

# 7 Meeting the needs of clients and accompanying children

One way that SAAP's performance can be assessed is by measuring the ability of agencies to meet the needs of their clients. This chapter focuses on the needs of clients who received services from SAAP agencies. Potential clients who were turned away – that is, who did not receive any services – are not included since this topic is covered in a separate publication.

Whether the needs of a client have been met can be measured only after a client has finished receiving support. It is, therefore, necessary to look at closed support periods when examining the provision of required services. Note that the number of times a service was required, provided or referred is not collected, only that the service was required, provided or referred sometime during the client's support. For example, a client may require a meal 3 times within a support period but the Client Collection only shows that a meal was required sometime during the client's support, not that it was required 3 times.

In some cases, SAAP agencies might not be able to meet all of a client's needs directly. In these instances referrals to appropriate organisations might be arranged. However, for some required services it might not be possible either to provide the service or to refer the client on, resulting in an unmet need.

## Services required by SAAP clients

In 2005–06, the way in which data was collected on the needs of clients was adjusted. The services 'needed' by the client was previously collected according to what the client indicated they needed. From 2005–06, this was changed to reflect the needs of the client as identified by the SAAP worker, not by the client themselves.

Agencies provided information on the action they took to meet the needs of SAAP clients for 155,000 of the 158,600 support periods that finished during 2005–06 (Table 7.1, total closed support period figure includes 3,631 cases with missing information [see Note 1]). In 99%, or 154,200, agencies recorded at least one service type as being required by the client (derived from Table 7.1). In many cases several types of services were needed within a closed support period, so that overall 858,900 different service types were required (Table 7.3, Part b).

At the broad level, the most commonly required services were general support and advocacy services and those relating to housing and accommodation (needed in 74% and 67% of closed support periods respectively) (Table 7.1). Personal support services, basic support services and financial and employment services were required less frequently, being needed in 53%, 50% and 42% of closed support periods respectively. Specialist services were required least (in 30% of closed support periods).

Looking at the individual service types, advice or information was required more often than any other type of service (in 65% of closed support periods). SAAP or CAP accommodation was required in 50% of closed support periods, followed by emotional support (47%). Thirteen service types were required in 6% of cases or less; all but three of these related to specialist services.

### *State and territory*

The pattern of service requirement varied considerably across the states and territories, at both the broad and individual service type level.

Some of the differences between the jurisdictions may be partly explained by different approaches to service provision in the various states and territories, and by different types of agencies dominating service provision. For example, SAAP or CAP accommodation was needed in at least 49% of closed support periods in all jurisdictions except Victoria (25%) (Table 7.1). However, in Victoria a large proportion of properties in the complementary Transitional Housing Management program accommodate tenants provided with SAAP support. Consequently, SAAP or CAP accommodation may not be identified as being needed. South Australia reported a far higher proportion of closed support periods in which domestic violence counselling or support was required (in 31% of closed support periods compared with between 11% and 21% in other jurisdictions). South Australia had both a relatively large proportion of agencies aimed at supporting women and children escaping domestic violence and a relatively large proportion of support periods provided at agencies of this type (see tables A1.1 and 5.2 in the South Australian supplementary report).

Some of the differences between the jurisdictions may also be partly explained by the different demographic profile of clients. For example, Western Australia and the Northern Territory reported higher proportions of closed support periods than the other states or territory in which culturally appropriate services were required by clients (17% and 16%, respectively, compared with between 1% and 6%) (Table 7.1). These jurisdictions had a relatively large proportion of clients who were Aboriginal and/or Torres Strait Islander (see Table 4.7 in the relevant state or territory supplementary report).

### **Services required by accompanying children**

As for clients, services 'needed' by the accompanying child was changed in 2005–06 to reflect the needs of the child as identified by the SAAP worker.

During 2005–06, agencies reported at least 69,500 closed accompanying child support periods (Table 7.2; figure includes 29,955 cases with either missing information or where 'no assistance' was indicated as being directly required for the accompanying child [see Note 1]). Of these, 39,500 included information about service requirements and provision for accompanying children and in 38,700 at least one service was required by the accompanying child (derived from Table 7.2). In many cases several types of services were needed within a closed accompanying child support period, so that overall 154,300 different service types were required (Table 7.4, Part b).

At the broad level, housing and accommodation services were required in 71% of the closed accompanying child support periods where information about service requirements and provision was recorded (Table 7.2). Services relating to basic support, such as meals, were required in 64% and those relating to general support or advocacy services in 40%. The broad type of service required least often was specialist services (23%).

Looking at the individual service types, other than SAAP or CAP accommodation (71%), meals were needed more often than any other type of service (required in 43% of closed accompanying child support periods). This was followed by transport (41%) and showers or hygiene services (40%). The individual service types that were least often required were specialist counselling (7%), skills education (5%), assistance with access arrangements (4%) and sexual or physical abuse counselling or support (3%).

### *State and territory*

As with clients, the pattern of service requirement for accompanying children varied considerably across the states and territories. For example, at the broad level, requirement for SAAP or CAP accommodation services ranged from 56% of closed accompanying child support periods in Victoria to 91% in Western Australia. Western Australia also reported a higher level of requirement than the other states and territory for basic support services (84% compared with between 32% and 80%). The Northern Territory had a higher level of need for specialist services (54% compared with between 12% and 32%). The Australian Capital Territory reported a higher proportion where personal support, such as help with behavioural problems, was required (38% compared with between 9% and 29%). New South Wales reported higher proportions where school liaison or child care was required (46%, compared with between 10% and 36%).

