

SAAP NDCA REPORT SERIES 9

Demand for SAAP assistance by homeless people 2003–04

A report from the SAAP National Data Collection

Australian Institute of Health and Welfare
Canberra

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Preface

This publication is one of the Series 9 reports on the Supported Accommodation Assistance Program (SAAP) National Data Collection for 2003–04. The series provides information on people who were homeless and people who were at risk of being homeless who accessed SAAP in 2003–04. This report looks at the demand for SAAP services and the ability of agencies to meet this demand.

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 Information Sub-committee. Valuable support and encouragement have been provided by the SAAP Coordination and Development Committee, which is responsible for the national direction of SAAP.

The partnership is built on shared goals and mutual trust. The key is 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 1987*. The fact that SAAP agencies in Australia continue to provide data for this report is testimony to their collective commitment to, and confidence in, the collection. Statistical adjustments to annual figures from the Client Collection have been made to account for the relatively small proportion of agencies that did not participate.

This large and complex project has not only a high level of support but also a high level of accuracy. We are confident that we can further improve the quality of the information provided to help policy makers and the community better understand and provide for the needs of people who are homeless or at risk of being so.

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Finally, the authors acknowledge the vital role played by data providers. This report draws together a large amount of statistical material and it could not have been produced without the efforts and cooperation of SAAP service providers and clients (who provided service, client and potential client information) and the Australian Government Department of Family and Community Services and state and territory funding departments (which provided administrative data).

Abbreviations and symbols

Abbreviations

ABS	Australian Bureau of Statistics
AIHW	Australian Institute of Health and Welfare
ATSI	Aboriginal and/or Torres Strait Islander
CAP	Crisis Accommodation Program
DV	Domestic violence
NDC	National Data Collection
NDCA	National Data Collection Agency
SAAP	Supported Accommodation Assistance Program
SMART	SAAP Management and Reporting Tool

Symbols

..	When used in a table, means not applicable.
—	When used in a table, means nil or rounded to zero (including null cells).
n.a.	not available
n.e.s.	not elsewhere specified

Glossary

Accompanying child	<p>A person aged under 18 years who accompanies a <i>client</i> to a SAAP <i>agency</i> during a <i>support period</i> or who requires and/or receives assistance from a SAAP agency as a result of their parent or guardian being a client of the same agency. An accompanying child may or may not require or receive assistance.</p> <p>The term accompanying child is also used to describe a person aged under 18 years who accompanies a parent(s) or guardian(s) to a SAAP agency but whose parent's or guardian's request for accommodation cannot be met.</p>
Accompanying child support period	<p>Refers to each <i>support period</i> in which a child either accompanies their parent or guardian to a SAAP <i>agency</i> or receives assistance as a result of their parent's or guardian's support period.</p> <p>Within an <i>accompanying child support period</i> the child may receive <i>one-off assistance</i> and/or <i>support</i> over a period of time. A child may not be supported for the entire duration of the parent's or guardian's support period. However, it can be reasonably assumed that accompanying children have the same support period start and end dates as their parent or guardian in the majority of cases.</p>
Agency	<p>An organisation or establishment that receives a specified amount of SAAP funds to provide services.</p>
Alpha code	<p>A predetermined combination of letters from a <i>client's</i> name, together with a letter designating the client's gender. A 'valid alpha code' is a legitimate alpha code (that is, one containing only letters from the alphabet and ending in either M or F) joined to the client's reported year of birth and encrypted to create a unique <i>client</i> indicator, or <i>statistical linkage key</i>.</p>
Birthplace	<p>The country in which a person was born. Countries are divided into:</p> <ul style="list-style-type: none">• Australia;• other English-speaking countries (Canada; the Republic of Ireland; New Zealand; South Africa; England, Scotland, Wales and Northern Ireland; and the United States of America); and• mainly non-English-speaking countries.
Casual client	<p>A person who:</p> <ul style="list-style-type: none">• receives assistance from a SAAP <i>agency</i> for less than 1 hour on a given day; and• does not establish an <i>ongoing support relationship</i> with the SAAP agency. <p>A casual client may receive <i>one-off assistance</i> from a SAAP agency on one or more occasions.</p>

Client	<p>A person aged 18 years or more, or a person of any age not accompanied by their parent or guardian, who:</p> <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 client, on a given day; or • is accommodated by a SAAP agency; or • enters into an <i>ongoing support relationship</i> with a SAAP agency.
Closed accompanying child support period	An <i>accompanying child support period</i> associated with a <i>closed support period</i> .
Closed support period	A <i>support period</i> that had finished on or before the end of the reporting period – 30 June.
Country of birth	See <i>birthplace</i> .
Homeless person	<p>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:</p> <ul style="list-style-type: none"> • damages, or is likely to damage, their health; or • threatens their safety; or • marginalises them 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 them in circumstances that threaten or adversely affect the adequacy, safety, security and affordability of that housing; or • has no security of tenure – that is, they have no legal right to continued occupation of their home. <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>
Immediate accommodation	Accommodation required within 24 hours.
Invalid unmet request for accommodation	<p>An unmet request for accommodation is invalid if:</p> <ul style="list-style-type: none"> • the request is made at an <i>agency</i> of an inappropriate target group • the person or group is inappropriate for the agency • there is no fee-free accommodation available at the agency • the proffered assistance is refused. <p>All other <i>unmet requests for accommodation</i> are said to be valid.</p>

Met request for accommodation	A request for accommodation is met if the <i>agency</i> offers <i>supported accommodation</i> to the person or group requesting accommodation and that offer is accepted. All <i>met requests for accommodation</i> are considered to be valid as the accommodation could be provided.
Occasion of support	See <i>support period</i> .
One-off assistance	Assistance provided to a person who is not a <i>client</i> . It might include the provision of a meal, a shower, transport, money, clothing, telephone advice, information or a <i>referral</i> . Instances of <i>unmet need</i> for one-off assistance are not recorded in the SAAP National Data Collection.
Ongoing support relationship	<p>A relationship between a SAAP <i>agency</i> 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 <i>ongoing support relationship</i>.</p> <p>This definition is one of the criteria used to establish whether a person is considered a <i>client</i> for the purposes of the National Data Collection.</p>
Potential client	<p>A person aged 18 years or more, or a person of any age not accompanied by a parent or guardian, who requests <i>supported accommodation</i> from a SAAP <i>agency</i> but who is not provided with that accommodation.</p> <p>People are not considered potential clients if their only <i>unmet requests for accommodation</i> are <i>invalid</i>.</p> <p>A potential client for one SAAP <i>agency</i> may at the same time be a <i>client</i> of another. A potential client may receive <i>one-off assistance</i> or <i>support</i> from a SAAP <i>agency</i> after making an <i>unmet request for accommodation</i>. Information on potential clients who make requests for <i>support</i> only are not collected.</p>
Record	A unit of analysis. In any particular situation, it can refer to a <i>client</i> , an <i>occasion of support</i> , an <i>unmet request for accommodation</i> , and so on.
Referral	A (formal) referral occurs when a SAAP <i>agency</i> contacts another agency (SAAP or non-SAAP) 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.
Statistical linkage key (SLK)	A statistical linkage key (SLK) is a derived variable used to link data for statistical purposes that is generated from elements of an individual's personal demographic data. The SAAP SLK is comprised of the <i>alpha code</i> and year of birth.
Substantial support or assistance	<i>Support</i> or <i>supported accommodation</i> provided to a <i>client</i> as part of an <i>ongoing support relationship</i> between a SAAP <i>agency</i> and the client.
Support	Assistance, other than <i>supported accommodation</i> , provided to a <i>client</i> as part of an <i>ongoing support relationship</i> between a SAAP <i>agency</i> and the client. For the purposes of the National Data Collection,

	<p>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.</p>
Support period	<p>A support period 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:</p> <ul style="list-style-type: none"> • the client ends the relationship with the agency; or • the agency ends the relationship with the client. <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 1 month after the last contact with the client.</p>
Supported accommodation	<p>Accommodation paid for or provided directly 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.</p>
Unmet need	<p>An unmet need occurs when a <i>client</i> expresses a need for a particular support service, or either directly or indirectly acknowledges a need for a particular support service during their <i>support period</i>, and that service is not provided or referred.</p>
Unmet request for accommodation	<p>An unmet request for accommodation occurs when a person requests, but does not receive, <i>supported accommodation</i>; that is, the person wishes to become a <i>client</i> of a SAAP <i>agency</i> but is not accepted, or the person does not accept the agency's offer of supported accommodation.</p> <p>A person whose request for supported accommodation cannot be fulfilled might be given <i>one-off assistance</i>. Such a person would be a <i>casual client</i>, but not a client, of the agency.</p>
Valid unmet request for accommodation	<p>An <i>unmet request for accommodation</i> is valid if:</p> <ul style="list-style-type: none"> • the request is made at an <i>agency</i> 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. <p>All other unmet requests for accommodation are said to be <i>invalid</i>.</p>

Summary

In 2003–04, 1,300 non-government, community and local government organisations were funded nationally under the Supported Accommodation Assistance Program (SAAP) (Chapter 1). This report provides information on the wide range of substantial support services provided by these agencies to people experiencing homelessness or at imminent risk of becoming homeless. An analysis of one-off or casual assistance provided by SAAP agencies on a daily basis is also included.

Additionally, the report presents information about the level of unmet demand for SAAP services, as agencies cannot always meet all of the requests from existing SAAP clients, or the requests from potential clients (that is, people who request services but are turned away). A major focus of this report is the level of unmet demand for accommodation, as the provision of accommodation is one of the core activities of SAAP.

The following section provides an overview of this report. It is followed by a guide to the more detailed information contained in each chapter. A Glossary of the key terms used in this report is provided on page xiii.

Overview

SAAP clients are people over the age of 18, or people of any age who are not accompanied by a parent or guardian to a SAAP agency and who received substantial SAAP support. In 2003–04, there were 100,200 SAAP clients (Table 2.2). These clients received support that lasted for more than 1 hour, or had an ongoing relationship with a SAAP service provider, on 187,200 occasions. About half of these support periods (92,900) involved accommodation whereas the other half involved only support services.

SAAP clients requested 914,700 distinct types of services in 162,300 closed support periods (Table 3.1). The majority of service types requested by clients were able to be provided by the agency by the end of the client's support (90% or 822,300 services). The most common broad types of services provided to these clients were basic support services, such as meals (98%), general support or advocacy services (95%), and counselling services (91%). In addition to this, clients were referred on to other organisations for 57,000 types of support, most commonly for employment and training assistance (26%), specialist or health services (21%) and assistance to obtain or maintain independent housing (15%). SAAP clients may also have requested services, including accommodation, that could be neither provided directly by the agency nor referred on (unmet needs). The most common unmet needs were for employment and training assistance (15%), assistance with independent housing (12%), and specialist or health services (9%). Requests for SAAP or Crisis Accommodation Program (CAP) accommodation could not be met in 3% of requests by clients for that type of service.

Some of the clients supported by SAAP had children accompanying them. Including data collected on both the high-volume and general client forms (Appendix 3), there were 73,200 accompanying child support periods in 2003–04. However, the actual number of children (as opposed to accompanying child support periods) can be calculated only for clients who completed the general client form as the high-volume form does not provide sufficient data. In SAAP during 2003–04, there were 52,700 accompanying children recorded on the general client form who had 68,800 accompanying child support periods (Table 2.2

and AIHW 2005a:13). These children were also provided with support services, most commonly basic support services (in 98% of requests for this type of service), followed by SAAP or CAP accommodation (96%) and culturally sensitive services (95%) (Table 3.6). They were referred most often for health or medical services (27%), counselling (11%) and school liaison or child care (8%). The service that was requested but remained unmet most often was counselling (in 5% of requests for this type of service), followed by health or medical services (4%) and school liaison or child care (3%). Requests for SAAP accommodation could not be met in 1% of cases for accompanying children.

People assisted on a daily average basis

There were 33,300 periods of support on an average day in 2003–04 for those who received substantial SAAP support (Table 2.1). This was comprised of 21,000 client support periods and 12,300 accompanying child support periods.

In addition, there were 2,085 casual contacts made by an estimated 2,232 individuals who received one-off assistance. That is, these contacts are not counted as clients, but as casual clients. These figures are collected during the 2-week Casual Client Collection. Casual clients most commonly received information (in 58% of casual contacts). These people may also have been seeking SAAP accommodation but were not provided with it.

Using the Australian population in conjunction with the daily average numbers of SAAP support periods, accompanying child support periods and casual clients, it is possible to give an estimate of the number of people in the general population provided with SAAP assistance on a daily average basis. In 2003–04, it is estimated that between 17 and 18 people per 10,000 people in the general Australian population received some form of SAAP assistance each day (Chapter 2).

Daily average requests for SAAP accommodation

As already noted, some clients and accompanying children, and casual clients, have unmet requests for accommodation. These requests for accommodation, in addition to those made by people who do not receive any assistance from SAAP at all, are counted during the 2-week Demand for Accommodation Collection. Adults or unaccompanied children who made a valid unmet request for accommodation are referred to as potential clients.

On an average day during the 2003–04 Demand for Accommodation Collection, there were 225 potential clients and 126 accompanying children who made a valid unmet request for immediate accommodation from a SAAP agency (Table 2.1). Of these, 205 potential clients and just under 120 accompanying children were unable to be accommodated by the end of the day (were turned away) with the remainder able to find accommodation on their second, third or subsequent attempt during the same day.

Nationally, on an average day during the Demand for Accommodation Collection period, more people who made a valid request for immediate accommodation were turned away than were newly accommodated by SAAP agencies (52% of adults and unaccompanied children and 63% of accompanying children) (Tables 9.1 and 9.4). However, the proportions of people being turned away from accommodation varied across the states and territories, by requesting group, and by the primary target group of the agency.

Nationally, by requesting group, family groups – couples both with and without children and individual(s) with children – were turned away in high proportions (81%, 81%, and 64% on an average day, respectively, compared with 45% for individual(s) without children). By primary target group of the agency, people who approached agencies that primarily catered

for families were also turned away in high proportions (81%, compared with between 27% and 65% for the other target group agencies). In addition, on an average day 63% of accompanying children were turned away. This could indicate that there are insufficient agencies capable of accommodating families in particular areas or that there is a shortage of accommodation space in agencies targeting families.

The daily request for accommodation turn-away rate shows that a large proportion of people requesting immediate accommodation on an average day were unable to find it. It does not, however, take into account the large numbers of people already accommodated in SAAP. When unmet demand for accommodation is expressed as a ratio of people who were not accommodated relative to the total expressed demand for immediate SAAP accommodation (people who requested SAAP accommodation that day and people who were continuing their accommodation from a previous day), 3 out of 100 adults or unaccompanied children could not be accommodated on an average daily basis. The unmet demand to total demand for accommodation ratio was similar for accompanying children (3 in 100 accompanying children). It is important to note that, although this provides a measure of the overall ability of SAAP to accommodate clients and therefore the average daily undersupply of SAAP accommodation, the unmet demand to total demand for accommodation ratio does not provide a measure of the additional capacity required in SAAP. For example, it does not take into account how long a given group generally stays in SAAP accommodation once they are accommodated, and therefore the additional capacity required the next day and the day after.

As with the daily request turn-away rate, the unmet demand to total demand for accommodation ratio varied across the states and territories, by requesting group, and by the primary target group of the agency. Nationally, according to requesting group, while family groups generally accounted for smaller proportions of the total SAAP population, they had higher ratios of unmet demand to total demand for accommodation than individual(s) without children, although this did vary by state and territory (Appendix 1). Note, however, that when adults, unaccompanied children and accompanying children were considered together, one type of family group, individual(s) with children, accounted for the largest number of people who were unable to find SAAP accommodation as well as the largest group accommodated overall on an average day. Once in SAAP accommodation, family groups also tended to stay longer.

Although not directly comparable, referrals for accommodation were arranged in 52% of valid unmet requests for accommodation, with groups who presented with children having higher proportions of referrals for accommodation made when accommodation could not be provided (Chapter 5). However, although SAAP agencies are attempting to find alternate accommodation for people with children, the rates are still relatively low with referrals for accommodation being made in between 51% and 58% of valid unmet requests for immediate accommodation made on an average day by groups with accompanying children.

The high turn-away rate for daily requests mentioned above (52%), the low daily turnover of people in SAAP accommodation (there are relatively few people leaving their accommodation and taking up accommodation compared with those continuing their accommodation), and the relatively low referral rate for those requiring immediate accommodation suggest that finding accommodation in a SAAP agency is difficult for some. The relatively small ratio of people not accommodated relative to the total expressed demand for SAAP accommodation (3 in 100) seems to suggest that a small increase in the number of places available on an average day could have a significant impact on the level of unmet demand for accommodation. However, the people missing out relatively more often

are those that generally require SAAP accommodation for the longest periods of time. This conclusion also assumes that all those who need SAAP accommodation are currently approaching SAAP agencies and that demand is consistent across client groups, target groups and geographical locations. There is sufficient evidence to suggest that this is not the case. There may also be flow-on effects on the number of people seeking accommodation.

Chapter contents

The above analysis is drawn from the 9 chapters in this report that contain detailed information about the demand for SAAP assistance in 2003–04. It must be noted that the 2003–04 figures presented for the Demand for Accommodation Collection, daily request for accommodation turn-away rates and unmet demand to total demand for accommodation ratios (previously expressed as the total demand for accommodation rate) are not directly comparable with the figures presented in 2002–03 because of refinements to the estimation methods used (Appendix A2.2).

- Chapter 1 provides the context as to where SAAP fits into the larger picture of homelessness.
- Chapter 2 provides an overview of the total demand for SAAP assistance in 2003–04 using a summary of the daily and annual SAAP figures from the Client Collection, the Casual Client Collection and the Demand for Accommodation Collection.
- Chapter 3 focuses on the level of service provision to clients and accompanying children.
- Chapter 4 discusses one-off assistance provided to casual clients.
- Chapter 5 outlines the one-off assistance provided to individuals and groups with unmet requests for accommodation, including referrals made for accommodation.
- Chapter 6 discusses the number of unmet requests for SAAP accommodation made by individuals and groups, examines invalid and valid requests, and also discusses the immediacy of when accommodation was required.
- As individuals and groups can have more than one unmet request in a day, Chapter 7 gives the number of people with valid unmet requests for accommodation.
- Chapter 8 presents demographic information about the people outlined in Chapter 7.
- Chapter 9 provides an analysis of the daily average number of adults and children who could not be accommodated by SAAP agencies, and gives the average daily request turn-away rate for each requesting group, state and territory, region, and primary target group. It also discusses the overall demand for SAAP accommodation and presents an unmet demand to total demand for accommodation ratio as a measure of the ability of SAAP to meet the total expressed demand for accommodation on an average day during the Demand for Accommodation Collection period.
- Appendix 1 provides additional tables including state and territory breakdowns of the daily turn-away and demand for SAAP accommodation rates for adults and unaccompanied children by requesting group and primary target group.
- Appendix 2 provides an overview of the methodologies used in the Client Collection, Demand for Accommodation Collection and the Casual Client Collection. Also included are agency participation rates and the number of forms returned during the different collections.

- Appendix 3 provides copies of the forms used to collect data for the various collections. It should be noted that data for the Client and Casual Client Collections can alternatively be collected via the electronic collection tool, SMART (SAAP Management and Reporting Tool).

A companion bulletin, *Demand for SAAP accommodation by homeless people 2003–04* (AIHW 2006, available in published form and via the internet <www.aihw.gov.au>, explores more fully the pattern of accommodation requests made by clients, accompanying children and potential clients according to requesting group.

1 An overview of homelessness and SAAP

This chapter provides a context for how the Supported Accommodation Assistance Program (SAAP) fits into the bigger picture of homelessness, and outlines the difference between the 'service delivery' definition of homelessness, as used by SAAP, and the 'cultural' definition of homelessness. It is important to point out that the estimates provided on people accessing and turned away from SAAP do not represent the total homeless population and that other methods of defining homelessness exist.

1.1 The SAAP National Data Collection

The overall aim of SAAP is to provide transitional supported accommodation and related support services to help people who are homeless or at imminent risk of homelessness achieve the maximum possible degree of self-reliance and independence. SAAP is an important part of Australia's overall response to homelessness and represents a broader social safety net designed to assist people in crisis in the community. With the exception of SAAP, CAP and Reconnect, there are very few programs directed specifically at homeless people.

In 2003–04, 1,300 non-government, community and local government organisations were funded nationally under SAAP (AIHW 2005a:1). These organisations range from small stand-alone agencies with single outlets to larger auspice bodies with multiple outlets. Each agency primarily targets a particular client group, such as young people, single men, single women, women escaping domestic violence, families, or a combination of client groups.

This report contains 2003–04 data from the SAAP National Data Collection. The SAAP National Data Collection is the main source of data about how SAAP is meeting its objectives. It consists of a number of distinct components, and each can be regarded as a separate collection. There were four components in 2003–04: the Client Collection, the Demand for Accommodation Collection, the Casual Client Collection, and the Administrative Data Collection (Box 1). This report is based on the analysis of the first three of these collections. Further details about each collection are provided at Appendix 2 and the forms used for collecting the data can be found at Appendix 3.

Box 1: The SAAP National Data Collection

The Client Collection

The Client Collection consists of information about clients receiving SAAP accommodation or support that generally lasts for more than 1 hour or is of an ongoing nature. The information is collected throughout the year and includes data on services required by and provided to each client, information concerning clients' situations before and after receiving SAAP support, and some basic socio-demographic data. Details about accompanying children are also obtained through the Client Collection.

The main findings from the Client Collection are published in the national and state and territory SAAP NDC annual reports (see, for example, AIHW 2005a). Chapter 3 of this report also contains summary information on the distinct types of services provided to clients and accompanying children.

The Casual Client Collection

The Casual Client Collection covers 2 weeks each year and consists of information about people receiving one-off SAAP assistance that lasts for less than 1 hour. For each casual contact, the different types of one-off assistance provided are recorded. In 2003–04 the Casual Client Collection was conducted during the fortnight of 3–16 March 2004.

The Casual Client Collection gathers information on all cases where one-off assistance is provided, regardless of whether the person receiving assistance requested more substantial support or accommodation. Consequently, one-off assistance provided to those who sought more substantial assistance is recorded in the Casual Client Collection and also through a question on the Demand for Accommodation form. However, the reference period for the Casual Client Collection is different from that for the Demand for Accommodation Collection.

A Casual Client Collection form may be filled out for an existing client if that client also receives one-off assistance from another agency – for example, a soup kitchen.

The Demand for Accommodation Collection

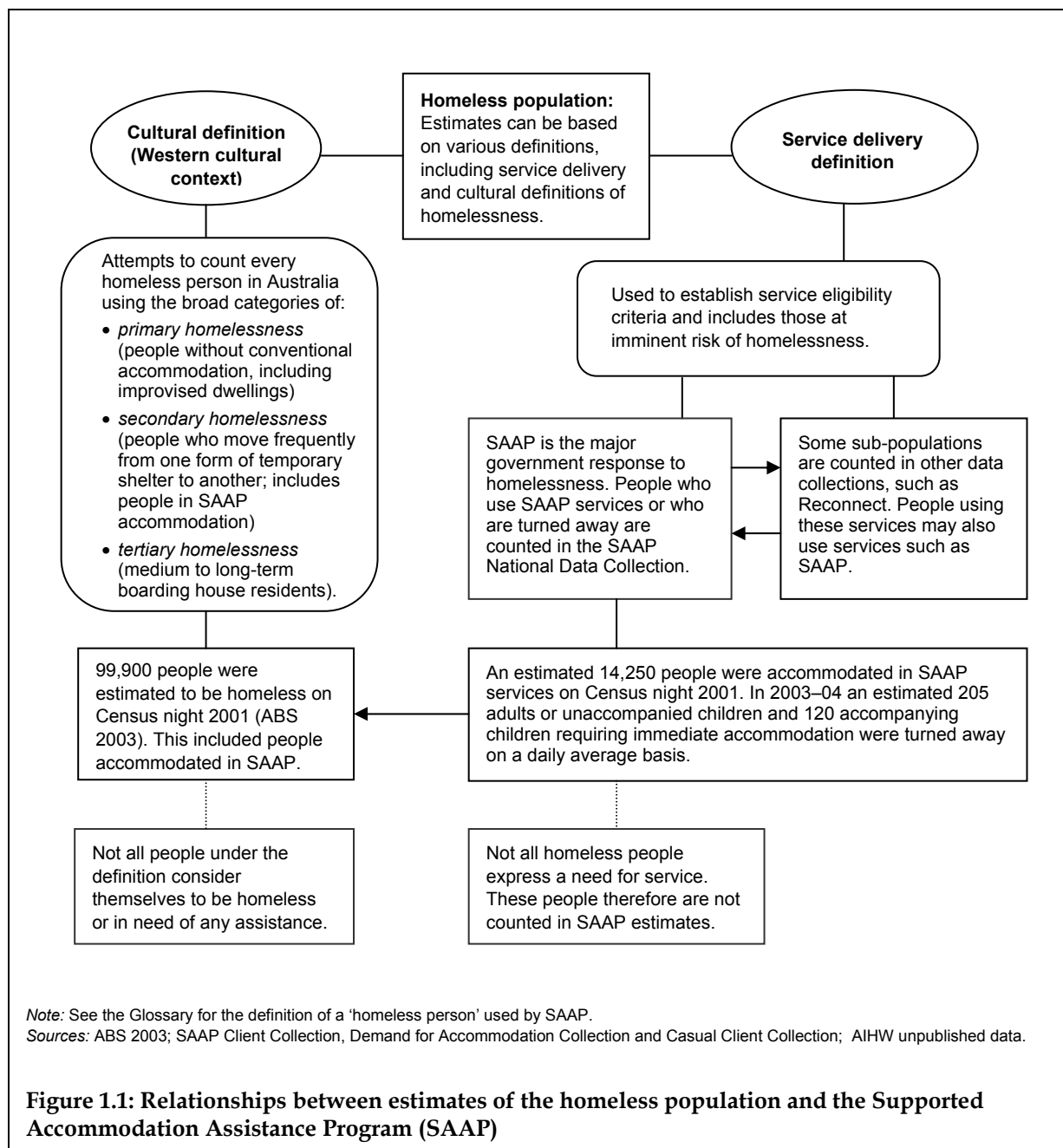
The Demand for Accommodation Collection covers 2 weeks each year. In 2003–04 it was conducted from 26 November–2 December 2003 and from 5–11 May 2004.

The Collection measures the levels of met and unmet demand for SAAP accommodation by collecting information about requests for accommodation by individuals or groups. SAAP agencies were required to fill out a form every time a person or group sought accommodation. This included when a request for accommodation was met and also when the potential client(s) was turned away. These data are used in conjunction with Client Collection data to calculate the proportion of people turned away from SAAP accommodation.

Often when a request for accommodation is not met, agencies are still able to provide one-off assistance to the person or group. For example, when an agency is unable to provide accommodation but able to provide a referral for accommodation. This information is also collected on the Demand for Accommodation form.

1.2 Estimating the number of homeless people

A key issue for estimating the extent of homelessness lies in defining it. Different definitions of homelessness have been proposed to accommodate the extensive range of circumstances that could be considered to be a homeless experience – from a person having no shelter at all, to a person occupying shelter that compromises their health or safety (AIHW 2005b: Chapter 7). Figure 1.1 illustrates where SAAP fits into the bigger picture of homelessness, and how different definitions of homelessness produce different estimates of the homeless population.



The definition of a 'homeless person' underpinning the SAAP National Data Collection (see Glossary) is a 'service delivery' definition that establishes criteria for the provision of assistance. It includes people who have no shelter at all, as well as people who are at risk of homelessness because their living situation and/or housing places them in circumstances that adversely affect the adequacy, safety, security or affordability of that housing. The estimates of the number of homeless people or people at imminent risk of homelessness accessing SAAP services are an important indicator of the performance of SAAP as the major program assisting those people.

In contrast, the Australian Bureau of Statistics (ABS) applied the 'cultural definition' of homelessness devised by Chamberlain and MacKenzie in the 2001 Census of Population and Housing homeless enumeration strategy (ABS 2003:10). Cultural definitions of homelessness suggest that homelessness should be defined by reference to the community standards for

housing of the place and time where the definition is to be used. The Census used a household-based collection methodology, which would under-count highly mobile people with no permanent residence, but include in its count people who were inadequately housed but had not sought assistance from a homeless program. The ABS count of homeless people includes a total of 14,250 people (adults or unaccompanied children) in SAAP accommodation on Census night 2001 (ABS 2003:32). Using this method, the 2001 Census results showed that there were 99,900 homeless people in Australia on Census night 2001.

There are difficulties with directly comparing the number of people in SAAP accommodation with the 2001 Census because of the different definitions. The major service delivery count (that is, SAAP clients) will be smaller than the cultural definition because there are people who need services but do not seek them. Also, there are people who are defined as homeless under the cultural definition, but do not consider themselves as homeless (for example, people living in boarding houses). The use of the cultural definition to estimate the total homeless population is examined in more detail in *Australia's Welfare 2005* (AIHW 2005b: Chapter 7).

Given the above difficulties in determining which of these people experiencing homelessness need the type of support that SAAP offers, the daily counts of people turned-away from immediate SAAP accommodation are important in providing policy makers, program developers and advocates evidence of the minimum response required to support people needing accommodation from SAAP or similar homelessness programs.

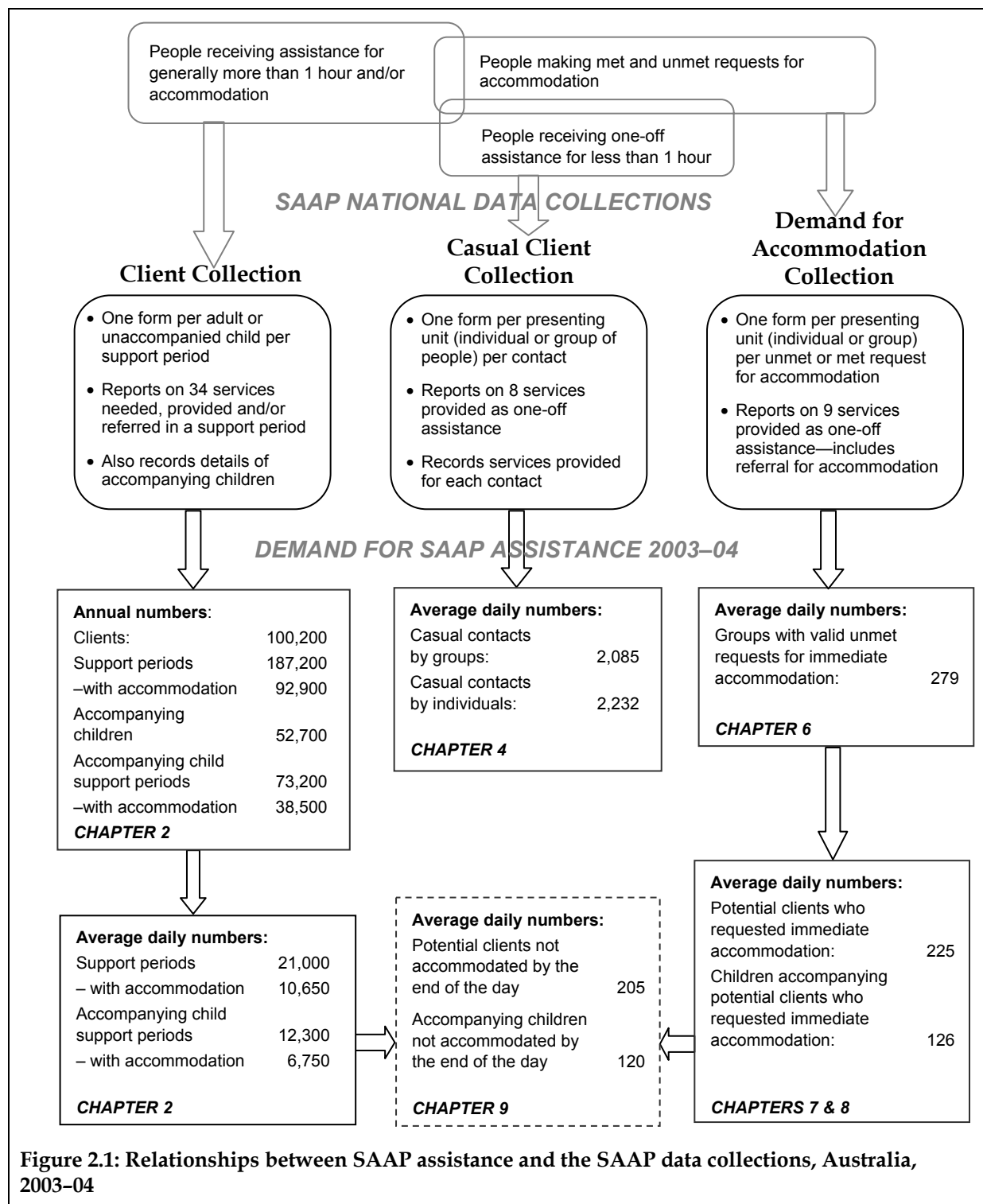
2 Total demand for SAAP assistance

This chapter presents an overview of the total demand for SAAP assistance in 2003–04 by drawing together data from the Client, Casual Client, and Demand for Accommodation Collections. There is a particular emphasis on the demand for accommodation, as the provision of accommodation is one of the core activities of SAAP.

