

## 2 Support provided in 1999–2000

During 1999–2000 SAAP-funded agencies provided an estimated 90,000 people with accommodation and/or support lasting more than an hour (AIHW 2000b:10). Between them, these clients received 157,600 support periods in which one or more services were either provided or referred on (Table 2.1). Of these support periods, 69,900 (44%) were for unaccompanied males. Solo females accounted for 39,000 support periods (around 25%), and females with children had 31,000 support periods (or 20%). Four other client groups between them accounted for the remaining 17,800 support periods (11%). Around one-half of the support periods that finished between 1 July 1999 and 30 June 2000 lasted for 1 week or more (AIHW 2000b:20). A detailed discussion of this support given to clients is contained in the 1999–2000 national annual report (AIHW 2000b). A summary of the services that clients received during their support periods follows.

### 2.1 Provision of services

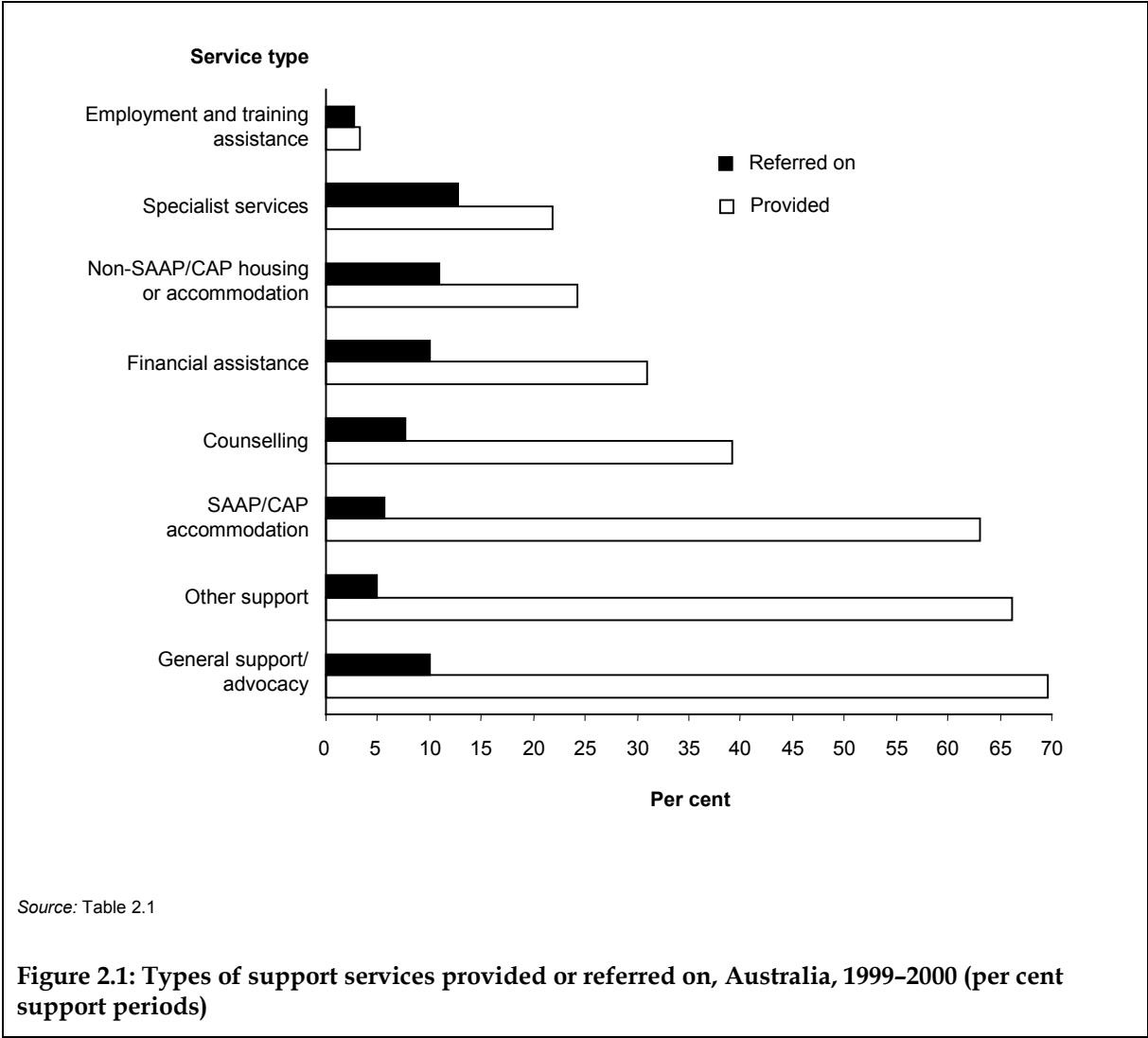
Agencies commonly offer a wide range of support services, as well as accommodation, and these services are reported under the 32 headings given on the Client Collection form (see Appendix 3). In Table 2.1 these services are combined into eight groups, with SAAP and Crisis Accommodation Program (CAP) accommodation separated out from other types of accommodation services (see note 3 to the table). Employment and training assistance is also separated out. Figure 2.1 shows the proportions of support periods in which agencies either provided various types of services or referred clients on during the year. The three types of assistance most commonly provided were general support or advocacy (in 70% of support periods), 'other' support such as meals or washing facilities (in 66%) and SAAP or CAP accommodation (63%).

