

# Appendix 1 The data

## A1.1 The National Data Collection

The National Data Collection has been providing annual information on the provision of assistance through SAAP since 1996–97. The Australian Institute of Health and Welfare has had the role of National Data Collection Agency (NDCA) since the collection's inception.

The National Data Collection consists of distinct components, each of which can be thought of as a separate collection. Currently, three collections are run annually: the Client Collection, the Administrative Data Collection, and the Demand for Accommodation Collection.

- The Client Collection is the main component. It collects information about all clients receiving support under SAAP (see Glossary). Data are recorded by service providers during, or immediately following, contact with clients and are then forwarded to the NDCA after clients' support periods have ended or, for ongoing clients, at the end of the reporting period (31 December and 30 June). Data collected include basic sociodemographic information and information on the services required by, and provided to, each client. Information about each client's situation before and after receiving SAAP services is also collected.  
A full-scale trial of the Client Collection, involving all agencies across Australia, began in March 1996, and the collection proper began on 1 July 1996. The collection has continued, with some refinements to the data items introduced in July each year. In July 2005, a Core Data Set was introduced. The Core Data Set collects fewer data items than were previously collected, includes a new statistical linkage key and incorporates changes in some definitions, such as that of client, support period, accompanying child and accompanying child support period. For this reason, data for 2005–06 is not strictly comparable with previous years.
- The Administrative Data Collection consists of general information about the agencies providing accommodation and support services to people who are homeless or in crisis. Details about these agencies are forwarded to the NDCA by the community service departments that administer SAAP in each state and territory. The information provided for the Administrative Data Collection includes the client target group of each agency and its principal activity, together with details of funding and staffing capacity where these are available.
- The Demand for Accommodation Collection is conducted annually over 2 separate weeks. It measures the level of unmet demand for SAAP services by collecting information about the number of requests for accommodation from SAAP agencies that are not met, for whatever reason.

There is also provision in the National Data Collection for a limited number of surveys on special issues. A collection on SAAP clients with no income or very low income was conducted in May–June 2000 and is the subject of a separate report released in October 2001.

This current report uses information collected in the Client and Administrative Data collections only. A further report examining demand for SAAP services, using data from the 2005–06 Demand for Accommodation Collection, will be released later.

## A1.2 The Client Collection

The Client Collection obtains information about all SAAP clients (see Glossary). To ensure that the data collected accurately reflect the work done under the auspices of the program, it is important that there is a high level of participation among SAAP funded agencies. Overall, the participation rate for the Client Collection has been very satisfactory. In 2005–06, 93% of SAAP agencies providing support and/or accommodation to SAAP clients participated in the collection (Table A1.1). Participation ranged from 90% in Victoria to 100% in Tasmania. According to the primary target group of the agency, participation varied from 92% in agencies targeted at young people, women escaping domestic violence and cross target, multiple and general agencies to 98% in agencies targeted at single women and those targeted at single men.

In assessing the quality of data in any collection, it is important to consider not only overall participation rates but also the degree to which returned data 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 information obtained. However, high levels of non-response to particular questions mean that some caution should be exercised when interpreting the data because the results may not fully reflect the entire population of interest.

In this context, note that the protocols established for the National Data Collection require that SAAP clients provide information in a climate of informed consent. If a client's consent is not obtained, only a limited number of questions can be completed on data collection forms, and a 'statistical linkage key' is not recorded. Statistical linkage keys allow data collected on separate occasions from the same client to be combined without identifying the client. Thus statistical linkage keys allow enumeration of actual clients in addition to occasions of support.

Across Australia, consent and valid statistical linkage keys with consent (termed 'valid consent') were obtained from clients in 87% and 82% of support periods respectively (Table A1.1). In all states and territories, valid consent was obtained in the majority of cases, ranging from 78% in New South Wales to 87% in the Northern Territory and Western Australia. The same was true according to primary target group, ranging from 75% for agencies primarily targeted at women and children escaping domestic violence to 87% for agencies that primarily targeted single men.

**Table A1.1: SAAP Client Collection: agency participation rates and forms returned with informed consent and valid consent, by state and territory and primary target group, Australia, 2005–06**

|                                  | Agencies <sup>(a)</sup> |                    | Forms returned |             |                              |
|----------------------------------|-------------------------|--------------------|----------------|-------------|------------------------------|
|                                  | Total                   | Participation rate | Total          | Consent     | Valid consent <sup>(b)</sup> |
| State/territory                  | Number                  | %                  | Number         | %           | %                            |
| NSW                              | 379                     | 93.1               | 38,085         | 83.4        | 78.0                         |
| Vic                              | 354                     | 90.4               | 64,893         | 87.9        | 82.9                         |
| Qld                              | 196                     | 94.4               | 23,935         | 86.4        | 80.4                         |
| WA                               | 106                     | 92.5               | 11,676         | 89.9        | 86.5                         |
| SA                               | 77                      | 96.1               | 15,249         | 87.0        | 81.6                         |
| Tas                              | 34                      | 100.0              | 6,215          | 84.7        | 79.9                         |
| ACT                              | 41                      | 95.1               | 2,685          | 82.1        | 78.6                         |
| NT                               | 32                      | 93.8               | 4,009          | 92.6        | 87.4                         |
| <b>Total</b>                     | <b>1,219</b>            | <b>92.9</b>        | <b>166,747</b> | <b>86.6</b> | <b>81.5</b>                  |
| <b>Primary target group</b>      |                         |                    |                |             |                              |
| Young people                     | 450                     | 92.0               | 30,959         | 87.9        | 83.4                         |
| Single men only                  | 89                      | 97.8               | 21,361         | 88.7        | 87.3                         |
| Single women only                | 47                      | 97.9               | 5,397          | 84.7        | 78.7                         |
| Families                         | 112                     | 94.6               | 10,455         | 88.7        | 80.0                         |
| Women escaping domestic violence | 288                     | 92.0               | 35,789         | 84.0        | 75.2                         |
| Cross-target/multiple/general    | 233                     | 92.3               | 62,786         | 86.5        | 82.6                         |
| <b>Total</b>                     | <b>1,219</b>            | <b>92.9</b>        | <b>166,747</b> | <b>86.6</b> | <b>81.5</b>                  |

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

(b) 'Valid consent' here refers to all forms with a valid statistical linkage key (see 'statistical linkage key' in the Glossary).

Note: Table based on forms returned from agencies in scope for the Client Collection during the reference period. Not all agencies funded under SAAP are required to participate in the Client Collection. For example, agencies that provide only support to other agencies or casual assistance lasting less than 1 hour on a given day and which is not of an ongoing nature are not required to participate in the collection. Consequently, some agencies funded under SAAP (see Chapter 2) are not included in this table.

Sources: SAAP Administrative Data and Client Collections.

### A1.2.1 Adjusting for agency non-participation and client non-consent in the Client Collection

The 2005–06 Client Collection achieved an agency participation rate of 93% and a valid consent rate of 82%. This means that no forms were obtained from clients presenting at the 7% of SAAP agencies that did not participate in the Client Collection. In addition, valid consent was not obtained for 18% of forms at participating SAAP agencies, so that either personal information about these clients was not recorded on the forms or the data could not be used because a valid statistical linkage key was not provided. In order to provide accurate data about all clients presenting at SAAP agencies, the data collected in the Client Collection must be adjusted for agency non-participation and client non-consent, if necessary.

The simplest way of adjusting for non-participation and non-consent is to scale up estimates at the total level. This assumes that, on average, the demographic characteristics and circumstances of people are the same regardless of whether data about them were reported to the NDCA. There may, however, be some differences between the profiles of support periods with and without consent. Consequently, distributions based only on support

periods with consent may differ from those that would have been obtained had consent been provided in all cases. The varying valid consent rates by state and territory and primary target group (see Table A1.1) suggest that there are differences between support periods with and without consent. The AIHW has therefore developed an adjustment scheme that allows for differences between support periods with consent and those without. The scheme also adjusts estimates to allow for agency non-participation (if this occurs), for clients who give valid consent for some support periods but not for others (referred to as 'mixed consent'), and for clients who do not give consent in any of their periods of support. The scheme is outlined below.

There is no strictly objective method that can be applied to the data from the Client Collection to adjust estimates for incomplete response. Karmel (1999:23, 26) describes the statistical assumptions underlying the adjustment scheme developed by the AIHW. The scheme has the following features:

- The collection is divided into specified groups, or strata. Within the strata it is assumed that support periods with valid consent (that is, with consent and a valid statistical linkage key) represent support periods without valid consent. This means that the characteristics of support periods within each stratum are assumed not to depend on whether valid consent was obtained. The strata are defined in terms of characteristics available for all support periods in participating agencies.
- If there are any non-participating agencies within a state or territory it is assumed that, on average, participating and non-participating agencies provide a similar volume and profile of support.
- Some clients have mixed consent. Assumptions about the extent and nature of mixed consent are made to estimate the number of clients and the average number of support periods per client. Adjustments made for clients with mixed consent within subgroups are derived using simulation techniques and by-product data from the Client Collection.
- For support periods, two weights for adjusting estimates are derived:
  - a *non-participation weight* – a range of information is available for all support periods in participating agencies, and estimates using these data are adjusted only for agency non-participation
  - a *full non-participation non-consent weight* – for estimates using data that require consent, weights that adjust for both agency non-participation and client non-consent are used.

It is possible for these two weighting schemes to give slightly different estimates for the same item. Since estimates derived using the non-participation weights are based on a much larger sample of support periods than those using the full non-participation non-consent weights, the former (where available) are preferred because of their greater accuracy.

- For support period estimates, a *non-participation weight* is derived for each support period in participating agencies, and a *full non-participation non-consent weight* is derived for each support period with valid consent. Estimates of totals are then found by summing the relevant weights for each support period with the characteristics of interest.
- For accompanying child support periods, only a *non-participation weight* is used. The same base stratification is used for the accompanying child and client support period

non-participation weights. Estimates of totals are then found by summing the weights for each accompanying child support period with the characteristics of interest.

- For clients, only one weight is derived since valid consent is required to derive these estimates. A client weight is derived for each client with at least one support period with valid consent. Estimates of totals are then found by summing the weights for each client with the characteristics of interest.
- For accompanying children, only one weight is derived since valid consent is required to derive these estimates. A child weight is derived for each accompanying child with at least one accompanying child support period with valid consent. Consent is not obtained separately for accompanying children and is the same as the consent recorded on the parent/guardian's form. Estimates of totals are then found by summing the weights for each accompanying child with the characteristics of interest.

In estimates of numbers of clients and accompanying children, inaccuracies caused by identical statistical linkage keys for a small number of clients or accompanying children and changing linkage key information for the same client or accompanying child are not considered in the adjustment scheme.

