



Australian Government

Australian Institute of
Health and Welfare

Bulletin 50

Demand for SAAP accommodation by homeless people 2004–05

A report from the SAAP National Data Collection

Introduction

In 2004–05, 1,294 non-government, community and local government organisations were funded nationally under the Supported Accommodation Assistance Program (SAAP) to provide support and/or accommodation to people who were homeless or at risk of homelessness (AIHW 2006a: Table 2.3). These organisations ranged from small stand-alone agencies with single outlets to larger bodies with multiple outlets. Each agency was focused mainly on supporting a particular client group, such as young people, single men, single women, women escaping domestic violence, families, or a combination of client groups.

Although SAAP agencies support and accommodate large numbers of people every day, they cannot always meet all the requests for SAAP accommodation from existing or potential clients (see Box 1). This bulletin discusses the demand for SAAP accommodation, with a focus on the groups that request accommodation—individuals on their own, individuals with children, couples with children and couples without children—because these groups have different patterns of accommodation use and varying degrees of difficulty in accessing SAAP accommodation. The issue of the availability of accommodation for the different groups and the ability of agencies to meet the demand for accommodation from these groups is highlighted.

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Box 1: Key definitions used in this bulletin

Below is a summary of the key terms used in this bulletin. For a more complete list of terms and counting rules, please refer to the Demand for SAAP assistance by homeless people 2004–05 report (AIHW 2006b).

Accompanying child—a person aged under 18 years who accompanies a client to a SAAP agency during a support period or who requires and/or receives assistance from a SAAP agency as a result of their parent(s) or guardian(s) being a client of the same agency. An accompanying child may or may not require or receive assistance. The term accompanying child is also used to describe a person aged under 18 years who accompanies a parent(s) or guardian(s) to a SAAP agency but whose parent's or guardian's request for accommodation cannot be met.

Client—a person aged 18 years or more, or a person aged under 18 years who is not accompanied by their parent(s) or guardian(s), who:

- receives support or assistance from a SAAP agency which entails generally 1 hour or more of a worker's time, either with that client directly or on behalf of that client, on a given day; or
- is accommodated by a SAAP agency; or
- enters into an ongoing support relationship with a SAAP agency.

Daily request for accommodation turn-away rate—expressed as the average daily percentage of people who could not be accommodated relative to all people making valid requests for immediate SAAP accommodation. It measures the proportion of people seeking SAAP accommodation who were turned away on an average day during the Demand for Accommodation Collection period and provides an indication of a person's likelihood of obtaining SAAP accommodation.

Demand for accommodation—accommodation requested from a SAAP agency, whether that request was met or not. It includes accommodation that was newly starting, accommodation that was continuing from a previous day as well as unmet requests for accommodation.

Family group—for the purposes of this bulletin a family group is defined as people who present to a SAAP agency as:

- an individual(s) with children; or
- a couple without children; or
- a couple with children.

For the composition of the requesting groups used in this report, please refer to AIHW 2006b, Appendix 2.

Immediate accommodation—accommodation required within 24 hours.

Met request for accommodation—a request for accommodation is met if the agency offers supported accommodation to the person or group requesting accommodation and that offer is accepted. All met requests for accommodation are considered to be valid as the accommodation could be provided.

Potential client—a person aged 18 years or more, or a person of any age not accompanied by a parent(s) or guardian(s), who requests supported accommodation from a SAAP agency but who is not provided with that accommodation. People are not considered potential clients if their only unmet requests for accommodation are invalid. A potential client for one SAAP agency may at the same time be a client of another.

Referral—a (formal) referral occurs when a SAAP agency contacts another agency (SAAP or non-SAAP) and that agency accepts the person concerned for an appointment or interview. A referral has not been provided if the person is not accepted for an appointment or interview.

Total demand for accommodation—refers to accommodation requested from a SAAP agency, whether that request was met or not. It includes accommodation that was newly starting, accommodation that was continuing from a previous day as well as unmet requests for accommodation.

Unmet demand to total demand for accommodation ratio—expressed as the average daily ratio of people who could not be accommodated relative to all people who requested SAAP accommodation that day or who were continuing their accommodation from a previous day. It provides a measure of the overall ability of SAAP to meet the expressed demand for accommodation on an average day during the Demand for Accommodation Collection period.


Unmet need—occurs when a client expresses a need for a particular support service, or either directly or indirectly acknowledges a need for a particular support service during their support period, and that service is not provided or referred.

Unmet request for accommodation—occurs when a person requests, but does not receive, supported accommodation. Unmet requests are categorised as valid or invalid based on criteria outlined in AIHW 2006b.

This bulletin draws data primarily from two components of the SAAP National Data Collection (NDC): the annual Client Collection and the 2-week Demand for Accommodation Collection. More information about the components of the SAAP NDC, this topic, a complete glossary and the counting rules governing the data used in this bulletin are contained in the *Demand for SAAP assistance by homeless people 2004–05* report (AIHW 2006b). For convenience, a reduced glossary of terms used in this bulletin is provided in Box 1.

Main findings

- SAAP is able to accommodate large numbers of people each day (12,335 on an average day during the Demand for Accommodation Collection period, consisting of 7,409 adults and unaccompanied children and 4,927 accompanying children). However, it is not able to accommodate all of the people who request immediate accommodation, with an estimated 304 people turned away on an average day (193 adults and unaccompanied children and 111 accompanying children).
- When expressed in relation to the number of people making valid unmet requests for immediate accommodation on an average day during the Demand for Accommodation Collection period (the daily request for accommodation turn-away rate—see Box 1), over half of all the people who requested accommodation did not receive it (56% or around 1 in 2 people were turned away). In particular, around 1 in 2 (or 54%) of adults and unaccompanied children who requested immediate SAAP accommodation were turned away and 3 in every 5 children (or 60%) who accompanied a potential client who requested immediate SAAP accommodation were turned away.
- In order to put the above accommodation turn-away rates in perspective it is important to include the number of people continuing their SAAP accommodation on an average day (the ratio of unmet demand to total demand for accommodation—see Box 1). The unmet demand to total demand for accommodation ratio was 3 in 100 adults and unaccompanied children, 2 in 100 accompanying children, and 2 in 100 people overall. In other words, 2 out of every 100 people with an expressed demand for SAAP accommodation (including those continuing their accommodation) could not be accommodated on an average day during the Demand for Accommodation Collection period.
- People who had a valid unmet request for immediate SAAP accommodation were more likely to be female (57% of all people), born in Australia (93%), and not of an Aboriginal or Torres Strait Islander background (71%). However, it should be noted that Aboriginal and Torres Strait Islander peoples are overrepresented—Aboriginal and Torres Strait Islander peoples made up only 2% of the Australian population in 2004 (ABS 2004), 16% of SAAP clients in 2004–05 and around 29% of all the people who had a valid unmet request for immediate SAAP accommodation on an average day during the Demand for Accommodation Collection period.
- The majority of adults and unaccompanied children who made a valid unmet request for immediate SAAP accommodation (potential clients) were aged 20–44 years (52%). The majority of children who accompanied a potential client were aged under 12 years (73%).
- Over a third (36%) of the average number of all people (potential clients and accompanying children) who made a valid unmet request for immediate SAAP



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accommodation during the Demand for Accommodation Collection period were accompanying children. For this reason, when potential clients (adults and unaccompanied children) and accompanying children are considered together, over half (55%) of all the people who were turned away sometime during the day were under 20 years of age.

- Family groups—individual(s) with children, couples with children and couples without children—had more difficulty obtaining SAAP accommodation than people who presented on their own or with a group of unrelated people without children (individual(s) without children). Family groups had higher levels of unmet need for accommodation reported annually in the Client Collection and also reported higher daily accommodation turn-away rates and higher unmet demand to total demand for accommodation ratios on an average day during the Demand for Accommodation Collection period.
- Once in SAAP accommodation, family groups tended to stay longer. This is one factor underlying the higher degree of difficulty in placing families in the limited accommodation available.
- When accommodation could not be provided, referrals for accommodation at another source were made in 52% of cases. Referrals for accommodation were more likely to be made for family groups than for individual(s) without children (between 54% and 61% compared with 49%). However, they were not made in all cases and outcomes from referrals are not recorded.
- It should be noted that only those people asking for accommodation from an agency funded by SAAP are included in the data. People requiring SAAP accommodation but not asking for it are outside the scope of this bulletin.