As noted, with respect to accommodation services, SAAP or CAP accommodation was provided directly to clients in 63% of support periods (around 99,000). In addition, assistance with obtaining other housing—either short-term accommodation or longer term independent housing—was provided in 24% of support periods.

The range of services that may be offered by agencies reflects both the differences in service delivery between agencies and variation in the needs of clients. There is greater variation in how frequently the 32 types of support services were provided than the eight groups in Figure 2.1 suggest. Data on these individual services were reported in the 1999–2000 national annual report (AIHW 2000b) and so are not presented here in detail. That publication shows that the four fine-level support services most often provided throughout the year were SAAP or CAP accommodation (provided in 63% of support periods), advice or information (in 60%), and meals and laundry or shower facilities (both provided in 50% of support periods) (AIHW 2000b:24). Emotional support was the fifth most commonly provided service, being provided in 37% of support periods; 15 other services were provided in less than 10% of support periods each.

Clients received on average 5.1 different types of services per support period (Table 2.1). Females with children tended to receive more types of support than other clients, averaging 5.8 of the 32 different types of service per support period. Overall, around 804,000 different services were provided to the 90,000 clients supported by SAAP during 1999–2000 (derived

from Table 2.1). However, to understand the actual extent of support, it should be noted that many of these fine level services might have been provided more than once in a support period. In addition, some might have been provided continuously during the whole of a client’s support, while others might have been provided for a short time and on more than one occasion during the support period.



While some types of assistance, such as general support and advocacy, were provided consistently to different client groups, for other types of assistance the pattern of provision differs quite markedly (Table 2.1). Males on their own, for example, had the highest use of SAAP or CAP accommodation, such accommodation being provided in 75% of their support periods. In contrast, couples without children and males with children were provided with SAAP or CAP accommodation in around only 36% of their support periods. Similarly, females with children were provided with counselling in 64% of support periods, while solo males received this type of assistance in only 23% of support periods.

In 1999–2000 children accompanied parents or guardians to SAAP agencies in around 32,000 support periods, with an average of 2.1 children per support period (AIHW 2000b:25). If each child were considered a client in their own right, this would equate to 67,100 support

periods. Unfortunately, information on the provision of accommodation to accompanying children was not collected in the 1999–2000 Client Collection. It was reported, however, that counselling was provided to children in around 19% of support periods for clients with accompanying children, while assistance with child care or kindergarten or school liaison was provided to clients with children in around 21% of support periods. Other unidentified services were provided in nearly one-quarter of support periods with accompanying children. Overall, nearly 29,000 distinct non-accommodation services were provided to accompanying children in 1999–2000.

## **2.2 Referral of services**

At the broad level, services that were less likely to be provided directly by agencies were more likely to be referred on (see Figure 2.1). The exception to this was employment services, which were provided and referred on in almost the same number of support periods—around 3% in both cases. Among the other types of services, those most commonly referred on to other agencies were specialist services (referred on in 13% of support periods), non-SAAP/CAP housing assistance (referred on in 11% of support periods), and financial assistance and general support and advocacy (each referred on in 10% of support periods) (Table 2.1). Overall, SAAP agencies arranged referrals for SAAP or CAP accommodation in 9,000 support periods (6%) and referrals for other housing assistance in 17,000 support periods.

For all services except employment and training assistance, solo males had the lowest proportion of support periods with referrals. On the other hand, females with children had the highest proportion of support periods with referrals for four out of the eight broad categories of services: SAAP or CAP accommodation (referrals arranged in 9% of support periods), counselling (16%), general support and advocacy (18%), and specialist services (17%). On average, agencies referred each client 0.8 times during a support period, resulting in at least 126,000 referrals for clients during the year. In addition, almost 8,000 referrals were arranged for non-accommodation services for accompanying children. However, all of these figures are likely to be an underestimation because, as with service provision, a referral may have been arranged for a particular service more than once. It should also be noted that no information exists on client outcomes from referrals, and providing a client with a referral does not guarantee that their needs will then be met.