The demand for SAAP assistance refers to both the service requirements of people who are already receiving support from SAAP (clients, accompanying children and casual clients – see Glossary) and also the requests of people who wish to receive services but who are turned away (potential clients – see Glossary). Both groups are essential when considering the demand for SAAP assistance because, although SAAP agencies support many individuals on a daily basis, there are still instances when an agency cannot provide the support or accommodation requested by people in crisis. This includes requests for services from both people who are already clients of a SAAP agency and people who approach a SAAP agency but are turned away. Unfortunately, the level of ‘hidden’ demand by people who do not approach SAAP services but require SAAP support cannot be measured.

2.1 How is the total demand for SAAP estimated?

To obtain an overview of the total demand for SAAP assistance it is first necessary to understand the relationship between the different Collections. As described in Chapter 1, SAAP data are collected via a number of different components. Figure 2.1 displays the relationships between assistance provided by SAAP agencies and the data collected related to this assistance. It is important to note that there are overlaps between the Client, Casual Client and Demand for Accommodation Collections but the extent to which this happens is unknown. For example, a person can be a client of one agency, request casual one-off assistance from another agency and have an unmet request for accommodation at the same time.



2.2 Daily and annual estimates of the demand for SAAP services and accommodation

As mentioned, the demand for SAAP services combines the provision of services to clients and casual clients as well as the services that could not be provided to both clients and potential clients.

There are two collections that gather data on the provision of services to people who are able to receive services from SAAP agencies – the Client Collection and the Casual Client Collection. According to data from the Client Collection and the Casual Client Collection, it was estimated that, on a daily basis, there were between 17 and 18 people using SAAP services for every 10,000 people in the general population.¹

The remainder of this section presents the demand for SAAP assistance as gathered by the various collections. Firstly, the number of clients and accompanying children and their associated support periods on a daily average and annual basis are discussed. Next, the number of casual client contacts made during the 2-week Casual Client Collection is outlined. Finally, the requests for accommodation and number of people making those requests during the 2-week Demand for Accommodation Collection are presented.

Demand for SAAP services and accommodation by clients and accompanying children

Clients

An estimate of the types of services that are unmet for clients and accompanying children on a daily basis cannot be provided as dates are not collected for service types in the Client Collection. Annual figures on the types of services that clients are provided with, referred on for, or that remain unmet by the end of their support are discussed in Chapter 3.

Data from the 2003–04 Client Collection show that nationally, on a daily basis, SAAP agencies provided an average of 21,000 support periods to adults or unaccompanied children, with 10,650 (51%) of these being support periods with accommodation. In the remaining 10,350 support periods, clients received other types of substantial support (Table 2.1).

When examining the number of support periods for adults and unaccompanied children by state and territory, some variations in the proportions with accommodation and without accommodation emerge. These differences are generally a reflection of the different agency and client profiles between the states and territories. For example, although Victoria had the highest daily average number of support periods (7,250), only around 43% of these support periods involved accommodation (derived from Table 2.1). Queensland, on the other hand,

¹ The population as at 30 June 2003 was 19,872,600 (ABS 2004). The lower limit of use per 10,000 is derived as $10,000 \times (21,000 \text{ support periods} + 12,300 \text{ accompanying child support periods}) / 19,872,600 = 16.8$. (This figure should, in fact, be slightly lower because an individual may have multiple support periods on any day. The number of support periods and accompanying child support periods are used as a rough indicator only.) The upper limit of use per 10,000 is derived as $10,000 \times (21,000 + 12,300 + 2,232 \text{ casual client contacts by individuals}) / 19,872,600 = 17.9$. (It should be noted that the number of people utilising services as casual clients refers to adults and unaccompanied children only, that is, it does not include the number of accompanying children (Note 2, Table 4.1).)

reported the third highest daily average number of support periods (2,650) but the highest proportion of support periods with accommodation (66%). The higher proportion of support periods with accommodation in Queensland is attributable to two main factors. Firstly, Queensland had a higher proportion of support periods that encompassed short periods of accommodation. Secondly, in Victoria, many homeless people are accommodated in Transitional Housing Management properties (THMs) and this accommodation is not always recorded in the SAAP National Data Collection. At 31 December 2004, there were 3,277 tenancies in THM properties. This, in addition to the clients in SAAP accommodation, would mean that the percentage of people accommodated in SAAP and THM accommodation in Victoria would likely be higher than 43%.

On an annual basis, approximately 100,200 clients received 187,200 periods of support, with 92,900 (50%) of these being support periods with accommodation (Table 2.2). As with daily average numbers, it is also the case with annual numbers that THMs and varying patterns in length of accommodation influence the proportions of support periods with accommodation in each state and territory.

In general, jurisdictions with higher average lengths of accommodation have lower proportions of support periods involving accommodation. For example, Victoria had a much lower annual proportion of support periods with accommodation (22% compared with 50% nationally) primarily due to THMs and had the highest average length of accommodation (79 days compared with 40 days nationally) (Table 2.2 and Table 9.7). As clients reside in THM properties for periods ranging from 4 months up to 2 years it may be that, although not all the THM accommodation periods are reported in the SAAP data, the number that are reported are inflating the average length of accommodation. Furthermore, a proportion of Victoria's short-term accommodation is not included as it is provided through the THM Housing Establishment Fund. In contrast, the Northern Territory had the shortest average length of accommodation (16 days) and the highest proportion of support periods with accommodation (81%). The reasons for variations in length of accommodation are complex and relate to the different client and agency profiles in each state and territory. More information can be found in the SAAP NDCA 2003–04 annual report (AIHW 2005a) and associated supplementary reports.

Accompanying children

In general, the proportions of support periods with accommodation on a daily average and an annual basis for accompanying children follow the same pattern as for clients across the states and territories. The daily average number of accompanying child support periods was 12,300. In 6,750 (55%) of these support periods, accompanying children were accommodated. It should be noted that support period and accommodation period start and end dates are not collected for accompanying children, and a child may not be supported for the entire duration of the parent's or guardian's support period. However, it can be reasonably assumed that accompanying children have the same support period and accommodation period start and end dates as their parent or guardian in the majority of cases.

In 2003–04 there were 52,700 accompanying children. These children received 68,800 periods of support (AIHW 2005a:13). The number of accompanying children is actually higher than this figure because the statistical linkage key, which allows the number of accompanying children to be estimated, is not collected on the form used in high-volume SAAP agencies. The number of accompanying child support periods is 73,200 when the high-volume records are included.

Demand for SAAP services by casual clients

There were 29,190 casual contacts by groups who required one-off assistance during the 2 weeks of the Casual Client Collection (3–16 March 2004). These casual contacts corresponded to approximately 31,250 contacts by individuals (Table 2.2).

On a daily average basis there were 2,085 casual contacts made by an estimated 2,232 individuals (Table 2.1). On an average day, Queensland had a significantly larger number of casual client contacts by groups (787 or 38% of the average daily contacts by groups) and individuals (838 or 38% of average daily contacts by individuals) than the other states and territories.

Demand for SAAP accommodation by potential clients and accompanying children

Although people may request support, accommodation or a combination of both, only the number of requests for accommodation and the number of people associated with those requests are collected during the Demand for Accommodation Collection. For this reason, the figures presented cannot be used to estimate the total number of people turned away from SAAP services. Only the number of people who requested accommodation from SAAP agencies but did not receive that accommodation during the 2-week collection period (26 November–2 December 2003 and 5–11 May 2004) are presented.

The number of valid requests from the Demand for Accommodation Collection is discussed in Chapter 6 and the number of people making these requests is discussed in Chapters 7 and 8. Tables 2.1 and 2.2 provide a summary of the information in those chapters. Yearly estimates of the demand for SAAP accommodation cannot be provided (Appendix A2.2.1). Therefore, the annual figures for Demand for Accommodation shown in Table 2.2 refer to the 2-week collection period only.

During the 2 weeks of the Demand for Accommodation Collection, there was a daily average of 279 valid requests for immediate accommodation that could not be provided (valid unmet requests for accommodation – see Glossary) (Table 2.1). These requests were made by 351 people (225 potential clients and 126 accompanying children). After adjusting for people who made a valid unmet request for accommodation but were subsequently accommodated later in the day (27), around 325 people (just under 205 potential clients and 120 accompanying children) could not be accommodated.

Chapter 9 provides the turn-away rate for daily requests for accommodation. The turn-away rate is an estimate of the proportion of people who were turned away from SAAP accommodation on an average day during the collection period. Chapter 9 also provides an unmet demand to total demand for accommodation ratio as a measure of the overall ability of SAAP to meet the demand for accommodation by people turned away from agencies from which they requested accommodation on an average day during the Demand for Accommodation Collection period.

2.3 Tables

Table 2.1: Total demand for SAAP assistance: summary table, by state and territory, Australia, 2003–04 (daily average number)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Client Collection (ongoing)									
Clients
Support periods	5,700	7,250	2,650	1,150	2,300	1,050	500	350	21,000
With accommodation	3,200	3,100	1,750	750	1,050	300	250	200	10,650
Without accommodation	2,500	4,150	900	400	1,250	750	250	150	10,350
Accompanying children ^(a)
Accompanying child support periods ^(b)	2,400	4,800	1,850	650	1,500	500	300	250	12,300
With accommodation	1,500	2,050	1,400	500	800	200	150	150	6,750
Without accommodation	900	2,700	450	150	700	300	150	100	5,550
Casual Client Collection (3 March–16 March 2004)									
Casual contacts by groups	374	465	787	201	153	40	40	26	2,085
Casual contacts by individuals	397	501	838	215	166	43	43	29	2,232
Demand for Accommodation Collection (26 November–2 December 2003 and 5–11 May 2004)									
Valid unmet requests for immediate accommodation	64	80	63	24	17	16	12	3	279
Potential clients who requested immediate accommodation	54	56	50	21	15	13	13	3	225
Accommodated later in the day	6	6	4	1	2	1	1	<1	20
Not accommodated	48	51	46	20	13	12	12	2	205
Children accompanying potential clients who requested immediate accommodation	30	15	35	20	10	10	4	3	126
Accommodated later in the day	1	3	2	1	1	<1	<1	—	7
Not accommodated	30	13	33	19	10	10	4	3	120

(a) Includes data from the general Client Collection form only (see Appendix 3).

(b) Includes data from both the general and high-volume Client Collection forms (see Appendix 3).

Notes

1. Support periods excluded due to missing data: 68.
2. Accompanying child support periods excluded due to missing data: 48.
3. Adjustments have been made for missing data for data from the Demand for Accommodation Collection (see Appendix 2).
4. Figures are unweighted.
5. Client Collection and Demand for Accommodation Collection figures include only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection. Consequently, the figures understate the level of activity in SAAP agencies.

Sources: SAAP Client Collection, Demand for Accommodation Collection and Casual Client Collection.

Table 2.2: Total demand for SAAP assistance: summary table, by state and territory, Australia, 2003–04 (annual number)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Client collection (ongoing)									
Clients	25,000	34,900	17,900	8,400	9,700	4,500	1,700	3,200	100,200
Support periods	48,600	67,200	28,400	13,800	14,700	6,600	3,000	4,800	187,200
With accommodation	33,300	14,700	18,500	10,700	6,900	2,600	2,200	3,900	92,900
Without accommodation	15,300	52,500	9,800	3,100	7,800	4,000	900	900	94,300
Accompanying children ^(a)	10,100	19,700	8,600	5,900	4,900	2,400	700	2,100	52,700
Accompanying child support periods ^(b)	12,900	25,700	11,100	7,900	9,100	2,700	1,100	2,600	73,200
With accommodation	8,300	8,300	8,100	6,800	3,400	1,100	600	1,900	38,500
Without accommodation	4,500	17,400	3,100	1,100	5,700	1,600	500	700	34,700
Casual Client Collection (3–16 March 2004)									
Casual contacts by groups	5,240	6,500	11,020	2,810	2,140	560	570	360	29,190
Casual contacts by individuals	5,560	7,020	11,740	3,010	2,320	600	600	400	31,250
Demand for Accommodation Collection (26 November–2 December 2003 and 5–11 May 2004)									
Valid unmet requests for immediate accommodation	900	1,120	890	340	240	230	160	50	3,910
Potential clients who requested immediate accommodation	750	790	700	300	210	190	180	40	3,150
Accommodated later in the day	80	80	60	10	20	20	10	<5	280
Not accommodated	670	710	650	280	190	170	170	30	2,870
Children accompanying potential clients who requested immediate accommodation	430	220	490	280	140	140	50	40	1,770
Accommodated later in the day	10	40	20	10	10	10	<5	—	100
Not accommodated	420	180	460	260	130	130	50	40	1,670

(a) Includes data from the general Client Collection form only (see Appendix 3).

(b) Includes data from both the general and high-volume Client Collection forms (see Appendix 3).

Notes

1. Cases excluded due to missing data: 0.
2. Adjustments have been made for missing data for data from the Demand for Accommodation Collection (see Appendix 2).
3. Number of clients within a state or territory relates to clients who ever received assistance from a SAAP agency in that state or territory. Since a client may have support periods in more than one state or territory, state and territory figures do not sum to the national figure.
4. Support periods and accompanying child support periods have been weighted to adjust for agency non-participation.
5. Client and accompanying children figures have been weighted to adjust for agency non-participation and client non-consent.
6. Figures from the Demand for Accommodation and Casual Client Collections are unweighted.
7. Demand for Accommodation figures include only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection. Consequently, the figures understate the level of activity in SAAP agencies.

Sources: SAAP Client Collection, Demand for Accommodation and Collection Casual Client Collection.

3 Meeting the needs of clients and accompanying children

A detailed discussion on the support given to SAAP clients and accompanying children is contained in the 2003–04 national annual report (AIHW 2005a). This chapter provides a summary of the services clients and accompanying children requested during their support periods and whether these services were provided, referred, or neither provided nor referred (unmet).

The diverse nature of client needs is reflected in the considerable range of services SAAP agencies provide to people who are homeless or at imminent risk of becoming homeless. Support may involve the provision of supported accommodation and/or a range of support services generally lasting more than 1 hour or of an ongoing nature.

Although SAAP agencies endeavour to meet all the needs of clients and accompanying children, people who are clients of a SAAP agency and their accompanying children may express a need for a particular service that is unable to be provided or referred on by the agency. These are termed unmet needs.

Both existing clients and potential clients (see Glossary) can have requests for services that agencies are not able to meet, however, unmet needs for existing clients cannot be considered alongside unmet requests for potential clients. This is because the number of occasions on which unmet requests are made by existing clients are not reported. For example, a client may request financial assistance 3 times in a support period, but the Client Collection shows only that financial assistance was needed, not that it was requested 3 times. In addition, only demand for accommodation is collected for potential clients, not the demand for all SAAP services. As a result, the unmet need of existing clients for both support and accommodation is discussed here, and unmet demand for accommodation by potential clients is discussed in Chapters 5, 6, 7, 8 and 9. It should also be noted that during the Demand for Accommodation Collection period, a person can be both a client and a potential client if he or she is receiving support from a SAAP agency but has a request for accommodation unmet.

During 2003–04, SAAP agencies provided an estimated 100,200 clients and 52,700² accompanying children with accommodation and/or support. Twenty-eight per cent of clients and 16% of children accompanying clients received more than one period of support during the year, resulting in 187,200 support periods and 73,200 accompanying child support periods (AIHW 2005a:12–13).

However, the ability of SAAP agencies to meet the needs of their clients and accompanying children can be measured only after a client has finished receiving support. For this reason, it is necessary to look at closed support periods when examining the provision of the services requested by clients and accompanying children. In 2003–04, there were 168,300³ support

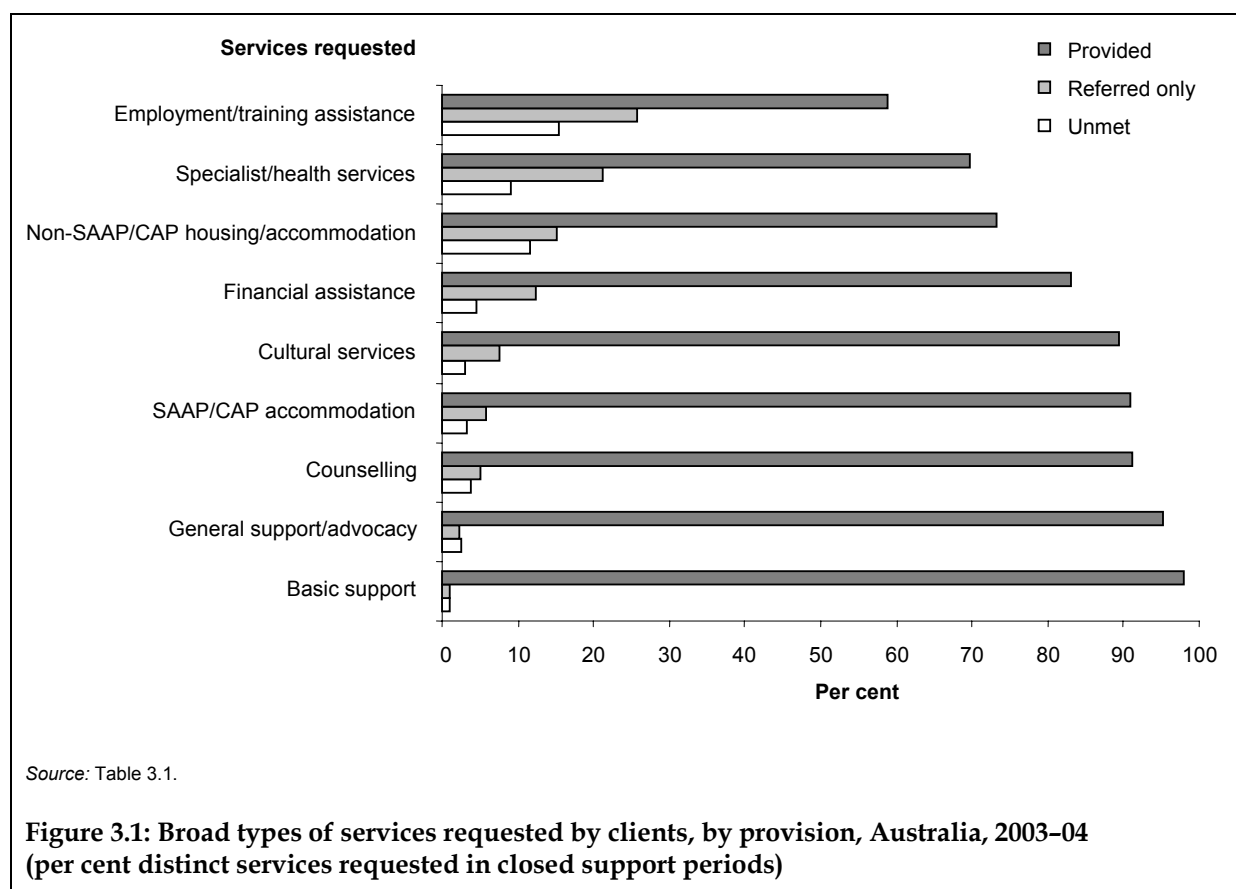
2 The number of accompanying children is an underestimate as the number of accompanying children cannot be estimated on the high-volume form (see Appendix 3).

3 Figure consists of 162,300 closed support periods where a service was requested, 1,700 closed support periods where information on service provision or referral was provided but no need was expressed for those services, and 4,344 closed support periods where no information on service requirements or provision was provided.

periods and 59,700⁴ accompanying child support periods that finished on or before 30 June 2004 (Tables 3.1 and 3.6).

3.1 Meeting the needs of clients

During 2003–04, there were 914,700 distinct services requested by clients in a total of 162,300 closed support periods in which information was available about service requirements and provision. This equated to approximately 5.6 service types requested by clients in these support periods (derived from Table 3.1). Of the services requested, 90% were directly provided by SAAP agencies and 6% were referred to other organisations, leaving 4% (35,400) of requested services not met by the end of support (Figure 3.1).



⁴ Figures represents only data collected via the general client collection form as information on the support requested for, provided to, or referred on for accompanying children is not collected on the high-volume form (see Appendix 3). Figure consists of 35,700 closed accompanying child support periods where a service was requested for accompanying children, 1,400 closed accompanying child support periods where information on service provision or referral was provided but no need was expressed for those services, and 22,586 closed accompanying child support periods where no information on service requirements or provision was provided.

The three broad service types that were most commonly provided were basic support, such as meals and showers (98%), general support or advocacy (95%), and counselling (91%). SAAP or CAP accommodation was also provided directly in 91% of requested services.

A client might request many services in a single support period, but in some cases SAAP agencies might not be able to meet all the client's requests directly. In these instances referrals to appropriate organisations might be arranged. For some requested services, however, it might not be possible either to provide the service or to refer the client on, resulting in unmet needs.

There were 57,000 referrals made where a request for a service was not met directly by the agency (Table 3.1). However, these figures are likely to be underestimates because, as with service provision, a referral may have been arranged for a particular service more than once. It should be noted that there is no information about client outcomes from referrals. In the context of the National Data Collection (NDC), a referral means that an agency (SAAP or non-SAAP) has accepted the client for an appointment or interview. However, providing a client with a referral does not guarantee that their needs will then be met.

Referrals for services that could not be provided directly were generally more frequent for the services with higher levels of unmet needs. For example, employment and training assistance was unmet in 15% of requests for this broad service type, but had the highest proportion of referrals (26%). Requests for assistance to obtain or maintain non-SAAP housing were unmet in 12% of cases and were referred in 15% of cases.

Requesting group

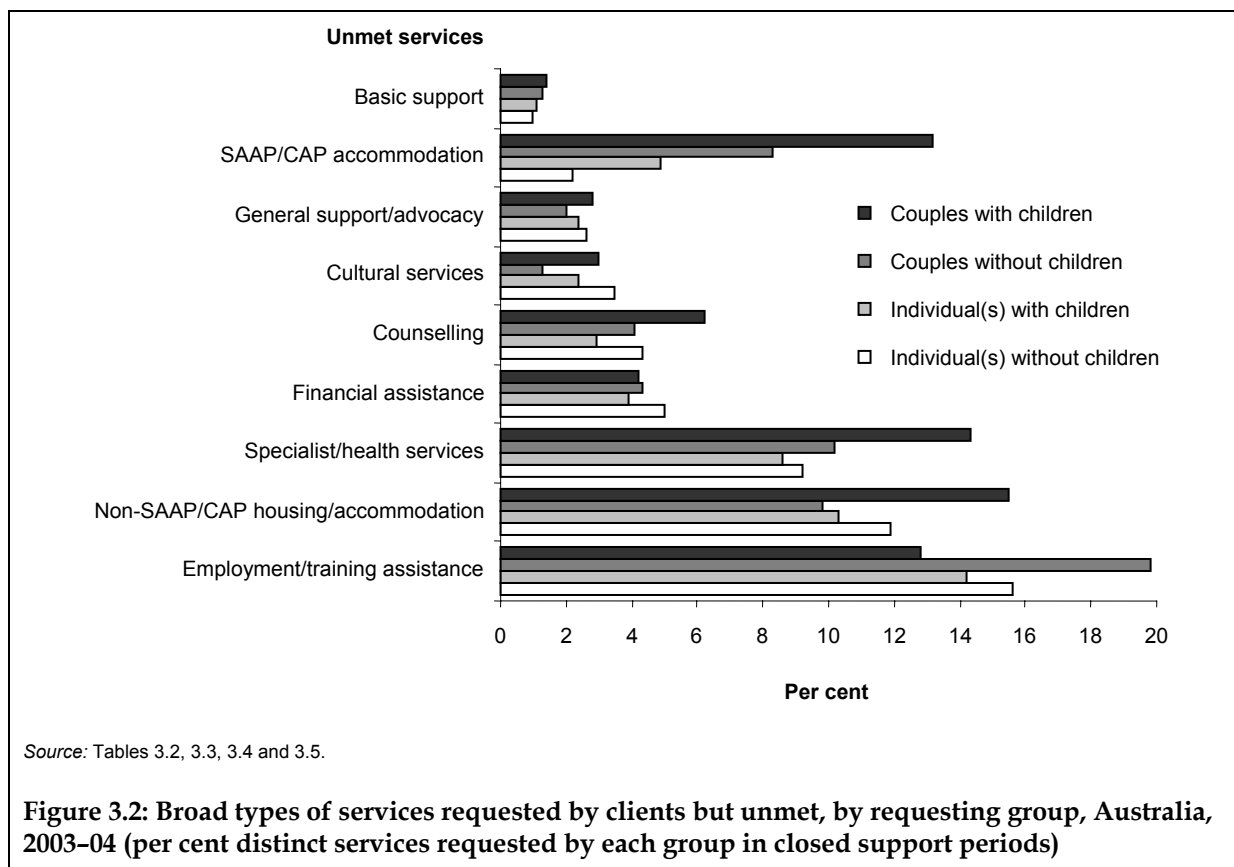
When examining the provision of requested services according to client group it becomes apparent that some groups have higher proportions of unmet needs overall and that the types of services remaining unmet vary between the groups. For example, couples with children had 7% of requested services remaining unmet at the end of support, compared with between 4% and 5% for the other client groups (Tables 3.2, 3.3, 3.4 and 3.5). In particular, requests for independent non-SAAP housing or accommodation made by couples with children remained unmet in 16% of requests, compared with between 10% and 12% for the other client groups (Figure 3.2). Couples with children also had a relatively high level of unmet need for specialist and health services, with these types of services remaining unmet in 14% of cases for couples with children compared with between 9% and 10% for the other client groups.

Couples with and without children had relatively high levels of unmet need for SAAP or CAP accommodation. Couples with children had requests for SAAP or CAP accommodation remaining unmet in 13% of requests, while couples without children had requests unmet in 8% of requests. This compares with 2% for individual(s) without children and 5% for individual(s) with children.

Couples with and without children also had higher proportions of services that were referred on when they could not be provided directly (9% compared with between 6% and 8%). Interestingly, for couples with children and couples without children, referrals for cultural services were the highest of all the groups at 16% for couples without children and 11% for couples with children, compared with between 7% and 8% for the other groups.

Couples without children reported higher levels of unmet need for employment and training assistance (20% of requests in closed support periods).

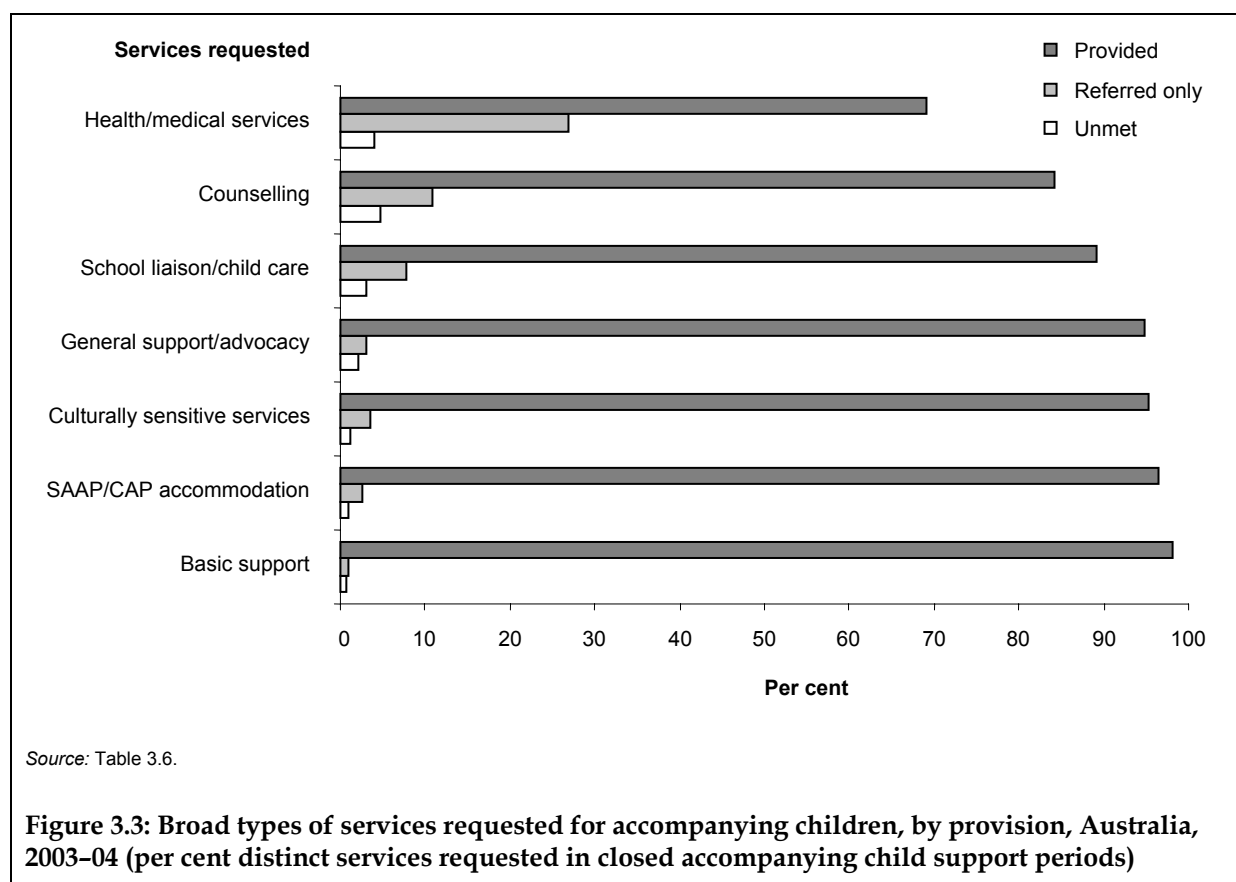
Note, however, that couples both with and without children accounted for the smallest number of closed support periods of the groups.



3.2 Meeting the needs of accompanying children

During 2003–04, agencies reported that children who accompanied clients required 151,300 distinct services types within 35,700 associated closed accompanying child support periods. Of these requested services, 94% were provided directly by agencies and 4% were referred on. This left 2% of required services unmet (neither provided nor referred) (Table 3.6).

Figure 3.3 illustrates that some requested services were provided more often than others. Basic support services, such as meals, showers and hygiene services, recreation and transport, had the highest number of requests (69,500 in 25,900 associated closed accompanying child support periods) and these requests were provided in 98% of cases. There were 26,800 requests for SAAP accommodation and this was provided in 96% of cases. Counselling services and health or medical services were the types of services that were most often neither provided nor referred on, remaining unmet in 5% and 4% of requests, respectively. However, although these services could not be provided directly, they were the types of services that were most often referred on. In particular, health or medical services for children were referred on in 27% of cases.



3.3 Tables

Table 3.1: SAAP services requested by clients in closed support periods: broad type of service by provision, Australia, 2003–04 (per cent distinct services requested)

Broad type of service	Unmet	Referred	Provided	Total	Distinct services requested	Assoc. closed support periods
	% distinct services requested				Number	Number
SAAP/CAP accommodation	3.2	5.8	91.0	100.0	92,400	92,400
Assistance to obtain/maintain non-SAAP/CAP housing or accommodation	11.6	15.2	73.2	100.0	71,100	57,400
Employment and training assistance	15.4	25.8	58.8	100.0	8,400	8,400
Financial assistance	4.6	12.3	83.1	100.0	81,500	62,700
Counselling	3.8	5.1	91.1	100.0	122,400	78,800
General support/advocacy	2.6	2.3	95.1	100.0	229,600	117,800
Specialist/health services	9.2	21.2	69.6	100.0	63,800	45,600
Cultural services	3.0	7.7	89.3	100.0	13,900	11,800
Basic support and other services n.e.s.	1.0	1.0	97.9	100.0	231,700	97,200
Total (%)	3.9	6.2	89.9	100.0
Total (number)	35,400	57,000	822,300	..	914,700	162,300

Notes

1. Number excluded due to errors and omissions (weighted): 4,344 closed support periods (cases with no information on service requirements or provision).
2. There were approximately 1,700 closed support periods where information on service provision or referral was provided but no need was expressed by the client for those services (AIHW 2005a: 54).

Table 3.2: SAAP services requested by individual(s) without children in closed support periods: broad type of service by provision, Australia, 2003–04 (per cent distinct services requested)

Broad type of service	Unmet	Referred	Provided	Total	Distinct services requested	Assoc. closed support periods
	% distinct services requested				Number	Number
SAAP/CAP accommodation	2.2	4.5	93.3	100.0	69,200	69,200
Assistance to obtain/maintain non-SAAP/CAP housing or accommodation	11.9	15.0	73.1	100.0	45,000	36,300
Employment and training assistance	15.6	25.3	59.1	100.0	6,600	6,600
Financial assistance	5.0	11.6	83.4	100.0	52,100	41,000
Counselling	4.3	4.7	91.0	100.0	72,200	51,200
General support/advocacy	2.6	1.9	95.4	100.0	157,000	82,500
Specialist/health services	9.2	19.1	71.8	100.0	51,200	36,900
Cultural services	3.5	7.3	89.2	100.0	7,600	6,600
Basic support and other services n.e.s.	1.0	0.9	98.2	100.0	183,100	76,000
Total (%)	3.8	5.6	90.6	100.0
Total (number)	24,500	35,900	583,600	..	644,000	116,100

Note: Number excluded due to errors and omissions (weighted): 3,378 closed support periods (cases with no information on service requirements or provision).