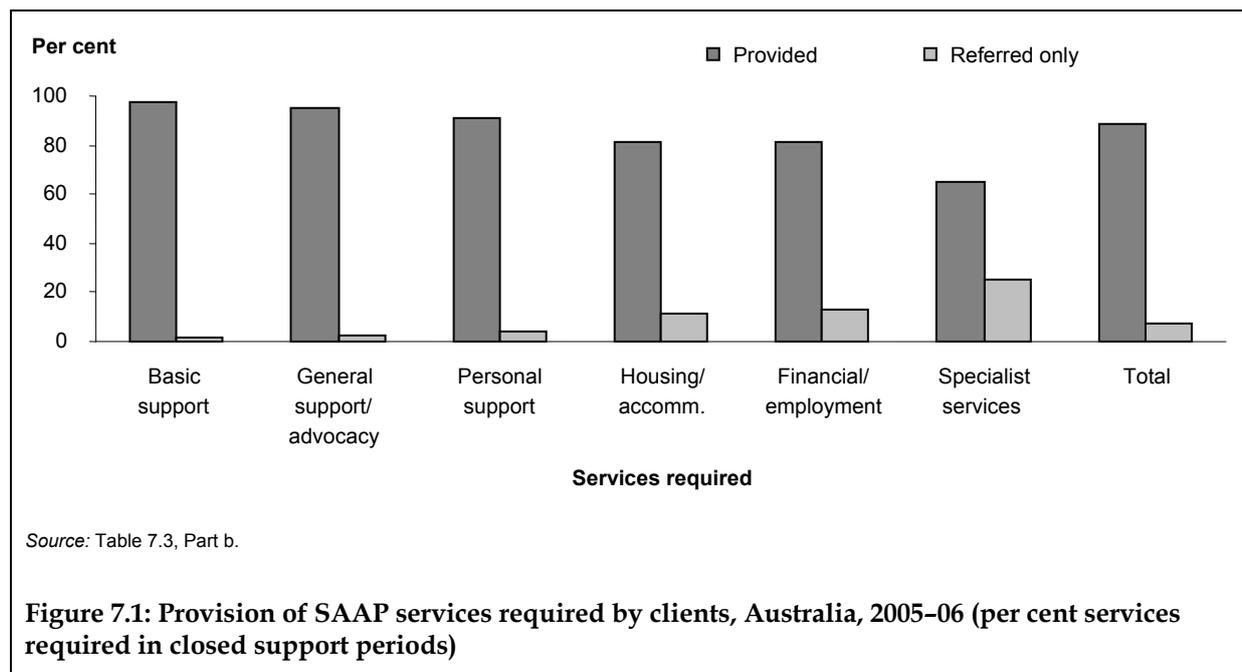
Requirements for individual service types also varied between the states and territories. For example, in the Australian Capital Territory help with behavioural problems was required in 24% of closed accompanying child support periods compared with between 4% and 12% in the other states and territory, skills education was required in 17% compared with between 1% and 11%, and assistance with access arrangements was required in 18% compared with between 1% and 7%. Child care was needed in 36% of closed accompanying child support periods in New South Wales, compared with between 3% and 26% in the other states and territories.

### **Service provision and referral for SAAP clients**

In 2005–06, 858,900 different service types were identified as being required by clients in 154,200 closed support periods, so that on average 6 different types of services were needed in each closed support period (derived from Table 7.3, Part b).

Although services vary considerably in terms of the number of clients who may require them, an inability to provide a particular service can have a significant impact on the client requiring that service. In these circumstances, an agency's ability to refer clients to other appropriate service providers assumes added importance. For this reason, a need for a service is considered to be met if the service could be provided directly by the SAAP agency or referred out. Overall, SAAP agencies were able to meet the needs of clients in the majority of cases. SAAP agencies directly provided services in over 88% of cases (Table 7.3, Part b). In addition to this, agencies were able to refer clients to other organisations for a further 7% of required services.

As illustrated in Figure 7.1, in all service groups the required service was able to be provided directly in the majority of cases (at least 65%). Basic support services, such as meals and laundry or shower facilities, and general support and advocacy were the most likely services to be provided when required (97% and 95%, respectively, of these service types were provided when required). In particular, according to individual service type, all basic support services were provided in 95% or more of closed support periods where they were required, with the highest service provision being for laundry or shower facilities (provided directly in 99% of cases when required) (Table 7.3, Part a).



Specialist services (provided directly in 65% of required services) were the least likely group of services to be provided directly (Table 7.3, part b). Some particular specialist services such as psychiatric services, physical disability services and intellectual disability services, were provided directly by agencies in less than half of the closed support periods in which these services were required (42%, 46% and 41% respectively) (Table 7.3, Part a). However, as Figure 7.1 shows, generally, as direct provision of required services falls, referrals increase, so that clients received far more referrals for specialist services than other types of services (25% compared with only 2% for basic support services).