SAAP in the context of homelessness

SAAP is an important part of Australia's overall response to homelessness and represents a broader social safety net designed to assist people in crisis in the community. The overall aim of SAAP is to provide transitional supported accommodation and related support services to help people who are homeless or at imminent risk of homelessness achieve the maximum possible degree of self-reliance and independence. While various national programs and state and territory initiatives exist, SAAP is the major government response to homelessness in Australia and is often the last resort for people who find themselves without, or at risk of being without, safe, secure or adequate housing.

It is important to note that the estimates provided on people accessing and turned away from SAAP accommodation do not represent the total homeless population. One estimate of Australia's homeless population is produced by the Australian Institute of Health and Welfare using data produced by Chamberlain and MacKenzie for the Australian Bureau of Statistics. This estimates that on Census night 2001, 122,770 people experienced homelessness (AIHW 2005). Included in this estimate are around 99,900 people enumerated by Chamberlain and MacKenzie (of which 14,250 people were accommodated in SAAP agencies) and 22,868 people identified as marginal residents of caravan parks (Chamberlain & MacKenzie 2003).

Given the substantial difference between the total number of homeless people estimated by the Census and the number of people accommodated by SAAP, a large proportion of the homeless population do not receive SAAP accommodation. The relatively small number of

people with unmet requests for SAAP accommodation also indicates that many homeless people do not request SAAP accommodation. There is, therefore, a level of 'hidden' demand for SAAP accommodation which could include people who do not know how to access SAAP agencies, may not be located near a SAAP agency, or may have given up attempting to receive support from a SAAP agency. It may also be the case, however, that many people counted as homeless by the Census do not consider themselves to be homeless or that their requirements from a government program are different from the services offered by SAAP (for example, improved living conditions). This may be the case, for example, for people who are living in boarding houses. For a more detailed discussion of the different definitions and estimates of homelessness, see Chapter 7 in *Australia's welfare 2005* (AIHW 2005).

Accommodation provided to SAAP clients and accompanying children

The annual SAAP Client Collection includes data on the types of services that clients and accompanying children (see Box 1 for definitions) request, are provided with, are referred on for, and which they do not receive. Note that clients might request accommodation for themselves or their accompanying children more than once in a single support period but the number of times this occurs is not recorded in the Client Collection, only that a request was made at some time during the support period. The same is true for referral.

In 2004–05, there were 100,400 SAAP clients (AIHW 2006b:Table 2.2). These clients were accommodated, or had an ongoing relationship with a SAAP service provider, or received support that lasted for more than 1 hour on 173,100 occasions (support periods). Around half of these (85,200 or 49%) included a period of accommodation whereas the other half involved only support services. For people who became a SAAP client in 2004–05, SAAP or Crisis Accommodation Program (CAP) accommodation was provided in 90% of the 84,000 closed support periods (support periods that finished on or before 30 June 2004) where it was requested (Table 1).

Some of the clients supported by SAAP had children accompanying them. These 56,800 children accompanied a SAAP client on 78,500 occasions (accompanying child support periods) (AIHW 2006b:Table 2.2). There were 27,500 closed support periods for accompanying children in which SAAP or CAP accommodation was requested for children and it was provided in 92% of cases (Table 2).

In some cases SAAP agencies might not be able to meet all the client's requests directly. In these instances referrals to appropriate organisations might be arranged. In the context of the SAAP NDC, a referral means that an agency (SAAP or non-SAAP) has accepted the client for an appointment or interview. However, providing a client with a referral does not guarantee that the client's needs will then be met and there is no information recorded about client outcomes from referrals. Requests for accommodation were referred on when they could not be provided directly in 7% of closed support periods for both clients and accompanying children.

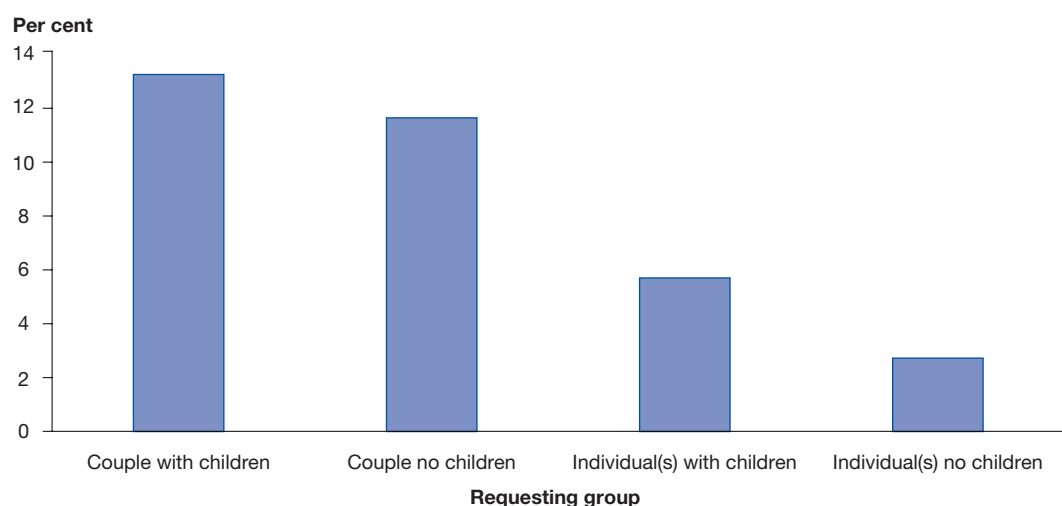
For some requested services, however, it might not be possible to either provide the accommodation or refer the client on, resulting in an unmet need (see Box 1). Requests for SAAP or CAP accommodation from clients could not be met in any way in 4% of closed

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support periods in which accommodation was requested.¹ Requests for SAAP or CAP accommodation could not be met in any way in just over 1% of cases for accompanying children.

Requesting group

When examining the provision of accommodation according to requesting group, it becomes apparent that although individual(s) without children had a higher number of closed support periods with unmet need for SAAP or CAP accommodation than family groups—couples with children, couples without children and individual(s) with children—family groups had higher proportions of unmet need for SAAP or CAP accommodation (derived from Table 1). In particular, while accounting for smaller proportions of closed support periods, couples with children had requests for SAAP or CAP accommodation remaining unmet in 13% of their closed support periods, couples without children in 12% and individual(s) with children in 6% (Figure 1). This compares with 3% for individual(s) without children.



Source: Table 1.

Figure 1: SAAP closed support periods: unmet need for SAAP or CAP accommodation by requesting group, Australia, 2004–05 (per cent)

There were far more closed support periods for children who accompanied a single person or persons who were not a couple (individual(s) with children) in which SAAP or CAP accommodation was requested, than for children who accompanied a couple (25,600 compared with 1,800) (Table 2). However, there was little difference in terms of the level of unmet need. Children accompanying a couple had an unmet need for SAAP or CAP accommodation in just under 2% of their closed support periods, compared with just over 1% for children who accompanied an individual(s).

¹ Note that these clients with unmet requests for SAAP or CAP accommodation were receiving other support services that generally required at least 1 hour of an agency worker's time on a given day, or that were provided on an ongoing basis over a period of time.

People turned away without receiving SAAP accommodation

As mentioned, clients and accompanying children can have unmet requests for SAAP accommodation while they are receiving support or accommodation from SAAP. These requests for accommodation, in addition to those made by people who do not receive any accommodation from SAAP at all, are counted during the 2-week Demand for Accommodation Collection.² In 2004–05, data on unmet requests for accommodation were collected between 1–7 December 2004 and between 11–17 May 2005. These requests were divided into valid and invalid requests and assigned to an estimated number of individuals (potential clients or accompanying children—see Box 1 and AIHW 2006b:Appendix 2). They were also categorised on the basis of when the accommodation was required. Immediate accommodation—that is accommodation required within 24 hours—is considered to be of particular importance in the context of homelessness.