In this report nearly all estimates of clients, support periods, accompanying children, and accompanying child support periods obtained using data from the Client Collection have been adjusted for agency non-participation and, where applicable, client non-consent using the scheme just outlined. In the supplements associated with this report, unadjusted estimates are presented at the regional level because the scheme was developed for national and state-level estimates and is not appropriate for regional estimates.

## **A1.3 Interpretation of tables**

When interpreting the tables in this report, readers should note a number of points:

- The main unit used in the table (for example, percentages, numbers or dollars) is shown at the end of the table title. If no unit is given there, the units used are given in the body of the table. Numbers of support periods and clients are generally rounded to the nearest 100 in this report and to the nearest 50 in the state and territory supplementary tables.
- Figures have been weighted to adjust for agency non-participation and, where necessary, for client non-consent (see A1.2.1). The weight used is identified in the notes to the table.
- In tables by state and territory, numbers of clients include all clients who ever visited SAAP agencies in each state or territory. Further, the support periods for a particular client may have been at agencies in more than one state or territory. Consequently, the number of clients by state and territory do not sum to the national figure. The same is true for accompanying children and accompanying child support periods.
- Records with missing data (due to either errors or omissions) are not included in the percentages or numbers in a table. Care should be taken when interpreting and using figures in a table if the numbers of errors and omissions are relatively high (as a rule of thumb, more than one-third the size of the number of records included in the table – see the 'Total (number)' row).
- Components may not add to totals because of rounding.

- In a number of tables, clients may have more than one response, so percentages will not total 100. A note to the table will indicate whether this is the case.
- A number of tables have Australian population data included. This is to allow comparisons between SAAP clients and the general population.

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

- the number of records excluded from the table because of errors and omissions in the data
- which weights have been used – that is, whether non-participation weights or full non-participation, non-consent weights were used
- any additional information needed to interpret the table.

### A1.3.1 Examples

Two examples of how to interpret tables follow. The reference letters in the statements below correspond with bracketed bold letters in the relevant table to show which number is being discussed. The figures have been rounded in the discussion, as they have been in the body of the report.

#### Example 1

The first example (Table A1.2) presents information on clients' ethnicity and gender. The numbers in Table A1.2 can be interpreted as follows.

- There were 99,900**(f)** clients in 2005–06 who reported their sex and ethnicity. (Note that this figure excludes those with missing data on sex or ethnicity. The total client number (106,500) is obtained by adding in the 6,589**(l)** clients excluded due to errors and omissions [see Note 1] or by looking at tables with zero errors and omissions – for example, Table 3.1.)
- Forty per cent **(e)** of all clients were male.
- Twelve per cent **(a)** of male clients were Indigenous Australians.
- On average, clients had 1.7**(j)** support periods each.
- Indigenous clients averaged 1.6**(h)** support periods each.
- Male clients averaged 1.8**(i)** support periods each.
- Male clients who were Indigenous Australians averaged 1.6**(g)** support periods each.
- Male clients accounted for 43%**(k)** of all support periods.
- Indigenous Australians made up 2%**(d)** of all Australians aged 10 years and over. This is considerably lower than the 17%**(b)** observed among SAAP clients, suggesting that Indigenous Australians are much more likely than people of other backgrounds to use SAAP services.

**Table A1.2: Example 1 illustrating table interpretation**

**SAAP clients and support periods per client, by cultural and linguistic diversity and sex of client, Australia, 2005–06**

| Cultural and linguistic diversity                    | Male                   | Female        | Total           |                   | Australian population 10+ <sup>(a)</sup> |                   |
|--|------------------------|---------------|-----------------|-------------------|--|-------------------|
|  | %                      | %             | %               | Number            | %  | Number            |
| <b>Clients</b>                                       |                        |               |                 |                   |  |                   |
| Aboriginal and Torres Strait Islander peoples        | <b>(a)</b> 11.6        | 20.7          | <b>(b)</b> 17.1 | <b>(c)</b> 17,000 | <b>(d)</b> 2.0                           | 362,600           |
| Other Australian-born people                         | 74.8                   | 63.9          | 68.2            | 68,200            | 71.7                                     | 12,758,500        |
| People born overseas, English proficiency group 1    | 4.6                    | 3.5           | 3.9             | 3,900             | 10.2                                     | 1,816,800         |
| People born overseas, English proficiency groups 2–4 | 9.0                    | 12.0          | 10.8            | 10,800            | 16.0                                     | 2,850,100         |
| <i>Total</i>   | <i>100.0</i>           | <i>100.0</i>  | <i>100.0</i>    | <i>..</i>         | <i>100.0</i>                             | <i>..</i>         |
| <b>Total (row %)</b>                                 | <b>(e)</b> 39.7        | <b>60.3</b>   | <b>100.0</b>    | <b>..</b>         | <b>..</b>                                | <b>..</b>         |
| <b>Total (number)</b>                                | <b>39,600</b>          | <b>60,300</b> | <b>..</b>       | <b>(f)</b> 99,900 | <b>..</b>                                | <b>17,788,000</b> |
| <b>Support periods</b>                               |                        |               |                 |                   |  |                   |
|  | Mean number per client |               |                 | Total number      |  |                   |
| Aboriginal and Torres Strait Islander peoples        | <b>(g)</b> 1.60        | 1.60          | <b>(h)</b> 1.60 | 27,100            | ..                                       | ..                |
| Other Australian-born people                         | 1.89                   | 1.64          | 1.75            | 117,900           | ..                                       | ..                |
| People born overseas, English proficiency group 1    | 1.77                   | 1.59          | 1.67            | 6,500             | ..                                       | ..                |
| People born overseas, English proficiency groups 2–4 | 1.61                   | 1.50          | 1.54            | 16,300            | ..                                       | ..                |
| <i>Total</i>   | <b>(i)</b> 1.82        | <i>1.61</i>   | <b>(j)</b> 1.70 | <i>..</i>         | <i>..</i>                                | <i>..</i>         |
| <b>Total support periods (%)</b>                     | <b>(k)</b> 42.6        | <b>57.4</b>   | <b>100.0</b>    | <b>..</b>         | <b>..</b>                                | <b>..</b>         |
| <b>Total support periods (number)</b>                | <b>71,500</b>          | <b>96,200</b> | <b>..</b>       | <b>167,800</b>    | <b>..</b>                                | <b>..</b>         |

(a) 'Australian population 10+' refers to the estimated resident population aged 10 years and over at 30 June 2004. The figures for Aboriginal and Torres Strait Islander peoples are from experimental estimates based on the 2001 Census produced by the ABS. The number of 'Other Australian-born people' is derived from the Australian-born population minus the number of Aboriginal and Torres Strait Islander peoples.

*Notes*

1. Number excluded due to errors and omissions (weighted): **(l)**6,589 clients; 12,198 support periods.
2. For derivation of cultural and linguistic diversity, see the counting rules (Appendix 1, Section A1.4). English proficiency groups are based on country of birth—see Glossary.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Sources:* SAAP Client Collection; ABS 2004a; ABS 2004b.

## Example 2

The second example demonstrates how to interpret tables that present data on the circumstances of clients before and immediately after support. Chapter 8 contains tables of this kind. This discussion relates to Table A1.3, which contains data on the source of clients' income before and immediately after a support period.

- The table presents data on closed support periods for 2005–06 in Australia. The first section of the table **(a)** singles out those closed support periods in which clients required assistance to obtain or maintain a government pension or benefit. This section shows the income status of this subset of clients before **(c)** and immediately after **(d)** support, thus indicating whether SAAP services assisted clients in obtaining the benefits or pensions they required.
- The second section of the table **(b)** deals with all closed support periods with a view to showing the income status of all clients before **(e)** and immediately after **(f)** support.
- A large number of closed support periods had 'client left without providing any information' **(m)**, 'don't know' **(n)** **(o)** or missing data **(p)** **(q)** for main source of income before and/or immediately after support.
- Among all closed support periods, 147,400**(k)** had complete income data before support and 142,800**(l)** had complete income data after support.
- There was a total of 160,000**(s)** closed support periods; clients requested assistance to obtain or maintain a pension or benefit in 14,600**(r)** of these.
- For all closed support periods, 8%**(i)** were for clients who had no income before a support period.
- In comparison, immediately after support, clients had no income in 6%**(j)** of all closed support periods.
- Of the closed support periods where clients requested assistance to obtain or maintain a pension or benefit, 22%**(g)** had no income before support. This can be compared with 8%**(i)** for all closed support periods.
- Of the closed support periods where clients requested assistance to obtain or maintain a pension or benefit, 9%**(h)** had no income immediately after support. This can be compared with 22%**(g)** before support and with 6%**(j)** of all closed support periods after support.

**Table A1.3: Example 2 illustrating table interpretation**

**SAAP closed support periods: main source of income immediately before and after a support period, Australia, 2005–06 (per cent)**

| <b>Main source of income</b>                                | <b>(a) Closed support periods in which clients needed assistance to obtain/maintain a pension or benefit</b> |                  | <b>(b) All closed support periods</b> |                    |
|---|--|------------------|---------------------------------------|--------------------|
|   | <b>(c) Before</b>  | <b>(d) After</b> | <b>(e) Before</b>                     | <b>(f) After</b>   |
| No income   | <b>(g)</b> 22.1  | <b>(h)</b> 9.2   | <b>(i)</b> 8.2                        | <b>(j)</b> 5.6     |
| Government payments   | 70.6   | 84.1             | 85.1                                  | 87.2               |
| Other   | 7.3  | 6.7              | 6.7                                   | 7.2                |
| <i>Total</i>  | <i>100.0</i>   | <i>100.0</i>     | <i>100.0</i>                          | <i>100.0</i>       |
| <i>Total (number with valid data)</i>                       | <i>14,300</i>  | <i>13,200</i>    | <b>(k)</b> 147,400                    | <b>(l)</b> 135,400 |
| Number with 'Client left without providing any information' | n.a.   | 400              | n.a.                                  | <b>(m)</b> 7,400   |
| Number with 'Don't know'                                    | 100  | 400              | <b>(n)</b> 10,600                     | <b>(o)</b> 12,600  |
| Number with missing data                                    | 200  | 600              | <b>(p)</b> 2,100                      | <b>(q)</b> 4,600   |
| <b>Total (number)</b>                                       | <b>(r)</b> 14,600  | <b>14,600</b>    | <b>(s)</b> 160,000                    | <b>160,000</b>     |

*Note:* Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP Client Collection.