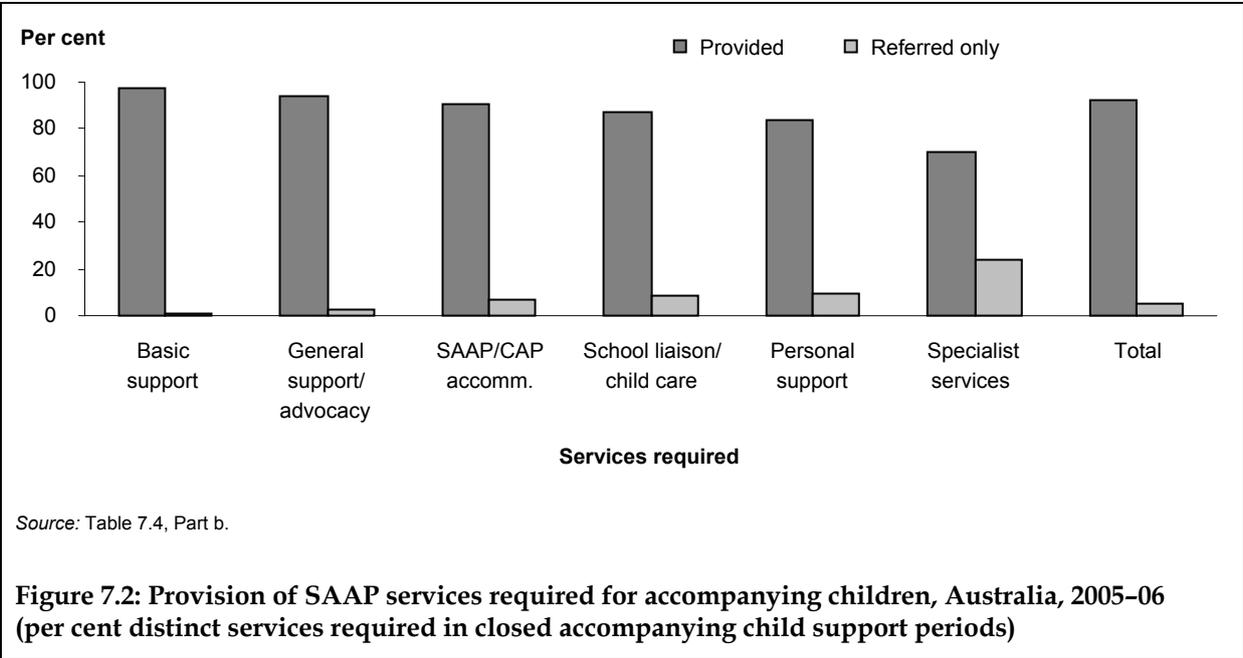
Housing and accommodation services were required in 103,400 (or 67%) of closed support periods (derived from Table 7.3, Part b). Some clients had more than one requirement for housing-related services, resulting in a total of 151,600 distinct accommodation services being required (Table 7.3, Part b). In 81% of these instances, some housing or accommodation services were provided within the support period by the time it concluded and a further 11% were referred on. More specifically, SAAP or CAP accommodation was provided in 89% of the closed support periods in which it was required and was referred out in an additional 7% of cases (Table 7.3, Part a).

### Service provision and referral for accompanying children

SAAP agencies reported that some 154,300 distinct service types were required by accompanying children in 38,700 closed accompanying child support periods, so that, on average, accompanying children received 4 different types of services in each closed accompanying child support period where services were required (derived from Table 7.4, Part b).

Overall SAAP agencies were able to meet the needs of accompanying children in the vast majority of cases. SAAP agencies directly provided 92% of the service types required for accompanying children. In addition to this, agencies were able to refer accompanying children for another 5% of required services.

In broad terms, as for clients, some types of required services were more likely to be provided than others. As illustrated in Figure 7.2, basic support services were the group of services most often provided directly (in 98% of cases), followed by general support and advocacy (94%), and accommodation (90%). Specialist services were the least likely to be provided directly by agencies when required (70%).



The less likely a service was to be provided, the more likely it was to be referred. Thus, the most likely group of services to be referred were specialist services – such services were referred in 24% of requirements for this service type.

When considered individually, all service types were provided in the majority of cases (in 53% or more of closed accompanying closed support periods). The services most likely to be provided directly to accompanying children when required were generally the basic support services: meals, showers and hygiene services, recreation, and transport were all provided in 98% or more of the closed accompanying child support periods in which they were required (Table 7.4, Part a). Other types of services that were also frequently provided to children when required were advice or information (97%), advocacy (95%), structured play/skill development (93%), culturally specific services (91%), and SAAP or CAP accommodation (90%).

Specialist counselling, that is counselling provided by a qualified counsellor, was the individual service type least likely to be provided directly to accompanying children (in 53% of closed accompanying child support periods in which this type of service was required). Sexual and physical abuse counselling or support and health or medical services were also less commonly provided directly when they were required. However, these services were still provided directly in the majority of closed accompanying child support periods where they were required (66% and 65% respectively) and were also the types of individual services that were most often referred out. Accompanying children were referred out for specialist counselling when it could not be provided directly in 36% of cases, to health or medical services in 31% and to sexual or physical abuse counselling or support services in 23%.

## **Unmet needs of SAAP clients**

As mentioned, 88% of the services required by clients were able to be provided directly and 7% were referred out. This left 5% (or 38,400) of required services unmet at the end of a period of support (Table 7.3, Part b). These unmet needs were spread over 16,000 closed support periods (Table 7.5; figure includes 435 closed support periods with missing data in the table [see Note 2]).

Overall, when examined as a proportion of all unmet needs as opposed to as a proportion of all required services, the most common forms of support that were neither provided nor referred were housing or accommodation services (accounting for 31% of all unmet needs), followed by specialist services (20%). However, it must be noted that housing and accommodation services were required in more closed support periods than any other broad type of service (67%) and that specialist services were required in the least (30%) (Table 7.1).

### *Client group*

The level of unmet need varies according to client group. Females with children had the highest number of unmet needs, at 7,900 in 3,600 closed support periods (Table 7.5). In contrast, there were only 600 unmet needs for males with children in 300 closed support periods. These figures mainly reflect the total number of support periods provided to each group. However, by comparing the distribution of all closed support periods with that of unmet needs across client groups, it can be seen that both female and male clients aged under 25 years who presented alone or with an unrelated person had relatively high levels of unmet need, accounting for 19% and 15% of unmet needs, respectively, and 13% and 11% of closed support periods, respectively. This shows that the proportion of unmet needs reported for these client groups was actually higher than their proportion of closed support periods. In contrast, older male clients who presented alone or with an unrelated person(s) had relatively few unmet needs, with 19% of unmet needs relating to this group, compared with 28% of closed support periods.