This section presents two measures of unmet demand: (1) the daily request for accommodation turn-away rate and (2) the unmet to total demand for accommodation ratio (see Box 1). These are reported separately for potential clients who were not accommodated by the end of the day and for the children who accompanied them, by requesting group. An indication of the rate and ratio when adults, unaccompanied children and accompanying children are combined is also presented. However, it should be noted that accommodation dates are not collected for accompanying children. For the purposes of calculating the measures, it is assumed that accompanying children are accommodated at the same time and for the same duration as their parent or guardian. Finally, the demographic characteristics of people with a valid unmet request for immediate accommodation are presented.

The pattern of valid unmet requests for immediate SAAP accommodation recorded during the Demand for Accommodation Collection period was similar to that for unmet need for accommodation recorded for SAAP clients reported in the Client Collection. That is, people who presented to a SAAP agency on their own or with unrelated people without accompanying children were much more likely to be accommodated than people who presented in family groups. There are several possible explanations for this, including:

- it is easier to accommodate a lone person than a family group (fewer beds or rooms are often required)
- different client groups have differing requirements for and patterns of use of accommodation—for example, family groups are known to stay longer than lone people
- insufficient accommodation is available that is suitable for families
- different agencies have different operational practices—more resources may be spent providing intensive support at some agencies, meaning there are fewer beds available
- the historical view of the homeless does not include families.

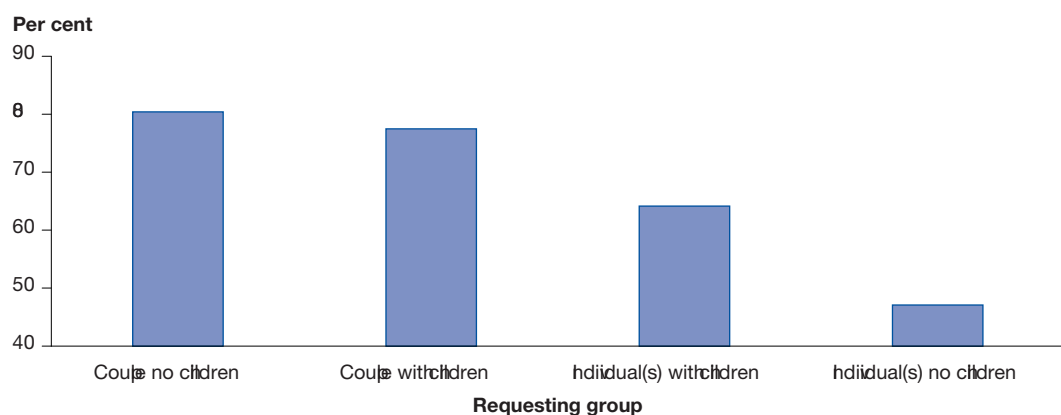
² Note that people who do not receive SAAP accommodation may still receive other non-accommodation support services (see AIHW 2006b:Chapter 5 and AIHW 2006a:Chapter 7).

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Turn-away rate for adults and unaccompanied children

Nationally, on an average day during the Demand for Accommodation Collection period, more people who made a valid request for immediate accommodation were turned away than were newly accommodated by SAAP agencies. Around 46% of potential clients who made a request for immediate accommodation received accommodation from a SAAP agency either on their first attempt or in a subsequent request for accommodation, leaving 54% who could not be accommodated by the end of the day (Table 3). That is, 193 potential clients who requested immediate SAAP accommodation on an average day out of the 360 adults and unaccompanied children who made a request for immediate SAAP accommodation on that day were turned away.

The turn-away rate for the different groups who requested immediate accommodation suggests that, overall, SAAP is more able to provide accommodation for individual(s) who presented without children. This group had the lowest daily turn-away rate nationally (47% or 112 out of 238 people) (Figure 2). This is in spite of the fact that individual(s) without children made up the largest proportion of adults and unaccompanied children seeking immediate SAAP accommodation and the largest proportion already accommodated in SAAP on an average day (66% and 63% respectively) (derived from Table 3). Individual(s) without children was also the only group more likely to be accommodated than not on an average day, with 53% of adults and unaccompanied children who made requests being accommodated by the end of the day. All other requesting groups, although smaller in number, were more likely to not find accommodation in SAAP, with 81% of couples without children (or 9 people out of 11 adults and unaccompanied children), 78% of couples with children (or 11 out of 14) and 64% of individual(s) with children (or 62 out of 97) who sought immediate accommodation being turned away each day. In other words, only around 1 in 5 people who presented as a couple without children, around 1 in 4 people who presented as a couple with children, and slightly less than 1 in 3 people who presented as an individual(s) with children were able to find accommodation on an average day compared with over 1 in 2 people who presented as an individual(s) without children. Note that these figures do not include accompanying children.



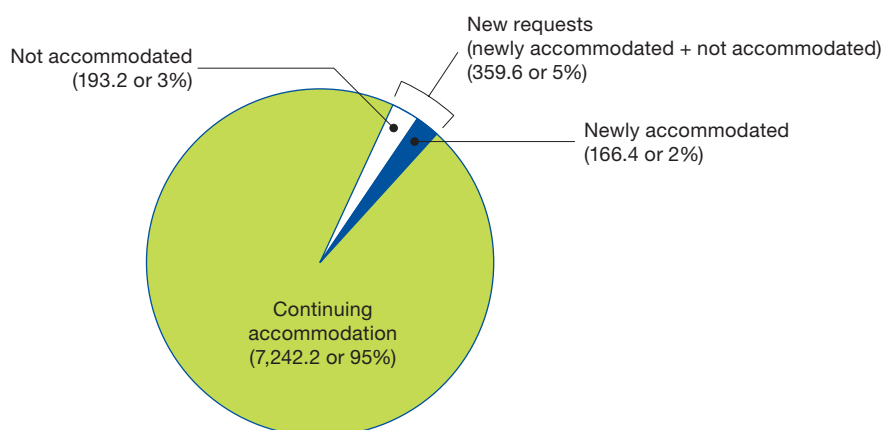
Source: Table 1.

Figure 2: Daily request for accommodation turn-away rate for adults and unaccompanied children who requested immediate SAAP accommodation, by requesting group, Australia, 1–7 December 2004 and 11–17 May 2005 (per cent daily average)

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

The daily request for accommodation turn-away rate provides an indication of a person's likelihood of obtaining SAAP accommodation. However, SAAP accommodates large numbers of clients and accompanying children on any given day, including clients and accompanying children who were continuing their accommodation from a previous day. For this reason, simply examining the turn-away rate without acknowledging the number of people already in SAAP accommodation provides an incomplete picture of the performance of SAAP. It is therefore important to consider the level of unmet demand for SAAP accommodation in relation to the number of people already accommodated in SAAP.

It is interesting to note that people requesting accommodation on a daily basis made up only 5% (360) of the total average daily expressed demand for accommodation (7,602) (Figure 3). These numbers indicate that on a national basis SAAP agencies are operating to capacity, with the demand for SAAP accommodation unable to be completely met. Measuring the additional capacity required to accommodate the expressed demand for SAAP accommodation is discussed in the final section of this bulletin.



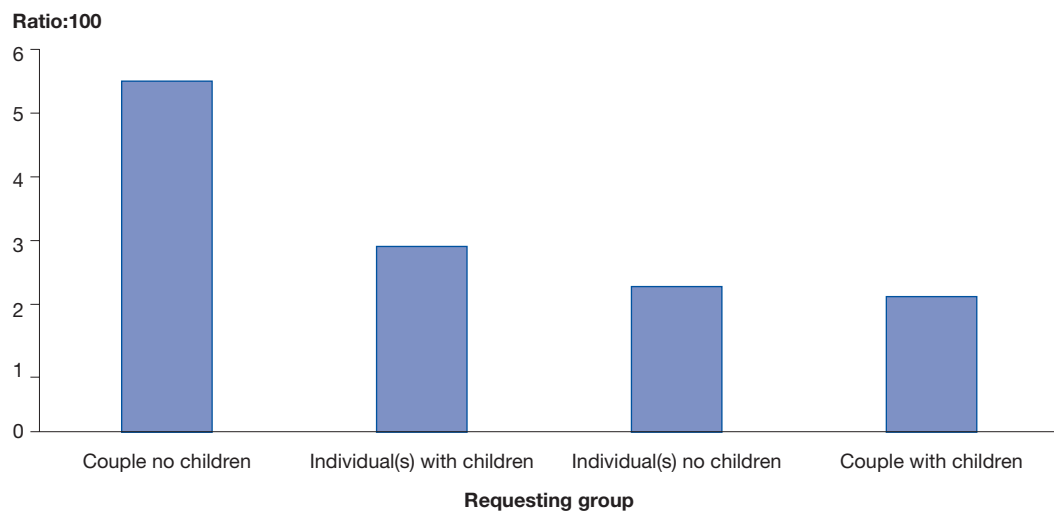
Source: Derived from Table 3.

