

# **Homeless people in SAAP**

**SAAP National Data Collection  
annual report  
2006–07  
Australia**

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SAAP NDCA REPORT SERIES 12

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2006–07  
Australia**

**July 2008**

Australian Institute of Health and Welfare  
Canberra

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# Preface

This is the Series 12 (2006–07) 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 or 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 Subcommittee. Valuable support and encouragement have been provided by the SAAP Coordination and Development Committee, which is responsible for the national direction of SAAP.

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*.

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.

Penny Allbon

Australian Institute of  
Health and Welfare

SAAP Coordination and  
Development Committee

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Finally, the vital role played by data providers is acknowledged. 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 Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) and state and territory funding departments, which provided administrative data.

# Abbreviations and symbols

## Abbreviations

ABS	Australian Bureau of Statistics
ACT	Australian Capital Territory
AIHW	Australian Institute of Health and Welfare
CAP	Crisis Accommodation Program
DV	domestic violence
FaCSIA	Department of Families, Community Services and Indigenous Affairs
FaHCSIA	Department of Families, Housing, Community Services and Indigenous Affairs (formerly known as FaCSIA)
I & I	Innovation and Investment
NDC	National Data Collection
NDCA	National Data Collection Agency
No.	number
NSW	New South Wales
NT	Northern Territory
Qld	Queensland
SA	South Australia
SAAP	Supported Accommodation Assistance Program
SLK	statistical linkage key
SMART	SAAP Management and Reporting Tool
Tas	Tasmania
Vic	Victoria
WA	Western Australia

## Symbols in tables

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



# Summary

This report provides an overview of assistance given to clients and their accompanying children by the Supported Accommodation Assistance Program (SAAP) during the financial year 2006–07. This national report is accompanied by state and territory supplements.

## Funding

In 2006–07, the total funding allocation to SAAP was \$383.0 million. In real terms, this was 33% more than the total funding provided in 1996–97 and 9% more than in 2005–06.

Funding directly to the 1,539 SAAP agencies in 2006–07 was \$367.3 million. In real terms, this was 40% more than the funding provided to agencies in 1996–97 and 9% more than in 2005–06.

## How many people were supported?

It is estimated that 1 in every 110 Australians, or 187,900 people, received substantial SAAP support at some time during 2006–07. Of this, 118,800 were clients and 69,100 were children accompanying clients which, consistent with funding changes, were significant increases over 2005–06. The majority of clients and accompanying children had only one period of support during the year. In general, repeat use was slightly higher for older male clients.

## Who was supported?

The majority of people supported by SAAP were female. In particular, young females aged 15–19 years were the most likely group to become a SAAP client (1 in every 51 females in this age bracket). Accompanying children aged 0–4 years also reported a high rate of use (1 in every 42 children in this age bracket).

Most clients and accompanying children were born in Australia and did not identify as being Aboriginal or Torres Strait Islander. Aboriginal and Torres Strait Islander clients (18%) and accompanying children (27%) were, however, overrepresented when compared with the general Australian population (2% and 5%, respectively).

## How long were clients supported for?

The median length of support was 7 days. The median length of accommodation was 10 days. The majority of support periods did not include a period of accommodation and were for support services only.

## **Were support needs met?**

Overall, SAAP agencies were able to directly meet the needs of clients and accompanying children in the majority of cases. The broad type of service provided most often when it was required was basic support services, such as meals and shower or laundry facilities. The least likely broad group of services to be provided when required were specialist services, such as physical and intellectual disability services, psychiatric services, drug and alcohol support or intervention services, and specialist counselling services.

## **What were their outcomes?**

This report covers client outcomes for income, employment, education, type of house or dwelling, type of tenure, and living situation. Generally, the circumstances of clients improved following support, particularly for those who specifically required assistance with income, employment and housing and for those supported for longer periods.

The majority of SAAP clients had a case management plan in place before the end of their support. In most cases, at least some of the goals specified in the plan were achieved.

# 1 Introduction

This report provides an overview of assistance given to clients and their accompanying children by the Supported Accommodation Assistance Program (SAAP) during the financial year 2006–07. This national report is accompanied by state and territory supplements.

Accurate interpretation of the analyses presented here requires an understanding of the particular concepts and terms used in the National Data Collection. Readers are therefore encouraged to consult Appendix 2 of this report and the National Data Collection Agency (NDCA) collectors manual (AIHW 2005b).

Note that this report includes data from the SAAP Innovation and Investment (I & I) Fund. The Innovation and Investment Fund focuses on pilot and research projects that help identify key characteristics of good practice in relation to the SAAP strategic priority areas (FaHCSIA 2006). Appendix 1 contains further information on this as well as summary data relating to participating I & I Pilot Projects.

## The Supported Accommodation Assistance Program

SAAP is a major part of Australia's overall response to homelessness. It 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 V 2005–2010) 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.

Each year, the program funds non-government, community or local government agencies that range from small stand-alone agencies with single outlets to auspices with multiple outlets. These agencies provide accommodation and support services to a range of groups – single men, single women, young people, families, women and children escaping domestic violence, or a combination of client groups.

## 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, three components exist: the Client Collection, the Administrative Data Collection and the Demand for Accommodation Collection.

Appendix 2 provides an overview of these collections. This report mainly presents analysis of the Client Collection. Some analysis of funding using the Administrative Data Collection is also presented to provide context. A further report, *Demand for SAAP accommodation by homeless people 2006–07*, will include data on the met and unmet demand for SAAP accommodation gathered from the Demand for Accommodation Collection.

## 2 Funding

Funding for the Supported Accommodation Assistance Program is provided jointly by the Australian Government (through the Department of Families, Housing, Community Services and Indigenous Affairs) and the state and territory governments. This chapter analyses information about the overall funding for SAAP in 2006–07 as well as that allocated directly to the 1,539 SAAP agencies that were funded that year (Table 2.3). Note that not all of these agencies were funded throughout the entire year: at 30 June 2007, 1,523 were still funded. Further, not all funded agencies are required to participate in the Collection. In 2006–07, 1,456 agencies were required to participate in the collection (Table A2.1).

For the first time this report includes data from the SAAP Innovation and Investment (I & I) Fund (see later in this chapter as well as FaHCSIA 2006 and Appendix 1 for more information).

### Total funding

Data provided by Australian Government and state and territory government departments responsible for administering SAAP show that the agreed allocation for SAAP nationally in 2006–07 was \$356.1 million (derived from Table 2.1). On top of this, six jurisdictions reported funding allocations of \$26.4 million in addition to the amounts determined in the agreements between those jurisdictions and the Australian Government. Further, the Australian Government contributed \$0.5 million to the Innovation and Investment Fund in addition to the funding allocated to the state and territory governments for specific I & I projects.

When all this is taken into account, the total SAAP funding allocation nationally was just over \$383.0 million. Of the total allocation, \$367.3 million was allocated to SAAP agencies (Table 2.3), with the remaining \$15.8 million allocated for purposes such as administration, training, data collection, research and evaluation.<sup>1</sup>

### Distribution of total support and funding

Table 2.2 shows the distribution of the total SAAP funding allocation by state and territory, and compares this with the distribution of the Australian population and of support periods and accompanying child support periods provided by agencies. As population numbers and characteristics vary across the states and territories, population figures allow more meaningful comparisons of the level of SAAP use across Australia. Note that the number of support periods and accompanying child support periods are not indicative of the per capita size of the homeless population. They are only indicative of the number of people accessing SAAP and are used only as a broad summary measure of the amount of support provided by agencies. In addition, not all agencies that receive funding are required to participate in the Client Collection (refer to Table A2.1).

When analysing variations in the distribution of support and funding, it is important to recognise that the level of assistance provided can vary considerably with each support

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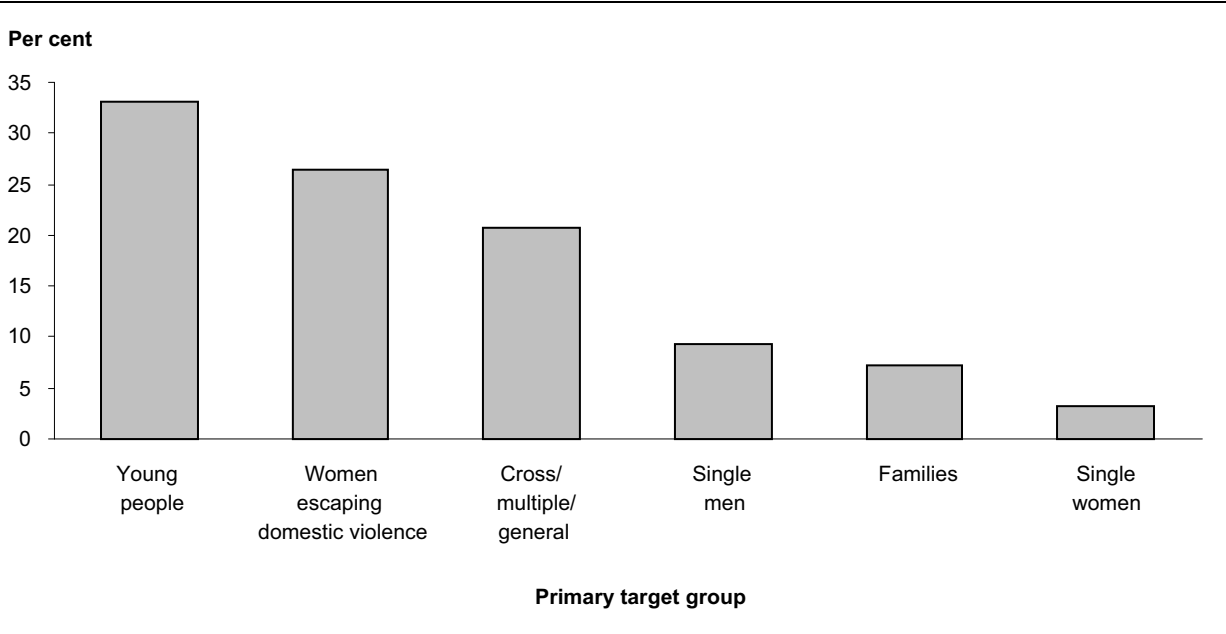
<sup>1</sup> The amount that can be used for administrative purposes by state and territory funding departments is determined by a formula set out under their bilateral SAAP agreements with the Australian Government.

period. Differences between the distributions of support and funding may also reflect different approaches to service provision, rather than just differences in the relative amount of support provided. An example of the variation between support and funding is illustrated by the New South Wales and Victorian data. Whereas New South Wales had 31% of the total funding allocation, agencies in this state supplied 25% of the total support (client support periods plus accompanying child support periods). Conversely, agencies in Victoria had 25% of the total funding allocation and provided 35% of the total support.

The distribution of funds varied from the proportions of the general population in the various states and territories, with some jurisdictions having relatively more funding than others (Table 2.2). In particular, Tasmania, the Australian Capital Territory and the Northern Territory had 10% of the funding but only 5% of the population at 30 June 2006. On the other hand, 20% of the population lived in Queensland, but that state had 17% of the total SAAP funding. In the other states, their proportion of funding was roughly equivalent to their proportion of the population.

## Funding to agencies

Table 2.3 shows the funding allocations that went directly to SAAP agencies and mean (average) funding per agency by state and territory, region and primary target group of the agency. Agencies receive funds for salaries and ongoing operating costs to enable them to provide support. 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.



Source: Table 2.3.

**Figure 2.1: Funding allocations to agencies, by primary target group, Australia, 2006-07 (per cent)**

As noted, the total SAAP funding allocation across Australia in 2006–07 was \$383.0 million, of which \$367.3 million was allocated to agencies (Table 2.3). Agencies that primarily provide services to young people (35% of agencies) received the largest proportion of the SAAP funding allocation to agencies, with 33% of the funds allocated to these agencies, or \$121.4 million (Figure 2.1 and Table 2.3). Agencies targeting women escaping domestic violence (24% of agencies) received the next largest allocation, at 26% or \$96.9 million. The small number of agencies targeting single women only (3%) received the smallest overall proportion of funding, at 3% or around \$11.7 million.

In 2006–07, the average level of funding per agency was \$238,600. 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 \$399,100, whereas agencies in Victoria received the lowest at \$169,600. In terms of the primary target group of the agency, agencies targeting single men had the highest average funding (\$348,400), followed by agencies for women and children escaping domestic violence (\$262,500). Agencies for single women received an average of \$255,200, agencies for young people \$222,800, and agencies with cross-target, multiple or general target groups \$217,500. Family agencies received the lowest average amount of funding per agency (\$204,600). Care should be taken when comparing average funding levels across agencies as agency size, delivery models and client needs are diverse across the agencies.

Over half (58%) of all agencies were located in Major Cities and 24% were located in Inner Regional Areas. This compares with 12% in Outer Regional Areas, and 3% in both Remote Areas and Very Remote Areas. Agencies in Major Cities received the highest average funding per agency (\$268,200), followed by agencies in Remote Areas (\$224,600), agencies in Outer Regional Areas (\$205,900), and agencies in Very Remote Areas (\$204,700). Agencies in Inner Regional Areas had the lowest average funding per agency (\$188,300).

## **Innovation and Investment Fund**

The Innovation and Investment (I & I) Fund was initiated by the Australian Government to ensure that SAAP V provides significant capacity to explore and implement the kind of sector reform found necessary following the National Evaluation of SAAP IV (FaHCSIA 2006). It is a collaborative venture between the Australian Government and the state and territory governments and will operate over the 5 years of the SAAP V Agreement.

For the purposes of this report, there are two distinct types of I & I funding and agencies – I & I recurrent and I & I Pilot Project. I & I recurrent refers to previously state and territory-only funded SAAP agencies accepted under the SAAP V Agreement as in-kind contributions to the I & I Fund. In 2006–07, \$13.7 million was allocated under the SAAP V Agreement as I & I recurrent funding (Table 2.1). In 2006–07, \$9.4 million of this was allocated directly to SAAP agencies (AIHW unpublished data). Note that some of these agencies and their funding were included in the National Data Collection prior to their formal recognition in the SAAP V Agreement. In previous years, some of the additional funding for these agencies was included in ‘State-only recurrent allocations’ (AIHW 2007:Table 2.1, 2006a:Table 2.1, 2005a:Table 2.1).

I & I Pilot Projects are not recurrently funded; rather they involve cash payments for a specific project with a specified lifecycle. In 2006–07, I & I Pilot Projects were allocated \$7.8 million under the SAAP V Agreement (Table 2.1). Of this, \$4.9 million was allocated directly to SAAP agencies (Table A1.1).

Further information on the Innovation and Investment Fund and additional tables relating to SAAP I & I Pilot Project agencies is contained at Appendix 1.

## 2.1 Tables

Table 2.1: SAAP funding: total funding allocations<sup>(a)</sup>, by state and territory, Australia, 2006–07

State/territory	Australian–state/territory government agreement						State/territory-only additional <sup>(d)</sup>		Total allocations <sup>(e)</sup>	
	Base funding		I & I pilot <sup>(b)</sup>		I & I recurrent <sup>(c)</sup>		\$'000	Per cent	\$'000	Per cent
	\$'000	Per cent	\$'000	Per cent	\$'000	Per cent				
NSW	118,121	35.3	615	7.8	—	—	—	118,736	—	31.0
Vic	64,756	19.4	1,948	24.8	7,275	53.1	20,400	94,379	77.2	24.6
Qld	59,818	17.9	1,993	25.4	1,768	12.9	1	63,580	—	16.6
WA	30,392	9.1	838	10.7	1,339	9.8	2,025	34,594	7.7	9.0
SA	28,002	8.4	988	12.6	2,704	19.7	1,062	32,756	4.0	8.6
Tas	13,790	4.1	856	10.9	—	—	271	14,917	1.0	3.9
ACT	11,230	3.4	173	2.2	606	4.4	2,680	14,689	10.1	3.8
NT	8,439	2.5	436	5.6	—	—	—	8,875	—	2.3
Australian Government administered I & I	..	..	..	..	..	..	..	500	..	0.1
<b>Total</b>	<b>334,548</b>	<b>100.0</b>	<b>7,847</b>	<b>100.0</b>	<b>13,692</b>	<b>100.0</b>	<b>26,440</b>	<b>383,027</b>	<b>100.0</b>	<b>100.0</b>

(a) With the exception of the 'State/territory-only additional' column, funding allocations in this table include funds not allocated directly to agencies (e.g. funds allocated for administration, training, research and evaluation). Funding allocated directly to agencies is presented in Table 2.3.

(b) 'I & I pilot' refers to cash payments for SAAP Innovation and Investment Fund Pilot Projects. Note that not all of the allocated I & I Pilot Project funding went directly to SAAP agencies (refer to Table A1.1).

(c) 'I & I recurrent' refers to state and territory-only funded SAAP agencies accepted under the SAAP V Agreement as in-kind contributions to the I & I Fund. Note that not all of the allocated I & I recurrent funding went directly to SAAP agencies.

(d) 'State/territory-only additional' refers to funding allocated to SAAP agencies in addition to the SAAP funding agreement between that state or territory and the Australian Government. Only funding allocated directly to SAAP agencies is included in this amount.

(e) SAAP agencies may receive funding from sources other than SAAP. This is not included in 'Total allocations'.

Sources: SAAP Administrative Data Collection; FaHCSIA unpublished data.



**Table 2.2: SAAP support periods, accompanying child support periods, total support, total funding allocations and total Australian population, by state and territory, Australia, 2006–07**

State/ territory	Support periods		Accompanying child support periods		Total support		Total allocations <sup>(a)</sup>		Total Australian population <sup>(b)</sup>	
	Number	Per cent	Number	Per cent	Number	Per cent	\$'000	Per cent	Number	Per cent
NSW	53,400	25.7	22,800	22.9	76,200	24.8	118,736	31.0	6,817,200	32.9
Vic	75,800	36.5	32,300	32.5	108,100	35.2	94,379	24.6	5,128,300	24.8
Qld	27,800	13.4	14,000	14.1	41,800	13.6	63,580	16.6	4,091,500	19.8
WA	16,500	7.9	9,600	9.6	26,000	8.5	34,594	9.0	2,059,000	9.9
SA	20,000	9.6	13,700	13.8	33,700	11.0	32,756	8.6	1,568,200	7.6
Tas	6,800	3.3	2,800	2.8	9,600	3.1	14,917	3.9	489,900	2.4
ACT	2,600	1.2	1,600	1.6	4,100	1.3	14,689	3.8	334,200	1.6
NT	4,800	2.3	2,600	2.6	7,400	2.4	8,875	2.3	210,700	1.0
Australian Government administered I & I	..	..	..	..	..	..	500	0.1	..	..
<b>Total</b>	<b>207,700</b>	<b>100.0</b>	<b>99,300</b>	<b>100.0</b>	<b>307,000</b>	<b>100.0</b>	<b>383,027</b>	<b>100.0</b>	<b>20,701,500</b>	<b>100.0</b>

(a) 'Total allocations' includes Innovation and Investment Fund allocations; funds not allocated to agencies (e.g. funds allocated for administration, training, research and evaluation); and funds in addition to the SAAP funding agreement between some jurisdictions and the Australian Government (refer to Table 2.1).

(b) 'Total Australian population' refers to the estimated resident population at 30 June 2006 (preliminary estimates). Residents of external territories are included in the total.

*Notes*

1. Support period and accompanying child support period figures have been weighted to adjust for agency non-participation.
2. Not all SAAP funding is allocated directly to SAAP agencies (refer to Table 2.3).

Sources: SAAP Administrative Data and Client Collections; FaHCSIA unpublished data; ABS 2007b.

**Table 2.3: SAAP agencies: funding allocations to agencies and mean funding per agency, by state and territory, region and primary target group of agency, Australia, 2006–07**

	<b>Agencies (number)</b>	<b>Agencies (%)</b>	<b>Funding allocation (\$)<sup>(a)</sup></b>	<b>Funding allocation (%)<sup>(a)</sup></b>	<b>Mean funding per agency (\$)</b>
<b>State/territory</b>					
NSW	392	25.5	114,165,000	31.1	291,200
Vic	524	34.0	88,859,000	24.2	169,600
Qld	230	14.9	63,265,000	17.2	275,100
WA	148	9.6	33,512,000	9.1	226,400
SA	117	7.6	31,718,000	8.6	271,100
Tas	35	2.3	13,969,000	3.8	399,100
ACT	56	3.6	13,931,000	3.8	248,800
NT	37	2.4	7,842,000	2.1	212,000
<b>Total</b>	<b>1,539</b>	<b>100.0</b>	<b>367,261,000</b>	<b>100.0</b>	<b>238,600</b>
<b>Region<sup>(b)</sup></b>					
Major City	897	58.3	240,489,000	65.5	268,200
Inner Regional	361	23.5	67,972,000	18.5	188,300
Outer Regional	186	12.1	38,238,000	10.4	205,900
Remote	48	3.1	10,752,000	2.9	224,600
Very Remote	48	3.1	9,810,000	2.7	204,700
<b>Total</b>	<b>1,539</b>	<b>100.0</b>	<b>367,261,000</b>	<b>100.0</b>	<b>238,600</b>
<b>Primary target group</b>					
Young people	545	35.4	121,437,000	33.1	222,800
Single men only	99	6.4	34,492,000	9.4	348,400
Single women only	46	3.0	11,738,000	3.2	255,200
Families	130	8.4	26,597,000	7.2	204,600
Women escaping domestic violence	369	24.0	96,860,000	26.4	262,500
Cross-target/multiple/general	350	22.7	76,136,000	20.7	217,500
<b>Total</b>	<b>1,539</b>	<b>100.0</b>	<b>367,261,000</b>	<b>100.0</b>	<b>238,600</b>
Funding allocations to agencies <sup>(a)</sup>	1,539	100.0	367,261,000	95.9	238,600
Other funding allocations	..	..	15,766,000	4.1	..
<b>Total</b>	<b>..</b>	<b>..</b>	<b>383,027,000</b>	<b>100.0</b>	<b>..</b>

(a) 'Funding allocation' by state/territory, region and primary target group and 'Funding allocations to agencies' excludes funds not allocated to agencies, e.g. funds allocated for administration, training, research and evaluation (note that these amounts are included in the 'total allocations' shown in tables 2.1 and 2.2).

(b) For the definition of region, refer to Appendix 2:Section A2.4. Note that number of agencies and funding allocations by region may not add to the total due to rounding. This is because the postcode of an agency may fall into one or more Remoteness Areas (RA).

*Notes*

1. At 30 June 2007, 1,523 agencies were funded.
2. Not all funded agencies are required to participate in the Client Collection (refer to Appendix 2:Table A2.1 and Section A2.4).

Sources: AIHW 2008; SAAP Administrative Data Collection.

### 3 Level of support

It is estimated that 1 in every 110 Australians received substantial SAAP support at some time during 2006-07.<sup>2</sup> More specifically, SAAP agencies supported an estimated 187,900 people. Of these, 118,800 were adults or unaccompanied children (clients) and 69,100 were accompanying children (tables 3.1 and 3.2).

The total number of support periods (207,700) exceeded the number of clients as each client can receive support or supported accommodation on more than one occasion. Similarly, the total number of accompanying child support periods (99,300) exceeded the number of accompanying children as individual children may accompany a parent or guardian during more than one period of support.

Note that this report includes data on clients and accompanying children who were supported using funds allocated under the SAAP Innovation and Investment (I & I) Fund (refer to FaHCSIA 2006 and Appendix 1). Appendix 1 contains summary information relating to funding, support periods, clients, accompanying child support periods and accompanying children in participating I & I Pilot Project agencies.