The broad types of services that remained unmet at the conclusion of support also varied according to client group. However, housing and accommodation services accounted for the highest proportion of unmet needs across all client groups. In particular, couples both with and without children, although only fairly small groups, both reported a relatively high proportion of unmet need in the area of housing and accommodation (in 45% and 39% of their unmet needs respectively). In contrast, the 'other' client group and single females aged 25 years and under had the lowest proportion of unmet need in this area (both 26%).

## **Unmet needs of accompanying children**

As mentioned, SAAP agencies were able to directly provide 92% of required services and referred out a further 5% when they could not be provided directly. This left 3% (or 4,000) required services unmet at the conclusion of a period of support (Table 7.4, part b). These unmet needs were spread across 2,100 closed accompanying child support periods (Table 7.6; figure includes 21 closed support periods with missing data in the table [see Note 2]).

Overall, unmet needs were fairly evenly distributed in terms of the broad types of support (all between 15% and 19% of unmet needs). The most common unmet needs were housing and personal support (both accounting for 19% of unmet needs). School liaison and specialist services made up the lowest proportion of unmet needs for accompanying children (both 15% of unmet needs).

### *Client group*

The proportion of unmet needs for children in each client group is roughly consistent with the proportion of accompanying child support periods for each client group. For example, children accompanying their mother (or a female guardian) accounted for 90% of closed accompanying child support periods and for 87% of unmet needs. Children accompanying couples accounted for 7% of closed accompanying child support periods and 8% of all unmet needs, and children accompanying their father (or a male guardian) accounted for 3% of all closed accompanying child support periods and for 5% of unmet needs.

For children accompanying a male client, the highest proportion of unmet need was for general support or advocacy (in 32% of their unmet needs). For children accompanying a couple the highest proportion of unmet need was for housing or accommodation services (29%). A high proportion of unmet need for accommodation was also reported for children accompanying a male client (29%). In comparison, accommodation accounted for 18% of the unmet needs reported for children who accompanied a female client. For children accompanying a female client the highest proportion of unmet need was for personal support services (20%).

## 7.1 Tables

Table 7.1: SAAP closed support periods: services required by clients, by state and territory, Australia, 2005–06 (per cent closed support periods)

Type of service	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	Number
<b>Housing/accommodation</b>	<b>77.2</b>	<b>49.5</b>	<b>78.0</b>	<b>87.1</b>	<b>74.9</b>	<b>75.5</b>	<b>91.0</b>	<b>84.0</b>	<b>66.7</b>	<b>103,400</b>
SAAP/CAP accommodation	65.4	24.9	69.9	80.2	57.1	49.2	73.7	77.4	49.6	76,900
Assistance to obtain/maintain short-term accommodation	13.6	16.1	12.9	6.7	17.7	12.4	13.2	6.6	14.1	21,900
Assistance to obtain/maintain medium-term accommodation	9.2	11.2	7.6	5.1	11.7	9.0	17.9	3.7	9.7	15,000
Assistance to obtain/maintain independent housing	25.6	24.2	21.2	16.0	25.0	38.2	50.0	22.2	24.4	37,800
<b>Financial/employment</b>	<b>35.3</b>	<b>49.8</b>	<b>37.8</b>	<b>39.8</b>	<b>32.9</b>	<b>40.5</b>	<b>50.6</b>	<b>44.4</b>	<b>42.4</b>	<b>65,700</b>
Assistance to obtain/maintain government allowance	10.3	6.6	11.1	11.6	11.6	7.7	14.8	8.8	9.0	14,000
Employment and training assistance	6.8	4.8	5.1	5.4	5.3	3.8	11.1	3.2	5.4	8,400
Financial assistance/material aid	26.7	43.6	29.9	31.8	25.1	31.5	43.7	35.9	35.0	54,200
Financial counselling and support	8.3	9.0	8.6	7.0	10.4	9.5	11.9	12.9	8.9	13,800
<b>Personal support</b>	<b>58.4</b>	<b>47.0</b>	<b>50.0</b>	<b>51.9</b>	<b>66.2</b>	<b>56.6</b>	<b>66.1</b>	<b>55.3</b>	<b>52.7</b>	<b>81,700</b>
Incest/sexual assault	1.9	1.6	2.0	1.7	3.1	8.8	3.7	0.8	2.1	3,300
Domestic/family violence	17.9	17.9	17.2	19.1	30.7	10.8	16.3	20.5	18.8	29,100
Family/relationship	18.4	12.0	16.3	11.8	15.2	13.2	22.0	10.9	14.4	22,300
Emotional	53.5	41.5	45.0	46.2	55.2	49.6	63.9	50.1	46.9	72,700
Assistance with problem gambling	2.3	0.5	1.0	0.2	0.7	0.6	1.1	0.9	1.0	1,500
<b>General support/advocacy</b>	<b>77.5</b>	<b>74.2</b>	<b>71.4</b>	<b>60.9</b>	<b>83.0</b>	<b>80.5</b>	<b>76.3</b>	<b>66.1</b>	<b>74.3</b>	<b>115,200</b>
Living skills/personal development	20.3	11.5	19.0	12.3	15.2	14.1	39.5	18.6	15.5	24,000
Assistance with legal issues/court support	11.3	9.7	10.0	8.4	10.7	7.1	11.4	22.2	10.3	16,000
Advice/information	65.0	66.2	59.0	52.9	75.9	75.9	63.2	50.4	64.7	100,200
Retrieval/storage/removal of belongings	27.3	7.9	24.5	10.9	18.8	8.7	21.5	20.8	16.2	25,000
Advocacy/liaison on behalf of client	35.2	42.4	25.7	28.7	49.1	35.8	43.9	36.6	37.7	58,400
<b>Specialist services</b>	<b>37.8</b>	<b>23.5</b>	<b>30.0</b>	<b>37.0</b>	<b>35.5</b>	<b>17.3</b>	<b>44.0</b>	<b>43.3</b>	<b>30.1</b>	<b>46,700</b>
Psychological services	4.4	7.5	3.7	3.0	6.7	2.8	9.7	17.1	6.0	9,300
Specialist counselling services	6.3	4.0	5.1	3.6	15.3	6.0	7.4	1.9	5.6	8,700
Psychiatric services	4.2	3.5	2.2	2.0	2.5	1.8	5.3	1.1	3.2	4,900
Pregnancy support	1.6	1.1	1.7	1.3	1.6	0.9	6.6	0.7	1.4	2,200
Family planning support	1.2	0.9	1.3	0.7	1.4	0.7	5.2	0.8	1.1	1,700
Drug/alcohol support or intervention	16.2	6.3	6.4	8.6	6.0	4.8	10.6	6.7	8.6	13,300
Physical disability services	0.2	0.4	0.2	0.2	0.2	0.3	0.6	0.5	0.3	400
Intellectual disability services	0.4	0.4	0.3	0.3	0.4	0.5	0.6	0.2	0.4	600
Culturally specific services	4.5	3.8	4.6	16.9	5.9	0.8	5.4	16.4	5.4	8,400
Interpreter services	1.1	1.2	0.6	1.2	0.8	0.3	1.6	0.4	1.0	1,600
Assistance with immigration services	0.9	1.0	0.6	0.5	0.4	0.3	1.6	0.2	0.8	1,200
Health/medical services	18.6	10.4	18.9	13.8	13.9	6.0	31.3	23.0	14.4	22,300
<b>Basic support</b>	<b>67.2</b>	<b>32.2</b>	<b>65.8</b>	<b>73.9</b>	<b>40.7</b>	<b>48.7</b>	<b>66.2</b>	<b>70.9</b>	<b>50.3</b>	<b>78,000</b>
Meals	57.6	12.1	53.3	54.6	28.4	31.2	52.5	61.1	34.7	53,800
Laundry/shower facilities	53.6	10.1	50.8	60.0	28.5	26.6	50.5	58.5	32.8	50,900
Recreation	24.2	8.5	35.6	31.8	10.7	10.7	47.9	45.7	19.2	29,700
Transport	29.9	14.4	29.6	38.6	19.7	25.4	33.2	44.5	23.5	36,500
Other	9.2	14.4	8.1	18.9	6.5	6.9	4.1	30.6	12.0	18,600
<b>No needs recorded</b>	<b>0.5</b>	<b>0.5</b>	<b>0.2</b>	<b>1.4</b>	<b>0.2</b>	<b>0.4</b>	<b>0.8</b>	<b>0.1</b>	<b>0.5</b>	<b>800</b>
<b>Total (row %)</b>	<b>21.6</b>	<b>41.1</b>	<b>14.1</b>	<b>7.3</b>	<b>8.6</b>	<b>3.4</b>	<b>1.5</b>	<b>2.5</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>33,500</b>	<b>63,700</b>	<b>21,900</b>	<b>11,300</b>	<b>13,300</b>	<b>5,200</b>	<b>2,300</b>	<b>3,900</b>	<b>..</b>	<b>155,000</b>