Figure 3: Expressed demand for immediate SAAP accommodation for adults and unaccompanied children, Australia, 1–7 December 2004 and 11–17 May 2005 (daily average number and per cent of total expressed demand for accommodation)

As can be seen, SAAP accommodates large numbers of people on a daily basis. However, it is unable to accommodate all of the people who request immediate accommodation. When the number of people who could not be accommodated is considered in relation to the total expressed demand for immediate SAAP accommodation (people who requested SAAP accommodation that day and people who were continuing their accommodation from a previous day), 3 in every 100 adults or unaccompanied children could not be accommodated on an average daily basis (Table 3). This is termed the unmet demand to total demand for accommodation ratio (see Box 1). This measure does not, however, provide a measure of the additional capacity required in SAAP to meet the total expressed demand for SAAP accommodation (see the section 'Meeting the expressed demand for SAAP accommodation').

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It is interesting that, while couples with children had the second highest daily turn-away rate (78%), when those who were continuing their accommodation were factored in, couples with children reported the lowest unmet to total demand for accommodation ratio of 2 in 100 (Figure 4). Individual(s) who presented without children also had a low unmet demand to total demand for accommodation ratio (2 in every 100). As with the daily request turn-away rate couples without children recorded the highest ratio (6 in 100). This was followed by individual(s) with children (3 in 100). This suggests that couples without children have the greatest difficulty accessing immediate SAAP accommodation. However, it should be noted that couples without children accounted for the smallest average proportion of people both requesting immediate accommodation (3%) and those continuing their accommodation (2%) (derived from Table 3).



Source: Table 1.

Figure 4: Unmet demand to total demand for accommodation ratio for adults and unaccompanied children who requested immediate SAAP accommodation, by requesting group, Australia, 1–7 December 2004 and 11–17 May 2005 (daily average)

Turn-away rate for accompanying children

For accompanying children, the national daily turn-away rate from SAAP accommodation was 60%, indicating that accompanying children were more often turned away than accommodated when their parent(s) or guardian(s) made a valid request for immediate accommodation (Table 4). This indicates that their chance of receiving accommodation was around 2 in every 5 accompanying children.

By requesting group, children who accompanied a couple were more likely to be turned away on an average day after their parent(s) or guardian(s) requested immediate accommodation than children who accompanied an individual(s) — 68% of children who accompanied this requesting group were turned away, compared with 59% of accompanying children who presented with an individual(s).

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

The unmet demand to total demand for accommodation ratio for accompanying children was 2 in 100 (Table 4). Conversely to the daily request turn-away rate, children who presented with an individual(s) as opposed to a couple reported a slightly higher ratio (2 in 100 compared with 1 in 100).

Total people turned away

Nationally, when adults, unaccompanied children and accompanying children are combined and used to calculate the daily turn-away rate, the proportion turned away was 56% (derived from Tables 3 and 4). This means that the likelihood of finding accommodation is a little worse than 1 in every 2 people on an average day. By requesting group, couples without children were the group that was most likely to be turned away (81% or around 4 in every 5 people), followed by couples with children (73%), individual(s) with children (61%) and individual(s) without children (47%).

Ratio of unmet demand to total demand for accommodation for all people


Nationally, when adults, unaccompanied children and accompanying children were combined and used to calculate an aggregate ratio of unmet demand to total demand for accommodation, the ratio dropped slightly to 2 in 100 (derived from Tables 3 and 4). There was also little variation according to requesting group with the rates almost remaining steady. Again, couples without children were the group that had the highest ratio (6 in 100).

Demographic characteristics of people who made a valid unmet request for accommodation

An indication of the characteristics of people who were turned away can be gained from the analysis of potential clients and the children that accompany them (see Box 1 for definitions). The number of potential clients does not correspond directly to the number of people turned away because some people who made a valid unmet request for immediate accommodation received accommodation later in the day. Furthermore, caution should be exercised when interpreting the number of potential clients by Aboriginal and/or Torres Strait Islander status and country of birth because of the high proportions of missing and unknown data in these categories (39% and 31% respectively) (derived from Table 10).

In 2004–05, people who made a valid unmet request for immediate SAAP accommodation were more likely to be female (59% of potential clients, 55% of accompanying children, and 57% of all people—derived from Tables 6, 7 and 8), born in Australia (94% of males, 93% of females and 93% of all people), and not of an Aboriginal or Torres Strait Islander background (76% of males, 66% of females and 71% of all people) (derived from Tables 9 and 10 excluding data with unknown Aboriginal and/or Torres Strait Islander status or country of birth).

When examining the age profile of people who made a valid unmet request for immediate SAAP accommodation, the majority of adults and unaccompanied children were aged 20–44 years (51% of male potential clients, 52% of female potential clients and 52% of all



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potential clients) (Tables 6, 7 and 8). The majority of children who accompanied a potential client(s) were aged under 12 years (75% of male accompanying children, 71% of female accompanying children and 73% of all accompanying children).

Over a third of the average number of people who were turned away at some time during an average day in the Demand for Accommodation Collection period were accompanying children (38% of males, 35% of females and 36% of all people) (derived from Tables 6, 7 and 8). For this reason, when potential clients and accompanying children are considered together, over half of the people who had a valid unmet request for accommodation were under 20 years of age (57% of males, 53% of females and 55% of all people) (Tables 6, 7 and 8).

By requesting group

The majority of adults and unaccompanied children who made a valid unmet request for accommodation presented as an individual(s) without children, but when potential clients and accompanying children are considered together, over half of the people who made a valid unmet request for accommodation presented as an individual(s) with children (a daily average of 176 out of 332 people or 53%) (Table 8). Individual(s) with children were most commonly female (82% of potential clients were female, derived from Tables 6 and 7).

In general, there were only small differences in the demographics according to requesting group. However, high proportions of both males and females who presented as an individual(s) with children were of Aboriginal or Torres Strait Islander origin (25% of males and 26% of females). Couples who presented with children also had a high proportion of people of Aboriginal or Torres Strait Islander origin (26% of both males and females). This compares with between 9% and 18% for males and between 15% and 18% for females in the other two requesting groups.

Referrals for accommodation

In order to inform the discussion regarding the ability of SAAP to deal with the demand for SAAP accommodation, it is necessary to examine whether attempts were made to secure accommodation at another source when people were turned away. Referrals for accommodation include situations where people were referred to another SAAP agency or non-SAAP organisation for accommodation as well as situations where brokered accommodation paid for by a source other than SAAP, such as a housing department, was offered. As it is not possible to determine whether a referral for accommodation was made for all or part of a requesting group in the Demand for Accommodation Collection, the discussion of referrals is based on the number of valid unmet requests for immediate SAAP accommodation (see Box 1) rather than the number of people who made those requests.

While not all people requesting immediate SAAP accommodation were able to be accommodated, SAAP agencies were able to make a formal referral for accommodation at an alternative source in 52% of valid unmet requests (Table 11). This means that individuals or groups whose request for accommodation was not able to be met directly by that SAAP agency were helped to find accommodation at another source in just over half of cases (for example, in another SAAP agency, a hostel, a caravan park, etc.). It must be noted that outcomes from referrals are not recorded so it is not known how many of the people who were referred on for accommodation actually secured that accommodation nor whether the quality of the referred accommodation is comparable to that offered by SAAP.