## **2.3 Summary**

Throughout 1999–2000 SAAP agencies provided at least 804,000 distinct types of services to 90,000 clients and arranged over 126,000 referrals. As part of this assistance, accommodation was provided directly to clients in around 99,000 support periods, with referrals for SAAP or CAP accommodation being arranged in 9,000. In addition, assistance with obtaining other housing was provided in 38,000 support periods and referrals for such assistance were arranged in 17,000. Furthermore, nearly 29,000 non-accommodation services were provided to accompanying children in 1999–2000 and 8,000 referrals were arranged for these children.

**Table 2.1: SAAP support periods: broad types of support services provided to clients or referred on, by client group, Australia, 1999–2000 (per cent support periods)**

	Male alone	Female alone	Couple without children	Male with children	Female with children	Couple with children	Other/unknown	Total
<b>Type of service provided</b>								
SAAP/CAP accommodation	74.5	57.8	36.0	35.3	54.4	41.0	51.7	63.0
Assistance to obtain non-SAAP/CAP housing or accomm.	19.2	23.5	39.8	39.9	32.5	38.8	21.7	24.2
Employment and training assistance	3.2	4.3	3.1	2.7	1.9	2.9	2.9	3.2
Financial assistance	27.0	29.4	42.5	44.3	38.6	46.5	24.5	30.9
Counselling	23.4	48.0	32.5	44.7	63.9	40.6	40.6	39.2
General support/advocacy	66.4	70.2	73.1	77.1	76.8	78.2	59.0	69.6
Specialist services	21.1	22.6	14.8	12.4	24.5	16.9	19.6	21.8
Other support	77.7	61.8	44.8	41.8	56.6	41.4	53.7	66.2
<b>Mean number of individual support services provided</b>	<b>5.0</b>	<b>5.2</b>	<b>4.2</b>	<b>4.4</b>	<b>5.8</b>	<b>4.4</b>	<b>4.3</b>	<b>5.1</b>
<b>Type of service referred on</b>								
SAAP/CAP accommodation	3.7	6.8	6.9	4.0	8.5	5.6	7.3	5.7
Assistance to obtain non-SAAP/CAP housing or accomm.	7.4	11.2	20.2	19.6	16.2	20.9	10.1	11.0
Employment and training assistance	2.5	3.5	3.4	2.0	1.8	3.5	2.5	2.7
Financial assistance	6.0	10.0	17.7	19.3	16.3	20.5	8.5	10.0
Counselling	2.8	10.3	6.0	9.6	15.5	9.6	7.0	7.7
General support/advocacy	5.7	10.7	12.5	15.6	18.2	14.0	9.1	10.0
Specialist services	9.4	15.6	13.1	9.7	16.7	13.0	11.4	12.7
Other support	4.1	5.1	6.2	6.9	6.3	5.4	5.6	5.0
<b>Mean number of individual support services referred on</b>	<b>0.5</b>	<b>0.9</b>	<b>1.1</b>	<b>1.1</b>	<b>1.3</b>	<b>1.2</b>	<b>0.8</b>	<b>0.8</b>
<b>Total (%)</b>	<b>44.4</b>	<b>24.7</b>	<b>2.4</b>	<b>0.7</b>	<b>19.7</b>	<b>3.0</b>	<b>5.0</b>	<b>100.0</b>
<b>Total (number)</b>	<b>69,900</b>	<b>39,000</b>	<b>3,900</b>	<b>1,200</b>	<b>31,000</b>	<b>4,800</b>	<b>7,900</b>	<b>157,600</b>

*Notes*

1. Cases excluded due to missing data: 0.
2. 'Other/unknown' includes those cases where the assisted unit was reported as 'other', where it was not reported at all, or where the gender of the assisted person was unknown (where relevant).
3. Clients were able to receive multiple services so percentages do not total 100. The 32 individual service types have been grouped into eight major classifications as follows:
  - SAAP or CAP accommodation;
  - assistance to obtain non-SAAP/CAP housing or accommodation— assistance to obtain short-term accommodation and assistance to obtain independent housing;
  - employment and training assistance;
  - financial assistance—assistance to obtain a benefit or pension or other government allowance, financial assistance or material aid, or 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.
4. 'Mean number of individual support services' is based on the 32 individual service types, including 'other support' (see previous note).
5. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection