group refused the offer of accommodation due to not wanting to split, because the agency was in the wrong area or where they refused accommodation for other reasons. The number of people who were accommodated in subsequent requests is subtracted from the number of people who had a first valid unmet request for accommodation to estimate the number of people who were not accommodated daily.

The imputation for questions 4, 5a, 5b, 6 and 7a was done at the form level by randomly assigning an answer for the missing question using the distribution of answers for that question. To improve accuracy, this imputation also used information from related questions (see also previous section on unmet demand). Some editing was carried out on Question 8 based on the presenting unit.

## **A2.2.2 Matching requesting groups**

The Demand for Accommodation Collection form collected requesting group in a different format than used in the Client Collection. The following table outlines the combinations used in this report.

Name of requesting group	Client Collection requesting groups	Demand for Accommodation Collection requesting groups
Individual(s) no children	Person alone or with unrelated person	Person without child(ren)
	Other, with no record of accompanying children in Part B of the form (see Appendix 3)	Persons without child(ren)
	Requesting group missing, with no record of accompanying children in Part B of the form (see Appendix 3)	Requesting group missing, with no record of accompanying children in Question 3 or Question 8 of the form (see Appendix 3)
Individual(s) with children	Person with child(ren)	Person with child(ren)
	Other, with record of accompanying children in Part B of the form (see Appendix 3)	Persons with child(ren)
	Requesting group missing, with record of accompanying children in Part B of the form (see Appendix 3)	Requesting group missing, with record of accompanying children in Question 3 or Question 8 of the form (see Appendix 3)
Couple no children	Couple without child(ren)	Couple without child(ren)
Couple with children	Couple with child(ren)	Couple with child(ren)

## A2.3 Interpretation of tables

When interpreting the tables in this report, readers should note the following:

- The reference period for the table is specified in the title. This may vary from table to table, depending on the collection being used.
- The population to which the table refers is specified in the title. A number of tables use data from more than one collection, so a table may have two reference populations. This is specified in the title and/or the table notes.
- The main unit used in the table (for example, percentages or numbers) is usually 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. Two-week estimates based on the Demand for Accommodation Collection are rounded to the nearest 10. Annual estimates derived from the Client Collection are generally rounded to the nearest 100 or nearest 50 if they are state or territory based. Average daily estimates are generally rounded to 1 decimal place.
- Unless otherwise indicated, records with missing data (resulting from 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.
- Components may not add to totals due to rounding.
- In a number of tables, people may have had more than one response, so percentages do not total 100. A note to the table indicates whether this is the case.

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

- the number of records excluded from the table because of missing data. The number missing for each collection used in the table is given separately
- whether the data are unweighted or an adjustment for non-participation and/or client non-consent has been made

- whether any imputed data have been used (see Section A2.2.1)
- any additional information needed to interpret the table.

## A2.4 Counting rules and glossary

In this report the following rules and terms have been used. For detailed descriptions of categories, please see the SAAP collectors' manual (AIHW 2005a).

<b>Accommodated client</b>	A client is considered to be accommodated during a support period if the support type of SAAP/CAP accommodation was provided and/or a date of accommodation was provided.
<b>Accommodation period</b>	The period during which a <i>client</i> was in SAAP <i>supported accommodation</i> (also referred to as a period of accommodation). A client may have no accommodation periods or one or more accommodation periods within a <i>support period</i> . The dates on which each accommodation period began and ended during the support period are collected for clients but not for accompanying children. However, it can be reasonably assumed that an <i>accompanying child</i> will have the same accommodation period start and end dates as their parent(s) or guardian(s) in the majority of cases.
<b>Accompanying child</b>	A person aged under 18 years who: <ul style="list-style-type: none"> <li>• has a parent or guardian who is a SAAP <i>client</i>; and</li> <li>• accompanies that client to a SAAP <i>agency</i> any time during that client's <i>support period</i>; and/or</li> <li>• receives assistance directly as a consequence of a parent or guardian's support period.</li> </ul>
<b>Accompanying child support period</b>	Each <i>support period</i> in which the child either accompanies a parent or guardian to a SAAP <i>agency</i> or receives assistance as a result of a parent or guardian's support period.  Within an accompanying child support period the child may receive one-off assistance and/or support over a period of time. Since the child may not be supported for the entire duration of a parent's or guardian's support period, it is not possible to assess the exact length of support for an <i>accompanying child</i> . However, it can be reasonably assumed that an accompanying child will have the same support period start and end dates as their parent(s) or guardian(s) in the majority of cases.  The number of accompanying child support periods is calculated by summing the number of accompanying children reported for each support period.
<b>Agency</b>	An organisation or establishment that receives a specified amount of SAAP funds to provide services.

A SAAP agency is included for 2006–07 if information about funding allocations was provided for 2006–07 and the agency operated for some part of the period 1 July 2006 to 30 June 2007.

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.

**Alpha code**

A predetermined combination of letters from a *client's* or *accompanying child's* name, together with a letter designating their sex. See also *valid alpha code*.

