

Homeless people in SAAP

**SAAP National Data Collection
Annual Report
2002–03**

Australia

The Australian Institute of Health and Welfare is Australia's national health and welfare statistics and information agency. The Institute's mission is better health and wellbeing for Australians through better health and welfare statistics and information.

SAAP NDCA REPORT SERIES 8

Homeless people in SAAP

**SAAP National Data Collection
Annual Report
2002–03**

Australia

Australian Institute of Health and Welfare
Canberra

AIHW cat. no. HOU 91

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ISSN 1445-498X

ISBN 1 74024 339 0

Suggested citation

Australian Institute of Health and Welfare 2003. Homeless people in SAAP: SAAP National Data Collection annual report 2002–03 Australia. AIHW cat. no. HOU 91. Canberra: AIHW (SAAP NDCA report Series 8).

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Published by the Australian Institute of Health and Welfare

Printed by Pirion

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Preface

This is the seventh annual report on the Supported Accommodation Assistance Program (SAAP) National Data Collection. The first report, containing 1996–97 data, was published in December 1997. The reports provide information on people who are homeless and people who are at risk of being homeless.

A productive and cooperative partnership has continued between the SAAP National Data Collection Agency (managed by the Australian Institute of Health and Welfare), SAAP agencies and the SAAP Information Sub-committee. Valuable support and encouragement have been provided by the SAAP Coordination and Development Committee, which is responsible for the national direction of the SAAP program.

This partnership has been built on shared goals and mutual trust. The key has been agencies' willingness to collect and provide data to the National Data Collection Agency, knowing that any personal information provided by clients is protected by the extremely strict confidentiality provisions of the *Australian Institute of Health and Welfare Act 1987*.

The fact that 94% of agencies in Australia provided data in 2002–03 is testimony to their collective commitment to, and confidence in, the collection. A 95% participation rate was recorded in 2001–02. The proportion of SAAP clients who consented to the provision of their personal data to the National Data Collection Agency increased from 87% in 2001–02 to 88% in 2002–03.

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

Under the Coordination and Development Committee's direction, a SAAP National Research Program has been established to undertake and fund studies on homeless people, often using data from the National Data Collection. Over time, the availability of time-series SAAP data will greatly increase the usefulness of the data. The publication of this seventh annual report and the release of 2002–03 data are one step towards this goal.

Richard Madden

Australian Institute of
Health and Welfare

SAAP Coordination and
Development Committee

Acknowledgments

This report was written and prepared by staff of the SAAP National Data Collection Agency at the Australian Institute of Health and Welfare: Anne Giovanetti, Felicity Murdoch and Manjiree Kulkarni. Justin Griffin provided helpful comments on the draft report.

Table programming and production were carried out by Qasim Shah and Ashfaq Hussein. Data entry was managed by Fiona Holland. Without the efforts of Kay Grzadka, Paul Halliday, Gloria Jackson, Tim Adair, Neil Angel, Stirling Lewis, Mandi Rawlings, Toni Stepniak and Natalie Sugden, who ensured that the data were collected and processed, this report would not have been possible.

The SAAP Information Sub-committee (comprising government, community and expert representatives) and the Australian Government Department of Family and Community Services provided valuable support and comments throughout the development and drafting of the report. The authors also acknowledge the assistance provided by Ainsley Morrissey and Lauren Di Salvia in preparing the report for publication. Ann Parkinson undertook final editing with considerable care.

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

Abbreviations and symbols

Abbreviations

ABS	Australian Bureau of Statistics
AIHW	Australian Institute of Health and Welfare
CAP	Crisis Accommodation Program
DV	Domestic violence
NDC	National Data Collection
NDCA	National Data Collection Agency
SAAP	Supported Accommodation Assistance Program

Symbols in tables

..	Not applicable
–	Nil or rounded to zero (including null cells)
n.a.	Not available
n.e.s.	Not elsewhere specified

Glossary

Accompanying child	A person aged under 18 years who accompanies a <i>client</i> to a SAAP <i>agency</i> during a <i>support period</i> or who requires and/or receives assistance from a SAAP <i>agency</i> as a result of their parent or guardian being a client of the same <i>agency</i> . An accompanying child may or may not require or receive assistance.
Accompanying child support period	<p>An <i>accompanying child support period</i> refers to each <i>support period</i> in which the child either accompanies their parent or guardian to a SAAP <i>agency</i> or receives assistance as a result of their parent or guardian's <i>support period</i>.</p> <p>Within an <i>accompanying child support period</i> 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 their parent's or guardian's <i>support period</i>, it is not possible to assess the length of support for an <i>accompanying child</i>.</p>
Agency	An organisation or establishment that receives a specified amount of SAAP funds to provide services.
Alpha code	A predetermined combination of letters from a <i>client's</i> name, together with a letter designating the <i>client's</i> gender. A 'valid <i>alpha code</i> ' is a legitimate <i>alpha code</i> (that is, one containing only letters from the alphabet and ending in either M or F) joined to the <i>client's</i> reported year of birth and encrypted to create a unique <i>client</i> indicator.
Case	A <i>support period</i> provided to a SAAP <i>client</i> . The terms <i>case</i> and <i>support period</i> are used interchangeably in this report.
Client	A person aged 18 years or older, or a person of any age not accompanied by a parent or guardian, who: <ul style="list-style-type: none">• receives <i>support</i> or assistance from a SAAP <i>agency</i> which entails generally 1 hour or more of a worker's time, either with that <i>client</i> directly or on behalf of that <i>client</i>, on a given day; or• is accommodated by a SAAP <i>agency</i>; or• enters into an <i>ongoing support relationship</i> with a SAAP <i>agency</i>.
Closed accompanying child support period	An <i>accompanying child support period</i> associated with a <i>closed support period</i> .
Closed support period	A <i>support period</i> that had finished before the end of the reporting period – 30 June.
English proficiency group 1 countries	Canada, Ireland, New Zealand, South Africa, the United Kingdom and the United States of America.
English proficiency group 2–4 countries	Countries, excluding Australia, that are not included in <i>English proficiency group 1</i> .

Homeless person	<p>A person who does not have access to safe, secure and adequate housing. A person is considered not to have access to safe, secure and adequate housing if the only housing to which they have access:</p> <ul style="list-style-type: none"> • damages, or is likely to damage, their health; or • threatens their safety; or • marginalises them through failing to provide access to: <ul style="list-style-type: none"> - adequate personal amenities, or - the economic and social supports that a home normally affords; or • places them in circumstances which threaten or adversely affect the adequacy, safety, security and affordability of that housing; or • has no security of tenure – that is, they have no legal right to continued occupation of their home. <p>A person is also considered homeless if he or she is living in accommodation provided by a SAAP <i>agency</i> or some other form of emergency accommodation.</p>
Occasion of support	<p>See <i>support period</i>.</p>
Ongoing support relationship	<p>A relationship between a SAAP <i>agency</i> and a person whereby some assistance has been provided to that person and it is agreed that future contact will occur between the person and the <i>agency</i> for the purpose of providing additional assistance.</p> <p>An invitation to return to the <i>agency</i> if the need arises does not constitute an <i>ongoing support relationship</i>.</p> <p>This definition is used to help establish whether a person is considered a <i>client</i> for the purposes of the National Data Collection.</p>
Record	<p>A unit of analysis. In any particular situation, it can refer to a <i>client</i>, an <i>occasion of support</i>, and so on.</p>
Recurrent allocations	<p>Amounts of money specifically allocated during the reporting period by a state or territory department either:</p> <ul style="list-style-type: none"> • to SAAP <i>agencies</i> to fund salaries and associated on-costs, and ongoing operating costs; or • for use by each state or territory for such purposes as training, research, evaluation, administration, and asset replacement or purchase.
Referral	<p>For the purposes of the National Data Collection, a formal referral process – not simply the provision of information. A (formal) <i>referral</i> occurs when a SAAP <i>agency</i> contacts another organisation and that organisation accepts the person concerned for an appointment or interview. A <i>referral</i> has not been provided if the person is not accepted for an appointment or interview.</p>

Support	Assistance, other than <i>supported accommodation</i> , provided to a client as part of an <i>ongoing support relationship</i> between a SAAP agency and the <i>client</i> . For the purposes of the National Data Collection, <i>support</i> also includes contact with, or work on behalf of, a <i>client</i> for generally more than 1 hour on a given day. <i>Support</i> may be provided to the <i>client</i> individually or in group sessions.
Support period	<p>A <i>support period</i> commences when a <i>client</i> begins to receive <i>support</i> and/or <i>supported accommodation</i> from a SAAP agency. The <i>support period</i> is considered to finish when:</p> <ul style="list-style-type: none"> • the <i>client</i> ends the relationship with the <i>agency</i>; or • the <i>agency</i> ends the relationship with the <i>client</i>. <p>If it is not clear whether the <i>agency</i> or the <i>client</i> has ended the relationship, the <i>support period</i> is assumed to have ended if no assistance has been provided to the <i>client</i> for a period of 1 month. In such a case, the date the <i>support period</i> ended is 1 month after the last contact with the <i>client</i>.</p>
Supported accommodation	Accommodation paid for, or provided directly by, a SAAP agency. The accommodation may be provided at the <i>agency</i> or may be purchased using SAAP funds – at a motel, for example.
Young client (or young person)	A <i>client</i> aged under 25 years at the commencement of <i>support</i> .

Summary

This report provides an overview of assistance given to clients by the Supported Accommodation Assistance Program (SAAP). The SAAP National Data Collection Agency at the Australian Institute of Health and Welfare prepared the report, using data from the Client Collection and the Administrative Data Collection.

The Australian Institute of Health and Welfare has developed a scheme that adjusts for incomplete coverage in the Client Collection. It adjusts estimates to allow for agency non-participation, for clients who do not consent to provide complete information for support periods, for clients who give valid consent for some support periods but not for others, and for clients who do not give consent in any of their periods of support. It should be noted, however, that, while estimates are adjusted for agency non-participation and client non-consent, no allowance has been made for agencies that provide forms for some but not all of their support periods. The Institute has also developed a scheme that adjusts for incomplete coverage of accompanying children.

This national report is accompanied by state and territory supplements. The state and territory data appear in this national report; however, more detailed state and territory tables are included in the supplements. A further report that includes coverage of the demand for SAAP services, unmet demand and casual client information for 2001–02 was published in October 2003.

Funding

Funding for the 1,282 SAAP agencies operating across Australia during 2002–03 was provided jointly by the Australian Government, and the state and territory governments. For the 2002–03 financial year, the total recurrent allocation under SAAP in Australia was \$310.4m (Table 2.1). Recurrent funding to agencies was \$296.6m; in real terms, this was 30% more than the funding provided in 1996–97 (Table 10.1).

Level of support

It is estimated that SAAP agencies in Australia supported 97,600 clients, to whom they provided 176,300 occasions of support during 2002–03 (Table 3.1). The average number of support periods per client was 1.8. On average there were between 21,100 and 22,500 support periods on any day during 2002–03 (Table 3.2).

Age, gender, and cultural and linguistic diversity

There were more female clients (58%) than male clients (42%). The average age of male clients was 33 years and the average for female clients was 30 years (Table 4.1). Most SAAP clients (86%) were born in Australia (Table 4.3). Overall, Indigenous clients were over-represented as SAAP clients relative to their population size: less than 2% of Australians aged 10 years or over were estimated to be Indigenous Australians in June 2002, compared with 18% of SAAP clients in 2002–03 (Table 4.4). The overrepresentation of Indigenous Australians influenced the relative proportions of other cultural and linguistic groups in SAAP, in particular the large proportion of Australian-born people and the underrepresentation of people born overseas.

Repeat use of SAAP services was less likely among female clients than male clients: males averaged 2.1 support periods each while females averaged around 1.6 (Table 4.2). There were also some differences in repeat usage within age groups. Furthermore, on average, Indigenous clients had more support periods each (2.1) than other clients (Table 4.4).

Overall, for every 10,000 people aged 10 and over, there were 57 SAAP clients (Table 4.2). The highest prevalence of SAAP use was among people aged 18–19 years, for whom there were 145 SAAP clients for every 10,000 in the general population. The next highest rates of use were by 15–17 year-olds and 20–24 year-olds, for whom there were 114 and 113 SAAP clients, respectively, for every 10,000 in these age groups.

The proportion of people accessing SAAP services also varied by gender. Females were more likely to use SAAP services than males: there were 65 female clients for every 10,000 females aged 10 and over in the general population and 48 male clients per 10,000 males. The highest rate of use was by 18–19 year-old females among whom there were 175 clients per 10,000 females; in this age group there were 115 male clients per 10,000 males.

Client group and reasons for seeking support

Nationally, males aged 25 years and over presenting alone at SAAP agencies accounted for the largest proportion of all support periods (31%), followed by 21% for female clients with children (Table 5.1). Overall, 6% of support periods were for couples with or without children, while males with children accounted for just 1% of all support periods.

The most common main reasons clients gave for seeking assistance were domestic violence (in 22% of support periods), eviction or the ending of previous accommodation, usual accommodation was unavailable and relationship or family breakdown (around 11% of support periods each) (Figure 5.2). Reasons varied considerably according to the composition of the assisted client group: for example, unaccompanied males aged 25 years and over most commonly cited financial difficulty or that their usual accommodation was unavailable as their main reason for seeking assistance. For unaccompanied females aged 25 years and over, the most common main reason was domestic violence.

Support provided

Of the 176,300 support periods in 2002–03, around 157,400 finished before 30 June 2003 (Table 2.1 and Chapter 6). Of these closed support periods, 36% lasted for 1 day or less, and a further 18% lasted from 2 to 7 days (Table 6.1). A significant proportion (16%) of closed support periods lasted from 1 to 3 months. This pattern was not consistent across the states and territories. For example, 49% of closed support periods in Queensland lasted 1 day or less and only 7% were for more than 3 months. In contrast, in the Australian Capital Territory only 10% of closed support periods were for 1 day or less, while 21% lasted longer than 3 months. Tasmania had the longest median length of support, at 28 days, and Queensland the shortest, at 2 days.

Of the 157,000 closed support periods, 90,300 involved a period of accommodation at a SAAP agency. Around 4,900 involved total accommodation of less than 1 day (Table 6.3). A further 85,400 closed support periods included some accommodation of 1 day or longer. In 31% of these support periods the accommodation was for 1 day only and in 28% it was for 2 to 7 days; in 9%, accommodation lasted for over 3 months. Males with children and couples with children tended to be accommodated for longer than other clients (Table 6.3).

The services commonly provided to clients varied markedly according to the person or group being assisted, due to their varying needs. However, the three broad types of support

services most often provided during 2002–03 were housing and accommodation services (in 75% of all support periods), general support and advocacy (75%), and basic support services (65%) (Table 6.4). Within the program, SAAP or CAP (Crisis Accommodation Program) accommodation was the main form of housing or accommodation assistance, being provided in 61% of support periods.

Meeting the needs of clients

After a client has finished receiving support, it is possible to review which needs were or were not met during that support period. On average, clients requested seven different types of services during a support period (derived from Table 7.2). SAAP agencies directly provided services for 88% of requests during 2002–03. In addition to this, agencies were able to refer clients to other organisations for a further 5% of requests. Consequently, nearly 897,500 (or 93%) of the 964,400 expressed needs were met at least to some extent. Direct provision of requested services was particularly high for basic support services such as meals and shower facilities (provided in 98% of cases), and general support and advocacy services (92%). Requests for housing or accommodation were met in some way in 82% of cases. Agencies were least successful in meeting requests for financial and employment services (provided in 76% of cases): 15% of such needs were neither provided for nor referred to other organisations, and a further 9% were referred.

Overall, there were 67,000 requests for services, or 7%, that were not provided or referred (Table 7.2). Housing and accommodation services accounted for the largest proportion of these unmet needs (30%), followed by financial and employment assistance, and general support and advocacy (22% and 21% of unmet needs respectively) (Table 7.3).

Unaccompanied males aged 25 or over had the highest number of closed support periods with unmet needs throughout the year, at 10,300 support periods, followed by unaccompanied females aged 25 or over at 4,400.

Circumstances of clients before and after support

Across all closed support periods, clients' source of income did not vary much from before to after support (Table 8.1). However, among clients who specifically requested assistance to obtain or maintain a government pension or benefit, the proportion of closed support periods in which clients had no income and were not awaiting a government payment fell from 16% before support to 6% by the end of support.

Across all closed support periods, the most common forms of client accommodation immediately before support were SAAP or other emergency accommodation (in 20% of closed support periods) and private rental (16%) (Table 8.2). Public and community housing showed the greatest increase in use following support, from 11% of closed support periods before support to 17% after support. Living in a car, tent, park, street or squat showed the greatest decrease, from 9% of closed support periods before support to 3% after.

For clients who specifically sought assistance to obtain independent housing, there were more marked changes in accommodation type before and after support. In particular, accommodation in public or community housing nearly tripled (rising from 8% of closed support periods before support to 21% after support) (Table 8.2). The proportion of closed support periods in which clients were renting privately also increased (from 17% before to 26% after).

How long a client was accommodated in SAAP or CAP accommodation had an effect on the type of accommodation clients moved into following support. Clients who were

accommodated for longer periods in SAAP or CAP accommodation were more likely to move into independent forms of housing (Table 8.3). Following 13 weeks of accommodation, clients more often moved into public or community housing after support than into other types of accommodation. Conversely, the proportions living in a car, park, tent, street or squat after support generally decreased as the length of SAAP or CAP accommodation provided to the client increased.

The most common living situations for clients before receiving SAAP support were with a spouse or partner, either with or without children (in 23% of closed support periods); living alone (20%); or living short-term with relatives or friends (17%) (Table 8.4). After support, it was most common for clients to be living alone (in 23% of closed support periods); alone with children (19%); or with a spouse or partner, with or without children (16%).

Overall, there was little difference in the profile of clients' employment status before and after receiving support. However, for clients who specifically requested employment assistance, the proportion of closed support periods in which they were employed in some capacity more than doubled from around 9% before support to 19% after support (Table 8.5).

Support provided to accompanying children

In 2002–03, 53,800 accompanying children received around 71,200 support periods (Table 9.2). Eighty-eight per cent of accompanying children were 12 years of age or under. Nine per cent of accompanying children were aged 13–15 years. The remaining 3% of children were aged 16–17. Accompanying children and accompanying child support periods were divided evenly between girls and boys. Ninety-five per cent of accompanying children were born in Australia (Table 9.3). Slightly less than 2% of children were born in Oceania. All other birthplaces accounted for the remaining 4% of accompanying children.

Of the 71,200 accompanying child support periods, 42,300 reported service requirements or provision (Table 9.4). Ninety per cent of these accompanying child support periods occurred when females presented with children at a SAAP service. Couples with children had on average more accompanying children requiring assistance (2.2) per support period than any other family grouping. The average number of children requiring assistance per support period was 2.0.

The two broad types of services most commonly provided to accompanying children were accommodation and basic support services (including meals, transport and hygiene-related facilities) – provided in 73% and 69% of accompanying child support periods, respectively (Table 9.4). Agencies reported that accompanying children required some 145,400 distinct services, with a child requiring on average four types of services per support period (derived from Table 9.5). Of these requests for services, 94% (or 136,500) were provided to some extent. In addition to this, agencies were able to refer children on for another 3% (or 4,900) of the services they required, leaving just under 3% (or 4,000) of requested services that were neither provided nor referred. Unmet requests for services were spread over a number of service types, with counselling services (23%) accounting for the greatest proportion (Table 9.6). Levels of service provision and requests remaining unmet at the end of support varied depending on whether children were accompanying a male or female client or a couple.

Support from 1996–97 to 2002–03

The number of support periods has fluctuated throughout the 7 years of the National Data Collection. In 1996–97 there were an estimated 156,500 support periods (Table 10.2). This increased to 164,300 in 1997–98, but dropped back over the next 2 years, returning almost to

the 1996–97 level in 1999–00 (Figure 10.1). In 2000–01 there was a rise to 170,700 support periods. The number of support periods increased further in 2002–03 to 176,300.

The number of clients provided with SAAP services showed a similar pattern, although the changes were less pronounced in the last 4 years. The highest number of clients was recorded in 2002–03 (97,600) and the lowest in 1996–97 (83,200) (Table 10.2). The prevalence of SAAP use in the community for the past 5 years was highest in 2002–03, with 57 SAAP clients for every 10,000 people aged 10 or over, and lowest in 1999–00, with 55 SAAP clients per 10,000 people aged 10 or over (Table 10.3).

There are indications that the way support is being delivered in Australia has changed over the past 5 years. In particular, among general agencies (that is, not high-volume agencies) there was an increase in the percentage of support periods in which support plans have been used, from 58% in 1998–99 to 62% in 2000–01 (Table 10.5). However, the use of support plans decreased to 59% in 2002–03.

There were no obvious sustained trends in the duration of support: after increasing slightly from 5 days in 1998–99 to 6 days in 1999–00, the median length of support dropped back to 4 days in 2000–01 before increasing again to 5 days in 2002–03 (Table 10.6).

1 Introduction

The Supported Accommodation Assistance Program

This report provides an overview of assistance given to clients of the Supported Accommodation Assistance Program (SAAP). SAAP was established in 1985 to consolidate a number of Australian Government and state and territory government programs designed to assist people who are homeless or at risk of being homeless, including women and children escaping domestic violence.

The current program (SAAP IV) is governed by the *Supported Accommodation Assistance Act 1994*. This specifies that the overall aim of SAAP is to provide transitional supported accommodation and related support services to help homeless people achieve the maximum possible degree of self-reliance and independence.

In 2002–03, 1,282 non-government, community or local government organisations were funded nationally under the program (Table 2.2). Such organisations range from small stand-alone agencies with single outlets to larger auspice bodies with multiple outlets. They provide accommodation and support services to a range of groups: families, single men, single women, young people, and women and children escaping domestic violence.

The SAAP National Data Collection

The main source of data on the provision of services through SAAP is the SAAP National Data Collection, which consists of a number of distinct components, each of which can be thought of as a separate collection. Currently, four components exist: the Client Collection, the Administrative Data Collection, the Demand for Accommodation Collection (formerly the Unmet Demand Collection), and the Casual Client Collection.

This report primarily presents analysis of the Client Collection. Some analysis of funding using the Administrative Data Collection is also presented to provide context. The Client Collection consists of information about all clients receiving SAAP support lasting more than 1 hour, while the Administrative Data Collection consists of general information about the agencies providing the services used by these clients. Appendix 1 provides an overview of these collections; further details are available in the Demand for SAAP Assistance report 2001–02 (AIHW 2003).

Accurate interpretation of the analyses presented here requires an understanding of the particular concepts and terms used in the National Data Collection. A glossary of terms is therefore included at the beginning of this report. In addition, readers are encouraged to consult Appendix 1, which contains important information about estimation methods, measurement of concepts, examples for table interpretation, and counting rules used in the analyses in this report. Appendix 2 contains copies of the client form and the high-volume client form used to collect data in 2002–03. The National Data Collection Agency's (NDCA's) collectors' manual (AIHW 2001) also contains information that can aid in the use and interpretation of the data presented here.

Structure and content of this report

Data in this report relate to the financial year ending 30 June 2003. Although most tables provide information about both completed and ongoing support periods, analyses of the

duration of support and accommodation and of data items relating to client circumstances after support are necessarily limited to completed support periods only. In addition, some tables contain data for the 7 years that the National Data Collection has been conducted, and others report for the past 5 years. It should be noted that while most estimates are adjusted for client non-consent and/or agency non-participation (see Appendix 1), no allowance has been made for agencies that provide forms for some but not all of their support periods. Estimates of accompanying children have also been adjusted for client non-consent and agency non-participation.

The analyses in this report are divided into nine main areas. Chapter 2 provides details of resources allocated under SAAP; Chapter 3 presents a discussion of the number of support periods provided by SAAP agencies; Chapter 4 outlines the demographic characteristics of clients; Chapter 5 analyses client groups and explores why clients sought assistance; and Chapter 6 provides analyses of the length of support periods and accommodation, and the type of support provided to clients. Chapter 7 contains analyses of the services required by clients and how agencies met these needs, while the circumstances of clients before and after support periods in terms of income source, accommodation, living situation and employment are examined in Chapter 8. The support provided to children accompanying a parent or guardian to a SAAP agency is discussed in Chapter 9. Finally, Chapter 10 presents comparisons of data from 1996-97 to 2002-03. Detailed tables follow the discussion in each chapter.

Estimates presented in this report are subject to revision. Revised tables, along with the reports themselves, are posted on the web site of the Australian Institute of Health and Welfare (AIHW) (www.aihw.gov.au). Regional tables and counts for all data items collected are available in hard copy or electronic format on request from the NDCA (ndca@aihw.gov.au).

A further report that includes coverage of the general demand for SAAP services, unmet demand and casual client information for 2002-03, and a thematic report on a yet-to-be decided topic, will be released in 2004.

2 Funding

In 2002–03 funding for the SAAP agencies operating across Australia was provided jointly by the Australian Government (through the Department of Family and Community Services) and the state and territory governments. This chapter analyses information about the resources allocated to the 1,282 SAAP agencies funded during 2002–03. Not all of these agencies were operating throughout the year: at 30 June 2003, 1,262 were operating.

Total funding

Data provided by Australian Government and state and territory government departments show that the total recurrent allocation under SAAP in Australia was \$310.4m in 2002–03 (Table 2.1). Of this amount, \$296.6m represented recurrent allocations to SAAP agencies (Table 2.2); the remaining \$13.7m was allocated for purposes such as administration, training, data collection, research and evaluation.¹

Table 2.1 shows the distribution of all recurrent SAAP funds by state and territory, and compares this with the distribution of the Australian population and of support periods provided by agencies. These last two items are used here to indicate the level of need for SAAP services and the amount of support provided by agencies. As population numbers and characteristics vary across the states and territories, per 10,000 population figures allow more meaningful comparisons of the level of SAAP use across Australia. It should be noted that per 10,000 population figures used here are not indicative of the per capita size of the homeless population. They are only indicative of the number of people accessing SAAP. The number of support periods is used only as a broad summary measure of the amount of support provided by agencies, recognising that the level of assistance provided varies considerably with each support period.

Current funding is based on a combination of funding levels that were agreed on and implemented at SAAP's inception in 1985 and growth funds for SAAP IV which are based on state and territory populations. Consequently, in 2002–03 the distribution of funds varied from the proportions of the population in the various states and territories, with the four smallest jurisdictions getting relatively more funding than other states (Table 2.1). In particular, Tasmania, the Australian Capital Territory and the Northern Territory had 10% of the funding but only 5% of the population aged 10 years and over at 30 June 2002. On the other hand, 19% of the population aged 10 years and over lived in Queensland, while that State had 15% of SAAP funding.

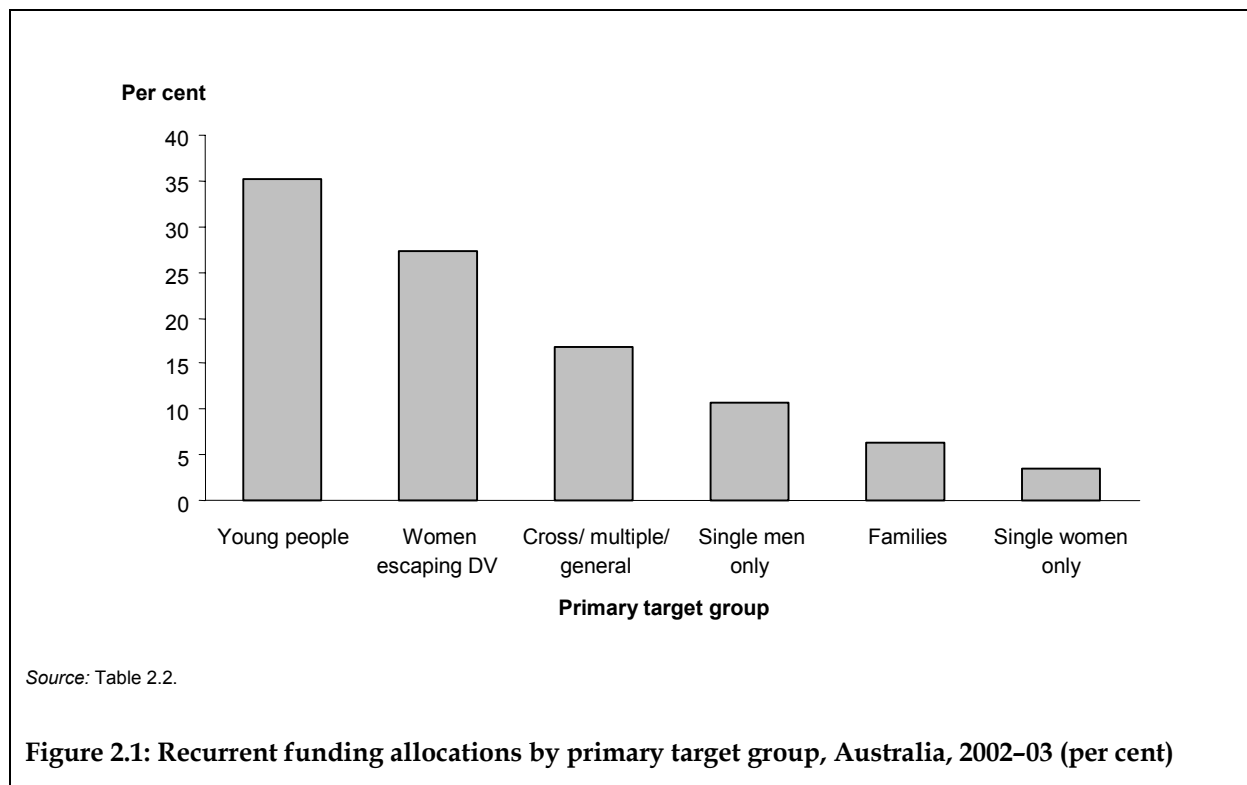
The level of support provided in a jurisdiction does not always reflect the level of funding. In particular, while Queensland had 15% of the funding allocation, Queensland agencies supplied 21% of support periods. Conversely, agencies in the four smallest states and territories provided 16% of support periods but had 18% of the funds. These differences between the distributions of support periods and funding may reflect different approaches to service provision, rather than differences in the relative amount of support provided.

¹ The amount that can be used for administrative purposes by state and territory funding departments is determined by a formula set out under their bilateral SAAP agreements with the Australian Government.

Funding to agencies

Agencies receive recurrent funds for salaries and ongoing operating costs to enable them to provide support to clients. The size of an agency and the types of services it provides affect the level of funding allocated. Caution is therefore recommended when comparing average funding per agency or using such figures to measure efficiency, since different agencies provide different services.