Table 3.3: SAAP services requested by individual(s) with children in closed support periods: broad type of service by provision, Australia, 2003–04 (per cent distinct services requested)

Broad type of service	Unmet	Referred	Provided	Total	Distinct services requested	Assoc. closed support periods
	% distinct services requested				Number	Number
SAAP/CAP accommodation	4.9	9.6	85.5	100.0	19,300	19,300
Assistance to obtain/maintain non-SAAP/CAP housing or accommodation	10.3	16.4	73.4	100.0	19,600	16,000
Employment and training assistance	14.1	27.3	58.6	100.0	1,300	1,300
Financial assistance	3.9	13.7	82.4	100.0	23,400	16,900
Counselling	2.9	5.5	91.6	100.0	45,400	24,300
General support/advocacy	2.4	3.4	94.2	100.0	59,500	28,300
Specialist/health services	8.6	29.9	61.5	100.0	10,400	7,200
Cultural services	2.4	7.7	89.9	100.0	5,700	4,800
Basic support and other services n.e.s.	1.1	1.4	97.5	100.0	42,800	17,800
Total (%)	3.7	7.6	88.7	100.0
Total (number)	8,300	17,300	201,800	..	227,400	36,800

Note: Number excluded due to errors and omissions (weighted): 758 closed support periods (cases with no information on service requirements or provision).

Table 3.4: SAAP services requested by couples without children in closed support periods: broad type of service by provision, Australia, 2003–04 (per cent distinct services requested)

Broad type of service	Unmet	Referred	Provided	Total	Distinct services requested	Assoc. closed support periods
	% distinct services requested				Number	Number
SAAP/CAP accommodation	8.3	11.9	79.8	100.0	1,500	1,500
Assistance to obtain/maintain non-SAAP/CAP housing or accommodation	9.8	14.2	75.9	100.0	2,700	2,200
Employment and training assistance	19.8	30.3	50.0	100.0	200	200
Financial assistance	4.3	14.6	81.1	100.0	2,400	2,000
Counselling	4.1	6.8	89.1	100.0	1,600	1,200
General support/advocacy	2.0	2.6	95.4	100.0	5,300	2,900
Specialist/health services	10.2	29.5	60.2	100.0	900	600
Cultural services	1.3	15.6	83.1	100.0	200	100
Basic support and other services n.e.s.	1.3	4.2	94.5	100.0	2,900	1,600
Total (%)	4.7	9.3	86.0	100.0
Total (number)	800	1,600	15,300	..	17,800	4,200

Note: Number excluded due to errors and omissions (weighted): 100 closed support periods (cases with no information on service requirements or provision).

Table 3.5: SAAP services requested by couples with children in closed support periods: broad type of service by provision, Australia, 2003–04 (per cent distinct services requested)

Broad type of service	Unmet	Referred	Provided	Total	Distinct services requested	Assoc. closed support periods
	% distinct services requested				Number	Number
SAAP/CAP accommodation	13.2	10.9	75.8	100.0	2,400	2,400
Assistance to obtain/maintain non-SAAP/CAP housing or accommodation	15.5	12.2	72.3	100.0	3,800	3,000
Employment and training assistance	12.8	26.4	60.7	100.0	300	300
Financial assistance	4.2	11.8	84.0	100.0	3,600	2,700
Counselling	6.2	8.0	85.8	100.0	3,100	2,000
General support/advocacy	2.8	2.3	95.0	100.0	7,800	4,000
Specialist/health services	14.3	29.5	56.3	100.0	1,300	800
Cultural services	3.0	11.2	85.8	100.0	400	300
Basic support and other services n.e.s.	1.4	3.5	95.1	100.0	2,900	1,800
Total (%)	6.8	8.5	84.7	100.0
Total (number)	1,700	2,200	21,600	..	25,500	5,200

Note: Number excluded due to errors and omissions (weighted): 110 closed support periods (cases with no information on service requirements or provision).

Notes for tables 3.2 to 3.5

1. In groups of service types, a client may require more than one type of service within the group. Percentages for broad groups 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.
2. The 34 individual service types have been grouped into 9 major classifications as follows:
 - SAAP or CAP accommodation;
 - assistance to obtain/maintain non-SAAP/CAP housing or accommodation—assistance to obtain/maintain short-term accommodation and assistance to obtain/maintain independent housing;
 - employment and training assistance;
 - financial assistance—assistance to obtain/maintain a benefit or pension or other government allowance, financial assistance or material aid, and financial counselling and support;
 - counselling—incest or sexual assault counselling and support, domestic violence counselling and support, family or relationship counselling and support, emotional support and other counselling, and assistance with problem gambling;
 - general support or advocacy—living skills or personal development assistance, assistance with legal issues or court support, advice or information, retrieval, storage or removal of personal belongings, advocacy or liaison on behalf of clients, and brokerage services;
 - specialist/health services—psychological services, psychiatric services, pregnancy support, family planning support, drug or alcohol support or intervention, physical disability services, intellectual disability services, and health or medical services;
 - cultural services—culturally appropriate support, interpreter services, and assistance with immigration issues; and
 - basic support and services n.e.s.—meals, laundry or shower facilities, recreation, transport, and other support not elsewhere specified.
3. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

Table 3.6: SAAP services requested for accompanying children in closed support periods: broad service type by provision, Australia, 2003–04

Broad type of service	Unmet	Referred	Provided	Total	Distinct services requested	Assoc. closed accompanying child support periods
	% distinct services requested				Number	Number
SAAP/CAP accommodation	1.0	2.5	96.4	100.0	26,800	26,800
School liaison/child care	3.1	7.8	89.1	100.0	14,600	12,300
Counselling	4.8	10.9	84.2	100.0	14,100	10,200
General support/advocacy	2.1	3.1	94.9	100.0	17,700	12,100
Health/medical services	4.0	26.8	69.1	100.0	4,500	4,500
Culturally sensitive services	1.2	3.5	95.3	100.0	4,000	4,000
Basic support and other services n.e.s.	0.8	1.0	98.2	100.0	69,500	25,900
Total (%)	1.7	3.9	94.4	100.0
Total (number)	2,600	6,000	142,800	..	151,300	35,700

Notes

1. Number excluded due to errors and omissions (weighted): 22,586 closed accompanying child support periods (including cases with no information on service requirements or provision).
2. There were approximately 1,400 closed accompanying child support periods where information was recorded on the provision and referral of services for children but no need was expressed for those services by either the client or the accompanying child (AIHW 2005a: 55).
3. Table excludes high-volume records because not all items were included on the high-volume form.
4. In groups of service types, an accompanying child may require more than one type of service within the group. Percentages for broad groups 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 accompanying child support periods.
5. The 18 individual service types have been grouped into 7 major classifications as follows:
 - SAAP or CAP accommodation;
 - school liaison and child care;
 - counselling—including help with behavioural problems, sexual or physical abuse counselling or support, skills education, and general counselling or support;
 - general support or advocacy—including access arrangements, advice or information, brokerage services and advocacy;
 - health or medical services;
 - culturally sensitive services; and
 - basic support and services not elsewhere specified—including meals, showers or hygiene services, recreation, transport and other support not elsewhere specified.
6. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

4 One-off assistance to casual clients

This chapter examines the casual contacts made during the fortnight of the Casual Client Collection (3–16 March 2004), the different types of one-off assistance that were provided and the number of people receiving one-off-assistance.

One-off assistance includes being given a meal, a shower, transport, money, clothing, telephone advice, information or a referral. People who receive one-off assistance may be potential clients, clients from another SAAP agency, or people who want only one-off assistance (Figure 2.1). For example, a person might be accommodated at one SAAP agency, but seek meals from another agency.

During the 2 weeks of the Casual Client Collection, there were 29,190 casual contacts made by groups. These were made by an estimated 31,250 individuals (Table 2.2).⁵ This corresponded to an estimated daily average of 2,085 casual contacts by 2,232 individuals (Table 2.1).

4.1 Requesting group

On average, 1.8 types of one-off assistance were provided during a casual client contact (Table 4.1). The average number of types of assistance provided during a casual contact varied to a modest degree between the different presenting groups, ranging from 1.7 for people who presented alone or with an unrelated person to 2.2 for couples who presented with children.

People presenting alone accounted for 71% of casual client contacts by individuals. The next largest proportion of casual contacts by individuals was by individuals presenting with children (15%). A relatively small number of casual contacts were by couples with or without children (6% each).

The most common types of one-off assistance provided to groups of casual clients were information (in 58% of contacts), meals (28%) and other services (26%). However, the level of provision of the eight types of assistance varied between the different presenting groups. Information, referrals, and emotional support were provided in larger proportions of casual contacts to an individual who presented with children than any other client group. In particular, information was provided to individuals with children in 84% of casual contacts by groups, compared with 51% of contacts when an individual presented alone or with an unrelated person.

On the other hand, meals and laundry and/or shower facilities were provided more often to people who presented alone or with an unrelated person, while couples with children were

⁵ The figures for casual client contacts are likely to be an underestimation because not all in-scope agencies participated in the Casual Client Collection. Between 3–16 March 2004, 72% of in-scope SAAP agencies participated in the Casual Client Collection (Table A2.3). Further, the method used to estimate the number of individuals may also lead to an underestimate (Note 2, Table 4.1).

more likely than the other client groups to receive financial assistance or material aid (in 21% of contacts by groups compared with between 12% and 16% for the other presenting groups).

4.2 State and territory

During the 2003–04 Casual Client Collection period, the average number of types of one-off assistance provided per contact did not vary greatly between the states or territories, ranging from 2.3 in the Australian Capital Territory to 1.5 in Queensland (Table 4.2).

However, the amount of one-off assistance provided did vary between the states and territories. Queensland accounted for 38% (10,860) of contacts where one-off assistance was provided, followed by Victoria (22% or 6,410 contacts) and New South Wales (18% or 5,140 contacts). Not surprisingly, the smaller jurisdictions had much lower proportions of casual contacts: Tasmania and the Australian Capital Territory each accounted for 2% and the Northern Territory for 1%. This pattern was repeated when looking at casual contacts by individuals.

Information, referrals, and emotional support were provided in higher proportions of casual contacts in Tasmania than in the other states and territories, while financial or material aid and transport were more often provided in the Northern Territory. Meals were provided in Queensland in a far higher proportion than the other states and territories (46% of casual contacts by groups compared with between 6% and 29% for the other states and territories). Laundry and shower facilities were provided in 13% of casual contacts in the Australian Capital Territory, compared with between 1% and 10% in the other states and territory.

4.3 Tables

Table 4.1: SAAP casual contacts: one-off assistance provided, by presenting group, Australia, 3–16 March 2004 (per cent contacts)

One-off assistance provided	Person alone	Person with children	Couple without children	Couple with children	Other/unknown	Total	
						%	Number
Information	51.0	84.1	77.3	83.3	61.8	58.3	16,710
Referral arranged	18.0	36.8	30.3	33.3	25.3	22.0	6,320
Emotional support	14.0	39.2	17.4	30.8	25.5	18.9	5,410
Meals	32.9	5.6	21.9	11.8	29.9	27.5	7,880
Financial/material aid	12.3	14.8	15.6	21.0	13.3	13.0	3,740
Transport	4.4	7.4	5.2	6.1	7.6	5.0	1,430
Laundry/shower facilities	7.9	1.0	3.1	1.5	2.8	6.4	1,830
Other	26.3	25.9	24.0	29.4	26.9	26.2	7,520
Mean number of types of one-off assistance provided	1.7	2.1	1.9	2.2	1.9	..	1.8
Total (% contacts)	76.2	16.2	3.0	3.0	1.6	100.0	..
Total (number of contacts)	21,860	4,650	860	850	460	..	28,690
Contacts by individuals (%)	71.2	15.1	5.6	5.6	2.4	100.0	..
Contacts by individuals (number)	21,860	4,650	1,730	1,710	750	..	30,700

Notes

1. Cases excluded due to missing data: 508 contacts; 558 contacts by individuals.
2. In the Casual Client Collection, casual contacts are reported for the group receiving assistance. Casual contacts by individuals have been derived from data on 'person(s) receiving assistance' in a contact (see questionnaire in Appendix 3). 'Person alone' and 'person with children' are counted as a contact by one individual, and couples (with or without children) are counted as contacts by two individuals. Presenting units classified as 'other' are also counted as contacts by two individuals. Cases where there is no information on the type of presenting unit are counted as a contact by one individual. Although this approach will lead to an understatement of the number of individuals, this understatement will be less than if contacts of unknown composition were counted as missing.
3. Estimates of contacts by individuals exclude the number of children accompanying casual clients.
4. In any casual contact, the assisted group was able to receive more than one type of one-off assistance, so percentages do not total 100.
5. 'Other/unknown' includes those cases where the assisted unit was reported as 'other' or where it was not reported at all.
6. Figures are unweighted.

Source: SAAP Casual Client Collection.

Table 4.2: SAAP casual contacts: one-off assistance provided, by state and territory, Australia, 3–16 March 2004 (per cent contacts)

One-off assistance provided	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia	
									%	Number
Information	81.7	67.9	37.6	65.5	56.0	86.5	68.3	75.4	58.3	16,710
Referral arranged	36.9	25.7	11.2	24.5	19.8	38.2	25.9	32.7	22.0	6,320
Emotional support	20.8	22.3	12.4	23.5	20.1	38.8	37.5	25.4	18.9	5,410
Meals	11.0	19.0	46.3	23.2	10.1	5.6	29.3	10.1	27.5	7,880
Financial/ material aid	5.5	23.1	8.3	15.8	22.7	7.7	6.5	24.6	13.0	3,740
Transport	9.4	3.2	3.0	9.1	4.0	1.9	4.5	12.3	5.0	1,430
Laundry/shower facilities	6.7	4.5	7.6	2.7	9.9	1.3	13.4	3.6	6.4	1,830
Other	18.5	35.4	21.4	25.6	39.1	23.2	45.3	24.3	26.2	7,520
Mean number of types of one-off assistance provided	1.9	2.0	1.5	1.9	1.8	2.0	2.3	2.1	..	1.8
Total (% contacts)	17.9	22.3	37.9	9.6	7.2	1.9	1.9	1.2	100.0	..
Total (number of contacts)	5,140	6,410	10,860	2,760	2,080	530	550	360	..	28,690
Contacts by individuals (%)	17.8	22.5	37.6	9.6	7.3	1.9	1.9	1.3	100.0	..
Contacts by individuals (number)	5,460	6,920	11,550	2,960	2,250	580	590	400	..	30,700

Notes

1. Cases excluded due to missing data: 508 contacts; 558 contacts by individuals.
2. In the Casual Client Collection, casual contacts are reported for the group receiving assistance. Casual contacts by individuals have been derived from data on 'person(s) receiving assistance' in a contact (see questionnaire in Appendix 3). 'Person alone' and 'person with children' are counted as a contact by one individual, and couples (with or without children) are counted as contacts by two individuals. Presenting units classified as 'other' are also counted as contacts by two individuals. Cases where there is no information on the type of presenting unit are counted as a contact by one individual. Although this approach will lead to an understatement of the number of individuals, this understatement will be less than if contacts of unknown composition were counted as missing.
3. Estimates of contacts by individuals exclude the number of children accompanying casual clients.
4. In any casual contact the assisted group was able to receive more than one type of one-off assistance, so percentages do not total 100.
5. Figures are unweighted.

Source: SAAP Casual Client Collection.

5 One-off assistance to groups with unmet requests for accommodation

People who request SAAP accommodation may not always receive that accommodation (see Chapter 6 for the reasons that agencies may be unable to provide accommodation).

However, potential clients may still receive casual or one-off assistance despite the fact that the agency is unable to provide them with accommodation. For example, a potential client whose request for SAAP accommodation cannot be met may still receive one-off assistance such as information or a meal.

Information on the demand for accommodation is available for only 2 weeks of the year – from 26 November–2 December 2003 and 5–11 May 2004. Given that there can be seasonal influences and people can have several unmet requests in a year, the daily and 2-week figures for requests by individuals and groups cannot be used as a basis for deriving annual figures of unmet requests. It should also be noted that the number of unmet requests presented in this chapter are underestimates. This is because only data from agencies that participated in the Client Collection and the Demand for Accommodation Collection were used to calculate a turn-away rate and provide an indication of the overall ability of SAAP to cope with the demand for accommodation (see Chapter 9).

5.1 State and territory

Table 5.1 shows the types of one-off assistance provided to potential clients with unmet requests for accommodation in each state and territory during the 2 weeks of the Demand for Accommodation Collection (26 November–2 December 2003 and 5–11 May 2004). During this period there were 9,640 unmet requests for accommodation made by individuals or groups. At least one type of one-off assistance was provided following 84% (8,130) of these requests (derived from Table 5.1). On average 2.0 services were provided for each unmet request by an individual or group.

Information was the most common type of one-off assistance, provided following 76% of unmet requests for SAAP accommodation. Referrals for accommodation were also frequently arranged, following 51% of unmet requests. Emotional support was provided following 25% of unmet requests, and referrals for non-accommodation services were provided following 21% of unmet requests. All other types of assistance, such as meals and transport, were each provided following 3% to 7% of unmet requests. No one-off assistance was provided to groups or individuals following 16% of unmet requests for accommodation.

There were noticeable differences between states and territories in terms of the types of one-off assistance received following an unmet request for accommodation. For example, information was provided following 85% of unmet requests in Victoria compared with 66% in Western Australia and the Northern Territory. Emotional support ranged from 12% in the Northern Territory to 33% in South Australia, while transport ranged from 4% in the Australian Capital Territory, Western Australia and South Australia, to 17% in the Northern Territory. Referrals for accommodation were highest in the Northern Territory at 61%,

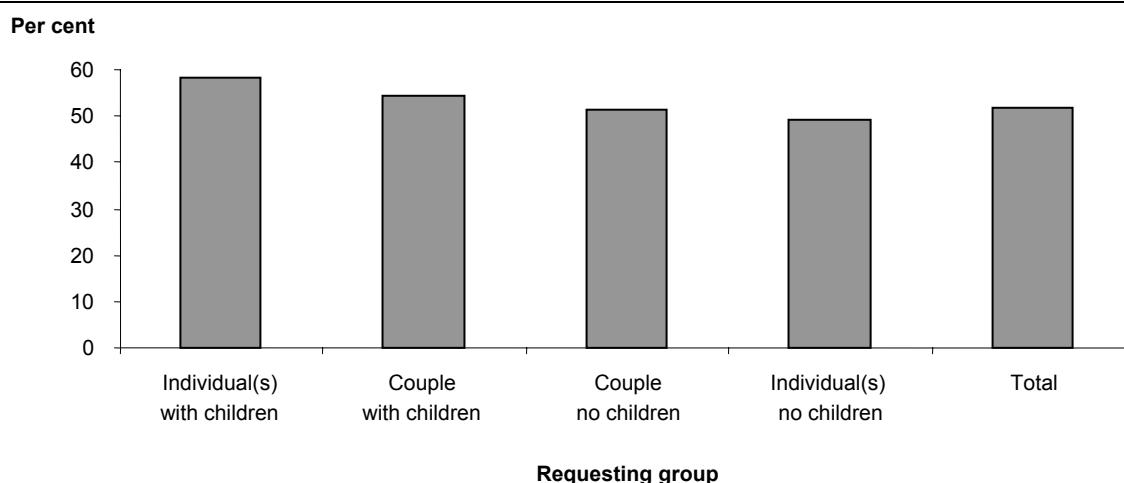
compared with between 49% and 54% in the other states and territory. The proportion of unmet requests where no casual assistance was provided varied from 9% in Victoria to 24% in Western Australia.

5.2 Referrals for accommodation

In order to inform the discussion in Chapter 9 regarding the capacity of SAAP to deal with the demand for SAAP accommodation, it is necessary to examine whether attempts were made to secure accommodation at another source when people were turned away. As it is not possible to determine whether a referral for accommodation was made for all or part of a requesting group and accommodation that was required within 24 hours is of particular concern in the context of homelessness, referrals are examined based on valid unmet requests for immediate SAAP accommodation. For definition of a valid unmet request refer to the Glossary and Chapter 6.

Between 26 November–2 December 2003 and 5–11 May 2004, it is estimated that each day there were an average of 145 referrals for accommodation made in 279 valid unmet requests for immediate SAAP accommodation (Tables 5.2 and 6.3). Individual(s) with no children who could not be accommodated had the most referrals for accommodation made (61% of valid unmet requests for immediate accommodation in which a referral for accommodation was made), followed by individual(s) with children (32%), couples with accompanying children (4%) and couples without accompanying children (3%) (Table 5.2).

However, when considered as a proportion of the valid unmet requests for immediate accommodation made on an average day by each group, referrals for accommodation were more often made for people with children (Figure 5.1). Individual(s) with children had a referral for accommodation arranged in 58% of their valid unmet requests for immediate accommodation, and couples with children had a referral for accommodation arranged in 54% of their valid unmet requests for immediate accommodation. This was followed by couples without children (51%) and individual(s) without children (49%).



Source: Derived from Tables 5.2 and 6.3.

Figure 5.1: Referrals for accommodation made in valid unmet requests for immediate SAAP accommodation, by requesting group, Australia, 26 November–2 December 2003 and 5–11 May 2004 (daily average per cent)

5.3 Tables

Table 5.1: Groups with unmet requests for SAAP accommodation: one-off assistance provided, by state and territory, Australia, 26 November–2 December 2003 and 5–11 May 2004 (per cent contacts by groups)

One-off assistance provided	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Australia	
									%	Number
Information	70.3	85.1	75.4	65.6	79.8	68.6	74.0	66.4	76.3	7,360
Referral for accommodation	51.4	48.8	51.3	53.6	50.1	52.1	52.8	61.4	50.9	4,910
Referral for non-accommodation	21.2	22.5	17.4	18.1	19.0	27.7	16.7	21.4	20.5	1,980
Emotional support	20.7	31.5	21.7	17.7	33.4	30.5	24.3	12.1	25.4	2,450
Meals	5.7	4.9	8.7	3.0	6.7	5.8	3.5	7.9	5.9	570
Financial assistance/material aid	4.8	9.8	6.6	5.3	6.5	6.5	1.4	8.6	7.0	670
Transport	4.8	5.3	5.1	3.9	4.1	5.6	3.5	17.1	5.1	490
Laundry/shower facilities	3.5	1.1	6.6	2.6	3.6	3.5	0.7	8.6	3.4	330
Other	4.7	5.3	3.6	4.8	8.0	3.5	6.6	2.1	4.8	470
None	20.1	9.1	16.2	24.0	12.1	22.6	18.1	17.1	15.6	1,510
Mean number of types of assistance provided	1.9	2.1	2.0	1.7	2.1	2.0	1.8	2.1	..	2.0
Total (%)	23.1	30.8	21.9	8.0	7.3	4.5	3.0	1.5	100.0	..
Total (number)	2,230	2,970	2,120	770	700	430	290	140	..	9,640

Notes

1. Cases excluded due to missing data: 0.
2. Table excludes accompanying children.
3. Groups seeking assistance were able to receive more than one type of one-off assistance, so percentages do not total 100.
4. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
5. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

Table 5.2: Groups with *valid* unmet requests for *immediate* SAAP accommodation: referrals for accommodation, by requesting group and state and territory, Australia, 26 November–2 December 2003 and 5–11 May 2004 (daily average number)

Referral for accommodation	Individual(s) no children	Individual(s) with children	Couple no children	Couple with children	Total	
					%	Number
NSW	22.2	11.0	0.6	0.6	23.7	34.4
Vic	28.4	6.9	2.2	1.3	26.8	38.8
Qld	16.3	13.4	0.6	2.4	22.6	32.7
WA	6.9	7.0	0.2	0.4	10.0	14.5
SA	4.8	3.1	0.1	0.3	5.7	8.3
Tas	4.6	2.9	0.3	0.2	5.5	7.9
ACT	4.1	1.5	0.1	0.3	4.1	6.0
NT	0.9	1.3	0.1	0.1	1.6	2.4
Total (number)	88.1	46.9	4.3	5.6	..	145.0
Total (%)	60.8	32.4	3.0	3.9	100.0	..

Notes

1. Cases excluded due to missing data: 0.
2. Table excludes accompanying children.
3. For the definitions of 'valid unmet requests' and 'immediate accommodation', please refer to the Glossary.
4. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
5. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

Table 5.3: Groups with *valid* unmet requests for *immediate* SAAP accommodation: referrals for accommodation, by primary target group and state and territory, Australia, 26 November–2 December 2003 and 5–11 May 2004 (daily average number)

Referral for accommodation	Young people	Single men only	Single women only	Families	Women escaping DV	Cross-target/multiple/general	Total	
							%	Number
NSW	7.6	6.0	2.6	2.6	9.6	6.1	23.7	34.4
Vic	8.0	5.0	2.0	2.9	2.6	18.4	26.8	38.8
Qld	9.1	1.2	0.3	5.4	3.4	13.3	22.6	32.7
WA	2.4	2.8	0.1	2.5	5.3	1.4	10.0	14.5
SA	1.9	1.1	0.5	1.1	2.5	1.2	5.7	8.3
Tas	0.3	1.4	—	—	—	6.3	5.5	7.9
ACT	1.5	1.4	1.0	0.4	1.7	—	4.1	6.0
NT	0.4	0.1	0.1	—	1.1	0.6	1.6	2.4
Total (number)	31.2	18.9	6.6	14.9	26.1	47.1	..	145.0
Total (%)	21.5	13.1	4.6	10.3	18.0	32.5	100.0	..

Notes

1. Cases excluded due to missing data: 0.
2. Table excludes accompanying children.
3. For the definitions of 'valid unmet requests' and 'immediate accommodation', please refer to the Glossary.
4. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
5. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

6 Unmet requests for accommodation

This chapter focuses on the number of unmet requests for SAAP accommodation made by individuals and groups during the Demand for Accommodation Collection. Unmet requests are broken down into valid and invalid requests, and valid requests are discussed in relation to when the requested accommodation was needed. The separation between valid and invalid requests is made because many of the requests for accommodation were made at inappropriate agencies or the offered accommodation was refused by the person or group who requested it. Consequently, the number of valid unmet requests is a more useful measure of unmet demand than using all unmet requests.

Information on the demand for accommodation is available for only 2 weeks of the year – from 26 November–2 December 2003 and 5–11 May 2004. Given that there can be seasonal influences and people can have several unmet requests in a year, the daily and 2-week figures for requests by individuals and groups cannot be used as a basis for deriving annual figures of unmet requests.

The number of unmet requests presented in this chapter are underestimates. This is because only data from agencies that participated in the Client Collection and the Demand for Accommodation Collection were used to calculate a turn-away rate and provide an indication of the overall ability of SAAP to cope with the demand for accommodation (see Chapter 9).

6.1 Valid and invalid unmet requests

People may be turned away from a SAAP agency for a variety of reasons and these reasons are classified to determine whether a request for accommodation is valid or invalid. Invalid requests for accommodation include people requesting assistance from an agency with the wrong target group (for example, a married couple approaching a single men's agency); when a person or group was inappropriate for the agency (for example, an intoxicated person); when there was no fee-free accommodation available; or when the offer of accommodation was refused by the requesting person or group. All other requests for accommodation are said to be valid.

Invalid requests

Table 6.1 shows that 2,590 (27%) of the 9,640 unmet requests for accommodation made during the collection period were invalid requests. In particular, 46% of invalid requests for SAAP accommodation were not met because the requesting person or group was in the wrong target group for the agency they approached. This was most likely to be the case for couples without children (67%), and for persons or groups requesting accommodation in the Northern Territory (58%) (Tables 6.1 and 6.2).

There were 770 (30%) invalid requests where the person or group refused an offer of accommodation (Table 6.1). The proportion of individual(s) both with and without children who had unmet requests for this reason was higher than that reported for couples both with and without children (32% and 30%, respectively, compared with 20% and 15%,

respectively). The proportion of invalid requests where a person or group refused an offer of accommodation ranged from 23% in the Australian Capital Territory to 37% in Western Australia (Table 6.2).

Twenty-one per cent of invalid requests for accommodation were refused because the person or group was inappropriate for the agency that they approached. This includes situations where the agency has judged that the person was inappropriate because the person requesting accommodation was intoxicated, violent or unwilling to abide by agency rules. This was more likely to be the case for individual(s) who presented without children (23%) and for invalid requests for accommodation made in the Australian Capital Territory (26%) (Tables 6.1 and 6.2).

Only 3% of invalid requests for accommodation were unmet because there was no fee-free accommodation available (Table 6.1). There was little variation by requesting group. However, on a state and territory basis, invalid unmet requests for accommodation for this reason ranged from no requests in the Australian Capital Territory to 7% in South Australia (Table 6.2).

Valid requests

Valid unmet requests for accommodation accounted for 73% (7,050) of the total unmet requests for SAAP accommodation made during the collection period (Table 6.1). Individual(s) who presented without children accounted for the largest proportion of valid unmet requests for accommodation (59% or 4,160); they were followed by individual(s) who presented with children (34% or 2,370). Couples with and without children accounted for only a small proportion of valid unmet requests for accommodation (5% and 3%, respectively). On a state and territory basis, Victoria reported the largest number of valid requests for accommodation (2,410 or 34%), while the Northern Territory reported the smallest number (70 or 1%) (Table 6.2).

The most common reason for valid requests for accommodation not being met was that there was insufficient accommodation available (4,400 or 63%) (Table 6.1). Couples with children had the highest proportion of valid unmet requests for this reason (72%) and individual(s) without children the lowest (58%). In Tasmania 75% of valid requests for accommodation were unmet because there was insufficient accommodation available, while in South Australia 50% of valid requests were unmet for this reason (Table 6.2).

Referral agencies having no vacancy on the books accounted for 1,340 (19%) of valid unmet requests (Table 6.1). Individual(s) with no children reported a higher proportion than the other groups for this reason (20%). On a state and territory basis, the Northern Territory reported the smallest proportion (7%) and South Australia reported the largest proportion (29%) of valid unmet requests for this reason (Table 6.2).

The type of accommodation requested not being provided by an agency accounted for 7% of valid unmet requests overall (Table 6.1). This was slightly more likely to be the case for couples who presented without children (9%). On a state and territory basis, 12% of valid requests for accommodation in the Northern Territory were unmet for this reason, compared with 4% in Western Australia (Table 6.2).

Insufficient staff to provide support and the unavailability of facilities designed to meet disability, cultural and other special needs accounted for very small proportions of valid unmet requests for accommodation (2% and 1%, respectively). These reasons did not differ significantly by requesting group or across states and territories.

Daily average number of valid unmet requests for accommodation

On any day during the Demand for Accommodation Collection period, an average of 504 valid unmet requests for accommodation were made (Table 6.3). The majority of these were made by people who presented without children, with 311 (62%) made by individual(s) or couples who presented without children and 192 (38%) made by individual(s) or couples with children (derived from Table 6.3).

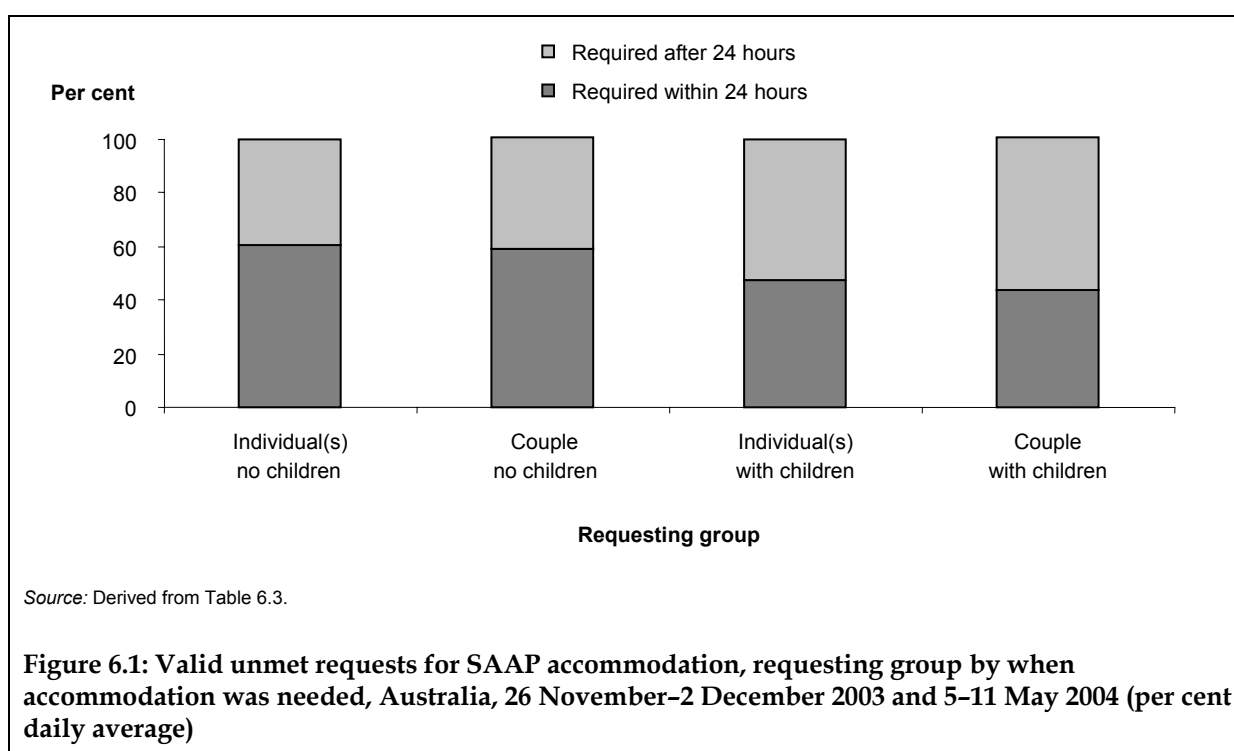
6.2 The immediacy of need for accommodation

In the context of homelessness, unmet requests for immediate accommodation (that is, accommodation required within 24 hours) is of particular importance. Just over 55% of all valid unmet requests for accommodation were for immediate accommodation (Table 6.3). Valid unmet requests for accommodation required after 48 hours made up a significant proportion of the total (33%). Only 11% of valid unmet requests were for accommodation required within 24 to 48 hours.