**At imminent risk of homelessness**

Includes people who are at risk of losing their housing because of factors that do not pose a threat to their safety, for example, interpersonal conflicts that do not involve violence. A person who requires the support of a SAAP worker to maintain their current housing situation and live independently in the community may also be considered to be at risk of becoming homeless.

**Client**

A person who is *homeless* or *at imminent risk of homelessness* who:

- is accommodated by a SAAP agency; or
- enters into an *ongoing support relationship* with a SAAP agency; or
- receives *support* or assistance from a SAAP agency which entails generally 1 hour or more of a worker's time, either with that client directly or on behalf of that client, on a given day.

This includes people who are aged 18 years or older and people of any age not accompanied by a parent or guardian.

Client records 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 either was 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 the reporting period.

**Closed accompanying child support periods**

An *accompanying child support period* associated with a *closed support period*.

<b>Closed support period</b>	A <i>support period</i> that had finished on or before the end of the reporting period – 30 June.
<b>Country of birth</b>	The country in which a person was born. Countries are divided into: <ul style="list-style-type: none"> <li>• Australia</li> <li>• other English-speaking countries (Canada; Ireland; New Zealand; South Africa; the United Kingdom; the United States of America; and Zimbabwe)</li> <li>• mainly non-English-speaking countries.</li> </ul>
<b>Family group</b>	Refers to the following requesting or client groups: <ul style="list-style-type: none"> <li>• Individual(s) with children</li> <li>• Couple no children</li> <li>• Couple with children.</li> </ul> <p>See A2.2.2 (Matching requesting groups) for details of how these groups are formed.</p>
<b>Homeless person</b>	A person who does not have access to safe, secure and adequate housing. A person is considered not to have access to safe, secure and adequate housing if the only housing to which they have access: <ul style="list-style-type: none"> <li>• damages, or is likely to damage, their health; or</li> <li>• threatens their safety; or</li> <li>• marginalises them through failing to provide access to: <ul style="list-style-type: none"> <li>– adequate personal amenities, or</li> <li>– the economic and social supports that a home normally affords; or</li> </ul> </li> <li>• places them in circumstances which threaten or adversely affect the adequacy, safety, security and affordability of that housing; or</li> <li>• has no security of tenure – that is, they have no legal right to continued occupation of their home.</li> </ul> <p>A person is also considered homeless if he or she is living in accommodation provided by a SAAP <i>agency</i> or some other form of emergency accommodation.</p>
<b>Immediate accommodation</b>	Accommodation required/needed within 24 hours.
<b>Invalid unmet request for accommodation</b>	An <i>unmet request for accommodation</i> is invalid if: <ul style="list-style-type: none"> <li>• the request is made at an <i>agency</i> of an inappropriate <i>target group</i></li> <li>• the person or group is inappropriate for the agency</li> <li>• there is no fee-free accommodation available at the agency</li> <li>• the proffered assistance is refused.</li> </ul>

All other unmet requests for accommodation are said to be valid. See also A2.2.1.

**Length of accommodation**

Accommodation length is obtained by summing the individual accommodation lengths reported for a *support period*. An individual accommodation length is obtained by subtracting the accommodation start date from the accommodation finish date for those periods with valid dates. If a *client* starts and ends accommodation on the same date, the length of accommodation is recorded as zero.

A support period with accommodation may begin before the start of the financial year. For this report, length of accommodation is the total length of accommodation within a support period, not the length of accommodation within the financial year.

Note that, in 2006–07, new edits were applied to ensure that accommodation periods are valid. This means that the calculation of length of accommodation is not strictly comparable to previous years.

**Mean**

The weighted arithmetic average of the item using relevant records with valid values.

**Median**

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

**Met request for accommodation**

A request for accommodation is met if the *agency* offers *supported accommodation* to the person or group requesting accommodation and that offer is accepted. All met requests for accommodation are considered to be valid as the accommodation could be provided.

**Missing values**

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

- records not available because of errors
- records not available because of omissions.

In tables involving subpopulations, 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 generally not included in the missing count for these tables.

**Ongoing support period**

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

- 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 generally not included in tables relating to duration of support or accommodation.

**Ongoing support relationship**

An ongoing support relationship exists between a SAAP *agency* and a person if some assistance has been provided to that person, and it is expected that future contact will occur between the person and the agency for the purpose of providing additional assistance. Future contact can be assumed if:

- a definite appointment has been made with the person to work through particular problems/issues; or
- an agreement has been reached with the person to work through particular problems/issues even if a specific appointment has not been made; or
- the agency expects the *client* to return for more assistance within a month.

However, an invitation to return to the agency in the future if the need arises does not constitute an ongoing support relationship. Rather it should simply be seen as an offer to enter into a new *support period* or to provide assistance at some future time.

**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.

**Period of accommodation**

See *Accommodation period*.

**Primary target group**

Refers to the primary target group of the *agency*, that is, the primary characteristics of persons to whom a SAAP service is targeted. There are six classifications used by the SAAP National Data Collection. These are:

- young people
- single men only
- single women only
- families
- women and children escaping domestic violence
- cross-target/multiple/general.