As noted, the total recurrent allocation for all SAAP agencies across Australia in 2002–03 was \$296.6m. Table 2.2 shows recurrent allocations to SAAP agencies and mean (average) funding per agency by state and territory, region and primary target group. In general, the number of agencies funded increases with the level of funding. Overall, the average level of funding per agency was \$231,400. There was, however, a considerable range in the average funding level per agency across the states and territories. Agencies in Tasmania received the highest average funding per agency at \$307,200, while agencies in Victoria received the lowest at \$186,400. Average funding was between \$196,000 and \$276,700 per agency in the other states and territories.



Over half (54%) of all agencies were located in capital cities and 22% were located in ‘other rural areas’. This compares with 7% in other metropolitan centres, 9% in large rural centres and 7% in remote areas. In capital city areas, agencies were funded at an average cost of \$264,000, while agencies in other metropolitan areas received average funding of \$228,200. Agencies in large rural centres were allocated, on average, \$232,700. The allocation of funds to agencies in ‘other rural areas’ and remote areas was lower per agency than for other regions, with average allocations of \$169,600 and \$177,400 respectively.

As expected from their large number, and as Figure 2.1 illustrates, agencies targeting young people (37% of agencies) received the largest proportion of SAAP recurrent allocations, with 35% of the total funds, or \$104.4m (Table 2.2). Agencies targeting women escaping domestic violence (22% of agencies) received the next largest allocation of recurrent funds, at 27% or \$81.3m. The small number of agencies targeting single women only (4%, or 47) received the smallest overall proportion of recurrent funds, at 4% or around \$10.6m. In terms of funding per agency, agencies targeting single men had the highest average allocation (\$332,900). Agencies for women escaping domestic violence also tended to have relatively large allocations, averaging \$284,300, while family agencies and agencies with cross-target, multiple or general target groups were allocated the lowest average amounts per agency (\$157,400 and \$189,600 respectively). Agencies for single women and young people were allocated an average of \$227,200 and \$221,200 respectively.

2.1 Tables

Table 2.1: SAAP funding: total recurrent allocations, Australian population and support periods, by state and territory, Australia, 2002–03

State/territory	Australian population 10+		Total recurrent allocation		Support periods	
	Number	%	\$'000	%	Number	%
NSW	5,758,300	33.8	108,381	35.0	47,900	27.2
Vic	4,240,300	24.9	72,163	23.3	48,800	27.7
Qld	3,195,300	18.7	46,008	14.9	36,900	20.9
WA	1,667,800	9.8	28,518	9.0	14,900	8.5
SA	1,331,300	7.8	25,527	8.2	14,100	8.0
Tas	409,000	2.4	11,920	3.9	6,600	3.7
ACT	279,500	1.6	10,230	3.3	2,500	1.4
NT	163,300	1.0	7,612	2.5	4,500	2.6
Total	17,044,800	100.0	310,359	100.0	176,300	100.0

Notes

1. 'Australian population 10+' refers to the estimated resident population aged 10 years and over at 30 June 2002 (preliminary estimates). Residents of external territories have been excluded from the total.
2. 'Total recurrent allocation' includes funds not allocated to agencies, for example, funds allocated for administration, training, research and evaluation.
3. 'Total recurrent allocation' for Victoria includes \$12,745,700 provided by the Victorian Government which was in addition to the SAAP funding agreement between that state and the Australian Government. 'Total recurrent allocation' for Western Australia includes \$750,000 provided by the Western Australian Government which was in addition to the SAAP funding agreement between that state and the Australian Government. The states and territories generally provide additional funds for supporting SAAP activities which are not part of the SAAP agreement. Additional funds provided by other states and territories were not reported and are not shown here.
4. Support period figures have been weighted to adjust for agency non-participation.

Sources: SAAP Client Collection; FaCS unpublished data; ABS 2003a.

Table 2.2: SAAP agencies: recurrent allocations and mean funding per agency, by state and territory, region and primary target group, Australia, 2002-03

	Agencies (number)	Agencies (%)	Recurrent allocation (\$)	Recurrent allocation (%)	Mean funding per agency (\$)
State/territory					
NSW	397	31.0	102,739,000	34.6	258,800
Vic	364	28.4	67,833,000	22.9	186,400
Qld	198	15.4	45,841,000	15.5	231,500
WA	125	9.8	27,503,000	9.3	220,000
SA	87	6.8	24,070,000	8.1	276,700
Tas	37	2.9	11,366,000	3.8	307,200
ACT	36	2.8	9,835,000	3.3	273,200
NT	38	3.0	7,447,000	2.5	196,000
Total	1,282	100.0	296,635,000	100.0	231,400
Region					
Capital city	695	54.2	183,451,000	61.8	264,000
Other metropolitan centre	88	6.9	20,079,000	6.8	228,200
Large rural centre	117	9.1	27,224,000	9.2	232,700
Other rural area	279	21.8	47,322,000	16.0	169,600
Remote area	92	7.2	16,320,846	5.5	177,400
Total	1,282	100.0	296,635,267	100.0	231,400
Primary target group					
Young people	472	36.8	104,406,000	35.2	221,200
Single men only	95	7.4	31,628,000	10.7	332,900
Single women only	47	3.7	10,680,000	3.6	227,200
Families	119	9.3	18,736,000	6.3	157,400
Women escaping domestic violence	286	22.3	81,315,000	27.4	284,300
Cross-target/multiple/general	263	20.5	49,869,000	16.8	189,600
Total	1,282	100.0	296,635,000	100.0	231,400

Notes

1. 'Recurrent allocation' excludes funds not allocated to agencies, for example, funds allocated for administration, training, research and evaluation.
2. 'Recurrent allocation' for Victoria includes \$12,745,700 provided by the Victorian Government which was in addition to the SAAP funding agreement between that state and the Australian Government. 'Recurrent allocation' for Western Australia includes \$750,000 provided by the Western Australian Government which was in addition to the SAAP funding agreement between that State and the Australian Government. The states and territories generally provide additional funds for supporting SAAP activities which are not part of the SAAP agreement. Additional funds provided by other states and territories were not reported and are not shown here.

Source: SAAP Administrative Data Collection.

3 Level of support

SAAP agencies in Australia supported an estimated 97,600 clients during 2002–03 (Table 3.1). The total number of support periods, at 176,300, exceeded the number of clients as each client can receive support or supported accommodation on more than one occasion. In the last quarter of 2002–03, a high volume agency in Queensland changed its reporting practices. In the first three-quarters of the year this agency closed support periods whenever a period of accommodation ended. In the last quarter, support periods were kept open until it was certain a client would not be returning for another accommodation period. It is estimated that this decreased the total number of support periods by about 2,400. If this agency had continued its usual reporting practice, the total number of support periods would then have been about 178,700.

Seventy-four per cent of clients had only one support period during the year. The average number of support periods per client was 1.8. Agencies in Queensland reported the highest average number of support periods, at 2.0 per client. The lowest average of 1.4 support periods per client was recorded in the Australian Capital Territory and the Northern Territory. Nationally, out of every 10,000 people aged 10 years and over in the general population, 57 people became SAAP clients.

Daily support

The daily level of support provided by SAAP agencies can be examined by looking at the average support periods active each day and the average accommodation periods active each night. Both the average daily support periods and the average nightly accommodation periods decreased around the start and the middle of the financial year, with the lowest average daily support periods reported in July 2002 (21,100) and the lowest average nightly accommodation periods reported in June 2003 (7,700) (Figure 3.1).

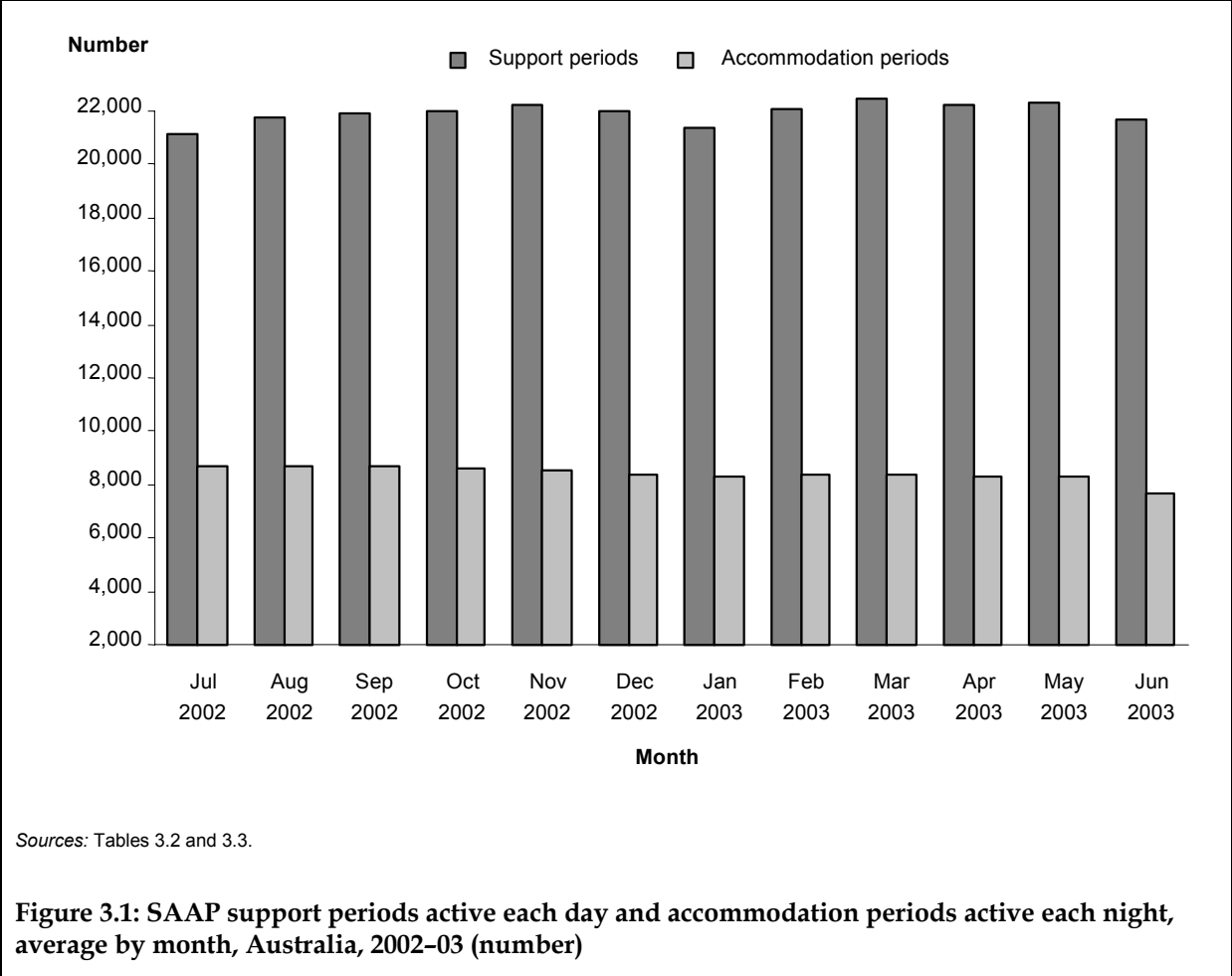
Support periods

SAAP agencies across Australia provided a fairly constant level of service throughout 2002–03, with the average daily number of support periods ranging from 21,100 to 22,500. A total of 7,997,200 days of support were provided (Table 3.2).

Overall, agencies in Victoria provided the most support periods on a daily basis (between 7,200 and 7,900 a day). Although Victoria had only 900 more support periods than New South Wales in 2002–03, it had a daily average of between 1,800 and 2,500 more support periods than New South Wales each month. Furthermore, agencies in Victoria provided a total of 2,756,100 days of support in 2002–03, compared to 1,988,000 in New South Wales. An explanation for the higher average daily number of support periods in Victoria is that clients in Victoria stay in SAAP longer than in New South Wales. The median length of support in Victoria is 15 days compared with 4 days in New South Wales (Table 6.1).

Agencies in the Northern Territory provided the lowest average daily number of support periods, averaging around 300 to 400 support periods each day. The Australian Capital Territory consistently provided 400 support periods each day except in June when it provided 500 support periods. However, the Northern Territory provided more support periods in 2002–03 than the Australian Capital Territory (Table 3.1). This can be explained by the higher median length of support in the Australian Capital Territory (18 days) compared to the Northern Territory (5 days) (Table 6.1). It also explains why the Australian Capital

Territory provided more total days of support than the Northern Territory (157,400 compared to 127,900) (Table 3.2).



Accommodation periods

A total of 2,975,200 nights of accommodation were provided by SAAP agencies in Australia during 2002-03 (Table 3.3). The average nightly number of accommodation periods ranged from 7,700 to 8,700.

While Victoria reported the highest average daily number of support periods and total days of support (Table 3.2), New South Wales provided the most nights of accommodation during 2002-03 (938,300) and reported the highest average nightly figures for accommodation (ranging from 2,300 to 2,800) (Table 3.3). An explanation for this can be found in Table 6.2 in the state and territory supplements associated with this publication. Although this table shows only closed support periods with accommodation, it still gives an indication of the number of support periods with accommodation. For example, New South Wales provided 28,050 support periods with accommodation lasting at least 1 day. Victoria, on the other hand, reported 9,300 support periods with accommodation that lasted 1 day or longer. It should also be noted that in Victoria many SAAP clients are accommodated in both crisis and medium-term accommodation by the Transitional Housing Management program. Some of the accommodation periods provided by this program may not be reported to the NDCA.

The Northern Territory had the lowest average nightly number of accommodation periods (100) for 6 months of the year and an average of 200 for the other 6 months. Tasmania and the Australian Capital Territory consistently provided 200 nightly accommodation periods each day, except in July, when Australian Capital Territory provided 300 accommodation periods. However, the Australian Capital Territory provided more nights of accommodation than Tasmania (76,400 compared with 63,100). This may be due to the relatively high mean and median length of accommodation in the Australian Capital Territory (see Table 6.2 in the state and territory supplements associated with this publication).

3.1 Tables

Table 3.1: SAAP support periods and clients, by state and territory, Australia, 2002–03

State/ territory	Support periods (number)	Clients (number)	Clients			
			Clients with only one support period (%)	Mean no. of support periods per client (number)	Per 10,000 population aged 10+	
					Actual	Age- standardised
NSW	47,900	25,400	76.9	1.88	44	44
Vic	48,800	30,500	76.1	1.60	71	71
Qld	36,900	18,900	76.7	1.96	59	58
WA	14,900	9,300	72.5	1.61	55	54
SA	14,100	9,400	77.4	1.50	70	74
Tas	6,600	4,300	76.1	1.55	103	110
ACT	2,500	1,800	80.7	1.41	63	58
NT	4,500	3,100	74.4	1.44	190	166
Australia	176,300	97,600	74.0	1.81	57	57

Notes

1. Number excluded due to errors and omissions (weighted): 0.
2. Number of clients within a state or territory relates to clients who ever received assistance from a SAAP agency in that state or territory. Since a client may have support periods in more than one state or territory, state and territory figures do not sum to the national figure.
3. Some of the support periods for clients may have been at agencies in another state or territory. Consequently, the number of clients multiplied by the average number of support periods for these clients may be greater than the number of support periods provided within a particular state or territory.
4. 'Per 10,000 population aged 10+' shows how many people out of every 10,000 aged 10 years and over in the general population became SAAP clients. The rate is estimated by comparing the number of SAAP clients aged 10 years and over with the estimated resident population aged 10 and over at 30 June 2002. Age-standardised estimates have been derived to allow for different age distributions in the various jurisdictions. The Australian estimated resident population at 30 June 2002 has been used as the reference population.
5. The method used to calculate the number of support periods per client was adjusted in 2002–03. The adjusted method has been applied to all data on the number of support periods per client presented in this table.
6. Support period figures have been weighted to adjust for agency non-participation.
7. Client figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client Collection; ABS 2003a.

Table 3.2: SAAP support periods: number of support periods active each day, average by month and state and territory, Australia, 2002–03

Date	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
July 2002	5,400	7,200	2,900	1,700	2,100	900	400	400	21,100
August 2002	5,500	7,400	3,000	1,800	2,200	1,000	400	400	21,800
September 2002	5,500	7,400	3,000	1,900	2,200	1,100	400	400	21,900
October 2002	5,600	7,400	3,000	1,900	2,200	1,100	400	400	22,000
November 2002	5,600	7,500	3,000	1,900	2,300	1,100	400	400	22,200
December 2002	5,600	7,500	3,000	1,800	2,300	1,100	400	400	22,000
January 2003	5,300	7,500	2,900	1,700	2,300	900	400	300	21,400
February 2003	5,300	7,800	3,100	1,800	2,300	1,000	400	400	22,100
March 2003	5,400	7,900	3,200	1,800	2,400	1,000	400	300	22,500
April 2003	5,400	7,800	3,100	1,800	2,400	1,000	400	300	22,200
May 2003	5,400	7,700	3,100	1,800	2,400	1,000	400	300	22,300
June 2003	5,300	7,300	3,000	1,800	2,400	1,000	500	300	21,700
Support periods: total number of days	1,988,000	2,756,100	1,102,300	658,000	835,800	371,700	157,400	127,900	7,997,200

Notes

1. Number excluded due to errors and omissions (weighted): 254.
2. Figures have been weighted to adjust for agency non-participation.
3. Please refer to the counting rules (Appendix 1, Section A1.4) for the method used to calculate the monthly average.

Source: SAAP Client Collection.

Table 3.3: SAAP support periods with accommodation: number of accommodation periods active each night, average by month and state and territory, Australia, 2002-03

Date	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
July 2002	2,800	2,300	1,500	700	800	200	300	200	8,700
August 2002	2,800	2,300	1,500	700	800	200	200	200	8,700
September 2002	2,800	2,300	1,500	700	800	200	200	200	8,700
October 2002	2,800	2,200	1,500	700	800	200	200	200	8,600
November 2002	2,700	2,300	1,400	700	800	200	200	200	8,500
December 2002	2,600	2,200	1,400	700	800	200	200	100	8,400
January 2003	2,600	2,200	1,400	700	900	200	200	100	8,300
February 2003	2,600	2,200	1,500	800	900	200	200	200	8,400
March 2003	2,600	2,200	1,400	800	800	200	200	100	8,400
April 2003	2,600	2,200	1,500	800	800	200	200	100	8,300
May 2003	2,500	2,100	1,500	800	900	200	200	100	8,300
June 2003	2,300	2,000	1,400	700	800	200	200	100	7,700
Accommodation periods: total number of nights	938,300	783,600	510,500	257,600	292,400	63,100	76,400	53,400	2,975,200

Notes

1. Number excluded due to errors and omissions (weighted): 2,177.
2. Figures have been weighted to adjust for agency non-participation.
3. Please refer to the counting rules (Appendix 1, Section A1.4) for the method used to calculate the monthly average.

Source: SAAP Client Collection.

4 Age, gender and cultural and linguistic diversity

Client characteristics

Figure 4.1 shows the age and gender distribution of SAAP clients in Australia during 2002–03. In all age groups under 45 years there were more female than male clients. As a consequence, more females (56,100) than males (40,900) received services (Table 4.1). The largest group of clients for both males and females was 20–24 year-olds, with 16% of all clients being in this age group (Table 4.1). In contrast, less than 5% of all clients were over the age of 54. The average age of clients was 33 for males and 30 for females.

Eighty-six per cent of SAAP clients were born in Australia (Table 4.3). The next most common places of birth were Oceania (3%), 'other Europe and the former Soviet Union', and South-East Asia (just over 2% each). Two per cent of SAAP clients were born in the United Kingdom, Ireland and associated islands. Less than 1% of SAAP clients were born in the Americas.

People born in Australia were more likely to become SAAP clients than those born elsewhere: 74% of the Australian population aged over 10 years were Australian-born, compared with 86% of SAAP clients. On the other hand, people born in the United Kingdom and Ireland, 'other Europe and the former Soviet Union', North America and various parts of Asia were underrepresented among SAAP clients.

The distributions of male and female clients by country of birth were generally similar. However, the percentages of female clients from South-East Asia and North-East Asia were more than double those for males.

There was some variation between male and female clients in terms of cultural and linguistic diversity. While a higher proportion of male clients (5%) than female clients (4%) were born in English proficiency group 1 countries, clients born overseas in other countries (English proficiency groups 2–4) comprised a higher percentage of female clients than male clients.² Eleven per cent of the 54,000 female clients were born in these countries, compared with 8% of the 39,200 male clients (Table 4.4). Further, a higher proportion of female clients than male clients were Indigenous Australians (21% of female clients compared with 13% of male clients). Overall, Indigenous Australians were overrepresented as SAAP clients relative to their population size: less than 2% of Australians aged 10 years and over were estimated to be Indigenous Australians in June 2002, compared with around 18% of SAAP clients in 2002–03. The overrepresentation of Indigenous Australians influences the relative proportions of other cultural and linguistic groups in SAAP, in particular the large proportion of Australian-born people as shown in Table 4.3.

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

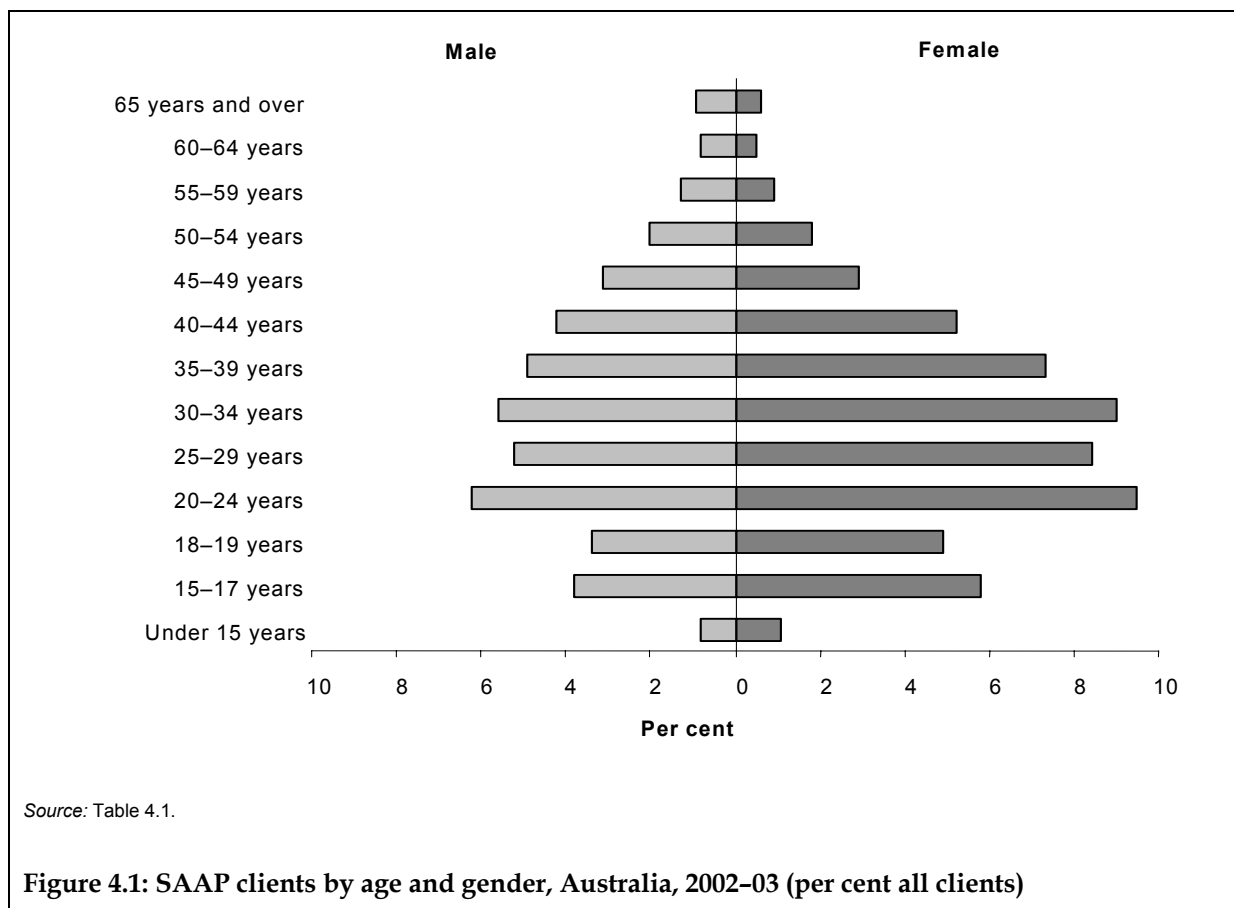


Table 4.5 shows the cultural and linguistic diversity of SAAP clients across the states and territories. Reflecting the large proportion of Indigenous people in the general population, the Northern Territory had the largest proportion of Indigenous clients (56%, compared with 18% nationally). This overrepresentation was even more pronounced among female clients: 70% of female clients in the Northern Territory were Indigenous Australians compared with 21% nationally. The lowest percentage of Aboriginal and Torres Strait Islander clients was recorded in Victoria (6%). On the other hand, Victoria had the highest proportion of clients born overseas in countries in English proficiency groups 2-4 (15% compared with 10% nationally). The percentage of male clients who were born in these countries was smaller than the corresponding percentage of female clients in all jurisdictions except the Northern Territory.

SAAP use

As mentioned in Chapter 3, 74% of all clients had just one support period during 2002-03, and clients averaged 1.8 support periods each (Table 3.1). The pattern of repeat use varied with age and gender (Table 4.2). Overall, 76% of female clients had one support period while the corresponding figure for male clients was 71%. Consequently males averaged slightly more support periods, at 2.1 each, with females averaging around 1.6 support periods each. Clients aged over 65 years returned to SAAP agencies more often than other clients (2 support periods each). This was due to the relatively high average number of support periods per client for males in this age category (2.3). In comparison, females aged over 65 years averaged 1.6 support periods each. Clients aged 25-44 years made up nearly 50% of all SAAP clients. In comparison, clients under 15 years of age made up less than 2%. They

returned less often than others to SAAP services, averaging around 1.5 support periods each. Eighty-three per cent of this client group had only one support period.

The average number of support periods per client also varied according to cultural and linguistic diversity. Clients from Indigenous backgrounds had the highest number of support periods each, averaging 2.1 (Table 4.4). In comparison, clients from countries in English proficiency groups 2–4 had fewer support periods per client, averaging 1.5. Australian-born non-Indigenous clients averaged 1.8 support periods each.

In Australia during 2002–03, for every 10,000 people aged 10 years and over in the general population, 57 people used SAAP services (Table 4.2). There was, however, a large variation across the states and territories. After adjusting for different age distributions, the number of SAAP clients per 10,000 people aged 10 and over ranged from 44 in New South Wales to 190 in the Northern Territory. These differences largely reflect the varying usage of SAAP services by clients of different cultural backgrounds and the different population profiles in the states and territories (see Table 4.5). It may also reflect the availability of SAAP services across the states and territories.

The proportion of people accessing support varied considerably by age. People aged from 15 to 24 years were more likely to go to SAAP agencies than people in other age groups (Table 4.2). The highest rate of use was by 18–19 year-olds, with 145 clients for every 10,000 people in this age bracket. The next highest usage rates were by 15–17 year-olds and 20–24 year-olds, among whom there were 114 and 113 clients, respectively, for every 10,000 people. Only 6 people per 10,000 people aged over 65 years, and 11 people per 10,000 people aged under 15 years, became SAAP clients.

The proportion of people accessing SAAP services also varied by gender. Females were more likely to use SAAP services than males: there were 65 female clients for every 10,000 females aged 10 years and over in the general population and 48 male clients per 10,000 males. The highest rate of use was by 18–19 year-old females among whom there were 175 clients per 10,000 females, compared to 115 male clients per 10,000 males. Females were more likely to use SAAP services in all states and territories except New South Wales.

4.1 Tables

Table 4.1: SAAP clients, by age and gender, Australia, 2002–03

Age	Percentage of all clients		Percentage of gender group		Total	
	Male	Female	Male	Female	%	Number
	%	%	%	%	%	
Under 15 years	0.8	1.1	1.8	1.9	1.9	1,800
15–17 years	3.8	5.8	9.1	10.0	9.6	9,300
18–19 years	3.4	4.9	8.0	8.5	8.3	8,100
20–24 years	6.2	9.5	14.7	16.4	15.7	15,200
25–29 years	5.2	8.4	12.3	14.5	13.6	13,100
30–34 years	5.6	9.0	13.3	15.6	14.6	14,100
35–39 years	4.9	7.3	11.7	12.6	12.2	11,800
40–44 years	4.2	5.2	10.1	9.0	9.4	9,100
45–49 years	3.1	2.9	7.3	5.0	6.0	5,800
50–54 years	2.0	1.8	4.8	3.0	3.8	3,700
55–59 years	1.3	0.9	3.0	1.6	2.2	2,100
60–64 years	0.8	0.5	1.8	0.9	1.3	1,200
65 years and over	0.9	0.6	2.0	1.0	1.4	1,400
<i>Total</i>	<i>42.2</i>	<i>57.8</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (number)	40,900	56,100	40,900	56,100	..	96,900
Mean age (years)	32.7	30.4	..	31.4
Median age (years)	31	29	..	30

Notes

1. Number excluded due to errors and omissions (weighted): 611.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

Table 4.2: SAAP clients: number of support periods per client by age and gender of client, Australia, 2002–03 (per cent)

Number of support periods	Under 15 years	15–17 years	18–19 years	20–24 years	25–44 years	45–64 years	65+ years	Total	
Male clients									
								%	Number
1	85.4	70.5	72.1	72.7	69.7	71.4	76.3	71.1	29,100
2	8.2	14.5	14.6	12.9	13.9	13.5	11.1	13.7	5,600
3	3.0	5.4	4.9	5.0	6.4	5.0	4.8	5.7	2,300
4	1.6	3.3	3.1	3.0	3.1	3.0	2.1	3.1	1,200
5	0.5	2.1	1.7	1.8	1.9	1.4	1.3	1.7	700
6+	1.3	4.2	3.7	4.5	4.9	5.8	4.4	4.8	1,900
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	..
Total (%)	1.8	9.1	8.0	14.7	47.3	17.0	2.0	100.0	..
Total (number)	800	3,700	3,300	6,000	19,300	6,900	800	..	40,900
Mean number of support periods	1.41	1.85	1.82	1.92	2.11	2.29	2.31	..	2.06
Per 10,000 population	9	89	115	88	66	30	8	..	48
Female clients									
1	82.1	71.9	74.5	75.2	75.3	82.7	86.7	75.9	42,600
2	10.4	15.0	14.3	13.9	14.0	10.4	8.9	13.6	7,600
3	3.1	5.8	5.3	5.2	5.4	3.5	2.4	5.2	2,900
4	1.4	2.7	2.3	2.4	2.2	1.4	0.4	2.2	1,200
5	1.2	1.8	1.3	1.1	1.1	0.6	0.4	1.1	600
6+	1.9	2.8	2.3	2.2	1.8	1.4	1.2	2.0	1,100
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	..
Total (%)	1.9	10.0	8.5	16.4	51.6	10.6	1.0	100.0	..
Total (number)	1,100	5,600	4,800	9,200	28,900	5,900	600	..	56,100
Mean number of support periods	1.48	1.73	1.66	1.65	1.63	1.52	1.59	..	1.63
Per 10,000 population	14	140	175	139	98	26	4	..	65
All clients									
1	83.4	71.4	73.5	74.2	73.1	76.6	80.5	73.9	71,600
2	9.5	14.8	14.4	13.5	14.0	12.1	10.2	13.6	13,200
3	3.1	5.6	5.2	5.2	5.8	4.3	3.8	5.4	5,200
4	1.5	3.0	2.6	2.7	2.6	2.2	1.4	2.6	2,500
5	0.9	1.9	1.4	1.4	1.4	1.0	1.0	1.4	1,300
6+	1.7	3.3	2.9	3.1	3.1	3.8	3.1	3.2	3,100
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	..
Total (%)	1.9	9.6	8.3	15.7	49.8	13.3	1.4	100.0	..
Total (number)	1,800	9,300	8,100	15,200	48,300	12,900	1,400	..	96,900
Mean number of support periods	1.45	1.77	1.73	1.76	1.82	1.93	2.02	..	1.81
Per 10,000 population	11	114	145	113	82	28	6	..	57

Notes

1. Number excluded due to errors and omissions (weighted): 611.
2. 'Per 10,000 population' shows how many people out of every 10,000 in the general population become SAAP clients. The rate is estimated by comparing the number of SAAP clients with the estimated resident population in the designated age group as at 30 June 2002 (preliminary estimates). For the age group under 15 years, only those aged 10 to 14 are included in the calculations.
3. The method used to calculate the number of support periods per client was adjusted in 2002–03. The adjusted method has been applied to all data on support periods per client presented in this table.
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client Collection; ABS 2003a.