#### Adults and unaccompanied children (clients)

In 2006-07, there were 118,800 clients who were provided with 207,700 periods of support (Table 3.1). Nationally, 1 in every 154 (or 65 per 10,000) people aged 10 years and over in the general population became a SAAP client (derived from Table 3.1).

The majority of clients (73%) had only one occasion of support, with the average number of support periods being 1.8.

The majority of support periods (62%) did not include a period of SAAP or Crisis Assistance Program (CAP) accommodation. It is important to note that a client may be accommodated for all or only some of the total time they were supported.

#### State and territory

Of the states and territories, Victoria reported the highest number of support periods (75,800) and clients (37,900), followed by New South Wales (53,400 and 31,900) (Table 3.1). Victoria also reported the highest number of support periods per client 2.0, compared with between 1.4 and 1.7 in the other states and territories.

The Northern Territory had by far the highest number of clients per 10,000 people in the general population aged over 10 years (182 or 1 in every 55). New South Wales and Queensland had the lowest (53 or 1 in every 189).

The majority of support periods in Victoria (81%), South Australia (64%), Tasmania (57%) and New South Wales (52%) did not include a period of accommodation (derived from Table 3.1). In contrast, in the Northern Territory (63%), Western Australia (59%), Queensland (54%) and the Australian Capital Territory (54%) the majority of support periods did involve a period of accommodation. Note that the provision of support versus accommodation is

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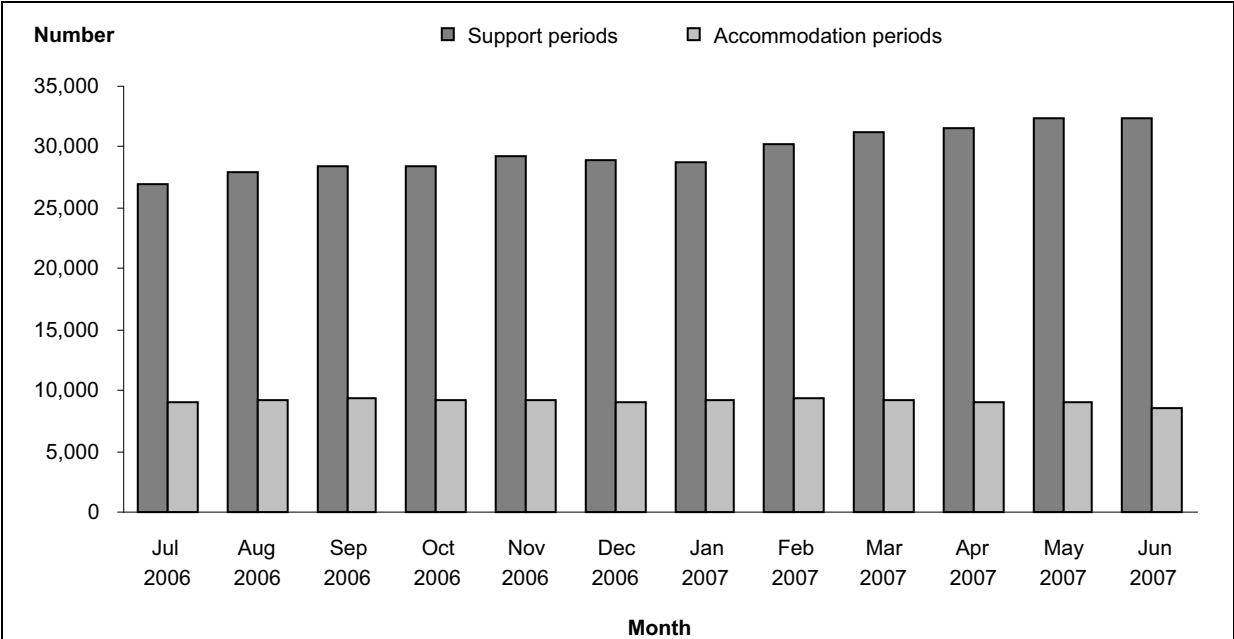
<sup>2</sup> From tables 2.2, 3.1 and 3.2 we calculate: total Australian population 20,701,500 ÷ (118,800 clients + 69,100 accompanying children) = 110.2.

largely dependent on the model of homelessness service delivery and the types of agencies operating in the jurisdictions. For example, in Victoria, while support services are provided via SAAP, accommodation is largely provided through complementary programs such as the Transitional Housing Management (THM) program.

### Daily support

The daily level of support provided by SAAP agencies can be examined by looking at the average number of support periods active each day and the average number of accommodation periods active each night. Note that accommodation periods occur during support periods and are therefore not in addition to the number of support periods.

Figure 3.1 shows the average number of support periods that were active each day and the average number of accommodation periods that were active each night during each month of 2006–07.



Sources: tables 3.3 and 3.4.

**Figure 3.1: SAAP support periods active each day and accommodation periods active each night, average by month, Australia, 2006–07 (number)**

### Support periods

In 2006–07, a total of 10,837,100 days of support were provided (Table 3.3). Nationally, the average daily number of active support periods generally increased throughout the year, particularly in the latter part (rising from 26,900 in July 2006 to reach 32,400 in June 2007, an increase of 20%) (Figure 3.1). This was due to increases in the provision of support periods in some of the jurisdictions, primarily New South Wales, South Australia and Western Australia. A corresponding increase in accommodation periods was not recorded, indicating that the increase was due to periods of support that did not involve a period(s) of accommodation.

## **State and territory**

Agencies in Victoria provided the most days of support in 2006–07 (3,097,300) (Table 3.3). In contrast, agencies in the Northern Territory reported the fewest days of support (181,900).

While Victoria, the Australian Capital Territory and the Northern Territory showed little variation throughout the year, some states showed an increase in the average days of support as the year progressed. In particular, South Australia increased from an average of 2,700 days of support in July 2006 to 3,900 in June 2007 (an increase of 44%), New South Wales increased from 7,100 to 9,700 (an increase of 37%), Western Australia increased from 3,300 to 4,100 (an increase of 24%), Tasmania increased from 1,100 to 1,300 (an increase of 18%) and Queensland increased from 3,400 to 3,800 (an increase of 12%).

## **Accommodation periods**

A total of 3,212,000 nights of accommodation were provided by SAAP agencies in Australia during 2006–07 (Table 3.4). The average nightly number of accommodation periods did not replicate the pattern of support, remaining relatively constant throughout most of the year (ranging between 9,000 and 9,300 for the first 11 months) before dipping slightly in June 2007 (to 8,500).

## **State and territory**

Victoria reported the most days of support (Table 3.3), but New South Wales provided the most nights of accommodation during 2006–07 (1,031,700). Agencies in Victoria reported 816,000 nights of accommodation for the same period (Table 3.4). An explanation for the lower number of accommodated nights in Victoria is that many SAAP clients in Victoria are accommodated in both crisis and medium-term accommodation by the Transitional Housing Management (THM) program. Some of the accommodation periods provided to clients at THM properties are reported to the NDCA, but an indeterminate number are not. Victoria has also initiated a new collection to gather information on these properties separately to the SAAP National Data Collection as part of the Victorian Homelessness Strategy.

## **Accompanying children**

This section focuses on children who accompanied their parent(s) or guardian(s) to SAAP agencies, and/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. The estimates presented here relate to accompanying children and accompanying child support periods (refer to Appendix 2, Section A2.4).

In 2006–07, 69,100 children accompanied clients of SAAP agencies (accompanying children) (Table 3.2). This equates to 1 in every 71 children in the general Australian population aged 17 years and under (or 141 children per 10,000).

These accompanying children had 99,300 periods of support (accompanying child support periods). Most (79%) accompanying children had only one period of support during the year, resulting in an average number of accompanying child support periods per

accompanying child of 1.4. The majority of accompanying child support periods (61%) did not involve a period of accommodation (derived from Table 3.2).<sup>3</sup>

### **State and territory**

Victoria recorded the highest number of both accompanying children and accompanying child support periods (20,500 accompanying children and 32,300 accompanying child support periods) followed by New South Wales (16,900 accompanying children and 22,800 accompanying child support periods). The Australian Capital Territory had the smallest number (1,300 accompanying children and 1,600 accompanying child support periods).

The majority of accompanying child support periods in South Australia (77%), Victoria (71%), New South Wales (60%) and Tasmania (57%) did not involve a period of accommodation. In contrast, in Western Australia (67%), the Northern Territory (62%), Queensland (53%) and the Australian Capital Territory (just over 50%) the majority of support periods included a period of accommodation.

Of the states and territories, Queensland had the highest proportion of accompanying children who had only one period of support (88%) and South Australia and Victoria the lowest (73%).

The Northern Territory reported significantly higher numbers of accompanying children per 10,000 population aged 17 years and under (332 or 1 in 30), followed by South Australia (269 or 1 in 37). New South Wales reported the lowest number of accompanying children compared with the general population aged under 18 years (105 or 1 in 95).

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<sup>3</sup> For the purposes of calculating the number of accompanying child support periods with and without a period of accommodation, accompanying children are assumed to be accommodated if their parent or guardian was accommodated.

## 3.1 Tables

Table 3.1: SAAP support periods and clients, by state and territory, Australia, 2006–07

State/ territory	Support periods			Clients				
	Support periods (number)	With accommodation <sup>(a)</sup> (number)	Without accommodation <sup>(a)</sup> (number)	Clients (number)	Clients with only one support period (%)	Mean no. of support periods per client (number)	Per 10,000 population aged 10+ years <sup>(a)</sup>	
							Actual	Age- standardised
NSW	53,400	25,600	27,900	31,900	74.3	1.68	53	54
Vic	75,800	14,400	61,500	37,900	70.0	2.00	84	83
Qld	27,800	15,000	12,800	19,000	77.2	1.46	53	53
WA	16,500	9,800	6,700	11,100	76.7	1.48	62	61
SA	20,000	7,200	12,800	12,200	72.0	1.64	87	91
Tas	6,800	2,900	3,900	4,700	76.3	1.44	110	117
ACT	2,600	1,400	1,100	1,900	79.2	1.37	63	58
NT	4,800	3,000	1,800	3,200	75.2	1.49	182	161
<b>Australia</b>	<b>207,700</b>	<b>79,200</b>	<b>128,500</b>	<b>118,800</b>	<b>72.8</b>	<b>1.75</b>	<b>65</b>	<b>65</b>

(a) 'Per 10,000 population aged 10+ years' 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 years and over at 30 June 2006 (preliminary estimates). Age-standardised estimates have been derived to allow for different age distributions in the various jurisdictions.

#### Notes

1. Number excluded due to errors and omissions (weighted): 0.
2. The number of clients within a state or territory relates to the first visit for that client 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. Support period figures have been weighted to adjust for agency non-participation.
4. Client figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client Collection; ABS 2007b.

**Table 3.2: SAAP accompanying child support periods and accompanying children, by state and territory, Australia, 2006–07**

State/ territory	Accompanying child support periods			Accompanying children			
	Accompanying child support periods (number)	With accommodation <sup>(a)</sup> (number)	Without accommodation <sup>(a)</sup> (number)	Accompanying children (number)	Accompanying children with only one accompanying child support period (%)	Mean no. of accompanying child support periods per accompanying child (number)	Per 10,000 population aged 0–17 years <sup>(b)</sup>
NSW	22,800	9,100	13,600	16,900	86.7	1.35	105
Vic	32,300	9,200	23,000	20,500	73.0	1.57	173
Qld	14,000	7,400	6,600	11,000	88.0	1.27	109
WA	9,600	6,400	3,200	6,300	75.0	1.49	127
SA	13,700	3,200	10,500	9,400	72.9	1.46	269
Tas	2,800	1,300	1,600	2,300	85.2	1.23	195
ACT	1,600	800	700	1,300	87.4	1.21	166
NT	2,600	1,600	1,100	2,000	85.2	1.31	332
<b>Australia</b>	<b>99,300</b>	<b>39,000</b>	<b>60,300</b>	<b>69,100</b>	<b>79.2</b>	<b>1.43</b>	<b>141</b>

(a) Dates of support and accommodation are not collected for accompanying children. For the purposes of calculating the number of accompanying child support periods with and without a period of accommodation, accompanying children are assumed to be accommodated if their parent or guardian was accommodated.

(b) 'Per 10,000 population aged 0–17 years' shows how many people out of every 10,000 aged 17 years and under in the general population accompanied SAAP clients. The rate is estimated by comparing the number of SAAP accompanying children aged 17 years and under with the estimated resident population aged 17 years and under at 30 June 2006 (preliminary estimates).

*Notes*

1. Number excluded due to errors and omissions (weighted): 0.
2. The number of accompanying children within a state or territory relates to the first visit for that child in that state or territory. Since a client with accompanying children may have support periods in more than one state or territory, state and territory figures do not sum to the national figure.
3. Accompanying child support period figures have been weighted to adjust for agency non-participation.
4. Accompanying children figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client Collection; ABS 2007b.



**Table 3.3: SAAP support periods: number of support periods active each day, average by month and state and territory, Australia, 2006–07**

<b>Date</b>	<b>NSW</b>	<b>Vic</b>	<b>Qld</b>	<b>WA</b>	<b>SA</b>	<b>Tas</b>	<b>ACT</b>	<b>NT</b>	<b>Total</b>
July 2006	7,100	8,300	3,400	3,300	2,700	1,100	600	400	26,900
August 2006	7,400	8,400	3,700	3,400	2,800	1,100	600	500	27,900
September 2006	7,500	8,500	3,800	3,400	3,000	1,100	600	500	28,400
October 2006	7,500	8,500	3,700	3,500	3,100	1,100	600	500	28,500
November 2006	7,700	8,600	3,700	3,600	3,200	1,100	600	500	29,200
December 2006	7,600	8,500	3,700	3,600	3,300	1,200	600	500	28,900
January 2007	7,500	8,400	3,600	3,700	3,400	1,100	600	500	28,800
February 2007	8,000	8,600	3,800	3,900	3,600	1,200	600	500	30,200
March 2007	8,600	8,600	3,900	3,900	3,900	1,200	600	500	31,300
April 2007	8,900	8,500	3,800	4,000	3,800	1,300	600	500	31,500
May 2007	9,400	8,600	3,900	4,100	3,900	1,300	600	500	32,300
June 2007	9,700	8,400	3,800	4,100	3,900	1,300	600	500	32,400
<b>Support periods: total number of days</b>	<b>2,950,600</b>	<b>3,097,300</b>	<b>1,366,500</b>	<b>1,356,000</b>	<b>1,232,300</b>	<b>433,400</b>	<b>219,200</b>	<b>181,900</b>	<b>10,837,100</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 0.
2. Please refer to Appendix 2, Section A2.4 for the method used to calculate the monthly average.
3. Figures have been weighted to adjust for agency non-participation.

*Source:* SAAP Client Collection.

**Table 3.4: SAAP support periods with accommodation: number of accommodation periods active each night, average by month and state and territory, Australia, 2006–07**

<b>Date</b>	<b>NSW</b>	<b>Vic</b>	<b>Qld</b>	<b>WA</b>	<b>SA</b>	<b>Tas</b>	<b>ACT</b>	<b>NT</b>	<b>Total</b>
July 2006	2,900	2,500	1,600	700	800	200	200	200	9,100
August 2006	2,900	2,500	1,600	700	800	200	300	200	9,200
September 2006	2,900	2,500	1,600	700	900	300	200	200	9,300
October 2006	2,900	2,400	1,600	700	900	300	200	200	9,200
November 2006	2,900	2,400	1,600	700	900	300	200	200	9,200
December 2006	2,900	2,300	1,500	700	900	300	200	200	9,000
January 2007	2,900	2,300	1,600	700	1,000	300	200	200	9,200
February 2007	2,900	2,300	1,600	700	1,000	300	200	200	9,300
March 2007	3,000	2,200	1,600	700	1,000	300	200	200	9,200
April 2007	3,000	2,200	1,600	700	1,000	300	200	200	9,100
May 2007	3,000	2,100	1,500	700	1,000	300	200	200	9,000
June 2007	2,900	1,900	1,500	700	1,000	300	200	200	8,500
<b>Accommodation periods: total number of nights</b>	<b>1,031,700</b>	<b>816,000</b>	<b>557,500</b>	<b>242,700</b>	<b>331,800</b>	<b>89,400</b>	<b>80,300</b>	<b>62,600</b>	<b>3,212,000</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 2,456.
2. Please refer to Appendix 2, Section A2.4 for the method used to calculate the monthly average.
3. Figures have been weighted to adjust for agency non-participation.

*Source:* SAAP Client Collection.

## 4 Age, sex, country of birth and cultural and linguistic diversity

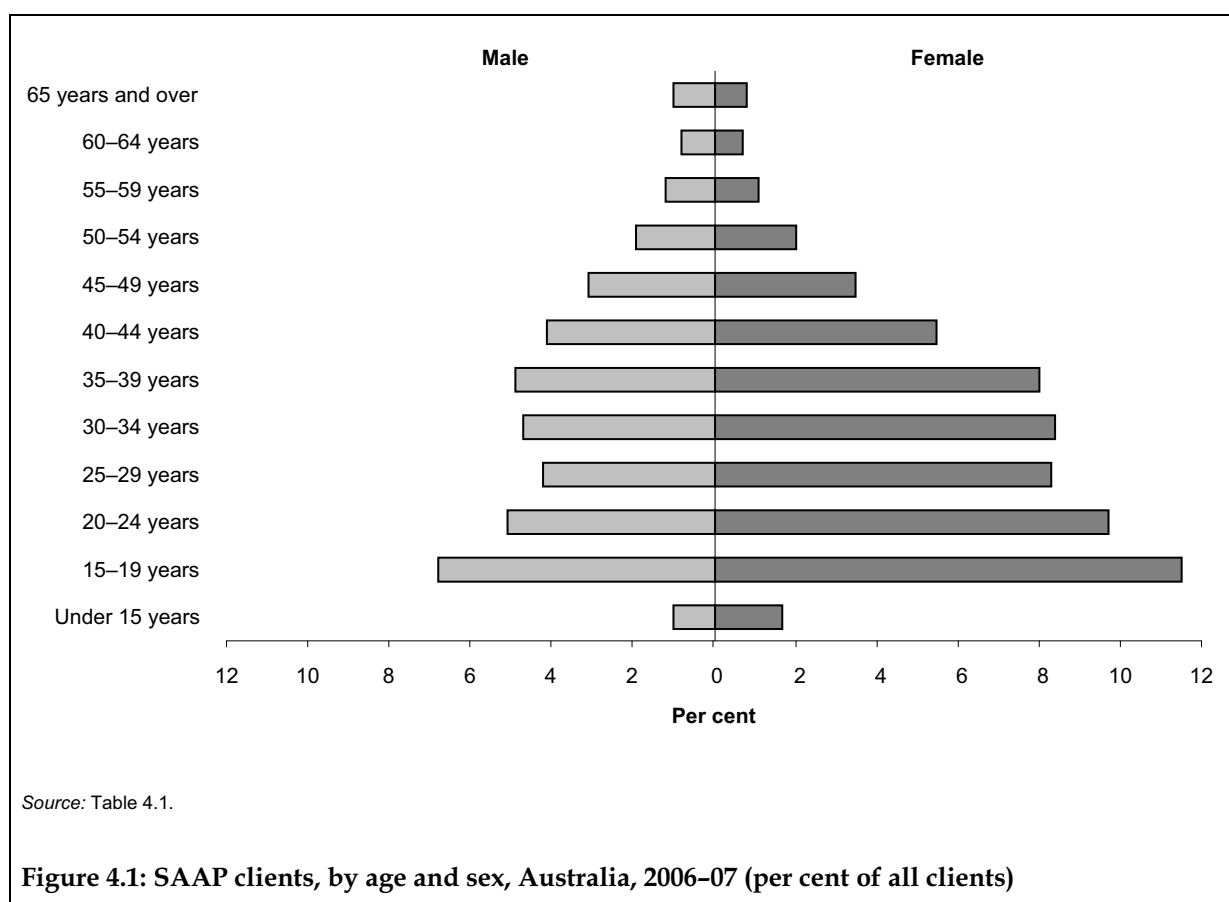
This chapter discusses the demographic characteristics of SAAP clients (adults and unaccompanied children) and accompanying children. In addition, patterns of service use are examined according to age, sex, and cultural and linguistic diversity.

### Characteristics of SAAP clients

#### Age and sex

In 2006–07, there were more female clients (61%) than male clients (39%) (Table 4.1). The average age of clients overall was 32 years. Male clients were on average slightly older than female clients – the average age of female clients was 31 years and the average age of male clients was 33 years.

Figure 4.1 shows the age and sex distribution of SAAP clients in Australia during 2006–07. In all age groups of clients under 54 years there were more female than male clients. From the age of 54 years onwards, there were slightly more male than female clients.



The largest group of clients by age were 15–19 year olds (18%), with female clients accounting for well over half of this group (63%) (derived from Table 4.1). The next largest group were 20–24 year olds (15%).

## Country of birth

Eighty-six per cent of SAAP clients were born in Australia, and the proportion of male clients was slightly higher than for female clients (88% of males were Australian-born compared with 85% of females) (Table 4.5). The next most common places of birth were 'Oceania and Antarctica' (3%) and 'North Africa and the Middle East' (2%).

Australian-born people made up a greater proportion of SAAP clients than they did of the general Australian population. Eighty-six per cent of SAAP clients were Australian-born, compared with 73% of the Australian population aged 10 years and over. On the other hand, people born overseas in 'North-West Europe' and 'Southern and Eastern Europe' made up smaller proportions of the SAAP population than they did of the Australian population.

## Cultural and linguistic diversity

The majority (67%) of SAAP clients were born in Australia and did not identify as Aboriginal or Torres Strait Islander ('other Australian-born people') (Table 4.7). Among male clients this proportion was higher, with 74% of males compared with 63% of females identifying as Australian-born non-Indigenous.

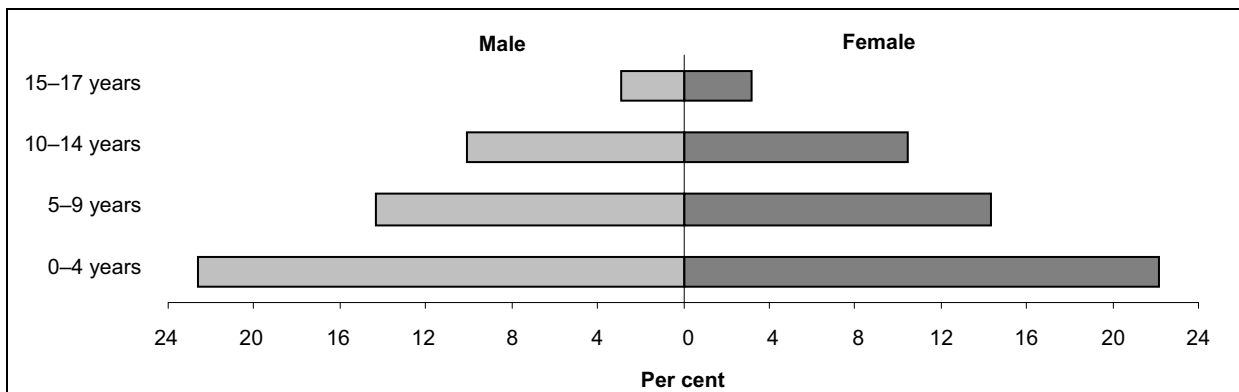
Aboriginal and/or Torres Strait Islander peoples were overrepresented as SAAP clients relative to their population size: 2% of Australians aged 10 years and over were estimated to be Aboriginal and/or Torres Strait Islander at 30 June 2006, compared with 18% of all SAAP clients in 2006–07. A greater proportion of female clients identified as being an Indigenous Australian (22% of female clients, compared with 13% of male clients). The Northern Territory (66%) and Western Australia (34%) had the highest proportion of clients who identified as Aboriginal and/or Torres Strait Islander peoples (Table 4.9). The lowest percentage of Aboriginal and Torres Strait Islander clients was recorded in Victoria (6%).