## A1.4 Counting rules and other definitions used in the analysis

In this report the following rules have been used when counting clients or support periods in particular groups. For detailed descriptions of categories, please refer to the SAAP collectors manual (AIHW 2005b).

|  |  |
|--|--|
| <b>Accompanying child requiring assistance</b> | 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 23 of the client form, Appendix 3).  |
| <b>Accompanying child support period</b>       | The number of accompanying child support periods is calculated by summing the number of accompanying child support periods reported for each client support period. Note that an accompanying child support period is recorded on only one parent's/guardian's form when a couple presents to an agency.   |
| <b>Age of client</b>                           | The age of the client (for the Client Collection) relates to the client's age at the start of the support period; it is estimated from the client's date of birth and is either their age at the beginning of the support period or their age on the first day of the reporting period (1 July), whichever is the later.   |
| <b>Agency</b>                                  | <p>A SAAP agency is included in the analyses in Chapter 2 if information about recurrent allocations was provided for 2005–06 and the agency operated for some part of the period 1 July 2005 to 30 June 2006.</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>  |
| <b>Client</b>                                  | <p>Client forms from operational SAAP agencies are included in the analyses presented in this report if:</p> <ul style="list-style-type: none"><li>• the client's support period ended in the reporting period, or</li><li>• 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.</li></ul> <p>Tables detailing the characteristics of individual clients generally present data collected during the client's first support period in the reporting period.</p> |

**Country of birth**

Collected and reported using the Standard Australian Classification of Countries (SACC). For this report, the groups used are:

- Australia
- Oceania and Antarctica (excluding Australia)
- United Kingdom and Ireland
- Western and Northern Europe
- Southern and Eastern Europe
- North Africa and the Middle East
- South-East Asia
- North-East Asia
- Northern America
- South and Central America and Caribbean
- Sub-Saharan Africa

For more detail refer to ABS 1998 and subsequent revisions.

**Cultural and linguistic diversity**

The cultural and linguistic diversity classification has been used in this report in response to the limitations of the ethnicity classification used previously. The cultural and linguistic diversity grouping of a client is based on the responses to two questions: country of birth, and Aboriginal and Torres Strait Islander identification.

The four categories used in this report are derived as follows:

- Aboriginal and Torres Strait Islander peoples – those who identify as an Aboriginal person and/or a Torres Strait Islander in the collection.
- Other Australian-born people – those born in Australia who do not identify as an Aboriginal person or a Torres Strait Islander in the collection.
- People born overseas, English proficiency group 1 – those who do not identify as Aboriginal and/or Torres Strait Islander Australians in the collection and who were born in English proficiency group 1 countries.
- People born overseas, English proficiency groups 2–4 – those who do not identify as Aboriginal and/or Torres Strait Islander Australians and who were born in English proficiency groups 2–4 countries.

**English proficiency**

English proficiency relates to people born overseas. The English proficiency status of clients is determined by their country of birth. Four English proficiency groups based on country of birth (excluding Australia) have been specified by the Department of Immigration and Multicultural Affairs (DIMA 2003). These are combined into two groups for this report:

- English proficiency group 1 countries – Canada, Ireland, New Zealand, South Africa, the United Kingdom, the United States of America and Zimbabwe
- English proficiency groups 2-4 countries – all other countries (excluding Australia).

**House/dwelling**

The SAAP Client Collection specifies 10 categories of house or dwelling type for clients:

- Improvised dwelling/car/tent/squat
- Street/park/in the open
- House/flat
- Caravan
- Boarding/rooming house
- Hostel/hotel/motel
- Hospital
- Psychiatric institution
- Prison/youth training centre
- Other institutional setting

**Income source**

The SAAP Client Collection specifies 22 distinct categories for the main income source of clients. In this report, the categories are combined into four groups:

- no income – including no income and no income, registered/awaiting benefit
- government payments – including Newstart; Youth Allowance; Community Development Employment Program (CDEP); ABSTUDY; Austudy; Disability Support Pension; Age Pension; Parenting Payment; Department of Veterans' Affairs (DVA) payment (support or pension); and any other government allowance or benefit
- other income – including Workcover or compensation; maintenance or child support; wages or salary or income from a client's own business; spouse or partner's income; and any other income source not specified above.

**Length of accommodation**

The length of accommodation is calculated by summing individual accommodation lengths reported in a support period. An individual accommodation length is obtained by subtracting the accommodation start date from the accommodation finish date. If a client starts and ends accommodation on the same date, the length of accommodation is recorded as zero.

**Length of support**

The length of support is calculated by subtracting the support period start date from the support period finish date.

|                         |  |
|-------------------------|--|
| <b>Living situation</b> | <p>The SAAP Client Collection specifies 11 distinct categories for the living situation of clients and allows agencies to record other types living situation not listed on the data form.</p> <ul style="list-style-type: none"> <li>• With both parents</li> <li>• With one parent and parent’s spouse/partner</li> <li>• With one parent</li> <li>• With foster family</li> <li>• With relatives/friends temporary</li> <li>• With relatives/friends long-term</li> <li>• With spouse/partner</li> <li>• With spouse/partner and child(ren)</li> <li>• Alone with child(ren)</li> <li>• Alone</li> <li>• With other unrelated persons</li> <li>• Other.</li> </ul>  |
| <b>Mean</b>             | <p>For non-funding support period or client-level items, the mean value of an item is the weighted arithmetic average of the item using relevant records with valid values.</p> <p>For funding items, the mean is the total funding as reported, divided by the relevant number of units. For funding per support period or per client, weighted estimates of support periods or clients are used in this division.</p>  |
| <b>Median</b>           | <p>The median is the fiftieth percentile of a distribution. This is the value of an item such that half (using weights) of relevant records with valid values are below this value and half are above it.</p>  |
| <b>Missing values</b>   | <p>Records or forms that are not available for analysis are shown in table notes. The number of such records for each table is calculated in the following order of precedence:</p> <ul style="list-style-type: none"> <li>• records not available because of errors</li> <li>• records not available because of omissions.</li> </ul> <p>In tables involving subpopulations of support periods or clients, it is impossible to determine whether a given record should be included or excluded if data are missing for the variable(s) defining the subpopulation in the analysis. Such records are generally not included in the missing count for these tables.</p> |
| <b>Monthly average</b>  | <p>The monthly average figures for support are calculated by summing the number of active support periods on each day of a particular month, and dividing by the number of days in that month.</p> <p>The monthly average figures for support periods with accommodation are calculated by summing the number of support</p>   |

periods with active accommodation periods on each night of a particular month, and dividing by the number of nights in that month.

**Ongoing support period**

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

- No support end-date is provided.
- No after-support information is provided.
- The corresponding client form was received in the month following the end of the reporting period.

Ongoing support periods are not included in tables relating to duration of support or accommodation, or to the circumstances of clients before and after support.

**Percentages**

Percentages presented in the report are based on valid values only; that is, records without values for the relevant data item are excluded from the denominator before percentages are calculated.

**Per 10,000 population**

Calculated by dividing the SAAP population in the designated group by the estimated resident Australian population in that group and multiplying by 10,000. To estimate a '1 in...' number, divide the presented 'per 10,000' number by 10,000 or alternatively divide the presented Australian population by the presented SAAP population.

**Region**

Region in this report is based on the Australian Standard Geographical Classification (ASGC) Remoteness Structure (ABS 2001). The delimitation criteria for remote areas (RAs) are based on the Accessibility/Remoteness Index of Australia (ARIA) developed by the Commonwealth Department of Health and Aged Care (DHAC) and the National Key Centre For Social Applications of GIS (GISCA). ARIA classifies areas based on the accessibility of services and remoteness in terms of population size and how far a person must travel in order to access services.

The ASGC has 6 categories based on an aggregation of geographical areas which share common characteristics of remoteness. This report uses 5 of these categories:

1. Major cities of Australia
2. Inner regional Australia
3. Outer regional Australia
4. Remote Australia
5. Very remote Australia.

For more detail refer to ABS 2001.

Region for the state and territory supplementary reports is as supplied in the administrative data provided by the relevant state or territory community services department. Details are contained in Appendix 1 of the relevant state or territory supplementary report.

## **Support**

The Client Collection specifies 34 distinct types of support and allows agencies to record other types of support not listed on the data form. This report presents individual support types and includes a subtotal for six distinct groupings.

The major classifications are:

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

## **Support to accompanying children**

The SAAP Client Collection specifies 17 distinct types of support to accompanying children and allows agencies to record other types of support not listed on the data form. The different types of support have been combined into the following groups for this report:

- accommodation – SAAP or CAP accommodation
- school liaison and child care – school liaison; and child care
- personal support – help with behavioural problems; sexual or physical abuse support; skills education; and structured play or skill development
- general support and advocacy – access arrangements; advice or information; and advocacy

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

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

## **Tenure**

Tenure describes a person's legal right to occupy a dwelling, that is, whether the dwelling they occupied immediately before and after support was owned, being purchased or rented. If a dwelling was being rented information is also collected on whether that renting is in the private rental market, public housing or community housing. Clients may also be boarding or living rent-free or have no tenure.

## Appendix 2 Summary of changes

In 2005–06 the SAAP Core Data Set was introduced. This involved changes to some of the key definitions used in the National Data Collection, including support periods, clients, accompanying child support periods and accompanying children. In addition new questions were added, some questions were deleted or adjusted (that is, deletion and/or addition of categories), and a new statistical linkage key was introduced. Please refer to the *SAAP NDCA collectors manual* (AIHW 2005b), the Glossary and Appendixes in this report and the 2004–05 report (AIHW 2006a) for more detail.

Below is a summary of the changes to the data collected in the Client Collection in 2004–05 compared with the data collected in 2005–06.