Table 4.3: SAAP clients: birthplace by gender, Australia, 2002-03

Birthplace	Male	Female	Total	Australian population 10+		
	%	%	%	Number	%	Number
Australia	86.7	84.9	85.7	80,800	74.0	12,409,500
Oceania (excluding Australia)	3.1	2.9	3.0	2,800	2.8	475,400
UK, Ireland and associated islands	2.6	1.5	2.0	1,800	7.0	1,167,500
Other Europe and the former Soviet Union	2.3	2.5	2.4	2,300	6.8	1,144,500
Middle East and North Africa	1.3	1.7	1.5	1,400	1.4	230,100
South-East Asia	1.4	3.0	2.3	2,200	3.1	527,700
North-East Asia	0.3	0.9	0.7	600	1.9	318,600
Southern Asia	0.5	0.5	0.5	500	1.1	192,200
North America	0.2	0.2	0.2	200	0.5	83,300
South and Central America and Caribbean	0.4	0.6	0.5	500	0.5	84,500
Africa (excluding North Africa)	1.3	1.2	1.3	1,200	0.9	146,100
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>	<i>100.0</i>	<i>..</i>
Total (%)	42.1	57.9	100.0
Total (number)	39,700	54,700	..	94,400	..	16,779,200

Notes

1. Number excluded due to errors and omissions (weighted): 3,184.
2. 'Australian population 10+' refers to the estimated resident population aged 10 years and over at 30 June 2001 and includes people resident in the external territories.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client Collection; ABS 2003b.

Table 4.4: SAAP clients and support periods per client, by cultural and linguistic diversity and gender of client, Australia, 2002–03

Cultural and linguistic diversity	Male	Female	Total	Australian population 10+		
Clients	%	%	%	Number	%	Number
Indigenous Australians	12.5	21.4	17.7	16,500	1.9	314,500
Australian-born non-Indigenous people	74.3	63.6	68.1	63,500	72.1	12,095,100
People born overseas, English proficiency group 1	5.4	3.9	4.5	4,200	10.1	1,701,600
People born overseas, English proficiency groups 2–4	7.8	11.1	9.7	9,100	15.9	2,668,000
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>	<i>100.0</i>	<i>..</i>
Total (%)	42.1	57.9	100.0
Total (number)	39,200	54,000	..	93,200	..	16,779,200
Support periods	Mean number per client		Total number			
Indigenous Australians	2.62	1.94	2.14	35,000
Australian-born non-Indigenous people	2.00	1.58	1.77	112,400
People born overseas, English proficiency group 1	2.06	1.52	1.79	7,400
People born overseas, English proficiency groups 2–4	1.67	1.42	1.50	13,400
<i>Total</i>	<i>2.06</i>	<i>1.63</i>	<i>1.81</i>	<i>..</i>	<i>..</i>	<i>..</i>
Total support periods (%)	47.7	52.3	100.0
Total support periods (number)	80,200	88,000	..	168,100

Notes

1. Number excluded due to errors and omissions (weighted): 4,370 clients.
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. 'Australian population 10+' refers to the estimated resident population aged 10 years and over at 30 June 2001. The figures for Indigenous Australians are from experimental estimates based on the 1996 Census produced by the ABS. The number of 'Australian-born non-Indigenous people' is derived from the Australian-born population minus the number of Indigenous Australians.
4. The method used to calculate the number of support periods per client was adjusted in 2002–03. The adjusted method has been applied to all data on support periods per client presented in this table.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client Collection; ABS 1998; ABS 2003b.

Table 4.5: SAAP clients: cultural and linguistic diversity and gender of clients, by state and territory, Australia, 2002–03 (per cent)

Cultural and linguistic diversity	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	Number
	Male clients									
Indigenous Australians	12.1	5.4	19.7	13.6	10.4	7.7	9.2	30.6	12.5	4,900
Australian-born non-Indigenous people	73.5	80.0	70.8	68.7	79.7	85.4	75.9	58.1	74.3	29,100
People born overseas, English proficiency group 1	6.5	3.2	5.8	9.2	5.0	4.0	6.3	4.6	5.4	2,100
People born overseas, English proficiency groups 2–4	7.9	11.4	3.6	8.6	5.0	2.9	8.6	6.7	7.8	3,100
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (%)	31.0	27.6	22.1	8.5	8.5	4.5	2.0	2.9
Total (number)	12,100	10,800	8,700	3,300	3,300	1,800	800	1,100	..	39,200
Per 10,000 population	44	53	58	41	53	91	59	133	..	48
	Female clients									
Indigenous Australians	22.3	6.1	29.6	50.0	18.2	9.6	13.3	70.1	21.4	11,600
Australian-born non-Indigenous people	62.8	73.7	60.7	35.3	69.7	84.4	72.2	25.4	63.6	34,300
People born overseas, English proficiency group 1	4.1	3.3	4.5	5.4	3.9	2.7	3.6	1.4	3.9	2,100
People born overseas, English proficiency groups 2–4	10.8	16.9	5.2	9.3	8.2	3.3	11.0	3.1	11.1	6,000
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (%)	22.4	33.9	17.4	10.5	10.5	4.2	1.7	3.6
Total (number)	12,100	18,300	9,400	5,600	5,700	2,300	900	2,000	..	54,000
Per 10,000 population	43	88	60	70	87	115	67	253	..	65
	All clients									
Indigenous Australians	17.2	5.8	24.9	36.5	15.3	8.8	11.4	55.7	17.7	16,500
Australian-born non-Indigenous people	68.2	76.0	65.5	47.6	73.4	84.9	73.9	37.4	68.1	63,500
People born overseas, English proficiency group 1	5.3	3.3	5.1	6.8	4.3	3.2	4.9	2.6	4.5	4,200
People born overseas, English proficiency groups 2–4	9.3	14.9	4.4	9.1	7.0	3.1	9.9	4.4	9.7	9,100
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (%)	26.0	31.2	19.4	9.6	9.7	4.3	1.8	3.3
Total (number)	24,200	29,100	18,000	9,000	9,000	4,000	1,700	3,100	..	93,200
Per 10,000 population	44	71	59	55	70	103	63	190	..	57

Notes

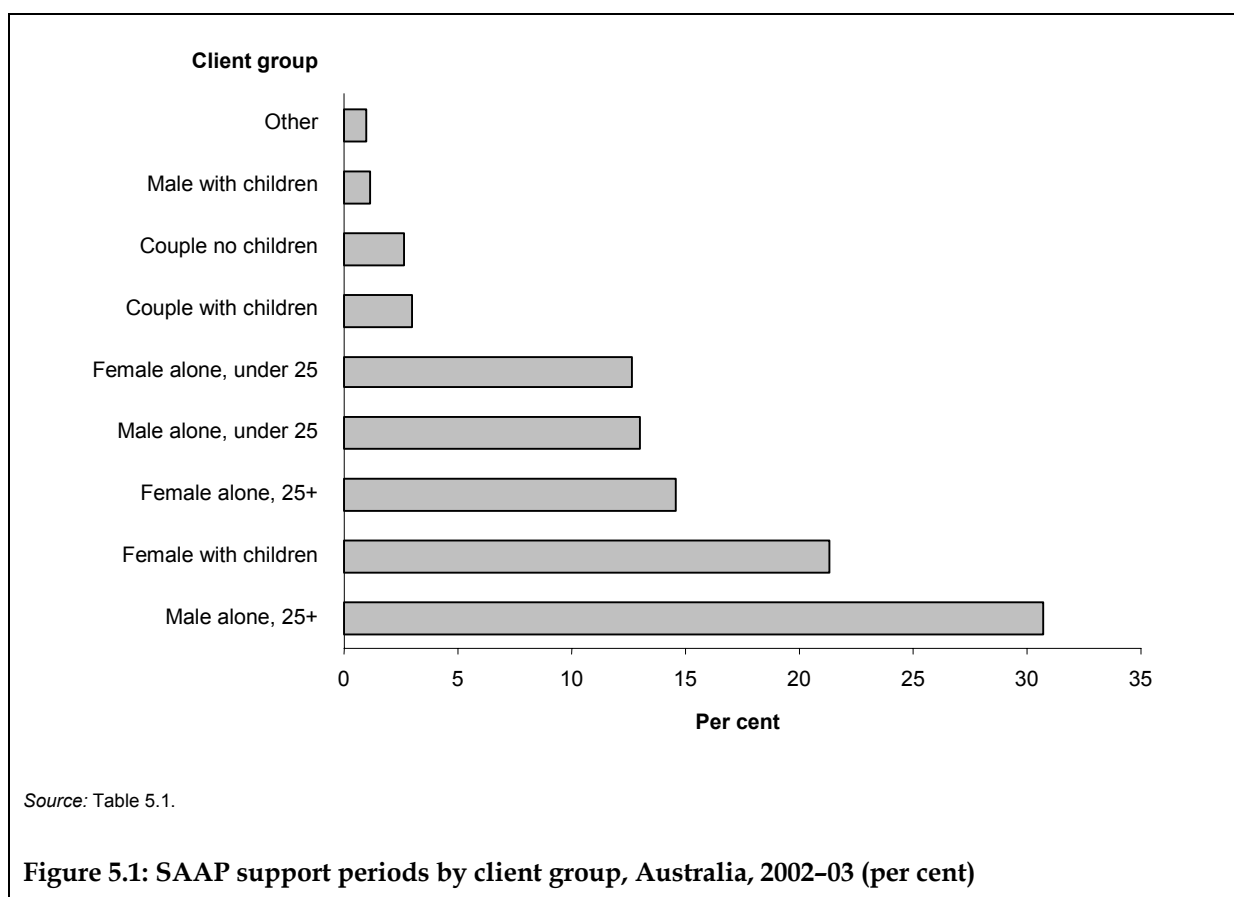
1. Number excluded due to errors and omissions (weighted): 4,558 clients.
2. Number of clients within a state or territory relates to clients who ever received assistance from a SAAP agency in that state or territory. Since a client may have support periods in more than one state or territory, state and territory figures do not sum to the national figure.
3. For derivation of cultural and linguistic diversity see the counting rules (Appendix 1, Section A1.4).
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client Collection; ABS 2003a.

5 Client groups and reasons for seeking assistance

Client groups

Figure 5.1 gives a breakdown of the number of support periods provided to the main client groups. Nationally, nearly one-third (31%) of support periods were provided to males aged 25 years and over presenting alone at SAAP agencies and 21% were provided to female clients with children. Unaccompanied females aged 25 years and over accounted for 15%, while unaccompanied males and females under 25 years accounted for around 13% of support periods each. Overall, 6% of support periods were for couples with or without children. Males with children accounted for just 1% of all support periods.



Client group profiles varied between states and territories. For example, agencies in New South Wales more commonly supported unaccompanied males compared with other states and territories, with 58% of their support periods being for this client group (Table 5.1). At the same time, agencies in New South Wales had the lowest percentage of support periods for unaccompanied females, at 23%. Agencies in Victoria and South Australia provided the lowest percentage of support periods to unaccompanied males (32% in each state), while agencies in the Northern Territory and the Australian Capital Territory provided the highest

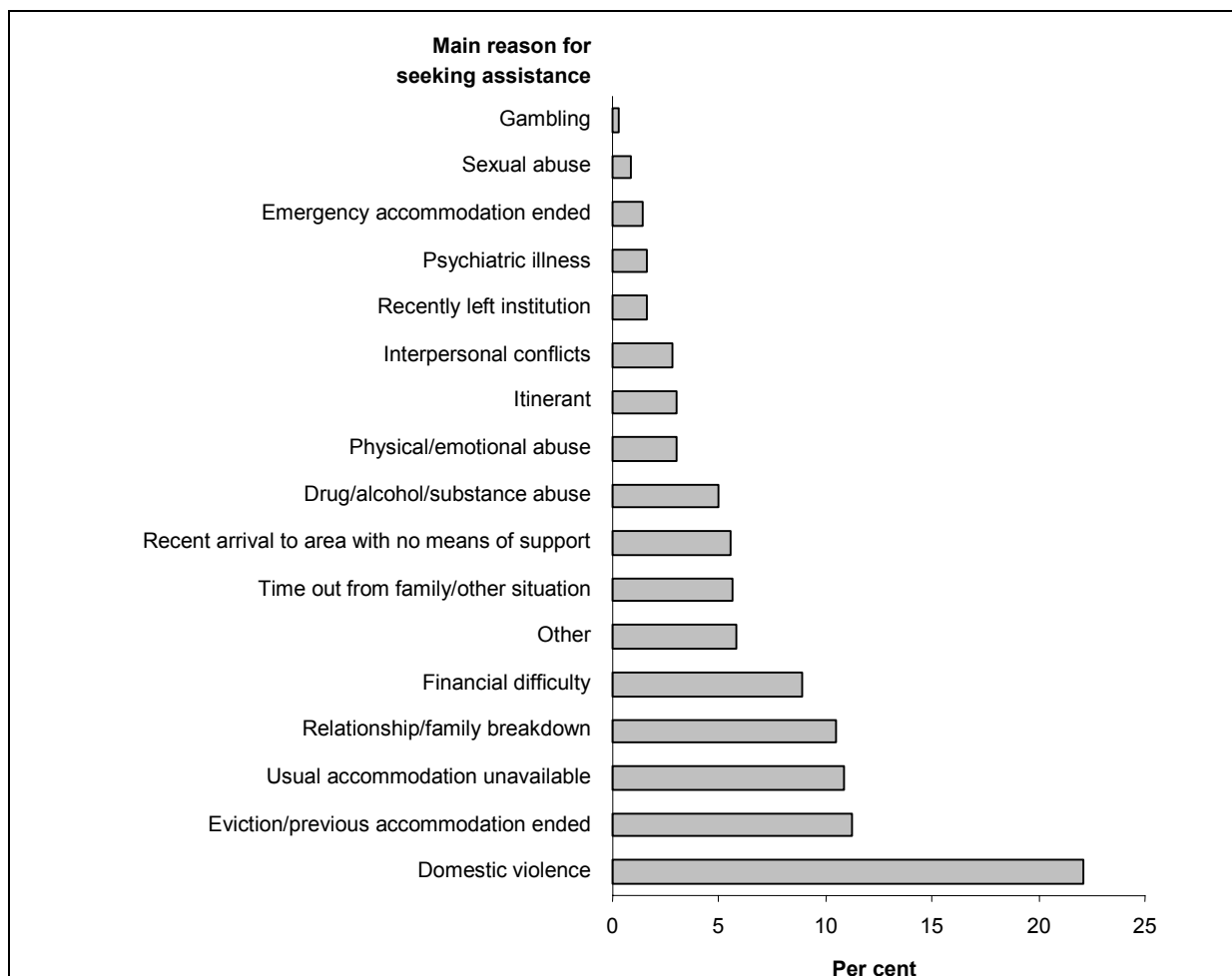
proportion of support periods to unaccompanied females (34% in each territory). Victorian agencies provided almost double the national average of support periods to couples with or without children (10%, compared with 6% nationally). Support periods provided to females with children ranged from 15% in New South Wales to 33% in South Australia.

The client profile within agencies of various target groups is shown in Table 5.2. As might be expected, agencies with specific target groups tended to provide services predominantly to that client group. Consequently, 82% of support periods at agencies targeting young people were for people under 25 presenting on their own, while agencies targeting single men were overwhelmingly used by unaccompanied males aged 25 or over (84% of their support periods). Similarly, agencies that targeted women escaping domestic violence were mainly used by females with children (accounting for 57% of support periods in these agencies) and unaccompanied females (41%). Forty-four per cent of the support periods provided by cross-target group agencies were to unaccompanied men aged over 25 years.

Main reason for seeking assistance

In addition to recording client characteristics, the SAAP Client Collection collects information on the main reasons clients seek assistance from general SAAP agencies. Overall, the most common main reasons that clients gave for seeking assistance in 2002–03 were domestic violence (in 22% of support periods), eviction or the ending of previous accommodation, usual accommodation unavailable, and relationship or family breakdown (all around 11% of support periods each) (Figure 5.2). Drug and alcohol abuse was cited as the main reason for seeking assistance in 5% of support periods. Substance abuse and some other presenting reasons may be understated, however, because data on reasons for seeking assistance are not collected from high-volume agencies, which often support single men (see Table 5.3 for reasons given by unaccompanied males).

The main reason given for seeking support varied considerably according to the client group. In 52% of support periods for females with children and 44% for unaccompanied females 25 years and over, assistance was sought primarily because of domestic violence (Table 5.3). Unaccompanied females under 25 most often reported relationship or family breakdown as their main reason for seeking assistance (in 22% of support periods), while unaccompanied males aged under 25 years most often reported that the main reason they sought assistance was due to their usual accommodation being unavailable or relationship and family breakdown (in around 17% of support periods each). For unaccompanied male clients aged 25 years or over, the most common main reasons for seeking assistance were financial difficulty and usual accommodation unavailable (both in around 15% of support periods for this client group). Drug, alcohol or substance abuse was cited as the primary reason for seeking assistance by this client group in 13% of support periods. Among couples with children, eviction or the ending of previous accommodation was the most common main reason for seeking assistance (in 27% of support periods for this client group). Eviction or the ending of previous accommodation was also the main reason couples without children reported that they sought assistance, being cited in 22% of their support periods.



Source: Table 5.3.

Figure 5.2: Main reason for seeking assistance, Australia, 2002-03 (per cent support periods)

In general, there were only small variations across the states and territories in the proportions for most of the main reasons for seeking assistance. However, some main reasons showed marked variation. Most notably, domestic violence ranged from 13% of cases in Tasmania to 35% in the Northern Territory (Table 5.4). There was also substantial variation in the proportions of support periods for which eviction or the ending of previous accommodation was given as the main reason (from 5% in the Northern Territory to 15% in both the Australian Capital Territory and Tasmania). The proportions citing drug, alcohol or substance abuse varied from around 3% in Victoria, South Australia, the Northern Territory, Queensland, Tasmania and the Australian Capital Territory to 9% in Western Australia and New South Wales.

Other main reasons for seeking assistance varied across the states and territories, including the percentage of support periods in which relationship and family breakdown was reported (from 7% in the Northern Territory to 13% in South Australia) and the percentage noting that the reason they sought assistance was because they had recently arrived in the area from another town or country with no means of support (from 3% in Victoria to 10% in the Northern Territory).

5.1 Tables

Table 5.1: SAAP support periods: client group by state and territory, Australia, 2002–03 (per cent)

Client group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	Number
Male alone, under 25	13.8	12.9	13.0	11.2	13.4	14.9	17.7	7.3	13.0	22,300
Male alone, 25+	44.5	18.9	37.3	24.8	18.7	27.0	22.0	26.5	30.7	52,600
Female alone, under 25	11.9	13.6	11.3	11.3	14.1	13.8	23.6	12.6	12.6	21,600
Female alone, 25+	11.4	14.2	16.2	21.9	15.2	11.9	10.1	21.8	14.6	25,100
Couple, no children	1.2	4.7	2.4	1.7	1.3	3.2	1.0	1.7	2.6	4,400
Couple with children	1.3	5.0	2.7	2.2	2.8	3.4	4.0	2.1	3.0	5,100
Male with children	0.6	1.9	0.8	0.7	1.0	1.4	1.8	0.5	1.1	1,900
Female with children	14.6	26.9	15.9	25.4	32.7	23.3	17.6	26.3	21.3	36,600
Other	0.7	1.9	0.4	0.8	0.7	1.0	2.2	1.1	1.0	1,700
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (%)	26.8	27.7	21.2	8.5	8.1	3.7	1.4	2.6	100.0	..
Total (number)	46,000	47,400	36,400	14,500	13,900	6,400	2,400	4,400	..	171,400

Notes

1. Number excluded due to errors and omissions (weighted): 4,902.
2. Figures have been weighted to adjust for client non-consent and agency non-participation.

Sources: SAAP Client and Administrative Data Collections.

Table 5.2: SAAP support periods: client group by primary target group of agency, Australia, 2002-03 (per cent)

Client group	Young people	Single men only	Single women only	Families	Women escaping DV	Cross-target/multiple/general	Total	
							%	Number
Male alone, under 25	40.5	12.2	0.4	2.4	0.3	7.4	13.0	22,300
Male alone, 25+	2.2	83.5	0.8	6.4	0.6	44.3	30.7	52,600
Female alone, under 25	41.1	0.4	15.5	2.8	7.9	6.3	12.6	21,600
Female alone, 25+	1.3	2.1	57.7	6.1	33.2	16.0	14.6	25,100
Couple, no children	3.0	0.5	0.1	4.4	0.2	5.2	2.6	4,400
Couple with children	1.7	0.1	0.4	22.2	0.3	4.4	3.0	5,100
Male with children	0.4	0.2	0.2	6.3	0.2	2.0	1.1	1,900
Female with children	7.9	0.5	23.3	47.4	56.5	13.7	21.3	36,600
Other	1.9	0.6	1.6	2.0	0.6	0.8	1.0	1,700
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (%)	20.3	19.5	2.6	5.2	21.9	30.5	100.0	..
Total (number)	34,800	33,400	4,400	9,000	37,500	52,300	..	171,400

Notes

1. Number excluded due to errors and omissions (weighted): 4,902.
2. Figures have been weighted to adjust for client non-consent and agency non-participation.

Sources: SAAP Client and Administrative Data Collections.

Table 5.3: SAAP support periods: main reason for seeking assistance by client group, Australia, 2002–03 (per cent)

Main reason for seeking assistance	Male alone under 25	Male alone 25+	Female alone under 25	Female alone 25+	Couple no children	Couple with children	Male with children	Female with children	Other	Total
Usual accommodation unavailable	16.7	14.9	11.3	5.3	16.8	14.1	13.8	5.8	16.0	10.9
Time out from family/other situation	8.5	4.9	9.3	4.3	4.5	4.2	3.7	3.4	7.2	5.6
Relationship/family breakdown	16.5	6.8	21.5	5.6	8.3	5.6	17.7	7.1	12.9	10.5
Interpersonal conflict	4.5	2.3	4.4	2.3	2.2	2.9	2.7	1.7	2.9	2.8
Physical/emotional abuse	1.4	0.7	4.2	4.9	1.5	1.1	1.4	4.5	3.7	3.0
Domestic violence	1.2	0.7	12.3	43.9	2.0	3.1	5.2	51.8	10.9	22.1
Sexual abuse	0.3	0.1	2.1	1.4	0.2	0.5	0.2	0.8	0.8	0.8
Financial difficulty	9.8	15.4	6.0	5.3	16.3	13.8	11.0	5.1	8.4	8.9
Gambling	0.1	0.9	—	0.1	0.2	0.1	0.2	0.1	0.1	0.3
Eviction/previous accommodation ended	15.0	9.9	11.6	5.6	22.2	26.7	20.9	9.1	12.7	11.2
Drug/alcohol/substance abuse	4.5	13.1	2.6	4.8	3.0	1.3	2.8	0.8	2.7	5.0
Emergency accommodation ended	2.2	1.4	1.9	0.9	1.4	2.5	1.1	1.0	1.3	1.4
Recently left institution	2.9	3.3	1.0	1.3	0.9	0.7	0.9	0.3	0.3	1.6
Psychiatric illness	1.3	3.7	1.1	2.0	0.4	0.2	0.6	0.3	2.1	1.6
Recent arrival to area with no means of support	5.3	10.9	3.1	3.4	7.4	11.7	6.1	2.4	6.7	5.5
Itinerant	3.9	4.7	2.9	2.6	4.8	2.8	3.4	1.2	3.5	3.0
Other	6.0	6.3	4.9	6.1	7.9	8.6	8.4	4.8	7.9	5.8
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total (%)	14.5	21.7	14.7	15.1	2.8	3.7	1.3	25.1	1.2	100.0
Total (number)	18,900	28,300	19,100	19,700	3,600	4,800	1,700	32,700	1,600	130,400

Notes

1. Number excluded due to errors and omissions (weighted): 9,697.
2. Table excludes high-volume records because not all items were included on the high-volume form.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

Table 5.4: SAAP support periods: main reason for seeking assistance by state and territory, Australia, 2002-03 (per cent)

Main reason for seeking assistance	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	Number
Usual accommodation unavailable	10.2	11.5	11.5	11.5	8.7	13.8	10.0	8.6	11.0	14,500
Time out from family/other situation	5.1	4.7	8.3	6.9	4.5	4.2	7.5	6.1	5.6	7,400
Relationship/family breakdown	11.1	10.8	9.8	7.6	13.4	10.1	12.2	7.4	10.5	13,900
Interpersonal conflict	2.4	2.5	3.5	3.0	3.6	3.3	4.2	2.0	2.8	3,700
Physical/emotional abuse	2.3	2.6	3.2	4.5	4.2	3.2	2.6	3.7	3.0	4,000
Domestic violence	17.4	22.7	22.3	26.4	29.5	13.3	14.5	35.2	22.0	29,200
Sexual abuse	0.6	0.4	0.5	0.3	1.9	5.5	0.7	0.8	0.8	1,100
Financial difficulty	11.1	8.6	8.6	7.8	5.3	10.3	4.1	8.3	8.9	11,800
Gambling	0.6	0.1	0.2	0.1	0.3	0.3	0.4	0.1	0.3	400
Eviction/previous accommodation ended	9.8	13.9	10.5	7.1	9.7	14.5	14.8	4.6	11.2	14,800
Drug/alcohol/substance abuse	8.8	3.0	3.1	9.0	2.8	3.3	3.4	2.5	5.1	6,700
Emergency accommodation ended	1.2	1.9	1.0	0.9	1.1	1.6	2.4	0.9	1.4	1,900
Recently left institution	1.9	1.6	1.3	1.2	2.1	1.4	2.6	1.7	1.6	2,100
Psychiatric illness	2.1	1.6	1.3	0.9	1.2	1.6	2.9	0.7	1.6	2,100
Recent arrival to area with no means of support	6.0	3.3	8.0	6.2	5.2	7.7	5.5	10.0	5.5	7,300
Itinerant	2.7	3.2	2.9	3.6	3.1	2.7	3.0	2.0	3.0	4,000
Other	6.8	7.5	4.2	3.0	3.2	3.2	9.2	5.4	5.8	7,700
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	..
Total (%)	24.3	34.0	14.6	10.8	7.0	4.6	1.8	2.9	100.0	..
Total (number)	32,200	45,000	19,300	14,300	9,200	6,100	2,400	3,900	..	132,400

Notes

1. Number excluded due to errors and omissions (weighted): 7,736.
2. Table excludes high-volume records because not all items were included on the high-volume form.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

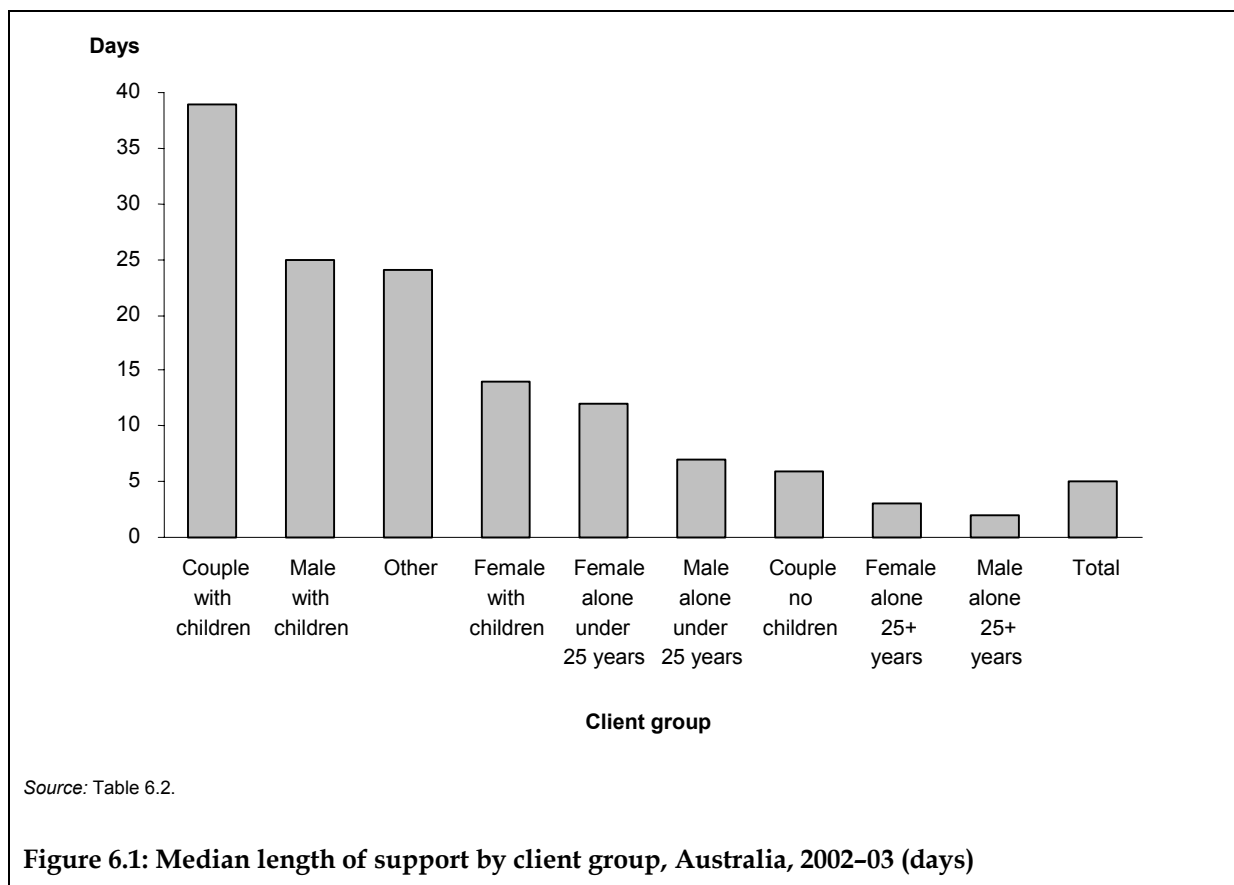
6 Support provided

The diverse nature of client needs is reflected in the considerable range of services SAAP agencies provide for people who are homeless or at risk of becoming homeless. Support may involve the provision of supported accommodation and/or a range of support services generally provided on an ongoing basis to clients. Some 176,300 support periods were provided in Australia during 2002–03 (Table 2.1). Approximately 157,400 of these were closed support periods – that is, they finished before 30 June 2003 (Table 6.1; figure includes 256 closed support periods with missing data in the table [see note 1]). In this chapter, the length of support and accommodation is examined for closed support periods. In addition, an overview is presented on the types of services provided to clients by SAAP agencies across all support periods.