Referrals for accommodation were more often made for family groups (when considered as a proportion of the valid unmet requests for immediate accommodation made on an average day by each group) (Figure 5). Couples without children had a referral for accommodation arranged in 61% of their valid unmet requests for immediate accommodation, followed by individual(s) with children (in 56%) and couples with children (in 54%). Individual(s) without children had a referral for accommodation arranged in 49% of their valid unmet requests for immediate accommodation.

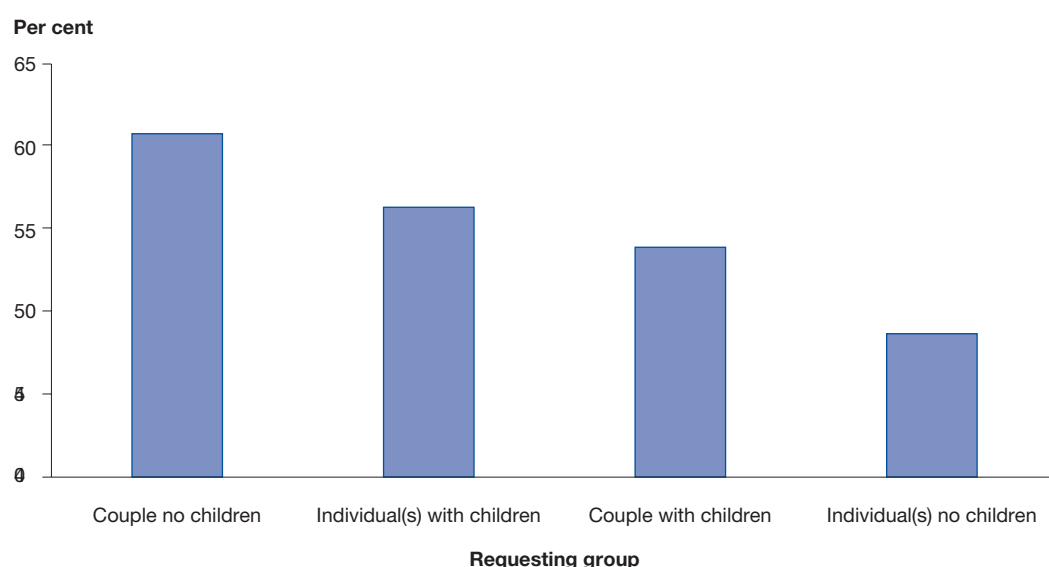


Figure 5: Referrals for accommodation made in valid unmet requests for immediate SAAP accommodation, by requesting group, Australia, 1–7 December 2004 and 11–17 May 2005 (per cent daily average)

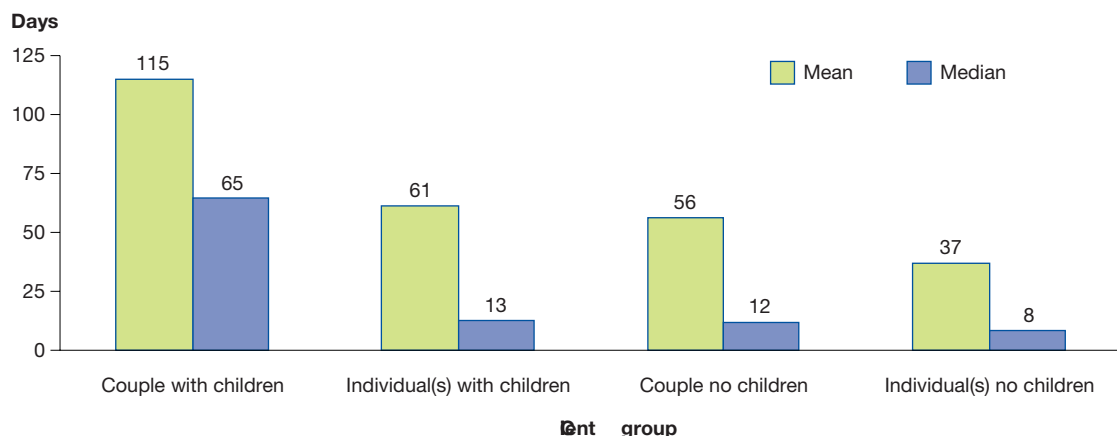
Although a higher proportion of referrals were made for family groups than for individuals to secure alternative accommodation when it could not be provided by a SAAP agency, the proportions are still not high and, as mentioned, there is no guarantee that a referral will result in accommodation being provided or that the quality of the referred accommodation is comparable to that offered by SAAP. Further, data on the reasons that groups were turned away sometime during an average day show that the majority of valid unmet requests for accommodation occurred because there was insufficient accommodation available at the agency (61%) (AIHW 2006b:Table 6.1). This was particularly true for family groups, with couples who presented with children having their request for accommodation not met because there was insufficient accommodation available in 67% of cases, individual(s) who presented with children in 64% and couples who presented without children in 59%. These proportions, particularly those for couples and individual(s) with children, were higher than those reported for individual(s) who presented without children (58%). Couples without children had a higher proportion than the other groups where their requests for accommodation were not met because the type of accommodation requested was not provided by the agency (13% compared with between 6% and 8% for the other groups). This includes situations where longer term accommodation was not able to be provided.

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Patterns of accommodation use

The data presented so far on the demand for immediate SAAP accommodation indicate that there is a lack of accommodation available for family groups, particularly couples without children. One reason that it may be more difficult for family groups to find accommodation in SAAP is that once they are accommodated, these groups tend to stay longer than individual(s) who present without children (Figure 6). Therefore, the turnover of beds is slightly less for family groups than for individual(s) without children. Whether this is because they require more intensive support that can be provided only while they are in SAAP accommodation or because it is difficult to find alternative accommodation for family groups cannot be definitively answered from the data.

Couples with children had the longest average length of accommodation (115 days), followed by individual(s) with children (61 days), and couples without children (56 days). Individual(s) who presented without children had the lowest average length of stay (37 days) (Figure 6). This, combined with the unmet demand to total demand for accommodation ratio and higher turn-away rates presented earlier, suggests that most of the accommodation that is available for family groups is already taken up each day.



Notes

1. Cases excluded due to missing data: 2,910.
2. Excludes accommodation starting and ending on the same day.
3. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

Figure 6: SAAP closed support periods: mean and median length of accommodation by client group, Australia, 2004–05 (number of days)

What types of agencies are people turned away from?

By looking at the turn-away rate according to the primary target group of the agency that people approached and the groups of people who were unable to be accommodated after requesting accommodation from these agencies, an indication of the need for more accommodation in particular target groups can be estimated. This does not, however, equate to the additional capacity required (see the section 'Meeting the expressed demand for SAAP accommodation').


Nationally, all agencies had to turn people away from accommodation, but agencies that were primarily targeted at families had the highest turn-away rate according to primary target group (81%) (Table 5). Although this type of agency did not turn away the greatest number of people compared with some of the other target groups, they were unable to accommodate a large proportion of family groups who requested immediate accommodation.

When examining the primary target group of the agencies approached by adults and unaccompanied children who were not accommodated according to requesting group, it can be seen that a high proportion of couples with children who were not accommodated approached agencies primarily targeted at families (34%) (Table 12). Couples with children had one of the highest daily turn-away rates of the requesting groups (78%) (Table 3). In addition, 26% of individual(s) with children who were not accommodated approached family agencies (Table 12). The data suggest that there is a need to provide more accommodation at family-targeted agencies. However, these are national figures and where the accommodation is needed most requires data at a finer level to determine the geographical areas of greatest need. Note also that estimating the additional capacity required is problematic at present (see the section 'Meeting the expressed demand for SAAP accommodation').

Cross-target agencies also reported a high turn-away rate. These are agencies that generally accept a wide range of clients. This type of agency turned people away in 59% of daily requests (Table 5). Again it was family groups, particularly couples, who had the most difficulty finding accommodation at this type of agency—53% of couples without children and 59% of couples with children who were not accommodated by the end of the day approached cross-target agencies (Table 12). Interestingly, 75% of all valid requests for immediate accommodation at cross-target agencies were made by individual(s) without children who were the group that had the lowest daily turn-away rate according to the primary target group of the agency (AIHW unpublished data and Table 3). This suggests that cross-target agencies are more able to cater for individuals on their own than for family groups.