Requesting group

Individual(s) without children accounted for the majority of the daily average valid unmet requests for immediate SAAP accommodation (64%). They also accounted for the majority of valid unmet requests for accommodation required after 24 hours (52%) (derived from Table 6.3).

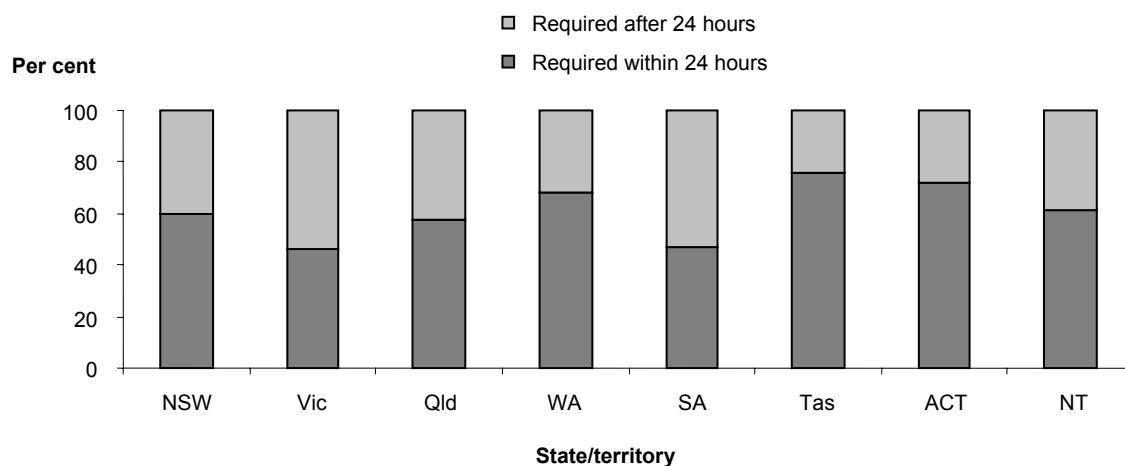
On examining when accommodation was needed by requesting group it becomes clear that groups who had children with them tended to make requests for accommodation in advance of immediate need, that is they more often requested accommodation after 24 hours time (Figure 6.1). This might indicate that they plan for expected periods of homelessness more than people without children who more often requested accommodation within 24 hours.



State and territory

Victoria had the highest daily average of valid unmet requests for SAAP accommodation (172 requests), followed by Queensland (110) and New South Wales (108) (Table 6.4).

Most states and territories had a larger proportion of valid unmet requests for accommodation required immediately, with the exception of Victoria and South Australia (Figure 6.2). Both of these states had a higher proportion of valid unmet requests for accommodation required after 24 hours.



Source: Derived from Table 6.4.

Figure 6.2: Valid unmet requests for SAAP accommodation, state and territory by when accommodation was needed, Australia, 26 November–2 December 2003 and 5–11 May 2004 (per cent daily average)

6.3 Tables

Table 6.1: Unmet requests for SAAP accommodation: main reason why request was not met, by requesting group, Australia, 26 November–2 December 2003 and 5–11 May 2004 (per cent requests by groups)

Main reason	Individual(s) no children	Individual(s) with children	Couple no children	Couple with children	Total	
					%	Number
Valid requests						
Insufficient accommodation available	58.1	68.3	68.8	72.0	62.5	4,400
Referral agency with no vacancies on books	20.3	17.5	14.6	17.1	19.0	1,340
Type of accommodation requested is not provided	7.6	5.6	9.0	6.1	6.9	490
Insufficient staff to provide support	2.4	1.1	0.5	1.5	1.9	130
Facilities for disability needs, cultural needs and other special needs not available	1.3	0.5	—	0.6	1.0	70
Other	10.2	7.1	7.0	2.7	8.7	620
Total	100.0	100.0	100.0	100.0	100.0	..
Total (%)	59.0	33.6	2.8	4.7	100.0	..
Total (number)	4,160	2,370	200	330	..	7,050
Invalid requests						
Agency inappropriate—wrong target group	42.9	49.2	67.1	61.0	45.7	1,180
Person/group inappropriate for agency	23.3	16.0	13.9	15.9	21.1	550
No fee-free accommodation available	3.6	2.6	3.8	3.7	3.4	90
Person/group refused offer of accommodation	30.2	32.2	15.2	19.5	29.8	770
Total	100.0	100.0	100.0	100.0	100.0	..
Total (%)	71.3	22.5	3.0	3.2	100.0	..
Total (number)	1,850	580	80	80	..	2,590
Total requests for accommodation	6,010	2,950	280	410	..	9,640

Notes

1. Cases excluded due to missing data: 0.
2. Adjustments have been made to allow for missing data (see Appendix 2).
3. Please refer to Appendix 2 for notes on the composition of the requesting groups.
4. In a small number of cases, requests for SAAP accommodation were unmet because of the age of a male child (applicable to domestic violence agencies only). To ensure confidentiality, these cases are not presented separately but are included in the 'other' valid request category.
5. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
6. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

Table 6.2: Unmet requests for SAAP accommodation: main reason why request was not met, by state and territory, Australia, 26 November–2 December 2003 and 5–11 May 2004 (per cent requests by groups)

Main reason	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	Number
Valid requests										
Insufficient accommodation available	57.0	60.3	67.8	73.1	49.9	75.4	72.1	69.9	62.5	4,400
Referral agency with no vacancies on books	19.2	22.3	16.1	11.6	29.1	10.4	11.5	6.8	19.0	1,340
Type of accommodation requested is not provided	6.9	7.4	7.2	3.7	7.5	4.7	7.1	12.3	6.9	490
Insufficient staff to provide support	3.1	1.4	2.0	0.4	0.6	0.3	3.1	8.2	1.9	130
Facilities for disability needs, cultural needs and other special needs not available	1.5	0.7	1.4	1.0	0.2	1.7	—	—	1.0	70
Other	12.3	7.9	5.7	10.2	12.7	7.4	6.2	2.7	8.7	620
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	..
Total (%)	21.4	34.2	21.8	7.0	7.2	4.2	3.2	1.0	100.0	..
Total (number)	1,510	2,410	1,540	490	510	300	230	70	..	7,050
Invalid requests										
Agency inappropriate—wrong target group	48.3	42.1	51.1	36.0	40.2	42.1	51.6	58.2	45.7	1,180
Person/group inappropriate for agency	20.9	24.2	16.8	24.5	23.1	20.3	25.8	11.9	21.1	550
No fee-free accommodation available	2.4	4.9	2.2	2.5	7.0	6.0	—	3.0	3.4	90
Person/group refused offer of accommodation	28.4	28.9	29.9	37.1	29.6	31.6	22.6	26.9	29.8	770
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	..
Total (%)	27.8	21.4	22.3	10.7	7.7	5.1	2.4	2.6	100.0	..
Total (number)	720	550	580	280	200	130	60	70	..	2,590
Total requests for accommodation	2,230	2,970	2,120	770	700	430	290	140	..	9,640

Notes

1. Cases excluded due to missing data: 0.
2. Adjustments have been made for missing data (see Appendix 2).
3. In a small number of cases, requests for SAAP accommodation were unmet because of the age of a male child (applicable to domestic violence agencies only). To ensure confidentiality, these cases are not presented separately but are included in the 'other' valid request category.
4. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
5. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

Table 6.3: Estimated valid unmet requests for SAAP accommodation, by requesting group and when accommodation was needed, Australia, 26 November–2 December 2003 and 5–11 May 2004 (daily average number)

Requesting group	Required within 24 hours	Required in 24–48 hours	Required after 48 hours	Total	
				%	Number
Individual(s) no children	179.7	30.0	87.2	59.0	296.9
Individual(s) with children	80.6	22.0	66.4	33.6	169.0
Couple no children	8.4	1.8	4.1	2.8	14.2
Couple with children	10.3	3.8	9.4	4.7	23.4
Total (number)	278.9	57.6	167.1	..	503.6
Total (%)	55.4	11.4	33.2	100.0	..

Notes

1. Cases excluded due to missing data: 0.
2. Adjustments have been made for missing data (see Appendix 2).
3. Please refer to Appendix 2 for notes on the composition of the requesting groups.
4. People may make more than one request for accommodation in a day. Data in this table are based on all valid unmet requests made by the person/group (see Glossary).
5. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
6. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

Table 6.4: Estimated valid unmet requests for SAAP accommodation, by state and territory and when accommodation was needed, 26 November–2 December 2003 and 5–11 May 2004 (daily average number)

State/territory	Required within 24 hours	Required in 24–48 hours	Required after 48 hours	Total	
				%	Number
NSW	64.2	10.6	32.9	21.4	107.7
Vic	79.8	21.6	71.1	34.2	172.4
Qld	63.2	14.1	32.5	21.8	109.8
WA	23.9	2.9	8.1	7.0	35.0
SA	16.9	4.4	14.9	7.2	36.1
Tas	16.1	1.7	3.4	4.2	21.2
ACT	11.6	1.8	2.7	3.2	16.1
NT	3.2	0.6	1.4	1.0	5.2
Total (number)	278.9	57.6	167.1	..	503.6
Total (%)	55.4	11.4	33.2	100.0	..

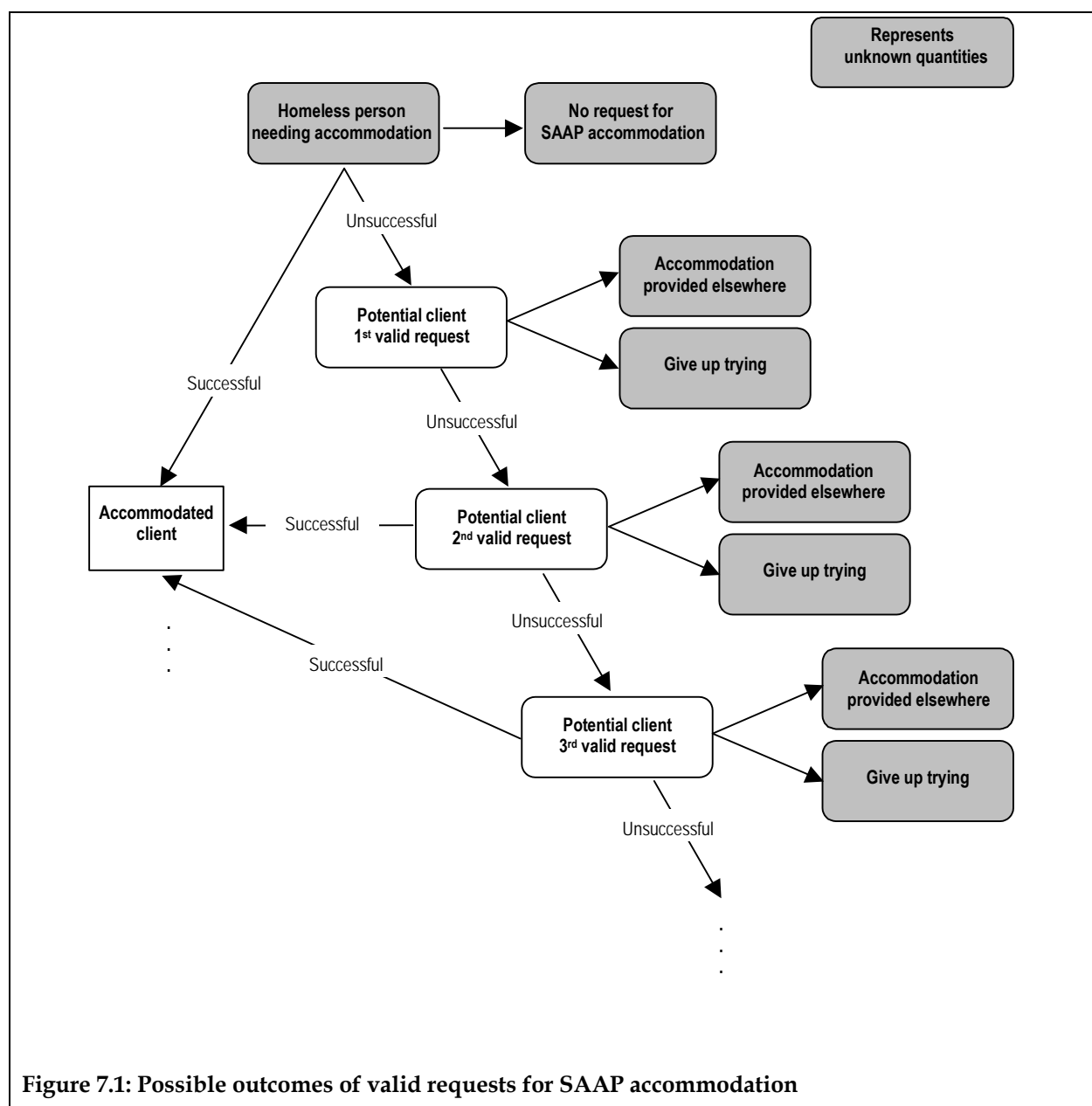
Notes

1. Cases excluded from table due to missing data: 0.
2. Adjustments have been made for missing data (see Appendix 2).
3. People may make more than one request for accommodation in a day. Data in this table are based on all valid unmet requests made by the person/group (see Glossary).
4. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
5. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

7 Number of people making a valid unmet request for accommodation

People can make more than one request for SAAP accommodation in a day. Figure 7.1 shows that people who make a request for SAAP accommodation can either be successful on the first attempt, make subsequent requests until they are accommodated, have their needs met elsewhere, or give up trying altogether. How often people have their needs met by other means and no longer require SAAP assistance cannot be measured at present.



This chapter presents the estimated number of adults or children unaccompanied by a parent(s) or guardian(s) who made a valid unmet request for SAAP accommodation, termed potential clients, and the number of children who accompanied them. As people can make more than one unmet request in a day, to estimate the number of people making those requests as distinct from the number of requests themselves, each valid unmet request presented in Chapter 6 has been attributed to an estimated number of individuals (see Appendix 2).

Information on demand for accommodation by potential clients is available only for 2 weeks of the year – 26 November–2 December 2003 and 5–11 May 2004. As with data on requests, seasonal factors and the reality that people can make several unmet requests in a year mean that daily and 2-week figures for potential clients cannot be used as a basis for deriving annual figures.

The numbers of potential clients and accompanying children presented in this chapter are underestimates. This is because only data from agencies that participated in the Client Collection and the Demand for Accommodation Collection were used to calculate a turn-away rate and indicate the overall ability of SAAP to accommodate the excess demand (see Chapter 9).

7.1 Number of potential clients and accompanying children

People are able to make more than one request for accommodation per day. Additionally, in at least 41% of the 504 valid unmet requests for accommodation reported each day, the request involved more than one person (Table 6.3). It is estimated that on any given day during the collection period, an average of 416 potential clients and 270 accompanying children had a valid unmet request for accommodation (Table 7.1). Overall, this averaged 686 people per day.

Requesting group

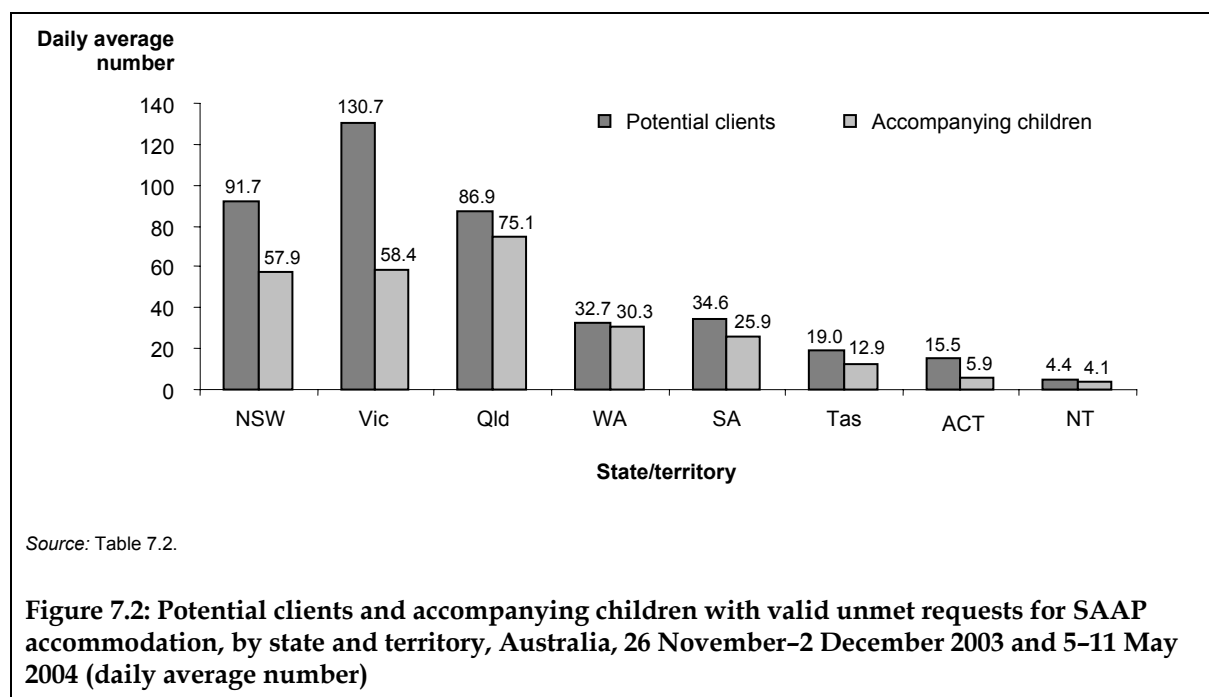
There was a daily average of 223 potential clients who presented alone or with a group of individuals without children (individual(s) without children), 139 potential clients who presented as an individual(s) with children, 34 potential clients who presented as a couple with children, and 19 potential clients who presented as a couple without children.

The daily average number of accompanying children was highest for children who accompanied one potential client or a group of potential clients who were not a couple (234). A daily average of 36 children accompanied couples.

State and territory

Figure 7.2 presents the daily average number of potential clients and the children that accompanied them by state and territory. Victoria reported the highest number of potential clients on any given day during the collection period (131), accounting for 32% of the total number of potential clients (Table 7.2). Queensland reported the largest average daily number of children accompanying a potential client (75 or 28%). However, when accompanying children are examined as a proportion of the total number of people with valid unmet requests by state and territory, Western Australia and the Northern Territory had the highest proportion of accompanying children, with 48% of all people with valid

unmet requests for accommodation in this state and territory being accompanying children (derived from Table 7.2)



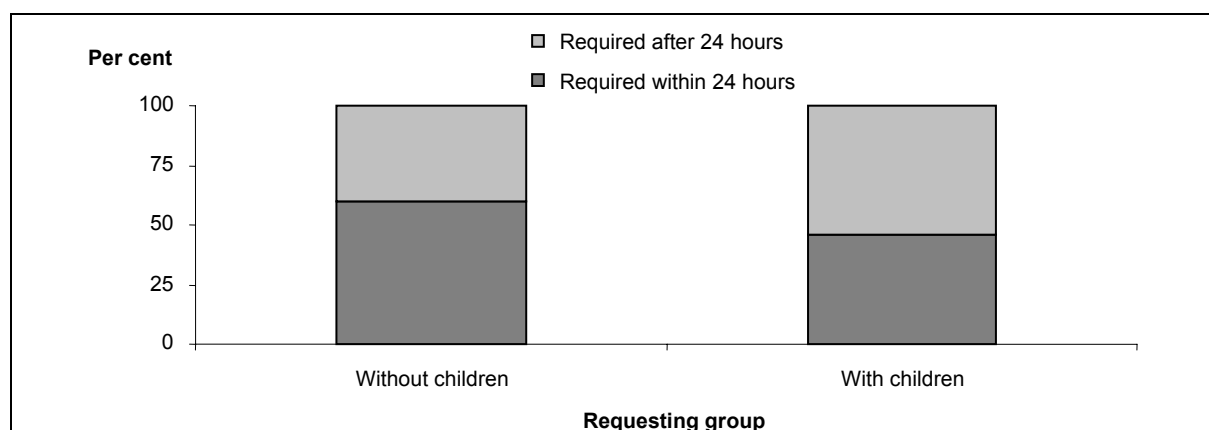
7.2 The immediacy of need for accommodation

The majority of potential clients (54%) making valid unmet requests for accommodation required accommodation immediately (within 24 hours) (Table 7.1). This was followed by potential clients requiring accommodation in 5 days or more (26%). This was significantly higher than for potential clients who required accommodation in 24–48 hours (11%) or in 3–4 days (9%).

However, although a significant proportion of the children accompanying potential clients required immediate accommodation (47%), over half (53%) required accommodation after 24 hours (12% within 24–48 hours, 11% in 3–4 days and 31% in 5 or more days).

Requesting group

Potential clients who presented with children, either as a couple or an individual(s), had different requirements in relation to how soon they required accommodation, compared with potential clients who presented without children. Over half (54%) of potential clients who presented with children were seeking accommodation after 24 hours (Figure 7.3). This was higher than the figure for potential clients who presented without children, of whom 40% required accommodation after 24 hours. This indicates that people with children are more likely than people without children to attempt to make arrangements for accommodation in advance of an anticipated occasion of homelessness or some other type of insecurity before their situation reaches crisis point.



Source: Derived from Table 7.1.

Figure 7.3: Potential clients with valid unmet requests for SAAP accommodation, by requesting groups with and without accompanying children and when accommodation was needed, Australia, 26 November–2 December 2003 and 5–11 May 2004 (per cent daily average)

State and territory

In the majority of states and territories, potential clients were more likely to require immediate accommodation than accommodation after 24 hours, while in Victoria and South Australia potential clients more often required accommodation after 24 hours (57% in both states) (derived from Table 7.2). It is interesting to note that a far higher proportion of potential clients in the Australian Capital Territory required immediate accommodation than required immediate accommodation in the other states and territory (83% compared with 59% in New South Wales, 43% in Victoria, 58% in Queensland, 65% in Western Australia, 43% in South Australia, 71% in Tasmania, and 59% in the Northern Territory).

Although the pattern of when accommodation was needed by potential clients was similar to that documented in Chapter 6 regarding valid unmet requests for accommodation, the large numbers of children associated with each valid unmet request in Queensland meant that the pattern for accompanying children was slightly different. While children accompanying potential clients required immediate accommodation more often than accommodation after 24 hours in New South Wales (53%), Western Australia (65%), Tasmania (77%), the Australian Capital Territory (66%) and the Northern Territory (61%), children accompanying potential clients in Victoria, Queensland and South Australia more often required accommodation after 24 hours (74%, 54% and 61%, respectively).

7.3 Tables

Table 7.1: Potential clients and accompanying children with valid unmet requests for SAAP accommodation, by when accommodation was needed and requesting group, Australia, 26 November–2 December 2003 and 5–11 May 2004 (daily average number)

Requesting group	Required within 24 hours	Required in 24–48 hours	Required in 3–4 days	Required in 5 or more days	Total	
					%	Number
Potential clients						
Individual(s) no children	135.4	22.3	15.9	49.8	53.8	223.4
Individual(s) with children	65.3	17.4	16.1	40.6	33.6	139.4
Couple no children	10.3	2.6	1.4	4.6	4.5	18.9
Couple with children	13.9	4.4	3.2	12.3	8.1	33.9
Total (number)	224.9	46.7	36.7	107.2	..	415.6
Total (%)	54.1	11.2	8.8	25.8	100.0	..
Accompanying children						
Individual(s) with children	111.6	27.3	25.6	69.6	86.6	234.1
Couple with children	14.9	4.9	3.3	13.2	13.4	36.3
Total (number)	126.4	32.2	28.9	82.8	..	270.4
Total (%)	46.8	11.9	10.7	30.6	100.0	..

Notes

1. Cases excluded due to missing data: 0.
2. Adjustments have been made for missing data (see Appendix 2).
3. People may make more than one request for accommodation in a day. Data are based on the first valid unmet request for accommodation made by the person or group (see Glossary).
4. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
5. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

Table 7.2: Potential clients and accompanying children with valid unmet requests for SAAP accommodation, by when accommodation was needed and state and territory, 26 November–2 December 2003 and 5–11 May 2004 (daily average number)

State/territory	Required within 24 hours	Required in 24–48 hours	Required in 3–4 days	Required in 5 or more days	Total	
					%	Number
Potential clients						
NSW	53.8	9.0	6.9	22.1	22.1	91.7
Vic	56.1	16.6	11.9	46.0	31.5	130.7
Qld	50.3	10.4	9.3	16.9	20.9	86.9
WA	21.1	2.6	2.1	6.9	7.9	32.7
SA	14.9	4.6	4.2	10.9	8.3	34.6
Tas	13.4	1.6	1.0	3.0	4.6	19.0
ACT	12.8	1.2	0.8	0.7	3.7	15.5
NT	2.6	0.6	0.5	0.7	1.1	4.4
Total (number)	224.9	46.7	36.7	107.2	..	415.6
Total (%)	54.1	11.2	8.8	25.8	100.0	..
Accompanying children						
NSW	30.4	6.0	5.0	16.4	21.4	57.9
Vic	15.4	7.4	7.1	28.6	21.6	58.4
Qld	34.7	10.7	11.4	18.3	27.8	75.1
WA	19.7	2.4	0.7	7.5	11.2	30.3
SA	10.0	3.3	3.2	9.4	9.6	25.9
Tas	9.9	1.1	0.3	1.6	4.8	12.9
ACT	3.9	0.9	0.8	0.4	2.2	5.9
NT	2.5	0.5	0.5	0.6	1.5	4.1
Total (number)	126.4	32.2	28.9	82.8	..	270.4
Total (%)	46.8	11.9	10.7	30.6	100.0	..

Notes

1. Cases excluded from table due to missing data: 0.
2. Adjustments have been made for missing data (see Appendix 2).
3. People may make more than one request for accommodation in a day. Data are based on the first valid unmet request for accommodation made by the person or group (see Glossary).
4. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
5. Figures are unweighted.

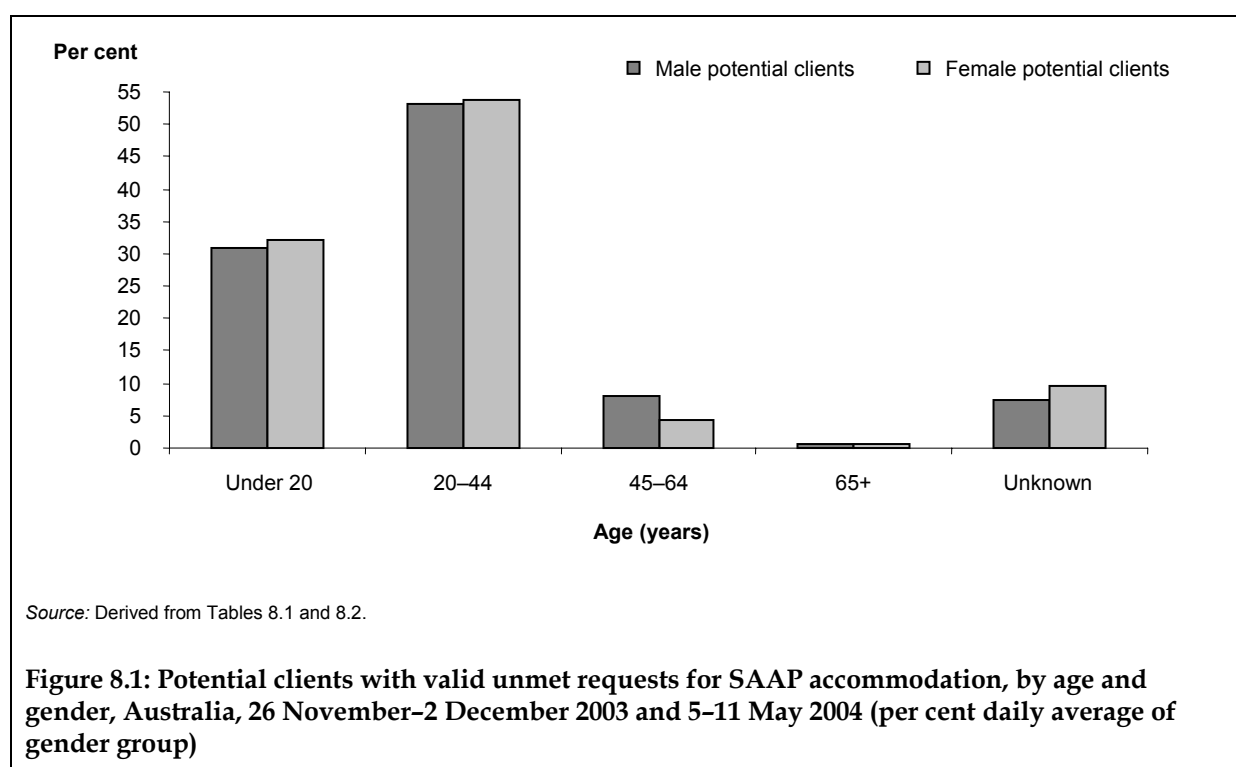
Source: SAAP Demand for Accommodation Collection.

8 Characteristics of people who made a valid unmet request for accommodation

The Demand for Accommodation Collection also gathers information on the gender, age, country of birth and Aboriginal and/or Torres Strait Islander (ATSI) status of people seeking accommodation. This chapter presents the characteristics of potential clients and the children who accompanied them, that is the demographics of people who made a valid unmet request for accommodation during the Demand for Accommodation Collection period (26 November–2 December 2003 and 5–11 May 2004).

8.1 Gender and age of potential clients

Of the 416 daily average potential clients reported in Chapter 7, 246 (or 59%) were female and 170 (or 41%) were male (derived from Tables 8.1 and 8.2). The highest proportion of potential clients, both male and female, were aged 20–44 years (53% of males and 54% of females), followed by potential clients aged under 20 years (31% of males and 32% of females) (Figure 8.1). It should be noted that, when examining the age groups at a finer age level, a significant proportion of all potential clients were aged 15–19 years (24% of males and 26% of females) (derived from Tables 8.1 and 8.2).



Immediacy of need for accommodation

Male potential clients were more likely to require accommodation within 24 hours, with 60% (102) of the 170 male potential clients requiring immediate accommodation (derived from Tables 8.1 and 8.2). However, female potential clients were equally likely to require accommodation within 24 hours as after 24 hours (50% or 123 of the 246 female potential clients required accommodation within 24 hours).

Accommodation required within 24 hours

On a daily basis there was an average of 225 potential clients who required accommodation within 24 hours (Table 8.1). Of these, 45% were male and 55% were female (derived from Table 8.1). The highest proportion of potential clients who required immediate accommodation, both male and female, were aged 20–44 years (53% of males and 52% of females), followed by potential clients aged under 20 years (29% of males and 31% of females).

There were some variations between the states and territories in the age and gender breakdowns of potential clients who required immediate accommodation. Of the male potential clients who required immediate accommodation, Queensland and New South Wales had higher proportions than the other states and territories of male potential clients aged 15–17 years who required immediate accommodation (20% and 18%, respectively, compared with between 3% and 12%); the Northern Territory had a higher proportion aged 18–19 years (22% compared with between 5% and 12%); and Tasmania had a higher proportion aged 25–44 years (50% compared with between 23% and 42%) (Table 8.1). Note that there was a high proportion of male potential clients of unknown age requesting immediate accommodation in the Australian Capital Territory (50%).

Of the female potential clients who requested immediate accommodation, Queensland and the Australian Capital Territory reported a higher proportion than the other jurisdictions that were aged 15–17 (both 24%, compared with between 4% and 16%); the Northern Territory reported a significantly higher proportion who were aged 65 years and over (15% compared with between 0% and 1%); and South Australia reported a higher proportion who were aged 25–44 years (44% compared with between 25% and 39%).

Accommodation required after 24 hours

On a daily basis there were an average of 191 potential clients who required SAAP accommodation after 24 hours and of these, 36% (68) were male and 64% (123) were female (derived from Table 8.2). As for accommodation required within 24 hours, the highest proportion of potential clients who required accommodation after 24 hours were aged 20–44 years (54% for males and 55% for females), followed by potential clients aged under 20 years (34% of males and 34% of females).

Again, there were some variations between the states and territories in the age and gender breakdowns of potential clients who requested accommodation that was required after 24 hours. For example, the Australian Capital Territory reported that 43% of the male potential clients in the territory who requested accommodation after 24 hours were aged 15–17 years; Western Australia reported that 26% of female potential clients who requested accommodation after 24 hours were aged 15–17 years; and the Northern Territory reported that 25% of female potential clients who requested accommodation after 24 hours were aged under 15 years. It should be noted that Western Australia, the Australian Capital Territory and Tasmania had relatively high proportions of female potential clients of an unknown age

(22%, 21% and 19%, respectively, compared with between 2% and 5% in the other states and territory).