Length of support

Nationally, 36% of all closed support periods lasted for 1 day or less and a further 18% lasted from 2 to 7 days (Table 6.1). At the longer end of the spectrum, 16% of closed support periods lasted for 1 to 3 months and 13% lasted more than 3 months. This pattern was not consistent throughout Australia. In particular, in Queensland 49% of closed support periods lasted 1 day or less and only 7% were for more than 3 months. In contrast, in the Australian Capital Territory only 10% of closed support periods were for 1 day or less, while 21% lasted longer than 3 months. In Victorian agencies, clients either had very short periods of support or very long ones, with 33% of closed support periods being for 1 day or less and 18% being for more than 3 months. These differences across the states and territories are reflected in the mean and median lengths of support. While the national median length of support was 5 days, Tasmania had the longest median, at 28 days, and Queensland the shortest, at 2 days. Because means are affected much more than medians by a small number of large values, the mean, or average, number of days of support is considerably longer than the median. The average length of support ranged from 27 days in the Northern Territory to 81 days in the Australian Capital Territory. Overall, the average length of support was 46 days.

Patterns of support length also varied between client groups. As illustrated in Figure 6.1, clients with children tended to have longer periods of support than other clients, with couples with children having the longest periods of support among all client groups. More particularly, 56% of closed support periods for couples with children were for 4 weeks or more. Unaccompanied females tended to have longer support periods than their male counterparts. While approximately half of the closed support periods for unaccompanied females under 25 years lasted 14 days or less (Table 6.2), the comparable figure for unaccompanied males under 25 years was 7 days or less. Both unaccompanied males and females aged 25 or over tended to have shorter support periods than other client groups: 52% of the closed support periods for these clients were for less than 2 and 3 days respectively.



Length of accommodation

Data were collected not only on the duration of support but also on the length of accommodation provided. In all, 4,900 closed support periods had accommodation that started and ended on the same date, while 85,400 involved accommodation of 1 day or longer (Table 6.3). In 31% of these latter closed support periods the accommodation was for 1 day only; in 28% it was for 2 to 7 days; in 20% clients were accommodated for 1 to 4 weeks; and in 13% accommodation lasted from 1 to 3 months. Accommodation lasted for more than 3 months in around 9% of closed support periods with accommodation of 1 day or longer. Overall, in almost half (49%) of all closed support periods where accommodation lasted at least 1 day, the accommodation lasted for 1 to 4 days.

The patterns for the duration of accommodation for the various client groups were somewhat similar to those for the duration of support. Clients with children who were accommodated tended to have relatively long stays compared with other client groups. Thus, couples with children and males with children had relatively high median lengths of accommodation, at 73 and 30 days respectively (excluding same-day accommodation). Females with children had median stays nearer to those of young unaccompanied clients: females with children had a median stay of 10 days compared with 7 or 8 days for single males and females, respectively, aged under 25. Unlike total length of support, unaccompanied males and females had similar accommodation patterns but, again, younger clients tended to stay longer than older clients. Unaccompanied males and females 25 years and over had the shortest median length of accommodation (3 days each). They also had two of the highest proportions of accommodation lasting only 1 day (40% and 39% of closed support periods where accommodation lasted 1 day or longer, respectively), with the exception of couples with no children (43%).

Type of support

There are six broad types of services provided to SAAP clients. The three most often provided during 2002–03 were housing or accommodation services (in 75% of all support periods), general support or advocacy (in 75% of support periods), and basic support services (in 65%) (Table 6.4). The main form of housing service provided was SAAP or CAP accommodation (in 61% of support periods), but assistance was also provided to help clients obtain or maintain other types of short-term accommodation or independent housing (in 22% and 20% of support periods, respectively). Among the individual service types, a number were provided in 48% or more of support periods. Along with SAAP or CAP accommodation, these included advice or information (63%), meals, laundry or shower facilities, and emotional support or other counselling (provided in 48% of support periods).

Of the six broad service groups, specialist services were those least likely to be provided, being provided in 29% of support periods (Table 6.4). Health or medical services, and drug and alcohol support or intervention services, were the most commonly provided specialist services – provided in 16% and 14% of support periods respectively. In contrast, 8 of the 11 identified specialist services were provided in fewer than 2% of support periods each. No services were provided directly to the client by the agency in 2% of support periods.

However, agencies may have arranged referrals for clients in these cases. The question of how agencies meet the needs of clients is examined further in Chapter 7.

In 2002–03 the pattern of service use differed between client groups. At the broad level, unaccompanied males aged 25 years or over were proportionately more often provided with accommodation services than other clients (in 86% of their support periods), while unaccompanied females aged 25 years or over received these services relatively less frequently (in 66% of their support periods). Couples without children and clients with children were more likely than others to use financial or employment services, while female clients, either with or without children, were relatively more often provided with counselling services.

At the finer level, the clients most often provided with SAAP or CAP accommodation were unaccompanied males 25 years or over: 78% of support periods for these clients involved SAAP or CAP accommodation. In contrast, males with children received SAAP or CAP accommodation in only 38% of their support periods. Unaccompanied male clients aged 25 years or over were also the most frequent recipients of meals (in 66% of their support periods), laundry or shower facilities (70%), retrieval, storage or removal of belongings (43%), and drug or alcohol support (25%). Males in this group, along with younger unaccompanied males, were also provided with psychiatric services and assistance with problem gambling more often than other client groups (in around 2% and 1% of support periods, respectively, for each service type). Conversely, older unaccompanied males were less likely than other clients to receive assistance to obtain or maintain independent housing (in 12% of their support periods), advocacy and liaison on their behalf by the agency (18%) and most types of counselling.

Unaccompanied males and females under the age of 25 years were proportionately more often provided with living skills or personal development assistance than other clients (in 28% and 29% of their support periods respectively). On the other hand, female clients presenting either with or without children were more likely than others to receive emotional support or other counselling (in at least 53% or more of their support periods), while unaccompanied females aged 25 years and over and females with children were much more likely than other groups to receive domestic violence counselling – in 29% and 41% of their support periods respectively. Further, females with children and unaccompanied females

25 years and over more often received assistance with legal issues and court support than any other client group (21% and 13% of support periods respectively). With the exception of transport, couples with children were provided with basic support services in far fewer support periods compared to all other client groups (meals 11%, laundry and shower facilities 9% and recreation 7%). Overall, couples with no children were relatively more likely than other groups to have no services provided directly by the agency (in 4% of support periods).

6.1 Tables

Table 6.1: SAAP closed support periods: length of support by state and territory, Australia, 2002–03 (per cent)

Length of support	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	Number
Less than 1 day	14.8	27.6	11.3	7.5	16.2	5.8	1.6	4.6	16.2	25,500
1 day	24.6	5.6	37.2	21.7	10.0	7.8	8.5	19.3	19.9	31,300
2 days	5.9	2.4	4.7	12.4	4.9	3.8	5.2	12.3	5.2	8,200
3 days	4.6	2.0	3.6	8.7	4.5	3.3	5.5	8.1	4.1	6,400
4 days	3.1	1.5	2.7	4.9	3.6	3.0	3.7	5.6	2.8	4,500
5 days	2.6	1.1	2.0	3.4	2.5	1.9	2.5	4.2	2.2	3,400
6 days	2.1	1.3	1.9	2.7	2.2	1.9	2.6	3.5	1.9	3,000
7 days	2.4	1.8	2.0	2.4	3.1	2.3	3.1	3.2	2.2	3,500
>1–2 weeks	8.6	6.7	8.0	8.4	10.3	10.0	13.5	9.6	8.2	12,900
>2–4 weeks	7.9	8.8	7.4	7.3	9.9	10.9	13.2	8.8	8.3	13,100
>4–13 weeks	12.8	22.8	11.8	11.0	15.3	31.3	20.1	13.3	16.1	25,300
>13–26 weeks	5.1	9.7	3.9	4.7	8.2	9.0	10.5	4.5	6.5	10,200
>26–52 weeks	3.2	5.3	2.0	3.0	5.7	6.3	5.8	2.2	3.8	6,000
>52 weeks	2.3	3.3	1.5	1.9	3.5	2.6	4.3	0.7	2.4	3,800
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (%)	27.4	27.1	21.8	8.4	7.6	3.6	1.3	2.7	100.0	..
Total (number)	43,000	42,500	34,300	13,200	12,000	5,700	2,100	4,200	..	157,100
Mean length (days)	40	64	29	34	61	62	81	27	..	46
Median length (days)	4	15	2	3	9	28	18	5	..	5

Notes

1. Number excluded due to errors and omissions (weighted): 256.
2. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

Table 6.2: SAAP closed support periods: length of support by client group, Australia, 2002–03 (per cent)

Length of support	Male alone under 25	Male alone 25+	Female alone under 25	Female alone 25+	Couple no children	Couple with children	Male with children	Female with children	Other	Total	
										%	Number
Less than 1 day	16.9	15.3	15.9	19.1	23.1	15.0	15.5	14.3	20.3	16.2	24,800
1 day	14.4	30.0	12.3	22.0	17.5	4.6	9.3	11.3	8.0	19.4	29,700
2 days	5.3	6.3	4.8	6.0	3.7	1.7	2.2	4.9	3.3	5.4	8,300
3 days	4.6	5.0	3.5	4.4	2.2	1.8	2.1	3.7	2.8	4.2	6,400
4 days	2.9	3.1	2.4	3.1	1.3	1.6	2.3	2.8	1.3	2.8	4,400
5 days	2.3	2.4	2.1	2.4	1.2	0.8	1.1	2.0	1.7	2.2	3,300
6 days	2.3	2.2	1.5	1.8	1.5	1.5	0.9	1.8	1.0	1.9	3,000
7 days	2.4	2.4	2.2	1.8	2.4	1.8	2.3	2.1	2.3	2.2	3,400
>1–2 weeks	9.3	9.0	8.0	6.9	5.3	6.5	6.7	8.0	4.8	8.2	12,600
>2–4 weeks	9.6	7.4	10.0	7.2	6.9	8.4	9.9	9.0	7.0	8.3	12,800
>4–13 weeks	17.5	10.6	20.3	14.8	19.8	25.9	24.3	20.5	22.6	16.2	24,900
>13–26 weeks	6.0	3.5	8.2	5.7	8.5	14.0	13.0	9.8	11.1	6.6	10,100
>26–52 weeks	3.9	1.6	5.2	2.9	4.6	11.3	7.8	6.1	7.6	3.9	6,000
>52 weeks	2.6	1.1	3.5	1.9	2.1	5.1	2.8	3.7	6.4	2.4	3,700
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (%)	12.9	32.2	12.2	15.0	2.5	2.7	1.0	20.6	0.9	100.0	..
Total (number)	19,800	49,500	18,700	23,000	3,900	4,100	1,600	31,700	1,400	..	153,500
Mean length (days)	50	25	62	39	50	92	68	65	89	..	46
Median length (days)	7	2	12	3	6	39	25	14	24	..	5

Notes

1. Number excluded due to errors and omissions (weighted): 4,594.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

Table 6.3: SAAP closed support periods in which clients were accommodated: total length of accommodation by client group, Australia, 2002-03 (per cent)

Length of accommodation	Male alone	Male alone	Female alone	Female alone	Couple no	Couple with	Male with	Female with	Other	Total	
	under 25	25+	under 25	25+	children	children	children	children		%	Number
1 day	22.7	39.5	21.9	38.7	43.0	5.2	11.3	17.3	17.7	30.8	26,300
2 days	8.1	8.1	8.2	10.0	5.9	2.3	4.7	8.2	7.1	8.2	7,000
3 days	6.5	6.4	5.9	6.9	2.8	2.9	4.9	5.9	5.4	6.2	5,300
4 days	4.5	4.0	4.2	4.6	2.5	1.6	3.5	4.7	2.9	4.2	3,600
5 days	3.2	3.1	3.7	3.7	2.0	0.8	1.3	3.3	1.8	3.2	2,800
6 days	3.4	2.8	2.8	2.6	2.0	1.5	1.2	3.0	1.5	2.9	2,400
7 days	3.5	2.8	2.7	2.4	2.9	2.4	2.2	3.0	2.6	2.9	2,400
>1-2 weeks	12.9	11.1	10.8	9.0	7.9	7.1	10.6	11.9	8.0	11.0	9,400
>2-4 weeks	11.8	8.2	10.9	7.1	6.3	9.3	9.2	10.6	9.9	9.2	7,900
>4-13 weeks	15.0	9.2	16.8	10.0	13.1	23.7	21.9	17.2	17.6	12.7	10,800
>13-26 weeks	4.1	2.7	5.7	2.8	6.1	20.6	14.7	7.8	8.2	4.5	3,800
>26-52 weeks	2.5	1.2	3.6	1.2	3.9	15.9	10.2	5.0	10.0	2.6	2,200
>52 weeks	1.8	0.9	2.7	1.0	1.6	6.6	4.3	2.1	7.2	1.6	1,300
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total (%)	13.6	41.3	10.6	13.4	1.5	1.5	0.6	16.8	0.6	100.0	..
Total (number)	11,600	35,300	9,000	11,500	1,300	1,300	500	14,400	500	..	85,400
Mean length (days)	35	21	46	22	37	120	84	48	94	..	33
Median length (days)	7	3	8	3	3	73	30	10	20	..	5
All accommodation starting and ending on the same date (number)	400	2,400	400	700	100	100	<50	700	<50	..	4,900

Notes

1. Number excluded due to errors and omissions (weighted): 2,954.
2. Clients were able to be accommodated on more than one occasion in a support period.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

Table 6.4: SAAP support periods: services provided to clients, by client group, Australia, 2002–03 (per cent)

Type of service	Male alone under 25	Male alone 25+	Female alone under 25	Female alone 25+	Couple no children	Couple with children	Male with children	Female with children	Other	Total
Housing/accommodation	77.2	86.0	69.0	66.1	71.5	72.2	69.4	68.3	63.7	74.9
SAAP/CAP accommodation	64.7	78.0	53.5	54.6	38.8	41.8	38.4	51.2	41.0	61.2
Assistance to obtain/maintain short-term accommodation	21.7	25.2	19.0	21.2	36.2	24.4	25.5	16.7	17.4	21.8
Assistance to obtain/maintain independent housing	18.7	11.5	23.0	15.6	31.5	42.8	37.8	29.4	30.7	20.2
Financial/employment	39.1	37.8	40.4	41.3	53.7	52.0	48.2	43.8	37.2	41.0
Assistance to obtain/maintain government payment	13.9	14.2	15.9	16.3	18.1	9.3	9.1	14.5	11.2	14.6
Employment/training assistance	8.7	1.8	8.2	1.6	3.7	4.7	4.4	2.5	7.2	3.8
Financial assistance/material aid	25.3	21.3	26.7	27.3	35.6	45.0	40.8	35.6	29.4	27.8
Financial counselling	9.3	7.9	8.9	6.0	10.5	15.5	12.0	10.2	7.6	8.8
Counselling	40.3	36.3	58.7	66.4	43.7	45.7	49.5	71.4	54.2	52.3
Incest/sexual assault	1.0	0.5	3.5	3.1	0.7	1.4	1.3	3.0	2.2	1.9
Domestic violence	1.6	0.5	10.2	29.1	3.2	6.1	4.6	41.2	8.7	15.1
Family/relationship	11.3	4.1	20.1	14.8	9.3	17.8	18.6	25.0	18.3	13.9
Emotional/other	37.4	35.0	53.1	60.2	41.2	40.7	45.1	62.9	49.3	47.8
Assistance with problem gambling	0.5	1.2	0.1	0.4	0.1	0.4	0.3	0.3	0.2	0.6
General support/advocacy	72.9	70.1	74.4	76.1	75.2	77.2	77.4	80.2	73.7	74.5
Living skills/personal development	28.0	10.1	29.3	10.5	8.2	9.5	9.9	11.2	15.2	15.1
Assistance with legal issues/court support	7.3	2.6	7.4	13.3	4.3	7.2	9.4	20.6	7.2	9.5
Advice/information	60.6	55.8	63.8	65.2	67.4	69.2	68.1	70.8	64.7	62.9
Retrieval/storage/removal of belongings	24.2	43.1	18.9	21.2	20.3	10.9	10.4	12.4	11.5	25.7
Advocacy/liaison on behalf of client	29.7	17.9	36.4	35.1	36.3	50.0	47.0	51.2	38.9	33.3
Brokerage services	5.9	3.1	6.8	4.9	9.8	9.6	10.2	7.1	5.3	5.5
Specialist services	23.4	34.7	26.1	33.8	25.8	17.5	14.4	26.7	24.4	29.3
Psychological services	1.3	1.1	2.0	1.3	0.5	0.7	1.2	1.2	1.3	1.3
Psychiatric services	1.9	2.4	1.2	1.8	0.6	0.7	0.6	0.9	0.5	1.7
Pregnancy support	0.1	—	4.0	0.9	3.2	4.2	0.2	3.3	4.0	1.6
Family planning support	0.4	0.1	2.3	0.3	1.2	1.6	0.3	1.8	1.4	0.9
Drug/alcohol support or intervention	13.1	25.3	9.1	14.5	15.9	3.6	5.7	3.6	3.9	14.2
Physical disability services	0.1	0.2	0.1	0.4	0.1	0.4	0.4	0.2	0.5	0.2
Intellectual disability services	0.3	0.2	0.2	0.3	0.2	0.3	0.1	0.3	0.5	0.2
Culturally appropriate support	5.8	10.8	7.7	19.4	14.5	5.7	3.7	13.1	11.0	11.4
Interpreter services	0.3	0.2	0.4	1.9	1.0	1.6	0.7	2.4	2.2	1.0
Assistance with immigration issues	0.4	0.3	0.5	1.2	0.3	0.8	0.4	1.1	1.3	0.6
Health/medical services	12.2	20.8	13.7	18.0	16.8	7.1	7.0	11.2	7.8	15.6
Basic support and services n.e.s.	67.5	79.4	61.6	62.6	44.2	34.7	39.8	55.3	45.3	65.1
Meals	54.5	65.5	44.5	48.0	27.3	10.6	16.9	32.4	20.5	48.3
Laundry/shower facilities	51.4	70.3	39.5	46.8	23.2	8.7	13.9	31.1	16.6	48.0
Recreation	35.6	34.7	30.3	25.4	17.3	6.7	10.7	18.5	16.4	27.7
Transport	32.9	12.8	40.6	30.7	18.3	22.9	24.1	40.3	30.3	28.1
Other	13.7	15.0	12.1	11.4	7.4	8.8	9.5	12.1	9.5	12.8
No services provided directly	3.1	1.1	3.3	1.3	3.9	3.0	3.4	1.7	3.8	2.0
Total (number)	21,000	51,400	20,700	24,300	4,200	4,900	1,800	35,200	1,700	165,100

Notes

1. Number excluded due to errors and omissions (weighted): 11,198 (including cases with no information on service requirements or provision).
2. Clients were able to receive multiple services, so percentages do not total 100.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

7 Meeting the needs of clients

One way that SAAP's performance can be assessed is by measuring the ability of agencies to meet the needs of their clients. This can only be measured after a client has finished receiving support. Therefore, it is necessary to look at closed support periods when examining the provision of requested services. This chapter focuses on the needs of clients who received services from SAAP agencies. Potential clients who were turned away – that is, who did not receive any services – are not included since this topic is covered in a separate publication to be released in 2004 (the 2001–02 data was published in October 2003).

A client might request many services in a single support period. In some cases SAAP agencies might not be able to meet all of a client's requests directly. In these instances referrals to appropriate organisations might be arranged. However, for some required services it might not be possible either to provide the service or to refer the client on. It should be noted that there has been a significant shift in the level of unmet needs for several of the broad service types, compared to the previous year's data. The shift can be attributed to two factors: first, a change in the volume of contributions being made to the national data collection by several high-volume agencies; second, the effect of increased data collection training to SAAP agencies around Australia, which has increased understanding of the collection and improved data quality in question responses.

Expressed requests for services

Agencies provided information on the action they took to meet the needs of clients for 149,600 out of the 157,400 support periods that finished during 2002–03 (Table 7.1). In 99% of these support periods, or 147,900, agencies recorded at least one service as being requested by the client. In many cases several services were sought, so that overall 964,400 services were requested (Table 7.2, Part b).

As expected, the pattern observed for service provision in all support periods active in 2002–03 was largely repeated for services requested throughout completed support periods (Tables 6.4 and 7.1). At the broad level, housing and accommodation services were requested in 81% of closed support periods, while services relating to general support and advocacy were required in 72% and those relating to basic support services in 66% (Table 7.1). Counselling services and financial and employment services were required less frequently, being requested in 51% and 43% of closed support periods respectively. Specialist services were requested least, with 35% of closed support periods involving such requests.

Looking at individual service types, SAAP or CAP accommodation was requested more often than any other service, having been required in 67% of closed support periods by the time support finished (Table 7.1). Advice and information services, meals, and washing facilities were the only other services identified as being needed in 50% or more of closed support periods, with these services being requested in 61%, 50% and 50% of completed support periods respectively. Eleven service types were requested in 5% of cases or less; all but three of these related to specialist services.

The pattern of expressed requests varied considerably across the states and territories. At the broad service level, the Australian Capital Territory recorded the highest level of requests in all six of the broad groups presented (Table 7.1). Moreover, identified need levels were at least 24 percentage points higher in the Australian Capital Territory than in the jurisdiction

with the lowest recorded percentage of needs in each of the six groups. Some of the differences between the jurisdictions may be explained by different approaches to service provision in the various states and territories, and by different types of agencies dominating service provision. For example, SAAP or CAP accommodation was required in at least 50% of closed support periods in all jurisdictions except Victoria (39%). However, in Victoria a large proportion of around 3,500 properties in the parallel Transitional Housing Management program accommodate tenants provided with SAAP support. Consequently, these clients may not identify SAAP or CAP accommodation as being needed. Instead, these clients may seek assistance to obtain accommodation or housing. Victoria had relatively high needs identified for this type of assistance.

Service provision and referral

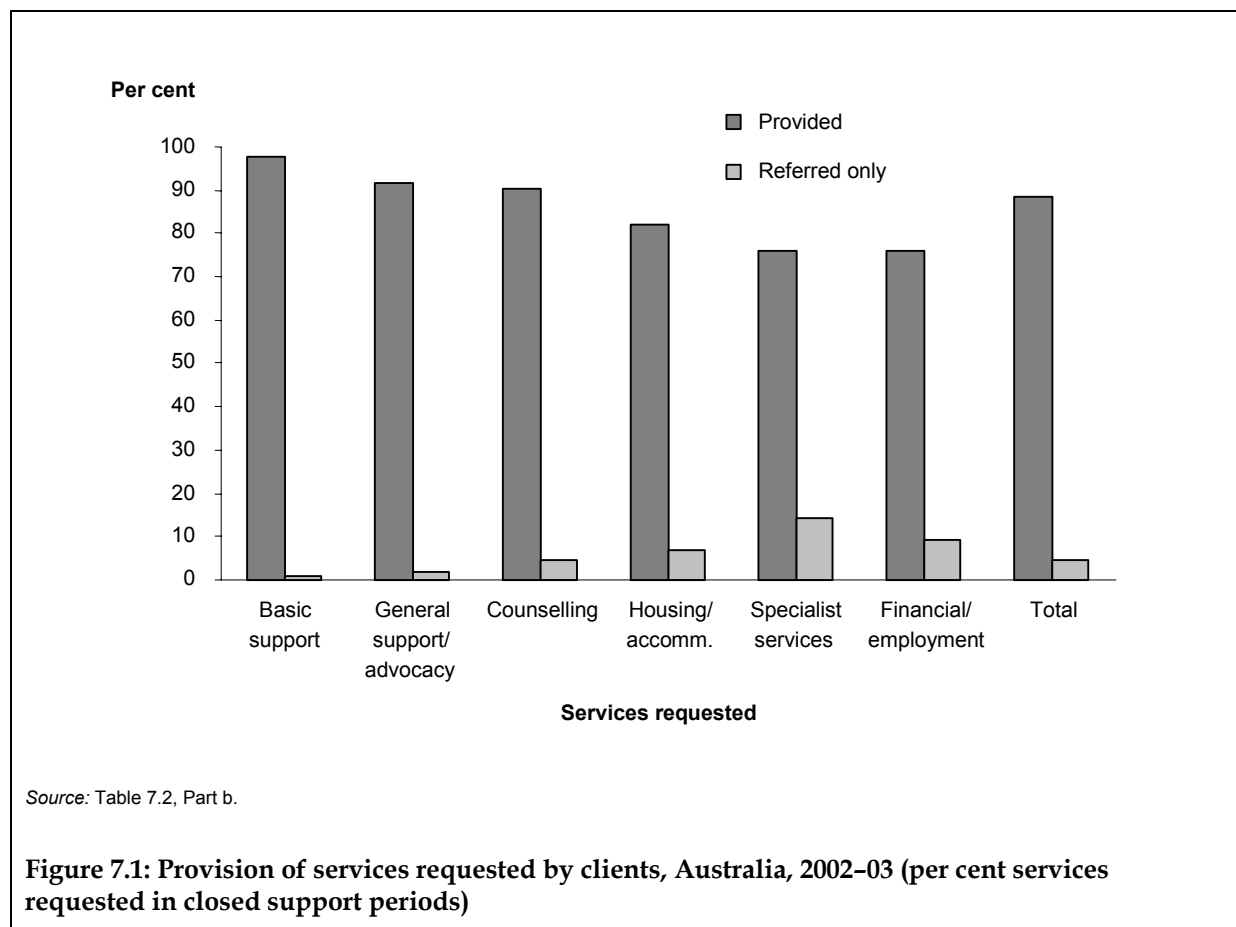
Overall, as mentioned, 964,400 different services were requested by clients in 147,900 closed support periods, so that on average clients requested seven services each in these support periods (derived from Table 7.2). Services were provided directly by SAAP agencies for 88% of these requests. In addition to this, agencies were able to refer clients to other organisations for a further 5% of requests. Consequently, 897,500 (or 93%) of the 964,400 expressed needs were met at least to some extent. As illustrated in Figure 7.1, in all service groups requested services were provided in at least 76% of cases. General support and advocacy and basic support services, such as meals and laundry or shower facilities, were provided directly in an overwhelming majority of cases (92% and 98% of these requested services were provided, respectively). Financial and employment services and specialist services (both provided in around 76% of cases where need was expressed) were the least likely to be provided directly. In particular, employment and training assistance was provided less than any other individual service (27%). Some particular specialist services (psychiatric, psychological, and physical and intellectual disability services) were also provided directly by agencies in less than one-half of the cases in which the services were sought (Table 7.2).

Housing and accommodation services were identified as needed in 121,700 (or 81%) of closed support periods during 2002–03 (Table 7.1). Some clients had more than one requirement for housing-related services, resulting in a total of 182,500 requests in this area (Table 7.2, Part a). In 82% of these instances, some housing or accommodation services were provided within the support period; a further 7% of housing needs were met through referral. More specifically, SAAP or CAP accommodation was provided in 93% of the support periods in which it was requested, with requests being referred in an additional 4% of cases.

A total of 97,100 requests for services relating to financial matters and employment were made across 64,600 closed support periods (Table 7.2, Part b). Services were provided in response to these requests in 76% of cases. Direct provision of financial assistance or material aid was relatively high, being provided in 88% of the 43,100 closed support periods in which it was needed, with a further 7% of requests being referred (Table 7.2, Part a). In contrast, provision of employment and training assistance occurred in only 27% of the 15,900 closed support periods in which it was sought. In a further 13% of cases, however, clients were referred to other organisations for this type of assistance.

Although services vary considerably in terms of the number of clients who may require them, an inability to provide a particular service can have a significant impact on the client requiring that service. In these circumstances, an agency's ability to refer clients on to other appropriate service providers assumes added importance. Figure 7.1 shows that, generally, as direct provision of requested services falls the use of referrals increases, so that clients

received referrals for 15% of requests for specialist services compared with only 1% for requests for basic support services.



In the case of individual support services, psychological, psychiatric, and intellectual and physical disability services could not be provided directly in 51% or more of the closed support periods in which they were required, but in well over half of these cases agencies were able to refer the clients on (Table 7.2, Part a). On the other hand, clients were referred to appropriate services in less than half (or 2,500) of the 5,700 cases when drug or alcohol support or intervention was required but could not be provided by an agency (which occurred in 22% of cases). In addition, clients were referred to other appropriate services for assistance with living skills and personal development in only 600 of the 10,200 cases in which such assistance was requested but could not be provided directly by the agency.