Agencies that primarily targeted women escaping domestic violence had one of the lowest average daily turn-away rates (46%) and were one of only three agency types that were more likely to be able to accommodate people than not on an average day (Table 5). A large proportion of the valid unmet requests for immediate accommodation at this type of agency were made by individual(s) with children (57%) (AIHW unpublished data). This could explain the slightly lower rate of individual(s) with children who were turned away compared with the other family groups (Table 3). However, these agencies were still not able to accommodate all of the individual(s) with children who requested immediate accommodation (38% of individual(s) with children who approached this type of agency were not able to be accommodated by the end of the day) (Table 12).

Agencies that primarily targeted single men accommodated a large number of clients on an average day during the Demand for Accommodation Collection period (1,353 or 18%) (Table 13). However, they also reported the lowest average daily turn-away rate (33%) (Table 5). Of all the valid requests for immediate accommodation at this type of agency, 98% were made by individual(s) without children which explains the low turn-away rate for this requesting group (AIHW unpublished data). In addition, low proportions of each requesting group who were not accommodated approached this type of agency (14% of individual(s) without children, 3% of individual(s) with children, 7% of couples without children, and no couples with children who were not accommodated by the end of the day approached this type of agency) (Table 12).



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This suggests that the SAAP service system nationally is better able to meet requests for accommodation for individuals than for family groups. Some possible reasons for this were presented earlier (see the section ‘People turned away without receiving SAAP accommodation’). Furthermore, the dynamics in the relationship between the supply and demand for SAAP accommodation are not well understood (for example, hidden need) and require further investigation.

Meeting the expressed demand for SAAP accommodation

There are several ways that SAAP could increase capacity in order to meet the current level of demand for SAAP accommodation. These include providing additional beds, facilities, staff or funds. However, there are also other ideas about how an increase in capacity can be catered for. The fifth SAAP Agreement (SAAP V) has emphasised the goals of early intervention and post-crisis support. These goals have the potential to free up crisis accommodation for those who most need it. The former, early intervention, would pre-empt the need for a crisis bed in the first place; the latter, post-crisis support, can reduce the probability of a client returning for more accommodation. With the implementation of the SAAP V goals, it will be most interesting to see whether there are any changes in the demand for accommodation data.

As discussed earlier in this bulletin, using the current Demand for Accommodation Collection, it is difficult to estimate how much additional capacity is required to match the level of demand for SAAP accommodation. The current collection can only provide estimates of the expressed undersupply of accommodation for people on an average day. These measures assume, however, that those turned away from accommodation require accommodation for only one night, that all those who need SAAP accommodation are currently approaching SAAP agencies and that demand is consistent. There is sufficient evidence to suggest that this is not the case.

One approach to measuring capacity, and hence providing an estimate of how much additional accommodation would be required each day to meet the demand for SAAP accommodation, would be to consider how long a given group generally stays in SAAP accommodation once they are accommodated (as accommodation patterns do vary) in conjunction with how many people are accommodated in SAAP each day and how many are turned away. However, the NDC currently does not differentiate how many of the requests on a given day are new requests. It is possible that, for some groups, predominantly the same people are requesting accommodation each day. If this is the case, then the amount of extra accommodation required would be less than if everybody turning up each day was a new potential client. An adjustment to the collection form is currently being developed that will enable an estimate of the additional accommodation required to meet the current level of demand for SAAP accommodation.

Another area requiring more work is whether those people being turned away from SAAP accommodation are being provided with non-SAAP accommodation, for example, brokerage money being used to purchase hotel beds. The NDC does currently measure the number of unmet requests where a referral for accommodation was made but this is not equivalent to the number of people turned away (see the section ‘Referrals for accommodation’). The NDC has also been asked to measure the supports being provided to people turned away to enable more analysis of patterns of demand and support. Again this is currently measured at the request level (see AIHW 2006b: Chapter 5).

Appendix 1: Statistical tables

Table 1: SAAP/CAP accommodation requested in closed support periods: requesting group by provision, Australia, 2004–05 (per cent)

Requesting group	Unmet	Referred	Provided	Total	Closed support periods
					Number
Individual(s) no children	2.7	4.7	92.5	100.0	60,800
Individual(s) with children	5.6	11.8	82.6	100.0	19,200
Couple no children	11.5	10.6	78.0	100.0	1,400
Couple with children	13.2	12.3	74.5	100.0	2,600
Total	3.8	6.7	89.5	100.0	84,000

Notes

1. Number excluded due to errors and omissions (weighted): 2,998 closed support periods (cases with no information on service requirements or provision).
2. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

Table 2: SAAP/CAP accommodation requested for accompanying children in closed support periods: requesting group by provision, Australia, 2004–05 (per cent)

Requesting group	Unmet	Referred	Provided	Total	Closed accompanying child support periods
					Number
Individual(s) with children	1.3	6.6	92.1	100.0	25,600
Couple with children	1.9	8.1	90.1	100.0	1,800
Total	1.4	6.7	92.0	100.0	27,500

Notes

1. Number excluded due to errors and omissions (weighted): 28,145 closed accompanying child support periods (cases with no information on service requirements or provision). Some of these records were for children who accompanied a SAAP client but did not themselves receive services directly.
2. Figures have been weighted to adjust for agency non-participation.
3. Table excludes high-volume records because not all items were included on the high-volume form.

Source: SAAP Client Collection.

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Table 3: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by requesting group, Australia, 1–7 December 2004 and 11–17 May 2005 (daily average number of people)

	Individual(s) no children	Individual(s) with children	Couple no children	Couple with children	Total
People making new requests for accommodation					
Not accommodated (A)	111.7	62.1	8.6	10.9	193.2
Newly accommodated (B)	126.7	34.5	2.1	3.1	166.4
<i>Successful first request</i>	114.3	29.6	1.4	2.7	147.9
<i>Accommodated in subsequent request(s)</i>	12.4	4.9	0.7	0.4	18.5
Total daily requests (C) (A + B)	238.4	96.6	10.6	14.0	359.6
Turn-away rate (%) (A ÷ C)	46.9	64.3	80.5	77.6	53.7
Clients			Clients already accommodated		
<i>Accommodation ending</i>	122.4	34.7	1.9	3.6	162.7
Continuing accommodation (D)	4,535.5	2,059.9	144.4	502.4	7,242.2
Total accommodated (B + D)	4,662.2	2,094.4	146.5	505.6	7,408.6
Total demand for accommodation					
Total demand for accommodation (E) (A + B + D)	4,773.9	2,156.4	155.1	516.4	7,601.9
Unmet demand to total demand for accommodation ratio (A ÷ E : 100)	2.3:100	2.9:100	5.5:100	2.1:100	2.5:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 304 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see AIHW 2006b:Appendix 2).
4. Table excludes accompanying children.
5. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day.
6. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with valid unmet requests for immediate accommodation. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see AIHW 2006b:Glossary).
7. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
8. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table 4: Accompanying children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by requesting group, Australia, 1–7 December 2004 and 11–17 May 2005 (daily average number of people)

	Individual(s) with children	Couple with children	Total
People making new requests for accommodation			
Not accommodated (A)	101.0	10.1	111.1
Newly accommodated (B)	69.2	4.7	73.9
<i>Successful first request</i>	61.0	4.3	65.3
<i>Accommodated in subsequent request(s)</i>	8.2	0.4	8.6
Total daily requests (C) (A + B)	170.2	14.9	185.1
Turn-away rate (%) (A ÷ C)	59.3	68.3	60.1
Clients			
Accompanying children already accommodated			
<i>Accommodation ending</i>	66.4	4.1	70.4
Continuing accommodation (D)	4,135.8	717.0	4,852.8
Total accommodated (B + D)	4,205.0	721.7	4,926.7
Total demand for accommodation			
Total demand for accommodation (E) (A + B + D)	4,306.0	731.9	5,037.9
Unmet demand to total demand for accommodation ratio (A ÷ E : 100)	2.3:100	1.4:100	2.2:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 235 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see AIHW 2006b:Appendix 2).
4. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. Figures are based on the support periods with accommodation of the child's parent(s)/guardian(s). It can reasonably be assumed that an accompanying child has been accommodated when their parent/guardian has been accommodated, and that they will not start more than one period of accommodation on the same day.
5. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to children accompanying a person or group with valid unmet requests for immediate accommodation. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see AIHW 2006b:Glossary).
6. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
7. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