| July 2004–June 2005 Client Collection           |  | July 2005–June 2006 Client Collection  |   |
|---|--|--|---|
| <b>Agency Number</b>                            |  | <b>Agency ID</b>   |   |
| <b>Support period</b>                           |  | <b>Support period</b>  |   |
| <b>Support period not ended by 30 June 2005</b> |  | <b>Support period ongoing at 30 June 2006</b>  |   |
| <b>Consent obtained</b>                         |  | <b>Consent obtained</b>  |   |
| <b>Alpha code</b>                               |  | <b>Alpha code</b><br>Note that different letters of the client's name are collected and that new rules apply |   |
| <b>Year of birth of client</b>                  |  | <b>Date of birth of client</b><br>Note that full date of birth is collected, not just year of birth          |   |
| <b>1</b>  | <b>Source of referral/information</b><br><i>Note the following changes:</i><br>Family (14)<br>Friends (15)<br>Police/legal unit (4)<br>Prison/correction institution (5)<br>Hospital/health/medical services (6) | <b>3</b>   | <b>Source of referral/information</b><br>Family/friends (16)<br>Police/legal unit/correction institution (17)<br>Health services (18) |
| <b>2</b>  | <b>Person(s) receiving assistance</b>  | <b>2</b>   | <b>Person(s) receiving assistance</b>   |
| <b>3</b>  | <b>Gender of client</b>  | <b>1</b>   | <b>Sex of client</b><br>Note the change from 'gender' to 'sex'  |
| <b>4</b>  | <b>Country of birth of client</b>  | <b>4</b>   | <b>Country of birth of client</b>   |
| <b>5</b>  | <b>Does the client identify as being of Aboriginal or Torres Strait Islander origin?</b>   | <b>5</b>   | <b>Does the client identify as being of Aboriginal or Torres Strait Islander origin?</b>  |
| <b>6</b>  | <b>What language does the client mainly speak?</b>   | Not included in the Core Data Set  |   |
| <b>7</b>  | <b>How well does the client speak English?</b>   |  |   |
| <b>8</b>  | <b>Cultural identity of the client?</b>  |  |   |

| July 2004–June 2005 Client Collection |  | July 2005–June 2006 Client Collection |   |
|---------------------------------------|--|---------------------------------------|---|
| <b>9</b>                              | <b>Labour force status before and after support</b>            | <b>9</b>                              | <b>Labour force status before and after support</b>   |
|                                       | <i>Note the following changes:</i>                             |                                       |   |
|                                       | Employed full time (1)   |                                       | Employed full time (35 hours per week or more) (1)  |
|                                       | Employed part time (2)   |                                       | Employed part time (less than 35 hours per week (2)   |
|                                       | Employed casual (3)  |                                       | Deleted category<br><i>If the client worked for 35 hours or more in the week before starting their support period then</i> Employed full time (35 hours per week or more) (1)<br><i>If the client worked for less than 35 hours in the week before starting their support period then</i> Employed part time (less than 35 hours per week (2) |
|                                       | Don't know/no information (0)                                  |                                       | Don't know (99)<br>New category: Client left without providing any information (98)   |
| <b>10</b>                             | <b>Main income source before and after support period</b>      | <b>8</b>                              | <b>Main income source before and after support</b>  |
|                                       | <i>Note the following changes:</i>                             |                                       |   |
|                                       | Parenting payment (single) – formerly sole parent pension (14) |                                       | Parenting payment (34)  |
|                                       | Parenting payment (partnered) (32)                             |                                       |   |
|                                       | DVA support pension (29)                                       |                                       | DVA payment (pension or support) (35)   |
|                                       | DVA disability pension (30)                                    |                                       |   |
|                                       | Special benefit (15)   |                                       |   |
|                                       | Sickness allowance (16)  |                                       | Other type of allowance or benefit (36)   |
|                                       | Partner allowance (17)   |                                       |   |
|                                       | Don't know/no information (0)                                  |                                       | Don't know (99)<br>New category: Client left without providing any information (98)   |
| <b>11</b>                             | <b>Student status before and after support period</b>          | <b>10</b>                             | <b>Student status before and after support</b>  |
|                                       | <i>Note the following changes:</i>                             |                                       |   |
|                                       | Don't know/no information (0)                                  |                                       | Don't know (99)<br>New category: Client left without providing any information (98)   |

| July 2004–June 2005 Client Collection   | July 2005–June 2006 Client Collection   |
|---|---|
| <p><b>12 Presenting reasons for seeking assistance</b></p> <p><i>Note the following changes:</i></p> <p>Usual accommodation unavailable (19)</p> <p>Eviction/previous accommodation ended/asked to leave (9)</p> <p>Domestic violence (6)</p> <p>Financial difficulty (8)</p> <p>Drug/alcohol/substance abuse (10)</p> <p>Itinerant (moving from place to place) (15)</p> <p>Other (please specify) (999)</p> <p>Other (please specify) (998)</p> | <p><b>6 Presenting reasons for seeking assistance</b></p> <p>Deleted category, now Previous accommodation ended (26)</p> <p>Eviction/asked to leave (25) OR Previous accommodation ended (26)</p> <p>Domestic/family violence (6)</p> <p>Budgeting problems (23) AND/OR Rent too high (24) AND/OR Other financial difficulty (21)</p> <p>Problematic drug/alcohol/substance abuse (10)</p> <p>Itinerant (15)</p> <p>Other (999)</p> <p>Note that 'Other (998)' has been deleted</p> |
|   | <p>New categories:</p> <ul style="list-style-type: none"> <li>• Other financial difficulty (21)</li> <li>• Budgeting problems (23)</li> <li>• Rent too high (24)</li> <li>• Overcrowding issues (27)</li> <li>• Mental health issues (28)</li> <li>• Other health issues (29)</li> <li>• Gay/lesbian/transgender issues (30)</li> </ul>   |
| <p><b>13 Main presenting reason for seeking assistance</b></p>  | <p><b>7 Main presenting reason for seeking assistance</b></p>   |
| <p><b>14 Current period of unsafe, insecure or inadequate housing (i.e. homelessness)</b></p>   | <p>Not included in the Core Data Set</p>  |
| <p><b>15 Location before the period of unsafe, insecure or inadequate housing in question 14 (i.e. homelessness or at imminent risk)</b></p>  | <p><b>14 Location of client's last home</b></p>   |

| July 2004–June 2005 Client Collection   | July 2005–June 2006 Client Collection  |   |
|---|--|---|
| <b>16 Type of housing/accommodation immediately before and after this support period</b><br><br>Crisis/short-term accommodation (1) | This question has been revised to separate the physical structure of the dwelling a client occupied before or after support from the type of tenure they had for that dwelling.<br><br><b>11 Type of house/dwelling immediately before and after this support period</b><br><br><i>Choose appropriate option</i> | <b>12 Type of tenure (legal right to occupy a dwelling) immediately before and after this support period</b><br><br>SAAP/CAP crisis/short term accommodation (including THM crisis) (1) |
| Medium/long term accommodation (2)  | <i>Choose appropriate option</i>   | SAAP/CAP medium/long-term accommodation (2)   |
| Hostel (3)  | Hostel/hotel/motel (6)   | Other SAAP/CAP funded accommodation (eg hostel, motel etc.) (3)   |
| Motel/hotel (4)   | Hostel/hotel/motel (6)   | Other SAAP/CAP funded accommodation (eg hostel, motel etc.) (3)   |
| Community placement (5)   | <i>Choose appropriate option</i>   | Other SAAP/CAP funded accommodation (eg hostel, motel etc.) (3)   |
| Other SAAP/CAP funded accommodation (6)   | <i>Choose appropriate option</i>   | Other SAAP/CAP funded accommodation (eg hostel, motel etc.) (3)   |
| Non-SAAP emergency accommodation (7)  | <i>Choose appropriate option</i>   | Choose the appropriate option   |
| Living rent-free in house or flat (8)   | House/flat (3)   | Rent-free accommodation (11)  |
| Renting independently in the private rental market (9)  | House/flat (3)   | Private rental (8)  |
| Renting a public housing dwelling (10)  | House/flat (3)   | Public housing rental (9)   |
| Renting community housing (11)  | House/flat (3)   | Community housing rental (including THM transitional) (10)  |
| Renting a caravan (12)  | Caravan (4)  | Private rental (8)  |

| July 2004–June 2005 Client Collection   |   | July 2005–June 2006 Client Collection                            |  |
|---|---|--|--|
| Rooming house/hostel/hotel (13)   | Boarding/rooming house (5) OR<br>Hostel/hotel/motel (6)   | Boarding (12)  |  |
| Boarding in a private home (14)   | House/flat (3)  | Boarding (12)  |  |
| Purchasing or living in own home (15)   | <i>Choose appropriate option</i>  | Purchasing/purchased own home (7)                                |  |
| Living in a car/tent/park/street/squat (16)   | Improvised dwelling/car/tent/squat (1) OR<br>Street/park/in the open (2)  | Improvised dwelling/sleeping rough (5)                           |  |
| Other non-SAAP housing/accommodation (17)   | <i>Choose appropriate option</i>  |  |  |
| Hospital/psychiatric institution (18)   | Hospital (7) OR<br>Psychiatric institution (8)  | Institutional setting (4)  |  |
| Prison/youth training centre (19)   | Prison/youth training centre (9)  | Institutional setting (4)  |  |
| Other government residential arrangement(20)  | <i>Choose appropriate option</i>  | Institutional setting (4)  |  |
| Detoxification unit/rehabilitation centre (21)  | Other institutional setting (10)  | Institutional setting (4)  |  |
| Other institutional setting (22)  | Other institutional setting (10)  | Institutional setting (4)  |  |
| Don't know/no information (0)   | Don't know (99)   | Don't know (99)  |  |
|   | New category: Client left without providing any information (98)  | New category: Client left without providing any information (98) |  |
| <b>17 Who was the client living with immediately before and after this support period?</b><br><i>Note the following changes:</i><br>With relative(s) – temporary (5)<br>with friend(s) – temporary (11) | <b>13 Who was the client living with immediately before and after this support period?</b><br>With relatives/friends temporary (16) |  |  |
| With relative(s) – long term (6)<br>With friend(s) – long term (12)   | With relatives/friends long-term (17)   |  |  |
| Don't know/no information (0)   | Don't know (99)   |  |  |
|   | New category: Client left without providing any information (98)  |  |  |
| <b>18 Was the client the subject of a legal order or legal processes before or after support?</b>   | Not included in the Core Data Set   |  |  |

| July 2004–June 2005 Client Collection |  | July 2005–June 2006 Client Collection |  |
|---------------------------------------|--|---------------------------------------|--|
| 19                                    | Has a case management/support plan been agreed to by the end of the support period?  | 15                                    | Was a case management plan agreed to by the end of the support period?   |
| 20                                    | To what extent have the client's case management goals been achieved by the end of the support period?   | 16                                    | To what extent were the client's case management goals achieved by the end of the support period?  |
| 21                                    | Was SAAP/CAP accommodation provided?...  | 18                                    | If SAAP/CAP accommodation was provided (including THMs and other SAAP managed properties) please provide details<br><br>Note that on-site and off-site are no longer required for type of accommodation  |
| 22                                    | <b>Support to client</b><br><br><i>Note the following changes:</i><br>Not provided or referred column removed<br><br>Needed column<br><br>Provided and referred columns<br><br>Assistance to obtain/maintain short-term accommodation (39)<br><br>Assistance to obtain/maintain benefit/pension/other government allowance (37)<br><br>Incest/sexual assault counselling and support (8)<br><br>Domestic violence counselling and support (9)<br><br>Family/relationship counselling and support (10)<br><br>Emotional support/other counselling (11)<br><br>Culturally appropriate support (19) | 17                                    | <b>Support to client</b><br><br>Not included in the Core Data Set<br><br>The 'needed' column now reflects the needs of the client as identified by the worker, not the client<br><br>Provided and referred columns<br><br>Assistance to obtain/maintain short-term accommodation (39)<br><br>Assistance to obtain/maintain government allowance (37)<br><br>Incest/sexual assault support (45)<br><br>Domestic/family violence support (46)<br><br>Family/relationship support (47)<br><br>Emotional support (48)<br><br>Culturally specific services (19) |
|                                       |  |                                       | AND Specialist counselling (44), if counselling was also provided by a qualified counsellor for any of these support types   |
|                                       | Brokerage services (28)  |                                       | Deleted category   |
|                                       | Assistance with immigration issues (38)  |                                       | Assistance with immigration services (38)  |
|                                       |  |                                       | New categories:<br><ul style="list-style-type: none"> <li>Assistance to obtain/maintain medium-term accommodation (49)</li> <li>Specialist counselling services (44)</li> <li>Other (998)</li> </ul>   |