Unmet needs

While 93% of expressed needs were met at least to some extent, around 67,000 requests for services had not been addressed by the end of support (Table 7.2, Part b). These unmet needs were spread over nearly 29,900 closed support periods (Table 7.3; figure includes approximately 300 closed support periods with missing data in the table [see note 1]). Across all client groups, the most common forms of support that were neither provided nor referred were housing or accommodation services (accounting for 30% of all unmet needs), followed by financial and employment assistance (22% of unmet needs) and general support and advocacy (21% of unmet needs). Males with children and couples with children, although

only small groups, both reported relatively high levels of unmet need in the area of housing and accommodation (in 40% and 38% of their unmet needs, respectively). In contrast, females presenting on their own under the age of 25 had the lowest level of unmet needs in this area – around 25% of their unmet needs related to housing services. Couples without children reported the highest levels of unmet need relating to financial and employment assistance (25% of their unmet needs were for such services). Unaccompanied males over the age of 25 reported the highest level of unmet needs for general support and advocacy (25%).

Among the various client groups, older unaccompanied males had the highest number of unmet needs, at 24,100 in 10,300 closed support periods. Older unaccompanied females had the next highest number, with this group accounting for 10,800 unmet needs in 4,400 closed support periods with outstanding requests for services. In contrast, there were only 300 support periods in which males with children still had unmet needs at the end of support. These figures primarily reflect the total number of support periods provided to each group. However, by comparing the distribution of all closed support periods with that of unmet needs across client groups, it can be seen that unaccompanied males aged 25 years and over had a relatively high level of unmet needs, accounting for 36% of unmet needs and 33% of closed support periods. This shows that the proportion of unmet needs reported for this client group was actually higher than its proportion of closed support periods. In contrast, females with children had relatively few unmet needs, with 14% of unmet needs relating to this group but 21% of closed support periods.

7.1 Tables

Table 7.1: SAAP closed support periods: services requested by clients, by state and territory, Australia, 2002-03 (per cent closed support periods)

Type of service	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total		
										%	Number
Housing/accommodation	85.6	71.4	85.9	89.2	75.2	72.3	96.2	93.2	81.3	121,700	
SAAP/CAP accommodation	78.4	39.0	81.6	84.2	56.6	50.7	87.4	86.5	66.9	100,100	
Assistance to obtain/maintain short-term accommodation	16.3	32.1	33.8	11.8	38.8	14.7	35.6	11.3	25.8	38,600	
Assistance to obtain/maintain independent housing	18.2	39.3	37.5	13.0	25.5	35.6	58.1	15.4	29.3	43,800	
Financial/employment	32.5	50.1	52.6	32.2	37.3	43.2	66.6	46.1	43.2	64,600	
Assistance to obtain/maintain govt payment	9.0	11.4	32.7	11.7	13.2	12.4	31.5	10.4	15.9	23,800	
Employment/training assistance	5.3	7.0	27.3	4.0	5.3	3.1	19.7	3.7	10.6	15,900	
Financial assistance/material aid	21.6	41.0	21.5	24.9	27.6	34.0	52.5	40.2	28.8	43,100	
Financial counselling	9.9	12.7	5.7	4.7	12.9	7.2	27.2	6.3	9.5	14,300	
Counselling	37.5	55.8	54.8	48.7	70.4	58.8	76.9	54.6	51.4	76,900	
Incest/sexual assault	2.2	2.7	1.6	1.7	3.2	8.7	6.0	1.3	2.5	3,700	
Domestic violence	10.4	21.6	10.3	16.9	32.7	13.9	20.7	10.8	15.9	23,800	
Family/relationship	12.8	17.1	10.4	12.0	26.8	12.6	34.4	10.5	14.6	21,900	
Emotional/other	33.6	47.6	51.4	43.6	61.0	52.0	73.1	50.3	45.9	68,600	
Assistance with problem gambling	1.2	0.8	0.3	0.1	0.6	0.5	3.5	0.4	0.7	1,100	
General support/advocacy	69.4	76.6	70.5	59.0	84.4	69.7	87.7	65.0	72.0	107,600	
Living skills/personal development	16.6	11.6	39.1	11.4	11.2	10.2	42.3	19.1	19.6	29,300	
Assistance with legal issues/court support	8.5	14.8	7.1	8.0	13.3	8.0	21.4	11.0	10.4	15,600	
Advice/information	53.2	67.6	60.7	47.7	76.1	59.4	74.3	55.3	60.5	90,600	
Retrieval/storage/removal of belongings	33.4	10.4	41.3	16.4	25.5	11.3	39.5	22.6	26.0	38,900	
Advocacy/liaison on behalf of client	26.2	46.7	15.2	19.5	44.4	31.9	66.1	23.7	30.7	45,900	
Brokerage services	8.6	5.4	1.1	0.9	5.1	23.1	10.4	0.5	5.4	8,100	
Specialist services	35.7	29.0	47.7	33.1	23.0	16.4	59.9	38.1	35.1	52,500	
Psychological services	2.6	4.4	1.3	1.3	2.3	1.1	12.4	2.6	2.7	4,100	
Psychiatric services	3.6	4.0	1.6	2.4	2.7	1.8	16.0	2.8	3.2	4,700	
Pregnancy support	1.4	2.2	1.2	1.2	2.3	1.1	4.6	1.2	1.7	2,500	
Family planning support	0.9	1.2	0.8	0.5	1.0	0.6	2.9	1.4	1.0	1,400	
Drug/alcohol support or intervention	21.7	9.5	29.8	12.9	7.4	6.0	32.4	9.3	17.7	26,500	
Physical disability services	0.4	0.6	0.2	0.1	0.3	0.4	1.5	0.1	0.4	600	
Intellectual disability services	0.4	0.6	0.3	0.3	0.3	0.4	2.1	0.2	0.4	600	
Culturally appropriate support	4.3	6.2	30.4	10.8	4.8	1.3	9.0	21.7	11.7	17,500	
Interpreter services	0.9	2.2	0.3	1.2	0.8	0.4	1.3	0.6	1.1	1,700	
Assistance with immigration issues	0.6	1.1	0.4	0.6	0.3	0.2	2.1	0.2	0.6	1,000	
Health/medical services	13.1	14.8	38.4	13.8	12.7	8.2	38.7	15.7	19.5	29,100	
Basic support and services n.e.s.	81.1	42.0	72.5	76.7	50.6	58.4	86.0	85.4	65.5	98,000	
Meals	63.8	21.4	65.3	63.8	34.6	38.4	66.6	76.2	50.2	75,100	
Laundry/shower facilities	71.3	14.5	62.6	64.9	33.8	36.3	74.9	74.0	49.8	74,500	
Recreation	22.7	11.3	48.1	21.5	27.5	15.8	65.3	58.8	27.0	40,300	
Transport	25.0	23.5	25.1	31.5	24.7	26.6	66.5	43.2	26.3	39,300	
Other	17.4	12.1	6.5	11.6	6.2	20.5	20.8	20.2	12.4	18,600	
No needs recorded	0.5	1.8	0.8	1.2	1.2	3.7	1.0	0.5	1.1	1,700	
Total (%)	27.3	26.4	22.3	8.6	7.8	3.4	1.3	2.8	100.0	..	
Total (number)	40,900	39,600	33,400	12,900	11,700	5,100	2,000	4,100	..	149,600	

Notes

1. Number excluded due to errors and omissions (weighted): 7,779 closed support periods (including cases with no information on service requirements or provision).
2. Clients were able to receive multiple services, so percentages do not total 100.
3. A client may require more than one type of service within a broad type of assistance.
4. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

Table 7.2: SAAP services requested by clients in closed support periods, by provision, Australia, 2002–03

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

Type of service	Not provided			Provided			Total	Closed support periods (number)
	Neither provided nor referred	Referred	Subtotal	Provided only	Provided and referred	Subtotal		
Housing/accommodation								
SAAP/CAP accommodation	3.4	3.7	7.1	89.3	3.6	92.9	100.0	100,100
Assistance to obtain/maintain short-term accommodation	9.1	9.6	18.7	69.7	11.5	81.2	100.0	38,600
Assistance to obtain/maintain independent housing	29.9	11.8	41.7	45.6	12.6	58.2	100.0	43,800
Financial/employment								
Assistance to obtain/maintain government payment	5.0	9.6	14.6	71.5	13.8	85.3	100.0	23,800
Employment/training assistance	59.9	12.8	72.7	19.2	8.1	27.3	100.0	15,900
Financial assistance/material aid	4.9	6.9	11.8	78.9	9.3	88.2	100.0	43,100
Financial counselling	10.4	11.8	22.2	68.2	9.7	77.9	100.0	14,300
Counselling								
Incest/sexual assault	13.8	21.3	35.1	47.0	18.0	65.0	100.0	3,700
Domestic violence	5.8	6.4	12.2	76.7	11.1	87.8	100.0	23,800
Family/relationship	9.8	9.5	19.3	69.4	11.3	80.7	100.0	21,900
Emotional/other	2.6	1.5	4.1	91.4	4.5	95.9	100.0	68,600
Assistance with problem gambling	18.6	21.1	39.7	42.0	18.3	60.3	100.0	1,100
General support/advocacy								
Living skills/personal development	32.8	2.0	34.8	61.8	3.3	65.1	100.0	29,300
Assistance with legal issues/court support	9.0	14.3	23.3	53.4	23.2	76.6	100.0	15,600
Advice/information	1.0	0.2	1.2	95.1	3.7	98.8	100.0	90,600
Retrieval/storage/removal of belongings	2.6	1.3	3.9	94.1	2.0	96.1	100.0	38,900
Advocacy/liaison on behalf of client	2.0	0.7	2.7	89.4	7.8	97.2	100.0	45,900
Brokerage services	4.7	5.2	9.9	82.6	7.5	90.1	100.0	8,100
Specialist services								
Psychological services	23.9	36.4	60.3	25.0	14.7	39.7	100.0	4,100
Psychiatric services	21.2	37.3	58.5	23.8	17.7	41.5	100.0	4,700
Pregnancy support	11.0	15.0	26.0	52.5	21.5	74.0	100.0	2,500
Family planning support	15.1	19.0	34.1	45.2	20.7	65.9	100.0	1,400
Drug/alcohol support or intervention	11.9	9.6	21.5	69.5	9.0	78.5	100.0	26,500
Physical disability services	18.1	33.1	51.2	32.1	16.7	48.8	100.0	600
Intellectual disability services	23.8	30.4	54.2	28.6	17.2	45.8	100.0	600
Culturally appropriate support	2.3	3.4	5.7	90.2	4.1	94.3	100.0	17,500
Interpreter services	8.2	11.8	20.0	66.2	13.8	80.0	100.0	1,700
Assistance with immigration issues	7.3	18.2	25.5	48.1	26.5	74.6	100.0	1,000
Health/medical services	6.6	17.8	24.4	62.4	13.2	75.6	100.0	29,100
Basic support and services n.e.s.								
Meals	1.3	0.7	2.0	96.7	1.2	97.9	100.0	75,100
Laundry/shower facilities	1.0	0.1	1.1	98.6	0.3	98.9	100.0	74,500
Recreation	2.1	0.6	2.7	96.5	0.9	97.4	100.0	40,300
Transport	2.8	2.0	4.8	93.5	1.8	95.3	100.0	39,300
Other	1.8	1.5	3.3	92.5	4.2	96.7	100.0	18,600

(continued)

Table 7.2 (continued): SAAP services requested by clients in closed support periods, by provision, Australia, 2002–03

Part b: Broad types of SAAP services requested in closed support periods, by provision

Broad type of service	Not provided			Provided			Total	Distinct services requested	Assoc. closed support periods
	Neither provided nor referred	Referred	Subtotal	Provided only	Provided and referred	Subtotal			
	% distinct services requested							Number	Number
Housing/accommodation	11.0	6.9	17.9	74.7	7.5	82.2	100.0	182,500	121,700
Financial/employment	14.7	9.3	24.0	65.7	10.3	76.0	100.0	97,100	64,600
Counselling	5.1	4.7	9.8	82.6	7.6	90.2	100.0	119,100	76,900
General support/advocacy	6.2	1.8	8.0	86.2	5.7	91.9	100.0	228,400	107,600
Specialist services	9.3	14.5	23.8	65.1	11.1	76.2	100.0	89,600	52,500
Basic support and services n.e.s.	1.6	0.8	2.4	96.4	1.2	97.6	100.0	247,800	98,000
Total (%)	6.9	4.8	11.7	82.2	6.1	88.3	100.0
Total (number)	67,000	46,300	113,300	792,700	58,500	851,200	..	964,400	147,900

Notes

1. Number excluded due to errors and omissions (weighted): 7,779 closed support periods (including cases with no information on service requirements or provision).
2. In groups of service types, a client may require more than one type of service within the group. Percentages for broad groups relate to all needs and not to support periods. For individual types of services, a need can be recorded only once within a support period, so percentages relate to support periods.
3. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

Table 7.3: SAAP services requested by the client in closed support periods that were neither provided nor referred: broad type of service by client group, Australia, 2002–03

Broad type of service	Male alone under 25	Male alone 25+	Female alone under 25	Female alone 25+	Couple no children	Couple with children	Male with children	Female with children	Other	Total	
	% unmet needs										%
Housing/ accommodation	27.1	30.9	24.9	29.9	35.1	38.1	39.7	29.7	45.5	29.8	20,100
Financial/ employment	20.7	24.2	19.2	23.5	25.2	17.4	19.3	15.4	14.2	21.5	14,400
Counselling	10.7	3.1	15.7	7.4	4.3	13.9	10.1	17.2	8.9	8.9	6,000
General support/ advocacy	18.6	24.9	18.1	24.2	24.3	12.1	14.3	16.9	10.5	21.4	14,400
Specialist services	14.1	12.0	12.4	10.8	7.5	12.9	9.7	14.5	15.3	12.3	8,300
Basic support and services n.e.s.	8.9	5.0	9.8	4.1	3.6	5.6	6.9	6.3	5.5	6.2	4,100
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	67,300
Summary totals											
Total unmet needs (%)	12.5	35.9	13.5	16.0	3.7	2.4	0.9	14.3	0.9	100.0	..
Total unmet needs (number)	8,400	24,100	9,100	10,800	2,500	1,600	600	9,600	600	..	67,300
Total closed support periods with unmet needs (%)											
Total closed support periods with unmet needs (%)	12.4	34.9	12.8	14.9	3.5	2.9	1.0	16.5	1.2	100.0	..
Total closed support periods with unmet needs (number)											
Total closed support periods with unmet needs (number)	3,700	10,300	3,800	4,400	1,000	900	300	4,900	300	..	29,600
Total closed support periods (%)											
Total closed support periods (%)	12.6	32.6	12.1	15.0	2.5	2.7	1.0	20.7	0.9	100.0	..
Total closed support periods (number)											
Total closed support periods (number)	18,700	48,400	17,900	22,300	3,700	3,900	1,500	30,700	1,300	..	148,400

Notes

1. Number excluded due to errors and omissions (weighted): 613 identified unmet needs.
2. Number excluded due to errors and omissions (weighted): 301 closed support periods with identified unmet needs.
3. Number excluded due to errors and omissions (weighted): 9,688 closed support periods, including cases with no information on service requirements or provision.
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

8 Circumstances of clients before and after support

The *Supported Accommodation Assistance Act 1994* describes SAAP's overall aim as being 'to provide transitional supported accommodation and related support services, in order to help people who are homeless to achieve the maximum possible degree of self-reliance and independence'. The Act further states:

Within this aim the goals are:

- a) to resolve crisis;
- b) to re-establish family links where appropriate; and
- c) to re-establish a capacity to live independently of SAAP.

To enable some assessment of the program's ability to achieve these goals, this chapter details changes in clients' circumstances following the provision of SAAP services. It is important, however, to remember that the achievement of such goals does not depend on the intervention of SAAP agencies alone – a complex interplay of policies and programs relating to income security, housing and community services, as well as individuals' personal circumstances, will influence outcomes for SAAP clients. Thus, the data in this section have limitations when attempting to assess SAAP's success on the basis of client circumstances before and after support. In addition, there is a significant amount of missing data relating to client circumstances (especially after assistance has ended) and this should be taken into account.

Income source

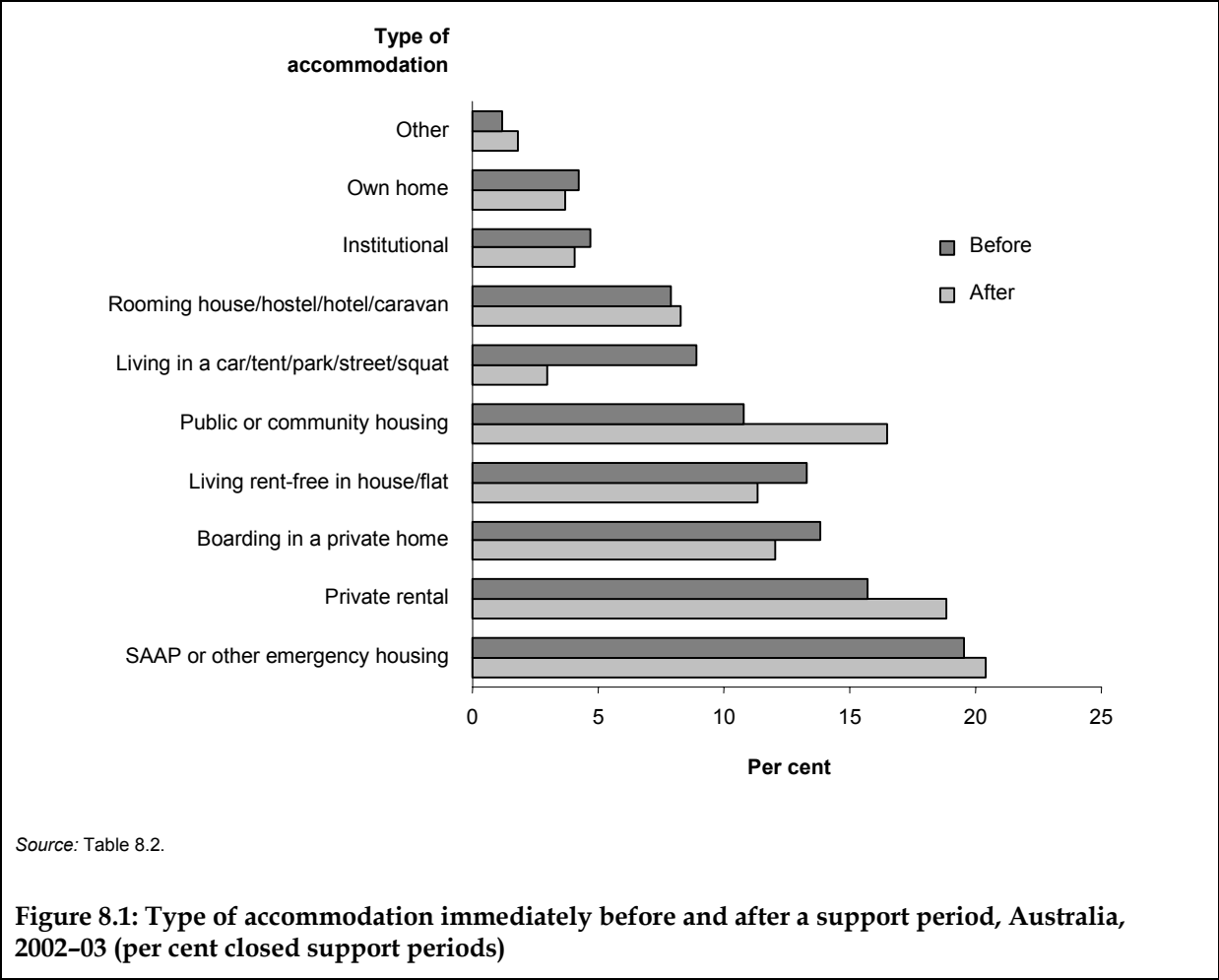
In 84% of all closed support periods, SAAP clients were recipients of a government pension or benefit before support (Table 8.1). In a further 8% of closed support periods, clients were reported as having no source of income and not awaiting a government payment; in another 7% as having 'other' sources of income; and in a final 1% as having no income but awaiting receipt of a pension or benefit. These proportions had changed slightly by the time support had ended. After having received support, clients were on a government pension or benefit in 86% of cases, while clients had no income and were not awaiting a pension or benefit following 6% of cases. The other two categories remained relatively unchanged in percentage terms.

For those clients who specifically requested assistance with obtaining or maintaining a government pension or benefit, there were more noticeable changes. After support, these clients were receiving a government pension or benefit in 86% of closed support periods, a marked increase on the figure of 73% before support (Table 8.1). Consequently, the proportion of closed support periods in which these clients had no income and were not awaiting a government payment had dropped from 16% before support to 6% after support.

Accommodation

Nationally, as Figure 8.1 shows, the most common forms of client accommodation immediately before support were SAAP or other emergency housing (in 20% of closed support periods), followed by private rental (16%), boarding in a private home (14%), and

living rent-free in a house or flat (13%). These types of accommodation saw relatively minor changes in the proportion of clients accommodated following support. There were, however, some noticeable differences in other types of accommodation occupied by clients before and after support. There was a shift away from living in a car or tent or other other such forms of inadequate housing and towards public or community housing after support. For example, the proportion in which clients were accommodated in public or community housing rose from 11% of closed support periods before support to 17% after (Table 8.2). In contrast, clients were living in a car, tent, park, street or squat in 9% of closed support periods before support compared with only 3% after support.



For clients who specifically requested assistance to obtain or maintain independent housing, the changes in accommodation type before and after support followed a similar pattern to that for all closed support periods, but were more marked for several accommodation types. In particular, accommodation in public or community housing nearly tripled, rising from 8% of closed support periods before support to 21% after (Table 8.2). In addition, accommodation in privately rented dwellings increased from 17% before support to 26% after. Conversely, the proportion of closed support periods in which clients were living in a car, tent, park, street or squat decreased from 7% before support to 2% after. Living rent-free in a house or flat also decreased – from 14% of closed support periods before to 8% after.

These shifts in accommodation type suggest a certain level of success for clients specifically seeking assistance from SAAP agencies to obtain or maintain independent housing.

Length of accommodation

How long a client was accommodated in SAAP or CAP accommodation had an effect on the type of accommodation clients moved into following support. For example, clients who were provided with SAAP or other emergency accommodation for between 1 day and 13 weeks most commonly stayed accommodated in SAAP or other emergency housing after finishing their support, most likely moving into accommodation provided by another SAAP agency (Table 8.3). This occurred in between 22% and 32% of closed support periods in which clients received SAAP or CAP accommodation and reported the type of accommodation they moved into after support.

Clients who were accommodated for longer periods in SAAP or CAP accommodation were more likely to move into independent forms of housing. Following 13 weeks of accommodation, clients more often moved into public or community housing after support than into other types of accommodation. The proportion of clients occupying this type of accommodation rose from 11% for clients accommodated for between both 1 to 2 weeks and 2 to 4 weeks to 38% for clients who were accommodated for greater than 1 year. The proportion of accommodated clients who were in the private rental market following support steadily increased as the length of SAAP or CAP accommodation they received increased, rising from 7% of closed support periods with accommodation for clients accommodated for 1 day to 22% for clients accommodated for greater than 1 year.

Conversely, the proportions living in a car, park, tent, street or squat after support generally decreased as the length of SAAP or CAP accommodation provided to the client increased, falling from 6% of closed support periods with accommodation for clients accommodated for 1 day to less than 1% for those accommodated for greater than 1 year.

Living situation

The most common living situations for clients before receiving SAAP support were with their spouse or partner either with or without children (in 23% of closed support periods), living alone (20%), and living short-term with relatives or friends (17%) (Table 8.4). By the time support had finished, the living arrangements for clients had changed considerably. There was a marked decrease in the proportion of clients living with a spouse or partner either with or without children: after 16% of closed support periods clients were living with a spouse or partner. There was also a drop in the proportion of clients living short-term with relatives or friends: clients were in this living situation after 14% of closed support periods. On the other hand, there were increases in the proportion of clients living alone with children (up from 11% of closed support periods before support to 19% after). The most common living situations for clients after support were living alone (23% of support periods) and living alone with children (19%).

Employment status

The employment profile of clients (that is, employed full-time, part-time, casual, unemployed or not in the labour force) generally differed very little before and after support for all closed support periods. There was, however, a small reduction in the proportion of closed support periods where SAAP clients indicated they were unemployed, from 33% before support to 31% after, and there were also small increases in the proportions of closed

support periods where clients stated they were employed (from 9% before to 11% after support) (Table 8.5). Among those clients who asked for assistance in the area of employment and training during their period of support, there was an increase in the proportion who were in paid work. After support these clients were employed in some capacity in 19% of closed support periods; this was more than double the figure of 9% before support. Further, the proportion of closed support periods where these clients were unemployed or were not in the labour force dropped from 50% and 41% respectively before support to 43% and 38% after support.

8.1 Tables

Table 8.1: SAAP closed support periods: source of income immediately before and after a support period, Australia, 2002–03 (per cent)

Source of income	Closed support periods in which clients needed assistance to obtain/maintain a pension or benefit		All closed support periods	
	Before	After	Before	After
No income	16.2	5.9	7.9	5.5
No income, awaiting pension/benefit	3.5	2.4	1.3	0.9
Government pension/benefit	73.2	85.6	83.8	86.2
Other	7.0	6.1	6.9	7.4
<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>14,800</i>	<i>13,600</i>	<i>105,900</i>	<i>93,200</i>
Number with missing data	600	1,900	16,500	29,200
Total (number)	15,500	15,500	122,400	122,400

Notes

1. Table excludes high-volume records because not all items were included on the high-volume form.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.
3. See example 2 in Appendix 1, Section A1.3 for information about interpreting this type of table.

Source: SAAP Client Collection.

Table 8.2: SAAP closed support periods: type of accommodation immediately before and after a support period, Australia, 2002–03 (per cent)

Type of accommodation	Closed support periods in which clients needed assistance to obtain/maintain independent housing		All closed support periods	
	Before	After	Before	After
SAAP or other emergency housing	19.5	16.1	19.5	20.4
Living rent-free in house/flat	13.6	7.9	13.3	11.3
Private rental	17.0	26.0	15.7	18.8
Public or community housing	7.9	20.7	10.8	16.5
Rooming house/hostel/hotel/caravan	8.2	8.3	7.9	8.3
Boarding in a private home	19.2	13.2	13.8	12.0
Own home	2.6	1.5	4.2	3.7
Living in a car/tent/park/street/squat	6.7	1.5	8.9	3.0
Institutional	3.9	2.7	4.7	4.1
Other	1.4	2.0	1.2	1.8
<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>33,700</i>	<i>27,300</i>	<i>104,300</i>	<i>77,800</i>
Number with missing data	1,700	8,100	18,100	44,600
Total (number)	35,400	35,400	122,400	122,400

Notes

1. Table excludes high-volume records because not all items were included on the high-volume form.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.
3. See example 2 in Appendix 1, Section A1.3 for information about interpreting this type of table.

Source: SAAP Client Collection.

Table 8.3: SAAP closed support periods in which clients were accommodated: length of accommodation by type of accommodation after support, Australia, 2002-03 (per cent)

Type of accommodation	1 day	>1-3 days	>3-7 days	>1-2 weeks	>2-4 weeks	>4-13 weeks	>13-26 weeks	>26-52 weeks	>52 weeks	Total	
										%	Number
SAAP or other emergency housing	32.2	22.0	23.5	23.9	25.5	26.2	22.4	15.3	13.2	24.8	10,100
Living rent-free in house/flat	13.2	15.2	13.4	13.6	12.5	10.2	7.6	7.3	6.3	12.1	4,900
Private rental	7.3	8.7	11.8	13.5	15.7	17.9	17.8	21.0	21.8	13.4	5,500
Public or community housing	15.6	17.0	13.0	10.6	10.6	13.9	26.9	36.9	38.1	16.4	6,600
Rooming house/hostel/hotel/caravan	5.6	7.4	9.9	9.7	8.9	8.0	5.2	2.5	1.6	7.5	3,000
Boarding in a private home	11.5	12.2	12.7	14.0	14.0	13.3	12.5	9.6	10.7	12.6	5,100
Own home	1.7	2.4	2.2	2.1	1.9	1.3	1.4	1.2	1.2	1.8	700
Living in a car/tent/park/street/squat	5.9	6.3	4.5	3.9	2.8	1.8	0.8	0.4	0.2	3.7	1,500
Institutional	5.1	6.8	7.2	6.6	6.0	5.4	3.3	4.3	3.0	5.7	2,300
Other	2.0	1.9	1.8	2.2	2.1	2.1	2.1	1.5	3.9	2.0	800
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (%)	16.9	14.1	13.6	11.8	11.1	18.1	7.2	4.5	2.6
Total (number)	6,800	5,700	5,500	4,800	4,500	7,400	2,900	1,800	1,100	..	40,600

Notes

1. Number excluded due to errors and omissions (weighted): 23,426 closed support periods (type of accommodation and length of accommodation).
2. Table excludes high-volume records because not all items were included on the high-volume form and closed support periods in which clients started and ended their accommodation on the same date.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

Table 8.4: SAAP closed support periods: living situation immediately before and after a support period, Australia, 2002–03 (per cent)

Living situation	Before	After
With parent(s)	10.0	8.0
With foster family	0.5	0.4
With relatives/friends short-term	17.4	13.7
With relatives/friends long-term	3.7	5.3
With spouse/partner with/without children	23.0	15.6
Alone with children	10.9	18.7
Alone	20.0	22.6
With other unrelated persons	13.6	14.2
Other	0.9	1.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>
<i>Total (number with valid data)</i>	<i>103,800</i>	<i>79,400</i>
Number with missing data	18,600	43,000
Total (number)	122,400	122,400

Notes

1. Table excludes high-volume records because not all items were included on the high-volume form.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.
3. See example 2 in Appendix 1, Section A1.3 for information about interpreting this type of table.

Source: SAAP Client Collection.

Table 8.5: SAAP closed support periods: employment status immediately before and after a support period, Australia, 2002–03 (per cent)

Employment status	Closed support periods in which clients needed assistance in employment and training		All closed support periods	
	Before	After	Before	After
Employed full-time	1.4	5.7	2.8	3.6
Employed part-time/casual	7.3	13.5	6.2	7.2
Unemployed (looking for work)	50.0	42.7	32.6	30.6
Not in labour force	41.4	38.0	58.4	58.7
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<i>Total (with valid data)</i>	<i>7,700</i>	<i>6,600</i>	<i>106,000</i>	<i>91,300</i>
Number with missing data	300	1,400	16,400	31,100
Total (number)	8,000	8,000	122,400	122,400

Notes

1. Table excludes high-volume records because not all items were included on the high-volume form.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.
3. See example 2 in Appendix 1, Section A1.3 for information about interpreting this type of table.