Smaller proportions of SAAP clients were born overseas and this group was underrepresented in SAAP when compared with the general Australian population. Seventeen per cent of the Australian population aged 10 years and over were born overseas in predominantly non-English-speaking countries (English proficiency groups 2–4 countries) and 10% were born overseas in predominantly English-speaking countries (English proficiency group 1 countries), compared with 11% and 4% of SAAP clients, respectively (Table 4.7).

## Characteristics of accompanying children

There was little difference reported in the sex of accompanying children, just over 50% were girls and just under 50% were boys. The proportions of boys and girls were roughly equal for all age groups. The average age of accompanying children was 6 years.

Figure 4.2 shows the age and sex distribution of accompanying children. Close to half of all accompanying children were aged 4 years and under (45%), 29% were aged 5–9 years, 21% were aged 10–14 years and 6% were aged 15–17 years.



Source: Table 4.2.

**Figure 4.2: SAAP accompanying children, by age and sex, Australia, 2006-07 (per cent of all accompanying children)**

The vast majority of accompanying children (95%) were born in Australia (Table 4.6). All other birthplaces accounted for the remaining 5%.

According to the cultural and linguistic diversity of accompanying children, most (67%) were 'other Australian-born', 27% were Aboriginal and/or Torres Strait Islander peoples and the remaining 6% were born overseas (Table 4.8). Aboriginal and/or Torres Strait Islander children were highly overrepresented in SAAP when compared with the general Australian population – 5% of the Australian population aged 17 years and under as at 30 June 2006 were estimated to be Indigenous, compared with 27% of accompanying children in SAAP in 2006-07.

## SAAP use by clients

As mentioned in Chapter 3, overall 73% of all clients had just one support period during 2006-07, clients averaged 1.8 support periods each, and 1 in every 154 (or 65 people per 10,000) people in the general population aged 10 years and over accessed SAAP services (Table 3.1). However, how often clients accessed SAAP services throughout the year and who was more likely to access SAAP services varied according to the age, sex and cultural and linguistic diversity of the client.

### Age and sex

Who was more likely to access SAAP services varied according to age and sex, with young people, especially females, generally more likely to become a SAAP client (Table 4.3).

In 2006-07 there were 154 SAAP clients aged 15-19 years for every 10,000 people in Australia aged 15-19 years (or 1 in every 65), and this was the highest rate of access by any age group. Australians aged 20-24 years were the group next most likely to have become a SAAP client (119 clients per 10,000 people in this age bracket), followed by people aged 25-44 years (96 clients for every 10,000 people in this age bracket). People aged 65 years and over accessed SAAP the least; for every 10,000 Australians aged 65 years and over there were 8 clients, equating to 1 in every 1,250 people in this age group.

Females were more likely to use SAAP services than males: there were 79 female clients for every 10,000 females aged 10 years and over in the general population (or 1 in 127) and 51 male clients per 10,000 males aged 10 years and over (or 1 in 196). For the age brackets up to 65 years and over, there were more female than male clients per 10,000 of the Australian population of each age group, while for the oldest brackets (65 years and over) males were more likely to become SAAP clients than females. The highest rate of use by any one age and sex group was by females aged 15–19 years, among whom there were 198 clients per 10,000 females in the general population (or 1 in 51).

How often clients accessed SAAP services throughout the year also varied according to the age and sex of the client, with repeat use in general slightly higher for older male clients (Table 4.3). In 2006–07, 71% of male clients had one support period, compared with 74% of females, and in all age groups, with the exception of under 15 years, males averaged slightly more support periods than females. The highest repeat usage was by males aged 25–44 and 45–64 years (both an average of 2.0 support periods). This compares with 1.7 and 1.6 support periods for female clients in these age groups.

## **Cultural and linguistic diversity**

The average number of support periods per client varied slightly according to cultural and linguistic diversity (Table 4.7). Clients born overseas in predominantly English-speaking countries (English proficiency group 1 countries) and ‘other Australian-born’ clients had the highest number of support periods each, averaging 1.8. In comparison, clients from predominantly non-English-speaking countries (English proficiency groups 2–4) had fewer support periods per client, averaging 1.6. Aboriginal and Torres Strait Islander clients averaged 1.7 support periods each.

Within most cultural and linguistic diversity groups, males had a higher average number of support periods per client, with the largest difference between the sexes seen for other Australian-born people and clients born overseas in predominantly English-speaking countries. The exception to this was Aboriginal and/or Torres Strait Islander clients who averaged around 1.7 support periods per client for both sexes.

## **State and territory**

There was a large variation across the states and territories in terms of SAAP use (Table 4.9). The number of SAAP clients per 10,000 people aged 10 years and over ranged from 53 in New South Wales and Queensland to 182 in the Northern Territory, and females were more likely to use SAAP services in all states and territories. 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. It may also reflect the availability of SAAP services across the states and territories.

## **SAAP use by accompanying children**

As mentioned in Chapter 3, 79% of all accompanying children had just one accompanying child support period during 2006–07. They averaged 1.4 periods of support each and 1 in every 71 (or 141 per 10,000) children in the general population aged 17 years and under had a parent(s) or guardian(s) who accessed SAAP services (Table 3.2).

According to age, the percentage of accompanying children with only one support period increased as age increased, rising from 78% for accompanying children aged 0–4 years to reach 84% for those aged 15–17 years (Table 4.4). Not surprisingly then, the three younger accompanying child age groups (0–4, 5–9 and 10–14 years) had on average slightly more accompanying child support periods per accompanying child than the oldest age group (15–17 years).

The highest rate of SAAP use was for accompanying children aged 0–4 years, with 1 in every 42 (or 236 per 10,000) children in this age bracket accompanying a SAAP client. The next highest usage rate was for 5–9-year-olds (1 in every 68 or 147 per 10,000 children). One in every 98 (or 102 per 10,000) children aged 10–14 years and 1 in 200 (or 50 per 10,000) children aged 15–17 years accompanied a client to a SAAP agency.

## 4.1 Tables

Table 4.1: SAAP clients: age, by sex, Australia, 2006–07

Age	Percentage of all clients		Percentage of sex group		Total	
	Male	Female	Male	Female	Per cent	Number
Under 15 years	1.0	1.7	2.5	2.8	2.7	3,200
15–19 years	6.8	11.5	17.6	18.8	18.3	21,700
20–24 years	5.1	9.7	13.0	15.9	14.8	17,600
25–29 years	4.2	8.3	10.9	13.6	12.5	14,900
30–34 years	4.7	8.4	12.2	13.8	13.2	15,700
35–39 years	4.9	8.0	12.5	13.0	12.8	15,200
40–44 years	4.1	5.5	10.5	8.9	9.5	11,300
45–49 years	3.1	3.5	8.1	5.8	6.7	7,900
50–54 years	1.9	2.0	5.0	3.3	3.9	4,700
55–59 years	1.2	1.1	3.0	1.9	2.3	2,700
60–64 years	0.8	0.7	2.0	1.1	1.4	1,700
65 years and over	1.0	0.8	2.6	1.4	1.8	2,200
<i>Total</i>	<i>38.7</i>	<i>61.3</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (number)</b>	<b>46,000</b>	<b>72,800</b>	<b>46,000</b>	<b>72,800</b>	<b>..</b>	<b>118,800</b>
<b>Mean age (years)</b>	<b>..</b>	<b>..</b>	<b>33.2</b>	<b>30.7</b>	<b>..</b>	<b>31.6</b>
<b>Median age (years)</b>	<b>..</b>	<b>..</b>	<b>32</b>	<b>29</b>	<b>..</b>	<b>30</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 0.
2. Clients aged 0–17 years: 15,800 (5,800 males, 10,000 females).
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

**Table 4.2: SAAP accompanying children: age, by sex, Australia, 2006–07**

Age	Percentage of all accompanying children		Percentage of sex group		Total	
	Male	Female	Male	Female	Per cent	Number
0–4 years	22.6	22.2	45.3	44.2	44.7	30,900
5–9 years	14.3	14.3	28.6	28.4	28.5	19,700
10–14 years	10.1	10.5	20.2	21.0	20.6	14,200
15–17 years	2.9	3.2	5.9	6.4	6.1	4,200
<i>Total</i>	<i>49.8</i>	<i>50.2</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (number)</b>	<b>34,400</b>	<b>34,700</b>	<b>34,400</b>	<b>34,700</b>	<b>..</b>	<b>69,100</b>
<b>Mean age (years)</b>	<b>..</b>	<b>..</b>	<b>6.1</b>	<b>6.2</b>	<b>..</b>	<b>6.2</b>
<b>Median age (years)</b>	<b>..</b>	<b>..</b>	<b>5</b>	<b>5</b>	<b>..</b>	<b>5</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 0.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP Client Collection.



**Table 4.3: SAAP clients: number of support periods per client, by age and sex, Australia, 2006–07 (per cent)**

Number of support periods	Under 15 years	15–19 years	20–24 years	25–44 years	45–64 years	65+ years	Total	
							%	Number
<b>Male clients</b>								
1	83.1	71.6	72.8	69.0	70.8	75.6	70.8	32,600
2	9.9	15.7	15.4	15.0	14.6	13.8	15.0	6,900
3	3.9	5.8	4.8	6.2	5.7	4.7	5.8	2,600
4	0.8	2.6	2.1	3.0	2.0	1.3	2.5	1,200
5	1.2	1.3	1.6	2.1	2.1	1.0	1.8	800
6+	1.0	2.9	3.3	4.8	4.9	3.6	4.2	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>	..
<b>Total (row %)</b>	<b>2.5</b>	<b>17.6</b>	<b>13.0</b>	<b>46.2</b>	<b>18.1</b>	<b>2.6</b>	<b>100.0</b>	..
<b>Total (number)</b>	<b>1,200</b>	<b>8,100</b>	<b>6,000</b>	<b>21,300</b>	<b>8,300</b>	<b>1,200</b>	..	<b>46,000</b>
<b>Mean number of support periods</b>	<b>1.41</b>	<b>1.72</b>	<b>1.72</b>	<b>2.00</b>	<b>2.03</b>	<b>1.89</b>	..	<b>1.90</b>
<b>Per 10,000 population<sup>(a)</sup></b>	<b>10</b>	<b>111</b>	<b>80</b>	<b>72</b>	<b>33</b>	<b>10</b>	..	<b>51</b>
<b>Female clients</b>								
1	82.4	73.0	72.1	73.2	78.4	85.1	74.0	53,900
2	11.4	15.5	15.6	14.8	12.6	8.5	14.6	10,700
3	3.3	5.8	6.3	5.5	4.1	3.0	5.4	3,900
4	1.0	2.4	2.2	2.4	1.7	0.9	2.2	1,600
5	0.9	1.3	1.5	1.5	1.0	0.9	1.4	1,000
6+	1.0	2.0	2.3	2.6	2.1	1.7	2.3	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>	..
<b>Total (row %)</b>	<b>2.8</b>	<b>18.8</b>	<b>15.9</b>	<b>49.2</b>	<b>12.0</b>	<b>1.4</b>	<b>100.0</b>	..
<b>Total (number)</b>	<b>2,000</b>	<b>13,700</b>	<b>11,600</b>	<b>35,800</b>	<b>8,700</b>	<b>1,000</b>	..	<b>72,800</b>
<b>Mean number of support periods</b>	<b>1.41</b>	<b>1.63</b>	<b>1.66</b>	<b>1.69</b>	<b>1.58</b>	<b>1.46</b>	..	<b>1.65</b>
<b>Per 10,000 population<sup>(a)</sup></b>	<b>19</b>	<b>198</b>	<b>160</b>	<b>120</b>	<b>34</b>	<b>7</b>	..	<b>79</b>
<b>All clients</b>								
1	82.7	72.5	72.4	71.6	74.7	80.0	72.8	86,500
2	10.9	15.6	15.5	14.9	13.6	11.4	14.8	17,500
3	3.5	5.8	5.8	5.8	4.9	3.9	5.5	6,600
4	0.9	2.5	2.2	2.6	1.9	1.1	2.3	2,800
5	1.0	1.3	1.5	1.7	1.6	0.9	1.5	1,800
6+	1.0	2.4	2.7	3.4	3.5	2.7	3.0	3,600
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	..
<b>Total (row %)</b>	<b>2.7</b>	<b>18.3</b>	<b>14.8</b>	<b>48.1</b>	<b>14.3</b>	<b>1.8</b>	<b>100.0</b>	..
<b>Total (number)</b>	<b>3,200</b>	<b>21,700</b>	<b>17,600</b>	<b>57,100</b>	<b>17,000</b>	<b>2,200</b>	..	<b>118,800</b>
<b>Mean number of support periods</b>	<b>1.41</b>	<b>1.66</b>	<b>1.68</b>	<b>1.81</b>	<b>1.80</b>	<b>1.69</b>	..	<b>1.75</b>
<b>Per 10,000 population<sup>(a)</sup></b>	<b>15</b>	<b>154</b>	<b>119</b>	<b>96</b>	<b>33</b>	<b>8</b>	..	<b>65</b>

(a) 'Per 10,000 population' shows how many people out of every 10,000 in the population of that sex and age group became SAAP clients. The rate is estimated by comparing the number of SAAP clients with the estimated resident population in the designated sex and age group as at 30 June 2006 (preliminary estimates). For the age group 'Under 15 years', only those aged 10–14 are included in the calculations.

*Notes*

1. Number excluded due to errors and omissions (weighted): 0.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client Collection; ABS 2007b.

**Table 4.4: SAAP accompanying children: number of accompanying child support periods per accompanying child, by age, Australia, 2006–07 (per cent)**

Number of accompanying child support periods	0–4 years	5–9 years	10–14 years	15–17 years	Total	
					Per cent	Number
1	78.2	78.8	80.5	84.2	79.2	54,700
2	14.5	14.6	13.5	11.9	14.2	9,800
3	4.2	4.0	3.7	2.7	3.9	2,700
4	1.6	1.3	1.0	0.7	1.4	900
5	0.6	0.6	0.5	0.1	0.6	400
6+	0.8	0.8	0.7	0.4	0.8	500
<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>
<b>Total (row %)</b>	<b>44.7</b>	<b>28.5</b>	<b>20.6</b>	<b>6.1</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>30,900</b>	<b>19,700</b>	<b>14,200</b>	<b>4,200</b>	<b>..</b>	<b>69,100</b>
<b>Mean number of accompanying child support periods</b>	<b>1.46</b>	<b>1.44</b>	<b>1.41</b>	<b>1.33</b>	<b>..</b>	<b>1.43</b>
<b>Per 10,000 population of applicable age group<sup>(a)</sup></b>	<b>236</b>	<b>147</b>	<b>102</b>	<b>50</b>	<b>..</b>	<b>141</b>

(a) 'Per 10,000 population of applicable age group' shows how many children out of every 10,000 children in the relevant age group in the general population accompanied SAAP clients. The rate is estimated by comparing the number of SAAP accompanying children with the estimated resident population in the designated age group as at 30 June 2006 (preliminary estimates).

*Notes*

1. Number excluded due to errors and omissions (weighted): 0.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Sources:* SAAP Client Collection; ABS 2007b.

**Table 4.5: SAAP clients: country of birth, by sex, Australia, 2006–07 (per cent)**

Country of birth	Male	Female	Total		Australian population 10+ years <sup>(a)</sup>	
			%	Number	%	Number
Australia (including external territories)	87.8	84.9	86.0	98,700	73.0	13,155,900
Oceania and Antarctica (excluding Australia)	2.7	2.8	2.8	3,200	3.2	581,700
North-West Europe	2.5	1.4	1.8	2,100	8.2	1,482,900
Southern and Eastern Europe	1.4	1.9	1.7	1,900	4.6	825,000
North Africa and the Middle East	1.8	2.5	2.2	2,600	1.6	289,200
South-East Asia	1.0	2.5	1.9	2,200	3.5	622,400
North-East Asia	0.3	0.9	0.7	800	2.1	383,700
Southern and Central Asia	0.5	0.9	0.7	800	1.5	275,600
Americas	0.5	0.7	0.6	700	1.0	187,400
Sub-Saharan Africa	1.5	1.4	1.5	1,700	1.2	207,300
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>	<i>100.0</i>	<i>..</i>
<b>Total (row %)</b>	<b>38.6</b>	<b>61.4</b>	<b>100.0</b>	<b>..</b>	<b>..</b>	<b>..</b>
<b>Total (number)</b>	<b>44,300</b>	<b>70,500</b>	<b>..</b>	<b>114,800</b>	<b>..</b>	<b>18,011,100</b>

(a) 'Australian population 10+ years' refers to the estimated resident population aged 10 years and over at 30 June 2006 (preliminary estimates) and includes people resident in the external territories.

*Notes*

1. Number excluded due to errors and omissions (weighted): 4,093.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Sources:* SAAP Client Collection; ABS 2007a.

**Table 4.6: SAAP accompanying children: country of birth, Australia, 2006–07**

Country of birth	Accompanying children		Australian population 0–17 years <sup>(a)</sup>	
	Per cent	Number	Per cent	Number
Australia (including external territories)	94.7	63,300	93.5	4,515,100
Oceania and Antarctica (excluding Australia)	1.2	800	1.3	63,500
North-West Europe	0.1	100	1.2	57,700
Southern and Eastern Europe	0.2	200	0.4	17,100
North Africa and the Middle East	1.5	1,000	0.6	28,000
South-East Asia	0.6	400	0.9	42,800
North-East Asia	0.1	100	0.6	29,700
Southern and Central Asia	0.2	200	0.6	29,700
Americas	0.1	100	0.3	15,500
Sub-Saharan Africa	1.1	700	0.6	31,000
<b>Total</b>	<b>100.0</b>	<b>66,800</b>	<b>100.0</b>	<b>4,830,000</b>

(a) 'Australian population 0–17 years' refers to the estimated resident population aged 17 years and under at 30 June 2006 (preliminary estimates) and includes people resident in the external territories.

*Notes*

1. Number excluded due to errors and omissions (weighted): 2,291.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Sources:* SAAP Client Collection; ABS 2007a.

**Table 4.7: SAAP clients and support periods per client: cultural and linguistic diversity, by sex, Australia, 2006–07**

Cultural and linguistic diversity	Male	Female	Total		Australian population 10+ years <sup>(a)</sup>	
	Per cent	Per cent	Per cent	Number	Per cent	Number
<b>Clients</b>						
Aboriginal and Torres Strait Islander peoples	13.3	21.6	18.4	20,100	2.2	388,200
Other Australian-born people	73.9	62.9	67.1	73,500	70.9	12,767,700
People born overseas, English proficiency group 1	4.7	3.4	3.9	4,200	10.4	1,880,000
People born overseas, English proficiency groups 2–4	8.2	12.1	10.6	11,600	16.5	2,975,200
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>	<i>100.0</i>	<i>..</i>
<b>Total (row %)</b>	<b>38.4</b>	<b>61.6</b>	<b>100.0</b>	<b>..</b>	<b>..</b>	<b>..</b>
<b>Total (number)</b>	<b>42,000</b>	<b>67,400</b>	<b>..</b>	<b>109,400</b>	<b>..</b>	<b>18,011,100</b>
<b>Support periods</b>						
	Mean number per client			Total number		
Aboriginal and Torres Strait Islander peoples	1.66	1.72	1.70	34,100	..	..
Other Australian-born people	1.95	1.63	1.77	130,000	..	..
People born overseas, English proficiency group 1	1.97	1.62	1.79	7,500	..	..
People born overseas, English proficiency groups 2–4	1.68	1.58	1.61	18,600	..	..
<i>Total</i>	<i>1.89</i>	<i>1.64</i>	<i>1.74</i>	<i>..</i>	<i>..</i>	<i>..</i>
<b>Total support periods (%)</b>	<b>41.8</b>	<b>58.2</b>	<b>100.0</b>	<b>..</b>	<b>..</b>	<b>..</b>
<b>Total support periods (number)</b>	<b>79,600</b>	<b>110,800</b>	<b>..</b>	<b>190,300</b>	<b>..</b>	<b>..</b>

(a) 'Australian population 10+ years' refers to the estimated resident population aged 10 years and over at 30 June 2006. The figures for Aboriginal and Torres Strait Islander peoples are from experimental estimates based on preliminary figures from the 2006 Census produced by the ABS. The number of 'Other Australian-born people' is derived from the Australian-born population minus the number of Aboriginal and Torres Strait Islander peoples.

*Notes*

1. Number excluded due to errors and omissions (weighted): 9,454 clients; 17,392 support periods.
2. For derivation of cultural and linguistic diversity, refer to Appendix 2, Section A2.4.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Sources:* SAAP Client Collection; ABS 2007a, 2007b.

**Table 4.8: SAAP accompanying children: cultural and linguistic diversity, Australia, 2006–07**

<b>Cultural and linguistic diversity</b>	<b>Accompanying children</b>		<b>Australian population 0–17 years<sup>(a)</sup></b>	
	<b>Per cent</b>	<b>Number</b>	<b>Per cent</b>	<b>Number</b>
Aboriginal and Torres Strait Islander children	27.2	17,700	4.7	228,500
Other Australian-born children	67.3	43,800	88.7	4,286,600
Children born overseas, English proficiency group 1	1.1	700	2.8	134,900
Children born overseas, English proficiency groups 2–4	4.4	2,900	3.7	180,000
<b>Total</b>	<b>100.0</b>	<b>65,100</b>	<b>100.0</b>	<b>4,830,000</b>

(a) 'Australian population 0–17 years' refers to the estimated resident population aged 17 years and under at 30 June 2006 and includes people resident in the external territories. The figures for Aboriginal and Torres Strait Islander peoples are from experimental estimates based on preliminary figures from the 2006 Census produced by the ABS. The number of 'Other Australian-born people' is derived from the Australian-born population minus the number of Aboriginal and Torres Strait Islander peoples.

*Notes*

1. Number excluded due to errors and omissions (weighted): 4,014.
2. For derivation of cultural and linguistic diversity, refer to Appendix 2, Section A2.4.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Sources:* SAAP Client Collection; ABS 2007b; ABS unpublished data.