**Referral**

For the purposes of the National Data Collection, a referral involves a formal process – not simply the provision of information. A (formal) referral occurs when a SAAP *agency* contacts another organisation and that organisation 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.

<b>Statistical linkage key (SLK)</b>	A statistical linkage key (SLK) is a derived variable that allows demographic data about the same <i>client</i> to be combined across <i>support periods</i> without the name of the client being recorded. See also <i>valid SLK</i> .
<b>Support/service</b>	Assistance, other than <i>supported accommodation</i> , provided to a <i>client</i> or <i>accompanying child</i> as part of a <i>support period</i> . See also <i>Type of service/support</i> .
<b>Support period</b>	Commences when a <i>client</i> begins to receive <i>support</i> and/or <i>supported accommodation</i> from a SAAP <i>agency</i> . The support period is considered to finish when: <ul style="list-style-type: none"> <li>• the client ends the relationship with the agency; or</li> <li>• the agency ends the relationship with the client.</li> </ul> <p>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 the last contact with the client.</p>
<b>Support period with accommodation</b>	A <i>support period</i> in which a support type of SAAP/CAP accommodation was provided and/or a date of SAAP/CAP accommodation was provided.
<b>Supported accommodation</b>	Accommodation owned, managed or arranged and paid for by a SAAP <i>agency</i> . The accommodation may be provided at the agency or may be purchased using SAAP funds – at a motel, for example.
<b>Target group</b>	See <i>Primary target group</i> .
<b>Total demand for accommodation</b>	The total demand for accommodation refers to accommodation requested from a SAAP agency, whether that request was met or not. It includes accommodation that was newly starting, accommodation that was continuing from a previous day as well as <i>unmet requests for accommodation</i> .
<b>Turn-away – proportion of people requiring new SAAP accommodation</b>	Calculated as the average daily percentage of people who could not be accommodated relative to all people making valid requests for immediate SAAP accommodation. It measures the proportion of people seeking SAAP accommodation who were turned away on an average day during the Demand for Accommodation Collection period and provides an indication of a person’s likelihood of obtaining SAAP accommodation.
<b>Turn-away – proportion of total demand for SAAP accommodation</b>	Calculated as the average daily percentage of people who could not be accommodated relative to all people who required new SAAP accommodation that day or who were continuing their accommodation from a previous day. It provides a measure of the overall ability of SAAP to meet the expressed demand for accommodation on an average day

## Type of support/service

during the Demand for Accommodation Collection period.

The Client Collection specifies 34 distinct types of services (or support) for *clients* and 17 distinct types of services (or support) for *accompanying children* and allows agencies to record other types not listed on the data form.

For clients, this report presents individual service or support types and includes a subtotal for six distinct groupings. The major classifications for clients are:

- housing or accommodation – SAAP or CAP accommodation; assistance to obtain or maintain short-term accommodation; assistance to obtain or maintain medium-term accommodation; and assistance to obtain or maintain independent housing
- financial or employment – assistance to obtain or maintain a government allowance; employment and training assistance; financial assistance or material aid; and financial counselling and support
- personal support – incest or sexual assault support; domestic or family violence support; family or relationship support; emotional support; and assistance with problem gambling
- general support and advocacy – living skills or personal development; assistance with legal issues or court support; advice or information; retrieval, storage or removal of personal belongings; and advocacy or liaison on behalf of client
- specialist services – psychological services; specialist counselling services; psychiatric services; pregnancy support; family planning support; drug or alcohol support or intervention; physical disability services; intellectual disability services; culturally specific services; interpreter services; assistance with immigration issues; and health or medical services
- basic support and services not elsewhere specified (n.e.s.) – meals; laundry or shower facilities; recreation; transport; and other support.

For accompanying children, this report presents individual service or support types and includes a subtotal for six distinct groupings. The major classifications for accompanying children are:

- accommodation – SAAP or CAP accommodation
- school liaison and child care – school liaison; and child care
- personal support – help with behavioural problems; sexual or physical abuse support; skills education; and

structured play or skill development

- general support and advocacy – access arrangements; advice or information; and advocacy
- specialist services – specialist counselling; culturally specific services; and health or medical services
- basic support and services not elsewhere specified (n.e.s.) – meals; showers or hygiene; recreation; transport; and other support.

Note that support for accompanying children is recorded on only one parent's/guardian's form when a couple presents to an agency.

For further information, see Appendix 3 for the form and the collectors manual (AIHW 2005a) for the definitions.

**Unmet need**

An unmet need occurs when a SAAP *agency* worker assesses that a *client* needs a support service during their *support period*, and that service is not provided or referred.

**Valid alpha code**

This is an *alpha code* that is given with informed consent, and contains only letters from the alphabet or the numeral '2' (to indicate a short name) and ends in either M or F to indicate the sex.

**Valid consent**

Refers to a *valid statistical linkage key*.

**Valid date of birth**

For the purposes of the National Data Collection, a valid date of birth is one which is provided with informed consent and has:

- the day, month and year of birth completed and not estimated; or
- the day and month of birth completed and not estimated, and the year of birth completed (either estimated or not estimated).