Source: SAAP Client Collection.

9 Support to accompanying children

This chapter focuses on children who accompanied parents or guardians to SAAP agencies, or who required or received assistance from a SAAP agency as a result of their parent or guardian being a client of the same agency. Although some children received assistance without accompanying their parents, these children are still referred to in this chapter as accompanying children. In particular, the demographic and support profiles of accompanying children requiring assistance are examined.

The estimates presented here relate to accompanying children and accompanying child support periods. It should be noted that the number of accompanying child support periods is larger than the number of children, as individual children may accompany a parent or guardian during more than one period of support. It should also be noted that an accompanying child may or may not be present for the entire duration of their parent or guardian's support period. It is therefore not possible to assess the length of support for these children.

Accompanying child support periods

SAAP agencies provided 74,100 support periods to accompanying children during 2002–03 (Table 9.1). There was significant variation in the number of accompanying child support periods across the states and territories, with the proportions of child support periods not following the same pattern as support periods provided to clients. In general, differences in the number of support periods provided to clients in each state and territory reflect differences in the number of people in the general population, with the exception of the Northern Territory and Victoria (see Table 2.1).

Differences in agency profiles and the level of commitment to completing child data may explain why several jurisdictions reported higher numbers of accompanying child support periods than larger states or territories. Agencies in Victoria provided the largest proportion of accompanying child support periods (34%), followed by Queensland (18%). Although Victoria and Queensland have a smaller general population of children aged up to 17 years than New South Wales, agencies in those states provided more accompanying child support periods than those in New South Wales (17%) (ABS 2003a). South Australian agencies reported more accompanying child support periods than those in Western Australia (13% compared to 10%). As with support periods provided to clients, the Northern Territory had more accompanying child support periods (3%) than the Australian Capital Territory (1%).

Nationally, 88% of accompanying child support periods were provided to children aged 12 years and under, with 0–4 year-olds accounting for 45%. Only 3% of child support periods were provided to 16–17 year-olds. The age profile of accompanying child support periods differed across the states and territories. Support periods for children aged 0–4 years ranged from 42% in Victoria to 54% in the Northern Territory. For 5–12 year-olds, support periods ranged from 38% in the Australian Capital Territory to 45% in Tasmania. The Northern Territory had the lowest proportion of child support periods for 13–15 year-olds (5%) and for 16–17 year-olds (2%). Victoria had the largest proportion of support periods for 13–15 year-olds (10%) and for 16–17 year-olds (4%).

Age, gender and country of birth of accompanying children

In 2002–03, at least 53,800 accompanying children received around 71,200 support periods (Table 9.2).³ Eighty-eight per cent of accompanying children were 12 years of age or under, with children aged 4 years or under accounting for slightly more accompanying children than 5–12 year-olds (44% compared with 43%). Nine per cent of accompanying children were aged 13–15 years. The remaining 3% of children were aged 16–17 years. Accompanying child support periods showed a similar distribution for age. Accompanying children and accompanying child support periods were divided evenly between girls and boys. Just under 95% of accompanying children were born in Australia (Table 9.3). Slightly less than 2% per cent of children were born in Oceania. All other birthplaces accounted for the remaining 4% of accompanying children.

Family group

Of the 71,200 accompanying child support periods during 2002–03, 42,300 were for children where some information was provided on service requirements or provision (Table 9.4). Ninety per cent of these child support periods occurred when children accompanied their mother or a female guardian to a SAAP agency. A further 7% of accompanying child support periods were for children accompanying couples; 2% were for children accompanying their father (or a male guardian). Couples with children had on average more accompanying children requiring assistance (2.2) per support period than any other family grouping. The average number of such children per support period was 2.0.

Types of services provided

Sometimes it is not possible for an agency to provide the requested support directly to an accompanying child, although a referral may be arranged. Overall, agencies did not provide any services directly to children in 4% (or 1,800) of accompanying child support periods in which information was provided on service requirements or provision. In the remaining 40,500, children received direct support (Table 9.4).

SAAP or CAP accommodation was the most commonly provided type of service, being provided in 73% of accompanying child support periods (Table 9.4). Meals (in 48% of cases) was the next most commonly provided type of service, followed by transport (47%). The types of services provided least often were sexual or physical abuse counselling, skills education, assistance with access arrangements, and brokerage services – all provided in 4% or less of accompanying child support periods.

As mentioned, 90% of accompanying child support periods where the child required and/or received assistance occurred when children accompanied their mother (or a female guardian) to a SAAP agency. These children frequently received more types of services than

³ Table 9.2 shows 69,500 accompanying child support periods for age and 70,100 accompanying child support periods for gender. The total of 71,200 accompanying child support periods is achieved when the number of missing data for age and for gender (as shown in notes 3 and 4 to Table 9.2) is added. The total number of support periods shown in this table differs from the total in Table 9.1 as high-volume records are excluded. This is because the weighting system used to estimate the number of children is based on records where a valid alpha code was obtained for the child, and child alpha codes are not collected on the high-volume form. Child information other than age is not collected on the high-volume client form (see Appendix 1 for an explanation of the child weighting system and Appendix 2 for a copy of the high-volume client form).

those accompanying males, couples, or other family groupings (Table 9.4). For example, accommodation was provided in 74% of child support periods for children accompanying female clients. This compares with between 57% for children accompanying a male client, and 65% for children accompanying a couple. Children accompanying females also received meals, shower and hygiene services, and recreation in at least 37% of their accompanying child support periods. In contrast, children accompanying males, couples or other family groupings were provided with these services in a maximum of 21% of accompanying child support periods. Children accompanying females also received counselling services and specialist services more frequently than all other family groups.

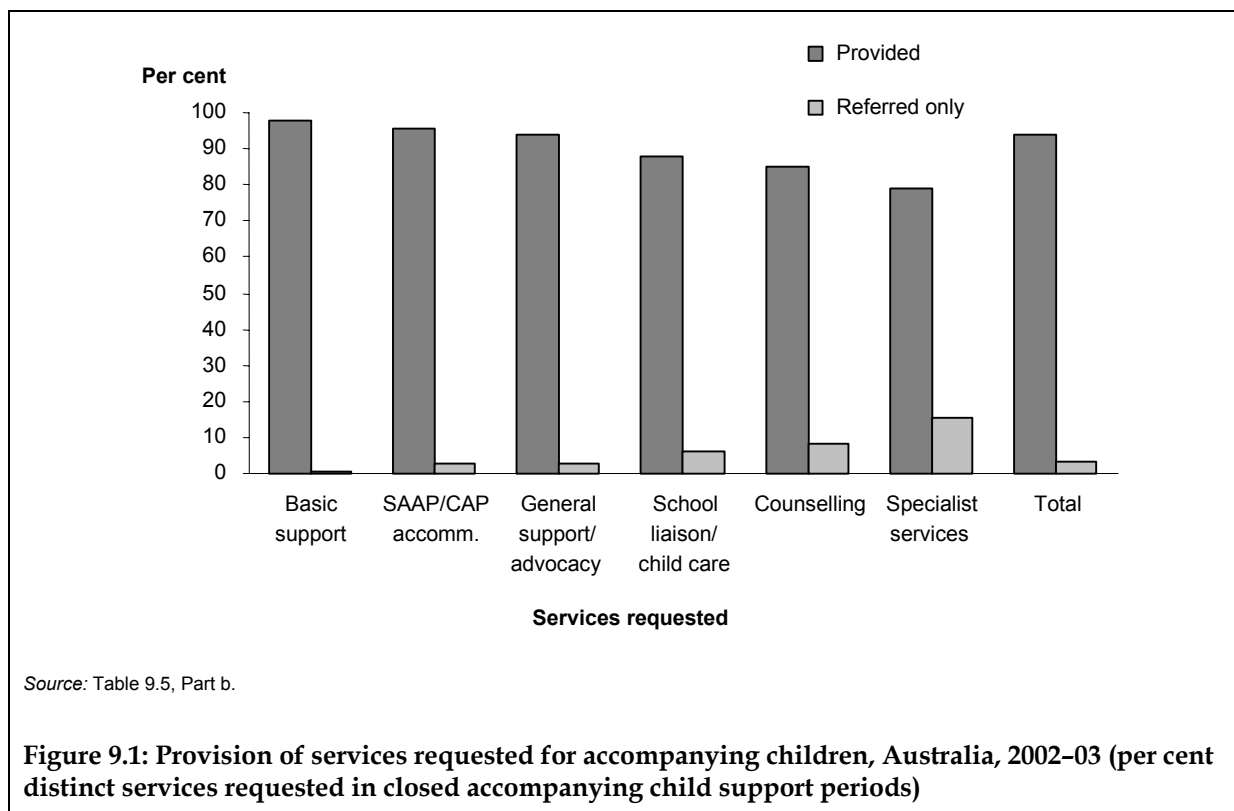
The reason for higher levels of provision of the majority of service types to children accompanying females is not clear. However, children accompanying females mostly attended agencies that target women escaping domestic violence – 58% of females with children used such agencies (derived from Table 5.2). In contrast, males with children most commonly visited cross-target, multiple-target or general agencies – in around 55% of their support periods – and were also more likely than females with children to use agencies targeting families. This suggests that there may be service delivery differences for accompanying children in the different kinds of agencies.

Meeting children's needs

It is only after clients stop receiving support from an agency that we can examine which of their needs were met and which were not. For this reason, only closed accompanying child support periods are considered when examining the services requested for accompanying children.

During 2002–03, agencies reported 59,400 closed accompanying child support periods (includes nearly 23,700 cases with missing information) (Table 9.6). Of these, around 35,700 included information about service requirements and provision for accompanying children. In this period agencies also reported that children required some 145,400 distinct services, so that, on average, children received four different types of service in each accompanying child support period (derived from Table 9.5, Part b). Almost 94% of these requested services were provided to some extent. In addition to this, agencies were able to refer accompanying children on for another 3% of the services they required, leaving just under 3% of required services that were neither provided nor referred (Table 9.5, Part b).

In broad terms, as for clients, some types of requests made during accompanying child support periods were met more often than others. As illustrated in Figure 9.1, basic support services were most often provided directly by the agency (for 98% of requests), while specialist services were the least likely to be provided directly by agencies, being provided in 79% of the cases in which they were required. Not surprisingly, the less likely a service was to be provided, the more likely it was to be referred. Thus, the most likely group of services to be referred were specialist services – such services were referred for 16% of requests. Similarly, counselling was not provided as often as some other services, being provided in 85% of cases in which it was required. However, accompanying children were referred for counselling in a further 9% of the instances in which it was required. Accommodation, on the other hand, was able to be provided for 96% of requests and was referred for a further 3%.



When considered individually, those services most likely to be provided to accompanying children were the basic support services: meals, showers and hygiene services, recreation, and transport were all provided in 98% or more of the closed accompanying child support periods in which they were required (Table 9.5). Apart from SAAP or CAP accommodation, which was required in 26,600 closed accompanying child support periods, these were also the types of services that were required most frequently. Children needed these basic support services for between 12,500 closed accompanying child support periods (for recreation) to 17,900 closed accompanying child support periods (for meals).

Brokerage services, culturally sensitive services, accommodation, advocacy, and advice or information were all provided for between 93% and 96% of the closed accompanying child support periods in which they were required (Table 9.5). Other types of services that were also frequently provided to children when required were general counselling or support (provided in 90% of closed accompanying child support periods in which it was required), skills education and school liaison (in 88% each), and child care (87%).

Although required less often by children, assistance with access arrangements, sexual and physical abuse counselling, and health or medical services were the types of services that agencies were least likely to provide when they were needed. These services could be provided only in 72%, 67% and 67%, respectively, of the closed accompanying child support periods in which they were required (Table 9.5). However, assistance with access arrangements was referred to other organisations in a further 20% of the 1,400 closed accompanying child support periods in which it was needed, remaining neither provided nor referred in 8%. Sexual or physical abuse counselling or support was referred to other organisations in a further 22% of the 1,500 closed accompanying child support periods in which it was needed, remaining unprovided and not referred in 11%. Health or medical services were referred to other organisations in a further 25% of the 4,000 closed child

support periods in which they were needed, remaining neither provided nor referred in 7%. Skills education was another type of service with a relatively high likelihood of not being provided or referred – in this case, in 8% of the 1,200 closed accompanying child support periods in which it was required.

Unmet needs

Overall, during 2002–03, children had some needs remaining unmet after support in 2,300 closed accompanying child support periods – with around 4,000 unmet needs distributed across all service types (Table 9.6). The most common unmet need involved counselling (23% of unmet needs), with basic support services and school liaison or child care contributing 22% and 21%, respectively, to the total unmet needs. General support or advocacy, accommodation, and specialist services contributed between 10% and 12% to children’s unmet needs (Table 9.6).

Although the number of times a service cannot be provided is important, unmet needs can also be considered in terms of the proportion of requests for services for children that cannot be met (Table 9.5). Counselling and school liaison or child care were the two groups of services least likely to be provided when requested. Agencies could not provide counselling services or refer them on in over 6% of the 14,600 cases in which they were required. Similarly, school liaison or child care services could not be provided or referred in 6% of the 13,400 instances in which they were needed.

The number of unmet needs of children in each client group is roughly consistent with the number of accompanying child support periods for each client group (Table 9.6). For example, children accompanying their mother (or a female guardian) accounted for 92% of closed accompanying child support periods and for 91% of unmet needs. Children accompanying couples accounted for 6% of closed accompanying child support periods and 7% of all unmet needs, while children accompanying males accounted for 2% of all closed accompanying child support periods and for 2% of unmet needs.

For children accompanying females, the highest proportions of unmet needs were for counselling and basic support services (both in around 23% of unmet needs for this group) (Table 9.6). This accounts for the overall finding that counselling and basic support services were the services least likely to be provided as children accompanying females comprised the vast majority of accompanying child support periods. For children accompanying males, however, the highest proportion of unmet need was for school liaison or child care services (22%), while for children accompanying couples the requested service most likely to be unmet was counselling (24%).

9.1 Tables

Table 9.1: Accompanying child support periods: age by state and territory, Australia, 2002–03

Age	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	Number
0–4 years	46.8	41.5	44.8	47.3	44.3	43.3	52.8	53.8	44.5	33,000
5–12 years	42.3	44.3	43.9	44.2	42.9	45.2	37.5	39.9	43.5	32,200
13–15 years	7.9	9.9	9.0	6.3	9.7	9.1	7.0	4.7	8.8	6,500
16–17 years	3.0	4.3	2.3	2.1	3.1	2.4	2.7	1.6	3.2	2,400
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (%)	17.1	33.9	17.5	10.3	12.9	3.9	1.3	3.0	100.0	..
Total (number)	12,700	25,100	13,000	7,600	9,600	2,900	1,000	2,200	..	74,100

Notes

1. Number excluded due to errors and omissions (weighted): 1,698 accompanying child support periods.
2. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

Table 9.2: Accompanying children and accompanying child support periods, by age and gender of child, Australia, 2002–03

Age	Accompanying children		Accompanying child support periods	
	%	Number	%	Number
0–4 years	44.4	23,900	44.5	31,000
5–12 years	43.3	23,300	43.7	30,400
13–15 years	9.0	4,800	8.7	6,000
16–17 years	3.3	1,800	3.1	2,100
Total	100.0	53,700	100.0	69,500
Gender				
Male	50.2	27,000	50.3	35,200
Female	49.8	26,800	49.7	34,900
Total	100.0	53,700	100.0	70,100

Notes

1. Number excluded due to errors and omissions in age (weighted): 108 accompanying children.
2. Number excluded due to errors and omissions in gender (weighted): 95 accompanying children.
3. Number excluded due to errors and omissions in age (weighted): 1,698 accompanying child support periods.
4. Number excluded due to errors and omissions in gender (weighted): 1,109 accompanying child support periods.
5. Table excludes high-volume records because not all items were included on the high-volume form.
6. Accompanying children figures have been weighted to adjust for agency non-participation and client non-consent.
7. Accompanying child support period figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

Table 9.3: Accompanying children, birthplace of child, Australia, 2002-03

Birthplace	Per cent	Number
Australia	94.7	48,900
Oceania (excluding Australia)	1.7	900
Europe and the former Soviet Union	0.6	300
South-East, North-East and Southern Asia	0.9	500
Other (including the Middle East, Africa, the Americas and Caribbean)	2.0	1,100
Total	100.0	51,600

Notes

1. Number excluded due to errors and omissions in birthplace (weighted): 2,190 children.
2. Table excludes high-volume records because not all items were included on the high-volume form.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

Table 9.4: Accompanying child support periods: services provided to accompanying children, by client group, Australia, 2002-03

Type of service	Couple with children	Male with children	Female with children	Other with children	Total	
Accompanying child support periods			(%)		%	Number
Accommodation	64.5	56.9	74.1	63.6	73.0	30,900
SAAP/CAP accommodation	64.5	56.9	74.1	63.6	73.0	30,900
School liaison/child care	19.1	20.4	31.2	20.3	30.1	12,700
School liaison	11.7	14.5	14.2	9.9	14.0	5,900
Child care	9.4	8.2	22.7	12.8	21.4	9,100
Counselling	15.3	19.7	28.7	20.6	27.6	11,700
Help with behavioural problems	6.7	7.3	12.2	10.7	11.7	4,900
Sexual/physical abuse counselling/support	1.3	2.1	3.2	5.9	3.0	1,300
Skills education	2.6	2.3	3.5	5.0	3.4	1,500
General counselling/support	10.5	13.6	19.7	13.3	18.9	8,000
General support/advocacy	29.0	37.3	31.8	46.3	31.7	13,400
Access arrangements	1.4	2.9	3.4	3.2	3.3	1,400
Advice/information	15.3	21.5	20.7	21.4	20.3	8,600
Brokerage services	6.5	6.9	3.7	7.6	4.0	1,700
Advocacy	15.8	17.3	17.8	22.2	17.7	7,500
Specialist services	11.5	7.9	16.2	10.7	15.6	6,600
Culturally sensitive services	4.8	2.1	9.7	8.2	9.2	3,900
Health/medical services	8.0	6.0	8.6	3.2	8.5	3,600
Basic support and other services n.e.s.	44.3	47.8	71.7	53.9	69.2	29,300
Meals	16.4	19.9	51.0	20.9	47.8	20,200
Showers/hygiene	8.4	14.0	44.0	10.3	40.8	17,300
Recreation	13.8	15.3	36.7	10.4	34.6	14,600
Transport	22.2	26.9	49.2	37.5	46.8	19,800
Other	14.6	15.3	13.7	23.8	13.9	5,900
No services provided directly by agency	7.4	7.1	4.0	6.5	4.3	1,800
Total accompanying child support periods (%)	6.8	2.4	90.4	0.3	100.0	..
Total accompanying child support periods (number)	2,900	1,000	38,300	100	..	42,300
Support periods for SAAP clients with accompanying children requiring assistance						
Total support periods (%)	6.2	2.9	90.4	0.4	100.0	..
Total support periods (number)	1,300	600	19,000	100	..	21,000
Mean number accompanying children requiring assistance	2.21	1.67	2.02	1.56	..	2.02

Notes

1. Number excluded due to errors and omissions (weighted): 28,899 accompanying child support periods (including cases with no information on service requirements or provision).
2. Number excluded due to errors and omissions (weighted): 318 support periods.
3. Table excludes high-volume records because not all items were included on the high-volume form.
4. Accompanying children were able to receive multiple services, so percentages do not total 100.
5. An accompanying child may be counted in more than one support period, so the total number of accompanying child support periods does not equal the actual number of accompanying children requiring assistance.
6. Although each member of a couple has an individual support period, in this table a couple presenting with children contributes only one support period. The table is therefore not directly comparable with other tables showing the number of support periods by client group.
7. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

Table 9.5: SAAP services requested for accompanying children in closed support periods, by provision, Australia, 2002–03

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

Type of service	Not provided			Provided			Total	Closed accompanying child support periods (number)
	Neither provided nor referred	Referred	Subtotal	Provided only	Provided and referred	Subtotal		
Accommodation								
SAAP/CAP accommodation	1.7	2.6	4.3	92.4	3.3	95.7	100.0	26,600
School liaison/child care								
School liaison	6.7	5.6	12.3	75.9	11.8	87.7	100.0	5,100
Child care	6.0	6.6	12.6	80.6	6.8	87.4	100.0	8,400
Counselling								
Help with behavioural problems	7.2	10.2	17.4	69.6	13.0	82.6	100.0	4,800
Sexual/physical abuse counselling/support	10.6	22.0	32.6	47.2	20.2	67.4	100.0	1,500
Skills education	7.8	4.4	12.2	75.7	12.1	87.8	100.0	1,200
General counselling/support	4.7	5.0	9.7	82.7	7.6	90.3	100.0	7,100
General support/advocacy								
Access arrangements	8.1	20.4	28.5	55.4	16.1	71.5	100.0	1,400
Advice/information	2.9	0.9	3.8	88.5	7.8	96.3	100.0	6,800
Brokerage services	2.1	3.4	5.5	82.8	11.7	94.5	100.0	1,500
Advocacy	2.6	1.2	3.8	84.9	11.3	96.2	100.0	6,000
Specialist services								
Culturally sensitive services	3.3	3.6	6.9	87.0	6.0	93.0	100.0	3,300
Health/medical services	7.4	25.4	32.8	43.2	24.0	67.2	100.0	4,000
Basic support and other services n.e.s.								
Meals	1.0	0.6	1.6	97.1	1.3	98.4	100.0	17,900
Showers/hygiene	1.1	0.2	1.3	98.4	0.3	98.7	100.0	15,400
Recreation	1.8	0.6	2.4	95.8	1.8	97.6	100.0	12,500
Transport	1.4	0.3	1.7	96.8	1.6	98.4	100.0	16,700
Other	2.0	3.5	5.5	87.5	6.9	94.4	100.0	4,400
Further other	2.6	9.2	11.8	63.8	24.4	88.2	100.0	900

(continued)

Table 9.5 (continued): SAAP services requested for accompanying children in closed support periods, by provision, Australia, 2002–03

Part b: Broad types of SAAP services requested for accompanying children in closed support periods, by provision

Broad type of service	Not provided			Provided			Total	Distinct services requested	Assoc. closed accompanying child support periods	
	Neither provided nor referred	Referred	Sub-total	Provided only	Provided and referred	Sub-total				
	% distinct services requested								Number	Number
Accommodation	1.7	2.6	4.3	92.4	3.3	95.7	100.0	26,600	26,600	
School liaison/ child care	6.2	6.2	12.4	78.9	8.7	87.6	100.0	13,400	11,400	
Counselling	6.4	8.5	14.9	74.1	11.1	85.2	100.0	14,600	10,800	
General support/ advocacy	3.1	3.0	6.1	83.6	10.2	93.8	100.0	15,600	10,900	
Specialist services	5.6	15.5	21.1	63.2	15.8	79.0	100.0	7,300	6,500	
Basic support and services n.e.s.	1.3	0.7	2.0	96.0	1.9	97.9	100.0	67,700	25,000	
Total (%)	2.8	3.3	6.1	88.6	5.3	93.9	100.0	
Total (number)	4,000	4,900	8,900	128,800	7,700	136,500	..	145,400	34,400	

Notes

1. Number excluded due to errors and omissions (weighted): 24,966 closed accompanying child support periods (including cases with no information on service requirements or provision).
2. Table excludes high-volume records because not all items were included on the high-volume form.
3. In groups of service types, an accompanying child may require more than one type of service within the group. Percentages for broad groups relate to all needs and not to support periods. For individual types of services, a need can be recorded only once within a support period, so percentages relate to accompanying child support periods.
4. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

Table 9.6: SAAP services requested for accompanying children in closed support periods that were neither provided nor referred: broad type of service by client group, Australia, 2002–03

	Couple with children	Male with children	Female with children	Other with children	Total	
Broad type of service	% unmet needs				%	Number
Accommodation	21.4	14.1	10.4	—	11.2	400
School liaison/child care	20.5	22.0	20.8	16.7	20.8	800
Counselling	24.3	14.2	23.4	—	23.2	900
General support/advocacy	11.6	20.0	12.1	—	12.2	500
Specialist services	8.8	11.8	10.2	—	10.1	400
Basic support and services n.e.s.	13.5	17.9	23.1	83.3	22.4	900
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>4,000</i>
Summary totals						
Total unmet needs (%)	6.6	2.3	91.0	0.2		..
Total unmet needs (number)	300	100	3,600	<50	..	4,000
Total closed accompanying child support periods with unmet needs (%)	6.6	2.9	90.3	0.2	100.0	..
Total closed accompanying child support periods with unmet needs (number)	200	100	2,100	<50	..	2,300
Total closed accompanying child support periods (%)	5.6	2.1	92.0	0.3	100.0	..
Total closed accompanying child support periods (number)	2,000	800	32,800	100	..	35,700
Total closed support periods with accompanying children with unmet needs (%)	5.8	3.1	91.0	0.1	100.0	..
Total closed support periods with accompanying children with unmet needs (number)	100	<50	1,400	<50	..	1,500
Total closed support periods with accompanying children requiring assistance (%)	5.3	2.6	91.8	0.3	100.0	..
Total closed support periods with accompanying children requiring assistance (number)	1,000	500	16,300	100	..	17,800

Notes

1. Number excluded due to errors and omissions (weighted): 51 identified unmet needs for accompanying children.
2. Number excluded due to errors and omissions (weighted): 33 closed accompanying child support periods with unmet needs.
3. Number excluded due to errors and omissions (weighted): 23,667 closed accompanying child support periods (including cases with no information on service requirements or provision).
4. Number excluded due to errors and omissions (weighted): 26 closed support periods with accompanying children with unmet needs.
5. Number excluded due to errors and omissions (weighted): 159 closed support periods with accompanying children requiring assistance.
6. Table excludes high-volume records because not all items were included on the high-volume form.
7. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

10 Support from 1996–97 to 2002–03

Funding

Recurrent funding for SAAP in Australia has risen by 41% over the 7 years of the collection, from \$219.8m in 1996–97 to \$310.4m in 2002–03 (Table 10.1). When these figures are adjusted for inflation, in real terms funding increased by 24%. Looking at year-by-year changes, funding levels in real terms remained very similar between 1996–97 and 1998–99, but were followed by an increase of 6% in 1999–00, 6% in 2000–01, 4% 2001–02 and a 6% increase in 2002–03.

Recurrent funding to SAAP agencies followed a slightly different pattern. From 1996–97 to 2000–01 actual recurrent funding to agencies increased by 48%, from \$200.5m in 1996–97 to \$296.6 m in 2002–03 (Table 10.1). In real terms, this represented an increase of 30% over the 7 years, with relatively large annual increases in 2000–01 (5%), 2001–02 (5%) and 2002–03 (7%).

Numbers of support periods and clients

There would seem to be an obvious relationship between funds available to agencies and the amount of support they can provide for homeless people and people at risk of becoming homeless. Nevertheless, as Table 10.1 shows, an increase in funding to agencies does not automatically translate either into more resources being spent on each support period or client or into more clients being supported on more occasions. The actual funding outcome per client or support period depends on a number of factors, among them the demand for assistance, the types of services that clients need, the ability of agencies to meet those needs, and the costs agencies incur in providing services.

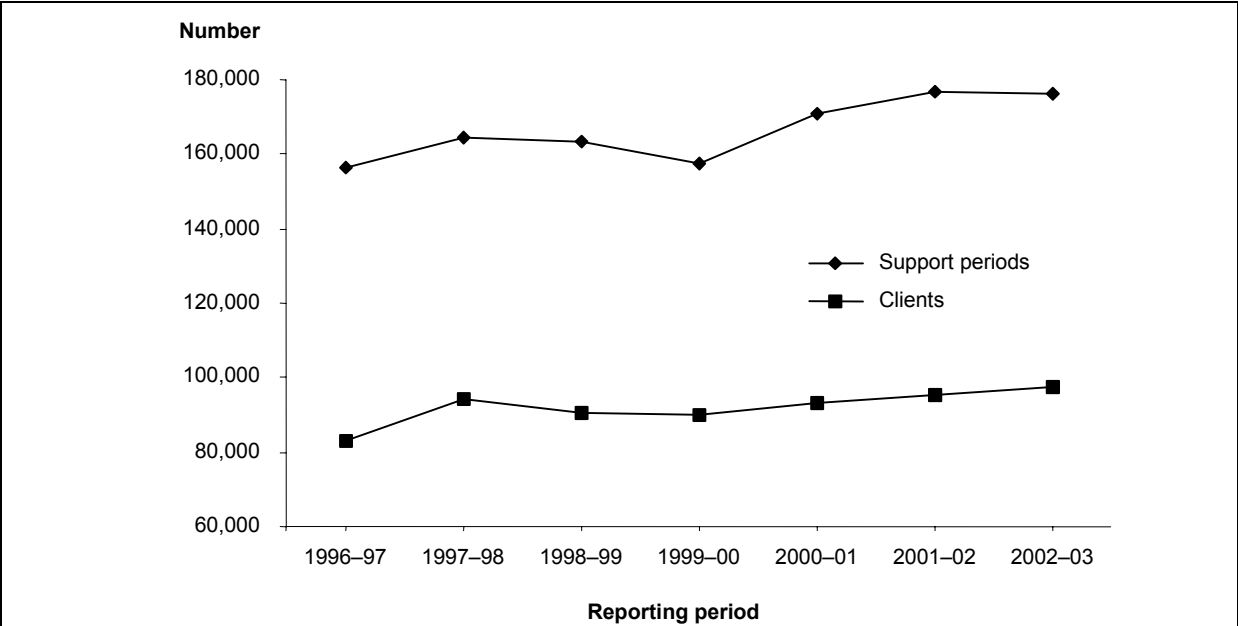
Overall, it is estimated that there were 156,500 support periods in 1996–97 (Table 10.2). This increased to 164,300 in 1997–98 but dropped back over the next 2 years, returning almost to 1996–97 levels in 1999–00 (Figure 10.1). In 2000–01 there was a sharp rise to 170,700 support periods. The main cause of this increase was the participation of one agency that had not previously participated in the Client Collection – this agency returned a very large number of forms. Although the weighting system adjusts for non-participation (see Appendix 1, Section A1.2), it does not allow for non-participating agencies, such as this one, that are quite different from other agencies. The number of support periods increased further in 2002–03 to 176,300. However, as noted in Chapter 3, a change in reporting practice by a very high volume agency decreased the number of support periods reported by about 2,400. If this agency had reported consistently throughout the year, the total number of support periods in 2002–03 is estimated to be approximately 178,700.