### Notes

1. Number excluded due to errors and omissions (weighted): 3,631 (closed support periods with no information on service requirements or provision).
2. Clients were able to receive multiple services, so percentages do not total 100.
3. A client may require more than one type of service within a broad type of assistance.
4. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

**Table 7.2: SAAP closed accompanying child support periods: services required for accompanying children, by state and territory, Australia, 2005–06 (per cent closed accompanying child support periods)**

Type of service	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	Number
<b>Accommodation</b>	<b>66.0</b>	<b>55.8</b>	<b>84.3</b>	<b>91.3</b>	<b>60.8</b>	<b>76.3</b>	<b>76.3</b>	<b>87.1</b>	<b>70.7</b>	<b>27,900</b>
SAAP/CAP accommodation	66.0	55.8	84.3	91.3	60.8	76.3	76.3	87.1	70.7	27,900
<b>School liaison/child care</b>	<b>46.1</b>	<b>26.6</b>	<b>35.8</b>	<b>30.9</b>	<b>11.5</b>	<b>34.1</b>	<b>28.5</b>	<b>10.4</b>	<b>30.5</b>	<b>12,100</b>
School liaison	22.1	16.6	15.2	10.4	4.1	10.4	11.5	7.7	14.3	5,700
Child care	35.5	12.9	25.4	24.9	8.1	26.2	22.1	3.4	21.2	8,400
<b>Personal support</b>	<b>29.2</b>	<b>18.6</b>	<b>22.7</b>	<b>15.9</b>	<b>12.5</b>	<b>14.3</b>	<b>37.7</b>	<b>8.6</b>	<b>20.2</b>	<b>8,000</b>
Help with behavioural problems	11.6	12.3	10.4	5.5	5.4	10.3	23.8	4.3	9.7	3,800
Sexual/physical abuse support	2.7	3.2	3.0	1.7	2.8	6.4	4.3	1.8	2.8	1,100
Skills education	11.4	3.9	3.5	3.7	2.2	2.4	17.3	1.0	5.4	2,100
Structured play/skill development	18.8	7.6	12.6	10.0	5.3	2.4	25.9	3.8	10.9	4,300
<b>General support/advocacy</b>	<b>44.9</b>	<b>49.2</b>	<b>25.6</b>	<b>12.6</b>	<b>67.2</b>	<b>31.4</b>	<b>56.5</b>	<b>22.7</b>	<b>40.1</b>	<b>15,900</b>
Access arrangements	5.2	6.7	3.4	1.2	2.7	4.5	17.5	1.4	4.4	1,800
Advice/information	31.2	30.4	18.0	9.6	59.7	23.6	39.4	17.3	29.0	11,500
Advocacy	33.1	33.6	14.1	5.8	33.9	15.5	42.0	19.9	25.5	10,100
<b>Specialist services</b>	<b>23.5</b>	<b>20.6</b>	<b>21.6</b>	<b>26.0</b>	<b>17.7</b>	<b>12.2</b>	<b>31.8</b>	<b>54.4</b>	<b>23.2</b>	<b>9,200</b>
Specialist counselling	5.7	7.5	6.7	3.6	10.7	7.1	6.5	2.7	6.6	2,600
Culturally specific services	9.4	6.4	4.1	18.4	4.6	1.6	8.5	24.1	9.0	3,500
Health/medical services	13.7	11.1	14.1	7.0	4.2	4.4	27.4	37.4	11.8	4,600
<b>Basic support</b>	<b>74.9</b>	<b>52.9</b>	<b>69.8</b>	<b>84.0</b>	<b>31.5</b>	<b>54.6</b>	<b>61.5</b>	<b>79.6</b>	<b>63.5</b>	<b>25,100</b>
Meals	55.6	26.0	47.6	67.6	17.3	28.9	36.3	71.9	43.1	17,100
Showers/hygiene	52.5	18.2	43.5	70.7	16.1	24.0	29.3	64.7	39.6	15,700
Recreation	46.6	19.5	37.4	42.4	8.5	9.6	36.3	42.1	31.1	12,300
Transport	54.0	30.5	51.9	51.0	16.3	31.4	41.0	56.2	41.4	16,400
Other	11.5	17.9	14.7	7.4	9.2	7.9	25.8	35.0	13.8	5,400
<b>No needs recorded</b>	<b>3.8</b>	<b>1.7</b>	<b>2.4</b>	<b>1.5</b>	<b>1.1</b>	<b>1.4</b>	<b>0.4</b>	<b>0.7</b>	<b>2.1</b>	<b>800</b>
<b>Total (row %)</b>	<b>22.4</b>	<b>25.2</b>	<b>14.5</b>	<b>15.2</b>	<b>13.4</b>	<b>3.1</b>	<b>2.0</b>	<b>4.1</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>8,900</b>	<b>9,900</b>	<b>5,700</b>	<b>6,000</b>	<b>5,300</b>	<b>1,200</b>	<b>800</b>	<b>1,600</b>	<b>..</b>	<b>39,500</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 29,955 (closed accompanying child support periods with no information on service requirements or provision). In 28,314 of these, 'no assistance' was indicated as required for the accompanying child.