**Valid statistical linkage key (SLK)**

For the purposes of the National Data Collection, a valid SLK comprises a *valid alpha code* and *valid date of birth* that were supplied for a *support period* where the client gave informed consent.

Note that in 2006–07 the edits and rules surrounding the determination of a valid SLK were further tightened. This was done to further strengthen the reliability of the linkage key.

**Valid unmet request for accommodation**

An *unmet request for accommodation* is valid if:

- the request is made at an *agency* of an appropriate *target group*
- the agency cannot offer accommodation because insufficient accommodation is available or the agency is a referral agency with no vacancies on the books
- the agency cannot offer accommodation because the type

of accommodation requested is not provided by the agency

- the agency cannot offer accommodation because there are insufficient staff to provide support
- the agency cannot offer accommodation because facilities for special needs are not available
- the request is made at a domestic violence agency and the age of the male child is inappropriate
- proffered accommodation is not refused.

All other unmet requests for accommodation are said to be invalid.

See also A2.2.1.

# Appendix 3 Collection forms



## DEMAND FOR ACCOMMODATION

2 August - 8 August 2006

AGENCY ID

DATE ACCOMMODATION SOUGHT

D	D	M	M	Y	Y	Y	Y
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	2	0	0	6

CONTACT MADE *Please tick one box only*

by person/group, visiting agency  2

by person/group, by phone  3

via a third party, visiting agency  1

via a third party, by phone  4

**PLEASE FILL OUT A FORM EVERY TIME A PERSON OR GROUP SEEKS ACCOMMODATION FORMS TO BE FILLED OUT BETWEEN 2 AUGUST - 8 AUGUST 2006**

**1. Person(s) requesting accommodation:**

- WITH** child(ren)
- person with child(ren)  5
- persons with child(ren)  6
- couple with child(ren)  4
- WITHOUT** child(ren)
- person without child(ren)  7
- persons without child(ren)  8
- couple without child(ren)  2

**2. Please specify the number of adults seeking accommodation in each age group:**

*This includes young people/children under 18 who seek accommodation without a parent/guardian.*

**Do not use ticks or crosses.**

	Male	Female
under 12 years	<input type="text"/>	<input type="text"/>
12—14 years	<input type="text"/>	<input type="text"/>
15—17 years	<input type="text"/>	<input type="text"/>
18—19 years	<input type="text"/>	<input type="text"/>
20—24 years	<input type="text"/>	<input type="text"/>
25—44 years	<input type="text"/>	<input type="text"/>
45—64 years	<input type="text"/>	<input type="text"/>
65 years and over	<input type="text"/>	<input type="text"/>
don't know age	<input type="text"/>	<input type="text"/>

**3. Please specify how many accompanying children require accommodation with their parent(s)/guardian:**

**Do not use ticks or crosses.**

	Male	Female
under 12 years	<input type="text"/>	<input type="text"/>
12—14 years	<input type="text"/>	<input type="text"/>
15—17 years	<input type="text"/>	<input type="text"/>
don't know age	<input type="text"/>	<input type="text"/>

**4. How soon is the accommodation needed:**

- tonight (within 24 hours)  1
- tomorrow night (between 24 and 48 hours)  2
- in 3—4 days  6
- in 5—6 days  7
- in 7—14 days  4
- in more than 14 days  5

**5a. Is this the first time today that the person/group has tried to get accommodation, either at this or any other agency?**

- yes  1 } go to Q. 6
- don't know  3 }
- no  2 } go to Q. 5b

**5b. If the person/group has tried earlier today to get accommodation, why were they unsuccessful:**

*(please tick one box only)*

- insufficient accommodation available  1
- agency inappropriate - wrong target group  2
- agency in wrong area  4
- group did not want to split up  5
- person/group inappropriate for agency  6
- type of accommodation requested not provided  7
- accommodation refused for other reason  8
- other *(please specify)* \_\_\_\_\_  999
- no information/don't know  0

**COMPLETED FORMS WILL BE KEPT STRICTLY CONFIDENTIAL**

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

**6. Was any accommodation offered?**

- yes  1  
no  2 If no accommodation offered,  
please skip to question 9

**7a. Was your offer of accommodation taken up?**

- yes  1 If yes, go to question 8  
no  2

**7b. If your offer of accommodation was not taken up, was it because:**

- the person/group did not show  1  
the group did not want to split up  2  
the agency was in the wrong area  3  
the person/group wanted longer term housing  4  
the person/group wanted different housing option  5  
or, other (please specify) \_\_\_\_\_  999

▶ If accommodation not taken up, please skip to question 10

**8. How many of the person/group will your agency accommodate?**

Please specify the number of adults you will accommodate: \_\_\_\_\_

(this includes young people/children under 18 who seek accommodation without a parent/guardian)

Please specify the number of accompanying children under 18 you will accommodate: \_\_\_\_\_

▶ If accommodation provided, please skip to question 11

**9. What was the main reason accommodation was not offered:**

(please tick one box only)

- referral agency with no vacancies on books  15  
insufficient accommodation available  3  
agency inappropriate — wrong target group  4  
type of accommodation requested not provided  11  
insufficient staff to provide support  2  
facilities for special needs not available  12  
age of male child (applicable for DV agencies)  8  
person/group inappropriate for agency  13  
no fee-free accommodation available  14  
other (please specify) \_\_\_\_\_  999

**10. Did your agency make a referral for accommodation?**

- yes  1  
no  2

**11. How many in the group (including children) do or don't identify as Aboriginal and/or Torres Strait Islander:**

Please specify the number of people in each category. Do not use ticks or crosses.