**Table 4.9: SAAP clients: cultural and linguistic diversity and sex, by state and territory, Australia, 2006–07 (per cent)**

Cultural and linguistic diversity	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	Number
<b>Male clients</b>										
Aboriginal and Torres Strait Islander peoples	14.8	5.7	17.9	13.0	15.3	10.5	11.3	37.8	13.3	5,600
Other Australian-born people	71.1	80.5	71.7	71.5	74.6	82.5	74.1	53.0	73.9	31,000
People born overseas, English proficiency group 1	5.6	3.2	5.4	6.7	4.2	2.1	3.8	3.8	4.7	2,000
People born overseas, English proficiency groups 2–4	8.5	10.7	5.0	8.8	5.9	4.9	10.7	5.3	8.2	3,400
<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>
<b>Total (row %)</b>	<b>29.2</b>	<b>27.5</b>	<b>20.0</b>	<b>9.1</b>	<b>9.5</b>	<b>4.8</b>	<b>1.8</b>	<b>2.1</b>	<b>..</b>	<b>..</b>
<b>Total (number)</b>	<b>12,300</b>	<b>11,600</b>	<b>8,400</b>	<b>3,800</b>	<b>4,000</b>	<b>2,000</b>	<b>800</b>	<b>900</b>	<b>..</b>	<b>42,000</b>
<b>Per 10,000 population<sup>(a)</sup></b>	<b>44</b>	<b>62</b>	<b>50</b>	<b>47</b>	<b>61</b>	<b>104</b>	<b>54</b>	<b>96</b>	<b>..</b>	<b>51</b>
<b>Female clients</b>										
Aboriginal and Torres Strait Islander peoples	21.1	6.6	27.7	46.8	22.4	10.8	14.5	76.9	21.6	14,500
Other Australian-born people	63.3	72.5	61.0	37.8	66.8	80.8	68.8	19.7	62.9	42,400
People born overseas, English proficiency group 1	3.9	3.1	4.1	4.3	2.4	3.3	2.3	0.9	3.4	2,300
People born overseas, English proficiency groups 2–4	11.7	17.7	7.2	11.1	8.4	5.1	14.4	2.5	12.1	8,200
<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>
<b>Total (row %)</b>	<b>26.6</b>	<b>31.2</b>	<b>14.4</b>	<b>9.7</b>	<b>11.4</b>	<b>3.5</b>	<b>1.5</b>	<b>3.4</b>	<b>..</b>	<b>..</b>
<b>Total (number)</b>	<b>17,900</b>	<b>21,000</b>	<b>9,700</b>	<b>6,600</b>	<b>7,700</b>	<b>2,400</b>	<b>1,000</b>	<b>2,300</b>	<b>..</b>	<b>67,400</b>
<b>Per 10,000 population<sup>(a)</sup></b>	<b>62</b>	<b>105</b>	<b>56</b>	<b>77</b>	<b>112</b>	<b>115</b>	<b>72</b>	<b>274</b>	<b>..</b>	<b>79</b>
<b>All clients</b>										
Aboriginal and Torres Strait Islander peoples	18.5	6.3	23.1	34.4	20.0	10.7	13.1	66.0	18.4	20,100
Other Australian-born people	66.4	75.4	66.0	50.2	69.4	81.6	71.0	29.0	67.1	73,500
People born overseas, English proficiency group 1	4.6	3.1	4.7	5.2	3.0	2.7	2.9	1.7	3.9	4,200
People born overseas, English proficiency groups 2–4	10.4	15.2	6.2	10.3	7.5	5.0	12.9	3.3	10.6	11,600
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (row %)</b>	<b>27.6</b>	<b>29.8</b>	<b>16.5</b>	<b>9.5</b>	<b>10.7</b>	<b>4.0</b>	<b>1.6</b>	<b>2.9</b>	<b>..</b>	<b>..</b>
<b>Total (number)</b>	<b>30,200</b>	<b>32,600</b>	<b>18,100</b>	<b>10,400</b>	<b>11,700</b>	<b>4,400</b>	<b>1,800</b>	<b>3,200</b>	<b>..</b>	<b>109,400</b>
<b>Per 10,000 population<sup>(a)</sup></b>	<b>53</b>	<b>84</b>	<b>53</b>	<b>62</b>	<b>87</b>	<b>110</b>	<b>63</b>	<b>182</b>	<b>..</b>	<b>65</b>

(a) 'Per 10,000 population' shows how many people out of every 10,000 in the population became SAAP clients. The rate is estimated by comparing the number of SAAP clients in the designated group with the estimated resident population in that group as at 30 June 2006 (preliminary estimates). Note it is calculated using client numbers with no data excluded due to errors or omissions.

*Notes*

1. Number excluded due to errors and omissions (weighted): 9,454.
2. Number of clients within a state or territory relates to the first visit for that client 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 refer to Appendix 2, Section A2.4.
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client Collection; ABS 2007a.

## 5 Client groups and reasons for seeking assistance

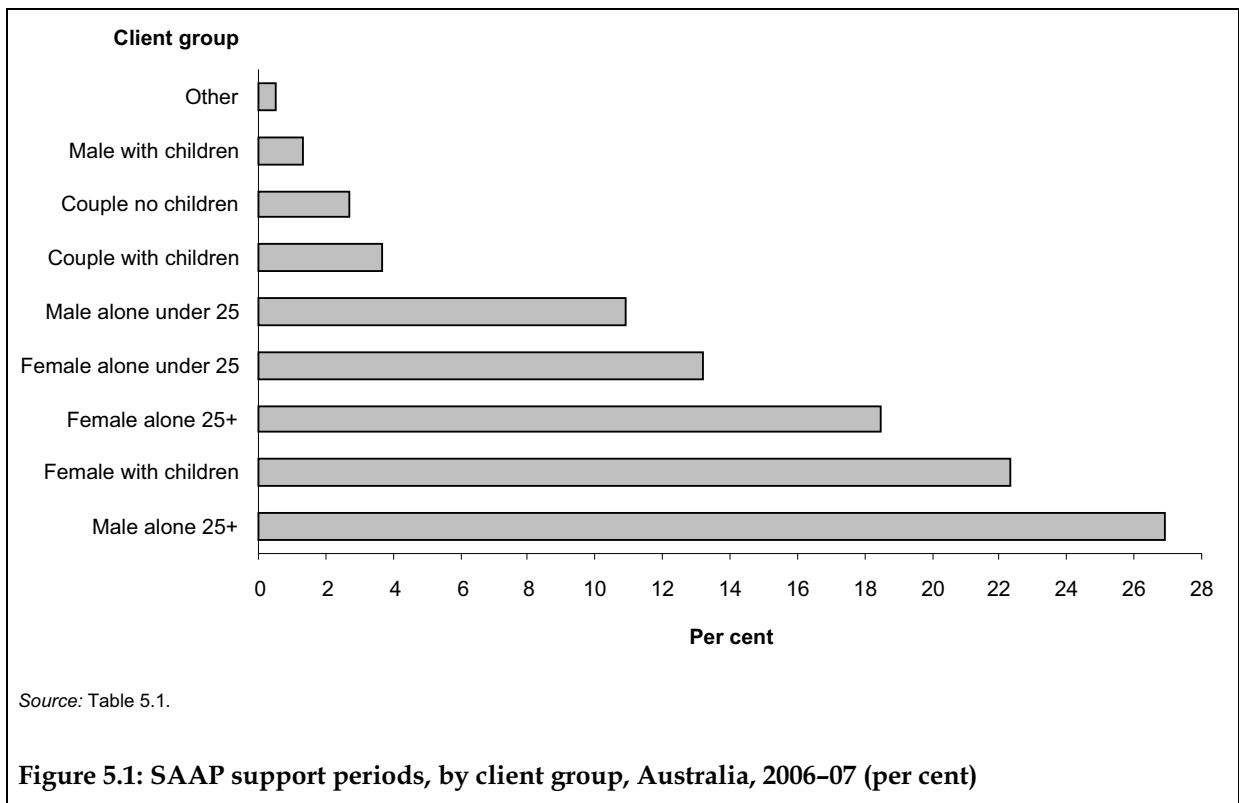
This chapter contains information on the main client groups that were supported by SAAP during 2006–07, including the type of agency they attended and their main reason for seeking assistance. For client groups presenting at SAAP agencies with accompanying children, the number of accompanying child support periods associated with each client group is also reported.

The client groups are classified according to the relationship the client has to the people they are assisted with and should not be confused with the family type (see AIHW 2005b). For example, if a married woman with children is escaping a violent situation and is supported by a SAAP agency without her partner, she would be classified as a female with children, not as a couple, and a 17 year old male presenting with a group of friends would be classified as a person presenting alone or with an unrelated person.

Clients may have more than one support period during a reporting year (see Chapter 3). As a client may present with different people in each support period, and because the reasons they seek support may also vary, analyses in this chapter relate to support periods rather than to clients (refer to Appendix 2, Section A2.4).

### Client groups supported by SAAP

Figure 5.1 gives a breakdown of the number of support periods provided to the main client groups reported in this chapter. Nationally, over one-quarter (27%) of support periods were provided to males aged 25 years and over who presented alone or with an unrelated person and 22% were provided to female clients with children. Females aged 25 years and over who presented alone or with an unrelated person accounted for 19% of support periods, and females alone aged under 25 years accounted for 13%. This was followed by males aged under 25 years (11% of support periods), couples with children (4%) and couples without children (3%). Males with children, and other family groups ('other'), accounted for 1% of all support periods each.



## State and territory

Client group profiles varied between the states and territories (Table 5.1). For example, in New South Wales (28%), Victoria (29%), Queensland (30%) and Tasmania (28%) the greatest proportion of support periods were for males aged 25 years and over presenting alone or with an unrelated person. However, females with children accounted for the highest proportion of support periods in Western Australia (26%), South Australia (32%), the Australian Capital Territory (24%) and the Northern Territory (28%).

## Primary target group of agency

The types of agencies attended by the client 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, although it is unlikely that agencies will turn away people in crisis outside their target group if they have the means to provide appropriate support. Consequently, 80% of support periods at agencies targeting young people were for people aged under 25 years presenting on their own or with an unrelated person, and agencies targeting single men were overwhelmingly used by males aged 25 years or over presenting on their own or with an unrelated person (in 85% of support periods provided by this agency type), followed by unaccompanied males aged under 25 years (11%). Similarly, agencies that targeted women escaping domestic violence were mainly used by females with children (accounting for 54% of support periods in these agencies) and unaccompanied females aged 25 years or over (34%). Agencies primarily targeting families provided a high proportion of their support periods to females with children (46%) or to couples with children (23%). Cross-target group agencies were mainly used by unaccompanied males and females aged 25 years and over (44% and 21% of support periods in this type of agency, respectively).



## Support periods for clients with accompanying children

In around a quarter of their support periods SAAP clients presented with accompanying children (derived from tables 5.1, 5.3 and 3.1). For clients who had children accompanying them, there were, on average, 2.0 accompanying child support periods per SAAP client support period (Table 5.3). This means that in each support period where clients presented with children, they had an average of 2 children accompanying them. Couples with children had the highest average number of accompanying child support periods per client support period (2.3), followed by females with children (2.0), males with children (1.7) and 'other' groups with children (1.7).

In the vast majority of their support periods, children accompanied a female client (in 86% of accompanying child support periods), in 10% they accompanied a couple and in 4% a male client. Children accompanied 'other' family groups in less than 1% of accompanying child support periods.

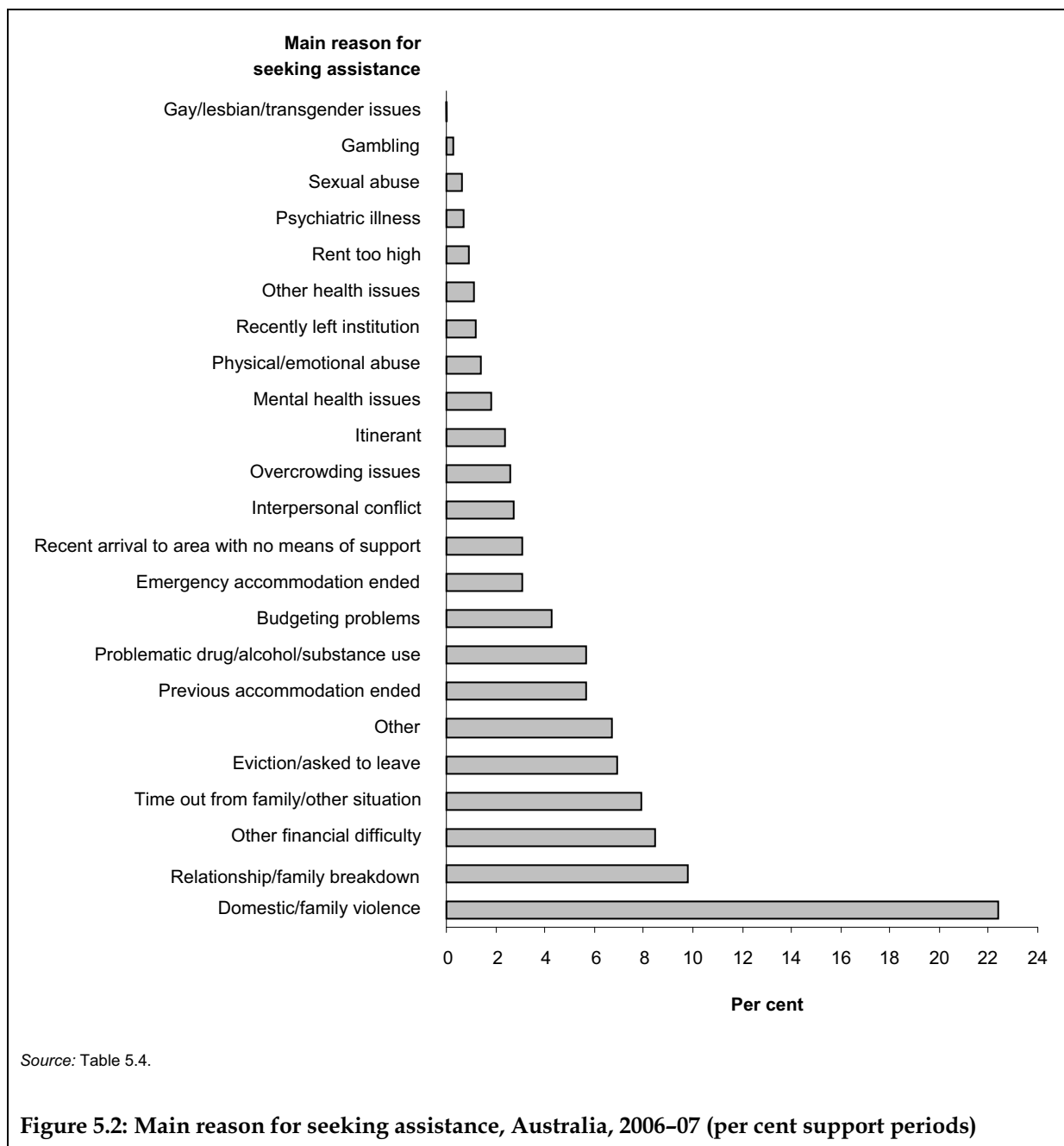
### State and territory

In the majority of their support periods, accompanying children in all the states and territories accompanied a female client (ranging from 69% in the Australian Capital Territory to 90% in New South Wales). There were, however, some significant variations in both the proportion of accompanying child support periods and in the support periods reported for client groups with accompanying children. For example, the Australian Capital Territory had higher proportions in which children accompanied couples and male clients than the other states and territories, and a smaller proportion where they accompanied female clients.

## 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 SAAP agencies. Overall, the most common main reasons that clients gave for seeking assistance were domestic or family violence (in 22% of support periods), relationship or family breakdown (10%) and other financial difficulty (9%) (Figure 5.2).

When similar individual categories for seeking assistance are grouped together, issues around interpersonal relationships were reported as the main reason for seeking assistance in close to half of all support periods (45%), followed by accommodation issues (in 18%) and financial reasons (14%) (Table 5.4).



## State and territory

Whilst in general there were only small variations across the states and territories in the proportions for most of the main reasons for seeking assistance, there were some exceptions (Table 5.4). For example, domestic violence ranged from highs of 35% of support periods in the Northern Territory, 32% in South Australia and 30% in Western Australia, through to a low of 9% in Tasmania; in New South Wales problematic drug, alcohol, or substance abuse was the main reason for seeking assistance in 14% of support periods, while for the other jurisdictions it was between 2% and 5%; other financial difficulty was recorded as the main reason in 14% of support periods in Victoria and in between 2% and 8% in the other jurisdictions; and relationship or family breakdown ranged from a high of 19% in Tasmania to a low of 8% in the Northern Territory.

## Client group

The main reason given for seeking support varied considerably according to the client group (Table 5.5). The main reason for seeking assistance reported by females with children was most often domestic or family violence (in 55% of their support periods). For males with children, relationship or family breakdown was the main reason given most often (in 19% of their support periods), followed by eviction or being asked to leave (in 14%).

Unaccompanied females aged 25 years and older most commonly gave domestic or family violence as their main reason for seeking assistance (in 37% of their support periods), followed by other financial difficulty (11%). In contrast, males aged 25 years and over most commonly reported drug, alcohol or substance use as their main reason for seeking assistance (in 14% of their support periods), followed by other financial difficulty (13%). For these older males, drug, alcohol or substance use was reported in a far higher proportion than for the other client groups (between 1% and 5%).

Young females and males most commonly sought support because their relationships with a spouse, partner or other family member had broken down. Females alone aged under 25 years most often cited relationship or family breakdown (in 21% of their support periods), with domestic or family violence as the second most frequently given reason (16%). For males alone aged under 25 years, relationship or family breakdown (19%) followed by time out from family or other situation (12%) were the most commonly given reasons.

For couples the main reason for seeking assistance was eviction or being asked to leave (in 22% of support periods for couples with children and in 14% of those without children). For couples with children the next most common reason was overcrowding issues (in 11% of their support periods), and for couples without children it was relationship or family breakdown and time out from family or other situation (both in 10%).

## 5.1 Tables

Table 5.1: SAAP support periods: client group, by state and territory, Australia, 2006–07 (per cent)

Client group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	Number
Male alone, under 25	13.3	8.9	12.5	9.4	10.5	14.2	12.9	8.1	10.9	22,100
Male alone, 25+	28.1	28.8	29.7	24.5	17.6	27.5	18.3	13.3	26.8	54,400
Female alone, under 25	15.5	12.0	12.7	11.5	12.4	15.0	20.7	17.4	13.3	27,100
Female alone, 25+	15.9	22.0	13.1	22.8	17.1	11.5	7.5	26.8	18.5	37,500
Couple no children	2.2	3.1	2.4	1.9	2.9	5.8	3.0	2.3	2.7	5,500
Couple with children	2.6	3.5	6.4	3.0	4.1	3.9	8.9	2.9	3.7	7,500
Male with children	0.9	1.2	2.0	0.6	1.9	2.4	4.1	1.1	1.3	2,700
Female with children	21.2	20.0	20.9	25.9	32.2	19.5	24.0	28.1	22.3	45,300
Other	0.5	0.6	0.2	0.3	1.2	0.3	0.5	—	0.5	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>	<i>100.0</i>	<i>..</i>
<b>Total (row %)</b>	<b>25.7</b>	<b>36.8</b>	<b>13.0</b>	<b>8.0</b>	<b>9.6</b>	<b>3.3</b>	<b>1.2</b>	<b>2.3</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>52,300</b>	<b>74,800</b>	<b>26,400</b>	<b>16,300</b>	<b>19,500</b>	<b>6,700</b>	<b>2,500</b>	<b>4,600</b>	<b>..</b>	<b>203,100</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 4,558.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

Table 5.2: SAAP support periods: client group, by primary target group of agency, Australia, 2006–07 (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	36.7	10.9	0.1	2.9	0.4	6.8	10.9	22,100
Male alone, 25+	1.3	85.2	0.5	5.4	0.6	44.4	26.8	54,400
Female alone, under 25	43.0	0.3	14.1	4.1	8.7	6.9	13.3	27,100
Female alone, 25+	1.1	1.9	57.0	6.6	34.2	21.3	18.5	37,500
Couple no children	3.8	0.4	0.6	3.5	0.6	4.2	2.7	5,500
Couple with children	3.0	0.2	0.8	22.8	0.6	3.9	3.7	7,500
Male with children	0.5	0.4	0.2	6.9	0.2	1.7	1.3	2,700
Female with children	9.9	0.7	26.5	45.8	54.1	10.4	22.3	45,300
Other	0.6	0	0.3	1.9	0.6	0.3	0.5	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>..</i>
<b>Total (row %)</b>	<b>18.7</b>	<b>11.3</b>	<b>3.1</b>	<b>6.8</b>	<b>23.3</b>	<b>36.9</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>38,000</b>	<b>22,900</b>	<b>6,200</b>	<b>13,800</b>	<b>47,300</b>	<b>74,900</b>	<b>..</b>	<b>203,100</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 4,558.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client and Administrative Data Collections.

**Table 5.3: SAAP support periods for clients with accompanying children and associated accompanying child support periods: client group, by state and territory, Australia, 2006–07 (per cent)**

Client group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	Number
<b>Support periods (%)</b>										
Couple with children	6.3	9.3	14.7	7.4	7.9	9.7	17.0	7.4	9.0	4,400
Male with children	3.5	5.1	5.0	1.8	4.9	8.3	13.6	3.2	4.6	2,200
Female with children	90.1	85.4	80.1	90.7	87.2	81.9	69.4	89.4	86.3	42,200
Other with children	0.1	0.3	0.2	0.1	—	0.1	—	—	0.2	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>
<b>Total (row %)</b>	<b>23.5</b>	<b>32.9</b>	<b>13.3</b>	<b>9.0</b>	<b>13.9</b>	<b>3.0</b>	<b>1.7</b>	<b>2.8</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>11,500</b>	<b>16,100</b>	<b>6,500</b>	<b>4,400</b>	<b>6,800</b>	<b>1,500</b>	<b>800</b>	<b>1,400</b>	<b>..</b>	<b>48,900</b>
<b>Accompanying child support periods (%)</b>										
Couple with children	6.8	9.8	16.7	9.8	8.8	9.8	17.6	8.2	10.0	9,900
Male with children	2.8	4.5	4.2	1.6	4.3	6.5	13.6	3.3	3.9	3,900
Female with children	90.3	85.5	79.0	88.4	86.8	83.6	68.7	88.5	85.9	84,700
Other with children	0.1	0.2	0.1	0.1	—	0.1	—	—	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>	<i>100.0</i>	<i>..</i>
<b>Total (row %)</b>	<b>23.0</b>	<b>32.5</b>	<b>14.1</b>	<b>9.7</b>	<b>13.8</b>	<b>2.8</b>	<b>1.6</b>	<b>2.6</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>22,600</b>	<b>32,000</b>	<b>13,900</b>	<b>9,500</b>	<b>13,600</b>	<b>2,800</b>	<b>1,600</b>	<b>2,600</b>	<b>..</b>	<b>98,600</b>
<b>Mean number of accompanying child support periods per support period (number)</b>										
Couple with children	2.15	2.11	2.43	2.87	2.23	1.94	2.01	2.07	..	2.25
Male with children	1.61	1.75	1.79	1.93	1.78	1.50	1.93	1.90	..	1.74
Female with children	1.98	1.99	2.12	2.10	2.00	1.95	1.92	1.85	..	2.01
Other with children	1.33	1.68	1.50	2.75	2.00	2.00	—	—	..	1.67
<b>Total</b>	<b>1.97</b>	<b>1.99</b>	<b>2.15</b>	<b>2.16</b>	<b>2.01</b>	<b>1.91</b>	<b>1.93</b>	<b>1.86</b>	<b>..</b>	<b>2.02</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 343 support periods.
2. Number excluded due to errors and omissions (weighted): 636 accompanying child support periods.
3. Accompanying children are recorded on only one client form if they present in a group consisting of more than one client. Although each member of a couple has an individual support period, in this table a couple presenting with children contributes only 1 support period. This may also be the case for 'other' family groups if they comprise more than one client. The table is therefore not directly comparable with other tables showing the number of support periods by client group.
4. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

**Table 5.4: SAAP support periods: main reason for seeking assistance, by state and territory, Australia, 2006–07 (per cent)**