| July 2004–June 2005 Client Collection |   | July 2005–June 2006 Client Collection   |   |
|---------------------------------------|---|---|---|
| <b>23</b>                             | <b>Does this client have children reported on this form or another form for this period of support?</b>   | Deleted question  |   |
| <b>24</b>                             | <b>Alpha code [of child]</b>  | <b>19</b>   | <b>Alpha code for accompanying child(ren)</b>   |
| <b>24</b>                             | <b>Year of birth [of child(ren)]</b>  | <b>19</b>   | <b>Date of birth of child(ren)</b><br>Note that full date of birth is collected, not just year of birth   |
| <b>25</b>                             | <b>Country of birth of the child(ren)</b>   | <b>21</b>   | <b>Country of birth of the child(ren)</b>   |
|                                       |   | <b>22</b>   | <b>Is the child of Aboriginal or Torres Strait Islander origin?</b><br>New question   |
| <b>26</b>                             | <b>Number of homes the child(ren) has lived in during the past year</b>   | Not included in the Core Data Set   |   |
| <b>27</b>                             | <b>Age of child(ren)</b>  | Not included in the Core Data Set   |   |
| <b>28</b>                             | <b>Gender of child(ren)</b>   | <b>20</b>   | <b>Sex of child(ren)</b><br>Note the change from 'gender' to 'sex'  |
| <b>29</b>                             | <b>Support to child(ren)</b><br><i>Note the following changes:</i><br>Liaison with kindergarten/school (4)<br>Sexual/physical abuse counselling/support (2) | <b>23</b>   | <b>Support to child(ren)</b><br>School liaison (4)<br>Sexual/physical abuse support (24) AND<br>Specialist counselling (23), <i>if specialist counselling by a qualified counsellor was also provided</i> |
|                                       | Culturally sensitive services (10)  | Culturally specific services (10)   |   |
|                                       | Showers/hygiene support (12)  | Showers/hygiene (12)  |   |
|                                       | Brokerage services (16)   | Deleted category  |   |
|                                       | General counselling/support (20)  | Deleted category  |   |
|                                       |   | New categories:<br><ul style="list-style-type: none"> <li>• Structured play/skills development (22)</li> <li>• Specialist counselling (23)</li> </ul> |   |



# **Appendix 3 SAAP NDCA Client Collection form**





# CLIENT FORM

JULY 2005 – JUNE 2006

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

**AGENCY ID**

**SUPPORT PERIOD**

Date commenced 

|                      |                      |                      |                      |                      |                      |                      |                      |
|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|
| D                    | D                    | M                    | M                    | Y                    | Y                    | Y                    | Y                    |
| <input type="text"/> |

Date finished 

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

**SUPPORT PERIOD ONGOING AT 30 JUNE 2006** Yes  1

**CONSENT OBTAINED** Yes  1 No  2

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

\* **ALPHA CODE**

Letters of first name 

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

Letters of last name 

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

M/F for male or female

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

\* **DATE OF BIRTH OF CLIENT**

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

**1 Sex of client**

female  1  
male  2

---

**2 Person(s) receiving assistance**

*please tick one box only*

**WITH** child(ren)

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

**WITHOUT** child(ren)

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

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

**3 Source of referral/information**

*please tick one box only*

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

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

**COMPLETED FORMS WILL BE KEPT STRICTLY CONFIDENTIAL**

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

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

Australia  1

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

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

no  1

yes, Aboriginal  2

yes, Torres Strait Islander  3

yes, both  4

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

*please tick as many circles as apply*

**Interpersonal relationships**

time out from family/other situation  2

relationship/family breakdown  3

interpersonal conflict  4

sexual abuse  7

domestic/family violence  6

physical/emotional abuse  5

**Financial**

gambling  20

budgeting problems  23

rent too high  24

other financial difficulty  21

**Accommodation**

overcrowding issues  27

eviction/asked to leave  25

emergency accommodation ended  11

previous accommodation ended  26

**Health**

mental health issues  28

problematic drug/alcohol/substance use  10

psychiatric illness  13

other health issues  29

**Other reasons**

gay/lesbian/transgender issues  30

recently left institution  12

recent arrival to area with no means of support  14

itinerant  15

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

don't know/no information  0

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

*please write only ONE code number from Question 6*

eg 0 2 7

|  |  |  |
|--|--|--|
|  |  |  |
|--|--|--|

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

*please tick one box only in each column*

**Before** **After**

**No income**

no income  1

registered/awaiting benefit  2

**Government payments**

newstart  4

youth allowance  33

community development employment project (CDEP)  8

ABSTUDY  31

Austudy payment for students aged 25 years and over  28

disability support pension  12

age pension  13

parenting payment  34

DVA payment (pension or support)  35

other type of allowance or benefit  36

**Other income**

workcover/compensation  19

maintenance/child support  20

wages/salary/own business  21

spouse/partner's income  22

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

client left without providing any information 98

don't know  99

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

*please tick one box only in each column*

**Before** **After**

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

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

unemployed (looking for work)  4

not in labour force (see manual)  5

client left without providing any information 98

don't know  99

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

*please tick one box only in each column*

**Before** **After**

not a student  1

primary/secondary school student  2

post-secondary student/employment training  3

client left without providing any information 98

don't know  99

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

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

*please tick one box only in each column*

**Before** **After**

**Improvised dwelling/sleeping rough**

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

**House/dwelling**

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

**Institutional setting**

- hospital  7   
 psychiatric institution  8   
 prison/youth training centre  9   
 other institutional setting  10

- client left without providing any information 98   
 don't know  99

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

*please tick one box only in each column*

**Before** **After**

**SAAP/CAP funded accommodation**

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

**No tenure**

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

**Tenure**

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

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

*please tick one box only in each column*

**Before** **After**

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

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

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

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

*please tick one box only*

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

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

*please tick one box only*

- not at all  1  
 some  2  
 most  3  
 all  4

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## 17 Support to client

*please tick as many circles as apply*

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

**COMPLETED FORMS WILL BE KEPT STRICTLY CONFIDENTIAL**

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

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

**1 Type of accommodation**  
*please tick one box only*

crisis/short term  7  
 medium/long term  8  
 other SAAP  9

**Date of accommodation**  
*please complete all boxes*

Start 

|   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|
| D | D | M | M | Y | Y | Y | Y |
|   |   |   |   |   |   |   |   |

  
 Finish 

|   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|
| D | D | M | M | Y | Y | Y | Y |
|   |   |   |   |   |   |   |   |

**7 Type of accommodation**  
*please tick one box only*

crisis/short term  7  
 medium/long term  8  
 other SAAP  9

**Date of accommodation**  
*please complete all boxes*

Start 

|   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|
| D | D | M | M | Y | Y | Y | Y |
|   |   |   |   |   |   |   |   |

  
 Finish 

|   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|
| D | D | M | M | Y | Y | Y | Y |
|   |   |   |   |   |   |   |   |

**2 Type of accommodation**  
*please tick one box only*

crisis/short term  7  
 medium/long term  8  
 other SAAP  9

**Date of accommodation**  
*please complete all boxes*

Start 

|   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|
| D | D | M | M | Y | Y | Y | Y |
|   |   |   |   |   |   |   |   |

  
 Finish 

|   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|
| D | D | M | M | Y | Y | Y | Y |
|   |   |   |   |   |   |   |   |

**8 Type of accommodation**  
*please tick one box only*

crisis/short term  7  
 medium/long term  8  
 other SAAP  9

**Date of accommodation**  
*please complete all boxes*

Start 

|   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|
| D | D | M | M | Y | Y | Y | Y |
|   |   |   |   |   |   |   |   |

  
 Finish 

|   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|
| D | D | M | M | Y | Y | Y | Y |
|   |   |   |   |   |   |   |   |

**3 Type of accommodation**  
*please tick one box only*

crisis/short term  7  
 medium/long term  8  
 other SAAP  9

**Date of accommodation**  
*please complete all boxes*

Start 

|   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|
| D | D | M | M | Y | Y | Y | Y |
|   |   |   |   |   |   |   |   |

  
 Finish 

|   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|
| D | D | M | M | Y | Y | Y | Y |
|   |   |   |   |   |   |   |   |

**9 Type of accommodation**  
*please tick one box only*

crisis/short term  7  
 medium/long term  8  
 other SAAP  9

**Date of accommodation**  
*please complete all boxes*

Start 

|   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|
| D | D | M | M | Y | Y | Y | Y |
|   |   |   |   |   |   |   |   |

  
 Finish 

|   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|
| D | D | M | M | Y | Y | Y | Y |
|   |   |   |   |   |   |   |   |

**4 Type of accommodation**  
*please tick one box only*

crisis/short term  7  
 medium/long term  8  
 other SAAP  9

**Date of accommodation**  
*please complete all boxes*

Start 

|   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|
| D | D | M | M | Y | Y | Y | Y |
|   |   |   |   |   |   |   |   |

  
 Finish 

|   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|
| D | D | M | M | Y | Y | Y | Y |
|   |   |   |   |   |   |   |   |

**10 Type of accommodation**  
*please tick one box only*

crisis/short term  7  
 medium/long term  8  
 other SAAP  9

**Date of accommodation**  
*please complete all boxes*

Start 

|   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|
| D | D | M | M | Y | Y | Y | Y |
|   |   |   |   |   |   |   |   |

  
 Finish 

|   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|
| D | D | M | M | Y | Y | Y | Y |
|   |   |   |   |   |   |   |   |

**5 Type of accommodation**  
*please tick one box only*

crisis/short term  7  
 medium/long term  8  
 other SAAP  9

**Date of accommodation**  
*please complete all boxes*

Start 

|   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|
| D | D | M | M | Y | Y | Y | Y |
|   |   |   |   |   |   |   |   |

  
 Finish 

|   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|
| D | D | M | M | Y | Y | Y | Y |
|   |   |   |   |   |   |   |   |

**11 Type of accommodation**  
*please tick one box only*

crisis/short term  7  
 medium/long term  8  
 other SAAP  9

**Date of accommodation**  
*please complete all boxes*

Start 

|   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|
| D | D | M | M | Y | Y | Y | Y |
|   |   |   |   |   |   |   |   |

  
 Finish 

|   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|
| D | D | M | M | Y | Y | Y | Y |
|   |   |   |   |   |   |   |   |

**6 Type of accommodation**  
*please tick one box only*

crisis/short term  7  
 medium/long term  8  
 other SAAP  9

**Date of accommodation**  
*please complete all boxes*

Start 

|   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|
| D | D | M | M | Y | Y | Y | Y |
|   |   |   |   |   |   |   |   |

  
 Finish 

|   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|
| D | D | M | M | Y | Y | Y | Y |
|   |   |   |   |   |   |   |   |

**12 Type of accommodation**  
*please tick one box only*

crisis/short term  7  
 medium/long term  8  
 other SAAP  9

**Date of accommodation**  
*please complete all boxes*

Start 

|   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|
| D | D | M | M | Y | Y | Y | Y |
|   |   |   |   |   |   |   |   |

  
 Finish 

|   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|
| D | D | M | M | Y | Y | Y | Y |
|   |   |   |   |   |   |   |   |

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

**\* 19 ALPHA CODE FOR ACCOMPANYING CHILD(REN)**

- For short names fill in with 2's.
- For missing names fill in with 9's.