	Male	Female
don't identify as Aboriginal or Torres Strait Islander	___	___
do identify as Aboriginal	___	___
do identify as Torres Strait Islander	___	___
do identify as both Aboriginal and Torres Strait Islander	___	___
don't know	___	___

**12. Country of birth of everyone in the group (including children):**

Please specify the number of people in each category. Do not use ticks or crosses.

	Male	Female
Australia	___	___
other English-speaking countries	___	___
non-English-speaking countries	___	___
don't know country of birth	___	___

**13. Did your agency offer any of the following one-off assistance?**

- yes  1  
no  2

if yes, please tick as many circles as apply

- information  1  
referral for non-accommodation support services  3  
meals  4  
financial assistance/material aid  5  
transport  6  
laundry/shower facilities  7  
emotional support/counselling  10  
other (please specify) \_\_\_\_\_  999

Thankyou



# CLIENT FORM

JULY 2006 – JUNE 2007

\* indicates questions that *require* the informed consent of the client.

AGENCY ID

SUPPORT PERIOD

	D	D	M	M	Y	Y	Y	Y
Date commenced	<input type="text"/>							
Date finished	<input type="text"/>							

SUPPORT PERIOD ONGOING AT 30 JUNE 2007 Yes  1

CONSENT OBTAINED Yes  1 No  2

- Where a name is not long enough please fill in any remaining squares with a 2.  
For example, a male client called Ng Tien will have the alpha code G2 IE2 M.
- Where a part of the name is missing or unknown please substitute a 9.  
For example, a female client known to you only as Jane will have the code AN 999 F.
- Do not count hyphens, apostrophes, blank spaces or any other such character as a letter of the alphabet.

\* ALPHA CODE

Letters of first name

<input type="text"/>					
1st	2nd	3rd	4th	5th	6th

Letters of last name

<input type="text"/>					
----------------------	----------------------	----------------------	----------------------	----------------------	----------------------

M/F for male or female

- Complete date as best you can.
- If day unknown, tick box "day unknown".
- If month unknown, tick box "month unknown".
- If year unknown, provide best estimate and tick box "estimated year".

\* DATE OF BIRTH OF CLIENT

	D	D	M	M	Y	Y	Y	Y
	<input type="text"/>							
	<input type="checkbox"/>							
	day unknown	month unknown			estimated year			

**1 Sex of client**

female  1  
male  2

---

**2 Person(s) receiving assistance**

*please tick one box only*

**WITH** child(ren)

person with child(ren)  3  
couple with child(ren)  4

**WITHOUT** child(ren)

person alone or with unrelated person(s)  1  
couple without child(ren)  2

**OTHER**  
please specify \_\_\_\_\_  999

**3 Source of referral/information**

*please tick one box only*

self  13  
family/friends  16  
school/other education institution  2  
community services department  3  
police/legal unit/correction institution  17  
health services  18  
psychiatric unit  7  
telephone/crisis referral agency  8  
SAAP agency/worker  9  
other government department  10  
other non-government organisation  11  
other (please specify) \_\_\_\_\_  999  
don't know/no information  0

**IF CONSENT IS NOT OBTAINED PLEASE GO TO QUESTION 15**

**COMPLETED FORMS WILL BE KEPT STRICTLY CONFIDENTIAL**

If you have any problems completing this form please telephone the SAAP NDCA hotline on 1800 627 191 or email ndca@aihw.gov.au