Main reason for seeking assistance	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	Number
<b>Interpersonal relationships</b>	<b>43.9</b>	<b>41.8</b>	<b>40.4</b>	<b>49.3</b>	<b>58.7</b>	<b>42.1</b>	<b>47.1</b>	<b>57.2</b>	<b>44.8</b>	<b>89,300</b>
Time out from family/ other situation	6.9	7.8	10.3	6.8	9.2	5.4	7.0	9.5	7.9	15,700
Relationship/ family breakdown	10.3	8.4	9.8	8.4	11.6	19.3	16.4	7.5	9.8	19,600
Interpersonal conflict	3.3	2.2	2.6	2.3	3.1	5.0	4.4	2.7	2.7	5,500
Sexual abuse	0.7	0.3	0.5	0.5	1.1	1.8	0.7	0.7	0.6	1,200
Domestic/family violence	21.2	22.1	15.6	29.6	31.8	8.9	16.3	34.5	22.4	44,600
Physical/emotional abuse	1.4	1.0	1.6	1.7	1.9	1.7	2.3	2.3	1.4	2,800
<b>Financial</b>	<b>10.2</b>	<b>19.5</b>	<b>16.1</b>	<b>11.2</b>	<b>3.8</b>	<b>12.1</b>	<b>7.0</b>	<b>12.5</b>	<b>13.9</b>	<b>27,700</b>
Gambling	0.5	0.2	0.3	0.1	0.2	0.3	0.3	0.2	0.3	600
Budgeting problems	3.9	4.9	6.0	4.7	1.1	2.9	1.4	3.1	4.3	8,500
Rent too high	0.7	0.9	1.4	0.5	0.5	1.5	2.3	1.3	0.9	1,700
Other financial difficulty	5.0	13.5	8.4	5.9	2.0	7.3	3.0	7.9	8.5	17,000
<b>Accommodation</b>	<b>15.0</b>	<b>20.1</b>	<b>22.4</b>	<b>13.1</b>	<b>18.2</b>	<b>24.5</b>	<b>21.7</b>	<b>11.9</b>	<b>18.3</b>	<b>36,500</b>
Overcrowding issues	2.1	2.8	3.0	2.0	2.4	3.7	6.2	3.6	2.6	5,200
Eviction/asked to leave	5.4	7.6	8.6	4.6	7.9	10.5	8.8	2.1	6.9	13,800
Emergency accommodation ended	3.8	2.7	5.6	1.7	1.4	1.6	2.5	1.1	3.1	6,100
Previous accommodation ended	3.8	7.0	5.2	4.8	6.5	8.7	4.2	5.1	5.7	11,400
<b>Health</b>	<b>18.3</b>	<b>5.7</b>	<b>9.0</b>	<b>6.4</b>	<b>5.0</b>	<b>6.9</b>	<b>9.7</b>	<b>5.0</b>	<b>9.4</b>	<b>18,700</b>
Mental health issues	2.3	1.5	1.9	1.3	1.5	2.6	3.2	0.8	1.8	3,600
Problematic drug/ alcohol/substance use	13.9	2.3	4.8	3.8	2.4	2.7	3.9	2.6	5.7	11,400
Psychiatric illness	1.3	0.6	0.6	0.5	0.3	0.5	1.0	0.2	0.7	1,500
Other health issues	0.9	1.3	1.7	0.8	0.8	1.1	1.5	1.3	1.1	2,300
<b>Other reasons</b>	<b>12.6</b>	<b>13.0</b>	<b>12.1</b>	<b>19.8</b>	<b>14.4</b>	<b>14.5</b>	<b>14.5</b>	<b>13.4</b>	<b>13.5</b>	<b>27,000</b>
Gay/lesbian/ transgender issues	0.4	—	0.1	0.1	—	—	—	—	0.1	300
Recently left institution	1.6	0.8	1.1	1.1	1.8	2.0	1.5	0.8	1.2	2,400
Recent arrival to area with no means of support	2.8	1.6	6.0	3.8	4.8	4.4	3.8	4.3	3.1	6,200
Itinerant	2.3	1.9	2.6	2.2	3.6	4.6	2.8	3.6	2.4	4,800
Other	5.5	8.7	2.4	12.6	4.2	3.4	6.5	4.7	6.7	13,300
<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>..</i>
<b>Total (row %)</b>	<b>25.3</b>	<b>37.2</b>	<b>12.7</b>	<b>8.1</b>	<b>9.7</b>	<b>3.3</b>	<b>1.2</b>	<b>2.4</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>50,500</b>	<b>74,100</b>	<b>25,400</b>	<b>16,100</b>	<b>19,300</b>	<b>6,600</b>	<b>2,500</b>	<b>4,700</b>	<b>..</b>	<b>199,300</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 8,444.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

**Table 5.5: SAAP support periods: main reason for seeking assistance, by client group, Australia, 2006–07 (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
<b>Interpersonal relationships</b>	<b>38.7</b>	<b>19.7</b>	<b>55.7</b>	<b>51.6</b>	<b>29.1</b>	<b>20.7</b>	<b>34.8</b>	<b>71.4</b>	<b>54.2</b>	<b>44.7</b>
Time out from family/ other situation	11.6	10.0	10.8	5.0	9.5	5.9	5.7	4.3	4.6	7.8
Relationship/ family breakdown	19.0	5.7	21.0	4.5	9.7	6.4	19.3	7.7	10.3	9.7
Interpersonal conflict	4.6	2.1	4.4	2.1	3.4	2.7	2.3	1.9	3.8	2.7
Sexual abuse	0.2	0.1	1.5	1.0	0.4	0.2	0.3	0.6	0.9	0.6
Domestic/family violence	2.4	1.1	16.2	36.9	5.2	4.7	6.1	55.0	32.0	22.4
Physical/emotional abuse	0.9	0.6	1.9	2.1	1.0	0.7	1.1	2.0	2.5	1.4
<b>Financial</b>	<b>11.1</b>	<b>21.3</b>	<b>10.4</b>	<b>15.9</b>	<b>14.6</b>	<b>17.5</b>	<b>18.0</b>	<b>6.5</b>	<b>7.3</b>	<b>14.0</b>
Gambling	0.2	0.8	0	0.2	0.1	0.1	0.5	0	0.1	0.3
Budgeting problems	3.1	6.9	3.6	4.3	4.2	5.0	7.5	1.7	1.8	4.3
Rent too high	0.6	0.7	0.5	0.8	1.7	2.9	1.9	1.0	1.1	0.9
Other financial difficulty	7.2	12.9	6.3	10.7	8.6	9.5	8.1	3.7	4.3	8.6
<b>Accommodation</b>	<b>25.4</b>	<b>17.3</b>	<b>18.9</b>	<b>12.0</b>	<b>32.1</b>	<b>44.0</b>	<b>30.8</b>	<b>14.6</b>	<b>21.7</b>	<b>18.4</b>
Overcrowding issues	2.6	1.0	3.1	1.3	6.0	10.5	6.9	3.4	5.5	2.6
Eviction/asked to leave	9.6	5.0	6.9	4.2	14.1	22.2	13.6	6.4	9.5	6.9
Emergency accommodation ended	4.5	4.7	2.7	2.4	2.9	2.7	2.3	1.5	1.6	3.1
Previous accommodation ended	8.7	6.6	6.2	4.2	9.1	8.7	8.0	3.3	5.1	5.7
<b>Health</b>	<b>7.6</b>	<b>21.1</b>	<b>4.5</b>	<b>8.6</b>	<b>5.7</b>	<b>3.5</b>	<b>4.1</b>	<b>1.8</b>	<b>2.8</b>	<b>9.4</b>
Mental health issues	1.6	3.4	1.4	2.0	0.7	0.7	0.7	0.4	0.5	1.8
Problematic drug/ alcohol/substance use	5.0	14.0	2.1	4.5	2.4	1.3	2.2	0.8	1.3	5.7
Psychiatric illness	0.5	1.7	0.3	0.8	0.3	0.1	0.3	0.1	0.2	0.7
Other health issues	0.5	2.0	0.6	1.2	2.3	1.3	0.9	0.5	0.7	1.1
<b>Other reasons</b>	<b>17.1</b>	<b>20.7</b>	<b>10.5</b>	<b>11.9</b>	<b>18.4</b>	<b>14.4</b>	<b>12.3</b>	<b>5.7</b>	<b>14.0</b>	<b>13.5</b>
Gay/lesbian/ transgender issues	0.3	0.1	0.2	0.2	0.1	—	0.3	—	—	0.1
Recently left institution	2.7	2.1	0.7	0.7	0.6	0.4	1.4	0.2	0.3	1.2
Recent arrival to area with no means of support	3.9	5.4	1.7	1.8	5.1	5.7	3.6	1.3	3.8	3.1
Itinerant	3.2	3.8	2.1	1.6	4.7	2.6	1.9	0.9	2.6	2.4
Other	6.9	9.2	5.8	7.6	7.9	5.7	5.2	3.3	7.4	6.7
<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>
<b>Total (row %)</b>	<b>10.8</b>	<b>26.6</b>	<b>13.3</b>	<b>18.6</b>	<b>2.7</b>	<b>3.7</b>	<b>1.3</b>	<b>22.4</b>	<b>0.5</b>	<b>100.0</b>
<b>Total (number)</b>	<b>21,200</b>	<b>52,200</b>	<b>26,200</b>	<b>36,600</b>	<b>5,300</b>	<b>7,300</b>	<b>2,600</b>	<b>44,000</b>	<b>900</b>	<b>196,300</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 11,372.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

## 6 Support provided

In this chapter, the lengths of support and accommodation for clients are examined for closed support periods – that is, support periods that finished on or before 30 June 2007. This chapter also presents an overview of the types of services provided by SAAP agencies to clients across all support periods and to accompanying children across all accompanying child support periods.

In 2006–07, 207,700 support periods were provided in Australia (Table 3.1). Of these, 177,900 were closed support periods and 68,900 of these closed support periods included a period of accommodation (tables 6.1 and 6.3, including errors and omissions [see Note 1, Table 6.3]). It is important to note that a client may be accommodated for all or only some of the total time they were supported.

### Length of support

Nationally, over half (51%) of all closed support periods lasted for 1 week or less, with 27% lasting for less than 1 day (Table 6.1). Seventeen per cent lasted from 1 week to 1 month, 18% lasted from 1 month to 3 months, 7% lasted from 3 months to 6 months and 7% lasted for longer than 6 months.

The median length of support Australia-wide was 7 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 mean length of support Australia-wide was 50 days.

### State and territory

Support period lengths were not consistent across the states and territories. In particular, in Victoria 46% of closed support periods lasted less than 1 day, compared with between 3% and 19% for the other jurisdictions. In contrast, Tasmania reported a higher proportion of closed support periods lasting between 1 and 3 months (45% compared with between 15% and 26% for the other states and territories) and the Australian Capital Territory had the highest proportion of support periods for clients who were supported for longer than 6 months (17% compared with between 4% and 9% for the other states and territory).

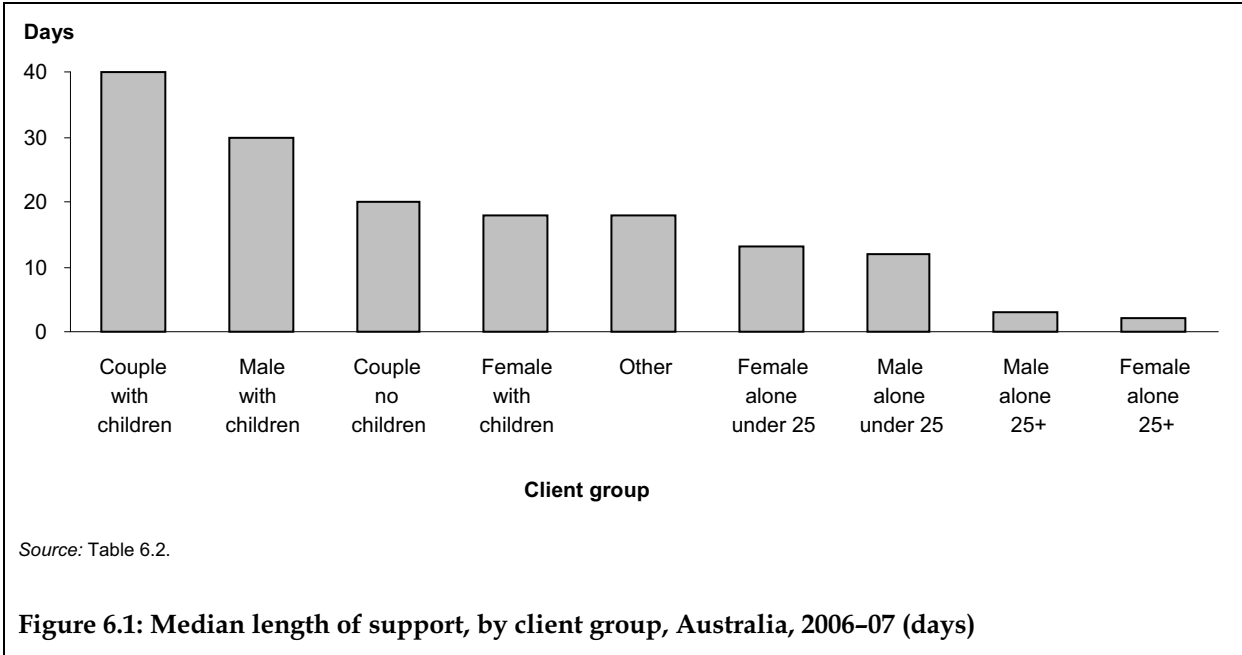
These differences across the states and territories are also clearly shown in the mean and median lengths of support. Victoria had the shortest median length of support at 1 day, followed by the Northern Territory (6 days) and Western Australia (7 days). The Australian Capital Territory had the longest median length of support at 36 days, ahead of Tasmania (35 days). The average (mean) length of support ranged from 38 days in the Northern Territory to 105 days in the Australian Capital Territory.

### Client group

Patterns of support length varied according to client group. As illustrated in Figure 6.1, clients with accompanying children (couples with children, males with children and females with children) tended to have longer periods of support than other clients, with couples with



children recording the longest median length of support of all (40 days). In contrast, females and males aged 25 years and over who presented alone or with an unrelated person tended to be supported for short periods (2 days and 3 days, respectively).



## Length of accommodation

As mentioned, there were 68,900 closed support periods which included one or more periods of accommodation (Table 6.3, including errors and omissions, see Note 1). Of which, 66,600 had valid dates of accommodation reported. Of these a small proportion (6% or 4,300) involved accommodation that started and ended on the same day and the remainder involved accommodation of 1 day or longer. For analysis purposes, accommodation starting and ending on the same day has been excluded from tables and figures in this section.

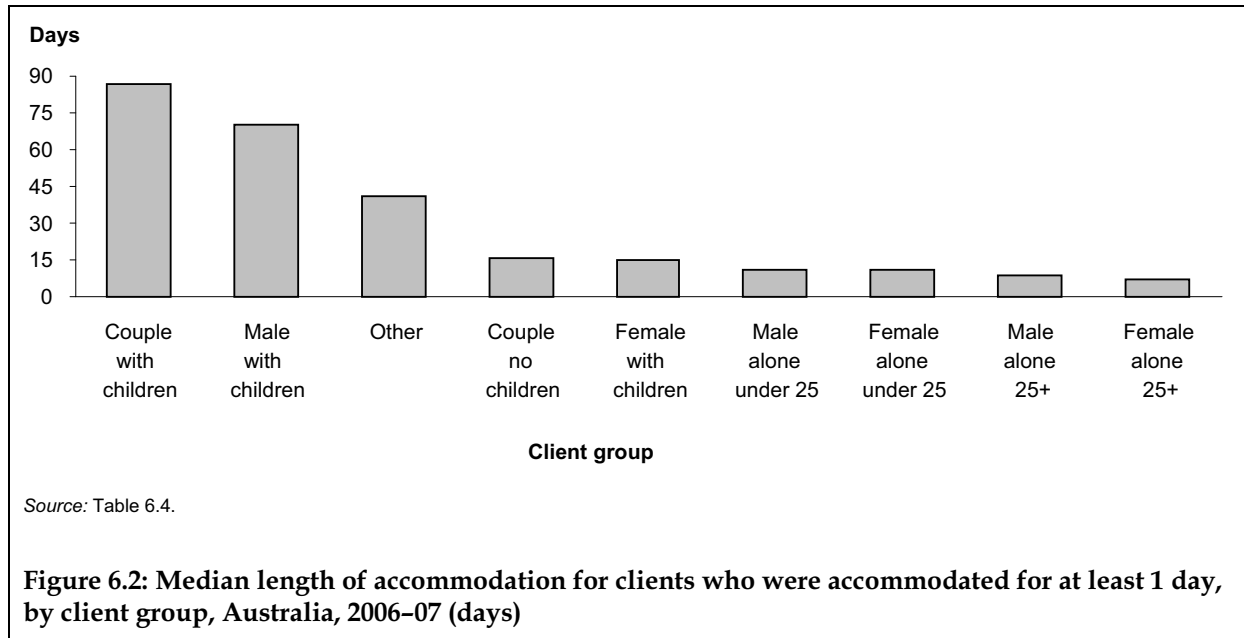
In 44% of closed support periods that lasted 1 day or longer, the accommodation lasted for one week or less, in 25% for between 1 week and 1 month, and in 18% from 1 to 3 months. In 13%, the accommodation lasted for more than 3 months (derived from Table 6.3). In line with this, the median length of accommodation nationally was 10 days.

## State and territory

Accommodation period lengths were not consistent across the states and territories. For example, clients in Victoria and the Australian Capital Territory were generally accommodated for longer periods, with median lengths of accommodation of 24 and 21 days, respectively. Clients in the Northern Territory and Western Australia were accommodated for the shortest periods, with median lengths of 4 and 5 days, respectively.

## Client group

Family groups, especially couples with children, were generally accommodated for longer periods than clients who presented alone or with unrelated people (Figure 6.2).



## Support provided to SAAP clients

In 2006-07 SAAP collected information on 35 types of support for clients (including an 'other' category of support). These individual types of support can be grouped into six broad types of services. The three broad types of services most often provided were general support or advocacy services (in 77% of support periods), personal support services (56%) and housing or accommodation services (56%) (Table 6.5). Specifically, the main type of general support or advocacy provided was advice or information (in 70% of support periods), the most commonly provided personal support service was emotional support (50%) and the main type of housing or accommodation service provided was SAAP or CAP accommodation (40%).

Of the six broad service groups, specialist services were those least likely to be provided, being provided in 23% of support periods. The most commonly provided specialist services were health or medical services (in 10% of support periods), drug and alcohol support or intervention services (5%) and culturally specific services (5%).

No services were provided directly to the client by the agency in 3% of support periods in which information was recorded on the types of support that clients received. 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.

## State and territory

The types of support provided to clients varied considerably by state and territory. For example, housing or accommodation services were provided to clients in 39% of support

periods in Victoria, compared with 84% in the Australian Capital Territory (Table 6.5). The Australian Capital Territory also recorded higher proportions in which they provided financial and employment services (51% compared with 23% in South Australia) and specialist services (32% compared with 11% in Tasmania.).

## **Client group**

The services commonly provided to clients varied markedly according to the person or group being assisted, because of their varying needs. Males alone aged under 25 years were provided with housing and/or accommodation support more often than the other client groups, with 67% of support periods for this group including the provision of at least one of the housing or accommodation support types (Table 6.6). SAAP or CAP accommodation was the specific housing and/or accommodation support type provided most often to males alone under 25 (in 48% of their support periods). Females aged 25 years and over were provided with housing and/or accommodation services less often than the other client groups (in 43% of their support periods).

Females with children received personal support in 74% of their support periods, which was the highest percentage recorded for any of the client groups. More specifically, females with children recorded relatively high levels of support for domestic or family violence (in 47% of their support periods, compared with between 1% and 29% for the other client groups), and for emotional support, which they received in 65% of their support periods, compared with between 42% and 55% for the other client groups.

Males alone aged 25 years and over, females with children, and 'other' family groups were provided with specialist services more often than the other client groups (in at least 27% of their support periods). Specifically, males alone 25 years and over had a higher proportion of support periods than the other client groups in which they received health or medical services (13%), psychological services (9%) and drug or alcohol support or intervention (9%). Females with children were provided with culturally appropriate services (10%) and specialist counselling services (8%) more often than other client groups. Males with children received specialist services in fewer of their support periods than the other client groups (12%).

## **Support provided to accompanying children**

In 54,200 of the 99,300 accompanying child support periods reported during 2006–07, some information was provided on the service requirements or provision for accompanying children (Table 6.7). The large difference between these two numbers is primarily because children may or may not require direct support when they accompany a parent(s) or guardian(s) to a SAAP agency, though they may benefit indirectly as a result of their parent or guardian being supported.

In 2006–07, 18 types of support were collected for accompanying children (including an 'other' category of support). As for clients, these individual service types can be grouped into six broad types of service. At the broad level, SAAP or CAP accommodation was the most commonly provided type of service, being provided in 58% of accompanying child support periods in which information was provided on service requirements or provision. Basic support services were the second most often provided (in 57% of support periods), while specialist services were the least often provided broad group of services (15%).

At a finer level, after SAAP or CAP accommodation (58%), meals were the next most commonly provided type of service (in 36% of accompanying child support periods), followed by transport (35%) and showers or other hygiene services (34%). The types of services provided least often were sexual or physical abuse support (provided in 2% of accompanying child support periods), specialist counselling (3%), and assistance with access arrangements (3%).

Agencies did not provide any services directly to children in 5% of the accompanying child support periods in which information was provided on service requirements or provision. However, agencies may have arranged referrals in these cases. The question of how agencies meet the needs of accompanying children is examined further in Chapter 7.

## **State and territory**

The services commonly provided to accompanying children varied according to the state or territory they were in (Table 6.7). For example, SAAP or CAP accommodation was provided most often in Western Australia (85%) and least often in South Australia (31%). In South Australia, the most common broad type of service provided was general support or advocacy services (70%) and this was provided in a far higher proportion of accompanying child support periods than in the other jurisdictions (between 12% and 51%).

Other notable differences were: in Western Australia and the Northern Territory, basic support services were provided in 79% and 78% of accompanying child support periods, respectively, compared with between 36% and 64% in the other states and territory; in the Australian Capital Territory, personal support services were provided in 34% of accompanying child support periods, compared with between 9% and 26% in the other jurisdictions; and in New South Wales, school liaison and child care services were provided in 38% of accompanying child support periods, compared with between 11% and 30% in the other states and territories.

## **Client group**

The services commonly provided to accompanying children varied according to who they accompanied (Table 6.8). For example, children who accompanied their mother or a female guardian were more often provided with school liaison and child care services, specialist services, and basic support services than children in the other client groups, while children accompanying couples were slightly more often provided with SAAP or CAP accommodation.