8.2 Gender and age of accompanying children

Around 51% of the 270 children accompanying potential clients were female and 49% were male (AIHW unpublished data). Table 8.3 shows that most children who accompanied a potential client were aged under 12 years (74%) and required accommodation after 24 hours (53%).

The age patterns of children did not vary significantly between children who required accommodation within 24 hours and those who required accommodation after 24 hours. However, there were more children of an unknown age who accompanied a potential client who requested immediate accommodation (17%) than accompanied a potential client who requested accommodation after 24 hours (8%). Around 70% of children who required immediate accommodation and 76% of children who required accommodation after 24 hours were aged under 12 years. Accompanying children aged 12–14 years accounted for 10% of accompanying children who required immediate accommodation and 11% of accompanying children who required accommodation after 24 hours. Only 3% of accompanying children who required accommodation within 24 hours were aged 15–17 years and 5% who required accommodation after 24 hours were in this age group.

8.3 Country of birth of potential clients and accompanying children

The following figures combine potential clients and accompanying children. It should be noted that it is not possible to report the country of birth of potential clients and accompanying children separately as it is collected via a single question on the collection form (see Appendix 3 for a copy of the form). Also of note is that of the 686 potential clients and accompanying children reported in Chapter 7, 93% (635) provided data on their country of birth while birthplace was missing for 7% (derived from Tables 7.1, 8.4 and 8.5). No imputation was done to adjust for missing data on country of birth.

Of the 635 people who reported their country of birth, the majority of people who made a valid unmet request for accommodation were Australian-born (76%), around 5% were born in non-English-speaking countries, 2% were born in other English-speaking countries and 18% were of unknown country of birth (derived from Tables 8.4 and 8.5).

Immediacy of need for accommodation

Overall, Australian-born people who made a valid unmet request for accommodation were more likely to require accommodation after 24 hours than within 24 hours (52%) (derived from Tables 8.4 and 8.5). However, 55% of Australian-born females with a valid unmet request for accommodation required accommodation after 24 hours, compared with just under 50% of Australian-born males.

People with a valid unmet request for accommodation who were born in non-English-speaking countries were also more likely to require accommodation after 24 hours, with 61% of people born in non-English-speaking countries, 63% of males born in

non-English-speaking countries, and 60% of females born in non-English-speaking countries requiring accommodation after 24 hours.

People with a valid unmet request for accommodation who were born in other English-speaking countries were more likely to require accommodation within 24 hours than after 24 hours. Around 53% of people, 56% of males and 51% of females born in other English-speaking countries required immediate accommodation.

Unknown country of birth was more prevalent for people who required immediate accommodation, with 67% of the people of unknown country of birth requiring accommodation within 24 hours.

Accommodation required within 24 hours

On a daily basis, an average of 71% of males who made a valid unmet request for immediate accommodation were born in Australia, 3% were born in non-English-speaking countries, 2% were born in other English-speaking countries and 23% were of an unknown country of birth (Table 8.4). Of the females with a valid unmet request for accommodation who required immediate accommodation, 70% were born in Australia, 4% were born in non-English-speaking countries, 2% were born in other English-speaking countries and 24% were of an unknown country of birth.

The Northern Territory reported the highest proportion of Australian-born potential clients and accompanying children who required immediate accommodation – 86% of males and 91% of females. This compares with between 46% and 84% of males and between 44% and 80% of females in the other states and territory. These figures are influenced by the high proportion of Aboriginal and/or Torres Strait Islander Australians in the Northern Territory.

There were some other small variations between the states and territories. For example, the proportion of male potential clients and accompanying children born in non-English-speaking countries who required immediate accommodation ranged from 0% in the Northern Territory to 6% in Western Australia, while the proportion of females born in non-English-speaking countries who required immediate accommodation ranged from 0% in Tasmania and the Australian Capital Territory to 7% in Victoria.

Accommodation required after 24 hours

Around 81% of both males and females who made a valid unmet request for accommodation who required SAAP accommodation after 24 hours were Australian-born, 6% of both were born in non-English-speaking countries, 2% of both were born in other English-speaking countries and 12% of both were of unknown country of birth (Table 8.5).

As with requests for accommodation within 24 hours, there was some variation between the states and territories in the country of birth of people with a valid unmet request for accommodation who required accommodation after 24 hours. Again, the Northern Territory reported higher proportions of potential clients and accompanying children who were Australian-born (100% of both males and females) than the other states and territory. Also, the proportion of male potential clients and accompanying children born in non-English-speaking countries who required accommodation after 24 hours ranged from 0% in Tasmania and the Northern Territory to 10% in Victoria, while the proportion of female potential clients and accompanying children born in non-English-speaking countries who required accommodation after 24 hours ranged from 0% in the Northern Territory to 10% in Victoria.

8.4 Aboriginal and/or Torres Strait Islander status of potential clients and accompanying children

As for the data presented on country of birth, the following figures combine potential clients and accompanying children. It should be noted that it is not possible to report the Aboriginal and/or Torres Strait Islander status of potential clients and accompanying children separately as it is collected via a single question on the collection form (see Appendix 3 for a copy of the form). It should also be noted that no imputation was done to adjust for missing data on Aboriginal and/or Torres Strait Islander status.

Tables 8.4 and 8.5 show data on the Aboriginal and/or Torres Strait Islander status of people who had a valid unmet request for SAAP accommodation, however, caution should be exercised in drawing conclusions on the basis of these data because of the relatively high amount of missing information and the large proportion of people of 'unknown' status. Data were missing on Aboriginal and/or Torres Strait Islander status for 13% (88) of the 686 people with valid unmet requests for accommodation reported in Chapter 7 and 18% (126) were of unknown status (derived from Tables 7.1, 8.4 and 8.5). This means that Aboriginal and/or Torres Strait Islander status was missing or unknown for nearly a third (31%) of the people who made a valid unmet request for accommodation.

However, of the 598 people who reported their Aboriginal and/or Torres Strait Islander status, 17% identified as Aboriginal and/or Torres Strait Islander, 62% did not identify as Aboriginal or Torres Strait Islander and 21% were of unknown status (derived from Tables 8.4 and 8.5).

Immediacy of need for accommodation

Aboriginal and/or Torres Strait Islander people who made a valid unmet request for accommodation were more likely to require immediate accommodation than accommodation after 24 hours, with 54% of Aboriginal and/or Torres Strait Islander Australians, 54% of Aboriginal and/or Torres Strait Islander males and 54% of Aboriginal and/or Torres Strait Islander females with a valid unmet request for accommodation requesting immediate accommodation (derived from Tables 8.4 and 8.5).

Accommodation required within 24 hours

The proportions of people who made a valid unmet request for immediate accommodation who identified as Aboriginal and/or Torres Strait Islander varied by state and territory. For example, on an average day around 69% of male and 51% of female potential clients and accompanying children who required immediate accommodation in the Northern Territory identified as Aboriginal and/or Torres Strait Islander, and 30% of male and 46% of female potential clients and accompanying children who required immediate accommodation in Western Australia identified as Aboriginal and/or Torres Strait Islander (Table 8.4). These proportions were far higher than those reported in the other states and territories (between 3% and 18% for males and between 5% and 26% for females).

It should be noted that Aboriginal and/or Torres Strait Islander status was unknown for 27% of male and 27% of female potential clients and accompanying children who required immediate accommodation.

Accommodation required after 24 hours

As reported for accommodation required within 24 hours, the Northern Territory and Western Australia reported higher average daily proportions of Aboriginal and/or Torres Strait Islander potential clients and accompanying children who required accommodation after 24 hours than the other states and territories. Around 44% of males and 34% of females in the Northern Territory and 41% of males and 37% of females in Western Australia who required accommodation after 24 hours identified as Aboriginal and/or Torres Strait Islander (Table 8.5).

It should be noted that Aboriginal and/or Torres Strait Islander status was unknown for 15% of male and 14% of female potential clients and accompanying children who required accommodation after 24 hours.

8.5 Tables

Table 8.1: Potential clients with valid unmet requests for SAAP accommodation within 24 hours: age by gender, by state and territory, Australia, 26 November–2 December 2003 and 5–11 May 2004 (per cent daily average)

	Accommodation required within 24 hours									
	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	Number
Age (years)	Male potential clients									
Under 15	11.7	0.5	11.9	10.0	—	6.3	1.1	—	6.4	6.6
15–17	18.4	8.4	20.2	11.7	11.8	2.5	8.5	11.1	13.2	13.5
18–19	8.4	11.4	9.3	5.8	11.8	5.0	6.4	22.2	9.2	9.4
20–24	11.7	22.1	16.2	18.3	22.4	13.8	7.4	—	16.7	17.1
25–44	30.4	42.4	33.8	32.5	35.3	50.0	23.4	33.3	35.9	36.6
45–64	8.4	11.9	5.6	8.3	9.4	5.0	3.2	11.1	8.4	8.6
65+	0.3	0.2	—	0.8	—	—	—	—	0.2	0.2
Unknown	10.7	3.0	3.0	12.5	9.4	17.5	50.0	22.2	9.9	10.1
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	..
Male total number	22.1	30.6	21.6	8.6	6.1	5.7	6.7	0.6	..	102.0
Female potential clients										
Under 15	6.8	3.6	6.5	6.3	3.2	4.7	7.1	3.7	5.6	6.9
15–17	15.5	14.0	24.4	8.0	10.5	3.7	23.5	7.4	15.7	19.3
18–19	7.2	13.4	9.0	6.3	11.3	9.3	5.9	11.1	9.2	11.4
20–24	16.9	19.6	19.2	17.1	15.3	21.5	12.9	11.1	17.9	22.0
25–44	32.4	39.2	33.8	35.4	43.5	25.2	24.7	33.3	34.5	42.4
45–64	4.7	5.3	1.7	0.6	3.2	5.6	4.7	—	3.6	4.4
65+	0.2	0.6	—	—	—	—	—	14.8	0.4	0.5
Unknown	16.2	4.2	5.5	26.3	12.9	29.9	21.2	18.5	13.1	16.1
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	..
Female total number	31.7	25.5	28.7	12.5	8.9	7.6	6.1	1.9	..	122.9
Total number	53.8	56.1	50.3	21.1	14.9	13.4	12.8	2.6	..	224.9

Notes

1. Cases excluded from table due to missing data: 0.
2. Adjustments have been made for missing data (see Appendix 2).
3. People may make more than one request for accommodation in a day. Data are based on the first valid unmet request for accommodation made by the person or group (see Glossary).
4. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
5. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

Table 8.2: Potential clients with valid unmet requests for SAAP accommodation after 24 hours: age by gender, by state and territory, Australia, 26 November–2 December 2003 and 5–11 May 2004 (per cent daily average)

	Accommodation required after 24 hours									
	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	Number
Age (years)	Male potential clients									
Under 15	6.9	5.2	10.6	20.4	2.9	18.6	—	33.3	7.8	5.3
15–17	23.9	11.0	14.1	20.4	12.5	7.0	42.9	16.7	14.7	10.0
18–19	10.1	12.2	11.8	16.7	12.5	2.3	—	—	11.4	7.7
20–24	17.0	16.7	12.9	5.6	18.3	11.6	21.4	—	15.4	10.4
25–44	30.2	42.4	39.4	24.1	43.3	39.5	14.3	33.3	38.3	26.0
45–64	5.7	8.7	4.1	9.3	5.8	14.0	7.1	16.7	7.4	5.0
65+	1.3	1.2	1.2	1.9	—	2.3	7.1	—	1.3	0.9
Unknown	5.0	2.5	5.9	1.9	4.8	4.7	7.1	—	3.9	2.6
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	..
Male total number	11.4	28.6	12.1	3.9	7.4	3.1	1.0	0.4	..	67.9
Female potential clients										
Under 15	5.4	6.4	4.1	11.0	1.2	13.9	—	25.0	5.8	7.1
15–17	18.8	15.7	13.4	25.7	14.6	19.4	20.8	15.0	16.6	20.4
18–19	8.3	13.4	11.1	7.3	12.3	2.8	8.3	15.0	11.1	13.6
20–24	20.7	17.6	21.0	12.8	21.6	8.3	20.8	15.0	18.9	23.1
25–44	37.1	35.1	42.6	17.4	40.9	30.6	20.8	20.0	36.0	44.2
45–64	4.8	5.3	5.5	2.8	4.7	5.6	4.2	5.0	5.0	6.1
65+	—	1.6	0.6	0.9	0.6	—	4.2	—	0.9	1.1
Unknown	4.8	5.0	1.7	22.0	4.1	19.4	20.8	5.0	5.8	7.1
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	..
Female total number	26.6	45.9	24.5	7.8	12.2	2.6	1.7	1.4	..	122.7
Total number	37.9	74.6	36.6	11.6	19.6	5.6	2.7	1.9	..	190.6

Notes

1. Cases excluded from table due to missing data: 0.
2. Adjustments have been made for missing data (see Appendix 2).
3. People may make more than one request for accommodation in a day. Data are based on the first valid unmet request for accommodation made by the person or group (see Glossary).
4. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
5. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

Table 8.3: Accompanying children with valid unmet requests for SAAP accommodation: age by when accommodation was needed, by state and territory, Australia, 26 November–2 December 2003 and 5–11 May 2004 (per cent daily average)

Age	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	Number
Accommodation required within 24 hours										
Under 12 years	67.1	75.3	77.2	60.9	62.1	68.8	77.8	85.7	70.3	88.9
12–14 years	8.5	14.9	12.8	9.4	6.4	3.6	5.6	5.7	9.9	12.5
15–17 years	2.6	3.3	1.9	4.0	2.9	2.9	3.7	8.6	2.9	3.6
Unknown	21.8	6.5	8.2	25.7	28.6	24.6	13.0	—	16.9	21.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total number	30.4	15.4	34.7	19.7	10.0	9.9	3.9	2.5	..	126.4
Accommodation required after 24 hours										
Under 12 years	80.7	73.6	78.9	66.9	79.7	53.5	72.4	90.9	76.4	109.9
12–14 years	12.5	13.0	10.1	5.4	6.3	18.6	13.8	4.5	10.8	15.6
15–17 years	3.6	5.8	4.2	5.4	6.8	11.6	—	4.5	5.1	7.3
Unknown	3.1	7.6	6.7	22.3	7.2	16.3	13.8	—	7.7	11.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total number	27.4	43.0	40.4	10.6	15.9	3.1	2.1	1.6	..	143.9

Notes

1. Cases excluded from table due to missing data: 0.
2. Adjustments have been made for missing data (see Appendix 2).
3. People may make more than one request for accommodation in a day. Data are based on the first valid unmet request for accommodation made by the person or group (see Glossary).
4. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
5. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

Table 8.4: Potential clients and accompanying children with valid unmet requests for SAAP accommodation within 24 hours: state and territory and gender by country of birth and ATSI status, Australia, 26 November–2 December 2003 and 5–11 May 2004 (per cent daily average)

	Accommodation required within 24 hours									
	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	Number
Males										
Country of birth										
Australia	68.7	75.6	75.3	67.1	83.7	60.4	45.9	86.2	71.4	106.9
Other English-speaking countries	2.3	2.2	2.0	3.9	1.5	—	1.8	3.4	2.2	3.3
Non-English-speaking countries	2.6	4.7	1.4	6.3	4.4	0.9	0.9	—	3.1	4.6
Unknown	26.4	17.5	21.3	22.7	10.4	38.7	51.4	10.3	23.3	34.9
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	..
Total number	33.5	38.3	35.5	14.8	9.6	7.9	7.9	2.1	..	149.6
Missing data (number)	2.9	—	2.1	2.9	1.5	2.3	0.7	—	..	12.3
ATSI status										
Aboriginal and/or Torres Strait Islander	17.5	8.9	14.3	29.6	15.4	2.8	4.5	69.2	14.8	20.8
Other Australian males	51.7	71.8	60.3	45.9	69.1	43.0	40.5	26.9	57.8	81.0
Unknown	30.8	19.3	25.4	24.5	15.4	54.2	55.0	3.8	27.3	38.3
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	..
Total number	31.4	34.5	34.0	14.0	8.8	7.6	7.9	1.9	..	140.1
Missing data (number)	5.0	3.7	3.6	3.7	2.3	2.6	0.7	0.2	..	21.8
Females										
Country of birth										
Australia	62.7	70.2	79.0	79.6	73.4	43.9	51.0	91.1	70.0	121.1
Other English-speaking countries	2.9	1.8	2.6	0.3	1.2	—	—	2.2	1.9	3.3
Non-English-speaking countries	5.0	7.4	2.6	2.8	2.4	—	2.0	—	3.9	6.7
Unknown	29.3	20.6	15.9	17.3	23.1	56.1	47.0	6.7	24.3	42.0
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	..
Total number	44.1	31.9	44.1	20.6	12.1	9.9	7.1	3.2	..	173.1
Missing data (number)	3.8	1.4	3.3	2.5	1.8	3.1	1.0	—	..	16.3
ATSI status										
Aboriginal and/or Torres Strait Islander	17.3	8.3	19.8	45.8	25.5	4.5	15.3	51.2	20.2	33.2
Other Australian females	49.1	70.5	62.6	33.9	51.6	26.3	32.7	41.5	52.5	86.2
Unknown	33.6	21.2	17.6	20.3	22.9	69.2	52.0	7.3	27.3	44.8
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	..
Total number	41.6	29.3	42.2	20.4	11.2	9.5	7.0	2.9	..	164.2
Missing data (number)	6.3	4.0	5.2	2.7	2.7	3.5	1.1	—	..	25.2

Notes

1. Adjustments have been made for missing data (see Appendix 2). However, adjustments could not be made for missing country of birth or Aboriginal and/or Torres Strait Islander status.
2. People may make more than one request for accommodation in a day. Data are based on the first valid unmet request for accommodation made by the person or group (see Glossary).
3. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
4. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

Table 8.5: Potential clients and accompanying children with valid unmet requests for SAAP accommodation after 24 hours: state and territory and gender by country of birth and ATSI status, Australia, 26 November–2 December 2003 and 5–11 May 2004 (per cent daily average)

	Accommodation required after 24 hours										
	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total		
									%		Number
Males											
Country of birth											
Australia	73.6	79.7	87.7	69.7	84.2	77.8	83.3	100.0	80.5	105.1	
Other English-speaking countries	5.5	1.1	0.9	4.5	1.4	—	—	—	2.0	2.6	
Non-English-speaking countries	5.9	9.5	1.9	7.6	4.3	—	4.2	—	5.9	7.7	
Unknown	15.0	9.8	9.5	18.2	10.0	22.2	12.5	—	11.5	15.1	
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	..	
Total number	21.9	46.8	30.7	9.4	14.9	3.9	1.7	1.1	..	130.5	
Missing data (number)	2.2	2.7	2.6	0.6	0.5	0.8	0.4	0.2	..	9.9	
ATSI status											
Aboriginal and/or Torres Strait Islander	15.8	5.1	18.3	40.9	15.7	8.9	4.2	43.8	14.5	17.8	
Other Australian males	65.1	81.4	69.9	40.9	69.1	57.8	79.2	50.0	70.4	86.2	
Unknown	19.0	13.5	11.7	18.2	15.2	33.3	16.7	6.3	15.1	18.4	
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	..	
Total number	20.3	43.4	29.2	9.8	13.6	3.2	1.7	1.1	..	122.4	
Missing data (number)	3.8	6.1	4.1	0.2	1.8	1.5	0.4	0.2	..	18.0	
Females											
Country of birth											
Australia	74.0	76.5	88.7	73.5	91.3	81.8	71.9	100.0	80.6	146.1	
Other English-speaking countries	3.5	0.9	1.7	4.0	0.4	2.3	—	—	1.8	3.2	
Non-English-speaking countries	4.5	10.0	2.2	6.0	0.7	2.3	6.3	—	5.5	9.9	
Unknown	18.0	12.6	7.3	16.6	7.6	13.6	21.9	—	12.2	22.1	
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	..	
Total number	38.4	63.0	41.9	10.8	19.8	3.1	2.3	2.1	..	181.4	
Missing data (number)	2.8	5.1	1.8	1.4	0.3	0.9	0.3	—	..	12.7	
ATSI status											
Aboriginal and/or Torres Strait Islander	20.2	6.6	19.4	37.2	21.1	12.8	3.1	34.4	16.3	27.9	
Other Australian females	61.0	78.3	70.2	45.3	70.3	69.2	65.6	56.3	69.2	118.4	
Unknown	18.8	15.1	10.5	17.6	8.6	17.9	31.3	9.4	14.4	24.7	
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	..	
Total number	36.1	58.6	40.2	10.6	18.3	2.8	2.3	2.3	..	171.1	
Missing data (number)	5.1	9.5	3.5	1.6	1.8	1.2	0.3	—	..	23.0	

Notes

1. Adjustments have been made for missing data (see Appendix 2). However, adjustments could not be made for missing country of birth or Aboriginal and/or Torres Strait Islander status.
2. People may make more than one request for accommodation in a day. Data are based on the first valid unmet request for accommodation made by the person or group (see Glossary).
3. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
4. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

9 People turned away without receiving accommodation

This chapter presents the turn-away rate for daily requests for SAAP accommodation, that is, the average daily percentage of people who could not be accommodated relative to all people making valid requests for immediate accommodation. It measures how many people seeking SAAP accommodation 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.

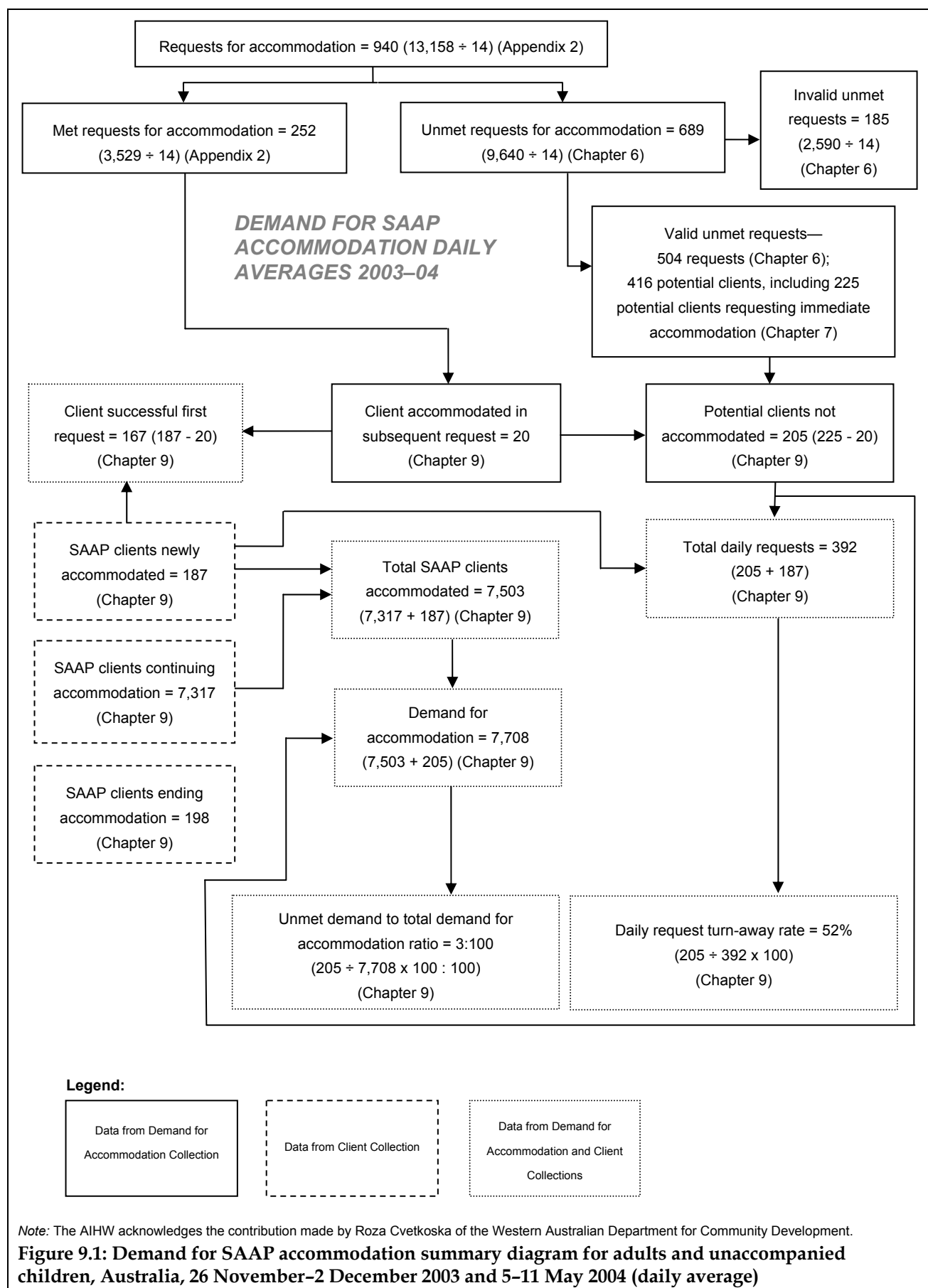
However, SAAP accommodates large numbers of clients on any given day, including clients who are continuing their accommodation from a previous day. For this reason simply examining the turn-away rate without acknowledging the number of people already in SAAP accommodation may provide an incomplete picture of SAAP's performance.

Therefore, this chapter also contains an examination of the level of unmet demand for SAAP accommodation in relation to the total demand for SAAP accommodation. This is expressed as the average daily ratio of people who could not be accommodated relative to people who made requests for immediate SAAP accommodation and who were continuing their accommodation from the previous day. It is important to note that this does not provide a measure of the additional capacity required in SAAP, only a measure of the undersupply of SAAP accommodation (in terms of people) on an average day during the Demand for Accommodation Collection period. Measuring the additional capacity required to accommodate the expressed demand for SAAP accommodation as well as a discussion of hidden need for SAAP accommodation are contained in the final section of this chapter.

Figure 9.1 provides a summary diagram of the demand for SAAP accommodation in 2003–04 (excludes accompanying children). 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 measures presented in this chapter.

Some of the potential clients discussed in Chapters 7 and 8 subsequently received accommodation later on the same day as making a valid unmet request for accommodation. For this reason, it is essential when calculating the daily request for accommodation turn-away rate and the unmet demand to total demand for accommodation ratio to distinguish between potential clients who could not be accommodated in SAAP at all and people who made a valid unmet request for accommodation but eventually found SAAP accommodation by the end of each day. It is possible to calculate the above mentioned measures for people who were unable to find accommodation at a SAAP agency only for those who requested immediate accommodation.

The data presented in this chapter are underestimates. This is because data from agencies that did not participate in both the Client Collection and the Demand for Accommodation Collection are excluded from the analysis, as data from both collections are required to calculate the daily request for accommodation turn-away rate and the unmet demand to total demand for accommodation ratio. It must also be noted that there is the possibility that demand for SAAP accommodation varies throughout the year, and the figures presented here are for 2 separate weeks of the year only.



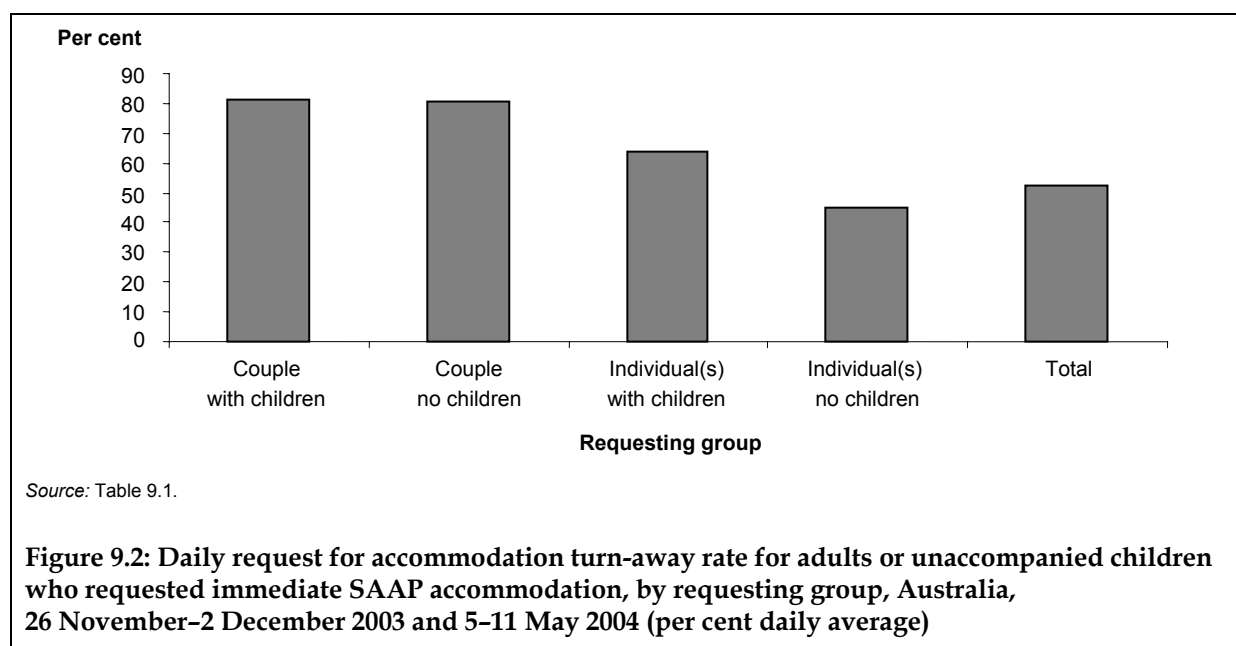
9.1 Daily request turn-away rate for adults and unaccompanied children

Of the 187 clients newly accommodated on an average day, only 20 obtained SAAP accommodation after making an unsuccessful attempt(s) earlier in the day. The remaining 167 people obtained SAAP accommodation on their first attempt (Table 9.1). These newly accommodated clients may have come from a variety of sources—for example, people who are already SAAP clients being newly accommodated, clients of one SAAP agency being referred to another for accommodation, potential clients taking up referrals arranged on a previous day, people referred by special referral centres, and people approaching a SAAP agency directly for the first time.

Table 9.1 shows the number of people (adults or unaccompanied children) requesting SAAP accommodation on a daily basis, and the percentage of people turned away without being accommodated. On average, of the 392 people requesting immediate accommodation, 52% (205) were unable to be accommodated by the end of the day. This equates to a little more than 1 in every 2 people who requested immediate accommodation being turned away. Data presented in Chapter 6 show that the most likely reason for this was that there was insufficient accommodation at the SAAP agency where the request was made.

Turn-away rate by requesting group

The turn-away rates for the different groups who requested immediate accommodation suggest that, overall, SAAP is more able to provide accommodation for individual(s) who presented without children: these people had the lowest daily turn-away rate nationally (45%) (Figure 9.2). This group was also the only group more likely to be accommodated than not on an average day. All other requesting groups were more likely to not find accommodation in SAAP, with 81% of people (or a little more than 4 in every 5 people) who presented as a couple with children, 81% of people who presented as a couple without children, and 64% of people (or nearly 2 in every 3 people) who presented as an individual(s) with children being turned away each day.



Turn-away rate by state and territory

On a state and territory basis, the Australian Capital Territory and Tasmania had the highest average daily turn-away rates for people requesting SAAP accommodation (73% and 68%, respectively) (Table 9.2). Victoria and Queensland also reported that people were more often turned away on an average day than had their request for accommodation met (65% and 53%, respectively). However, in the Northern Territory, New South Wales, South Australia, and Western Australia, the number of people who were successful in obtaining accommodation on an average day was higher than the number of people who could not be accommodated. Their turn-away rates were therefore the lowest, particularly in the Northern Territory where only 25% of people were turned away on an average day.

Turn-away rate by primary target group

Nationally and in Queensland, Western Australia and the Australian Capital Territory, the turn-away rate was highest from agencies that primarily targeted families (81%, 86%, 93%, and 89%, respectively) (Table 9.3). Table 9.1 showed that the groups most likely to be turned away on an average day were couples both with and without children and individual(s) with children. This raises questions about the capacity of SAAP to meet the accommodation needs of families in some jurisdictions and is supported by data presented in Chapter 6 that showed that couples with children, couples without children and individual(s) with children reported higher proportions of valid unmet requests for accommodation due to insufficient accommodation being available than individual(s) without children (72%, 69%, and 68%, compared with 58%, respectively) (Table 6.1).

In Victoria, South Australia, Tasmania⁶ and the Northern Territory the highest turn-away rates were reported from cross-target, multiple or general agencies (81%, 94%, 76%, and 50%, respectively) (Table 9.3). In New South Wales, people were more often turned away from agencies that primarily target single women (80%).

Nationally, agencies that provided services primarily to single men had the lowest daily request turn-away rate by primary target group (27%). On a state and territory level, agencies that were primarily targeted at single men had the lowest turn-away rate in New South Wales (16%), Queensland (8%), South Australia (15%) and the Northern Territory (3%). In addition they generally accommodated more people on an average day than were turned away in the majority of states and territories, with the exception of Victoria (54%), Tasmania (50%) and the Australian Capital Territory (73%). In Victoria, people were least often turned away from agencies that primarily targeted women and children who were escaping domestic violence (23%) while in Western Australia and the Australian Capital Territory, the lowest turn-away rate by primary target group was at agencies that primarily target single women (24% and 57%, respectively). In Tasmania the lowest turn-away rate was recorded for agencies that primarily targeted young people (35%).