**\* DATE OF BIRTH OF CHILD(REN)**

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

Letters of first name 

|     |     |     |     |     |     |
|-----|-----|-----|-----|-----|-----|
|     |     |     |     |     |     |
| 1st | 2nd | 3rd | 4th | 5th | 6th |

Letters of last name 

|  |  |  |  |  |  |
|--|--|--|--|--|--|
|  |  |  |  |  |  |
|--|--|--|--|--|--|

 M/F for male or female

D D M M Y Y Y Y

|                          |                          |                          |                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> |
| day unknown              | month unknown            | estimated year           |                          |                          |                          |                          |                          |

Letters of first name 

|     |     |     |     |     |     |
|-----|-----|-----|-----|-----|-----|
|     |     |     |     |     |     |
| 1st | 2nd | 3rd | 4th | 5th | 6th |

Letters of last name 

|  |  |  |  |  |  |
|--|--|--|--|--|--|
|  |  |  |  |  |  |
|--|--|--|--|--|--|

 M/F for male or female

D D M M Y Y Y Y

|                          |                          |                          |                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> |
| day unknown              | month unknown            | estimated year           |                          |                          |                          |                          |                          |

**20 Sex of child(ren)**

female  1  
male  2

female  1  
male  2

**\* 21 Country of birth of the child(ren)**

Australia  1  
other (please specify)

Australia  1  
other (please specify)

**\* 22 Is the child of Aboriginal or Torres Strait Islander origin?**

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

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

**23 Support to child(ren)**

no assistance  1

1

1

**Indicate above if no assistance was given or tick as many circles below as apply**

**Accommodation**

SAAP/CAP accommodation (including THMs and other SAAP managed properties)

| Needs identified by worker | Provided                 | Referral arranged        |    |
|----------------------------|--------------------------|--------------------------|----|
| <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | 21 |

| Needs identified by worker | Provided                 | Referral arranged        |    |
|----------------------------|--------------------------|--------------------------|----|
| <input type="checkbox"/>   | <input type="checkbox"/> | <input type="checkbox"/> | 21 |

**School liaison/child care**

school liaison  4  
child care  3

**Personal support**

help with behavioural problems  1  
sexual/physical abuse support  24  
skills education  17  
structured play/skill development  22

**General support/advocacy**

access arrangements  5  
advice/information  15  
advocacy  18

**Specialist services**

specialist counselling  23  
culturally specific services  10  
health/medical services  19