## 6.1 Tables

Table 6.1: SAAP closed support periods: length of support, by state and territory, Australia, 2006–07 (per cent)

Length of support	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	Number
<b>1 week or less</b>	<b>47.0</b>	<b>59.9</b>	<b>43.2</b>	<b>51.7</b>	<b>43.9</b>	<b>22.7</b>	<b>23.8</b>	<b>53.6</b>	<b>50.6</b>	<b>90,000</b>
Less than 1 day	18.8	46.3	16.0	7.7	15.4	6.2	3.4	5.1	27.0	48,100
1 day	10.7	4.7	9.6	15.4	8.7	6.8	5.5	18.3	8.4	14,900
2–3 days	8.2	3.7	7.9	14.3	8.4	4.0	6.6	16.7	6.9	12,300
4–5 days	4.7	2.4	5.1	7.9	5.2	2.6	4.5	7.9	4.1	7,400
6–7 days	4.5	2.8	4.6	6.4	6.3	3.1	3.9	5.6	4.1	7,300
<b>&gt;1 week–1 month</b>	<b>18.0</b>	<b>13.4</b>	<b>21.4</b>	<b>22.4</b>	<b>20.8</b>	<b>15.1</b>	<b>21.2</b>	<b>19.7</b>	<b>17.2</b>	<b>30,700</b>
>1–2 weeks	8.5	6.8	9.9	10.1	10.9	6.0	10.0	9.9	8.3	14,800
>2–3 weeks	5.4	3.6	6.4	7.7	5.9	4.6	5.5	6.0	5.0	9,000
>3–4 weeks	4.1	3.0	5.1	4.6	4.0	4.5	5.7	3.8	3.9	6,900
<b>&gt;1 month–3 months</b>	<b>19.8</b>	<b>15.0</b>	<b>20.6</b>	<b>15.1</b>	<b>17.8</b>	<b>44.6</b>	<b>25.7</b>	<b>16.5</b>	<b>18.4</b>	<b>32,700</b>
>4–6 weeks	7.2	5.4	8.0	6.2	7.2	19.1	9.1	6.8	7.0	12,400
>6–8 weeks	5.0	3.6	4.4	3.3	3.8	10.8	5.2	3.7	4.3	7,600
>8–10 weeks	3.6	2.7	3.8	2.8	3.2	8.0	5.0	3.0	3.3	5,900
>10–13 weeks	4.0	3.4	4.4	2.8	3.5	6.7	6.4	3.0	3.8	6,700
<b>&gt;3 months–6 months</b>	<b>7.5</b>	<b>6.0</b>	<b>8.3</b>	<b>5.3</b>	<b>9.0</b>	<b>10.9</b>	<b>12.5</b>	<b>6.1</b>	<b>7.1</b>	<b>12,700</b>
>13–16 weeks	2.6	2.0	3.5	2.0	3.1	4.4	4.5	2.4	2.6	4,600
>16–19 weeks	1.9	1.5	2.0	1.4	2.4	2.4	2.5	1.7	1.8	3,200
>19–22 weeks	1.5	1.2	1.4	0.9	1.9	2.0	2.8	1.0	1.4	2,400
>22–26 weeks	1.5	1.2	1.4	1.0	1.7	2.0	2.7	1.0	1.4	2,400
<b>&gt;6 months</b>	<b>7.7</b>	<b>5.7</b>	<b>6.5</b>	<b>5.6</b>	<b>8.5</b>	<b>6.7</b>	<b>16.8</b>	<b>4.1</b>	<b>6.7</b>	<b>11,900</b>
>26–39 weeks	3.0	2.4	2.9	2.0	3.3	3.1	6.6	1.8	2.7	4,800
>39–52 weeks	1.6	1.2	1.5	1.4	1.9	1.2	3.9	0.7	1.4	2,600
>52 weeks	3.1	2.2	2.1	2.1	3.3	2.4	6.2	1.6	2.5	4,500
<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>
<b>Total (row %)</b>	<b>25.1</b>	<b>38.4</b>	<b>13.7</b>	<b>7.0</b>	<b>9.2</b>	<b>3.1</b>	<b>1.1</b>	<b>2.4</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>44,700</b>	<b>68,300</b>	<b>24,300</b>	<b>12,500</b>	<b>16,300</b>	<b>5,600</b>	<b>2,000</b>	<b>4,300</b>	<b>..</b>	<b>177,900</b>
<b>Mean length (days)</b>	<b>57</b>	<b>42</b>	<b>51</b>	<b>44</b>	<b>60</b>	<b>66</b>	<b>105</b>	<b>38</b>	<b>..</b>	<b>50</b>
<b>Median length (days)</b>	<b>10</b>	<b>1</b>	<b>12</b>	<b>7</b>	<b>12</b>	<b>35</b>	<b>36</b>	<b>6</b>	<b>..</b>	<b>7</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 0.
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, 2006–07 (per cent)**

Length of support	Male alone	Male alone	Female alone	Female alone	Couple	Couple	Male	Female	Other	Total	
	under 25	25+	under 25	25+	no children	with children	with children	with children		%	Number
<b>1 week or less</b>	<b>44.2</b>	<b>61.6</b>	<b>44.1</b>	<b>61.8</b>	<b>36.2</b>	<b>25.7</b>	<b>33.3</b>	<b>39.8</b>	<b>41.9</b>	<b>50.4</b>	<b>88,100</b>
Less than 1 day	19.1	36.5	21.7	38.3	21.3	13.1	22.4	16.0	18.1	27.1	47,400
1 day	8.1	8.4	7.8	9.0	4.7	3.9	3.9	8.4	13.3	8.1	14,200
2–3 days	7.8	7.7	6.7	6.8	3.5	3.4	2.4	7.2	4.3	7.0	12,200
4–5 days	4.5	4.4	4.1	3.9	2.7	2.0	1.5	4.3	2.6	4.1	7,200
6–7 days	4.8	4.5	3.9	3.6	3.9	3.2	3.1	3.9	3.6	4.1	7,100
<b>&gt;1 week–1 month</b>	<b>19.5</b>	<b>17.3</b>	<b>17.5</b>	<b>14.1</b>	<b>21.0</b>	<b>16.3</b>	<b>15.2</b>	<b>16.6</b>	<b>11.4</b>	<b>16.8</b>	<b>29,400</b>
>1–2 weeks	9.2	9.0	7.7	6.9	9.0	7.0	6.0	7.2	5.7	7.9	13,900
>2–3 weeks	5.9	4.7	5.5	4.1	6.5	4.8	4.7	5.3	3.7	5.0	8,700
>3–4 weeks	4.4	3.6	4.3	3.1	5.5	4.6	4.5	4.1	2.0	3.9	6,800
<b>&gt;1 month–3 months</b>	<b>21.5</b>	<b>12.9</b>	<b>21.5</b>	<b>14.8</b>	<b>26.5</b>	<b>28.2</b>	<b>26.9</b>	<b>23.6</b>	<b>17.4</b>	<b>18.7</b>	<b>32,600</b>
>4–6 weeks	8.2	5.1	7.8	6.0	10.0	9.7	9.5	8.5	5.8	7.0	12,300
>6–8 weeks	5.0	2.9	4.9	3.3	6.2	6.3	6.2	5.6	4.5	4.3	7,500
>8–10 weeks	4.0	2.2	4.2	2.5	4.7	5.6	5.2	4.3	2.6	3.4	5,900
>10–13 weeks	4.3	2.7	4.6	3.0	5.6	6.6	5.9	5.1	4.5	3.9	6,900
<b>&gt;3 months–6 months</b>	<b>7.6</b>	<b>4.6</b>	<b>8.8</b>	<b>5.0</b>	<b>8.8</b>	<b>14.0</b>	<b>11.9</b>	<b>10.1</b>	<b>11.8</b>	<b>7.3</b>	<b>12,700</b>
>13–16 weeks	2.9	1.8	3.2	1.8	3.4	4.7	4.1	3.6	3.5	2.7	4,600
>16–19 weeks	2.0	1.2	2.3	1.2	2.1	3.7	2.5	2.6	4.4	1.9	3,300
>19–22 weeks	1.3	0.8	1.6	0.9	1.9	2.7	3.0	2.0	2.3	1.4	2,400
>22–26 weeks	1.4	0.8	1.7	1.0	1.4	2.9	2.3	1.9	1.7	1.4	2,400
<b>&gt;6 months</b>	<b>7.1</b>	<b>3.6</b>	<b>8.0</b>	<b>4.3</b>	<b>7.6</b>	<b>15.8</b>	<b>12.8</b>	<b>9.9</b>	<b>17.5</b>	<b>6.8</b>	<b>11,800</b>
>26–39 weeks	2.8	1.5	3.0	1.9	3.3	6.1	5.6	4.0	7.4	2.8	4,800
>39–52 weeks	1.5	0.7	1.8	0.9	1.4	3.7	3.0	2.2	3.3	1.5	2,600
>52 weeks	2.9	1.4	3.2	1.5	2.9	5.9	4.2	3.7	6.8	2.6	4,500
<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>
<b>Total (row %)</b>	<b>10.9</b>	<b>27.7</b>	<b>13.0</b>	<b>19.1</b>	<b>2.6</b>	<b>3.4</b>	<b>1.2</b>	<b>21.6</b>	<b>0.5</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>19,000</b>	<b>48,400</b>	<b>22,800</b>	<b>33,300</b>	<b>4,600</b>	<b>5,900</b>	<b>2,100</b>	<b>37,600</b>	<b>800</b>	<b>..</b>	<b>174,600</b>
<b>Mean length (days)</b>	<b>55</b>	<b>33</b>	<b>61</b>	<b>34</b>	<b>57</b>	<b>97</b>	<b>80</b>	<b>68</b>	<b>89</b>	<b>..</b>	<b>50</b>
<b>Median length (days)</b>	<b>12</b>	<b>3</b>	<b>13</b>	<b>2</b>	<b>20</b>	<b>40</b>	<b>30</b>	<b>18</b>	<b>18</b>	<b>..</b>	<b>7</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 3,486.
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 state and territory, Australia, 2006–07 (per cent)**

Length of accommodation	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	Number
<b>1 week or less</b>	<b>44.5</b>	<b>28.5</b>	<b>41.6</b>	<b>61.1</b>	<b>43.9</b>	<b>50.4</b>	<b>28.5</b>	<b>64.2</b>	<b>44.2</b>	<b>27,500</b>
1 day	15.8	9.5	14.0	22.0	11.6	19.4	6.6	18.4	14.9	9,300
2–3 days	14.8	8.8	12.8	20.1	13.4	13.6	10.2	26.6	14.3	8,900
4–5 days	7.9	5.5	8.2	10.9	8.2	7.4	6.8	11.9	8.1	5,000
6–7 days	6.0	4.8	6.5	8.2	10.6	10.0	4.8	7.2	6.8	4,200
<b>&gt;1 week–1 month</b>	<b>24.6</b>	<b>24.7</b>	<b>26.5</b>	<b>22.0</b>	<b>32.1</b>	<b>23.7</b>	<b>29.5</b>	<b>19.5</b>	<b>25.2</b>	<b>15,700</b>
>1–2 weeks	12.3	12.5	13.5	12.0	19.0	13.1	14.6	11.9	13.2	8,200
>2–3 weeks	7.2	6.7	7.5	6.4	8.0	6.0	8.1	4.8	7.0	4,400
>3–4 weeks	5.0	5.6	5.6	3.6	5.1	4.6	6.8	2.9	5.0	3,100
<b>&gt;1 month–3 months</b>	<b>18.7</b>	<b>23.4</b>	<b>19.8</b>	<b>10.9</b>	<b>11.0</b>	<b>18.0</b>	<b>21.9</b>	<b>10.2</b>	<b>17.6</b>	<b>11,000</b>
>4–6 weeks	7.5	8.0	7.5	4.9	4.4	7.5	8.8	4.4	6.8	4,200
>6–8 weeks	4.5	5.8	4.5	2.5	2.6	4.9	4.2	2.3	4.2	2,600
>8–10 weeks	3.1	4.0	3.5	1.9	1.8	2.8	4.1	1.8	3.0	1,900
>10–13 weeks	3.7	5.6	4.3	1.6	2.1	2.7	4.8	1.8	3.6	2,300
<b>&gt;3 months–6 months</b>	<b>6.0</b>	<b>9.6</b>	<b>6.8</b>	<b>2.7</b>	<b>5.4</b>	<b>4.1</b>	<b>8.3</b>	<b>2.9</b>	<b>6.1</b>	<b>3,800</b>
>13–16 weeks	2.4	3.5	2.9	0.9	1.5	1.5	2.6	0.7	2.3	1,400
>16–19 weeks	1.5	2.3	1.7	0.9	1.4	1.1	1.7	0.9	1.5	1,000
>19–22 weeks	1.1	1.8	1.0	0.4	1.2	0.8	1.8	0.9	1.1	700
>22–26 weeks	1.0	2.0	1.3	0.5	1.3	0.8	2.1	0.4	1.2	700
<b>&gt;6 months</b>	<b>6.2</b>	<b>13.8</b>	<b>5.2</b>	<b>3.2</b>	<b>7.6</b>	<b>3.8</b>	<b>11.8</b>	<b>3.2</b>	<b>6.9</b>	<b>4,300</b>
>26–39 weeks	2.3	5.0	2.6	1.2	3.4	1.7	5.0	1.5	2.7	1,700
>39–52 weeks	1.3	2.9	1.3	0.8	1.7	0.7	2.6	0.7	1.5	900
>52 weeks	2.7	5.8	1.4	1.2	2.5	1.4	4.2	1.1	2.6	1,600
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (row %)</b>	<b>30.9</b>	<b>16.4</b>	<b>20.2</b>	<b>13.7</b>	<b>9.4</b>	<b>3.7</b>	<b>1.9</b>	<b>3.9</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>19,200</b>	<b>10,200</b>	<b>12,600</b>	<b>8,500</b>	<b>5,900</b>	<b>2,300</b>	<b>1,200</b>	<b>2,400</b>	<b>..</b>	<b>62,200</b>
<b>Mean length (days)</b>	<b>49</b>	<b>85</b>	<b>43</b>	<b>27</b>	<b>46</b>	<b>34</b>	<b>71</b>	<b>26</b>	<b>..</b>	<b>50</b>
<b>Median length (days)</b>	<b>10</b>	<b>24</b>	<b>11</b>	<b>5</b>	<b>10</b>	<b>7</b>	<b>21</b>	<b>4</b>	<b>..</b>	<b>10</b>
<b>Accommodation starting and ending on the same date (number)</b>	<b>2,000</b>	<b>1,000</b>	<b>500</b>	<b>400</b>	<b>100</b>	<b>100</b>	<b>&lt;50</b>	<b>200</b>	<b>..</b>	<b>4,300</b>
<b>Total closed support periods with accommodation</b>	<b>21,200</b>	<b>11,200</b>	<b>13,000</b>	<b>8,900</b>	<b>6,000</b>	<b>2,400</b>	<b>1,200</b>	<b>2,600</b>	<b>..</b>	<b>66,600</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 2,287.
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.

Source: SAAP Client Collection.

**Table 6.4: SAAP closed support periods in which clients were accommodated: total length of accommodation, by client group, Australia, 2006–07 (per cent)**

Length of accommodation	Male alone under 25	Male alone 25+	Female alone under 25	Female alone 25+	Couple no children	Couple with children	Male with children	Female with children	Other	Total	
										%	Number
<b>1 week or less</b>	<b>42.9</b>	<b>46.6</b>	<b>43.0</b>	<b>53.5</b>	<b>29.1</b>	<b>14.5</b>	<b>14.9</b>	<b>39.9</b>	<b>24.2</b>	<b>43.7</b>	<b>27,000</b>
1 day	13.9	15.1	14.7	19.5	8.3	2.5	4.8	12.8	4.9	14.4	8,900
2–3 days	13.8	15.3	13.7	17.3	8.4	5.3	5.0	14.1	7.8	14.4	8,900
4–5 days	7.6	8.5	8.1	9.4	4.5	1.9	1.5	7.5	5.2	7.9	4,900
6–7 days	7.6	7.7	6.6	7.2	7.9	4.8	3.6	5.5	6.2	6.9	4,200
<b>&gt;1 week–1 month</b>	<b>27.0</b>	<b>28.5</b>	<b>25.7</b>	<b>24.3</b>	<b>33.4</b>	<b>14.8</b>	<b>16.2</b>	<b>20.9</b>	<b>17.0</b>	<b>25.3</b>	<b>15,600</b>
>1–2 weeks	13.6	15.5	12.6	13.2	18.9	8.4	7.2	10.1	7.6	13.1	8,100
>2–3 weeks	7.9	7.5	7.8	6.6	7.9	4.0	4.7	6.3	7.1	7.1	4,400
>3–4 weeks	5.4	5.5	5.3	4.5	6.6	2.5	4.2	4.5	2.3	5.0	3,100
<b>&gt;1 month–3 months</b>	<b>19.5</b>	<b>16.5</b>	<b>18.2</b>	<b>14.2</b>	<b>19.1</b>	<b>23.1</b>	<b>28.8</b>	<b>20.1</b>	<b>26.3</b>	<b>17.9</b>	<b>11,100</b>
>4–6 weeks	8.3	6.6	7.1	5.9	6.5	5.6	6.9	7.2	11.9	6.9	4,300
>6–8 weeks	4.4	3.9	4.5	3.1	5.3	5.2	5.5	4.9	7.1	4.2	2,600
>8–10 weeks	3.4	2.8	3.1	2.1	3.0	4.9	7.5	3.5	2.8	3.1	1,900
>10–13 weeks	3.5	3.2	3.5	3.1	4.3	7.3	8.9	4.5	4.5	3.7	2,300
<b>&gt;3 months–6 months</b>	<b>5.3</b>	<b>5.0</b>	<b>5.6</b>	<b>3.8</b>	<b>8.5</b>	<b>18.8</b>	<b>17.1</b>	<b>8.3</b>	<b>9.4</b>	<b>6.2</b>	<b>3,800</b>
>13–16 weeks	2.1	2.1	2.0	1.6	2.7	6.6	5.9	2.9	2.3	2.3	1,400
>16–19 weeks	1.4	1.2	1.3	1.0	1.8	5.1	4.4	2.2	2.3	1.6	1,000
>19–22 weeks	0.7	0.9	1.1	0.6	2.1	3.1	4.5	1.5	3.0	1.1	700
>22–26 weeks	1.1	0.8	1.2	0.6	1.9	3.9	2.2	1.8	1.7	1.2	700
<b>&gt;6 months</b>	<b>5.3</b>	<b>3.4</b>	<b>7.4</b>	<b>4.2</b>	<b>9.9</b>	<b>28.8</b>	<b>23.1</b>	<b>10.8</b>	<b>23.2</b>	<b>6.9</b>	<b>4,300</b>
>26–39 weeks	2.2	1.3	2.9	1.7	3.9	11.1	11.7	4.3	7.3	2.8	1,700
>39–52 weeks	1.0	0.6	1.6	0.7	1.8	7.6	4.7	2.6	9.5	1.5	900
>52 weeks	2.1	1.5	2.9	1.8	4.3	10.1	6.7	3.9	6.4	2.6	1,600
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (row %)</b>	<b>13.6</b>	<b>31.8</b>	<b>13.0</b>	<b>14.6</b>	<b>1.7</b>	<b>2.7</b>	<b>0.8</b>	<b>21.5</b>	<b>0.4</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>8,400</b>	<b>19,600</b>	<b>8,000</b>	<b>9,000</b>	<b>1,000</b>	<b>1,700</b>	<b>500</b>	<b>13,300</b>	<b>300</b>	<b>..</b>	<b>61,800</b>
<b>Mean length (days)</b>	<b>44</b>	<b>37</b>	<b>51</b>	<b>35</b>	<b>66</b>	<b>148</b>	<b>123</b>	<b>65</b>	<b>114</b>	<b>..</b>	<b>50</b>
<b>Median length (days)</b>	<b>11</b>	<b>9</b>	<b>11</b>	<b>7</b>	<b>16</b>	<b>87</b>	<b>70</b>	<b>15</b>	<b>41</b>	<b>..</b>	<b>11</b>
<b>Accommodation starting and ending on the same date (number)</b>	<b>400</b>	<b>1,700</b>	<b>400</b>	<b>700</b>	<b>100</b>	<b>100</b>	<b>&lt;50</b>	<b>600</b>	<b>&lt;50</b>	<b>..</b>	<b>4,100</b>
<b>Total closed support periods with accommodation</b>	<b>8,800</b>	<b>21,300</b>	<b>8,500</b>	<b>9,700</b>	<b>1,100</b>	<b>1,800</b>	<b>500</b>	<b>13,900</b>	<b>300</b>	<b>..</b>	<b>65,900</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 3,214.
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 6.5: SAAP support periods: services provided to clients, by state and territory, Australia, 2006–07 (per cent)**

Type of service	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
<b>Housing/accommodation</b>	<b>64.1</b>	<b>39.0</b>	<b>69.9</b>	<b>71.5</b>	<b>51.9</b>	<b>63.5</b>	<b>83.6</b>	<b>71.2</b>	<b>55.5</b>
SAAP/CAP accommodation	49.6	19.8	57.5	62.5	37.3	43.5	59.4	65.0	39.9
Assistance to obtain/maintain short-term accommodation	10.7	10.7	12.3	6.5	11.9	11.8	15.3	3.1	10.6
Assistance to obtain/maintain medium-term accommodation	7.4	7.9	6.0	4.5	8.1	6.2	17.5	4.0	7.3
Assistance to obtain/maintain independent housing	19.9	18.2	19.3	12.6	15.6	26.4	48.2	13.8	18.7
<b>Financial/employment</b>	<b>30.6</b>	<b>40.0</b>	<b>38.9</b>	<b>33.8</b>	<b>23.1</b>	<b>32.8</b>	<b>50.6</b>	<b>41.3</b>	<b>35.2</b>
Assistance to obtain/maintain government allowance	9.1	4.9	9.6	10.1	7.4	4.6	13.6	9.4	7.4
Employment/training assistance	5.0	3.3	3.6	3.6	3.2	1.5	11.6	2.2	3.8
Financial assistance/material aid	22.5	35.0	32.0	27.5	18.0	27.4	42.2	34.5	28.9
Financial counselling and support	6.8	6.9	8.6	5.5	6.6	6.6	12.1	13.4	7.1
<b>Personal support</b>	<b>59.2</b>	<b>52.5</b>	<b>48.9</b>	<b>49.9</b>	<b>68.0</b>	<b>62.4</b>	<b>68.2</b>	<b>65.4</b>	<b>55.9</b>
Incest/sexual assault	1.6	0.8	1.5	1.0	3.1	12.7	2.6	0.8	1.8
Domestic/family violence	18.0	18.6	13.6	19.6	28.8	6.4	17.9	23.1	18.6
Family/relationship	16.5	11.1	14.6	9.9	14.9	10.9	25.9	15.9	13.5
Emotional support	54.0	47.3	45.4	43.5	55.5	52.4	65.6	59.0	50.0
Assistance with problem gambling	0.7	0.2	0.2	0.1	0.4	0.3	0.2	—	0.3
<b>General support/advocacy</b>	<b>78.7</b>	<b>80.6</b>	<b>71.4</b>	<b>59.6</b>	<b>83.5</b>	<b>77.0</b>	<b>77.9</b>	<b>69.5</b>	<b>77.1</b>
Living skills/personal development	19.7	14.8	18.2	11.7	15.9	13.6	39.9	20.9	16.8
Assistance with legal issues/court support	11.2	8.0	6.7	6.6	9.3	3.8	10.9	12.0	8.6
Advice/information	70.2	74.5	63.0	51.6	75.8	71.6	70.6	61.0	69.7
Retrieval/storage/removal of personal belongings	23.4	7.9	20.5	11.5	18.2	7.4	22.6	19.9	15.3
Advocacy/liaison on behalf of client	34.9	39.5	30.1	24.3	40.1	35.2	49.4	34.5	35.8
<b>Specialist services</b>	<b>26.6</b>	<b>19.6</b>	<b>20.7</b>	<b>29.2</b>	<b>28.5</b>	<b>10.6</b>	<b>32.1</b>	<b>30.9</b>	<b>23.3</b>
Psychological services	2.5	7.3	1.7	2.2	3.4	1.7	4.3	9.7	4.4
Specialist counselling	4.8	2.3	2.6	2.3	14.6	3.7	5.6	1.5	4.3
Psychiatric services	1.3	1.8	1.0	0.8	0.8	0.4	0.9	0.2	1.3
Pregnancy support	1.3	0.7	1.5	0.9	1.3	0.8	9.4	0.6	1.1
Family planning support	1.0	0.6	0.8	0.5	1.6	0.3	5.2	0.3	0.9
Drug/alcohol support or intervention	8.7	3.1	2.9	7.1	4.5	2.1	7.3	4.5	5.0
Physical disability services	0.1	0.1	0.1	0.1	0.1	—	0.3	0.1	0.1
Intellectual disability services	0.2	0.1	0.1	0.1	0.2	0.2	0.4	0.1	0.2
Culturally specific services	3.9	3.1	3.8	13.6	4.4	0.7	4.6	16.2	4.6
Interpreter services	1.0	1.3	0.4	1.0	0.7	0.3	1.1	0.4	1.0
Assistance with immigration issues	0.9	0.8	0.7	1.0	0.3	0.2	0.7	0.1	0.7
Health/medical services	11.7	7.6	12.6	8.6	8.1	2.9	19.3	9.2	9.5
<b>Basic support/other services n.e.s.</b>	<b>58.5</b>	<b>32.6</b>	<b>59.3</b>	<b>71.1</b>	<b>44.4</b>	<b>43.6</b>	<b>61.3</b>	<b>72.6</b>	<b>48.6</b>
Meals	45.9	13.1	48.2	45.0	31.2	23.3	42.3	53.6	32.1
Laundry/shower facilities	40.7	11.8	45.0	49.8	30.6	21.2	45.7	55.4	30.2
Recreation	20.4	9.9	29.6	27.5	9.6	9.2	39.6	38.7	17.6
Transport	25.7	13.7	29.9	27.5	17.3	24.0	41.5	46.9	21.8
Other	9.5	13.1	4.9	23.7	7.4	9.1	2.1	30.4	11.5
<b>No services provided directly</b>	<b>2.9</b>	<b>3.4</b>	<b>1.7</b>	<b>1.4</b>	<b>2.4</b>	<b>2.3</b>	<b>2.0</b>	<b>2.5</b>	<b>2.7</b>
<b>Total (number)</b>	<b>51,500</b>	<b>72,300</b>	<b>26,100</b>	<b>15,700</b>	<b>19,300</b>	<b>6,600</b>	<b>2,400</b>	<b>4,600</b>	<b>198,600</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 9,098 (support periods with no information on service requirements or provision).
2. Clients were able to receive multiple services, so percentages do not total 100.
3. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