Trends in the number of clients provided with SAAP services showed a pattern similar to that for support periods over the 7 years, although the changes were less pronounced in the last 4 years (Figure 10.1). In 1996–97 an estimated 83,200 clients were provided with support; the figure rose to 94,100 in 1997–98 and then fell to 90,000 in 1999–00. In 2000–01 the number of clients increased again to 93,000. The highest number of clients of any of the 7 years was recorded in 2002–03, with 97,600 clients provided with SAAP services.

The pattern of support over the 7 years varied across jurisdictions and did not necessarily replicate the national pattern for either support periods or clients (Table 10.2). For example,

although it accounted for the greatest number of support periods, New South Wales was the only jurisdiction to show a decrease in support periods provided between 1996-97 and 1997-98. It should be noted, however, that the relatively high number of support periods recorded in New South Wales for 1996-97 was largely the result of the collection's reporting practices for people placed by police for 8 hours with SAAP agencies because of intoxication. Between 1998-99 and 2001-02 New South Wales showed continuing decreases in the number of support periods and the number of support periods was the same in 2002-03 as it was in 2001-02 (47,900). The number of support periods in the Australian Capital Territory decreased from 3,200 in 1999-00 to 2,500 in 2002-03.

Queensland showed increases over the period 1998-99 to 2001-02, with a very large increase in 2000-01 – from 26,100 support periods in 1999-00 to 38,700 the next year. This jump was primarily due to the participation of a very high-volume agency for the first time in that year. However, the number of support periods decreased from 41,400 in 2001-02 to 36,900 in 2002-03. This decrease is partly attributable to the same agency that, as already mentioned, changed its reporting practices during 2002-03. Other factors which may have caused a decrease in the number of support periods are not clear, as there was an increase in the number of agencies operating in Queensland and an increase in the agency participation rate. Victoria has shown continued increases in the number of support periods provided each year since 1999-00. In 2002-03, the number of support periods in Victoria exceeded the number in New South Wales for the first time.



Source: Table 10.2.

Figure 10.1: Number of SAAP support periods and clients, by reporting period, Australia, 1998-99 to 2002-03

In general terms, the number of clients receiving support over time reflected the pattern observed for support periods within each jurisdiction. However, while agencies in Queensland and South Australia reported a decrease in the number of support periods in 2002-03, there was an increase in the number of clients in these states. The number of clients

in South Australia increased from 8,800 in 2001–02 to 9,400 in 2002–03. In Queensland, the number of clients increased from 18,400 in 2001–02 to 18,900 in 2002–03. Conversely, although the number of support periods in New South Wales remained constant for the last 2 reporting periods, the number of clients decreased from 26,400 in 2001–02 to 25,400 in 2002–03. In all other jurisdictions, except for the Northern Territory, increases or decreases in client numbers in 2002–03 from the previous years followed the same pattern as support periods in each jurisdiction.

Between 1999–00 and 2000–01, while the number of support periods changed in Tasmania and the Northern Territory, the number of clients in these regions remained static. Furthermore, support periods in Queensland increased by 48% between 1999–00 and 2000–01 but client numbers increased by only 12%, reflecting that clients of the newly reporting high-volume agency tended to access the service repeatedly during the year. While New South Wales accounted for the greatest number of support periods in all reporting periods except for 2002–03, since 1998–99 Victoria has reported the greatest number of clients.

Table 10.2 also shows the daily average number of support periods and nightly average support periods with accommodation. The average number of support periods active on any day of a reporting year has gradually increased from 13,600 in 1996–97 to 21,900 in 2002–03, despite the actual number of support periods fluctuating during that period. In addition to the total number of support periods active in a reporting year, the length of support periods may also influence the daily average number of support periods. For example, the number of support periods declined between 1998–99 and 1999–00 but the median length of support was relatively high (see Table 10.6). Although there were fewer support periods, the longer support lengths contributed to the higher average number of support periods active on any day of the year. The large increase in the average daily number of support periods between 2000–01 and 2001–02 may be explained by the significant increase in support periods between the years (6,300), as well as the increase in the mean length of support (from 40 to 44 days). The higher mean length of support in 2001–02 indicates that it is likely there were more long support periods in that year than in 2000–01.

The nightly average number of support periods with accommodation followed the same trend as that shown by the number of support periods. That is, when the number of support periods increased or decreased between each year, so did the nightly average number of support periods with accommodation. It should be noted that there can be more than 1 accommodation period within a support period. Therefore, the length of an accommodation period can be the same as, or shorter than, the associated support period. This contributes to the smaller average number of support periods with accommodation compared to the average number of support periods, along with the fact that many SAAP clients require non-accommodation support services only or request accommodation but can only be provided with support.

Use of SAAP services

Nationally, the number of support periods that clients received in a reporting period has remained relatively stable over time (Table 10.3). In 2002–03 the number of support periods per client was relatively high, at 1.8. The highest level of repeat use of SAAP services was recorded in 2001–02, when clients averaged 1.9 support periods each. The number of support periods per client for Queensland agencies increased dramatically from 1.7 in 1998–99 to 2.2 in 2000–01, and increased again in the following year to 2.3 support periods per client. Again, this is due to a recently participating very high-volume agency in that state. The

change in reporting practice by this agency also contributed to the decrease in the number of support periods per client in Queensland in 2002–03 (an average of 2.0). Clients in New South Wales also had relatively high rates of repeat use, with the number of support periods within the range of 1.8 and 2.0 support periods per client over the past five years.

Clients who used agencies in the two territories had relatively low repeat-use rates compared to the national average in all years. The Australian Capital Territory rate was 1.5 in 1998–99, and then remained constant at 1.4 for the next four years. The number of support periods per client in the Northern Territory varied across the five years in question. In 1989–99 there was an average of 1.7 support periods per client, dropping to 1.5 in 1999–00 before rising again to 1.7 in 2000–01. The rate of repeat use dropped to 1.6 in 2001–02 and then 1.4 in 2002–03. Clients who accessed agencies in Tasmania or Victoria also returned to SAAP agencies less often, with the number of support periods per client in Victoria remaining at 1.5 for the first four years before increasing to 1.6 in 2002–03.

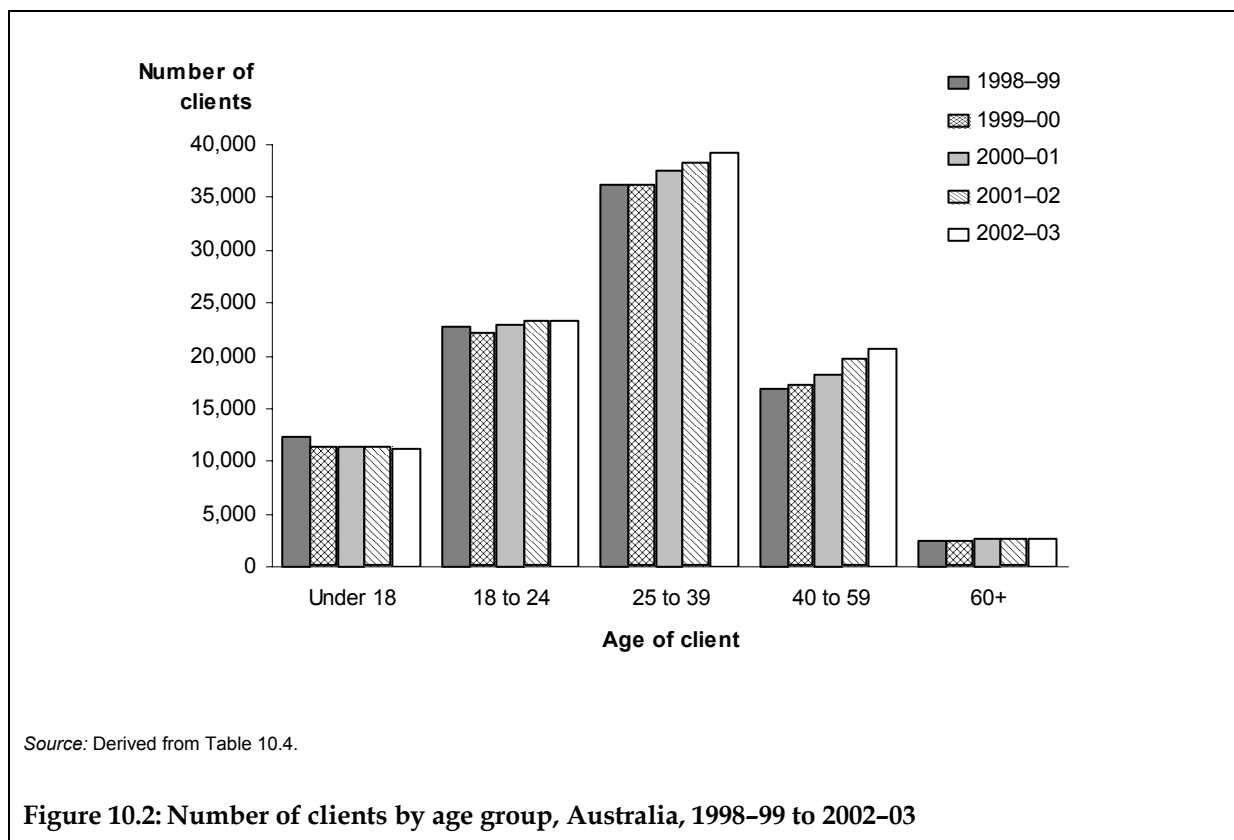
Between 1997–98 and 2002–03, the proportion of SAAP clients with only 1 support period during the year remained fairly constant at 73% or 74%, after rising from 70% in 1996–97 (Table 10.7). The proportion of clients with 4 support periods remained steady at 3% for all reporting years. This was also the case for clients with 6 or more support periods. The proportion of clients with 2, 3 or 5 support periods varied slightly across the 7 reporting years.

Nationally, the rate of SAAP use was highest in 2002–03, when 57 people out of every 10,000 aged 10 years and over became SAAP clients (Table 10.3). The lowest rate during the 5 years presented was in 1999–00, when 55 people per 10,000 aged 10 years and over used SAAP services at some time during the year. These data do not necessarily indicate that homelessness is increasing, but that SAAP is providing support to a greater proportion of Australians.

SAAP use varied between the states and territories (Table 10.3). Even allowing for its relatively young age profile, the Northern Territory had the highest rate throughout the 5-year period, ranging between 166 and 183 clients for every 10,000 people aged 10 years and over (age-adjusted). This was around three times the national average in all years. In actual (unadjusted) terms in any year, between 190 and 211 people became SAAP clients for every 10,000 people aged 10 years and over in the Northern Territory. Victoria, Tasmania and the Australian Capital Territory also had above-average rates, ranging between 68 and 110 clients per 10,000 people aged 10 years and over (age-adjusted).

Age profile

Between 1998–99 and 2002–03, nationally there has been very little change in either the average or median age of clients (Table 10.4). The average age of clients was 31 in all years except 1998–99, when the average age was 30 years, while the median age ranged from 28 to 30 years. There have, however, been some minor changes in the proportion of clients in the various age groups. In particular, the proportion of clients aged under 20 years dropped from 22% in 1998–99 to 20% in 2002–03, while over the same period the proportion of clients aged between 30 and 49 rose from 39% to 42%. In absolute terms, as illustrated in Figure 10.2, the number of clients aged under 18 has been dropping since 1998–99, while numbers in the age brackets between 25 and 59 years have been increasing since 1998–99.



Case management

There are indications that the way support is being delivered in Australia has changed over the past 5 years. In particular, among general agencies (that is, not high-volume agencies) there was an increase in the percentage of support periods in which support plans have been used, from 58% in 1998-99 to 62% in 2000-01 (Table 10.5). However, the use of support plans decreased to 59% in 2002-03. Over the first 4 years of the period in question, the proportion of support periods in which support plans were not thought to be appropriate dropped from 28% to 24%. However, this proportion increased to 25% in 2002-03. By 2002-03, support plans were being used in 78% of support periods for which they were thought to be appropriate; this compares with 80% in 1998-99.⁴

In 2002-03, all goals were achieved in 15% of cases, with some or most goals being achieved in a further 35% of support periods with a support plan. No goals were achieved in 4% of cases with a support plan for which there were data.

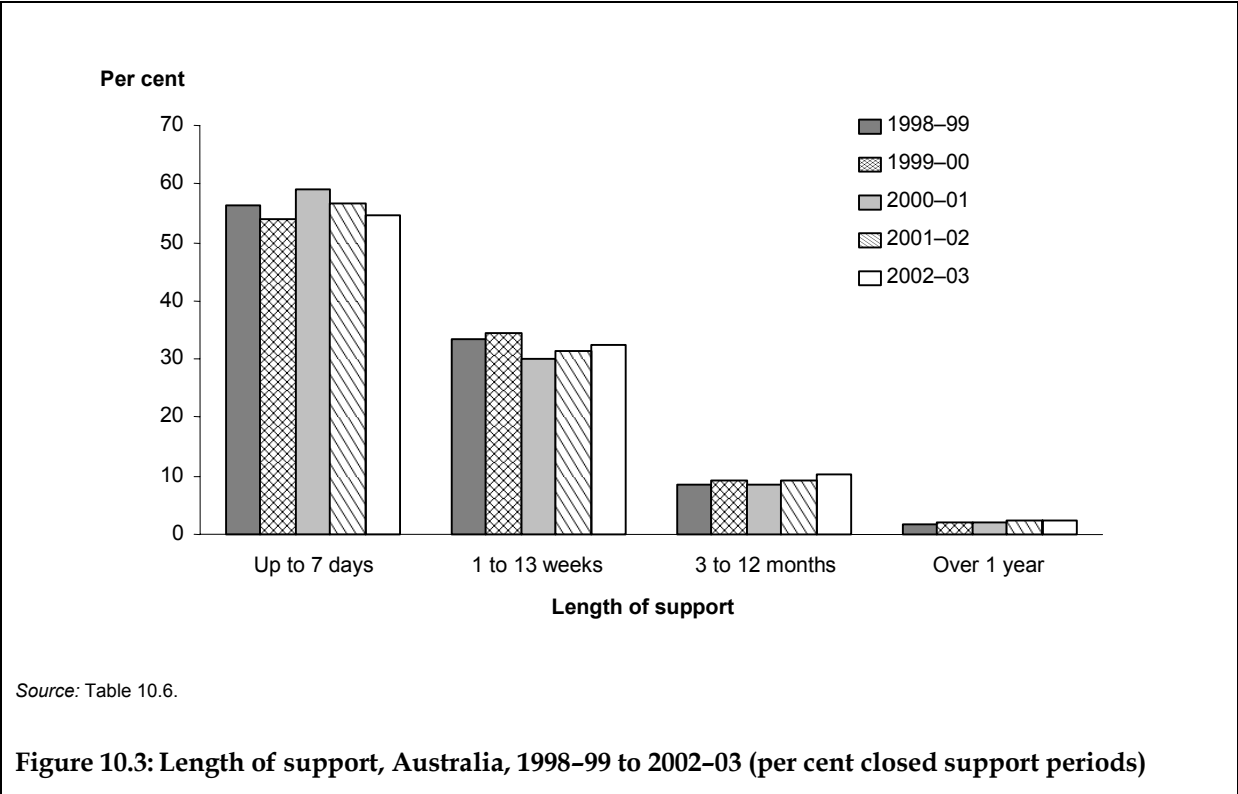
Length of support

As Figure 10.3 illustrates, from 2000-01 to 2002-03 there was a small but continuing decrease in the proportion of support periods lasting up to 1 week, accompanied by an increase in the proportion of support periods lasting 1 to 13 weeks. However, between 1999-00 and 2000-01 the proportion of support periods lasting up to 1 week rose sharply, before dropping back to the 1999-00 level in 2002-03. The main contributor to the peak of 2000-01 was a rise in the

⁴ From Table 10.5 we calculate: $58.9 / (100.0 - 24.8) \times 100 = 78\%$.

proportion of support periods lasting just 1 day – up from 16% of closed support periods in 1999–00 to 22% in 2000–01 (Table 10.6). This is mainly a result of the large increase in the proportion of support periods lasting 1 day in Queensland – from 15% in 1999–00 to 46% in 2001–02 (see Table 10.5 in the Queensland supplement to this publication). This jump was mainly caused by a large high-volume agency reporting for the first time in 2000–01.

As a consequence of the increase in the number of support periods lasting for 1 day or less, the median length of stay dropped from 6 days in 1999–00 to 4 days in 2000–01 and 2001–02. The decrease in support periods lasting 1 day or less, and the increase in support periods lasting for more than 4 weeks, increased the median length of support to 5 days in 2002–03. It also influenced the mean length of support, which ranged from 38 days in 1998–99 to 46 days in 2002–03, which is the highest average of the five years.



Agency participation rates and consent.

The number of agencies required to participate in the Client Collection generally increased between 1996–97 and 2001–02 (Table 10.8). The number of agencies fell to 1,202 in 2002–03 from 1,211 the previous year. This is a result of some agencies being merged in some jurisdictions. The agency participation rate remained fairly constant over the 7 reporting years, at from 93% to 95%. The number of forms returned with valid consent (that is, those with a complete alpha code) has increased significantly since the inception of the National Data Collection, from 64% in 1996–97 to 86% in 2002–03.

10.1 Tables

Table 10.1: SAAP funding to agencies and mean funding per support period and client: current and constant 2002–03 dollars, by reporting period, Australia, 1996–97 to 2002–03

Reporting period	Total recurrent funding	Funding to agencies	Funding per support period	Funding per client
Current \$				
1996–97	219,771,000	200,539,000	1,280	2,410
1997–98	223,661,000	212,768,000	1,300	2,260
1998–99	229,889,000	220,328,000	1,350	2,430
1999–00	245,511,000	231,717,000	1,470	2,570
2000–01	268,537,000	251,367,000	1,470	2,700
2001–02	285,039,000	268,960,000	1,520	2,810
2002–03	310,359,000	296,635,000	1,680	3,040
Constant 2002–03 \$				
1996–97	250,539,000	228,615,000	1,460	2,750
1997–98	251,068,000	238,840,000	1,450	2,540
1998–99	250,921,000	240,485,000	1,470	2,650
1999–00	265,992,000	251,047,000	1,590	2,790
2000–01	281,429,000	263,434,000	1,540	2,830
2001–02	292,450,000	275,953,000	1,560	2,890
2002–03	310,359,000	296,635,000	1,680	3,040

Notes

1. Funding per support period and funding per client are based on recurrent allocations to agencies.
2. 'Total recurrent funding' for 1999–00, 2000–01 and 2001–02 includes relatively small amounts provided through the Partnerships Against Domestic Violence Program (AIHW 2000b: Table 2.1; AIHW 2002a: Table 2.1; AIHW 2002b: Table 2.1).
3. 'Recurrent allocation' for Victoria includes \$12,745,700 in 2002–03 and \$7,842,000 in 2001–02 provided by the Victorian Government which was in addition to the SAAP funding agreement between that state and the Australian Government. 'Recurrent allocation' for Western Australia includes \$750,000 in 2002–03 provided by the Western Australian Government which was in addition to the SAAP funding agreement between that state and the Australian Government. The states and territories generally provide additional funds for supporting SAAP activities which are not part of the SAAP agreement. Additional funds provided by other states and territories were not reported and are not shown here.
4. Support period figures have been weighted to adjust for agency non-participation.
5. Client figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Administrative Data and Client Collections; AIHW 1997, 1999, 2000a, 2000b, 2002a, 2002b; ABS 2003c; FaCS unpublished data.

Table 10.2: SAAP support periods and clients: state and territory by reporting period, Australia, 1996–97 to 2002–03 (number)

	1996–97	1997–98	1998–99	1999–00	2000–01	2001–02	2002–03
State/territory	Support periods						
NSW	57,900	55,000	55,400	51,200	49,300	47,900	47,900
Vic	36,800	41,800	44,200	42,700	43,400	45,200	48,800
Qld	25,100	26,800	25,800	26,100	38,700	41,400	36,900
WA	12,000	12,500	12,400	13,100	15,200	14,700	14,900
SA	11,400	12,900	11,100	10,900	11,000	14,400	14,100
Tas	5,200	6,400	5,600	5,800	5,100	5,800	6,600
ACT	3,200	3,300	3,000	3,200	2,900	2,700	2,500
NT	4,800	5,500	5,600	4,700	5,200	4,800	4,500
Australia	156,500	164,300	163,200	157,600	170,700	177,000	176,300
Nightly average support periods with accomm.	5,200	7,600	7,200	7,000	7,200	8,100	8,200
Daily average support periods	13,600	15,500	16,500	18,000	18,100	20,400	21,900
State/territory	Clients						
NSW	26,600	29,100	27,300	25,800	25,900	26,400	25,400
Vic	23,700	28,000	29,100	28,500	28,200	29,200	30,500
Qld	14,900	16,500	15,300	16,100	18,000	18,400	18,900
WA	7,700	8,200	7,900	8,500	9,700	9,000	9,300
SA	7,000	8,600	7,500	7,600	7,700	8,800	9,400
Tas	3,200	3,800	3,500	3,500	3,500	3,700	4,300
ACT	2,200	2,300	2,100	2,200	2,100	1,900	1,800
NT	2,500	3,100	3,300	3,100	3,100	3,100	3,100
Australia	83,200	94,100	90,700	90,000	93,000	95,600	97,600

Notes

1. Number excluded due to errors and omissions (weighted): 0 client and support periods.
2. Number excluded due to errors and omissions (weighted): 24,808 daily average support periods with accommodation.
3. Number excluded due to errors and omissions (weighted): 14,136 daily average support periods.
4. Number of clients within a state or territory relates to clients who ever received assistance from a SAAP agency in that state or territory. Since a client may have support periods in more than one state or territory, state and territory figures do not sum to the national figure. This has changed since the 1999–00 annual report (AIHW 2000b), in which clients were tabulated according to the state or territory of the agency they first visited in the financial year.
5. Support period figures have been weighted to adjust for agency non-participation.
6. Client figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Administrative Data and Client Collections.

Table 10.3: SAAP clients: support periods per client and clients per 10,000 population, by state and territory ever visited and reporting period, Australia, 1998–99 to 2002–03

	1998–99	1999–00	2000–01	2001–02	2002–03
State/territory	Support periods per client				
NSW	2.02	1.98	1.90	1.81	1.88
Vic	1.53	1.50	1.54	1.54	1.60
Qld	1.68	1.63	2.15	2.25	1.96
WA	1.57	1.54	1.57	1.63	1.61
SA	1.46	1.42	1.44	1.63	1.50
Tas	1.60	1.64	1.44	1.57	1.55
ACT	1.51	1.43	1.38	1.37	1.41
NT	1.72	1.54	1.69	1.56	1.44
Australia	1.80	1.75	1.83	1.85	1.81
State/territory	Actual number of clients per 10,000 population aged 10+				
NSW	50	46	46	46	44
Vic	72	70	68	69	71
Qld	52	53	59	59	59
WA	50	53	60	54	55
SA	58	58	58	67	70
Tas	86	87	87	91	103
ACT	78	80	78	69	63
NT	211	193	190	191	190
Australia	56	55	56	56	57
State/territory	Age-standardised number of clients per 10,000 population aged 10+				
NSW	50	47	46	47	44
Vic	73	70	68	69	71
Qld	51	52	58	58	58
WA	49	52	59	53	54
SA	60	61	61	70	74
Tas	90	90	91	97	110
ACT	72	74	72	63	58
NT	183	170	167	169	166
Australia	56	55	56	56	57

Notes

1. Number excluded due to errors and omissions (weighted): 0.
2. Clients may have support periods at agencies in more than one state or territory. Consequently, the number of clients (from Table 10.2) multiplied by the average number of support periods for clients who ever visited a particular state or territory is greater than the number of support periods provided within that state or territory. This has changed since the 1999–00 annual report (AIHW 2000b), in which clients were tabulated according to the state or territory of the agency they first visited in the financial year.
3. Since a client may have support periods in more than one state or territory, national numbers of support periods per client and clients per 10,000 population are not the simple mean of the state and territory figures.
4. 'Clients per 10,000 population aged 10+' shows how many people out of every 10,000 aged 10 years and over in the general population became clients of SAAP. The rate is estimated by comparing the number of SAAP clients aged 10 years and over with the estimated resident population aged 10 years and over at 30 June just before the reporting period. Age-standardised estimates have been derived to allow for different age distributions in the various jurisdictions. The Australian estimated resident population at 30 June 2002 (preliminary estimates) has been used as the reference population.
5. The method used to calculate the number of support periods per client was adjusted in 2002–03. The adjusted method has been applied to all data on support periods per client presented in this table.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Administrative Data and Client Collections; ABS 2003a.

Table 10.4: SAAP clients: age of client by reporting period, Australia, 1998–99 to 2002–03 (per cent)

Age of client	1998–99	1999–00	2000–01	2001–02	2002–03
Under 15 years	2.1	1.9	1.9	1.9	1.9
15–17 years	11.5	10.7	10.4	10.0	9.6
18–19 years	8.8	8.7	8.5	8.5	8.3
20–24 years	16.3	16.0	16.2	16.1	15.7
25–29 years	14.8	15.0	14.6	14.0	13.6
30–34 years	13.7	13.8	14.2	14.5	14.6
35–39 years	11.5	11.7	11.8	11.8	12.2
40–44 years	8.3	8.5	8.6	9.2	9.4
45–49 years	5.0	5.4	5.3	5.7	6.0
50–54 years	3.4	3.4	3.6	3.7	3.8
55–59 years	2.0	2.0	2.1	2.1	2.2
60–64 years	1.1	1.2	1.3	1.2	1.3
65 years and over	1.6	1.5	1.5	1.5	1.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total (number)	90,500	89,600	92,600	95,000	97,000
Mean age (years)	30.4	30.7	30.9	31.1	31.4
Median age (years)	28	29	29	29	30

Notes

1. Number excluded due to errors and omissions (weighted): 2,187.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

Table 10.5: SAAP closed support periods: existence of a support plan by reporting period, Australia, 1998–99 to 2002–03 (per cent)

Existence of support plan	1998–99	1999–00	2000–01	2001–02	2002–03
Support plan	57.7	60.8	61.8	59.6	58.9
All goals achieved	n.a.	n.a.	10.5	13.9	15.1
Most or some goals achieved	n.a.	n.a.	30.0	35.7	35.2
No goals achieved	n.a.	n.a.	3.7	3.8	3.7
No information given	n.a.	n.a.	17.5	6.2	4.9
No support plan	14.8	14.7	16.3	16.9	16.3
Not appropriate	27.5	24.6	21.8	23.5	24.8
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total (number)	99,100	96,800	92,300	105,000	106,400

Notes

1. Number excluded due to errors and omissions (weighted): 65,204.
2. Table excludes high-volume records because not all items were included on the high-volume form.
3. Data on goal achievement were not collected before 2000–01. In addition, the percentage with 'No information given' on goal achievement is high for 2000–01: these data were not collected for the first half of the year by agencies using the electronic reporting tool.
4. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

Table 10.6: SAAP closed support periods: length of support by reporting period, Australia, 1998–99 to 2002–03 (per cent)

Length of support	1998–99	1999–00	2000–01	2001–02	2002–03
Less than 1 day	17.7	16.7	17.6	16.5	16.2
1 day	16.6	15.7	21.9	21.8	19.9
2 days	6.3	6.0	5.7	5.1	5.2
3 days	5.2	5.2	4.6	4.2	4.1
4 days	3.2	3.2	2.9	2.7	2.8
5 days	2.5	2.6	2.2	2.2	2.2
6 days	2.3	2.3	2.1	2.1	1.9
7 days	2.4	2.4	2.2	2.2	2.2
>1–2 weeks	9.1	9.5	8.1	8.0	8.2
>2–4 weeks	9.0	9.2	7.9	8.2	8.3
>4–13 weeks	15.4	15.9	14.1	15.2	16.1
>13–26 weeks	5.6	5.9	5.5	5.9	6.5
>26–52 weeks	2.9	3.3	3.2	3.4	3.8
>52 weeks	1.7	2.1	2.0	2.3	2.4
<i>Total (%)</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total (number)	147,700	140,500	153,300	158,000	157,100
Mean length (days)	38	43	40	44	46
Median length (days)	5	6	4	4	5

Notes

1. Number excluded due to errors and omissions (weighted): 3,579.
2. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

Table 10.7: SAAP clients: number of support periods per client by reporting period, Australia, 1996–97 to 2002–03 (per cent)

	1996–97	1997–98	1998–99	1999–00	2000–01	2001–02	2002–03
1	69.9	74.4	73.8	74.0	73.3	73.1	74.0
2	16.8	13.2	12.8	13.3	13.6	14.1	13.6
3	6.3	5.4	6.0	5.5	5.3	5.5	5.3
4	2.5	2.8	2.8	2.7	3.0	2.6	2.5
5	1.5	1.4	1.7	1.6	1.4	1.4	1.4
6+	3.0	2.8	3.0	2.9	3.4	3.2	3.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total (number)	83,200	94,100	90,700	90,000	93,000	95,600	97,600
Mean number of support periods	1.88	1.75	1.80	1.75	1.83	1.85	1.81

Notes

1. Number excluded due to errors and omissions (weighted): 0.
2. The method used to calculate the number of support periods per client was adjusted in 2002–03. The adjusted method has been applied to all data on support periods per client presented in this table.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

Table 10.8: SAAP Client Collection: agency participation rates and forms returned with informed consent and valid consent by reporting period, Australia, 1996–97 to 2002–03

	1996–97	1997–98	1998–99	1999–00	2000–01	2001–02	2002–03
Agencies (number)	1,119	1,159	1,163	1,159	1,178	1,211	1,202
Agency participation rate (%)	95.4	94.6	95.0	93.2	94.1	94.5	94.0
Forms returned (number)	148,873	156,589	155,005	146,793	158,131	166,535	164,707
Forms returned with consent (%)	67.9	75.4	75.0	79.0	81.5	87.0	87.6
Forms returned with valid consent (%)	63.7	72.0	71.5	76.5	78.7	85.1	85.9

Notes

1. 'Agencies' refers to the number of agencies that were 'in scope'—that is, that should have been participating in the reference period.
2. Based on forms returned from agencies in scope for the Client Collection during the reference period. Not all agencies funded under SAAP are required to participate in the Client Collection. For example, agencies that only provide support to other agencies or that only provide casual assistance lasting less than 1 hour are not required to participate in the collection. Consequently, some agencies funded under SAAP (see Chapter 2) are not included in this table.
3. 'Valid consent' here refers to all forms with a valid alpha code that were answered with consent (see 'alpha code' in the Glossary).