**Basic support**

meals  11  
showers/hygiene  12  
recreation  13  
transport  14

other (please specify)  999

other (please specify)  998

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

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

| Letters of first name  | Letters of last name  | M/F for male or female  |                   |     |                          |                          |                          |    |                          |                          |                          |   |   |                          |                          |     |   |                          |                          |   |                          |                          |                          |    |                          |  |                          |    |                          |                          |                          |    |                          |   |                          |   |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |                     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                |                          |   |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |   |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |     |                          |                          |                          |     |  |                            |          |                   |  |                          |                          |                          |    |                          |                          |                          |   |                          |                          |                          |   |                          |                          |                          |   |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |   |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |     |                          |                          |                          |     |
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| <table border="1"> <tr><td>1st</td><td>2nd</td><td>3rd</td><td>4th</td><td>5th</td><td>6th</td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> </table>  | 1st   | 2nd   | 3rd               | 4th | 5th                      | 6th                      |                          |    |                          |                          |                          |   | <table border="1"> <tr><td>1st</td><td>2nd</td><td>3rd</td><td>4th</td><td>5th</td><td>6th</td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> </table> | 1st                      | 2nd                      | 3rd | 4th   | 5th                      | 6th                      |   |                          |                          |                          |    |                          | <input type="checkbox"/> M<br><input type="checkbox"/> F |                          |    |                          |                          |                          |    |      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| <input type="checkbox"/> day unknown<br><input type="checkbox"/> month unknown<br><input type="checkbox"/> estimated year  | <input type="checkbox"/> day unknown<br><input type="checkbox"/> month unknown<br><input type="checkbox"/> estimated year   | <input type="checkbox"/> day unknown<br><input type="checkbox"/> month unknown<br><input type="checkbox"/> estimated year   |                   |     |                          |                          |                          |    |                          |                          |                          |   |   |                          |                          |     |   |                          |                          |   |                          |                          |                          |    |                          |  |                          |    |                          |                          |                          |    |                          |   |                          |   |    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| female <input type="checkbox"/> 1<br>male <input type="checkbox"/> 2   | female <input type="checkbox"/> 1<br>male <input type="checkbox"/> 2  | female <input type="checkbox"/> 1<br>male <input type="checkbox"/> 2  |                   |     |                          |                          |                          |    |                          |                          |                          |   |   |                          |                          |     |   |                          |                          |   |                          |                          |                          |    |                          |  |                          |    |                          |                          |                          |    |                          |   |                          |   |                          |                          |                          |    |                          |                          |                        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| Australia <input type="checkbox"/> 1<br>other (please specify) <input type="checkbox"/>  | Australia <input type="checkbox"/> 1<br>other (please specify) <input type="checkbox"/>   | Australia <input type="checkbox"/> 1<br>other (please specify) <input type="checkbox"/>   |                   |     |                          |                          |                          |    |                          |                          |                          |   |   |                          |                          |     |   |                          |                          |   |                          |                          |                          |    |                          |  |                          |    |                          |                          |                          |    |                          |   |                          |   |                          |                          |                          |    |                    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| no <input type="checkbox"/> 1<br>yes, Aboriginal <input type="checkbox"/> 2<br>yes, Torres Strait Islander <input type="checkbox"/> 3<br>yes, both <input type="checkbox"/> 4  | no <input type="checkbox"/> 1<br>yes, Aboriginal <input type="checkbox"/> 2<br>yes, Torres Strait Islander <input type="checkbox"/> 3<br>yes, both <input type="checkbox"/> 4 | no <input type="checkbox"/> 1<br>yes, Aboriginal <input type="checkbox"/> 2<br>yes, Torres Strait Islander <input type="checkbox"/> 3<br>yes, both <input type="checkbox"/> 4 |                   |     |                          |                          |                          |    |                          |                          |                          |   |   |                          |                          |     |   |                          |                          |   |                          |                          |                          |    |                          |  |                          |    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| <input type="checkbox"/> 1   | <input type="checkbox"/> 1  | <input type="checkbox"/> 1  |                   |     |                          |                          |                          |    |                          |                          |                          |   |   |                          |                          |     |   |                          |                          |   |                          |                          |                          |    |                          |  |                          |    |                          |                          |                          |    |                          |   |                          |   |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |     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| <input type="checkbox"/>   | <input type="checkbox"/>  | <input type="checkbox"/>  | 17                |     |                          |                          |                          |    |                          |                          |                          |   |   |                          |                          |     |   |                          |                          |   |                          |                          |                          |    |                          |  |                          |    |                          |                          |                          |    |                          |   |                          |   |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |           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| <input type="checkbox"/>   | <input type="checkbox"/>  | <input type="checkbox"/>  | 22                |     |                          |                          |                          |    |                          |                          |                          |   |   |                          |                          |     |   |                          |                          |   |                          |                          |                          |    |                          |  |                          |    |                          |                          |                          |    |                          |   |                          |   |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |           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| <input type="checkbox"/>   | <input type="checkbox"/>  | <input type="checkbox"/>  | 5                 |     |                          |                          |                          |    |                          |                          |                          |   |   |                          |                          |     |   |                          |                          |   |                          |                          |                          |    |                          |  |                          |    |                          |                          |                          |    |                          |   |                          |   |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |           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| <input type="checkbox"/>   | <input type="checkbox"/>  | <input type="checkbox"/>  | 15                |     |                          |                          |                          |    |                          |                          |                          |   |   |                          |                          |     |   |                          |                          |   |                          |                          |                          |    |                          |  |                          |    |                          |                          |                          |    |                          |   |                          |   |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |           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| <input type="checkbox"/>   | <input type="checkbox"/>  | <input type="checkbox"/>  | 18                |     |                          |                          |                          |    |                          |                          |                          |   |   |                          |                          |     |   |                          |                          |   |                          |                          |                          |    |                          |  |                          |    |                          |                          |                          |    |                          |   |                          |   |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |           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| <input type="checkbox"/>   | <input type="checkbox"/>  | <input type="checkbox"/>  | 23                |     |                          |                          |                          |    |                          |                          |                          |   |   |                          |                          |     |   |                          |                          |   |                          |                          |                          |    |                          |  |                          |    |                          |                          |                          |    |                          |   |                          |   |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |           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| <input type="checkbox"/>   | <input type="checkbox"/>  | <input type="checkbox"/>  | 10                |     |                          |                          |                          |    |                          |                          |                          |   |   |                          |                          |     |   |                          |                          |   |                          |                          |                          |    |                          |  |                          |    |                          |                          |                          |    |                          |   |                          |   |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |           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| <input type="checkbox"/>   | <input type="checkbox"/>  | <input type="checkbox"/>  | 19                |     |                          |                          |                          |    |                          |                          |                          |   |   |                          |                          |     |   |                          |                          |   |                          |                          |                          |    |                          |  |                          |    |                          |                          |                          |    |                          |   |                          |   |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |           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| <input type="checkbox"/>   | <input type="checkbox"/>  | <input type="checkbox"/>  | 11                |     |                          |                          |                          |    |                          |                          |                          |   |   |                          |                          |     |   |                          |                          |   |                          |                          |                          |    |                          |  |                          |    |                          |                          |                          |    |                          |   |                          |   |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |           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| <input type="checkbox"/>   | <input type="checkbox"/>  | <input type="checkbox"/>  | 12                |     |                          |                          |                          |    |                          |                          |                          |   |   |                          |                          |     |   |                          |                          |   |                          |                          |                          |    |                          |  |                          |    |                          |                          |                          |    |                          |   |                          |   |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |           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| <input type="checkbox"/>   | <input type="checkbox"/>  | <input type="checkbox"/>  | 13                |     |                          |                          |                          |    |                          |                          |                          |   |   |                          |                          |     |   |                          |                          |   |                          |                          |                          |    |                          |  |                          |    |                          |                          |                          |    |                          |   |                          |   |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |           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| <input type="checkbox"/>   | <input type="checkbox"/>  | <input type="checkbox"/>  | 14                |     |                          |                          |                          |    |                          |                          |                          |   |   |                          |                          |     |   |                          |                          |   |                          |                          |                          |    |                          |  |                          |    |                          |                          |                          |    |                          |   |                          |   |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |           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| <input type="checkbox"/>   | <input type="checkbox"/>  | <input type="checkbox"/>  | 999               |     |                          |                          |                          |    |                          |                          |                          |   |   |                          |                          |     |   |                          |                          |   |                          |                          |                          |    |                          |  |                          |    |                          |                          |                          |    |                          |   |                          |   |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |           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| <input type="checkbox"/>   | <input type="checkbox"/>  | <input type="checkbox"/>  | 998               |     |                          |                          |                          |    |                          |                          |                          |   |   |                          |                          |     |   |                          |                          |   |                          |                          |                          |    |                          |  |                          |    |                          |                          |                          |    |                          |   |                          |   |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |           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| Needs identified by worker   | Provided  | Referral arranged   |                   |     |                          |                          |                          |    |                          |                          |                          |   |   |                          |                          |     |   |                          |                          |   |                          |                          |                          |    |                          |  |                          |    |                          |                          |                          |    |                          |   |                          |   |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |                          |    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| <input type="checkbox"/>   | <input type="checkbox"/>  | <input type="checkbox"/>  | 21                |     |                          |                          |                          |    |                          |                          |                          |   |   |                          |                          |     |   |                          |                          |   |                          |                          |                          |    |                          |  |                          |    |                          |                          |                          |    |                          |   |                          |   |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |           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| <input type="checkbox"/>   | <input type="checkbox"/>  | <input type="checkbox"/>  | 4                 |     |                          |                          |                          |    |                          |                          |                          |   |   |                          |                          |     |   |                          |                          |   |                          |                          |                          |    |                          |  |                          |    |                          |                          |                          |    |                          |   |                          |   |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |           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| <input type="checkbox"/>   | <input type="checkbox"/>  | <input type="checkbox"/>  | 3                 |     |                          |                          |                          |    |                          |                          |                          |   |   |                          |                          |     |   |                          |                          |   |                          |                          |                          |    |                          |  |                          |    |                          |                          |                          |    |                          |   |                          |   |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |           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| <input type="checkbox"/>   | <input type="checkbox"/>  | <input type="checkbox"/>  | 1                 |     |                          |                          |                          |    |                          |                          |                          |   |   |                          |                          |     |   |                          |                          |   |                          |                          |                          |    |                          |  |                          |    |                          |                          |                          |    |                          |   |                          |   |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |           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| <input type="checkbox"/>   | <input type="checkbox"/>  | <input type="checkbox"/>  | 24                |     |                          |                          |                          |    |                          |                          |                          |   |   |                          |                          |     |   |                          |                          |   |                          |                          |                          |    |                          |  |                          |    |                          |                          |                          |    |                          |   |                          |   |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |           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| <input type="checkbox"/>   | <input type="checkbox"/>  | <input type="checkbox"/>  | 17                |     |                          |                          |                          |    |                          |                          |                          |   |   |                          |                          |     |   |                          |                          |   |                          |                          |                          |    |                          |  |                          |    |                          |                          |                          |    |                          |   |                          |   |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |           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| <input type="checkbox"/>   | <input type="checkbox"/>  | <input type="checkbox"/>  | 22                |     |                          |                          |                          |    |                          |                          |                          |   |   |                          |                          |     |   |                          |                          |   |                          |                          |                          |    |                          |  |                          |    |                          |                          |                          |    |                          |   |                          |   |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |           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| <input type="checkbox"/>   | <input type="checkbox"/>  | <input type="checkbox"/>  | 5                 |     |                          |                          |                          |    |                          |                          |                          |   |   |                          |                          |     |   |                          |                          |   |                          |                          |                          |    |                          |  |                          |    |                          |                          |                          |    |                          |   |                          |   |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |           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| <input type="checkbox"/>   | <input type="checkbox"/>  | <input type="checkbox"/>  | 15                |     |                          |                          |                          |    |                          |                          |                          |   |   |                          |                          |     |   |                          |                          |   |                          |                          |                          |    |                          |  |                          |    |                          |                          |                          |    |                          |   |                          |   |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |           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| <input type="checkbox"/>   | <input type="checkbox"/>  | <input type="checkbox"/>  | 18                |     |                          |                          |                          |    |                          |                          |                          |   |   |                          |                          |     |   |                          |                          |   |                          |                          |                          |    |                          |  |                          |    |                          |                          |                          |    |                          |   |                          |   |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |           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| <input type="checkbox"/>   | <input type="checkbox"/>  | <input type="checkbox"/>  | 23                |     |                          |                          |                          |    |                          |                          |                          |   |   |                          |                          |     |   |                          |                          |   |                          |                          |                          |    |                          |  |                          |    |                          |                          |                          |    |                          |   |                          |   |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |           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| <input type="checkbox"/>   | <input type="checkbox"/>  | <input type="checkbox"/>  | 10                |     |                          |                          |                          |    |                          |                          |                          |   |   |                          |                          |     |   |                          |                          |   |                          |                          |                          |    |                          |  |                          |    |                          |                          |                          |    |                          |   |                          |   |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |           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| <input type="checkbox"/>   | <input type="checkbox"/>  | <input type="checkbox"/>  | 19                |     |                          |                          |                          |    |                          |                          |                          |   |   |                          |                          |     |   |                          |                          |   |                          |                          |                          |    |                          |  |                          |    |                          |                          |                          |    |                          |   |                          |   |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |           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| <input type="checkbox"/>   | <input type="checkbox"/>  | <input type="checkbox"/>  | 11                |     |                          |                          |                          |    |                          |                          |                          |   |   |                          |                          |     |   |                          |                          |   |                          |                          |                          |    |                          |  |                          |    |                          |                          |                          |    |                          |   |                          |   |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |           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| <input type="checkbox"/>   | <input type="checkbox"/>  | <input type="checkbox"/>  | 12                |     |                          |                          |                          |    |                          |                          |                          |   |   |                          |                          |     |   |                          |                          |   |                          |                          |                          |    |                          |  |                          |    |                          |                          |                          |    |                          |   |                          |   |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |           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| <input type="checkbox"/>   | <input type="checkbox"/>  | <input type="checkbox"/>  | 13                |     |                          |                          |                          |    |                          |                          |                          |   |   |                          |                          |     |   |                          |                          |   |                          |                          |                          |    |                          |  |                          |    |                          |                          |                          |    |                          |   |                          |   |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |           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| <input type="checkbox"/>   | <input type="checkbox"/>  | <input type="checkbox"/>  | 14                |     |                          |                          |                          |    |                          |                          |                          |   |   |                          |                          |     |   |                          |                          |   |                          |                          |                          |    |                          |  |                          |    |                          |                          |                          |    |                          |   |                          |   |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |           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| <input type="checkbox"/>   | <input type="checkbox"/>  | <input type="checkbox"/>  | 999               |     |                          |                          |                          |    |                          |                          |                          |   |   |                          |                          |     |   |                          |                          |   |                          |                          |                          |    |                          |  |                          |    |                          |                          |                          |    |                          |   |                          |   |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |           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| <input type="checkbox"/>   | <input type="checkbox"/>  | <input type="checkbox"/>  | 998               |     |                          |                          |                          |    |                          |                          |                          |   |   |                          |                          |     |   |                          |                          |   |                          |                          |                          |    |                          |  |                          |    |                          |                          |                          |    |                          |   |                          |   |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |           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| Needs identified by worker   | Provided  | Referral arranged   |                   |     |                          |                          |                          |    |                          |                          |                          |   |   |                          |                          |     |   |                          |                          |   |                          |                          |                          |    |                          |  |                          |    |                          |                          |                          |    |                          |   |                          |   |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |                          |    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| <input type="checkbox"/>   | <input type="checkbox"/>  | <input type="checkbox"/>  | 21                |     |                          |                          |                          |    |                          |                          |                          |   |   |                          |                          |     |   |                          |                          |   |                          |                          |                          |    |                          |  |                          |    |                          |                          |                          |    |                          |   |                          |   |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |           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| <input type="checkbox"/>   | <input type="checkbox"/>  | <input type="checkbox"/>  | 4                 |     |                          |                          |                          |    |                          |                          |                          |   |   |                          |                          |     |   |                          |                          |   |                          |                          |                          |    |                          |  |                          |    |                          |                          |                          |    |                          |   |                          |   |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |           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| <input type="checkbox"/>   | <input type="checkbox"/>  | <input type="checkbox"/>  | 3                 |     |                          |                          |                          |    |                          |                          |                          |   |   |                          |                          |     |   |                          |                          |   |                          |                          |                          |    |                          |  |                          |    |                          |                          |                          |    |                          |   |                          |   |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |           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| <input type="checkbox"/>   | <input type="checkbox"/>  | <input type="checkbox"/>  | 1                 |     |                          |                          |                          |    |                          |                          |                          |   |   |                          |                          |     |   |                          |                          |   |                          |                          |                          |    |                          |  |                          |    |                          |                          |                          |    |                          |   |                          |   |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |           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| <input type="checkbox"/>   | <input type="checkbox"/>  | <input type="checkbox"/>  | 24                |     |                          |                          |                          |    |                          |                          |                          |   |   |                          |                          |     |   |                          |                          |   |                          |                          |                          |    |                          |  |                          |    |                          |                          |                          |    |                          |   |                          |   |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |           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| <input type="checkbox"/>   | <input type="checkbox"/>  | <input type="checkbox"/>  | 17                |     |                          |                          |                          |    |                          |                          |                          |   |   |                          |                          |     |   |                          |                          |   |                          |                          |                          |    |                          |  |                          |    |                          |                          |                          |    |                          |   |                          |   |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |           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| <input type="checkbox"/>   | <input type="checkbox"/>  | <input type="checkbox"/>  | 22                |     |                          |                          |                          |    |                          |                          |                          |   |   |                          |                          |     |   |                          |                          |   |                          |                          |                          |    |                          |  |                          |    |                          |                          |                          |    |                          |   |                          |   |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |           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| <input type="checkbox"/>   | <input type="checkbox"/>  | <input type="checkbox"/>  | 5                 |     |                          |                          |                          |    |                          |                          |                          |   |   |                          |                          |     |   |                          |                          |   |                          |                          |                          |    |                          |  |                          |    |                          |                          |                          |    |                          |   |                          |   |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |           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| <input type="checkbox"/>   | <input type="checkbox"/>  | <input type="checkbox"/>  | 15                |     |                          |                          |                          |    |                          |                          |                          |   |   |                          |                          |     |   |                          |                          |   |                          |                          |                          |    |                          |  |                          |    |                          |                          |                          |    |                          |   |                          |   |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |           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| <input type="checkbox"/>   | <input type="checkbox"/>  | <input type="checkbox"/>  | 18                |     |                          |                          |                          |    |                          |                          |                          |   |   |                          |                          |     |   |                          |                          |   |                          |                          |                          |    |                          |  |                          |    |                          |                          |                          |    |                          |   |                          |   |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |           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| <input type="checkbox"/>   | <input type="checkbox"/>  | <input type="checkbox"/>  | 23                |     |                          |                          |                          |    |                          |                          |                          |   |   |                          |                          |     |   |                          |                          |   |                          |                          |                          |    |                          |  |                          |    |                          |                          |                          |    |                          |   |                          |   |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |           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| <input type="checkbox"/>   | <input type="checkbox"/>  | <input type="checkbox"/>  | 10                |     |                          |                          |                          |    |                          |                          |                          |   |   |                          |                          |     |   |                          |                          |   |                          |                          |                          |    |                          |  |                          |    |                          |                          |                          |    |                          |   |                          |   |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |           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| <input type="checkbox"/>   | <input type="checkbox"/>  | <input type="checkbox"/>  | 19                |     |                          |                          |                          |    |                          |                          |                          |   |   |                          |                          |     |   |                          |                          |   |                          |                          |                          |    |                          |  |                          |    |                          |                          |                          |    |                          |   |                          |   |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |           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| <input type="checkbox"/>   | <input type="checkbox"/>  | <input type="checkbox"/>  | 11                |     |                          |                          |                          |    |                          |                          |                          |   |   |                          |                          |     |   |                          |                          |   |                          |                          |                          |    |                          |  |                          |    |                          |                          |                          |    |                          |   |                          |   |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |           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| <input type="checkbox"/>   | <input type="checkbox"/>  | <input type="checkbox"/>  | 12                |     |                          |                          |                          |    |                          |                          |                          |   |   |                          |                          |     |   |                          |                          |   |                          |                          |                          |    |                          |  |                          |    |                          |                          |                          |    |                          |   |                          |   |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |           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| <input type="checkbox"/>   | <input type="checkbox"/>  | <input type="checkbox"/>  | 13                |     |                          |                          |                          |    |                          |                          |                          |   |   |                          |                          |     |   |                          |                          |   |                          |                          |                          |    |                          |  |                          |    |                          |                          |                          |    |                          |   |                          |   |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |           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| <input type="checkbox"/>   | <input type="checkbox"/>  | <input type="checkbox"/>  | 14                |     |                          |                          |                          |    |                          |                          |                          |   |   |                          |                          |     |   |                          |                          |   |                          |                          |                          |    |                          |  |                          |    |                          |                          |                          |    |                          |   |                          |   |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |           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| <input type="checkbox"/>   | <input type="checkbox"/>  | <input type="checkbox"/>  | 999               |     |                          |                          |                          |    |                          |                          |                          |   |   |                          |                          |     |   |                          |                          |   |                          |                          |                          |    |                          |  |                          |    |                          |                          |                          |    |                          |   |                          |   |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |           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| <input type="checkbox"/>   | <input type="checkbox"/>  | <input type="checkbox"/>  | 998               |     |                          |                          |                          |    |                          |                          |                          |   |   |                          |                          |     |   |                          |                          |   |                          |                          |                          |    |                          |  |                          |    |                          |                          |                          |    |                          |   |                          |   |                          |                          |                          |    |                          |                          |                          |    |                          |                          |                          |    |                          |           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**COMPLETED FORMS WILL BE KEPT STRICTLY CONFIDENTIAL**