**Table 6.6: SAAP support periods: services provided to clients, by client group, Australia, 2006–07 (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
<b>Housing/accommodation</b>	<b>66.7</b>	<b>57.9</b>	<b>57.8</b>	<b>43.1</b>	<b>62.3</b>	<b>64.8</b>	<b>57.1</b>	<b>56.7</b>	<b>55.2</b>	<b>56.2</b>
SAAP/CAP accommodation	48.3	46.2	39.2	30.6	26.4	34.6	30.7	39.3	40.3	39.8
Assistance to obtain/maintain short-term accommodation	14.6	11.8	11.2	7.3	15.2	13.3	12.0	9.3	10.8	10.8
Assistance to obtain/maintain medium-term accommodation	11.6	5.1	11.1	4.1	11.4	10.6	10.1	8.2	11.3	7.6
Assistance to obtain/maintain independent housing	18.6	14.6	19.4	13.2	32.4	38.7	31.0	25.7	25.0	19.5
<b>Financial/employment</b>	<b>40.2</b>	<b>31.7</b>	<b>40.0</b>	<b>34.2</b>	<b>36.9</b>	<b>41.4</b>	<b>43.7</b>	<b>39.0</b>	<b>30.4</b>	<b>36.5</b>
Assistance to obtain/maintain government allowance	12.0	5.2	10.8	4.8	4.7	5.8	5.6	10.3	10.5	7.8
Employment/training assistance	9.4	2.0	8.3	1.6	3.3	3.8	2.7	2.8	8.0	3.9
Financial assistance/material aid	29.7	27.0	30.7	29.6	31.2	34.3	38.6	32.8	25.7	30.1
Financial counselling and support	10.0	5.3	8.8	6.1	8.4	12.2	11.7	8.6	8.1	7.6
<b>Personal support</b>	<b>46.8</b>	<b>44.0</b>	<b>58.2</b>	<b>62.1</b>	<b>44.7</b>	<b>48.9</b>	<b>49.6</b>	<b>74.4</b>	<b>61.5</b>	<b>56.7</b>
Incest/sexual assault	0.9	0.2	2.7	1.5	0.6	0.8	0.8	2.0	2.5	1.3
Domestic/family violence	2.6	0.9	14.2	29.2	5.2	6.0	5.5	46.7	22.6	18.8
Family/relationship	15.2	4.9	20.1	12.2	11.0	16.9	16.9	20.3	30.0	13.7
Emotional support	43.3	42.9	52.8	54.7	42.2	45.1	45.2	64.5	50.1	51.4
Assistance with problem gambling	0.4	0.8	0.1	0.2	—	0.3	0.2	0.2	—	0.3
<b>General support/advocacy</b>	<b>78.3</b>	<b>77.8</b>	<b>76.6</b>	<b>77.2</b>	<b>77.3</b>	<b>78.8</b>	<b>75.0</b>	<b>81.3</b>	<b>79.3</b>	<b>78.4</b>
Living skills/personal development	31.1	18.0	28.5	10.5	13.5	11.1	9.8	12.3	18.8	17.7
Assistance with legal issues/court support	7.9	2.7	7.0	10.5	3.8	5.4	6.9	16.9	8.2	8.7
Advice/information	68.9	70.4	68.2	69.6	72.3	73.9	69.4	74.9	71.1	71.0
Retrieval/storage/removal of personal belongings	21.0	25.4	14.6	7.9	10.2	8.7	8.0	10.0	10.8	15.5
Advocacy/liaison on behalf of client	36.8	25.7	39.9	37.5	42.6	42.2	42.1	46.7	50.5	37.1
<b>Specialist services</b>	<b>19.6</b>	<b>27.7</b>	<b>21.2</b>	<b>22.2</b>	<b>16.4</b>	<b>15.3</b>	<b>11.9</b>	<b>26.6</b>	<b>26.8</b>	<b>23.7</b>
Psychological services	3.9	9.0	3.3	3.6	2.4	1.7	1.5	2.5	0.9	4.6
Specialist counselling	2.9	2.3	4.2	5.0	2.1	1.8	2.6	8.2	8.1	4.5
Psychiatric services	1.3	2.6	0.8	1.4	0.9	0.2	0.5	0.5	1.0	1.3
Pregnancy support	0.1	—	2.9	0.4	2.8	2.2	—	2.3	5.1	1.2
Family planning support	0.9	0.1	1.6	0.2	1.2	1.9	0.6	1.9	2.8	0.9
Drug/alcohol support or intervention	7.1	9.0	4.5	4.7	3.5	2.3	2.7	2.1	3.0	5.3
Physical disability services	0.1	0.1	—	0.2	0.2	0.1	0.2	0.1	—	0.1
Intellectual disability services	0.4	0.1	0.2	0.2	0.1	0.2	0.1	0.2	0.4	0.2
Culturally specific services	2.6	0.7	4.3	5.6	3.2	4.9	2.9	10.2	9.4	4.7
Interpreter services	0.3	0.1	0.7	1.5	0.7	1.3	0.2	2.4	3.0	1.0
Assistance with immigration issues	0.2	0.1	0.7	1.4	0.3	0.4	0.2	1.6	0.7	0.8
Health/medical services	9.0	13.2	8.4	6.8	6.2	4.9	3.7	8.1	8.5	9.1
<b>Basic support/other services n.e.s.</b>	<b>55.0</b>	<b>58.8</b>	<b>48.8</b>	<b>42.7</b>	<b>40.2</b>	<b>30.9</b>	<b>32.0</b>	<b>46.4</b>	<b>59.1</b>	<b>49.4</b>
Meals	41.8	42.8	32.9	26.1	17.2	9.4	11.3	24.5	17.9	31.7
Laundry/shower facilities	39.2	42.0	29.8	23.8	15.0	8.4	9.0	23.0	15.1	29.9
Recreation	28.0	18.1	22.3	12.3	5.7	6.0	5.8	16.0	23.9	17.3
Transport	30.6	10.9	33.1	20.3	17.4	17.0	16.6	29.5	34.2	22.5
Other	9.3	16.2	8.7	11.5	12.9	10.5	11.2	13.3	29.7	12.6
<b>No services provided directly</b>	<b>3.2</b>	<b>1.3</b>	<b>3.5</b>	<b>2.2</b>	<b>3.6</b>	<b>2.8</b>	<b>3.6</b>	<b>2.2</b>	<b>2.1</b>	<b>2.3</b>
<b>Total (number)</b>	<b>21,300</b>	<b>52,300</b>	<b>26,000</b>	<b>36,400</b>	<b>5,300</b>	<b>7,200</b>	<b>2,500</b>	<b>43,600</b>	<b>1,000</b>	<b>195,700</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 12,027 (including support periods with no information on service requirements or provision).
2. Clients were able to receive multiple services, so percentages do not total 100.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

**Table 6.7: SAAP accompanying child support periods: services provided to accompanying children, by state and territory, Australia, 2006–07 (per cent)**

Type of service	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
<b>Accommodation</b>	<b>54.7</b>	<b>47.3</b>	<b>77.9</b>	<b>84.5</b>	<b>31.4</b>	<b>62.9</b>	<b>72.4</b>	<b>70.6</b>	<b>57.5</b>
SAAP/CAP accommodation	54.7	47.3	77.9	84.5	31.4	62.9	72.4	70.6	57.5
<b>School liaison/child care</b>	<b>37.7</b>	<b>15.9</b>	<b>29.8</b>	<b>25.1</b>	<b>11.3</b>	<b>24.2</b>	<b>24.0</b>	<b>24.9</b>	<b>24.7</b>
School liaison	15.0	11.1	13.7	8.3	3.9	8.3	12.2	6.2	10.8
Child care	29.7	5.6	22.0	19.8	8.2	18.3	13.7	20.6	17.4
<b>Personal support</b>	<b>25.7</b>	<b>11.2</b>	<b>19.6</b>	<b>24.5</b>	<b>11.9</b>	<b>13.4</b>	<b>34.2</b>	<b>9.1</b>	<b>18.4</b>
Help with behavioural problems	8.4	5.5	8.5	4.6	6.3	8.3	13.5	2.8	6.8
Sexual/physical abuse support	1.9	2.5	2.1	1.2	1.4	6.5	2.8	0.6	2.0
Skills education	11.3	2.6	4.4	4.7	4.2	3.9	14.5	1.6	5.9
Structured play/skill development	18.6	4.7	11.4	20.4	7.6	3.6	29.4	6.7	12.2
<b>General support/advocacy</b>	<b>50.2</b>	<b>45.0</b>	<b>26.8</b>	<b>11.5</b>	<b>70.2</b>	<b>36.8</b>	<b>51.1</b>	<b>31.0</b>	<b>42.9</b>
Access arrangements	3.9	3.4	2.3	1.4	2.7	3.7	8.3	2.8	3.1
Advice/information	32.6	26.8	18.6	7.7	60.4	23.3	35.1	11.8	29.4
Advocacy	36.0	31.4	16.7	5.3	29.4	20.6	37.9	24.5	26.5
<b>Specialist services</b>	<b>19.1</b>	<b>10.7</b>	<b>12.9</b>	<b>21.3</b>	<b>8.4</b>	<b>8.4</b>	<b>19.0</b>	<b>24.3</b>	<b>14.8</b>
Specialist counselling	4.5	2.7	2.7	2.5	2.4	3.4	1.4	1.0	3.0
Culturally specific services	9.0	4.8	3.4	16.2	3.6	2.4	4.8	10.8	7.1
Health/medical services	9.5	4.1	9.1	3.5	4.6	3.4	15.9	15.1	6.8
<b>Basic support/ other services n.e.s.</b>	<b>64.4</b>	<b>44.7</b>	<b>61.0</b>	<b>78.9</b>	<b>36.4</b>	<b>55.5</b>	<b>59.6</b>	<b>78.1</b>	<b>57.0</b>
Meals	43.7	20.2	42.3	65.0	19.0	17.6	26.1	53.8	36.2
Showers/hygiene	39.2	15.2	38.6	64.6	18.4	26.3	35.3	52.5	33.5
Recreation	37.8	15.3	36.8	39.2	12.3	17.2	35.3	34.4	27.9
Transport	44.4	24.9	45.2	47.0	15.0	37.5	37.1	41.5	35.3
Other	13.9	15.1	13.4	8.8	13.1	11.6	23.3	36.5	14.3
<b>No services provided directly by agency</b>	<b>5.1</b>	<b>8.9</b>	<b>2.7</b>	<b>2.5</b>	<b>4.5</b>	<b>4.1</b>	<b>2.2</b>	<b>0.4</b>	<b>5.0</b>
<b>Total accompanying child support periods (number)</b>	<b>14,200</b>	<b>12,900</b>	<b>7,600</b>	<b>6,900</b>	<b>8,300</b>	<b>1,300</b>	<b>1,000</b>	<b>1,900</b>	<b>54,200</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 45,113 (accompanying child support periods with no information on service requirements or provision). In 43,637 of these, 'no assistance' was indicated as required for the accompanying child.
2. Accompanying children were able to receive multiple services, so percentages do not total 100.
3. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

**Table 6.8: SAAP accompanying child support periods: services provided to accompanying children, by client group, Australia, 2006–07 (per cent)**

Type of service	Couple with children	Male with children	Female with children	Other with children	Total
<b>Accommodation</b>	<b>59.4</b>	<b>51.5</b>	<b>57.6</b>	<b>33.6</b>	<b>57.5</b>
SAAP/CAP accommodation	59.4	51.5	57.6	33.6	57.5
<b>School liaison/child care</b>	<b>11.3</b>	<b>12.9</b>	<b>26.5</b>	<b>9.3</b>	<b>24.8</b>
School liaison	7.2	8.5	11.3	5.7	10.8
Child care	4.6	5.0	19.2	3.6	17.4
<b>Personal support</b>	<b>8.9</b>	<b>10.2</b>	<b>19.6</b>	<b>20.2</b>	<b>18.4</b>
Help with behavioural problems	4.0	5.3	7.1	5.5	6.8
Sexual/physical abuse support	1.4	1.7	2.0	1.8	2.0
Skills education	3.3	3.4	6.2	5.5	5.9
Structured play/skill development	5.2	4.3	13.2	12.9	12.2
<b>General support/advocacy</b>	<b>36.9</b>	<b>44.2</b>	<b>43.3</b>	<b>59.3</b>	<b>42.8</b>
Access arrangements	1.3	3.0	3.3	10.9	3.1
Advice/information	27.5	34.6	29.4	35.2	29.4
Advocacy	22.4	23.8	27.0	35.0	26.5
<b>Specialist services</b>	<b>7.9</b>	<b>4.5</b>	<b>15.8</b>	<b>14.8</b>	<b>14.8</b>
Specialist counselling	0.9	1.2	3.3	—	3.0
Culturally specific services	4.2	1.5	7.6	7.5	7.1
Health/medical services	3.4	2.2	7.3	7.3	6.8
<b>Basic support/other services n.e.s.</b>	<b>37.4</b>	<b>42.7</b>	<b>59.4</b>	<b>51.8</b>	<b>57.0</b>
Meals	12.0	16.7	39.4	22.3	36.2
Showers/hygiene	10.4	13.6	36.6	16.7	33.5
Recreation	10.9	12.5	30.1	27.6	27.9
Transport	16.8	15.6	37.8	29.6	35.3
Other	13.3	17.8	14.2	16.6	14.2
<b>No services provided directly by agency</b>	<b>4.4</b>	<b>5.6</b>	<b>5.0</b>	<b>3.7</b>	<b>5.0</b>
<b>Total accompanying child support periods (number)</b>	<b>4,700</b>	<b>1,800</b>	<b>47,400</b>	<b>100</b>	<b>53,900</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 45,394 (including accompanying child support periods with no information on service requirements or provision). In 43,639 of these, 'no assistance' was indicated as required for the accompanying child.
2. Accompanying children were able to receive multiple services, so percentages do not total 100.
3. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

## **7 Meeting the needs of clients and accompanying children**

One way that SAAP's performance can be assessed is by measuring the ability of agencies to meet the needs of their clients. In the SAAP Client Collection, this can be measured by whether the worker indicated that a particular service was required by the client and then whether that service was able to be provided. In some cases, SAAP agencies might not be able to meet all of a client's needs directly. In these instances referrals to appropriate organisations might be arranged. However, for some required services it might not be possible either to provide the service or to refer the client on, resulting in an unmet need. Note that this chapter focuses on the needs of clients who received services from SAAP agencies. People who were turned away – that is, who did not receive any services – are not included since this topic is covered in a separate publication.

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

### **Services required by SAAP clients**

Agencies provided information on the action they took to meet the needs of SAAP clients for 172,400 of the 177,900 support periods that finished during 2006–07 (Table 7.1, total closed support period figure includes 5,540 cases with missing information [refer to Note 1]). In 99%, or 171,500, agencies recorded at least one service type as being required by the client (derived from Table 7.1). In many cases several types of services were needed, so that overall 947,900 distinct service types were required (Table 7.5, Part b). This equates to an average of five different types of support being required in each closed support period.

At the broad level, the most commonly required group of services were general support and advocacy services (needed in 78% of closed support periods) (Table 7.1). Housing and accommodation services, personal support services, basic support services, and financial and employment services were required less frequently, being needed in 63%, 58%, 49% and 40% of closed support periods, respectively. Specialist services were required least (in 30% of closed support periods).

Looking at the individual service types, advice or information was required more often than any other type of service (in 71% of closed support periods). Emotional support was required in 51% of closed support periods, followed by SAAP or CAP accommodation (45%). Nine service types were required in 3% of cases or less; all but two of these related to specialist services.

## State and territory

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

Some of the differences between the jurisdictions may be partly explained by different approaches to service provision in the various states and territories, and by different types of agencies dominating service provision. For example, housing or accommodation services were needed in at least 68% of closed support periods in all jurisdictions except Victoria (46%) (Table 7.1). However, in Victoria a large proportion of properties in the complementary Transitional Housing Management program accommodate tenants provided with SAAP support. Consequently, SAAP or CAP accommodation may not be identified as being needed.

Some of the differences between the jurisdictions may also be partly explained by the different demographic profile of clients. For example, the Northern Territory and Western Australia reported higher proportions of closed support periods than the other states or territory in which culturally specific services were required by clients (18% and 16%, respectively, compared with between 1% and 7%) (Table 7.1). These jurisdictions had a relatively large proportion of clients who were Aboriginal and/or Torres Strait Islander (see Table 4.7 in the relevant state or territory supplementary report).

## Client group

While for all client groups the overall most common broad type of service required was the same (general support or advocacy services), the other broad types of service, as well as the individual types of services within these groups, varied according to the person or group being assisted (Table 7.2). Some examples include: for most groups the next most common broad service required was housing and accommodation services, however, females alone aged 25 years and over and females with children next often required personal support services; males alone more often required SAAP or CAP accommodation and basic support services, such as meals and laundry or shower facilities, than the other client groups; and couples both with and without children and males with children had higher proportions of closed support periods where they required assistance to obtain or maintain independent housing than the other client groups.

## Services required by accompanying children

During 2006–07, agencies reported at least 82,300 closed accompanying child support periods (Table 7.3; figure includes cases with either missing information or where ‘no assistance’ was indicated as being directly required for the accompanying child [see Note 1]). Of these, 44,200 included information about service requirements and provision for accompanying children and in 43,900 (99%) at least one service was required by the accompanying child (tables 7.3 and 7.6). In many cases several types of services were needed within a closed accompanying child support period, so that overall 164,400 different service types were required (Table 7.6, Part b). This equates to an average of four different types of support being required in each of these closed accompanying child support period.

At the broad level, housing and accommodation services (SAAP or CAP accommodation) were required in 66% of the closed accompanying child support periods where information

about service requirements and provision was recorded (Table 7.3). Services relating to basic support, such as meals, were required in 61% and those relating to general support and advocacy services in 44%. The broad types of services required least often were personal support services (21%) and specialist services (20%).

Looking at the individual service types, other than SAAP or CAP accommodation (66%), meals were needed more often than any other type of service (required in 40% of closed accompanying child support periods). This was followed by transport (37%) and showers or hygiene services (36%). The individual service types that were least often required were sexual or physical abuse counselling or support (3%), assistance with access arrangements (5%), specialist counselling (6%) and skills education (6%).

## **State and territory**

As with clients, the pattern of service requirement for accompanying children varied considerably across the states and territories. For example, at the broad level, requirement for SAAP or CAP accommodation services ranged from 53% of closed accompanying child support periods in Victoria to 88% in Western Australia. Western Australia also reported a higher level of requirement than the other states and territories for basic support services (83%, compared with between 37% and 79%). The Australian Capital Territory reported a higher proportion where personal support, such as help with behavioural problems and structured play or skill development, was required (38%, compared with between 9% and 29%). New South Wales reported higher proportions where school liaison or child care was required (41%, compared with between 12% and 35%).

## **Client group**

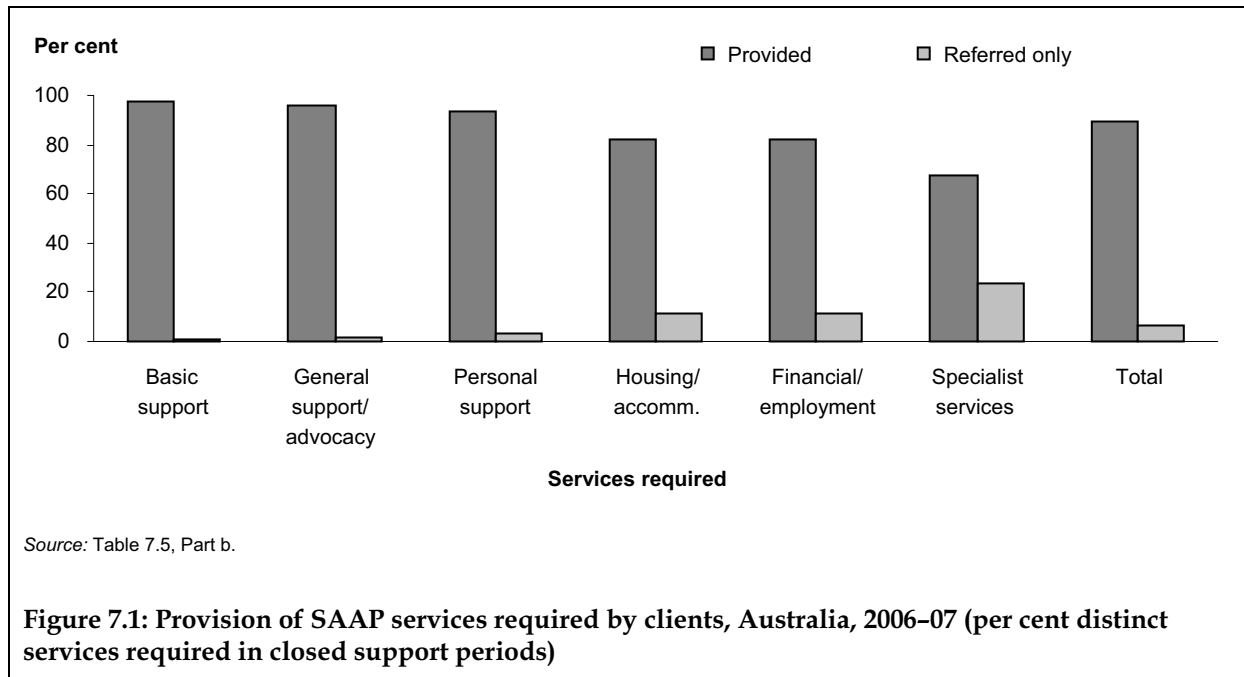
There was some variation in the services required by accompanying children depending on with whom they presented (Table 7.4). For example, children who presented with a mother or other female guardian more often required school liaison and child care than children in the other client groups. They also more often required basic support services such as meals, shower and hygiene services, recreation and transport.