In some primary target groups the turn-away rates varied significantly across the states and territories. For example, the turn-away rate from agencies that primarily targeted women escaping domestic violence varied from 23% in Victoria to 81% in the Australian Capital

⁶ In 2002–03, the Tasmanian Department of Health and Human Services restructured its target group classification. These target groups do not completely correspond to those used by the National Data Collection and the majority of agencies in Tasmania in 2002–03 and 2003–04 ended up in the cross-target, multiple and general category.

Territory. This suggests that some groups are better catered for in some jurisdictions than in others.

Turn-away rate by region

Nationally, the proportion of requests for accommodation in which people were turned away was highest in other metropolitan centres (64%) (Table 9.3). This was also the case in New South Wales and Queensland (71% and 63%, respectively). Agencies in Victoria, Western Australia, Tasmania, the Australian Capital Territory and the Northern Territory had the most difficulty accommodating people in capital cities than in other regions (70%, 58%, 72%, 73%, and 38%, respectively).

Nationally, people requesting accommodation in large rural, other rural, and remote areas were more often accommodated than not (44%, just under 50%, and 13% of people, respectively, were turned away). This was also true across the majority of the states and territories. The exceptions to this were Victoria and South Australia, where people in other rural and remote areas were turned away more often than they were accommodated (56% and 67% in Victoria and 59% and 100% in South Australia, respectively), and Tasmania where people who requested immediate accommodation from agencies in large rural and other rural centres were more often turned away than accommodated (67% and 60%, respectively).

9.2 Daily request for accommodation turn-away rate for accompanying children

For the purposes of calculating the turn-away rate, accompanying children are assumed to have the same periods of accommodation as their parent(s) or guardian(s).

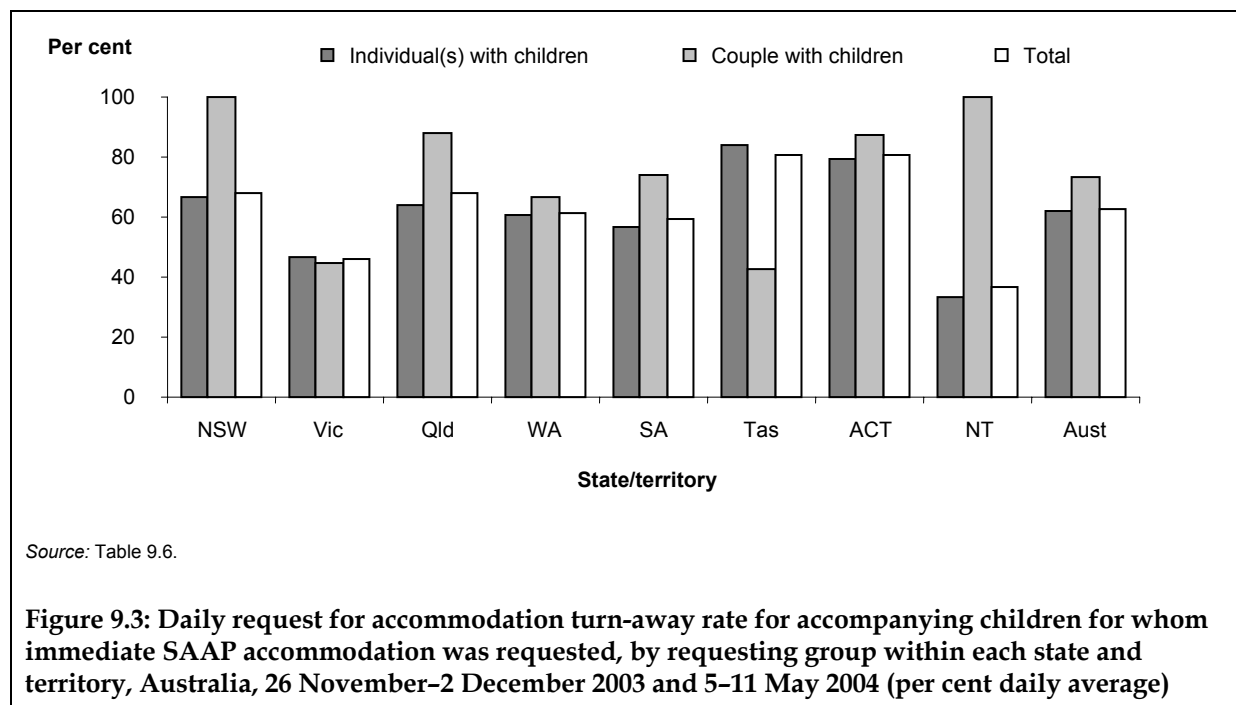
Of the 190 children who required accommodation with their parent(s) or guardian(s) on an average day during the 2003–04 Demand for Accommodation Collection, 120 were not accommodated, giving a turn-away rate of 63% (or a little less than 2 in every 3 accompanying children) (Table 9.4). Given the higher turn-away rates for family groups, it is not surprising that the turn-away rate for accompanying children is higher than that for adults or unaccompanied children.

Turn-away rate by state and territory and requesting group

Nationally and in the majority of states and territories, accompanying children were more often turned away than accommodated when their parent(s) or guardian(s) made a valid request for immediate accommodation. The only jurisdictions where this was not the case were the Northern Territory and Victoria, where children accompanying potential clients were turned away in 37% and 46% of requests for immediate accommodation on an average day. All other states and territories reported turn-away rates of 59% and over. In particular, Tasmania and the Australian Capital Territory reported the highest proportions of accompanying children who were turned away (both 81%).

By requesting group, Figure 9.4 shows that, nationally, children who accompanied a couple were more likely to be turned away on an average day after their parent(s) or guardian(s) requested immediate accommodation than children who accompanied an individual(s). Seventy-four per cent of children who accompanied this requesting group were turned away, compared with 62% of accompanying children who presented with an individual(s).

Figure 9.3 also shows that children who accompanied a couple were also more likely to be turned away in the majority of states and territories, with the exception of Victoria and Tasmania. Interestingly, Tasmania reported the lowest proportion of children who were turned away when accompanying a couple (43%).



9.3 Ratio of unmet demand to total demand for accommodation for adults and unaccompanied children

Table 9.1 shows that on a national basis SAAP agencies are operating to capacity, with the demand for SAAP accommodation unable to be completely met. In general, the higher the unmet demand to total demand for accommodation ratio, the lower the overall ability to accommodate new clients. On an average day during the Demand for Accommodation Collection period, 7,708 people either requested SAAP accommodation or were accommodated. Of this total:

- 205 people made a valid request for immediate accommodation and did not obtain SAAP accommodation by the end of the day; and
- 7,503 were accommodated in SAAP (187 were newly accommodated and 7,317 were continuing their accommodation from the previous day and into the next day).

This means that 205 people were unable to be accommodated out of the 7,708 people who requested or were already in SAAP accommodation, giving an unmet demand to total demand for accommodation ratio of 3 in 100 people.

It is important to note that people requesting immediate SAAP accommodation on a daily basis made up only 5% (392) of the total daily demand for accommodation (7,708), with 2% (187) obtaining accommodation and 3% (205) being turned away. This suggests that an overall 3% increase in bed capacity could satisfy reported unmet demand for

accommodation. However, this assumes that those turned away require accommodation for only one night, that all those who need SAAP accommodation are currently approaching SAAP agencies and that demand is consistent across geographical locations, client group and target groups. There is sufficient evidence to suggest that this is not the case (see the section 'Meeting the expressed demand for SAAP accommodation' on page 65).

Ratio of unmet demand to total demand for accommodation by requesting group

As with the daily request turn-away rate, individual(s) who presented without children also had the lowest unmet demand to total demand for accommodation ratio (2 in 100). However, there were some key differences to the daily request turn-away rates. Couples without children had the highest unmet demand to total demand for accommodation ratio at 7 in 100, followed by individual(s) with children and couples with children at just under 3 in 100 each.

Ratio of unmet demand to total demand for accommodation by state and territory

The unmet demand to total demand for accommodation ratio also varied across the states and territories, indicating that the demand for accommodation is not uniform across the country. The Australian Capital Territory had the highest unmet demand to total demand ratio of all the states and territories (8 in 100). The Australian Capital Territory also reported one of the highest median lengths of accommodation of the states and territories (13 days) and one of the lowest proportions of people leaving accommodation on an average day which may indicate that agencies in the Australian Capital Territory have less ability to accept new clients (AIHW unpublished data). Tasmania also had a relatively high unmet demand to total demand for accommodation ratio at 7 in 100. Queensland and Western Australia both had a ratio of around 3 in 100, while South Australia, the Northern Territory, New South Wales, and Victoria had the lowest overall ratio at around 2 in 100 each.

Ratio of unmet demand to total demand for accommodation by primary target group

The unmet demand to total demand ratio shows that people were less likely to find immediate accommodation in agencies that provided services targeted at more than one client group (cross-target, multiple and general agencies) (4 in 100), followed by agencies targeting families and women escaping domestic violence (3 in 100 each) (Table 9.3). This suggests that these agencies, particularly those targeting families, are operating to capacity with limited room to accommodate new clients. It also seems that couples or people with children are reluctant to move on from SAAP accommodation once they secure it because there are no alternatives. Data indicate that couples with children, in particular, are accommodated for significantly longer periods than other client groups (a median of 70 days compared with 7 days for individual(s) with no children, 10 days for couples with no children, and 11 days for individual(s) with children) (Table 9.7).

The high daily request turn-away rates for agencies targeting families and for the requesting groups of couples with children and individual(s) with children also indicate that families experience particular difficulty obtaining SAAP accommodation. More analysis would indicate whether the high unmet demand to total demand for accommodation ratio for families is due to families requiring longer support, and hence there being limited

availability of places for families, and/or whether more agencies that are able to accommodate families in particular areas are required. Such an analysis, however, would not be able to determine the extent of any hidden need caused by people not seeking assistance when they need it.

As with the daily request turn-away rate, agencies that primarily targeted single men also had the lowest demand for SAAP accommodation rate (1.5 in 100) (Table 9.3). In general, single men have relatively short periods of accommodation, reporting a median length of accommodation of 6 days for males aged 25 years and over and 9 days for males under 25 years (AIHW 2005a:44). This shorter length of accommodation could partly explain why there are fewer people turned away from single men's agencies. However, it must be noted that not all male clients are accommodated in agencies for single men. Interestingly, the Australian Capital Territory reported a significantly higher unmet demand to total demand for accommodation ratio than any other state or territory for this type of agency (31 in 100 compared with between around 0 and 5 in 100 for the other states and territories).

Ratio of unmet demand to total demand for accommodation by region

Nationally, the unmet demand to total demand for accommodation ratio was higher in other metropolitan centres (4 in 100) (Table 9.3). This was also the case for agencies in Queensland (6 in 100). However, in New South Wales and South Australia, the unmet demand to total demand for accommodation ratio was highest in remote areas (8 in 100 and 13 in 100). These rates were far higher than the rates reported for remote areas in the other states and territories which ranged between 0 and 2 in 100. In Tasmania the highest unmet demand to total demand for accommodation ratio was for people seeking immediate accommodation in large rural centres (10 in 100). Again this was significantly higher than the rates reported for large rural centres in the other states and territories (between 0 and 2 in 100). Victoria, Western Australia, the Australian Capital Territory and the Northern Territory reported their highest unmet demand to total demand for accommodation ratios in capital cities (3 in 100, 3 in 100, 8 in 100 and 3 in 100, respectively).

The exact locations where unmet demand is at its highest or lowest cannot be determined using the current methodology. This is due to agency non-participation in the Demand for Accommodation Collection which, unlike the Client Collection, does not have a scheme for adjusting for non-participation (see Appendix 2 for agency participation rates).

9.4 Ratio of unmet demand to total demand for accommodation for accompanying children

For the purposes of calculating the unmet demand to total demand for accommodation ratio, accompanying children are assumed to have the same periods of accommodation as their parent(s) or guardian(s).

On an average day during the Demand for Accommodation Collection period, 4,641 accompanying children either had SAAP accommodation requested by their parent(s) or guardian(s) or they were accommodated with their parent or guardian (Table 9.6). Of this total:

- 120 accompanying children had a parent or guardian make a valid request for immediate accommodation and did not obtain SAAP accommodation by the end of the day; and

- 4,521 were accommodated in SAAP (70 were newly accommodated and 4,451 were continuing their accommodation from the previous day and into the next day).

This gives an unmet demand to total demand for accommodation ratio of just under 3 in 100.

Ratio of unmet demand to total demand for accommodation by state and territory and requesting group

The overall ability of SAAP agencies to accommodate accompanying children was lower in Tasmania than in the other states and territories (8 in 100), followed by Western Australia (5 in 100). Victoria reported the smallest proportion of accompanying children who could not be accommodated in relation to children who were accommodated (1 in 100).

In the reverse of the daily request turn-away rate, the chances of accompanying children who presented with a couple finding accommodation was slightly better than for children who accompanied an individual(s), with unmet demand to total demand for accommodation ratios of 2 in 100 and 3 in 100, respectively. This was also true in the majority of states and territories, with the exception of accompanying children in South Australia where the ability of SAAP to accommodate children was slightly lower if they accompanied a couple (3 in 100 compared with 2 in 100 for individual(s) with children).

9.5 Meeting the expressed demand for SAAP accommodation

There are several problems posed when trying to measure the additional capacity required in SAAP to satisfy the expressed demand for SAAP accommodation using the current National Data Collection. Although there is a relationship between the number of agencies available in each primary target group and the number of people who can be accommodated by agencies in each group, as the size and structure of agencies vary, comparing the proportions of each agency target group does not necessarily indicate the capacity of agencies to provide accommodation. For example, although agencies primarily targeted at single men accommodated the second largest number of clients on an average night during the demand for accommodation collection (1,533), they had the second lowest number of agencies that were required to participate in the Client Collection (95) (AIHW 2006: Table 13 and AIHW 2005a: Table A2.1). For this reason, the number of available SAAP beds in each primary target group would be a better indication, but this information is difficult to collect and the National Data Collection does not currently have reliable information on bed capacity, nor on whether agencies are set up to provide accommodation.

Another approach that would enable an estimate of capacity would be to consider how long a given group generally stays in SAAP accommodation once they are accommodated, assuming that those people turned away would have similar accommodation requirements, in conjunction with how many people are accommodated in SAAP each day and how many are turned away. However, the National Data Collection currently does not collect how many of the requests on a given day are new requests. It is possible that, for some groups, predominantly the same people are requesting accommodation each day. If this is the case, then the amount of extra accommodation required would be less than if everybody turning up each day was a new potential client. This makes this method problematic at present and more work would be required on a survey questionnaire to ascertain whether a capacity measure would be possible to develop.

It is important to note that, although analysis into the additional capacity required in SAAP to accommodate the expressed demand for SAAP accommodation is valuable, this type of analysis would not reveal the extent of any hidden need caused by people not seeking assistance when they need it.

Hidden need for accommodation

The data discussed so far have related to the expressed demand for SAAP accommodation, that is, the people who are actively seeking accommodation. There is, however, evidence to suggest that not everyone who requires SAAP accommodation is seeking that accommodation. For example, the large number of homeless people enumerated in the 2001 Census of Population and Housing homeless enumeration strategy (only a small proportion of whom were accommodated in SAAP—see Chapter 1) suggests a significant level of hidden need. The low percentage of new requests for SAAP accommodation on a daily basis suggests that people in need of accommodation may not be approaching SAAP agencies because they are aware of the difficulty of obtaining SAAP accommodation.

That the number of valid unmet requests for immediate accommodation is not considerably larger than the number of people seeking such accommodation suggests that people seeking SAAP accommodation do not make repeated attempts if they fail initially. Tables 6.3 and 7.1 suggest that few potential clients seeking immediate accommodation make more than one attempt at appropriate SAAP agencies (279 valid unmet requests for immediate accommodation divided by the 225 people who made those requests=1.24). However, unsuccessful groups may split up and retry in other combinations and the extent to which this happens is not known.

Furthermore, referrals for other accommodation are not always obtained once a person has been unsuccessful. Each day, on average, 145 referrals for accommodation were arranged for 279 valid unmet requests for immediate accommodation (Tables 5.2 and 6.4). This may be telling many potential clients that SAAP accommodation is difficult to obtain and that trying at another agency is unlikely to prove successful on that day. They might, however, try again on subsequent days.

For these reasons, it is important to note that increasing the capacity of SAAP to accommodate more people may not necessarily mean that the rate of people turned away would decrease. It may be that once more space becomes available those people who have previously not sought or who have given up seeking accommodation may try to obtain accommodation.

9.6 Tables

Table 9.1: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by requesting group, Australia, 26 November–2 December 2003 and 5–11 May 2004 (daily average number of people)

	Individual(s) no children	Individual(s) with children	Couple no children	Couple with children	Total
People making new requests for accommodation					
Not accommodated (A)	119.9	61.8	9.6	13.4	204.7
Newly accommodated (B)	146.1	35.4	2.3	3.1	186.9
Successful first request	130.6	31.9	1.6	2.5	166.6
Accommodated in subsequent request(s)	15.5	3.5	0.6	0.6	20.2
Total daily requests (C) (A + B)	266.0	97.2	11.9	16.4	391.6
Turn-away rate (%) (A ÷ C)	45.1	63.6	80.8	81.3	52.3
Clients					
	Clients already accommodated				
Accommodation ending	150.2	40.1	2.9	4.6	197.7
Continuing accommodation (D)	4,673.7	2,052.6	131.1	459.2	7,316.6
Total accommodated (B + D)	4,819.8	2,088.0	133.4	462.3	7,503.4
Total demand for accommodation					
Total demand for accommodation (E) (A + B + D)	4,939.7	2,149.8	143.0	475.6	7,708.1
Unmet demand to total demand for accommodation ratio (A ÷ E : 100)	2.4:100	2.9:100	6.7:100	2.8:100	2.7:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 324 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. Table excludes accompanying children.
5. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day.
6. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with valid unmet requests for immediate accommodation. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
7. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
8. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table 9.2: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by state and territory, Australia, 26 November–2 December 2003 and 5–11 May 2004 (daily average number of people)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
People making new requests for accommodation									
Not accommodated (A)	48.0	50.6	46.1	20.1	13.3	12.2	12.1	2.4	204.7
Newly accommodated (B)	62.4	26.9	41.7	22.9	15.4	5.7	4.6	7.2	186.9
Successful first request	56.6	21.4	37.5	21.9	13.8	4.6	3.9	7.1	166.6
Accommodated in subsequent request(s)	5.8	5.6	4.2	1.0	1.6	1.1	0.7	0.1	20.2
Total daily requests (C) (A + B)	110.4	77.5	87.8	42.9	28.7	17.9	16.6	9.6	391.6
Turn-away rate (%) (A ÷ C)	43.5	65.3	52.5	46.8	46.3	68.1	72.5	25.2	52.3
Clients									
Clients already accommodated									
Accommodation ending	64.6	26.1	45.6	24.2	16.7	7.3	4.1	9.0	197.7
Continuing accommodation (D)	2,306.3	2,001.1	1,326.1	568.0	693.6	161.4	141.9	118.1	7,316.6
Total accommodated (B + D)	2,368.7	2,028.1	1,367.9	590.9	709.1	167.1	146.4	125.3	7,503.4
Total demand for accommodation									
Total demand for accommodation (E) (A + B + D)	2,416.7	2,078.6	1,413.9	610.9	722.4	179.4	158.5	127.7	7,708.1
Unmet demand to total demand for accommodation ratio (A ÷ E : 100)	2.0:100	2.4:100	3.3:100	3.3:100	1.8:100	6.8:100	7.6:100	1.9:100	2.7:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 324 (Client Collection, average daily accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. Table excludes accompanying children.
5. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day.
6. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with valid unmet requests for immediate accommodation. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
7. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
8. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table 9.3: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, state and territory by primary target group and region, Australia, 26 November–2 December 2003 and 5–11 May 2004 (daily average)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Primary target group	Daily request for accommodation turn-away rate (%)								
Young people	54.5	59.1	66.0	49.4	45.0	35.3	69.2	41.7	58.0
Single men only	15.7	53.9	7.7	44.8	14.6	50.0	72.6	2.6	27.3
Single women only	80.0	58.3	28.6	23.5	40.7	—	56.5	40.0	53.6
Families	66.7	66.7	85.5	92.6	86.0	—	88.9	—	80.9
Women escaping domestic violence	63.9	23.4	28.3	36.2	37.9	—	81.2	24.5	43.6
Cross-target/multiple/general	35.8	81.0	62.6	42.6	93.7	76.1	—	50.0	65.2
Region									
Capital city	37.8	69.6	60.1	58.1	43.7	72.2	72.5	38.2	55.6
Other metropolitan centre	70.6	46.0	63.0	—	—	—	—	—	64.1
Large rural centre	40.1	36.1	42.9	—	20.0	66.7	—	—	44.3
Other rural area	49.4	56.1	41.9	41.4	59.4	60.4	—	—	49.9
Remote area	29.5	66.7	11.4	6.2	100.0	—	—	11.9	13.2
Total	43.5	65.3	52.5	46.8	46.3	68.1	72.5	25.2	52.3
Primary target group	Unmet demand to total demand for accommodation ratio								
Young people	2.2:100	1.6:100	5.4:100	1.8:100	1.3:100	1.8:100	5.5:100	1.6:100	2.4:100
Single men only	0.7:100	2.0:100	0.5:100	2.9:100	0.8:100	5.4:100	30.7:100	0.2:100	1.5:100
Single women only	1.8:100	0.7:100	1.0:100	1.3:100	2.0:100	—	8.7:100	7.8:100	1.6:100
Families	2.4:100	1.2:100	3.7:100	5.4:100	4.7:100	—	4.7:100	—	3.0:100
Women escaping domestic violence	3.9:100	0.8:100	2.1:100	5.3:100	1.7:100	—	3.8:100	3.2:100	2.8:100
Cross-target/multiple/general	2.0:100	5.3:100	3.4:100	2.7:100	3.7:100	8.1:100	—	3.1:100	4.0:100
Region									
Capital city	1.5:100	2.8:100	3.7:100	3.4:100	1.9:100	5.9:100	7.6:100	3.0:100	2.7:100
Other metropolitan centre	3.1:100	1.7:100	5.5:100	—	—	—	—	—	3.6:100
Large rural centre	2.0:100	1.2:100	2.4:100	—	0.5:100	10.3:100	—	—	2.4:100
Other rural area	3.1:100	1.4:100	2.3:100	3.2:100	1.9:100	6.3:100	—	—	2.4:100
Remote area	7.6:100	1.5:100	0.5:100	1.2:100	12.5:100	—	—	0.9:100	1.3:100
Total	2.0:100	2.4:100	3.3:100	3.3:100	1.8:100	6.8:100	7.6:100	1.9:100	2.7:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 324 (Client Collection, daily average accommodation dates).
3. For the daily average numbers used to calculate the rates by primary target group in each state and the daily average numbers used to calculate the national rates by region, refer to Appendix 1.
4. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
5. Table excludes accompanying children.
6. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day.
7. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
8. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table 9.4: Accompanying children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by state and territory, Australia, 26 November–2 December 2003 and 5–11 May 2004 (daily average number of people)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
People making new requests for accommodation									
Not accommodated (A)	29.9	12.8	33.1	18.7	9.5	9.5	3.6	2.5	119.5
Newly accommodated (B)	13.9	14.9	15.8	11.7	6.5	2.3	0.9	4.3	70.1
<i>Children accommodated on parent/guardian first request</i>	13.3	12.3	14.1	10.7	6.0	1.9	0.6	4.3	63.2
<i>Children accommodated on parent/guardian subsequent request(s)</i>	0.6	2.6	1.6	1.0	0.5	0.4	0.3	—	6.9
Total daily requests (C) (A + B)	43.7	27.6	48.9	30.4	16.0	11.8	4.4	6.8	189.6
Turn-away rate (%) (A ÷ C)	68.3	46.3	67.7	61.5	59.4	80.6	80.6	36.8	63.0
Clients									
Accompanying children already accommodated									
<i>Accommodation ending</i>	18.6	14.6	18.5	14.5	9.3	3.0	1.1	5.7	85.2
Continuing accommodation (D)	1,073.9	1,236.2	1,032.3	356.9	472.5	105.5	87.0	86.9	4,451.1
Total accommodated (B + D)	1,087.8	1,251.1	1,048.1	368.6	479.0	107.8	87.9	91.1	4,521.3
Total demand for accommodation									
Total demand for accommodation (E) (A + B + D)	1,117.6	1,263.9	1,081.1	387.3	488.5	117.3	91.4	93.6	4,640.8
Unmet demand to total demand for accommodation ratio (A ÷ E : 100)	2.7:100	1.0:100	3.1:100	4.8:100	1.9:100	8.1:100	3.9:100	2.7:100	2.6:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 223 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. Figures are based on the support periods with accommodation of the child's parent(s)/guardian(s). It can reasonably be assumed that an accompanying child has been accommodated when their parent/guardian has been accommodated, and that they will not start more than one period of accommodation on the same day.
5. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to children accompanying a person or group with valid unmet requests for immediate accommodation. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
6. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
7. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table 9.5: Accompanying children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by requesting group, Australia, 26 November–2 December 2003 and 5–11 May 2004 (daily average number of people)

	Individual(s) with children	Couple with children	Total
People making new requests for accommodation			
Not accommodated (A)	105.1	14.4	119.5
Newly accommodated (B)	65.0	5.1	70.1
Successful first request	58.6	4.6	63.2
Accommodated in subsequent request(s)	6.4	0.5	6.9
Total daily requests (C) (A + B)	170.1	19.5	189.6
Turn-away rate (%) (A ÷ C)	61.8	73.6	63.0
Clients			
Accompanying children already accommodated			
Accommodation ending	79.1	6.1	85.2
Continuing accommodation (D)	3,831.0	620.1	4,451.1
Total accommodated (B + D)	3,896.0	625.3	4,521.3
Total demand for accommodation			
Total demand for accommodation (E) (A + B + D)	4,001.1	639.6	4,640.8
Unmet demand to total demand for accommodation ratio (A ÷ E : 100)	2.6:100	2.2:100	2.6:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 223 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. Figures are based on the support periods with accommodation of the child's parent(s)/guardian(s). It can reasonably be assumed that an accompanying child has been accommodated when their parent/guardian has been accommodated, and that they will not start more than one period of accommodation on the same day.
5. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to children accompanying a person or group with valid unmet requests for immediate accommodation. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
6. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
7. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table 9.6: Accompanying children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, state and territory by requesting group, Australia, 26 November–2 December 2003 and 5–11 May 2004 (daily average)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Requesting group	Daily request for accommodation turn-away rate (%)								
Individual(s) with children	67.0	46.5	64.3	61.0	57.0	84.1	79.6	33.3	61.8
Couple with children	100.0	44.4	87.8	66.7	74.2	42.9	87.5	100.0	73.6
Total	68.3	46.3	67.7	61.5	59.4	80.6	80.6	36.8	63.0
	Unmet demand to total demand for accommodation ratio								
Individual(s) with children	2.7:100	1.0:100	3.1:100	5.5:100	1.8:100	8.5:100	3.9:100	2.7:100	2.6:100
Couple with children	2.4:100	0.9:100	2.9:100	2.3:100	2.8:100	3.9:100	3.9:100	2.6:100	2.2:100
Total	2.7:100	1.0:100	3.1:100	4.8:100	1.9:100	8.1:100	3.9:100	2.7:100	2.6:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 223 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. Figures are based on the support periods with accommodation of the child's parent(s)/guardian(s). It can reasonably be assumed that an accompanying child has been accommodated when their parent/guardian has been accommodated, and that they will not start more than one period of accommodation on the same day.
5. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
6. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table 9.7: SAAP closed support periods: median and mean length of accommodation, state and territory by client group, Australia, 2003–04 (number of days)

Requesting group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
	Median length of accommodation								
Individual(s) no children	6	23	7	3	7	6	11	4	7
Individual(s) with children	16	28	12	3	22	13	75	4	11
Couple no children	6	28	8	8	9	3	55	4	10
Couple with children	41	58	89	52	105	7	152	24	70
Total	7	25	7	3	9	7	13	4	8
	Mean (average) length of accommodation								
Individual(s) no children	33	73	24	22	33	22	37	17	33
Individual(s) with children	64	89	46	20	76	42	110	14	55
Couple no children	43	69	32	36	75	16	61	14	48
Couple with children	125	118	114	106	216	43	150	56	122
Total	39	79	30	23	48	26	48	16	40

Notes

1. Cases excluded due to missing data: 7,206.
2. Excludes accommodation starting and ending on the same day.
3. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

Appendix 1 Additional tables

Table A1.1: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by requesting group, New South Wales, 26 November–2 December 2003 and 5–11 May 2004 (daily average number of people)

	Individual(s) no children	Individual(s) with children	Couple no children	Couple with children	NSW
People making new requests for accommodation					
Not accommodated (A)	28.3	16.2	1.7	1.8	48.0
Newly accommodated (B)	53.9	7.9	0.6	0.1	62.4
Successful first request	48.4	7.6	0.6	0.1	56.6
Accommodated in subsequent request(s)	5.5	0.3	—	—	5.8
Total daily requests (C) (A + B)	82.1	24.1	2.3	1.9	110.4
Turn-away rate (%) (A ÷ C)	34.4	67.4	75.0	92.6	43.5
Clients					
Clients already accommodated					
Accommodation ending	53.6	9.4	0.6	1.0	64.6
Continuing accommodation (D)	1,701.9	526.7	19.0	58.7	2,306.3
Total accommodated (B + D)	1,755.7	534.6	19.6	58.9	2,368.7
Total demand for accommodation					
Total demand for accommodation (E) (A + B + D)	1,784.0	550.8	21.3	60.6	2,416.7
Unmet demand to total demand for accommodation ratio (A ÷ E : 100)	1.6:100	2.9:100	8.1:100	2.9:100	2.0:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 88 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. Table excludes accompanying children.
5. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day.
6. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with valid unmet requests for immediate accommodation. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
7. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
8. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table A1.2: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by requesting group, Victoria, 26 November–2 December 2003 and 5–11 May 2004 (daily average number of people)

	Individual(s) no children	Individual(s) with children	Couple no children	Couple with children	Vic
People making new requests for accommodation					
Not accommodated (A)	35.5	6.9	5.7	2.5	50.6
Newly accommodated (B)	17.9	6.9	0.9	1.2	26.9
Successful first request	14.1	5.8	0.6	0.8	21.4
Accommodated in subsequent request(s)	3.8	1.1	0.3	0.4	5.6
Total daily requests (C) (A + B)	53.4	13.7	6.6	3.7	77.5
Turn-away rate (%) (A ÷ C)	66.4	50.0	86.0	67.3	65.3
Clients					
	Clients already accommodated				
Accommodation ending	16.9	6.6	1.1	1.6	26.1
Continuing accommodation (D)	1,171.4	631.4	67.6	130.7	2,001.1
Total accommodated (B + D)	1,189.3	638.3	68.6	131.9	2,028.1
Total demand for accommodation					
Total demand for accommodation (E) (A + B + D)	1,224.8	645.1	74.3	134.4	2,078.6
Unmet demand to total demand for accommodation ratio (A ÷ E : 100)	2.9:100	1.1:100	7.7:100	1.9:100	2.4:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 111 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. Table excludes accompanying children.
5. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day.
6. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with valid unmet requests for immediate accommodation. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
7. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
8. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table A1.3: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by requesting group, Queensland, 26 November–2 December 2003 and 5–11 May 2004 (daily average number of people)

	Individual(s) no children	Individual(s) with children	Couple no children	Couple with children	Qld
People making new requests for accommodation					
Not accommodated (A)	23.7	15.9	1.3	5.2	46.1
Newly accommodated (B)	32.6	7.9	0.7	0.5	41.7
Successful first request	29.4	6.9	0.7	0.5	37.5
Accommodated in subsequent request(s)	3.1	1.1	—	—	4.2
Total daily requests (C) (A + B)	56.3	23.8	2.0	5.7	87.8
Turn-away rate (%) (A ÷ C)	42.1	66.7	64.3	91.3	52.5
Clients					
	Clients already accommodated				
Accommodation ending	35.8	8.3	0.7	0.9	45.6
Continuing accommodation (D)	782.8	394.0	19.1	130.3	1,326.1
Total accommodated (B + D)	815.4	401.9	19.8	130.8	1,367.9
Total demand for accommodation					
Total demand for accommodation (E) (A + B + D)	839.1	417.8	21.1	136.0	1,413.9
Unmet demand to total demand for accommodation ratio (A ÷ E : 100)	2.8:100	3.8:100	6.1:100	3.8:100	3.3:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 38 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. Table excludes accompanying children.
5. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day.
6. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with valid unmet requests for immediate accommodation. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
7. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
8. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table A1.4: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by requesting group, Western Australia, 26 November–2 December 2003 and 5–11 May 2004 (daily average number of people)