2. Accompanying children were able to receive multiple services, so percentages do not total 100.
3. An accompanying child may require more than one type of service within a broad type of assistance.
4. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

Table 7.3: SAAP services required by clients in closed support periods, by provision, Australia, 2005–06

Part a: Individual types of services required in closed support periods, by provision (per cent closed support periods)

Type of service	Not provided			Provided			Total	Closed support periods (number)
	Neither provided nor referred	Referred only	Sub-total	Provided only	Provided and referred	Sub-total		
<b>Housing/accommodation</b>								
SAAP/CAP accommodation	4.4	6.6	11.0	84.1	4.8	88.9	100.0	76,900
Assistance to obtain/maintain short-term accommodation	9.9	16.0	25.9	60.7	13.4	74.1	100.0	21,900
Assistance to obtain/maintain medium-term accommodation	13.7	18.3	32.0	52.0	16.0	68.0	100.0	15,000
Assistance to obtain/maintain independent housing	10.2	14.2	24.4	61.2	14.4	75.6	100.0	37,800
<b>Financial/employment</b>								
Assistance to obtain/maintain government allowance	5.6	17.0	22.6	59.3	18.2	77.5	100.0	14,000
Employment and training assistance	14.3	25.6	39.9	44.0	16.2	60.2	100.0	8,400
Financial assistance/material aid	3.6	9.2	12.8	77.7	9.5	87.2	100.0	54,200
Financial counselling and support	10.6	16.3	26.9	63.3	9.9	73.2	100.0	13,800
<b>Personal support</b>								
Incest/sexual assault	11.7	21.7	33.4	50.1	16.5	66.6	100.0	3,300
Domestic/family violence	4.8	7.4	12.2	78.6	9.2	87.8	100.0	29,100
Family/relationship	9.0	7.1	16.1	74.2	9.6	83.8	100.0	22,300
Emotional	2.2	1.0	3.2	93.9	3.0	96.9	100.0	72,700
Assistance with problem gambling	37.8	17.5	55.3	35.0	9.7	44.7	100.0	1,500
<b>General support/advocacy</b>								
Living skills/personal development	6.6	2.7	9.3	86.5	4.2	90.7	100.0	24,000
Assistance with legal issues/court support	6.3	20.1	26.4	52.7	20.8	73.5	100.0	16,000
Advice/information	0.9	0.5	1.4	93.8	4.8	98.6	100.0	100,200
Retrieval/storage/removal of belongings	2.5	2.5	5.0	92.0	2.9	94.9	100.0	25,000
Advocacy/liaison on behalf of client	1.9	2.2	4.1	88.6	7.3	95.9	100.0	58,400
<b>Specialist services</b>								
Psychological services	9.6	21.0	30.6	56.4	13.0	69.4	100.0	9,300
Specialist counselling services	14.0	32.7	46.7	41.1	12.2	53.3	100.0	8,700
Psychiatric services	13.7	43.9	57.6	31.2	11.2	42.4	100.0	4,900
Pregnancy support	10.4	20.7	31.1	44.9	24.0	68.9	100.0	2,200
Family planning support	14.9	20.4	35.3	43.3	21.5	64.8	100.0	1,700
Drug/alcohol support or intervention	16.9	18.8	35.7	51.6	12.7	64.3	100.0	13,300
Physical disability services	17.2	37.3	54.5	25.3	20.2	45.5	100.0	400
Intellectual disability services	24.2	34.9	59.1	22.9	18.1	41.0	100.0	600
Culturally specific support	3.7	9.3	13.0	74.1	12.8	86.9	100.0	8,400
Interpreter services	4.1	14.8	18.9	66.4	14.7	81.1	100.0	1,600
Assistance with immigration issues	6.3	19.9	26.2	47.3	26.4	73.7	100.0	1,200
Health/medical services	5.9	30.1	36.0	49.7	14.3	64.0	100.0	22,300
<b>Basic support and other services n.e.s.</b>								
Meals	1.0	1.3	2.3	95.8	1.9	97.7	100.0	53,800
Laundry/shower facilities	0.9	0.3	1.2	97.9	0.9	98.8	100.0	50,900
Recreation	1.8	1.5	3.3	95.3	1.5	96.8	100.0	29,700
Transport	3.0	1.8	4.8	93.0	2.2	95.2	100.0	36,500
Other	1.4	2.4	3.8	90.7	5.6	96.3	100.0	18,600

(continued)

**Table 7.3 (continued): SAAP services required by clients in closed support periods, by provision, Australia, 2005–06**

**Part b: Broad types of SAAP services required in closed support periods, by provision (per cent distinct services required)**

Broad type of service	Not provided			Provided			Total	Distinct services required (number)	Assoc. closed support periods (number)
	Neither provided nor referred	Referred only	Subtotal	Provided only	Provided and referred	Subtotal			
Housing/ accommodation	7.6	11.0	18.6	71.8	9.6	81.4	100.0	151,600	103,400
Financial/ employment	6.0	13.0	19.0	69.5	11.5	81.0	100.0	90,400	65,700
Personal support	4.6	4.2	8.8	85.2	5.9	91.1	100.0	128,900	81,700
General support/ advocacy	2.4	2.8	5.2	88.5	6.3	94.8	100.0	223,700	115,200
Specialist services	10.0	24.9	34.9	51.1	14.0	65.1	100.0	74,800	46,700
Basic support	1.5	1.3	2.8	95.2	2.0	97.2	100.0	189,500	78,000
<b>Total (%)</b>	<b>4.5</b>	<b>7.1</b>	<b>11.6</b>	<b>81.3</b>	<b>7.1</b>	<b>88.4</b>	<b>100.0</b>	..	..
<b>Total (number)</b>	<b>38,400</b>	<b>61,200</b>	<b>99,600</b>	<b>698,300</b>	<b>60,900</b>	<b>759,200</b>	..	<b>858,900</b>	<b>154,200</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 3,631 (closed support periods with no information on service requirements or provision).
2. 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.
3. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

**Table 7.4: SAAP services required for accompanying children in closed support periods, by provision, Australia, 2005–06**

**Part a: Individual types of SAAP services required for accompanying children in closed support periods, by provision (per cent closed accompanying child support periods)**

Type of service	Not provided			Provided			Total	Closed accompanying child support periods (number)
	Neither provided nor referred	Referred only	Subtotal	Provided only	Provided and referred	Subtotal		
<b>Accommodation</b>								
SAAP/CAP accommodation	2.7	7.0	9.7	85.5	4.7	90.2	100.0	27,900
<b>School liaison/child care</b>								
School liaison	6.1	6.3	12.4	75.5	12.1	87.6	100.0	5,700
Child care	2.8	9.8	12.6	78.8	8.6	87.4	100.0	8,400
<b>Personal support</b>								
Help with behavioural problems	8.8	14.2	23.0	58.8	18.1	76.9	100.0	3,800
Sexual/physical abuse counselling/support	11.0	23.4	34.4	45.5	20.1	65.6	100.0	1,100
Skills education	6.2	5.5	11.7	77.3	11.0	88.3	100.0	2,100
Structured play/skill development	3.4	3.6	7.0	85.3	7.8	93.1	100.0	4,300
<b>General support/advocacy</b>								
Access arrangements	6.9	19.8	26.7	53.4	19.8	73.2	100.0	1,800
Advice/information	2.1	1.0	3.1	90.7	6.2	96.9	100.0	11,500
Advocacy	3.1	1.6	4.7	87.8	7.5	95.3	100.0	10,100
<b>Specialist services</b>								
Specialist counselling	11.5	35.8	47.3	39.3	13.4	52.7	100.0	2,600
Culturally specific services	3.1	6.2	9.3	81.9	8.8	90.7	100.0	3,500
Health/medical services	4.0	31.1	35.1	41.3	23.6	64.9	100.0	4,600
<b>Basic support services</b>								
Meals	0.7	0.8	1.5	96.3	2.2	98.5	100.0	17,100
Showers/hygiene	0.8	0.2	1.0	97.7	1.4	99.1	100.0	15,700
Recreation	1.3	1.1	2.4	95.0	2.6	97.6	100.0	12,300
Transport	1.0	1.5	2.5	95.0	2.5	97.5	100.0	16,400
Other	1.1	4.9	6.0	81.1	12.9	94.0	100.0	5,400

(continued)

**Table 7.4 (continued): SAAP services required for accompanying children in closed support periods, by provision, Australia, 2005–06**

**Part b: Broad types of SAAP services required for accompanying children in closed support periods, by provision (per cent distinct services required)**

Broad type of service	Not provided			Provided			Total	Distinct services required (number)	Assoc. closed accompanying child support periods (number)
	Neither provided nor referred	Referred only	Sub-total	Provided only	Provided and referred	Sub-total			
Accommodation	2.7	7.0	9.7	85.5	4.7	90.2	100.0	27,900	27,900
School liaison/ child care	4.1	8.4	12.5	77.5	10.0	87.5	100.0	14,000	12,100
Personal support	6.5	9.5	16.0	70.9	13.1	84.0	100.0	11,400	8,000
General support/ advocacy	2.9	2.7	5.6	86.6	7.8	94.4	100.0	23,300	15,900
Specialist services	5.5	24.1	29.6	54.1	16.3	70.4	100.0	10,800	9,200
Basic support	0.9	1.2	2.1	94.8	3.0	97.8	100.0	66,800	25,100
<b>Total (%)</b>	<b>2.6</b>	<b>5.4</b>	<b>7.9</b>	<b>85.7</b>	<b>6.4</b>	<b>92.1</b>	<b>100.0</b>	..	..
<b>Total (number)</b>	<b>4,000</b>	<b>8,300</b>	<b>12,300</b>	<b>132,300</b>	<b>9,800</b>	<b>142,100</b>	..	<b>154,300</b>	<b>38,700</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 29,955 (closed accompanying child support periods with no information on service requirements or provision). In 28,314 of these, 'no assistance' was indicated as required for the accompanying child.
2. 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.
3. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

**Table 7.5: SAAP services required by clients in closed support periods that were neither provided nor referred: broad type of service by client group, Australia, 2005–06**

Broad type of service	Male alone under 25	Male alone 25+	Female alone under 25	Female alone 25+	Couple no children	Couple with children	Male with children	Female with children	Other	Total	
										%	Number
	<b>% unmet needs</b>										
Housing/ accommodation	32.0	27.9	25.8	27.9	38.7	45.3	34.3	32.5	25.8	30.6	10,900
Financial/ employment	18.7	14.1	15.6	15.0	13.5	12.2	14.2	11.7	10.4	14.5	5,200
Personal support	12.4	13.7	18.0	13.4	14.3	11.7	13.4	15.5	24.0	14.7	5,200
General support/ advocacy	14.4	10.8	14.1	13.3	11.3	7.9	15.6	15.4	14.3	13.3	4,800
Specialist services	14.8	26.0	19.8	23.9	16.0	14.6	15.6	17.2	20.8	19.8	7,100
Basic support	7.6	7.4	6.7	6.5	6.1	8.3	6.8	7.7	4.6	7.2	2,600
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>35,700</b>
<b>Summary totals</b>											
Total unmet needs (%)	14.6	18.9	19.0	13.7	3.6	5.5	1.8	22.0	0.9	100.0	..
Total unmet needs (number)	5,200	6,700	6,800	4,900	1,300	2,000	600	7,900	300	..	35,700
Total closed support periods with unmet needs (%)	13.7	21.0	16.1	13.7	3.4	6.2	1.8	23.4	0.6	100.0	..
Total closed support periods with unmet needs (number)	2,100	3,300	2,500	2,100	500	1,000	300	3,600	100	..	15,600
Total closed support periods (%)	11.2	28.0	12.5	18.7	2.7	3.7	1.3	21.5	0.4	100.0	..
Total closed support periods (number)	17,000	42,600	19,000	28,500	4,200	5,600	2,000	32,700	600	..	152,200

**Notes**

1. Number excluded due to errors and omissions (weighted): 1,008 identified unmet needs.
2. Number excluded due to errors and omissions (weighted): 435 closed support periods with identified unmet needs.
3. Number excluded due to errors and omissions (weighted): 7,844 closed support periods (including closed support periods with no information on service requirements or provision).
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

**Table 7.6: SAAP services required for accompanying children in closed support periods that were neither provided nor referred: broad type of service by client group, Australia, 2005–06**

	Couple with children	Male with children	Female with children	Other with children	Total	
					%	Number
<b>Broad type of service</b>	<b>% unmet needs</b>					
Accommodation	28.5	28.7	17.5	7.4	18.9	700
School liaison/child care	13.6	5.2	15.3	7.4	14.6	600
Personal support	15.0	10.9	19.6	7.4	18.7	700
General support/advocacy	23.4	31.7	15.6	7.4	17.0	700
Specialist services	11.0	9.4	15.8	7.8	15.1	600
Basic support	8.4	14.1	16.2	62.7	15.7	600
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>3,900</i>
<b>Summary totals</b>						
Total unmet needs (%)	8.0	5.2	86.5	0.4	100.0	..
Total unmet needs (number)	300	200	3,400	<50	..	3,900
Total closed accompanying child support periods with unmet needs (%)	9.3	5.7	84.8	0.2	100.0	..
Total closed accompanying child support periods with unmet needs (number)	200	100	1,800	<50	..	2,100
Total closed accompanying child support periods (%)	7.4	3.0	89.5	0.1	100.0	..
Total closed accompanying child support periods (number)	2,900	1,200	35,200	<50	..	39,400
Total closed support periods with accompanying children with unmet needs (%)	9.5	5.9	84.3	0.2	100.0	..
Total closed support periods with accompanying children with unmet needs (number)	100	100	1,100	<50	..	1,300
Total closed support periods with accompanying children requiring assistance (%)	7.2	3.4	89.2	0.2	100.0	..
Total closed support periods with accompanying children requiring assistance (number)	1,500	700	18,000	<50	..	20,200

*Notes*

1. Number excluded due to errors and omissions (weighted): 37 identified unmet needs for accompanying children.
2. Number excluded due to errors and omissions (weighted): 21 closed accompanying child support periods with identified unmet needs.
3. Number excluded due to errors and omissions (weighted): 30,114 closed accompanying child support periods (including closed accompanying child support periods with no information on service requirements or provision).
4. Number excluded due to errors and omissions (weighted): 16 closed support periods with accompanying children with unmet needs.
5. Number excluded due to errors and omissions (weighted): 91 closed support periods with accompanying children requiring assistance.
6. Figures have been weighted to adjust for agency non-participation.

*Source:* SAAP Client Collection.