**\* 4 Country of birth of client**

Australia  1

other (please specify) \_\_\_\_\_

**\* 5 Does the client identify as being of Aboriginal or Torres Strait Islander origin?**

no  1

yes, Aboriginal  2

yes, Torres Strait Islander  3

yes, both  4

**\* 6 Presenting reasons for seeking assistance**

*please tick as many circles as apply*

**Interpersonal relationships**

time out from family/other situation  2

relationship/family breakdown  3

interpersonal conflict  4

sexual abuse  7

domestic/family violence  6

physical/emotional abuse  5

**Financial**

gambling  20

budgeting problems  23

rent too high  24

other financial difficulty  21

**Accommodation**

overcrowding issues  27

eviction/asked to leave  25

emergency accommodation ended  11

previous accommodation ended  26

**Health**

mental health issues  28

problematic drug/alcohol/substance use  10

psychiatric illness  13

other health issues  29

**Other reasons**

gay/lesbian/transgender issues  30

recently left institution  12

recent arrival to area with no means of support  14

itinerant  15

other (please specify) \_\_\_\_\_  999

don't know/no information  0

**\* 7 Main presenting reason for seeking assistance**

*please write only ONE code number from Question 6*

eg

**\* 8 Main income source before and after support**

*please tick one box only in each column*

**Before** **After**

**No income**

no income  1

registered/awaiting benefit  2

**Government payments**

newstart  4

youth allowance  33

community development employment project (CDEP)  8

ABSTUDY  31

Austudy payment for students aged 25 years and over  28

disability support pension  12

age pension  13

parenting payment  34

DVA payment (pension or support)  35

other type of allowance or benefit  36

**Other income**

workcover/compensation  19

maintenance/child support  20

wages/salary/own business  21

spouse/partner's income  22

other (please specify) \_\_\_\_\_  999

client left without providing any information 98

don't know  99

**\* 9 Labour force status before and after support**

*please tick one box only in each column*

**Before** **After**

employed full time (35 hours per week or more)  1

employed part time (less than 35 hours per week)  2

unemployed (looking for work)  4

not in labour force (see manual)  5

client left without providing any information 98

don't know  99

**\* 10 Student status before and after support**

*please tick one box only in each column*

**Before** **After**

not a student  1

primary/secondary school student  2

post-secondary student/employment training  3

client left without providing any information 98

don't know  99

**COMPLETED FORMS WILL BE KEPT STRICTLY CONFIDENTIAL**

If you have any problems completing this form please telephone the SAAP NDCA hotline on 1800 627 191 or email ndca@aihw.gov.au

**\* 11 Type of house/dwelling immediately before and after this support period**

*please tick one box only in each column* **Before** **After**

**Improvised dwelling/sleeping rough**

- improvised dwelling/car/tent/squat  1   
 street/park/in the open  2

**House/dwelling**

- house/flat  3   
 caravan  4   
 boarding/rooming house  5   
 hostel/hotel/motel  6

**Institutional setting**

- hospital  7   
 psychiatric institution  8   
 prison/youth training centre  9   
 other institutional setting  10   
 client left without providing any information 98   
 don't know  99

**\* 12 Type of tenure (legal right to occupy a dwelling) immediately before and after this support period**

*please tick one box only in each column* **Before** **After**

**SAAP/CAP funded accommodation**

- SAAP/CAP crisis/short term accommodation (including THM crisis)  1   
 SAAP/CAP medium/long term accommodation  2   
 other SAAP/CAP funded accommodation (eg hostel, motel etc)  3

**No tenure**

- institutional setting  4   
 improvised dwelling/sleeping rough  5   
 other (no tenure) (please specify)  6

**Tenure**

- purchasing/purchased own home  7   
 private rental  8   
 public housing rental  9   
 community housing rental (including THM transitional)  10   
 rent-free accommodation  11   
 boarding  12   
 client left without providing any information 98   
 don't know  99

**\* 13 Who was the client living with immediately before and after this support period?**

*please tick one box only in each column* **Before** **After**

- alone  10   
 with both parents  1   
 with one parent and parent's spouse/partner  2   
 with one parent  3   
 with foster family  4   
 with relatives/friends temporary  16   
 with relatives/friends long-term  17   
 with spouse/partner  7   
 with spouse/partner and child(ren)  8   
 alone with child(ren)  9   
 living with other unrelated persons  13   
 other (please specify) \_\_\_\_\_  999   
 client left without providing any information 98   
 don't know  99

**\* 14 Location of client's last home**

suburb/town   
 state   
 postcode   
 overseas  9998  
 don't know/no information  0

**15 Was a case management plan agreed to by the end of the support period?**

*please tick one box only*

- yes  1  **Go to question 16**  
 no, client did not agree to one  4  **Go to question 17**  
 no, support period too short  5  **Go to question 17**  
 no, other (please specify) \_\_\_\_\_  6  **Go to question 17**

**16 To what extent were the client's case management goals achieved by the end of the support period?**

*please tick one box only*

- not at all  1  
 some  2  
 most  3  
 all  4

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## 17 Support to client

*please tick as many circles as apply*

	Needs identified by worker	Provided	Referral arranged	
<b>Housing/accommodation</b>				
SAAP/CAP accommodation (including THMs and other SAAP managed properties)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	43
assistance to obtain/maintain short-term accommodation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	39
assistance to obtain/maintain medium-term accommodation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	49
assistance to obtain/maintain independent housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	42
<b>Financial/employment</b>				
assistance to obtain/maintain government allowance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	37
employment and training assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	5
financial assistance/material aid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	6
financial counselling and support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	7
<b>Personal support</b>				
incest/sexual assault support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	45
domestic/family violence support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	46
family/relationship support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	47
emotional support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	48
assistance with problem gambling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	36
<b>General support/advocacy</b>				
living skills/personal development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	14
assistance with legal issues/court support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	25
advice/information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	27
retrieval/storage/removal of personal belongings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	29
advocacy/liaison on behalf of client	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	30
<b>Specialist services</b>				
psychological services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	12
specialist counselling services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	44
psychiatric services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	13
pregnancy support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	33
family planning support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	34
drug/alcohol support or intervention	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	16
physical disability services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	17
intellectual disability services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	18
culturally specific services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	19
interpreter services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	20
assistance with immigration services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	38
health/medical services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	26
<b>Basic support</b>				
meals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	21
laundry/shower facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	22
recreation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	23
transport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	24
other (please specify) _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	999
other (please specify) _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	998

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**18 If SAAP/CAP accommodation was provided (including THMs and other SAAP managed properties) please provide details**

**Note:** If the client had more than 12 accommodation periods in this support period, you should photocopy a blank copy of this page, complete details, and staple it to this page.

**1 Type of accommodation** **Date of accommodation**  
*please tick one box only* *please complete all boxes*

crisis/short term  7 Start 

D	D	M	M	Y	Y	Y	Y

medium/long term  8 Finish 

--	--	--	--	--	--	--	--

other SAAP  9

**7 Type of accommodation** **Date of accommodation**  
*please tick one box only* *please complete all boxes*

crisis/short term  7 Start 

D	D	M	M	Y	Y	Y	Y

medium/long term  8 Finish 

--	--	--	--	--	--	--	--

other SAAP  9

**2 Type of accommodation** **Date of accommodation**  
*please tick one box only* *please complete all boxes*

crisis/short term  7 Start 

D	D	M	M	Y	Y	Y	Y

medium/long term  8 Finish 

--	--	--	--	--	--	--	--

other SAAP  9

**8 Type of accommodation** **Date of accommodation**  
*please tick one box only* *please complete all boxes*

crisis/short term  7 Start 

D	D	M	M	Y	Y	Y	Y

medium/long term  8 Finish 

--	--	--	--	--	--	--	--

other SAAP  9

**3 Type of accommodation** **Date of accommodation**  
*please tick one box only* *please complete all boxes*

crisis/short term  7 Start 

D	D	M	M	Y	Y	Y	Y

medium/long term  8 Finish 

--	--	--	--	--	--	--	--

other SAAP  9

**9 Type of accommodation** **Date of accommodation**  
*please tick one box only* *please complete all boxes*

crisis/short term  7 Start 

D	D	M	M	Y	Y	Y	Y

medium/long term  8 Finish 

--	--	--	--	--	--	--	--

other SAAP  9

**4 Type of accommodation** **Date of accommodation**  
*please tick one box only* *please complete all boxes*

crisis/short term  7 Start 

D	D	M	M	Y	Y	Y	Y

medium/long term  8 Finish 

--	--	--	--	--	--	--	--

other SAAP  9

**10 Type of accommodation** **Date of accommodation**  
*please tick one box only* *please complete all boxes*

crisis/short term  7 Start 

D	D	M	M	Y	Y	Y	Y

medium/long term  8 Finish 

--	--	--	--	--	--	--	--

other SAAP  9

**5 Type of accommodation** **Date of accommodation**  
*please tick one box only* *please complete all boxes*

crisis/short term  7 Start 

D	D	M	M	Y	Y	Y	Y

medium/long term  8 Finish 

--	--	--	--	--	--	--	--

other SAAP  9

**11 Type of accommodation** **Date of accommodation**  
*please tick one box only* *please complete all boxes*

crisis/short term  7 Start 

D	D	M	M	Y	Y	Y	Y

medium/long term  8 Finish 

--	--	--	--	--	--	--	--

other SAAP  9

**6 Type of accommodation** **Date of accommodation**  
*please tick one box only* *please complete all boxes*

crisis/short term  7 Start 

D	D	M	M	Y	Y	Y	Y

medium/long term  8 Finish 

--	--	--	--	--	--	--	--

other SAAP  9

**12 Type of accommodation** **Date of accommodation**  
*please tick one box only* *please complete all boxes*

crisis/short term  7 Start 

D	D	M	M	Y	Y	Y	Y

medium/long term  8 Finish 

--	--	--	--	--	--	--	--

other SAAP  9

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- Accompanying children should be recorded on only one of the parent/guardian forms
- Complete a separate client form for each child aged 18 years and over

<p><b>* 19 ALPHA CODE FOR ACCOMPANYING CHILD(REN)</b></p> <ul style="list-style-type: none"> <li>• For short names fill in with 2's.</li> <li>• For missing names fill in with 9's.</li> </ul> <p><b>* DATE OF BIRTH OF CHILD(REN)</b></p> <ul style="list-style-type: none"> <li>• Complete date as best you can.</li> <li>• If day unknown, tick box "day unknown".</li> <li>• If month unknown, tick box "month unknown".</li> <li>• If year unknown, provide best estimate and tick box "estimated year".</li> </ul>	<p>Letters of first name</p> <table border="1"> <tr> <td>1st</td><td>2nd</td><td>3rd</td><td>4th</td><td>5th</td><td>6th</td> </tr> </table> <p>Letters of last name</p> <table border="1"> <tr> <td>1st</td><td>2nd</td><td>3rd</td><td>4th</td><td>5th</td><td>6th</td> </tr> </table> <p>M/F for male or female</p> <p><input type="checkbox"/> M <input type="checkbox"/> F</p> <p>D D M M Y Y Y Y</p> <table border="1"> <tr> <td> </td><td> </td><td> </td><td> </td><td> </td><td> </td> </tr> </table> <p>day unknown month unknown estimated year</p>	1st	2nd	3rd	4th	5th	6th	1st	2nd	3rd	4th	5th	6th							<p>Letters of first name</p> <table border="1"> <tr> <td>1st</td><td>2nd</td><td>3rd</td><td>4th</td><td>5th</td><td>6th</td> </tr> </table> <p>Letters of last name</p> <table border="1"> <tr> <td>1st</td><td>2nd</td><td>3rd</td><td>4th</td><td>5th</td><td>6th</td> </tr> </table> <p>M/F for male or female</p> <p><input type="checkbox"/> M <input type="checkbox"/> F</p> <p>D D M M Y Y Y Y</p> <table border="1"> <tr> <td> </td><td> </td><td> </td><td> </td><td> </td><td> </td> </tr> </table> <p>day unknown month unknown estimated year</p>	1st	2nd	3rd	4th	5th	6th	1st	2nd	3rd	4th	5th	6th																																																																																																																																																																										
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<p><b>* 21 Country of birth of the child(ren)</b></p>	<p>Australia <input type="checkbox"/> 1</p> <p>other (please specify) _____ <input type="checkbox"/></p>	<p>Australia <input type="checkbox"/> 1</p> <p>other (please specify) _____ <input type="checkbox"/></p>																																																																																																																																																																																																								
<p><b>* 22 Is the child of Aboriginal or Torres Strait Islander origin?</b></p>	<p>no <input type="checkbox"/> 1</p> <p>yes, Aboriginal <input type="checkbox"/> 2</p> <p>yes, Torres Strait Islander <input type="checkbox"/> 3</p> <p>yes, both <input type="checkbox"/> 4</p>	<p>no <input type="checkbox"/> 1</p> <p>yes, Aboriginal <input type="checkbox"/> 2</p> <p>yes, Torres Strait Islander <input type="checkbox"/> 3</p> <p>yes, both <input type="checkbox"/> 4</p>																																																																																																																																																																																																								
<p><b>23 Support to child(ren)</b></p> <p>no assistance <input type="checkbox"/> 1</p> <p><i>Indicate above if no assistance was given or tick as many circles below as apply</i></p> <p><b>Accommodation</b> SAAP/CAP accommodation (including THMs and other SAAP managed properties)</p> <p><b>School liaison/child care</b> school liaison child care</p> <p><b>Personal support</b> help with behavioural problems sexual/physical abuse support skills education structured play/skill development</p> <p><b>General support/advocacy</b> access arrangements advice/information advocacy</p> <p><b>Specialist services</b> specialist counselling culturally specific services health/medical services</p> <p><b>Basic support</b> meals showers/hygiene recreation transport</p> <p>other (please specify) _____</p> <p>other (please specify) _____</p>	<table border="1"> <thead> <tr> <th></th> <th>Needs identified by worker</th> <th>Provided</th> <th>Referral arranged</th> <th></th> </tr> </thead> <tbody> <tr> 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**COMPLETED FORMS WILL BE KEPT STRICTLY CONFIDENTIAL**

If you have any problems completing this form please telephone the SAAP NDCA hotline on 1800 627 191 or email ndca@aih.w.gov.au

**Note:** If the client had more than 5 accompanying children in a support period, you should photocopy a blank copy of this page, complete details, and staple it to this page.

Letters of first name	Letters of last name	M/F for male or female																								
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### RETURNING FORMS TO THE NDCA

- In the first week of each month, send the forms of *clients who have left the agency in the last month* to the NDCA in the prepaid envelope provided.
- **Forms should reach the NDCA by the 15th of each month.**
- Include a completed Form Return Sheet with your forms. If no clients left your agency in the last month record **zero** forms to return on the Form Return Sheet. This ensures that your agency is counted as participating in the National Data Collection. The NDCA is required to notify State/Territory funding departments of agencies that do not return forms (or Form Return Sheets) each month.

### 30 JUNE 2006 AND 31 DECEMBER 2006

- In the first week of July 2006 and in the first week of January 2007, you should notify the NDCA of clients who are still being supported as at 30 June 2006 and 31 December 2006.
- For clients who are ongoing at 30 June 2006, transfer the information from the old 2005–2006 form to the new 2006–2007 form. Return the old form to the NDCA along with the forms of clients who have left your agency in the last month. Retain the new form in your agency until the client has finished his/her support period.
- For ongoing clients at 31 December—use the December Form Return Sheet and note in the box provided the number of clients being supported on 31 December 2006. It is important to send in a December Form Return Sheet even if you did not have any client forms to remit or you had no ongoing clients.

If you do not need the materials sent to you, please return them in the NDCA Reply Paid envelope.

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