	Individual(s) no children	Individual(s) with children	Couple no children	Couple with children	WA
People making new requests for accommodation					
Not accommodated (A)	9.4	9.4	0.2	1.1	20.1
Newly accommodated (B)	16.2	6.4	—	0.3	22.9
<i>Successful first request</i>	15.7	5.9	—	0.3	21.9
<i>Accommodated in subsequent request(s)</i>	0.5	0.5	—	—	1.0
Total daily requests (C) (A + B)	25.6	15.7	0.2	1.4	42.9
Turn-away rate (%) (A ÷ C)	36.6	59.5	100.0	80.0	46.8
Clients					
	Clients already accommodated				
<i>Accommodation ending</i>	16.8	7.1	0.2	0.1	24.2
Continuing accommodation (D)	352.8	145.3	10.4	59.6	568.0
Total accommodated (B + D)	369.0	151.6	10.4	59.9	590.9
Total demand for accommodation					
Total demand for accommodation (E) (A + B + D)	378.4	161.0	10.6	61.0	610.9
Unmet demand to total demand for accommodation ratio (A ÷ E : 100)	2.5:100	5.8:100	2.0:100	1.9:100	3.3:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 17 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. Table excludes accompanying children.
5. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day.
6. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with valid unmet requests for immediate accommodation. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
7. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
8. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table A1.5: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by requesting group, South Australia, 26 November–2 December 2003 and 5–11 May 2004 (daily average number of people)

	Individual(s) no children	Individual(s) with children	Couple no children	Couple with children	SA
People making new requests for accommodation					
Not accommodated (A)	6.8	4.6	0.4	1.5	13.3
Newly accommodated (B)	11.9	3.3	—	0.3	15.4
<i>Successful first request</i>	10.5	3.0	—	0.3	13.8
<i>Accommodated in subsequent request(s)</i>	1.4	0.3	—	—	1.6
Total daily requests (C) (A + B)	18.6	7.9	0.4	1.8	28.7
Turn-away rate (%) (A ÷ C)	36.4	58.2	100.0	84.0	46.3
Clients					
	Clients already accommodated				
<i>Accommodation ending</i>	12.0	4.1	0.1	0.5	16.7
Continuing accommodation (D)	403.9	231.2	10.5	48.0	693.6
Total accommodated (B + D)	415.8	234.5	10.5	48.3	709.1
Total demand for accommodation					
Total demand for accommodation (E) (A + B + D)	422.6	239.1	10.9	49.8	722.4
Unmet demand to total demand for accommodation ratio (A ÷ E : 100)	1.6:100	1.9:100	3.9:100	3.0:100	1.8:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 42 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. Table excludes accompanying children.
5. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day.
6. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with valid unmet requests for immediate accommodation. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
7. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
8. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table A1.6: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by requesting group, Tasmania, 26 November–2 December 2003 and 5–11 May 2004 (daily average number of people)

	Individual(s) no children	Individual(s) with children	Couple no children	Couple with children	Tas
People making new requests for accommodation					
Not accommodated (A)	5.6	5.9	0.5	0.4	12.2
Newly accommodated (B)	4.4	0.9	—	0.5	5.7
Successful first request	3.6	0.7	—	0.4	4.6
Accommodated in subsequent request(s)	0.7	0.1	—	0.1	1.1
Total daily requests (C) (A + B)	10.0	6.7	0.5	0.9	17.9
Turn-away rate (%) (A ÷ C)	56.4	87.2	100.0	41.7	68.1
Clients					
	Clients already accommodated				
Accommodation ending	5.6	1.4	—	0.2	7.3
Continuing accommodation (D)	102.4	50.1	1.5	7.4	161.4
Total accommodated (B + D)	106.7	51.0	1.5	7.9	167.1
Total demand for accommodation					
Total demand for accommodation (E) (A + B + D)	112.4	56.9	2.0	8.3	179.4
Unmet demand to total demand for accommodation ratio (A ÷ E : 100)	5.0:100	10.3:100	25.0:100	4.3:100	6.8:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 17 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. Table excludes accompanying children.
5. At the requesting group level in Tasmania, there were some discrepancies between the people recorded as accommodated in the Client Collection and data recorded in the Demand for Accommodation Collection on people who were accommodated later on the same day that they made a valid unmet request for accommodation. For this reason, some cells in this table have been adjusted.
6. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day.
7. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with valid unmet requests for immediate accommodation. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
8. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
9. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table A1.7: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by requesting group, Australian Capital Territory, 26 November–2 December 2003 and 5–11 May 2004 (daily average number of people)

	Individual(s) no children	Individual(s) with children	Couple no children	Couple with children	ACT
People making new requests for accommodation					
Not accommodated (A)	9.7	1.9	0.1	0.6	12.1
Newly accommodated (B)	4.0	0.4	0.1	0.1	4.6
Successful first request	3.6	0.2	0.1	0.1	3.9
Accommodated in subsequent request(s)	0.4	0.1	—	—	0.7
Total daily requests (C) (A + B)	13.7	2.2	0.2	0.7	16.6
Turn-away rate (%) (A ÷ C)	70.8	83.9	64.8	80.0	72.5
Clients					
	Clients already accommodated				
Accommodation ending	3.3	0.6	0.1	0.1	4.1
Continuing accommodation (D)	81.7	45.3	1.0	13.9	141.9
Total accommodated (B + D)	85.7	45.6	1.1	14.0	146.4
Total demand for accommodation					
Total demand for accommodation (E) (A + B + D)	95.4	47.5	1.2	14.6	158.5
Unmet demand to total demand for accommodation ratio (A ÷ E : 100)	10.2:100	3.9:100	10.9:100	3.9:100	7.6:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 5 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. Table excludes accompanying children.
5. At the requesting group level in the Australian Capital Territory, there were some discrepancies between the people recorded as accommodated in the Client Collection and data recorded in the Demand for Accommodation Collection on people who were accommodated later on the same day that they made a valid unmet request for accommodation. For this reason, some cells in this table have been adjusted.
6. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day.
7. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with valid unmet requests for immediate accommodation. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
8. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
9. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table A1.8: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by requesting group, Northern Territory, 26 November–2 December 2003 and 5–11 May 2004 (daily average number of people)

	Individual(s) no children	Individual(s) with children	Couple no children	Couple with children	NT
People making new requests for accommodation					
Not accommodated (A)	0.9	1.2	—	0.3	2.4
Newly accommodated (B)	5.3	1.9	—	—	7.2
Successful first request	5.1	1.9	—	—	7.1
Accommodated in subsequent request(s)	0.1	—	—	—	0.1
Total daily requests (C) (A + B)	6.2	3.1	—	0.3	9.6
Turn-away rate (%) (A ÷ C)	14.9	38.6	—	100.0	25.2
Clients					
	Clients already accommodated				
Accommodation ending	6.2	2.5	0.1	0.1	9.0
Continuing accommodation (D)	76.9	28.5	2.0	10.6	118.1
Total accommodated (B + D)	82.2	30.4	2.0	10.6	125.3
Total demand for accommodation					
Total demand for accommodation (E) (A + B + D)	83.1	31.6	2.0	10.9	127.7
Unmet demand to total demand for accommodation ratio (A ÷ E : 100)	1.1:100	3.8:100	—	2.6:100	1.9:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 6 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. Table excludes accompanying children.
5. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day.
6. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with valid unmet requests for immediate accommodation. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
7. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
8. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table A1.9: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by primary target group, Australia, 26 November–2 December 2003 and 5–11 May 2004 (daily average number of people)

	Young people	Single men only	Single women only	Families	Women escaping DV	Cross-target/multiple/general	Aust
People making new requests for accommodation							
Not accommodated (A)	53.4	22.7	5.9	25.7	32.8	64.3	204.7
Newly accommodated (B)	38.6	60.5	5.1	6.1	42.4	34.3	186.9
Successful first request	33.7	53.6	4.6	5.1	39.1	30.5	166.6
Accommodated in subsequent request(s)	4.9	6.9	0.5	0.9	3.2	3.8	20.2
Total daily requests (C) (A + B)	91.9	83.2	10.9	31.8	75.1	98.6	391.6
Turn-away rate (%) (A ÷ C)	58.0	27.3	53.6	80.9	43.6	65.2	52.3
Clients							
Clients already accommodated							
Accommodation ending	37.3	61.6	5.7	8.8	45.4	38.9	197.7
Continuing accommodation (D)	2,096.1	1,472.6	356.9	811.4	1,089.9	1,489.9	7,316.6
Total accommodated (B + D)	2,134.6	1,533.1	361.9	817.4	1,132.2	1,524.1	7,503.4
Total demand for accommodation							
Total demand for accommodation (E) (A + B + D)	2,188.0	1,555.8	367.8	843.1	1,165.0	1,588.4	7,708.1
Unmet demand to total demand for accommodation ratio (A ÷ E : 100)	2.4:100	1.5:100	1.6:100	3.0:100	2.8:100	4.0:100	2.7:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 324 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. Table excludes accompanying children.
5. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day.
6. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with valid unmet requests for immediate accommodation. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
7. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
8. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table A1.10: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by primary target group, New South Wales, 26 November–2 December 2003 and 5–11 May 2004 (daily average number of people)

	Young people	Single men only	Single women only	Families	Women escaping DV	Cross-target/multiple/general	NSW
People making new requests for accommodation							
Not accommodated (A)	13.1	4.9	2.3	4.0	16.1	7.7	48.0
Newly accommodated (B)	10.9	26.0	0.6	2.0	9.1	13.9	62.4
Successful first request	9.8	22.4	0.6	1.4	8.8	13.7	56.6
Accommodated in subsequent request(s)	1.1	3.6	—	0.6	0.3	0.1	5.8
Total daily requests (C) (A + B)	24.0	30.9	2.9	6.0	25.1	21.6	110.4
Turn-away rate (%) (A ÷ C)	54.5	15.7	80.0	66.7	63.9	35.8	43.5
Clients							
				Clients already accommodated			
Accommodation ending	9.1	26.8	0.6	3.0	11.2	13.9	64.6
Continuing accommodation (D)	564.4	700.6	125.9	163.5	385.3	366.6	2,306.3
Total accommodated (B + D)	575.3	726.6	126.4	165.5	394.4	380.5	2,368.7
Total demand for accommodation							
Total demand for accommodation (E) (A + B + D)	588.4	731.5	128.7	169.5	410.4	388.2	2,416.7
Unmet demand to total demand for accommodation ratio (A ÷ E : 100)	2.2:100	0.7:100	1.8:100	2.4:100	3.9:100	2.0:100	2.0:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 88 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. Table excludes accompanying children.
5. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day.
6. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with valid unmet requests for immediate accommodation. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
7. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
8. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table A1.11: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by primary target group, Victoria, 26 November–2 December 2003 and 5–11 May 2004 (daily average number of people)

	Young people	Single men only	Single women only	Families	Women escaping DV	Cross-target/multiple/general	Vic
People making new requests for accommodation							
Not accommodated (A)	10.7	4.4	1.0	2.4	2.1	29.9	50.6
Newly accommodated (B)	7.4	3.8	0.7	1.2	6.8	7.0	26.9
Successful first request	6.4	3.1	0.4	1.0	6.1	4.4	21.4
Accommodated in subsequent request(s)	1.1	0.7	0.3	0.2	0.7	2.6	5.6
Total daily requests (C) (A + B)	18.1	8.2	1.7	3.6	8.9	36.9	77.5
Turn-away rate (%) (A ÷ C)	59.1	53.9	58.3	66.7	23.4	81.0	65.3
Clients							
				Clients already accommodated			
Accommodation ending	7.1	3.5	1.1	1.9	6.0	6.5	26.1
Continuing accommodation (D)	657.9	217.8	146.8	199.2	248.0	531.5	2,001.1
Total accommodated (B + D)	665.3	221.6	147.5	200.4	254.8	538.5	2,028.1
Total demand for accommodation							
Total demand for accommodation (E) (A + B + D)	676.0	226.0	148.5	202.9	256.9	568.4	2,078.6
Unmet demand to total demand for accommodation ratio (A ÷ E : 100)	1.6:100	2.0:100	0.7:100	1.2:100	0.8:100	5.3:100	2.4:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 111 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. Table excludes accompanying children.
5. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day.
6. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with valid unmet requests for immediate accommodation. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
7. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
8. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table A1.12: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by primary target group, Queensland, 26 November–2 December 2003 and 5–11 May 2004 (daily average number of people)

	Young people	Single men only	Single women only	Families	Women escaping DV	Cross-target/multiple/general	Qld
People making new requests for accommodation							
Not accommodated (A)	18.6	1.1	0.1	10.1	3.5	12.6	46.1
Newly accommodated (B)	9.6	13.7	0.4	1.7	8.9	7.5	41.7
Successful first request	8.0	12.5	0.3	1.6	7.7	7.4	37.5
Accommodated in subsequent request(s)	1.6	1.2	0.1	0.1	1.1	0.1	4.2
Total daily requests (C) (A + B)	28.1	14.9	0.5	11.9	12.4	20.1	87.8
Turn-away rate (%) (A ÷ C)	66.0	7.7	28.6	85.5	28.3	62.6	52.5
Clients							
				Clients already accommodated			
Accommodation ending	9.8	12.8	0.7	2.1	8.6	11.7	45.6
Continuing accommodation (D)	317.3	226.6	13.3	261.3	153.4	354.2	1,326.1
Total accommodated (B + D)	326.9	240.4	13.6	263.0	162.3	361.7	1,367.9
Total demand for accommodation							
Total demand for accommodation (E) (A + B + D)	345.4	241.5	13.8	273.1	165.8	374.3	1,413.9
Unmet demand to total demand for accommodation ratio (A ÷ E : 100)	5.4:100	0.5:100	1.0:100	3.7:100	2.1:100	3.4:100	3.3:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 38 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. Table excludes accompanying children.
5. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day.
6. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with valid unmet requests for immediate accommodation. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
7. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
8. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table A1.13: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by primary target group, Western Australia, 26 November–2 December 2003 and 5–11 May 2004 (daily average number of people)

	Young people	Single men only	Single women only	Families	Women escaping DV	Cross-target/multiple/general	WA
People making new requests for accommodation							
Not accommodated (A)	3.1	4.6	0.3	4.5	6.1	1.4	20.1
Newly accommodated (B)	3.2	5.7	0.9	0.4	10.7	1.9	22.9
Successful first request	3.0	5.5	0.9	0.4	10.1	1.9	21.9
Accommodated in subsequent request(s)	0.2	0.2	—	—	0.6	—	1.0
Total daily requests (C) (A + B)	6.4	10.4	1.2	4.9	16.8	3.4	42.9
Turn-away rate (%) (A ÷ C)	49.4	44.8	23.5	92.6	36.2	42.6	46.8
Clients							
				Clients already accommodated			
Accommodation ending	3.1	6.4	0.8	0.3	11.9	1.6	24.2
Continuing accommodation (D)	168.3	151.8	20.3	79.1	98.1	50.5	568.0
Total accommodated (B + D)	171.5	157.5	21.2	79.4	108.8	52.4	590.9
Total demand for accommodation							
Total demand for accommodation (E) (A + B + D)	174.6	162.1	21.5	83.9	114.9	53.9	610.9
Unmet demand to total demand for accommodation ratio (A ÷ E : 100)	1.8:100	2.9:100	1.3:100	5.4:100	5.3:100	2.7:100	3.3:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 17 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. Table excludes accompanying children.
5. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day.
6. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with valid unmet requests for immediate accommodation. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
7. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
8. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table A1.14: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by primary target group, South Australia, 26 November–2 December 2003 and 5–11 May 2004 (daily average number of people)

	Young people	Single men only	Single women only	Families	Women escaping DV	Cross-target/multiple/general	SA
People making new requests for accommodation							
Not accommodated (A)	3.9	0.9	0.8	3.5	2.4	2.1	13.3
Newly accommodated (B)	4.7	5.0	1.1	0.6	3.9	0.1	15.4
Successful first request	4.4	4.4	1.1	0.5	3.5	0.1	13.8
Accommodated in subsequent request(s)	0.4	0.6	—	0.1	0.4	—	1.6
Total daily requests (C) (A + B)	8.6	5.9	1.9	4.1	6.2	2.3	28.7
Turn-away rate (%) (A ÷ C)	45.0	14.6	40.7	86.0	37.9	93.7	46.3
Clients							
				Clients already accommodated			
Accommodation ending	5.0	4.7	1.4	1.0	4.3	0.4	16.7
Continuing accommodation (D)	290.7	105.8	37.1	70.0	134.7	55.3	693.6
Total accommodated (B + D)	295.4	110.8	38.3	70.6	138.6	55.4	709.1
Total demand for accommodation							
Total demand for accommodation (E) (A + B + D)	299.3	111.6	39.1	74.1	140.9	57.6	722.4
Unmet demand to total demand for accommodation ratio (A ÷ E : 100)	1.3:100	0.8:100	2.0:100	4.7:100	1.7:100	3.7:100	1.8:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 42 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. Table excludes accompanying children.
5. At the primary target group level in South Australia, there were some discrepancies between the people recorded as accommodated in the Client Collection and data recorded in the Demand for Accommodation Collection on people who were accommodated later on the same day that they made a valid unmet request for accommodation. For this reason, some cells in this table have been adjusted.
6. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day.
7. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with valid unmet requests for immediate accommodation. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
8. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
9. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table A1.15: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by primary target group, Tasmania, 26 November–2 December 2003 and 5–11 May 2004 (daily average number of people)

	Young people	Single men only	Single women only	Families	Women escaping DV	Cross-target/multiple/general	Tas
People making new requests for accommodation							
Not accommodated (A)	0.4	1.8	—	—	—	10.0	12.2
Newly accommodated (B)	0.8	1.8	—	—	—	3.1	5.7
Successful first request	0.8	1.4	—	—	—	2.4	4.6
Accommodated in subsequent request(s)	—	0.4	—	—	—	0.7	1.1
Total daily requests (C) (A + B)	1.2	3.6	—	—	—	13.1	17.9
Turn-away rate (%) (A ÷ C)	35.3	50.0	—	—	—	76.1	68.1
Clients							
				Clients already accommodated			
Accommodation ending	1.3	2.1	—	—	—	3.9	7.3
Continuing accommodation (D)	22.0	29.4	—	—	—	110.0	161.4
Total accommodated (B + D)	22.8	31.2	—	—	—	113.1	167.1
Total demand for accommodation							
Total demand for accommodation (E) (A + B + D)	23.2	33.0	—	—	—	123.1	179.4
Unmet demand to total demand for accommodation ratio (A ÷ E : 100)	1.8:100	5.4:100	—	—	—	8.1:100	6.8:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 17 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. Table excludes accompanying children.
5. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day.
6. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with valid unmet requests for immediate accommodation. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
7. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
8. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table A1.16: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by primary target group, Australian Capital Territory, 26 November–2 December 2003 and 5–11 May 2004 (daily average number of people)

	Young people	Single men only	Single women only	Families	Women escaping DV	Cross-target/multiple/general	ACT
People making new requests for accommodation							
Not accommodated (A)	3.2	4.9	0.9	1.1	1.9	—	12.1
Newly accommodated (B)	1.4	1.9	0.7	0.1	0.4	—	4.6
<i>Successful first request</i>	1.0	1.9	0.6	0.1	0.3	—	3.9
<i>Accommodated in subsequent request(s)</i>	0.4	—	0.1	—	0.1	—	0.7
Total daily requests (C) (A + B)	4.6	6.8	1.6	1.3	2.3	—	16.6
Turn-away rate (%) (A ÷ C)	69.2	72.6	56.5	88.9	81.2	—	72.5
Clients							
				Clients already accommodated			
<i>Accommodation ending</i>	0.9	1.9	0.6	0.3	0.4	—	4.1
Continuing accommodation (D)	53.5	9.3	9.1	23.2	46.8	—	141.9
Total accommodated (B + D)	54.9	11.1	9.8	23.4	47.2	—	146.4
Total demand for accommodation							
Total demand for accommodation (E) (A + B + D)	58.1	16.1	10.7	24.5	49.1	—	158.5
Unmet demand to total demand for accommodation ratio (A ÷ E : 100)	5.5:100	30.7:100	8.7:100	4.7:100	3.8:100	—	7.6:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 5 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. Table excludes accompanying children.
5. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day.
6. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with valid unmet requests for immediate accommodation. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
7. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
8. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table A1.17: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by primary target group, Northern Territory, 26 November–2 December 2003 and 5–11 May 2004 (daily average number of people)

	Young people	Single men only	Single women only	Families	Women escaping DV	Cross-target/multiple/general	NT
People making new requests for accommodation							
Not accommodated (A)	0.4	0.1	0.4	0.0	0.9	0.7	2.4
Newly accommodated (B)	0.5	2.6	0.6	0.1	2.6	0.7	7.2
Successful first request	0.4	2.6	0.6	0.1	2.6	0.7	7.1
Accommodated in subsequent request(s)	0.1	0.1	—	—	—	—	0.1
Total daily requests (C) (A + B)	0.9	2.7	1.1	0.1	3.5	1.4	9.6
Turn-away rate (%) (A ÷ C)	41.7	2.6	40.0	—	24.5	50.0	25.2
Clients							
				Clients already accommodated			
Accommodation ending	0.9	3.5	0.6	0.2	2.9	0.9	9.0
Continuing accommodation (D)	22.1	31.2	4.4	15.1	23.6	21.7	118.1
Total accommodated (B + D)	22.6	33.9	5.1	15.1	26.2	22.4	125.3
Total demand for accommodation							
Total demand for accommodation (E) (A + B + D)	22.9	33.9	5.5	15.1	27.1	23.1	127.7
Unmet demand to total demand for accommodation ratio (A ÷ E : 100)	1.6:100	0.2:100	7.8:100	—	3.2:100	3.1:100	1.9:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 6 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. Table excludes accompanying children.
5. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day.
6. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with valid unmet requests for immediate accommodation. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
7. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
8. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table A1.18: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by region, Australia, 26 November–2 December 2003 and 5–11 May 2004 (daily average number of people)

	Capital city	Other metropolitan centre	Large rural centre	Other rural centre	Remote area	Aust
People making new requests for accommodation						
Not accommodated (A)	138.3	20.9	17.9	25.1	2.6	204.7
Newly accommodated (B)	110.6	11.7	22.4	25.2	16.9	186.9
Successful first request	96.0	11.2	21.1	23.0	15.4	166.6
Accommodated in subsequent request(s)	14.6	0.5	1.4	2.2	1.5	20.2
Total daily requests (C) (A + B)	248.9	32.6	40.3	50.3	19.4	391.6
Turn-away rate (%) (A ÷ C)	55.6	64.1	44.3	49.9	13.2	52.3
Clients						
Clients already accommodated						
Accommodation ending	117.6	11.1	25.8	25.5	17.6	197.7
Continuing accommodation (D)	4,892.5	542.0	704.4	995.5	182.2	7,316.6
Total accommodated (B + D)	5,003.1	553.7	726.8	1,020.7	199.1	7,503.4
Total demand for accommodation						
Total demand for accommodation (E) (A + B + D)	5,141.4	5,74.6	744.6	1,045.8	201.6	7,708.1
Unmet demand to total demand for accommodation ratio (A ÷ E : 100)	2.7:100	3.6:100	2.4:100	2.4:100	1.3:100	2.7:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 324 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see Appendix 2).
4. Table excludes accompanying children.
5. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day.
6. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with valid unmet requests for immediate accommodation. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see Glossary).
7. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
8. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Appendix 2 The data

The analysis in this report uses information collected in three of the four collections conducted for the SAAP National Data Collection in 2003–04. An overview of the three collections follows. The level of agency participation in the collections is discussed, and the estimation methods used to allow for missing data in the Demand for Accommodation Collection are outlined. A note on interpretation of the report's tables is also provided.

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 sociodemographic 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 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 2003–04, 93% of SAAP agencies providing support and/or accommodation participated in the collection (Table A2.1); this is down slightly from the 94% participation rate obtained for 2002–03. In particular, the Australian Capital Territory reported a large decrease in the participation rate. This was largely due to the introduction of eight new agencies late in the financial year. These agencies were not set up in time to submit data to the Client Collection.

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 the returned data collection forms are complete. All data collections and surveys invariably have some missing data, but this does not necessarily undermine the validity or reliability of the 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 the 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. They thus allow enumeration of actual clients in addition to occasions of support.

Nationally, consent and valid alpha codes with consent (termed 'valid consent') were obtained from clients in 90% and 88% of support periods respectively (Table A2.1). These rates were the highest since the inception of the National Data Collection in July 1996 (AIHW 1997; AIHW 1999; Table A2.1). In all states and territories, valid consent was obtained in the

majority of cases, ranging from 81% in Tasmania to 94% in the Northern Territory. Although the 2003–04 valid consent rate increased overall from those reported in 2002–03, slight decreases occurred in Queensland, South Australia and the Australian Capital Territory and, by primary target group, for agencies that targeted single men and agencies that targeted women and children escaping domestic violence (AIHW 2003b and Table A2.1). All other jurisdictions and primary target groups reported an increase in valid consent from 2002–03 to 2003–04.

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 19,747 high-volume forms returned (11% of the total) during the reporting period (note 4 of Table A2.1).

The Australian Institute of Health and Welfare 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 2003–04 national annual report (AIHW 2005a: 89–91). In this current report, only the Client Collection data in Tables 2.2, 3.1, 3.2, 3.3, 3.4, 3.5 and 3.6 have been adjusted.

Table A2.1: SAAP Client Collection: agency participation rates and forms returned with informed consent and valid consent, by state and territory and primary target group for 2003–04, and by reporting period, Australia

	Agencies		Forms returned		
	Total	Participation rate	Total	Consent	Valid consent
State/territory	Number	%	Number	%	%
NSW	387	91.5	45,104	89.9	88.4
Vic	349	92.3	62,172	92.6	91.3
Qld	193	95.3	26,954	86.3	84.7
WA	109	95.4	13,146	90.6	87.4
SA	77	97.4	14,191	86.3	84.6
Tas	35	100.0	6,644	81.7	80.6
ACT	43	72.1	2,194	87.4	86.5
NT	32	93.8	4,510	95.6	93.8
Total	1,225	92.7	174,915	89.9	88.3
Primary target group					
Young people	454	92.5	32,094	85.4	83.2
Single men only	95	93.7	32,489	94.2	93.5
Single women only	47	93.6	4,625	87.9	86.8
Families	117	90.6	8,808	89.6	86.9
Women escaping domestic violence	283	94.0	36,931	85.3	83.2
Cross-target/multiple/general	229	91.7	59,968	92.9	91.6
Total	1,225	92.7	174,915	89.9	88.3
Reporting period					
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	160,512	81.5	78.8
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

Notes

1. 'Agencies' refers to the number of agencies that were 'in scope'—that is, that should have been participating in the reference period.
2. Based on forms returned from agencies in scope for the Client Collection.
3. 'Valid consent' here refers to all forms with a valid alpha code that were completed with consent, where the alpha code is a predetermined combination of letters from a client's name together with a letter designating the client's gender. It is joined to the client's reported year of birth and encrypted to create a unique client indicator. This is used to combine data from more than one support period without requiring the actual name of the client to be recorded.
4. Of the 174,915 forms returned in 2003–04, 19,747 were high-volume forms.
5. Figures are unweighted.

Sources: AIHW 2000a, 2000b, 2002a, 2002c, 2003b, 2005a.

A2.2 The Demand for Accommodation Collection

The Demand for Accommodation Collection is used to measure the level of unmet demand for SAAP services, to calculate the proportion of people turned away from SAAP accommodation (turn-away rate), and to provide an indication of the overall ability of SAAP to meet the demand for accommodation (unmet demand to total demand for accommodation ratio). Previously known as the Unmet Demand and Met Demand Collections, the Demand for Accommodation is conducted annually (in two 1-week periods). In 2003–04 the collection was held between 26 November and 2 December 2003, and between 5 and 11 May 2004. 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 November–December 2003 and May 2004, 13,217 forms were received (Table A2.2).

The participation rate for the Demand for Accommodation Collection was lower than that for the Client Collection. Nationally, 77% of agencies returned forms following the 2 weeks of the collection period. The participation rate for 2003–04 ranged from a high of 86% in Queensland to a low of 63% in the Australian Capital Territory. However, it is likely that the low rate in the Australian Capital Territory was due to the introduction of eight new agencies late in the financial year. These agencies did not exist when the Demand for Accommodation Collection was conducted. As Demand for Accommodation data presented in this report are generally only for agencies that participated in both the Demand for Accommodation and Client Collections, this is not as much of an issue as it would appear to be.

In 2003–04, agencies targeting single women had the highest participation rate (83%). Agencies that primarily targeted young people recorded the lowest participation rate (75%).

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 rate in this report – the Demand for Accommodation and Client Collections – are presented in the tables in Chapters 2, 5, 6, 7, 8 and 9. These agencies accounted for 13,158 Demand for Accommodation Collection forms, and the analysis in those chapters is based on this reduced number of forms and associated people (AIHW unpublished data).

Table A2.2: SAAP Demand for Accommodation Collection: agency participation rates and forms returned, by state and territory and primary target group, 26 November–2 December 2003 and 5–11 May 2004 and by reporting period, Australia

	Agencies	Participation rate	Forms returned
State/territory	Number	%	Number
(26 November–2 December 2003 and 5–11 May 2004)			
NSW	387	77.0	3,031
Vic	349	68.5	3,449
Qld	193	86.0	3,226
WA	109	82.6	1,139
SA	77	84.4	1,273
Tas	35	85.7	524
ACT	43	62.8	342
NT	32	84.4	233
Total	1,225	76.9	13,217
Primary target group			
(26 November–2 December 2003 and 5–11 May 2004)			
Young people	454	74.9	3,586
Single men only	95	81.1	2,073
Single women only	47	83.0	464
Families	117	82.1	1,419
Women escaping domestic violence	283	75.6	1,989
Cross-target/multiple/general	229	76.9	3,686
Total	1,225	76.9	13,217
Reporting period			
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

Notes

1. Based on forms 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. During the 2003–04 Demand for Accommodation collection periods, 893 forms were returned for people who refused accommodation.
4. In 2002–03 and 2003–04 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.
5. Figures are unweighted.

Sources: SAAP Administrative Data Collection and Demand for Accommodation Collection; AIHW 1999, 2000a, 2000b, 2001a, 2002b, 2003a.

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.

Estimation methods

During the 2003–04 Demand for Accommodation Collection period, SAAP agencies across Australia reported 9,640 requests for accommodation that were not met (Table 6.1). 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 a turn-away rate it is important to count the number of times this occurred (see Chapter 9). During the 2003–04 Demand for Accommodation Collection period, SAAP agencies across Australia that participated in both the Demand for Accommodation and Client Collections reported 3,529 requests for accommodation that were met (AIHW unpublished data). 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 (283 adults or unaccompanied children, 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 linkage key (the alpha code) 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 from returned forms. 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 rate 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, or potential clients, 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 estimate of potential clients 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, 28% of SAAP clients had more than one support period in 2003–04 (derived from AIHW 2005a:12).

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 Chapter 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 potential clients (i.e. people with valid unmet requests for immediate accommodation); and
- the number of potential clients with subsequent met request(s) 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 imputation was carried out at the state level. For this reason, 2002–03 estimates and 2003–04 estimates are not directly comparable.

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 require accommodation with their parent(s) or guardian(s);
- question 4, asking about immediacy of the need for accommodation;
- questions 5a and 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;
- questions 7a and 7b, asking if the person refused an offer of accommodation and, if so, why; and
- 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 potential clients. 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 forms 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.

Unmet potential clients are 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 potential clients 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 before the 1999–00 *Demand for SAAP Assistance* report (AIHW 2001a), 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 potential clients. This ‘unit-level’ approach allowed for greater flexibility in the tables that were produced than the ‘state-level’ adjustments. In 2002–03 and 2003–04, 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 question 13a and 13b in 2002–03 and in question 5a and 5b in 2003–04).

Met demand

Missing information on the number of people accommodated and about whether a client was previously turned away affects estimates of met potential clients – that is, 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 clients who were potential clients earlier on the same day is elicited through questions 5a, 5b, 6, 7a and 8 on the 2003–04 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 rate in this report uses only met potential clients who received 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 met potential clients (people who were accommodated in subsequent requests, see Chapter 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 The Casual Client Collection

The 2-week Casual Client Collection is conducted annually to elicit information about short-term or one-off assistance provided to homeless people and people at risk of homelessness. In 2003–04 it was conducted from 3–16 March 2004. A total of 29,193 records were returned for the collection period (Table A2.3).

The participation rate for this collection was relatively low, with 72% of agencies across Australia returning forms. This was an increase from 66% in 2002–03. It should be noted that the methodology used to calculate agency participation was changed for 2000–01. In previous years, participation was based on the number of agencies that participated in both the Client and the Casual Client Collections during the month in which the Casual Client Collection was held; that is, it was assumed that agencies that returned Client Collection forms had also participated in the Casual Client Collection. For the years 1997 to 2000, reported Casual Client participation rates were considerably higher than the rate for 2000–01 because this latter rate is based only on agencies that returned data for the Casual Client Collection (see, for example, AIHW 2001a).

There was some variation in participation across states and territories – 83% of agencies in Tasmania participated, compared with 49% of agencies in the Australian Capital Territory. The low rate in the Australian Capital Territory can be partially explained by the introduction of eight agencies late in the financial year. These agencies did not exist when the Casual Client Collection was conducted.

The participation rates in the majority of jurisdictions increased from those recorded for 2002–03, with the exception of the Australian Capital Territory which had slight decreases in participation (Table A2.3, AIHW 2003a). The largest increase in participation was recorded in

Western Australia, where the rate rose from 65% in 2002–03 to 78% in 2003–04. South Australia also reported a large increase, rising from 68% in 2002–03 to 81% in 2003–04.