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Table 5: Adults and unaccompanied children: daily request for accommodation turn-away rate and unmet demand to total demand for accommodation ratio, by primary target group, Australia, 1–7 December 2004 and 11–17 May 2005 (daily average number of people)

	Young people	Single men only	Single women only	Families	Women escaping DV	Cross-target/multiple/general	Aust
People making new requests for accommodation							
Not accommodated (A)	46.9	17.9	5.1	24.5	37.4	61.4	193.2
Newly accommodated (B)	31.5	37.3	6.2	5.9	43.4	42.2	166.4
<i>Successful first request</i>	28.6	32.8	5.1	5.3	39.8	36.4	147.9
<i>Accommodated in subsequent request(s)</i>	2.9	4.5	1.1	0.6	3.6	5.9	18.5
Total daily requests (C) (A + B)	78.4	55.2	11.4	30.4	80.8	103.6	359.6
Turn-away rate (%) (A ÷ C)	59.8	32.5	45.3	80.7	46.3	59.2	53.7
Clients							
				Clients already accommodated			
<i>Accommodation ending</i>	33.7	36.7	4.8	7.1	40.9	39.5	162.7
Continuing accommodation (D)	1,944.1	1,315.3	341.9	902.5	1,169.8	1,568.7	7,242.2
Total accommodated (B + D)	1,975.6	1,352.6	348.1	908.4	1,213.1	1,610.9	7,408.6
Total demand for accommodation							
Total demand for accommodation (E) (A + B + D)	2,022.4	1,370.5	353.2	932.9	1,250.6	1,672.3	7,601.9
Unmet demand to total demand for accommodation ratio (A ÷ E : 100)	2.3:100	1.3:100	1.5:100	2.6:100	3.0:100	3.7:100	2.5:100

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Cases excluded due to missing data: 304 (Client Collection, daily average accommodation dates).
3. Adjustments have been made for missing data from the Demand for Accommodation Collection (see AIHW 2006b:Appendix 2).
4. Table excludes accompanying children.
5. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day.
6. 'Not accommodated' and 'Accommodated in subsequent request(s)' refer to people with valid unmet requests for immediate accommodation. 'Valid unmet requests' excludes those made at an agency of an inappropriate target group, where the person or group is determined to be inappropriate for the agency, where there is no fee-free accommodation available, or where proffered assistance is refused (see AIHW 2006b:Glossary).
7. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
8. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table 6: Male potential clients and accompanying children who requested immediate SAAP accommodation: age by requesting group, Australia, 1–7 December 2004 and 11–17 May 2005 (average per cent daily)

Age (years)	Individual(s) no children	Individual(s) with children	Couple no children	Couple with children	Total	
					%	Number
Male potential clients						
Under 20	31.8	36.9	21.9	12.8	30.7	26.9
20–44	48.2	47.6	62.5	76.9	50.7	44.3
45–64	9.6	6.5	7.8	2.6	8.7	7.6
65+	0.8	—	—	—	0.6	0.5
Unknown	9.6	8.9	7.8	7.7	9.3	8.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total number	65.2	12.0	4.6	5.6	..	87.4
Male accompanying children						
Under 12	..	74.7	..	77.1	74.9	40.4
12–17	..	12.6	..	14.3	12.7	6.9
Unknown	..	12.7	..	8.6	12.3	6.6
<i>Total</i>	<i>..</i>	<i>100.0</i>	<i>..</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total number	..	48.9	..	5.0	..	53.9
All males (potential clients and accompanying children)						
Under 20 ^(a)	31.8	87.6	21.9	54.1	57.2	80.7
20–44	48.2	9.4	62.5	40.5	31.4	44.3
45–64	9.6	1.3	7.8	1.4	5.4	7.6
65+	0.8	—	—	—	0.4	0.5
Unknown ^(b)	9.6	1.8	7.8	4.1	5.8	8.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total number	65.2	60.9	4.6	10.6	..	141.2

(a) The age group 'Under 20' for 'All males' includes male accompanying children of unknown age.

(b) The 'Unknown' category for 'All males' excludes male accompanying children of unknown age.

Notes

- Adjustments have been made for missing data (see AIHW 2006b:Appendix 2).
- People may make more than one request for accommodation in a day. Data are based on the first valid unmet request for accommodation made by the person or group (see AIHW 2006b:Appendix 2).
- Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
- Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

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Table 7: Female potential clients and accompanying children who requested immediate SAAP accommodation: age by requesting group, Australia, 1–7 December 2004 and 11–17 May 2005 (average per cent daily)

Age (years)	Individual(s) no children	Individual(s) with children	Couple no children	Couple with children	Total	
					%	Number
Female potential clients						
Under 20	40.4	16.1	28.8	20.0	28.3	35.1
20–44	41.3	61.2	57.6	72.5	52.2	64.9
45–64	6.1	2.7	6.1	—	4.3	5.4
65+	0.5	0.4	—	—	0.4	0.5
Unknown	11.8	19.6	7.6	7.5	14.9	18.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total number	58.9	55.0	4.7	5.7	..	124.4
Female accompanying children						
Under 12	..	69.7	..	82.1	70.7	46.6
12–17	..	13.8	..	10.3	13.5	8.9
Unknown	..	16.4	..	7.7	15.7	10.4
<i>Total</i>	<i>..</i>	<i>100.0</i>	<i>..</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total number	..	60.4	..	5.6	..	65.9
All females (potential clients and accompanying children)						
Under 20 ^(a)	40.4	60.0	28.8	59.5	53.1	101.1
20–44	41.3	29.2	57.6	36.7	34.1	64.9
45–64	6.1	1.3	6.1	—	2.8	5.4
65+	0.5	0.2	—	—	0.3	0.5
Unknown ^(b)	11.8	9.3	7.6	3.8	9.7	18.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total number	58.9	115.4	4.7	11.3	..	190.3

(a) The age group 'Under 20' for 'All females' includes female accompanying children of unknown age.

(b) The 'Unknown' category for 'All females' excludes female accompanying children of unknown age.

Notes

1. Adjustments have been made for missing data (see AIHW 2006b:Appendix 2).
2. People may make more than one request for accommodation in a day. Data are based on the first valid unmet request for accommodation made by the person or group (see AIHW 2006b:Appendix 2).
3. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
4. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

Table 8: Potential clients and accompanying children who requested immediate SAAP accommodation: age by requesting group, Australia, 1–7 December 2004 and 11–17 May 2005 (average per cent daily)

Age (years)	Individual(s) no children	Individual(s) with children	Couple no children	Couple with children	Total	
					%	Number
Potential clients						
Under 20	35.8	19.8	25.4	16.5	29.3	62.0
20–44	44.9	58.7	60.0	74.7	51.6	109.1
45–64	7.9	3.4	6.9	1.3	6.1	12.9
65+	0.6	0.3	—	—	0.5	1.0
Unknown	10.6	17.7	7.7	7.6	12.6	26.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total number	124.1	67.0	9.3	11.3	..	211.7
Accompanying children						
Under 12	..	71.9	..	79.7	72.6	87.0
12–17	..	13.3	..	12.2	13.2	15.8
Unknown	..	14.8	..	8.1	14.2	17.0
<i>Total</i>	<i>..</i>	<i>100.0</i>	<i>..</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total number	..	109.2	..	10.6	..	119.8
All (potential clients and accompanying children)						
Under 20 ^(a)	35.8	69.5	25.4	56.9	54.8	181.8
20–44	44.9	22.3	60.0	38.6	32.9	109.1
45–64	7.9	1.3	6.9	0.7	3.9	12.9
65+	0.6	0.1	—	—	0.3	1.0
Unknown ^(b)	10.6	6.7	7.7	3.9	8.0	26.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total number	124.1	176.2	9.3	21.9	..	331.5

(a) The age group 'Under 20' for 'All' includes accompanying children of unknown age.

(b) The 'Unknown' category for 'All' excludes accompanying children of unknown age.