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

### RETURNING FORMS TO THE NDCA

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

### 30 JUNE 2005 AND 31 DECEMBER 2005

- In the first week of July 2005 and in the first week of January 2006, you should notify the NDCA of clients who are still being supported as at 30 June 2005 and 31 December 2005.
- For clients who are ongoing at 30 June 2005, refer to the *July 2005 Transfer Guide* and transfer the information from the old 2004–2005 form to the new 2005–2006 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 2005. It is important to send in a December Form Return Sheet even if you did not have any client forms to remit or you had no ongoing clients.

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

# Glossary

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| <b>Accommodation period</b>              | <p>The period during which a <i>client</i> was in SAAP <i>supported accommodation</i>. A client may have no accommodation periods or one or more accommodation periods within a <i>support period</i>. The dates on which each accommodation period began and ended during the support period are collected for clients but not for accompanying children. However, it can be reasonably assumed that an <i>accompanying child</i> will have the same accommodation period start and end dates as their parent(s) or guardian(s) in the majority of cases.</p>  |
| <b>Accompanying child</b>                | <p>A person aged under 18 years who:</p> <ul style="list-style-type: none"><li>• has a parent or guardian who is a SAAP <i>client</i>; and</li><li>• accompanies that client to a SAAP <i>agency</i> any time during that client's <i>support period</i>; and/or</li><li>• receives assistance directly as a consequence of a parent or guardian's support period.</li></ul>  |
| <b>Accompanying child support period</b> | <p>Each <i>support period</i> in which the child either accompanies a parent or guardian to a SAAP <i>agency</i> or receives assistance as a result of a parent or guardian's support period.</p> <p>Within an accompanying child support period the child may receive one-off assistance and/or support over a period of time. Since the child may not be supported for the entire duration of a parent's or guardian's support period, it is not possible to assess the exact length of support for an <i>accompanying child</i>.</p>   |
| <b>Agency</b>                            | <p>An organisation or establishment that receives a specified amount of SAAP funds to provide services.</p>   |
| <b>Alpha code</b>                        | <p>A predetermined combination of letters from a client's name, together with a letter designating the client's sex. A 'valid alpha code' is an alpha code that is given with informed consent, and contains only letters from the alphabet and ends in either M or F to indicate the client's sex.</p>   |
| <b>Client</b>                            | <p>A person who is <i>homeless</i> or at imminent risk of homelessness who:</p> <ul style="list-style-type: none"><li>• is accommodated by a SAAP <i>agency</i>; or</li><li>• enters into an <i>ongoing support relationship</i> with a SAAP agency; or</li><li>• receives <i>support</i> or assistance from a SAAP agency which entails generally one hour or more of a worker's time, either with that client directly or on behalf of that client, on a given day.</li></ul> <p>This includes people who are aged 18 years or older and people of any age not accompanied by a parent or guardian.</p> |

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| <b>Closed accompanying child support period</b> | <i>An accompanying child support period associated with a closed support period.</i>  |
| <b>Closed support period</b>                    | A <i>support period</i> that had finished on or before the end of the reporting period – 30 June 2006.  |
| <b>English proficiency group 1 countries</b>    | Canada, Ireland, New Zealand, South Africa, the United Kingdom, the United States of America and Zimbabwe.  |
| <b>English proficiency group 2-4 countries</b>  | Countries, excluding Australia, that are not included in <i>English proficiency group 1</i> .   |
| <b>Homeless person</b>                          | <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"> <li>• damages, or is likely to damage, their health; or</li> <li>• threatens their safety; or</li> <li>• marginalises them through failing to provide access to: <ul style="list-style-type: none"> <li>- adequate personal amenities, or</li> <li>- the economic and social supports that a home normally affords; or</li> </ul> </li> <li>• places them in circumstances which threaten or adversely affect the adequacy, safety, security and affordability of that housing; or</li> <li>• has no security of tenure – that is, they have no legal right to continued occupation of their home.</li> </ul> <p>A person is also considered homeless if he or she is living in accommodation provided by a SAAP <i>agency</i> or some other form of emergency accommodation.</p> |
| <b>Ongoing support relationship</b>             | <p>An ongoing support relationship exists between a SAAP <i>agency</i> and a person if some assistance has been provided to that person, and it is expected that future contact will occur between the person and the agency for the purpose of providing additional assistance. Future contact can be assumed if:</p> <ul style="list-style-type: none"> <li>• a definite appointment has been made with the person to work through particular problems/issues; or</li> <li>• an agreement has been reached with the person to work through particular problems/issues even if a specific appointment has not been made; or</li> <li>• the agency expects the client to return for more assistance within a month.</li> </ul> <p>However, an invitation to return to the agency in the future if the need arises does not constitute an ongoing support relationship. Rather it should simply be seen as an offer to enter into a new <i>support period</i> or to provide assistance at some future time.</p>                    |

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|--------------------------------------|--|
| <b>Recurrent allocations</b>         | <p>Amounts of money specifically allocated during the reporting period by a state or territory department either:</p> <ul style="list-style-type: none"> <li>• to a SAAP <i>agency</i> to fund salaries and associated on-costs, and ongoing operating costs; or</li> <li>• for use by each state or territory for such purposes as training, research, evaluation, administration, and asset replacement or purchase.</li> </ul>  |
| <b>Referral</b>                      | <p>For the purposes of the National Data Collection, a referral involves a formal process – not simply the provision of information. A (formal) referral occurs when a SAAP <i>agency</i> contacts another organisation and that organisation accepts the person concerned for an appointment or interview. A referral has not been provided if the person is not accepted for an appointment or interview.</p>  |
| <b>Statistical linkage key (SLK)</b> | <p>A statistical linkage key (SLK) is a derived variable that allows demographic data about the same <i>client</i> to be combined across support periods without the name of the client being recorded.</p> <p>For the purposes of the National Data Collection, a valid SLK is comprised of a valid <i>alpha code</i> and <i>valid date of birth</i> that were supplied for a <i>support period</i> where the client gave informed consent.</p>   |
| <b>Support</b>                       | <p>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, support also includes contact with, or work on behalf of, a client for generally more than one hour on a given day. Support may be provided to the client individually or in group sessions.</p>  |
| <b>Support period</b>                | <p>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"> <li>• the client ends the relationship with the agency; or</li> <li>• the agency ends the relationship with the client.</li> </ul> <p>If it is not clear whether the agency or the client has ended the relationship, the support period is assumed to have ended if no assistance has been provided to the client for a period of one month. In such a case, the date the support period ended is the last contact with the client.</p> |
| <b>Supported accommodation</b>       | <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>  |
| <b>Unmet need</b>                    | <p>An unmet need occurs when a SAAP <i>agency</i> worker assesses that a <i>client</i> needs a support service during their <i>support period</i>, and that service is not provided or referred.</p>   |

**Valid date of birth**

For the purposes of the National Data Collection, a valid date of birth is the client's date of birth provided with informed consent and for which:

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

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