Variation also occurred across target groups. Participation was highest among agencies targeting families (76%) and lowest among agencies targeting young people (69%).

Compared with 2002–03, the 2003–04 participation rates were roughly equivalent to or higher for every primary target group. In particular, the participation of agencies targeting single men increased significantly, from 60% in 2002–03 to 75% in 2003–04.

Table A2.3: SAAP Casual Client Collection: participation rates and forms returned, by state and territory and primary target group for 3–16 March 2004, and by reporting period, Australia

	Agencies	Participation rate	Records returned
State/territory	Number	%	Number
(3–16 March 2004)			
NSW	391	69.3	5,236
Vic	352	67.3	6,503
Qld	196	77.0	11,024
WA	116	78.4	2,807
SA	78	80.8	2,141
Tas	35	82.9	557
ACT	45	48.9	565
NT	32	81.3	360
Total	1,245	71.5	29,193
Primary target group			
(3–16 March 2004)			
Young people	457	68.5	5,003
Single men only	95	74.7	4,360
Single women only	47	74.5	596
Families	117	76.1	1,908
Women escaping domestic violence	283	70.3	2,919
Cross-target/multiple/general	246	74.4	14,407
Total	1,245	71.5	29,193
Reporting period			
21 May–3 June 1998	1,175	n.a.	25,257
20 May–2 June 1999	1,183	n.a.	27,050
18 May–31 May 2000	1,173	n.a.	30,050
22 February–7 March 2001	1,196	66.5	30,302
21 February–6 March 2002	1,234	63.3	33,530
20 February–5 March 2003	1,224	66.4	30,925
3–16 March 2004	1,245	71.5	29,193

Notes

1. 'Agencies' refers to the number of agencies that should have been participating in the reference period.
2. The methodology used to calculate agency participation was changed for 2000–01. In previous years, participation was based on the number of agencies that participated in both the Client and the Casual Client Collections for the month in which the Casual Client Collection was held; that is, it was assumed that agencies that returned Client forms had also participated in the Casual Client Collection. For the years 1997 to 2001, reported Casual Client participation rates were considerably higher than the rate for 2000–01 because the latter rate is based only on agencies that returned data for the Casual Client Collection.
3. Figures are unweighted.

Sources: SAAP Administrative Data Collection and Casual Client Collection; AIHW 1999, 2000a, 2000b, 2001a, 2002b, 2003a.

A2.4 Interpretation of the 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 and from the Casual Client 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.
- Adjustments have been made for agency non-participation in Client Collection data in Tables 2.2, 3.1, 3.2, 3.3, 3.4, 3.5 and 3.6 (see Appendix A2.1).
- Adjustments have been made for agency non-participation and client non-consent in Table 2.2 (see Appendix A2.1).
- 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.
- 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.

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 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); and
- any additional information needed to interpret the table.

A2.5 Counting rules and other definitions used in the analysis

In this report the following rules have been used. For detailed descriptions of categories, please refer to the SAAP collectors' manual (AIHW 2001c).

Accompanying child requiring assistance	An accompanying child is said to require assistance if any information concerning the need for or provision of services (including referrals) has been reported for the child (see question 29 of the general client form, Appendix 3).
Accompanying child support period	The number of accompanying child support periods is calculated by summing the number of accompanying children reported for each support period.
Agency	<p>A SAAP agency is included in the analyses if information about recurrent allocations was provided for 2003–04 and the agency operated for some part of the period 1 July 2003 to 30 June 2004.</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	<p>Client forms from operational SAAP agencies are included in the analyses presented in this report if:</p> <ul style="list-style-type: none">• 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. <p>Tables detailing the characteristics of individual clients generally present data collected during the client's first support period in the reporting period.</p>
Daily request for accommodation turn-away rate	Expressed 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.
Missing values	<p>Records or forms that are not available for analysis are shown in table notes.</p> <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)</p>

	defining the subpopulation in the analysis. Such records are not included in the missing count for these tables.
Ongoing support period	<p>A support period is considered ongoing at the end of the reporting period if each of the following conditions is met:</p> <ul style="list-style-type: none"> • 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.
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	<p>Within a support period a client may have no periods or one or more periods where they are provided with supported accommodation (SAAP/CAP accommodation). The dates on which each period of accommodation began and ended during the support period are collected. Periods of accommodation should not overlap and should fall within the support period.</p> <p>Details on the dates of accommodation are not collected for accompanying children. An accompanying child may not be accommodated for the entire duration of the parent's or guardian's period of accommodation. However, it can be reasonably assumed that an accompanying child will have the same accommodation period start and end dates as their parent or guardian in the majority of cases.</p>
Primary target group	<p>The primary target group of an agency refers to 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:</p> <ul style="list-style-type: none"> • young people; • single men only; • single women only; • families; • women and children escaping domestic violence; and • cross-target/multiple/general.
Region	<p>The Rural, Remote and Metropolitan Areas Classification developed by the then Commonwealth Department of Human Services and Health and the then Department of Primary Industries and Energy is used in analyses presented in this report. The classification consists of seven categories but these are combined here into five groups:</p> <ul style="list-style-type: none"> • capital city – state and territory capital city statistical divisions; • other metropolitan centre – one or more statistical subdivisions that have an urban centre with a population of 100,000 or more; • large rural centre – areas in which most people reside in urban

centres with a population of 25,000 or more;

- other rural area – rural areas containing urban centres with populations of between 10,000 and 24,999, and other rural areas;
- remote area – remote urban centres with a population of 5,000 or more, and other remote areas.

The classification is based on 1991 populations and statistical local areas. Further details of the classification are provided in Rural, Remote and Metropolitan Areas Classification 1991 census edition (Department of Human Services and Health & Department of Primary Industries and Energy 1994).

Support

The Client Collection specifies 33 distinct types of support and allows agencies to record other types of support not listed on the data form. This report presents the broad types of services in the following classifications:

- SAAP or CAP accommodation;
- assistance to obtain/maintain short-term accommodation, and assistance to obtain/maintain independent housing;
- employment and training assistance – employment/training assistance;
- financial assistance – assistance to obtain/maintain a government payment, financial assistance or material aid, and financial counselling;
- counselling – incest or sexual abuse counselling, domestic violence counselling, family or relationship counselling, emotional support and other counselling, and assistance with problem gambling (not previously separately specified);
- general support and advocacy – living skills and personal development; assistance with legal issues or court support; advice or information; retrieval, storage or removal of personal belongings; advocacy or liaison on behalf of clients; and brokerage services;
- specialist services – psychological services, psychiatric services, pregnancy support, family planning support, drug or alcohol support or intervention, physical disability services, intellectual disability services, culturally appropriate support, interpreter services, assistance with immigration issues (not previously separately specified), and health or medical services; and
- basic support and services not elsewhere specified – meals, laundry or shower facilities, recreation, transport and other support. Note that brokerage services were previously included in this classification.

Support to assisted children

The SAAP Client Collection specifies 17 distinct types of support to assisted 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 the following groups for this report:

- accommodation;
- school liaison and child care;
- counselling – including help with behavioural problems, sexual or physical abuse counselling, skills education and general counselling;
- general support and advocacy – including access arrangements, advice and information, brokerage services and advocacy;
- specialist services – including culturally sensitive services and health or medical services; and
- basic support and services not elsewhere specified – including meals, showers or hygiene, recreation and transport.

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

Target group

See *primary target group*.

Total demand for accommodation

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 unmet requests for accommodation.

Unmet demand to total demand for accommodation ratio

Expressed as the average daily ratio of people who could not be accommodated relative to all people who requested 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 during the Demand for Accommodation Collection period.

Appendix 3 Collection forms



CLIENT FORM

JULY 2003 – JUNE 2004





AGENCY NUMBER	<input type="text"/>			
SUPPORT PERIOD	D D	M M	Y Y Y Y	
Date commenced	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Date finished	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
SUPPORT PERIOD NOT ENDED BY				
30 June 2004	Yes <input type="checkbox"/>	1		
CONSENT OBTAINED	Yes <input type="checkbox"/>	1	No <input type="checkbox"/>	2
ALPHA CODE	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	2ND & 3RD LETTERS OF FIRST NAME	1ST & 2ND LETTERS OF SURNAME	LAST LETTER OF SURNAME	M/F FOR MALE OR FEMALE
YEAR OF BIRTH OF CLIENT	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

THE 2003–2004 CLIENT FORM

The 2003–04 Client Collection commences Monday 1 July 2003.

Important points to remember:

- Either a shaded square  or ellipse  indicates if informed consent is required. The ellipse indicates the questions that *require* the *informed consent* of the client. The square indicates questions that should be completed even *without* the *informed consent* of the client.
- You should begin using the new client forms on Tuesday 1 July 2003. The new forms should be used for any client who begins a support period on or after 1 July. All support details for existing ongoing clients should be transferred to the new form from 1 July.

Prior to 1 July please read the *Collector's Manual July 2001*.

REMINDER

As a worker in a SAAP agency, you should complete the form based on information provided by the client. It is not appropriate for clients to complete the form on their own. You should use the Collection Manual to help complete the form accurately.

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

1. Source of referral/information*please tick one box only*

- self ☐ 13
 family ☐ 14
 friends ☐ 15
 school/other educational institution ☐ 2
 community services department ☐ 3
 police/legal unit ☐ 4
 prison/correction institution ☐ 5
 hospital/health/medical services ☐ 6
 psychiatric unit ☐ 7
 telephone/crisis referral agency ☐ 8
 SAAP agency/worker ☐ 9
 other government department ☐ 10
 other non-government organisation ☐ 11
 other (please specify) _____ ☐ 999
 don't know/no information ☐ 0

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. Gender of client

- female ☐ 1
 male ☐ 2

**IF CONSENT NOT OBTAINED PLEASE GO TO
 QUESTION 19**

4. Country of birth of client

- Australia ☐ 1
 other (please specify) _____ ☐ 2

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

- no ☐ 1
 yes, Aboriginal person ☐ 2
 yes, Torres Strait Islander person ☐ 3
 yes, both ☐ 4

6. What language does the client mainly speak?

- English ☐ 1 go to **8.**
 other (please specify) _____ ☐ 2

7. How well does the client speak English?

- very well ☐ 1
 well ☐ 2
 not well ☐ 3
 not at all ☐ 4

8. Cultural identity of the client?

(please specify) _____ ☐

9. Labour force status before and after support period

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

- employed full time ☐ 1 ☐
 employed part time ☐ 2 ☐
 employed casual ☐ 3 ☐
 unemployed (looking for work) ☐ 4 ☐
 not in labour force (see manual) ☐ 5 ☐
 don't know /no information ☐ 0 ☐

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10. Main income source before and after support period

please tick one box only in each column

Before After

No Incomeno income ☐ 1 ☐registered/awaiting benefit ☐ 2 ☐**Government Payments**newstart allowance ☐ 4 ☐youth allowance ☐ 33 ☐Austudy Payment - for students aged
25 years of age and over ☐ 28 ☐community development employment
project (CDEP) ☐ 8 ☐ABSTUDY Scheme ☐ 31 ☐disability support pension ☐ 12 ☐age pension ☐ 13 ☐parenting payment (single) - formerly
sole parent pension ☐ 14 ☐parenting payment (partnered) ☐ 32 ☐special benefit ☐ 15 ☐sickness allowance ☐ 16 ☐partner allowance ☐ 17 ☐DVA support pension ☐ 29 ☐DVA disability pension ☐ 30 ☐other type of allowance or benefit ☐ 18 ☐**Other Income**workcover/compensation ☐ 19 ☐maintenance/child support ☐ 20 ☐wages/salary/own business ☐ 21 ☐spouse/partner's income ☐ 22 ☐other (please specify) _____ ☐ 999 ☐don't know/no information ☐ 0 ☐**11. Student status before and after support period**

please tick one box only in each column

Before After

not a student ☐ 1 ☐primary/secondary school student ☐ 2 ☐post-secondary student/employment training ☐ 3 ☐don't know/no information ☐ 0 ☐**12. Presenting reasons for seeking assistance**

please tick as many circles as apply

usual accommodation unavailable ☐ 19eviction/previous accommodation ended/
asked to leave ☐ 9time out from family/other situation ☐ 2relationship/family breakdown ☐ 3interpersonal conflict ☐ 4physical/emotional abuse ☐ 5domestic violence ☐ 6sexual abuse ☐ 7financial difficulty ☐ 8drug/alcohol/substance abuse ☐ 10gambling ☐ 20emergency accommodation ended ☐ 11recently left institution ☐ 12psychiatric illness ☐ 13recent arrival to area with no means of support ☐ 14itinerant (moving from place to place) ☐ 15other (please specify) _____ ☐ 999other (please specify) _____ ☐ 998don't know/no information ☐ 0**13. Main presenting reason for seeking assistance**

Please write the appropriate code number from Question 12

14. Current period of unsafe, insecure or inadequate housing (i.e. homelessness)at imminent risk ☐ 888less than one week ☐ 11 week - 1 month ☐ 21-3 months ☐ 33-6 months ☐ 46-12 months ☐ 51-2 years ☐ 62-5 years ☐ 7more than 5 years ☐ 8don't know/no information ☐ 0**15. Location before the period of unsafe, insecure or inadequate housing in question 14 (i.e. homelessness or at imminent risk)**state suburb/town postcode overseas ☐ 9998don't know/no information ☐ 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

16. Type of housing/accommodation immediately before and after this support period

please tick one box only in each column

Before After

SAAP/CAP FUNDED ACCOMMODATION

- crisis/short-term accommodation ☐ 1 ☐
- medium/long term accommodation ☐ 2 ☐
- hostel ☐ 3 ☐
- motel/hotel ☐ 4 ☐
- community placement ☐ 5 ☐
- other SAAP/CAP funded accommodation ☐ 6 ☐

NON-SAAP HOUSING ACCOMMODATION

- non-SAAP emergency accommodation ☐ 7 ☐
- living rent-free in house or flat ☐ 8 ☐
- renting independently in the private rental market ☐ 9 ☐
- renting a public housing dwelling ☐ 10 ☐
- renting community housing ☐ 11 ☐
- renting a caravan ☐ 12 ☐
- rooming house/hostel/hotel ☐ 13 ☐
- boarding in a private home ☐ 14 ☐
- purchasing or living in own home ☐ 15 ☐
- living in a car/tent/park/street/squat ☐ 16 ☐
- other non-SAAP housing/accommodation ☐ 17 ☐

INSTITUTIONAL SETTING

- hospital/psychiatric institution ☐ 18 ☐
- prison/youth training centre ☐ 19 ☐
- other government residential arrangement ☐ 20 ☐
- detoxification unit/rehabilitation centre ☐ 21 ☐
- other institutional setting ☐ 22 ☐
- don't know/no information ☐ 0 ☐

17. 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 a foster family ☐ 4 ☐
- with relative(s) - temporary ☐ 5 ☐
- with relative(s) - long term ☐ 6 ☐
- with spouse/partner ☐ 7 ☐
- with spouse/partner and child(ren) ☐ 8 ☐
- alone with child(ren) ☐ 9 ☐
- with friend(s) - temporary ☐ 11 ☐
- with friend(s) - long term ☐ 12 ☐
- living with other unrelated persons ☐ 13 ☐
- other (please specify) ☐ 999 ☐
- don't know/no information ☐ 0 ☐

18. Was the client the subject of a legal order or legal processes before or after support?

Before After

no ☐ 1 ☐

OR tick as many circles as apply

- protection or guardianship order
(including wardship or equivalent) ☐ 2 ☐
- intervention/protection/restraining order/
apprehended violence order (as a result of
violence perpetrated AGAINST the CLIENT) ☐ 3 ☐
- intervention/protection/restraining order
apprehended violence order (as a result of
violence perpetrated BY the CLIENT) ☐ 6 ☐
- other legal processes ☐ 999 ☐
- don't know/no information ☐ 0 ☐

19. Has a case management/support plan been agreed to by the end of the support period?

please tick one box only

- yes ☐ 1 go to question 20
- no ☐ 2 go to question 21
- not appropriate ☐ 3 go to question 21

20. To what extent have the client's case management goals been achieved by the end of the support period?

please tick one box only

- not at all ☐ 1
- some ☐ 2
- most ☐ 3
- all ☐ 4
- not applicable/appropriate ☐ 5

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21. Was SAAP/CAP accommodation provided?

- No ☐ go to question 22
 Yes ☐ please provide types and dates of
 SAAP/CAP supported accommodation
 provided to the client (including THM's
 and other SAAP managed properties)

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

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

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

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

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

22. Support to client

*please tick as many circles
as apply*

	Needed	Provided	Referral Arranged	Not provided or referred	
SAAP/CAP accommodation (including THM's and other SAAP managed properties)	<input type="radio"/>	<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"/>	<input type="radio"/>	39
assistance to obtain/maintain independent housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	42
assistance to obtain/maintain benefit/pension/ other government allowance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	37
employment and training assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	5
financial assistance/material aid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	6
financial counselling and support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	7
incest/sexual assault counselling and support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	8
domestic violence counselling and support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	9
family/relationship counselling and support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	10
emotional support/ other counselling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	11
psychological services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	12
psychiatric services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	13
living skills/personal development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	14
pregnancy support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	33
family planning support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	34
drug/alcohol support or intervention	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	16
physical disability services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	17
intellectual disability services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	18
culturally appropriate support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	19
interpreter services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	20
meals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	21
laundry/shower facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	22
recreation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	23
transport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	24
assistance with legal issues/ court support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	25
health/medical services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	26
advice/information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	27
brokerage services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	28
retrieval/storage/removal of personal belongings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	29
advocacy/liaison on behalf of client	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	30
assistance with problem gambling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	36
assistance with immigration issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	38
other (please specify)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	999

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PART B—ACCOMPANYING AND/OR ASSISTED CHILDREN

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

23. Does this client have children reported on this form or another form for this period of support?

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

please tick one box only

Yes, child(ren) recorded on this form ☐ 1 No, child(ren) recorded on 'other adults' form ☐ 2 not applicable ☐ 3

24.

CHILD 1 ALPHA CODE				CHILD 2 ALPHA CODE				CHILD 3 ALPHA CODE			
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
2ND & 3RD LETTERS OF FIRST NAME	1ST & 2ND LETTERS OF SURNAME	LAST LETTER OF SURNAME	M/F FOR MALE OR FEMALE	2ND & 3RD LETTERS OF FIRST NAME	1ST & 2ND LETTERS OF SURNAME	LAST LETTER OF SURNAME	M/F FOR MALE OR FEMALE	2ND & 3RD LETTERS OF FIRST NAME	1ST & 2ND LETTERS OF SURNAME	LAST LETTER OF SURNAME	M/F FOR MALE OR FEMALE
YEAR OF BIRTH <input type="text"/>				YEAR OF BIRTH <input type="text"/>				YEAR OF BIRTH <input type="text"/>			

25. Country of birth of the child(ren)

Australia ☐ 1
other (please specify) ☐ 2

Australia ☐ 1
other (please specify) ☐ 2

Australia ☐ 1
other (please specify) ☐ 2

26. Number of homes the child(ren) has lived in during the past year

homes

homes

homes

27. Age of child(ren)

0-4 years ☐ 1
5-12 years ☐ 2
13-15 years ☐ 3
16-17 years ☐ 4

0-4 years ☐ 1
5-12 years ☐ 2
13-15 years ☐ 3
16-17 years ☐ 4

0-4 years ☐ 1
5-12 years ☐ 2
13-15 years ☐ 3
16-17 years ☐ 4

28. Gender of child(ren)

female ☐ 1
male ☐ 2

female ☐ 1
male ☐ 2

female ☐ 1
male ☐ 2

29. Support to child(ren)

no assistance ☐

☐

☐

OR tick as many circles as apply

	Needed	Provided	Referral Arranged	Not provided or referred		Needed	Provided	Referral Arranged	Not provided or referred		Needed	Provided	Referral Arranged	Not provided or referred	
SAAP/CAP accommodation (including THM's and other SAAP managed properties)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	21	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	21	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	21
help with behavioural problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	1	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	1	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	1
sexual/physical abuse counselling/support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	2	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	2	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	2
child care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	3	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	3	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	3
liaison with kindergarten/school	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	4	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	4	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	4
access arrangements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	5	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	5	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	5
culturally sensitive services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	10	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	10	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	10
meals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	11	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	11	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	11
showers/hygiene support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	12	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	12	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	12
recreation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	13	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	13	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	13
transport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	14	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	14	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	14
advice/information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	15	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	15	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	15
brokerage services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	16	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	16	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	16
skills education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	17	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	17	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	17
advocacy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	18	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	18	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	18
health/medical services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	19	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	19	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	19
general counselling/support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	20	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	20	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	20
other (please specify) _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	999	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	999	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	999
other (please specify) _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	998	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	998	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	998

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CHILD 4	CHILD 5	CHILD 6	CHILD 7
ALPHA CODE			
<div style="display: flex; justify-content: space-around;"> <div>2ND & 3RD LETTERS OF FIRST NAME</div> <div>1ST & 2ND LETTERS OF SURNAME</div> <div>LAST LETTER OF SURNAME</div> <div>M/F FOR MALE OR FEMALE</div> </div>	<div style="display: flex; justify-content: space-around;"> <div>2ND & 3RD LETTERS OF FIRST NAME</div> <div>1ST & 2ND LETTERS OF SURNAME</div> <div>LAST LETTER OF SURNAME</div> <div>M/F FOR MALE OR FEMALE</div> </div>	<div style="display: flex; justify-content: space-around;"> <div>2ND & 3RD LETTERS OF FIRST NAME</div> <div>1ST & 2ND LETTERS OF SURNAME</div> <div>LAST LETTER OF SURNAME</div> <div>M/F FOR MALE OR FEMALE</div> </div>	<div style="display: flex; justify-content: space-around;"> <div>2ND & 3RD LETTERS OF FIRST NAME</div> <div>1ST & 2ND LETTERS OF SURNAME</div> <div>LAST LETTER OF SURNAME</div> <div>M/F FOR MALE OR FEMALE</div> </div>
YEAR OF BIRTH	YEAR OF BIRTH	YEAR OF BIRTH	YEAR OF BIRTH
<div style="display: flex; justify-content: space-between;"> <div> Australia <input type="checkbox"/> 1 other (please specify) <input type="checkbox"/> 2 homes <input type="checkbox"/> </div> <div> Australia <input type="checkbox"/> 1 other (please specify) <input type="checkbox"/> 2 homes <input type="checkbox"/> </div> <div> Australia <input type="checkbox"/> 1 other (please specify) <input type="checkbox"/> 2 homes <input type="checkbox"/> </div> <div> Australia <input type="checkbox"/> 1 other (please specify) <input type="checkbox"/> 2 homes <input type="checkbox"/> </div> </div>			
<div style="display: flex; justify-content: space-between;"> <div> 0-4 years <input type="checkbox"/> 1 5-12 years <input type="checkbox"/> 2 13-15 years <input type="checkbox"/> 3 16-17 years <input type="checkbox"/> 4 female <input type="checkbox"/> 1 male <input type="checkbox"/> 2 </div> <div> 0-4 years <input type="checkbox"/> 1 5-12 years <input type="checkbox"/> 2 13-15 years <input type="checkbox"/> 3 16-17 years <input type="checkbox"/> 4 female <input type="checkbox"/> 1 male <input type="checkbox"/> 2 </div> <div> 0-4 years <input type="checkbox"/> 1 5-12 years <input type="checkbox"/> 2 13-15 years <input type="checkbox"/> 3 16-17 years <input type="checkbox"/> 4 female <input type="checkbox"/> 1 male <input type="checkbox"/> 2 </div> <div> 0-4 years <input type="checkbox"/> 1 5-12 years <input type="checkbox"/> 2 13-15 years <input type="checkbox"/> 3 16-17 years <input type="checkbox"/> 4 female <input type="checkbox"/> 1 male <input type="checkbox"/> 2 </div> </div>			
<div style="display: flex; justify-content: space-between;"> <div> <input type="checkbox"/> Needed Provided Referral Arranged Not provided or referred </div> <div> <input type="checkbox"/> Needed Provided Referral Arranged Not provided or referred </div> <div> <input type="checkbox"/> Needed Provided Referral Arranged Not provided or referred </div> <div> <input type="checkbox"/> Needed Provided Referral Arranged Not provided or referred </div> </div>			
<input type="radio"/> 21 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 10 <input type="radio"/> 11 <input type="radio"/> 12 <input type="radio"/> 13 <input type="radio"/> 14 <input type="radio"/> 15 <input type="radio"/> 16 <input type="radio"/> 17 <input type="radio"/> 18 <input type="radio"/> 19 <input type="radio"/> 20 <input type="radio"/> 999 <input type="radio"/> 998	<input type="radio"/> 21 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 10 <input type="radio"/> 11 <input type="radio"/> 12 <input type="radio"/> 13 <input type="radio"/> 14 <input type="radio"/> 15 <input type="radio"/> 16 <input type="radio"/> 17 <input type="radio"/> 18 <input type="radio"/> 19 <input type="radio"/> 20 <input type="radio"/> 999 <input type="radio"/> 998	<input type="radio"/> 21 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 10 <input type="radio"/> 11 <input type="radio"/> 12 <input type="radio"/> 13 <input type="radio"/> 14 <input type="radio"/> 15 <input type="radio"/> 16 <input type="radio"/> 17 <input type="radio"/> 18 <input type="radio"/> 19 <input type="radio"/> 20 <input type="radio"/> 999 <input type="radio"/> 998	<input type="radio"/> 21 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 10 <input type="radio"/> 11 <input type="radio"/> 12 <input type="radio"/> 13 <input type="radio"/> 14 <input type="radio"/> 15 <input type="radio"/> 16 <input type="radio"/> 17 <input type="radio"/> 18 <input type="radio"/> 19 <input type="radio"/> 20 <input type="radio"/> 999 <input type="radio"/> 998

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RETURNING FORMS TO THE NDCA

- In the first week of each month, send the forms of *clients who have left your 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 2003 AND 31 DECEMBER 2003

- Twice a year (in the first week of July 2003 and in the first week of January 2004), you should notify the NDCA of clients who are still being supported as at 30 June 2003 and 31 December 2003.
- For clients who are ongoing at 30 June 2003, transfer the information from the old 2002–2003 form to the new 2003–2004 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 2003. 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 materials sent to you, please return them to the NDCA in an NDCA Reply paid envelope.

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CLIENT FORM

HIGH VOLUME AGENCIES

JULY 2003 – JUNE 2004



AGENCY NUMBER	<input type="text"/>			
SUPPORT PERIOD	D D	M M	Y Y Y Y	
Date commenced	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Date finished	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
SUPPORT PERIOD NOT ENDED BY				
30 June 2004	Yes <input type="checkbox"/>	1		
CONSENT OBTAINED	Yes <input type="checkbox"/>	1	No <input type="checkbox"/>	2
ALPHA CODE	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	2ND & 3RD LETTERS OF FIRST NAME	1ST & 2ND LETTERS OF SURNAME	LAST LETTER OF SURNAME	M/F FOR MALE OR FEMALE
YEAR OF BIRTH OF CLIENT	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

1. 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

2. Does this client have children reported on this form or another form for this period of support?

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

please tick one box only

Yes, child(ren) recorded on this form ☐ 1

No, child(ren) recorded on 'other adults' form ☐ 2

not applicable ☐ 3

3. Number of accompanying children assisted in each age group

0 – 4 years ☐ 1

5 – 12 years ☐ 2

13 – 15 years ☐ 3

16 – 17 years ☐ 4

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

4. Gender of client

female ☐ 1

male ☐ 2

5. Main income source at commencement

please tick one box only in each column

No Income

no income ☐ 1

registered/awaiting benefit ☐ 2

Government Payments

newstart allowance ☐ 4

youth allowance ☐ 33

Austudy Payment - for students aged 25 years of age and over ☐ 28

community development employment project (CDEP) ☐ 8

ABSTUDY Scheme ☐ 31

disability support pension ☐ 12

age pension ☐ 13

parenting payment (single) - formerly sole parent pension ☐ 14

parenting payment (partnered) ☐ 32

special benefit ☐ 15

sickness allowance ☐ 16

partner allowance ☐ 17

DVA support pension ☐ 29

DVA disability pension ☐ 30

other type of allowance or benefit ☐ 18

Other Income

workcover/compensation ☐ 19

maintenance/child support ☐ 20

wages/salary/own business ☐ 21

spouse/partner's income ☐ 22

other (please specify) 999

don't know/no information ☐ 0

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6. Country of birth of client

Australia ☐ 1
 other (please specify) _____ ☐ 2

7. Does the client identify as being of Aboriginal or Torres Strait Islander origin?

no ☐ 1
 yes, Aboriginal person ☐ 2
 yes, Torres Strait Islander person ☐ 3
 yes, both ☐ 4

8. Cultural identity of the client

other (please specify) _____ ☐

9. Type of housing/accommodation immediately before this support period

please tick one box only

SAAP/CAP FUNDED ACCOMMODATION

crisis/short-term accommodation ☐ 1
 medium/long term accommodation ☐ 2
 hostel ☐ 3
 motel/hotel ☐ 4
 community placement ☐ 5
 other SAAP/CAP funded accommodation ☐ 6

NON-SAAP HOUSING ACCOMMODATION

non-SAAP emergency accommodation ☐ 7
 living rent-free in house or flat ☐ 8
 renting independently in the private rental market ☐ 9
 renting a public housing dwelling ☐ 10
 renting community housing ☐ 11
 renting a caravan ☐ 12
 rooming house/hostel/hotel ☐ 13
 boarding in a private home ☐ 14
 purchasing or living in own home ☐ 15
 living in a car/tent/park/street/squat ☐ 16
 other non-SAAP housing/accommodation ☐ 17

INSTITUTIONAL SETTING

hospital/psychiatric institution ☐ 18
 prison/youth training centre ☐ 19
 other government residential arrangement ☐ 20
 detoxification unit/rehabilitation centre ☐ 21
 other institutional setting ☐ 22
 don't know/no information ☐ 0

10. Support to client

please tick as many circles as apply

	Needed	Provided	Referral Arranged	Not provided or referred	
SAAP/CAP accommodation (including THM's and other SAAP managed properties)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	43
assistance to obtain/maintain short-term accommodation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	39
assistance to obtain/maintain independent housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	42
assistance to obtain/maintain benefit/pension/ other government allowance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	37
employment and training assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5
financial assistance/material aid	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	6
financial counselling and support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	7
incest/sexual assault counselling and support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	8
domestic violence counselling and support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	9
family/relationship counselling and support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
emotional support/ other counselling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	11
psychological services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	12
psychiatric services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	13
living skills/personal development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	14
pregnancy support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	33
family planning support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	34
drug/alcohol support or intervention	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	16
physical disability services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	17
intellectual disability services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	18
culturally appropriate support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	19
interpreter services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	20
meals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	21
laundry/shower facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	22
recreation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	23
transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	24
assistance with legal issues/ court support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	25
health/medical services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	26
advice/information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	27
brokerage services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	28
retrieval/storage/removal of personal belongings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	29
advocacy/liaison on behalf of client	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	30
assistance with problem gambling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	36
assistance with immigration issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	38
other (please specify) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	999

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DEMAND FOR ACCOMMODATION

5 May 2004 – 11 May 2004

AGENCY NUMBER	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
DATE ACCOMMODATION SOUGHT	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
CONTACT MADE	Please tick one box only				
by person/group, visiting agency	<input type="checkbox"/>	2			
by person/group, by phone	<input type="checkbox"/>	3			
via a third party, visiting agency	<input type="checkbox"/>	1			
via a third party, by phone	<input type="checkbox"/>	4			

PLEASE FILL OUT A FORM EVERY TIME A PERSON OR GROUP SEEKS ACCOMMODATION
FORMS TO BE FILLED OUT BETWEEN 5 MAY AND 11 MAY 2004

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

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="checkbox"/>	<input type="checkbox"/>
12—14 years	<input type="checkbox"/>	<input type="checkbox"/>
15—17 years	<input type="checkbox"/>	<input type="checkbox"/>
don't know age	<input type="checkbox"/>	<input type="checkbox"/>

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

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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	<input type="radio"/> 1
referral for non-accommodation support services	<input type="radio"/> 3
meals	<input type="radio"/> 4
financial assistance/material aid	<input type="radio"/> 5
transport	<input type="radio"/> 6
laundry/shower facilities	<input type="radio"/> 7
emotional support/counselling	<input type="radio"/> 10
other (please specify) _____	<input type="radio"/> 999

Thankyou



Casual Client Form

3 March – 16 March 2004

Please complete only one line for each family unit and each unrelated person



Australian Government

Australian Institute of
Health and Welfare

Agency number:

Today's Date:
Day Month Year

	PERSON(S) RECEIVING ASSISTANCE (please tick only one box)					NUMBER OF PERSONS AGED:		PRIMARY CONTACT		ASSISTANCE PROVIDED (please tick as many circles as apply)							
	Person alone	Couple, no children	Person with children	Couple with children	Other family unit	18 and over	Under 18	Gender (M/F)	Age	Information	Referral arranged	Emotional support	Meals	Financial/material aid	Transport	Laundry shower	Other
eg	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1	2	F	32	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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IF YOU HAVE ANY PROBLEMS COMPLETING THIS FORM PLEASE TELEPHONE THE SAAP NDCA HOTLINE ON 1-800 627 191

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