Sources: SAAP Administrative Data and Client Collections.

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, four collections are run annually: the Client Collection, the Administrative Data Collection, the Unmet Demand Collection and the Casual Client Collection.

- The Client Collection is the main component. It collects information about all clients receiving support under SAAP of more than 1 hour's duration. 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.
- 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 Unmet Demand Collection is conducted annually over 2 weeks. It measures the level of unmet demand for SAAP services by collecting information about the number of requests for support or accommodation from SAAP agencies that are not met, for whatever reason.
- The two-week Casual Client Collection is conducted annually to elicit information about short-term or one-off assistance provided to homeless people.

There is also provision in the National Data Collection for a limited number of special issues surveys. 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 covers only accommodated clients and clients who received support lasting longer than 1 hour. Consequently, it only uses information collected in the Client and Administrative Data collections. A further report examining demand for SAAP services, including data from the 2002–03 Casual Client and Unmet Demand collections, was released in October 2003.

A1.2 The Client Collection

The Client Collection obtains information about all clients receiving SAAP support lasting more than 1 hour. 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 2002–03, 94% of SAAP agencies providing support and/or accommodation to SAAP clients participated in the collection (Table A1.1). This is slightly down from the 95% participation rate obtained for 2001–02 (AIHW 2002a:79).

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 it should be noted that the protocols established for the National Data Collection require that SAAP clients provide information in a climate of informed consent. If a client's consent is not obtained, only a limited number of questions can be completed on data collection forms, and an 'alpha code' is not recorded. Alpha codes are used to create a linkage key, which allows data collected on separate occasions from the same client to be combined without identifying the client. Thus alpha codes allow enumeration of actual clients in addition to occasions of support.

Across Australia, consent and valid alpha codes with consent (termed 'valid consent') were obtained from clients in 88% and 86% of support periods respectively (Table A1.1). These rates were the highest since the inception of the National Data Collection in July 1996 (AIHW 1997; AIHW 1999; AIHW 2000a: Table 1.1; AIHW 2000b: Table A1.1, AIHW 2002a: Table A1.1, AIHW 2002b: Table A1.1). In all states and territories, valid consent was obtained in the majority of cases, ranging from 80% in Tasmania to 89% in the Northern Territory. Except for New South Wales and Tasmania where valid consent rates fell, the 2002–03 valid consent rates were higher for every state and territory compared with the 2001–02 figures. Increases were also reported in the majority of primary target groups with the exception of single women only and cross-target, multiple and general agencies which reported a slight decrease in 2002–03 from the rates recorded in 2001–02.

It should also be noted that some participating SAAP agencies are classified as 'high-volume' agencies. These agencies, characterised by having a high client turnover, complete high-volume data collection forms which collect only a subset of Client Collection data items. Information from these forms therefore appears only in tables using data from this subset of items; other tables are restricted to information from general agencies. There were 32,648 high-volume forms returned (20% of the total) during the reporting period (note 4 of Table A1.1). After weighting (see Section A1.2.1), high-volume agencies accounted for 36,200 of the 176,300 support periods. Appendix 2 contains copies of the general client form and high-volume client form.

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, 2002–03

	Agencies		Forms returned		
	Total	Participation rate	Total	Consent	Valid consent
State/territory	Number	%	Number	%	%
NSW	388	91.2	43,597	85.6	84.4
Vic	337	94.1	45,662	88.3	86.5
Qld	194	94.3	34,244	89.6	87.8
WA	105	99.0	14,795	88.1	86.3
SA	80	96.3	13,210	87.3	85.4
Tas	36	97.2	6,383	81.6	80.0
ACT	31	93.5	2,361	87.3	86.8
NT	31	100.0	4,455	90.5	89.1
Total	1,202	94.0	164,707	87.6	85.9
Primary target group					
Young people	449	93.3	33,788	84.3	82.8
Single men only	93	95.7	31,326	92.9	92.4
Single women only	47	95.7	4,320	86.3	82.1
Families	111	96.4	8,705	86.0	84.2
Women escaping domestic violence	277	94.9	36,422	86.3	83.7
Cross-target/multiple/general	225	92.0	50,146	87.8	86.2
Total	1,202	94.0	164,707	87.6	85.9

Notes

1. 'Agencies' refers to the number of agencies that were 'in scope'—that is, that should have been participating in the reference period.
2. Based on forms returned from agencies in scope for the Client Collection during the reference period. Not all agencies funded under SAAP are required to participate in the Client Collection. For example, agencies that only provide support to other agencies or that only provide casual assistance lasting less than 1 hour are not required to participate in the collection. Consequently, some agencies funded under SAAP (see Chapter 2) are not included in this table.
3. 'Valid consent' here refers to all forms with a valid alpha code that were answered with consent (see 'alpha code' in the Glossary).
4. Of the 164,707 forms returned, 32,648 were high-volume forms. After adjusting for agency non-participation (see Section A1.2.1), high-volume agencies accounted for 36,200 of the 176,300 support periods.

Sources: SAAP Administrative Data and Client Collections.

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

The 2002–03 Client Collection achieved an agency participation rate of 94% and a valid consent rate of 86%. This means that no forms were obtained from clients presenting at the 6% of SAAP agencies that did not participate in the Client Collection. In addition, valid consent was not obtained for 14% of support periods at participating SAAP agencies, so that either personal information about these clients was not recorded on the forms for these support periods or the data could not be used because a valid alpha code 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, if necessary, and client non-consent.

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 or not 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 Australian Institute of Health and Welfare 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 Institute. It 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 alpha code) 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 accompanying child support periods, only a *non-participation weight* is used (see above). The same base stratification is used for the accompanying child and client support period weights.

- For clients and accompanying children, only one weight is derived since valid consent is required to derive these estimates. The number of accompanying children can only be estimated for 'general' (not high-volume) support periods as an alpha code for children is not collected on the high-volume form.
- 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. 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 relevant weights for each support period or client with the characteristics of interest.

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

In this report nearly all estimates of clients and 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. No other adjustments have been made for errors or omissions or for data not obtained as a result of question exclusions on the high-volume form.

A1.3 Interpretation of tables

When interpreting the tables in this report, a number of points should be noted.

- 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).
- 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 multiplied by the average number of support periods for these clients may be greater than the number of support periods provided within a particular state or territory.
- 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).
- Tables that exclude high-volume returns may not reflect patterns of SAAP use among all support periods because high-volume agencies may provide different services and have a different clientele when compared with general agencies.
- Components may not add to totals due to 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.
- Where percentages sum to 100, the rows above the 'Total' row sum to 100. In the 'Total (%)' row, the figures to the left of '100.0' sum to 100.
- 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 in the data
- the number of records excluded from the table because of omissions in the data
- whether the relevant data were not available from high-volume agencies
- 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 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 93,200 **(f)** clients in 2002-03. (Note that this figure excludes those with missing data on gender or ethnicity. The total client number (97,600) is obtained by adding in the 4,370 **(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-two per cent of all clients were male **(e)**.
- Thirteen per cent of male clients were Indigenous Australians **(a)**.
- On average, clients had 1.8 **(j)** support periods each.
- Indigenous clients averaged 2.1 **(h)** support periods each.
- Male clients averaged 2.1 **(i)** support periods each.
- Male clients who were Indigenous Australians averaged 2.6 **(g)** support periods each.
- Male clients accounted for 48% **(k)** of all support periods.
- Indigenous Australians made up just under 2% **(d)** of all Australians aged 10 years and over. This is considerably lower than the 18% **(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: clients and support periods per client, by cultural and linguistic diversity and gender of client, Australia, 2002–03

Cultural and linguistic diversity	Male	Female	Total	Australian population 10+		
Clients	%	%	%	Number	%	Number
Indigenous Australians	(a) 12.5	21.4	(b) 17.7	(c) 16,500	1.9	314,500
Australian-born non-Indigenous people	74.3	63.6	68.1	63,500	(d) 72.1	12,095,100
People born overseas, English proficiency group 1	5.4	3.9	4.5	4,200	10.1	1,701,600
People born overseas, English proficiency groups 2–4	7.8	11.1	9.7	9,100	15.9	2,668,000
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	..	<i>100.0</i>	..
Total (%)	(e) 42.1	57.9	100.0
Total (number)	39,200	54,000	..	(f) 93,200	..	16,779,200

Support periods	Mean number per client			Total number		
Indigenous Australians	(g) 2.62	1.94	(h) 2.14	35,000
Australian-born non-Indigenous people	2.00	1.58	1.77	112,400
People born overseas, English proficiency group 1	2.06	1.52	1.79	7,400
People born overseas, English proficiency groups 2–4	1.67	1.42	1.50	13,400
<i>Total</i>	(i) 2.06	<i>1.63</i>	(j) 1.81
Total support periods (%)	(k) 47.7	52.3	100.0
Total support periods (number)	80,200	88,000	..	168,100

Notes

1. Number excluded due to errors and omissions (weighted): **4,370** clients **(l)**.
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. 'Australian population 10+' refers to the estimated resident population aged 10 years and over at 30 June 2002 (preliminary estimates). The figures for Indigenous Australians are from experimental estimates based on the 1996 Census produced by the ABS. The number of 'Australian-born non-Indigenous people' is derived from the Australian-born population minus the number of Indigenous Australians.
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client Collection; ABS 1998; ABS 2003a.

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 2002–03 in Australia. The first section of the table **(a)** singles out those closed support periods in which clients said they needed 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 said 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 support periods had missing data for main source of income before – 16,500 **(m)** – and/or immediately after – 29,200 **(n)** – support.
- In addition, support periods with data reported using the high-volume form did not have all the required information recorded and thus were excluded from the table **(q)** (see note 4 to Table A1.1). Consequently, the percentages in the table may not reflect the income status of all clients before and after support and may be considered indicative only. In particular, the number of support periods given in the table in the 'Total (number)' row is much lower than the actual total number of closed support periods (see Table 7.1).
- Among all closed support periods, 105,900 **(k)** had complete income data before support while 93,200 **(l)** had complete income data after support.
- There was a total of 122,400 **(p)** closed support periods (excluding support periods at high-volume agencies); clients requested assistance to obtain or maintain a pension or benefit in 15,500 **(o)** of these.
- For all closed support periods, 8% **(i)** were for clients who had no income and were not awaiting a pension or benefit before a support period.
- In comparison, immediately after support clients had no income and were not awaiting a pension or benefit in 6% **(j)** of all closed support periods.
- Of the closed support periods where clients said they needed assistance to obtain or maintain a pension or benefit, 16% **(g)** had no income and were not awaiting a pension or benefit before support. This can be compared with 8% **(i)** for all closed support periods.
- Of the closed support periods where clients said they needed assistance to obtain or maintain a pension or benefit, 6% **(h)** had no income and were not awaiting a pension or benefit immediately after support. This can be compared with 16% **(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: source of income immediately before and after a support period, Australia, 2002-03

Source of income	(a) Closed support periods in which clients needed assistance to obtain/maintain a pension or benefit		(b) All closed support periods	
	(c) Before	(d) After	(e) Before	(f) After
No income	(g) 16.2	(h) 5.9	(i) 7.9	(j) 5.5
No income, awaiting pension/benefit	3.5	2.4	1.3	0.9
Government pension/benefit	73.2	85.6	83.8	86.2
Other	7.0	6.1	6.9	7.4
<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>14,800</i>	<i>13,600</i>	(k) <i>105,900</i>	(l) <i>93,200</i>
Number with missing data	600	1,900	(m) 16,500	(n) 29,200
Total (number)	(o) 15,500	15,500	(p) 122,400	122,400

Notes

1. Table excludes high-volume records because not all items were included on the high-volume form (q).
2. 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 2001 b).

Accommodation type The SAAP Client Collection specifies 22 distinct categories of client accommodation. In this report, the categories are combined into 10 groups, as follows:

- SAAP or other emergency housing, for those in any SAAP- or CAP-funded accommodation and non-SAAP emergency accommodation
- living rent-free in house or flat
- private rental, for those renting independently in the private rental market
- public or community housing
- rooming house/hostel/hotel/caravan
- boarding in a private home
- own home, for those purchasing or living in own home
- living in a car/tent/park/street/squat
- institutional, for those residing at a hospital, psychiatric institution, prison, youth training centre, detoxification unit or rehabilitation centre, and any other government residential arrangement or other institutional setting not already specified
- other, for those living in non-SAAP housing or accommodation not already specified.

Accompanying child requiring assistance An accompanying child is said to require assistance if any information concerning the need for or provision of services (including referrals) has been reported for the child (see question 29 of the general client form, Appendix 2).

Accompanying child support period The number of accompanying child support periods is calculated by summing the number of accompanying children reported for each support period.

Age of client 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 year 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.

Agency

A SAAP agency is included in the analyses in Chapter 2 if information about recurrent allocations was provided for 2002–03 and the agency operated for some part of the period 1 July 2002 to 30 June 2003. Agencies that were operational only in June 2002 are not considered ‘in scope’ for the Client Collection, so do not contribute to the analyses in Chapters 3 to 10.

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.

Client

Client forms from operational SAAP agencies are included in the analyses presented in this report if:

- the client’s support period ended in the reporting period, or
- the client’s support period started on or before the end of the reporting period and either was ongoing at the end of the reporting period (30 June) or the end date of the support period was unknown and the record was entered by the NDCA before the data entry close-off date for the reporting period.

Tables detailing the characteristics of individual clients generally present data collected during the client’s first support period in the reporting period.

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 or Torres Strait Islander identification.

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

- Indigenous Australians – those who identify as an Aboriginal person or a Torres Strait Islander in the collection.
- Australian-born non-Indigenous 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 Indigenous 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 Indigenous 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 1999). These are combined into two groups for this report:

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

Income source

The SAAP Client Collection specifies 26 distinct categories for the main income source of clients. In this report, the categories are combined into four groups:

- no income
- no income, registered/awaiting benefit
- government pension/benefit – including Newstart Allowance; Youth Allowance according to whether or not the person was at home and whether or not the person was dependent; Austudy for students aged 25 years and over; Community Development Employment Program; Austudy or ABSTUDY at the standard, independent or homeless rate; Disability Support Pension; Age Pension; Parenting Payment; Special Benefit; Sickness Allowance; Partner Allowance; Department of Veterans' Affairs Support or Disability Pensions; and any other benefit or pension
- 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.

Living situation

The SAAP Client Collection specifies 14 distinct categories for the living situation of clients. In this report, the categories are combined into eight groups:

- with parents (for those living with both parents), with one parent and a parent's spouse or partner, or with one parent
- with foster family
- with relatives/friends short term
- with relatives/friends long term
- with spouse/partner, with or without child(ren)
- alone with child(ren)
- with other unrelated persons
- other, being any other living situation not already specified.

Mean	<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>
Median	<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>
Missing values	<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"> • records not available because client data were collected on high-volume forms (specific numbers not presented) • records not available because of errors • records not available because of omissions. <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 not included in the missing count for these tables.</p>
Monthly average	<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 periods with active accommodation periods on each night of a particular month, and dividing by the number of nights in that month.</p>
Ongoing support period	<p>A support period is considered ongoing at the end of the reporting period if each of the following conditions is met:</p> <ul style="list-style-type: none"> • No support end-date is provided. • No after-support information is provided. • The corresponding client form was received in the month following the end of the reporting period. <p>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.</p>

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.

Region The Rural, Remote and Metropolitan Areas Classification developed by the then Commonwealth Department of Human Services and Health and the then Department of Primary Industries and Energy is used in analyses presented in this report. The classification consists of seven categories but these are combined here into five groups:

- capital city – state and territory capital city statistical divisions
- other metropolitan centre – one or more statistical subdivisions that have an urban centre with a population of 100,000 or more
- large rural centre – areas in which most people reside in urban centres with a population of 25,000 or more
- other rural area – rural areas containing urban centres with populations of between 10,000 and 24,999 and other rural areas
- remote area – remote urban centres with a population of 5,000 or more and other remote areas.

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

SAAP accommodation The SAAP Client Collection specifies six distinct types of SAAP accommodation that may be provided to clients. In this report, the six types are combined into three groups:

- crisis or short-term accommodation
- medium- to long-term accommodation
- other SAAP-funded accommodation, which comprises accommodation in hostels, motels, hotels and caravans, community placements and other SAAP-funded arrangements.

It should be noted that in Victoria many SAAP clients are accommodated in both crisis and medium-term accommodation by the Transitional Housing Management program. Some of the accommodation periods provided by this program may not be reported to the NDCA.

Support

The Client Collection specifies 33 distinct types of support and allows agencies to record other types of support not listed on the data form. This report presents individual support types and includes a subtotal for six distinct groupings.

The major classifications are:

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

Support to assisted children

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

- accommodation
- school liaison and child care
- counselling – including help with behavioural problems, sexual or physical abuse counselling, skills education and general counselling

- general support and advocacy – including access arrangements, advice and information, brokerage services and advocacy
- specialist services – including culturally sensitive services and health or medical services
- basic support and services not elsewhere specified – including meals, showers or hygiene, recreation and transport.

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

Appendix 2 SAAP NDCA Client Collection forms



CLIENT FORM

JULY 2002 – JUNE 2003



AGENCY NUMBER	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	OFFICE USE ONLY	
SUPPORT PERIOD	D	D	M	M	Y	Y	Y	Y	1	
Date commenced	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	2	
Date finished	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	3	
SUPPORT PERIOD NOT ENDED BY										
30 June 2003	Yes	<input type="checkbox"/>	1							4
CONSENT OBTAINED	Yes	<input type="checkbox"/>	1	No	<input type="checkbox"/>	2				5
ALPHA CODE	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	6	
	2ND & 3RD LETTERS OF FIRST NAME		1ST & 2ND LETTERS OF SURNAME		LAST LETTER OF SURNAME		M/F FOR MALE OR FEMALE			7
YEAR OF BIRTH OF CLIENT	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>						8
										9
										10
										11
										12

THE 2002–2003 CLIENT FORM

The 2002–03 Client Collection commences Monday 1 July 2002. The only change on this year's form is the addition of a shaded square at the end of the Agency Number, at the top right hand corner of the front page. Please use this space to write in your agency's new alphabetic check digit. **Your new agency id is your previous four digit agency number plus an alphabetic check digit (eg. 9999 X).**

Important points to remember:

- Either a shaded square or ellipse indicates if informed consent is required. The ellipse indicates the questions that *require* the *informed consent* of the client. The square indicates questions that should be completed *even without* the *informed consent* of the client.
- You should begin using the new pink client forms on Monday 1 July 2002. The new forms should be used for any client who begins a support period on or after 1 July. All support details for existing ongoing clients should be transferred to the new form from 1 July.

Prior to 1 July please read the *Collector's Manual July 2001* and quick reference information card carefully and ensure that your agency members are aware of the changes to the form and procedures to complete it. It is important that all workers at your agency are aware of these changes.

REMINDER

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

COMPLETED FORMS WILL BE KEPT STRICTLY CONFIDENTIAL

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

1. Source of referral/information

please tick one box only

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

2. Person(s) receiving assistance

please tick one box only

WITH child(ren)

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

WITHOUT child(ren)

- person alone or with unrelated person(s) 1
- couple without child(ren) 2
- other (please specify) _____ 999

3. Gender of client

- female 1
- male 2

IF CONSENT NOT OBTAINED PLEASE GO TO QUESTION 19

4. Country of birth of client

- Australia 1
- other (please specify) _____ 2

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

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

6. What language does the client mainly speak?

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

7. How well does the client speak English?

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

8. Cultural identity of the client?

(please specify) _____

9. Labour force status before and after support period

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

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

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10. Main income source before and after support period

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

No Income

- no income 1
- registered/awaiting benefit 2

Government Payments

- newstart allowance 4
- youth allowance 33
- Austudy Payment - for students aged 25 years of age and over 28
- community development employment program (CDEP) 8
- ABSTUDY 31
- disability support pension 12
- age pension 13
- parenting payment (single) - formerly sole parent pension 14
- parenting payment (partnered) 32
- special benefit 15
- sickness allowance 16
- partner allowance 17
- DVA support pension 29
- DVA disability pension 30
- other type of allowance or benefit 18

Other Income

- workcover/compensation 19
- maintenance/child support 20
- wages/salary/own business 21
- spouse/partner's income 22
- other (please specify) _____ 999
- don't know/no information 0

11. Student status before and after support period

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

- not a student 1
- primary/secondary school student 2
- post-secondary student/employment training 3
- don't know/no information 0

12. Presenting reasons for seeking assistance

please tick as many circles as apply

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

13. Main presenting reason for seeking assistance

Please write the appropriate code number from Question 12

--	--	--

14. Current period of unsafe, insecure or inadequate housing (i.e. homelessness)

- at imminent risk 888
- less than one week 1
- 1 week - 1 month 2
- 1-3 months 3
- 3-6 months 4
- 6-12 months 5
- 1-2 years 6
- 2-5 years 7
- more than 5 years 8
- don't know/no information 0

15. Location before the period of unsafe, insecure or inadequate housing in question 14 (i.e. homelessness or at imminent risk)

state

suburb/town

postcode

overseas 9998

don't know/no information 0

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

please tick one box only in each column

Before After

SAAP/CAP FUNDED ACCOMMODATION

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

NON-SAAP HOUSING ACCOMMODATION

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

INSTITUTIONAL SETTING

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

17. Who was the client living with immediately before and after this support period?

please tick one box only in each column

Before After

- alone 10
- with both parents 1
- with one parent and parent's spouse/partner 2
- with one parent 3
- with a foster family 4
- with relative(s) - temporary 5
- with relative(s) - long term 6
- with spouse/partner 7
- with spouse/partner and child(ren) 8
- alone with child(ren) 9
- with friend(s) - temporary 11
- with friend(s) - long term 12
- living with other unrelated persons 13
- other (please specify) _____ 999
- don't know/no information 0

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

Before After

no 1

OR tick as many circles as apply

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

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

please tick one box only

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

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

please tick one box only

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

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21. Was SAAP/CAP accommodation provided?

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

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

	on-site		off-site				D D M M Y Y Y Y
Crisis/short term	<input type="checkbox"/>	1	<input type="checkbox"/>	4	Start		
Medium/long term	<input type="checkbox"/>	2	<input type="checkbox"/>	5	Finish		
Other SAAP	<input type="checkbox"/>	3	<input type="checkbox"/>	6			

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

	on-site		off-site				D D M M Y Y Y Y
Crisis/short term	<input type="checkbox"/>	1	<input type="checkbox"/>	4	Start		
Medium/long term	<input type="checkbox"/>	2	<input type="checkbox"/>	5	Finish		
Other SAAP	<input type="checkbox"/>	3	<input type="checkbox"/>	6			

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

	on-site		off-site				D D M M Y Y Y Y
Crisis/short term	<input type="checkbox"/>	1	<input type="checkbox"/>	4	Start		
Medium/long term	<input type="checkbox"/>	2	<input type="checkbox"/>	5	Finish		
Other SAAP	<input type="checkbox"/>	3	<input type="checkbox"/>	6			

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

	on-site		off-site				D D M M Y Y Y Y
Crisis/short term	<input type="checkbox"/>	1	<input type="checkbox"/>	4	Start		
Medium/long term	<input type="checkbox"/>	2	<input type="checkbox"/>	5	Finish		
Other SAAP	<input type="checkbox"/>	3	<input type="checkbox"/>	6			

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

	on-site		off-site				D D M M Y Y Y Y
Crisis/short term	<input type="checkbox"/>	1	<input type="checkbox"/>	4	Start		
Medium/long term	<input type="checkbox"/>	2	<input type="checkbox"/>	5	Finish		
Other SAAP	<input type="checkbox"/>	3	<input type="checkbox"/>	6			

22. Support to client

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

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PART B—ACCOMPANYING AND/OR ASSISTED CHILDREN

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

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

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

please tick one box only

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

24.

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

25. Country of birth of the child(ren)

Australia <input type="checkbox"/> 1	Australia <input type="checkbox"/> 1	Australia <input type="checkbox"/> 1
other (please specify) <input type="text"/>	other (please specify) <input type="text"/>	other (please specify) <input type="text"/>
<input type="checkbox"/> 2	<input type="checkbox"/> 2	<input type="checkbox"/> 2

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

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

27. Age of child(ren)

0-4 years <input type="checkbox"/> 1	0-4 years <input type="checkbox"/> 1	0-4 years <input type="checkbox"/> 1
5-12 years <input type="checkbox"/> 2	5-12 years <input type="checkbox"/> 2	5-12 years <input type="checkbox"/> 2
13-15 years <input type="checkbox"/> 3	13-15 years <input type="checkbox"/> 3	13-15 years <input type="checkbox"/> 3
16-17 years <input type="checkbox"/> 4	16-17 years <input type="checkbox"/> 4	16-17 years <input type="checkbox"/> 4

28. Gender of child(ren)

female <input type="checkbox"/> 1	female <input type="checkbox"/> 1	female <input type="checkbox"/> 1
male <input type="checkbox"/> 2	male <input type="checkbox"/> 2	male <input type="checkbox"/> 2

29. Support to child(ren)

	no assistance <input type="checkbox"/>				21	no assistance <input type="checkbox"/>				21	no assistance <input type="checkbox"/>				21
	Needed	Provided	Referral Arranged	Not provided or referred		Needed	Provided	Referral Arranged	Not provided or referred		Needed	Provided	Referral Arranged	Not provided or referred	
SAAP/CAP accommodation (including THM's and other SAAP managed properties)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
help with behavioural problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	1	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	1	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	1
sexual/physical abuse counselling/support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	2	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	2	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	2
child care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	3	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	3	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	3
liaison with kindergarten/school	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	4	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	4	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	4
access arrangements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	5	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	5	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	5
culturally sensitive services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	10	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	10	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	10
meals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	11	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	11	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	11
showers/hygiene support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	12	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	12	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	12
recreation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	13	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	13	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	13
transport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	14	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	14	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	14
advice/information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	15	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	15	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	15
brokerage services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	16	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	16	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	16
skills education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	17	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	17	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	17
advocacy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	18	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	18	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	18
health/medical services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	19	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	19	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	19
general counselling/support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	20	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	20	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	20
other (please specify) _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	999	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	999	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	999
other (please specify) _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	998	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	998	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	998

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CHILD 4
ALPHA CODE

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

CHILD 5
ALPHA CODE

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

CHILD 6
ALPHA CODE

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

CHILD 7
ALPHA CODE

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

Australia 1
other (please specify) 2

homes

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

female 1
male 2

Australia 1
other (please specify) 2

homes

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

female 1
male 2

Australia 1
other (please specify) 2

homes

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

female 1
male 2

Australia 1
other (please specify) 2

homes

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

female 1
male 2

Needed	Provided	Referral Arranged	Not provided or referred
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Needed	Provided	Referral Arranged	Not provided or referred
--------	----------	----------------------	--------------------------------

Needed	Provided	Referral Arranged	Not provided or referred
--------	----------	----------------------	--------------------------------

Needed	Provided	Referral Arranged	Not provided or referred
--------	----------	----------------------	--------------------------------

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	21
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	1
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	2
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	3
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	4
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	11
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	12
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	13
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	14
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	15
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	16
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	17
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	18
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	19
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	20
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	999
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	998

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	21
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	1
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	2
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	3
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	4
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	11
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	12
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	13
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	14
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	15
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	16
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	17
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	18
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	19
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	20
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	999
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	998

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	21
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	1
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	2
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	3
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	4
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	11
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	12
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	13
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	14
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	15
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	16
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	17
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	18
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	19
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	20
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	999
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	998

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	21
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	1
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	2
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	3
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	4
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	5
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<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	11
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	12
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	13
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<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	20
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	999
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	998

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

RETURNING FORMS TO THE NDCA

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

30 JUNE 2002 AND 31 DECEMBER 2002

- Twice a year (in the first week of July 2002 and in the first week of January 2003), you should notify the NDCA of clients who are still being supported as at 30 June 2002 and 31 December 2002.
- For clients who are ongoing at 30 June 2002, transfer the information from the old 2001–2002 form to the new 2002–2003 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 2002. It is important to send in a December Form Return Sheet even if you did not have any client forms to remit or you had no ongoing clients.

If you do not need materials sent to you, please return them to the NDCA addressed:

REPLY PAID
SAAP National Data Collection Agency
Australian Institute of Health and Welfare
Locked Bag 8900
Canberra ACT 2601

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CLIENT FORM

HIGH VOLUME AGENCIES

JULY 2002 – JUNE 2003



AGENCY NUMBER	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	OFFICE USE ONLY
SUPPORT PERIOD	D	D	M	M	Y	Y	Y	Y		1
Date commenced	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	2
Date finished	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	3
SUPPORT PERIOD NOT ENDED BY										4
30 June 2003	Yes	<input type="checkbox"/>	1							5
CONSENT OBTAINED	Yes	<input type="checkbox"/>	1	No	<input type="checkbox"/>	2				6
ALPHA CODE	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	7
	2ND & 3RD LETTERS OF FIRST NAME	1ST & 2ND LETTERS OF SURNAME	LAST LETTER OF SURNAME	M/F FOR MALE OR FEMALE						8
YEAR OF BIRTH OF CLIENT	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	9
										10
										11
										12

1. Person(s) receiving assistance

please tick one box only

WITH child(ren)

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

WITHOUT child(ren)

- person alone or with unrelated person(s) 1
 couple without child(ren) 2
 other (please specify) _____ 999

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

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

please tick one box only

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

3. Number of accompanying children assisted in each age group

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

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

4. Gender of client

- female 1
 male 2

5. Main income source at commencement

please tick one box only in each column

No Income

- no income 1
 registered/awaiting benefit 2

Government Payments

- newstart allowance 4
 youth allowance 33
 Austudy Payment - for students aged 25 years of age and over 28
 community development employment program (CDEP) 8
 ABSTUDY 31
 disability support pension 12
 age pension 13
 parenting payment (single) - formerly sole parent pension 14
 parenting payment (partnered) 32
 special benefit 15
 sickness allowance 16
 partner allowance 17
 DVA support pension 29
 DVA disability pension 30
 other type of allowance or benefit 18

Other Income

- workcover/compensation 19
 maintenance/child support 20
 wages/salary/own business 21
 spouse/partner's income 22
 other (please specify) _____ 999
 don't know/no information 0

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6. Country of birth of client

- Australia 1
 other (please specify) _____ 2

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

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

8. Cultural identity of the client

other (please specify) _____

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

please tick one box only

SAAP/CAP FUNDED ACCOMMODATION

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

NON-SAAP HOUSING ACCOMMODATION

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

INSTITUTIONAL SETTING

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

10. Support to client

please tick as many circles as apply

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

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