Notes

- Adjustments have been made for missing data (see AIHW 2006b:Appendix 2).
- People may make more than one request for accommodation in a day. Data are based on the first valid unmet request for accommodation made by the person or group (see AIHW 2006b:Appendix 2).
- Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
- Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

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Table 9: Potential clients and accompanying children who requested immediate SAAP accommodation: country of birth and Aboriginal and Torres Strait Islander status by requesting group and gender, Australia, 1–7 December 2004 and 11–17 May 2005 (average per cent daily)

	Individual(s) no children	Individual(s) with children	Couple no children	Couple with children	Total	
					%	Number
Country of birth						
Males (potential clients and accompanying children)						
Australia	67.2	76.2	75.4	88.2	72.7	96.3
Other English-speaking countries	2.4	1.3	1.6	2.1	1.9	2.6
Non-English-speaking countries	4.1	1.8	3.3	2.1	3.0	3.9
Unknown	26.3	20.7	19.7	7.6	22.4	29.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total number	64.7	53.1	4.4	10.3	..	132.4
ATSI status						
Aboriginal and/or Torres Strait Islander	8.8	25.0	18.0	26.3	17.0	21.6
Other males	61.5	46.5	57.4	56.9	54.9	69.7
Unknown	29.7	28.6	24.6	16.8	28.1	35.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total number	61.1	51.8	4.4	9.8	..	127.0
Country of birth						
Females (potential clients and accompanying children)						
Australia	60.7	72.2	73.8	81.6	69.1	117.5
Other English-speaking countries	1.8	1.2	4.9	3.3	1.6	2.8
Non-English-speaking countries	4.8	3.4	1.6	2.0	3.7	6.4
Unknown	32.6	23.2	19.7	13.2	25.5	43.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total number	54.7	100.1	4.4	10.9	..	170.0
ATSI status						
Aboriginal and/or Torres Strait Islander	15.2	26.4	18.3	26.4	22.6	37.1
Other females	45.9	42.8	58.3	52.7	44.8	73.6
Unknown	38.9	30.8	23.3	20.9	32.5	53.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total number	52.5	96.9	4.3	10.6	..	164.2

Notes

1. Adjustments have been made for missing data (see AIHW 2006b:Appendix 2). However, adjustments could not be made for missing country of birth or ATSI status. Data were missing on country of birth for an estimated 8.8 males and 20.3 females per day. Data were missing on ATSI status for an estimated 14.2 males and 26.1 females per day.
2. People may make more than one request for accommodation in a day. Data are based on the first valid unmet request for accommodation made by the person or group (see AIHW 2006b:Appendix 2).
3. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
4. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

Table 10: Potential clients and accompanying children who requested immediate SAAP accommodation: country of birth and Aboriginal and Torres Strait Islander status by requesting group, Australia, 1–7 December 2004 and 11–17 May 2005 (average per cent daily)

	Individual(s) no children	Individual(s) with children	Couple no children	Couple with children	Total	
					%	Number
Country of birth						
Potential clients and accompanying children						
Australia	64.2	73.6	74.6	84.8	70.7	213.8
Other English-speaking countries	2.2	1.3	3.3	2.7	1.8	5.4
Non-English-speaking countries	4.4	2.8	2.5	2.0	3.4	10.3
Unknown	29.2	22.3	19.7	10.5	24.1	73.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total number	119.4	153.1	8.7	21.1	..	302.4
ATSI status						
Aboriginal and/or Torres Strait Islander	11.8	25.9	18.2	26.3	20.2	58.8
Other	54.3	44.1	57.9	54.7	49.2	143.4
Unknown	34.0	30.0	24.0	18.9	30.6	89.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total number	113.6	148.6	8.6	20.4	..	291.2

Notes

1. Adjustments have been made for missing data (see AIHW 2006b:Appendix 2). However, adjustments could not be made for missing country of birth or ATSI status. Data were missing on country of birth for an estimated 29.1 people per day. Data were missing on ATSI status for an estimated 40.3 people per day.
2. People may make more than one request for accommodation in a day. Data are based on the first valid unmet request for accommodation made by the person or group (see AIHW 2006b:Appendix 2).
3. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
4. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

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Table 11: Groups with valid unmet requests for immediate SAAP accommodation: referrals for accommodation and valid unmet requests for accommodation, by requesting group, Australia, 1–7 December 2004 and 11–17 May 2005

Requesting group	Referrals for accommodation		Valid unmet requests for immediate accommodation		Referrals for accommodation made in valid unmet requests for accommodation by group
	Number	%	Number	%	%
Individual(s) no children	77.9	60.4	160.1	63.9	48.7
Individual(s) with children	42.9	33.3	76.0	30.3	56.4
Couple no children	3.4	2.7	5.6	2.2	60.7
Couple with children	4.7	3.7	8.7	3.5	54.0
Total	128.9	100.0	250.5	100.0	51.5

Notes

1. Cases excluded due to missing data: 0.
2. Table excludes accompanying children.
3. For the definitions of 'valid unmet requests' and 'immediate accommodation', refer to AIHW 2006b:Glossary and Box 1.
4. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
5. Figures are unweighted.

Source: SAAP Demand for Accommodation Collection.

Table 12: Potential clients who requested immediate accommodation and were not accommodated by the end of the day, primary target group by requesting group, Australia, 1–7 December 2004 and 11–17 May 2005 (per cent)

Primary target group	Individual(s) no children	Individual(s) with children	Couple no children	Couple with children	Total	
					%	Number
Young people	36.0	6.4	24.2	5.2	24.2	46.9
Single men only	13.7	3.3	6.7	—	9.3	17.9
Single women only	4.2	0.6	—	1.3	2.7	5.1
Families	3.3	25.5	13.3	34.4	12.7	24.5
Women escaping domestic violence	12.5	37.5	3.3	—	19.4	37.4
Cross-target/multiple/general	30.3	26.6	52.5	59.1	31.7	61.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (number)	111.7	62.1	8.6	10.9	..	193.2
Total (%)	57.8	32.1	4.4	5.6	100.0	..

Notes

1. Cases excluded due to missing data: 0 (Demand for Accommodation Collection).
2. Adjustments have been made for missing data from the Demand for Accommodation Collection (see AIHW 2006b:Appendix 2).
3. Table excludes accompanying children.
4. At the requesting group level by primary target group, there were some discrepancies between the people recorded as accommodated in the Client Collection and data recorded in the Demand for Accommodation Collection on people who were accommodated later on the same day they made a valid unmet request for accommodation. For this reason, some cells in this table have been adjusted.
5. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
6. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

Table 13: Number of clients accommodated in SAAP on an average day, primary target group by requesting group, Australia, 1–7 December 2004 and 11–17 May 2005 (daily average number)

Primary target group	Individual(s) no children	Individual(s) with children	Couple no children	Couple with children	Total	
					%	Number
Young people	1,579.5	261.4	69.0	65.7	26.7	1,975.6
Single men only	1,346.3	4.3	2.0	—	18.3	1,352.6
Single women only	235.7	111.4	—	1.0	4.7	348.1
Families	103.2	502.1	23.4	279.6	12.3	908.4
Women escaping domestic violence	385.2	822.6	3.1	2.2	16.4	1,213.1
Cross-target/multiple/general	1,012.3	392.7	48.9	157.0	21.7	1,610.9
Total (number)	4,662.2	2,094.4	146.5	505.6	..	7,408.6
Total (%)	62.9	28.3	2.0	6.8	100.0	..

Notes

1. Cases excluded due to missing data: 304 (Client Collection, daily average accommodation dates).
2. Table excludes accompanying children.
3. The accommodation status of a client on a particular day is based on the reported periods of accommodation within a support period. Clients may start and end accommodation on the same date. If a client starts and ends accommodation on the same day, these periods are considered to be a single period. It can reasonably be assumed that a client will not have more than one period of accommodation on the same day.
4. Only data from agencies that participated in both the Client Collection and the Demand for Accommodation Collection are included. Consequently, the figures understate the level of activity in SAAP agencies.
5. Figures are unweighted.

Sources: SAAP Client Collection and Demand for Accommodation Collection.

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