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

Although services vary considerably in terms of the number of clients who may require them, an inability to provide a particular service can have a significant impact on the client requiring that service. In these circumstances, an agency's ability to refer clients to other appropriate service providers assumes added importance. For this reason, a need for a service is considered to be met if the service could be provided directly by the SAAP agency or referred out. Overall, SAAP agencies were able to meet the needs of clients in the majority of cases. SAAP agencies directly provided services in 90% of cases (Table 7.5, Part b). In addition to this, agencies were able to refer clients to other organisations for a further 6% of required services.

As illustrated in Figure 7.1, in all broad service groups the required service was able to be provided directly in the majority of cases (at least 67%). The three broad types of support services most often provided to clients when they were required were basic support services

(in 97% of cases), general support and advocacy services (96%) and personal support services (93%). Specialist services were the least likely to be provided (67%).



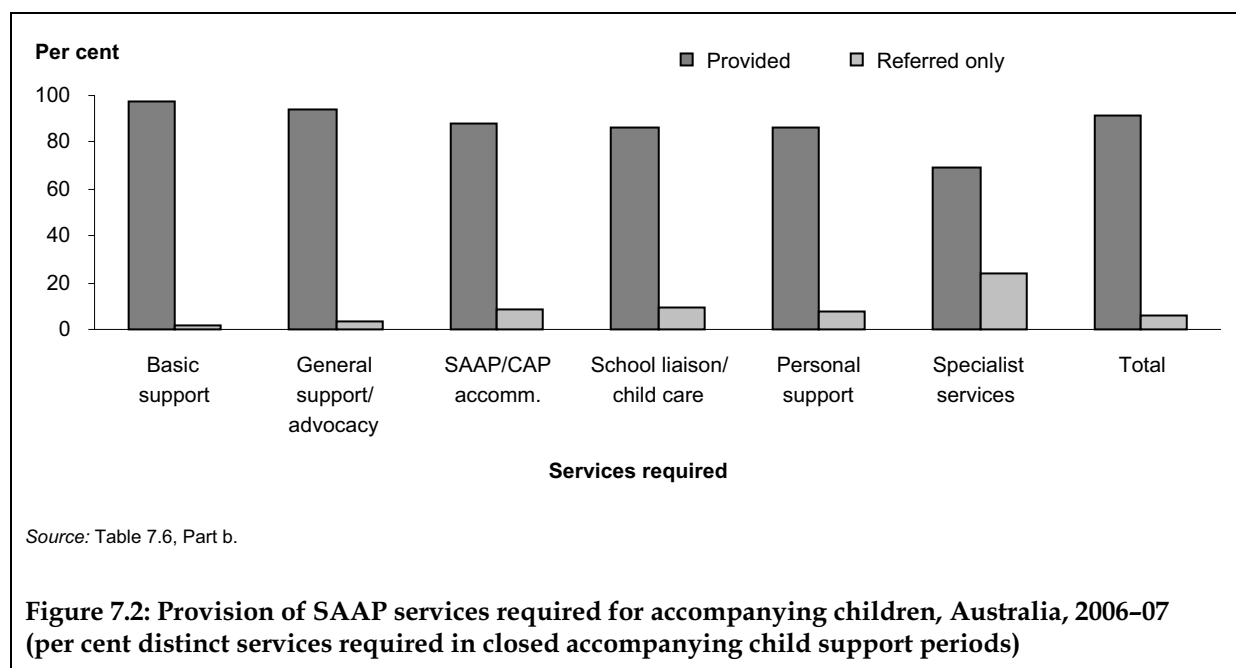
As mentioned, specialist services (provided directly in 67% of required services) were the least likely group of services to be provided directly (Table 7.5, Part b). Some particular specialist services, such as psychiatric services, physical disability services and intellectual disability services, were provided directly by agencies in less than half of the closed support periods in which these services were required (43%, 36% and 40%, respectively) (Table 7.5, Part a). However, as Figure 7.1 shows, generally as direct provision of required services falls, referrals increase, so that clients received far more referrals for specialist services than other types of services (24% compared with only 1% for basic support services).

## Service provision and referral for accompanying children

Overall SAAP agencies were able to meet the needs of accompanying children in the vast majority of cases. SAAP agencies directly provided 92% of the service types required for accompanying children (Table 7.6, Part b). In addition to this, agencies were able to refer accompanying children for another 6% of required services.

In broad terms, as for clients, some types of required services were more likely to be provided than others. As illustrated in Figure 7.2, basic support services were the group of services most often provided directly (in 98% of cases), followed by general support and advocacy (94%), and accommodation (88%). Specialist services were the least likely to be provided directly by agencies when required (70%).





As for clients, 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 on were specialist services – such services were referred in 24% of cases.

## Unmet needs of SAAP clients

As mentioned, 90% of the services required by clients were able to be provided directly and 6% were referred out. This left 4% (or 40,000) of required services unmet at the end of a period of support (Table 7.5, Part b). These unmet needs were spread over approximately 15,300 closed support periods (Table 7.7; figure includes 223 closed support periods with missing data in the table [see Note 2]). Note, as mentioned at the start of this chapter, while a client may require a particular type of service more than once within a period of support, a requirement for a SAAP service need only be provided or referred on once for it to be considered met. This has the potential to underestimate the extent of unmet need.

When examined as a proportion of distinct services required, the most common unmet needs were for specialist services (9%), housing and accommodation services (7%), and financial and employment services (7%) (Table 7.5, Part b).

When examined as a proportion of all unmet needs as opposed to as a proportion of all required services, the most common forms of support that were neither provided nor referred were housing or accommodation services (accounting for 28% of unmet needs), followed by specialist services (20%), and financial and employment services (17%) (Table 7.7).

## Client group

The level of unmet need varied according to client group. Females with children had the highest number of unmet needs, at 8,900 in 3,600 closed support periods (Table 7.7). In contrast, there were only 500 unmet needs for males with children in 200 closed support

periods. These figures mainly reflect the total number of support periods provided to each group.

However, by comparing the distribution of all closed support periods with that of unmet needs across client groups, it can be seen that older male clients who presented alone or with an unrelated person(s) had relatively few unmet needs, with 15% of unmet needs relating to this group, compared with 28% of closed support periods.

The broad types of services that remained unmet at the conclusion of support also varied according to client group. While for most groups, housing and accommodation services accounted for the highest proportion of unmet needs, this was not the case for males alone aged 25 years and over for whom the highest proportion of unmet need was for specialist services and this was far higher than that reported for the other client groups (32% compared with between 11% and 21%). Correspondingly they had the lowest proportion of their unmet need for housing and accommodation services (20%), particularly compared with males with children and couples both with and without children. Although only fairly small groups, these groups reported a relatively high proportion of unmet need in the area of housing and accommodation (in 38%, 38% and 36% of their unmet needs respectively).

## **Unmet needs of accompanying children**

As mentioned, SAAP agencies were able to directly provide 92% of required services and referred out a further 6% when they could not be provided directly. This left just under 3% (or 4,400) required services unmet at the conclusion of a period of support (Table 7.6, Part b). These unmet needs were spread across around 2,200 closed accompanying child support periods (Table 7.8; figure includes closed support periods with missing data in the table [see Note 2]).

When examined as a proportion of distinct services required, the most common unmet needs were for specialist services (6%) and personal support services (6%).

When examined as a proportion of all unmet needs as opposed to as a proportion of all required services, the most common unmet need was for accommodation (accounting for 21% of unmet needs) (Table 7.8). School liaison made up the lowest proportion of unmet needs for accompanying children (14%).

### **Client group**

The proportion of unmet needs for children in each client group was consistent with the proportion of accompanying child support periods for each client group. For example, children accompanying their mother (or a female guardian) accounted for 89% of closed accompanying child support periods and for 88% of unmet needs (Table 7.8).

Accommodation services were the most common unmet need for children who accompanied couples, males and females (in 28%, 28% and 20% of their unmet needs, respectively). For children accompanying 'other' clients, the most common unmet need was for school liaison and child care services (in 39% of their unmet needs).

For children accompanying a couple, a higher proportion of unmet need was reported for personal support (24%, compared with between 0% and 17% for the other client groups).

## 7.1 Tables

**Table 7.1: SAAP closed support periods: services required by clients, by state and territory, Australia, 2006–07 (per cent closed support periods)**

Type of service	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	Number
<b>Housing/accommodation</b>	<b>72.1</b>	<b>46.3</b>	<b>74.7</b>	<b>82.9</b>	<b>67.9</b>	<b>69.8</b>	<b>88.5</b>	<b>76.8</b>	<b>63.1</b>	<b>108,800</b>
SAAP/CAP accommodation	55.4	24.0	59.8	74.3	49.4	47.1	69.3	70.4	45.0	77,500
Assistance to obtain/maintain short-term accommodation	15.5	13.9	15.3	7.7	17.4	14.6	16.7	4.6	14.2	24,500
Assistance to obtain/maintain medium-term accommodation	10.9	10.0	9.2	5.5	10.5	7.7	21.4	4.6	9.8	16,800
Assistance to obtain/maintain independent housing	23.8	21.6	24.2	15.0	17.2	32.7	54.0	16.3	22.2	38,300
<b>Financial/employment</b>	<b>33.6</b>	<b>45.7</b>	<b>43.1</b>	<b>34.9</b>	<b>25.1</b>	<b>37.9</b>	<b>53.7</b>	<b>45.6</b>	<b>39.5</b>	<b>68,100</b>
Assistance to obtain/maintain government allowance	10.8	5.9	11.3	11.0	8.2	5.9	15.9	10.6	8.7	14,900
Employment and training assistance	7.0	4.8	6.1	5.1	3.8	3.2	15.3	3.1	5.5	9,400
Financial assistance/material aid	24.1	39.7	35.6	27.6	19.4	31.1	44.8	38.6	32.3	55,600
Financial counselling and support	8.5	8.9	10.5	6.5	7.6	8.7	11.8	14.8	8.9	15,300
<b>Personal support</b>	<b>60.5</b>	<b>54.0</b>	<b>50.1</b>	<b>55.7</b>	<b>70.6</b>	<b>64.4</b>	<b>71.2</b>	<b>68.0</b>	<b>57.6</b>	<b>99,400</b>
Incest/sexual assault	2.1	1.4	1.9	1.5	2.9	12.1	3.6	1.0	2.1	3,700
Domestic/family violence	19.7	20.4	15.2	22.4	31.9	7.9	21.1	29.0	20.5	35,400
Family/relationship	17.8	12.4	16.8	11.0	14.0	12.8	27.6	16.2	14.7	25,300
Emotional support	54.5	47.9	45.2	48.3	55.9	54.5	67.6	61.7	50.8	87,500
Assistance with problem gambling	1.9	0.3	0.4	0.2	0.4	0.4	0.3	—	0.7	1,200
<b>General support/advocacy</b>	<b>79.0</b>	<b>81.9</b>	<b>70.7</b>	<b>65.0</b>	<b>85.7</b>	<b>79.1</b>	<b>79.7</b>	<b>70.1</b>	<b>78.4</b>	<b>135,200</b>
Living skills/personal development	19.3	15.8	18.4	12.5	15.2	14.9	42.3	20.9	17.1	29,500
Assistance with legal issues/court support	12.8	9.4	8.1	8.6	10.8	5.0	13.4	16.8	10.2	17,700
Advice/information	70.9	75.3	62.1	56.9	77.6	74.2	70.8	62.5	70.9	122,300
Retrieval/storage/removal of belongings	24.5	8.3	21.1	14.0	20.6	7.9	23.4	19.3	16.0	27,700
Advocacy/liaison on behalf of client	34.6	39.8	31.6	26.3	40.8	36.3	50.2	36.1	36.4	62,800
<b>Specialist services</b>	<b>34.9</b>	<b>25.9</b>	<b>27.9</b>	<b>35.8</b>	<b>33.7</b>	<b>14.9</b>	<b>47.9</b>	<b>36.4</b>	<b>30.0</b>	<b>51,700</b>
Psychological services	4.3	9.9	2.8	3.0	4.1	2.3	9.1	10.9	6.3	10,800
Specialist counselling services	7.7	4.5	5.1	4.1	17.8	5.2	11.6	2.4	6.6	11,500
Psychiatric services	3.7	2.8	1.8	1.8	2.1	1.4	4.1	0.7	2.7	4,600
Pregnancy support	1.7	1.0	1.8	1.2	1.2	1.2	9.4	0.6	1.4	2,400
Family planning support	1.4	0.9	1.1	0.7	1.4	0.7	5.4	0.6	1.1	2,000
Drug/alcohol support or intervention	13.1	4.8	5.0	8.5	5.6	3.9	11.8	5.9	7.3	12,600
Physical disability services	0.4	0.3	0.2	0.1	0.2	0.1	0.7	0.1	0.3	500
Intellectual disability services	0.5	0.3	0.3	0.2	0.3	0.3	0.7	0.2	0.3	600
Culturally specific services	6.9	3.5	4.1	16.3	4.1	0.8	6.0	18.1	5.7	9,800
Interpreter services	1.3	1.4	0.6	1.2	0.8	0.3	1.5	0.5	1.2	2,000
Assistance with immigration services	1.1	0.9	0.8	1.1	0.4	0.3	0.9	0.1	0.9	1,500
Health/medical services	16.6	10.9	18.7	11.6	10.4	5.0	34.5	15.8	13.6	23,400
<b>Basic support/other services n.e.s.</b>	<b>58.9</b>	<b>33.0</b>	<b>60.0</b>	<b>73.5</b>	<b>47.9</b>	<b>46.5</b>	<b>64.4</b>	<b>75.9</b>	<b>49.2</b>	<b>84,800</b>
Meals	47.5	13.7	50.1	54.3	35.0	26.8	47.9	57.0	33.7	58,200
Laundry/shower facilities	42.3	12.3	46.4	60.2	33.5	23.3	50.5	58.0	31.7	54,600
Recreation	20.4	10.3	30.1	29.4	10.1	10.1	44.4	40.1	17.9	30,900
Transport	25.5	13.2	30.0	32.1	18.6	25.1	41.1	49.4	21.9	37,800
Other	9.5	13.4	4.8	17.4	6.7	9.6	2.5	33.1	11.2	19,300
<b>No needs recorded</b>	<b>0.4</b>	<b>0.7</b>	<b>1.0</b>	<b>0.2</b>	<b>0.2</b>	<b>0.2</b>	<b>0.1</b>	<b>0.1</b>	<b>0.5</b>	<b>900</b>
<b>Total (number)</b>	<b>43,200</b>	<b>66,200</b>	<b>23,100</b>	<b>12,300</b>	<b>16,000</b>	<b>5,500</b>	<b>1,900</b>	<b>4,100</b>	<b>..</b>	<b>172,400</b>

### Notes

1. Number excluded due to errors and omissions (weighted): 5,540 (closed support periods with no information on service requirements or provision).
2. Clients were able to receive multiple services, so percentages do not total 100.
3. A client may require more than one type of service within a broad type of assistance.
4. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

**Table 7.2: SAAP closed support periods: services required by clients, by client group, Australia, 2006–07 (per cent closed support periods)**

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
<b>Housing/accommodation</b>	<b>74.9</b>	<b>61.8</b>	<b>66.5</b>	<b>51.2</b>	<b>73.6</b>	<b>74.8</b>	<b>65.9</b>	<b>66.7</b>	<b>67.9</b>	<b>63.7</b>
SAAP/CAP accommodation	53.5	48.7	45.0	36.3	32.0	40.1	35.3	47.1	50.1	45.1
Assistance to obtain/maintain short-term accommodation	18.9	13.6	15.3	10.2	21.4	20.4	17.0	12.8	17.5	14.1
Assistance to obtain/maintain medium-term accommodation	15.5	6.2	14.7	6.0	17.0	16.2	14.1	10.8	18.3	10.0
Assistance to obtain/maintain independent housing	22.6	16.2	23.8	16.1	40.5	47.5	37.2	31.1	32.2	23.1
<b>Financial/employment</b>	<b>44.2</b>	<b>34.2</b>	<b>44.8</b>	<b>38.8</b>	<b>42.6</b>	<b>50.8</b>	<b>50.6</b>	<b>44.2</b>	<b>35.7</b>	<b>40.7</b>
Assistance to obtain/maintain government allowance	13.6	5.0	13.1	6.0	6.4	7.5	6.7	12.6	12.7	9.0
Employment and training assistance	14.0	2.4	11.7	2.5	6.0	7.5	4.5	4.3	10.4	5.6
Financial assistance/material aid	31.4	28.8	33.7	33.6	36.2	43.0	44.7	37.1	29.1	33.3
Financial counselling and support	11.3	6.2	10.1	7.5	11.9	18.6	15.3	11.5	9.4	9.4
<b>Personal support</b>	<b>48.2</b>	<b>44.5</b>	<b>60.7</b>	<b>63.9</b>	<b>46.9</b>	<b>51.3</b>	<b>49.9</b>	<b>76.9</b>	<b>64.6</b>	<b>58.2</b>
Incest/sexual assault	1.0	0.3	3.6	2.1	1.1	1.4	1.7	2.7	3.1	1.8
Domestic/family violence	3.4	1.1	17.0	31.7	6.3	7.3	7.1	50.8	27.4	20.6
Family/relationship	16.5	5.2	22.5	12.7	13.2	19.4	18.6	21.9	30.2	14.7
Emotional support	44.0	43.2	54.0	55.3	43.5	45.1	43.7	65.4	51.8	51.9
Assistance with problem gambling	0.7	1.6	0.1	0.3	0.2	0.6	0.7	0.4	0.4	0.7
<b>General support/advocacy</b>	<b>79.1</b>	<b>79.1</b>	<b>78.0</b>	<b>78.8</b>	<b>78.0</b>	<b>80.0</b>	<b>75.9</b>	<b>82.3</b>	<b>81.3</b>	<b>79.5</b>
Living skills/personal development	31.2	18.5	29.4	10.6	14.5	11.2	9.8	12.0	21.6	17.9
Assistance with legal issues/court support	9.1	2.9	8.5	12.5	5.3	6.8	8.6	20.3	11.2	10.2
Advice/information	69.6	71.7	69.2	71.0	73.0	74.9	70.9	76.1	73.5	72.1
Retrieval/storage/removal of belongings	21.5	25.6	14.9	8.5	11.0	9.1	7.6	11.3	11.6	16.2
Advocacy/liaison on behalf of client	36.7	25.6	40.4	38.5	44.0	45.5	43.8	47.9	48.3	37.5
<b>Specialist services</b>	<b>26.5</b>	<b>33.0</b>	<b>28.6</b>	<b>28.4</b>	<b>22.2</b>	<b>22.4</b>	<b>19.1</b>	<b>34.1</b>	<b>35.0</b>	<b>30.3</b>
Psychological services	5.4	10.4	5.6	5.9	4.1	3.6	3.4	4.9	4.3	6.7
Specialist counselling services	5.2	2.6	7.9	7.4	3.6	4.4	5.0	12.8	14.3	6.9
Psychiatric services	2.7	4.3	2.1	3.1	1.7	1.4	1.4	1.2	2.1	2.7
Pregnancy support	0.1	0.0	3.6	0.6	3.8	3.2	0.5	2.7	6.4	1.4
Family planning support	1.1	0.1	2.4	0.4	1.9	2.7	1.0	2.3	3.3	1.2
Drug/alcohol support or intervention	10.1	11.7	6.4	6.7	5.7	4.3	5.2	3.6	5.9	7.6
Physical disability services	0.1	0.2	0.1	0.4	0.3	0.6	0.8	0.4	0.5	0.3
Intellectual disability services	0.7	0.2	0.3	0.3	0.3	0.6	0.7	0.4	0.8	0.4
Culturally specific services	3.1	2.5	5.0	6.6	3.6	6.3	3.9	11.4	10.1	5.8
Interpreter services	0.3	0.1	0.8	1.7	0.7	1.7	0.4	2.9	3.5	1.2
Assistance with immigration services	0.4	0.2	0.8	1.6	0.4	0.8	0.5	1.9	1.3	1.0
Health/medical services	13.1	15.1	13.9	11.5	10.1	9.1	7.5	13.1	16.1	13.2
<b>Basic support/other services n.e.s.</b>	<b>55.3</b>	<b>57.2</b>	<b>49.7</b>	<b>42.8</b>	<b>40.9</b>	<b>31.3</b>	<b>31.3</b>	<b>48.9</b>	<b>58.9</b>	<b>49.8</b>
Meals	43.8	42.9	35.0	27.1	18.8	10.3	11.5	26.4	19.4	33.1
Laundry/shower facilities	41.4	42.3	31.8	24.8	16.3	8.6	8.1	24.4	15.8	31.2
Recreation	28.1	17.4	23.6	12.5	6.2	5.8	5.7	16.5	24.5	17.4
Transport	30.0	10.6	33.2	20.8	17.7	16.3	15.5	30.7	32.2	22.5
Other	8.8	14.9	8.8	10.9	12.9	11.4	11.8	14.1	28.2	12.3
<b>No needs recorded</b>	<b>0.7</b>	<b>0.6</b>	<b>0.6</b>	<b>0.4</b>	<b>1.9</b>	<b>0.6</b>	<b>0.6</b>	<b>0.4</b>	<b>—</b>	<b>0.6</b>
<b>Total (number)</b>	<b>18,400</b>	<b>46,900</b>	<b>22,100</b>	<b>32,700</b>	<b>4,500</b>	<b>5,800</b>	<b>2,000</b>	<b>36,800</b>	<b>800</b>	<b>169,900</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 8,168 (including closed support periods with no information on service requirements or provision).
2. Clients were able to receive multiple services, so percentages do not total 100.
3. A client may require more than one type of service within a broad type of assistance.
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

**Table 7.3: SAAP closed accompanying child support periods: services required for accompanying children, by state and territory, Australia, 2006–07 (per cent closed accompanying child support periods)**

Type of service	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	Number
<b>Accommodation</b>	<b>62.1</b>	<b>52.6</b>	<b>80.0</b>	<b>87.6</b>	<b>54.9</b>	<b>68.1</b>	<b>79.3</b>	<b>74.5</b>	<b>65.7</b>	<b>29,100</b>
SAAP/CAP accommodation	62.1	52.6	80.0	87.6	54.9	68.1	79.3	74.5	65.7	29,100
<b>School liaison/child care</b>	<b>41.2</b>	<b>22.9</b>	<b>35.2</b>	<b>27.2</b>	<b>11.5</b>	<b>29.3</b>	<b>26.7</b>	<b>26.7</b>	<b>28.5</b>	<b>12,600</b>
School liaison	17.0	14.5	16.1	9.1	4.1	9.3	11.2	6.6	12.6	5,600
Child care	32.2	10.3	25.5	21.2	8.4	23.0	17.9	22.2	20.1	8,900
<b>Personal support</b>	<b>29.1</b>	<b>16.5</b>	<b>22.9</b>	<b>26.3</b>	<b>11.1</b>	<b>13.8</b>	<b>37.7</b>	<b>9.2</b>	<b>21.1</b>	<b>9,300</b>
Help with behavioural problems	9.8	8.9	10.4	5.2	5.1	8.7	14.3	2.8	8.1	3,600
Sexual/physical abuse support	2.7	4.1	2.8	1.6	1.6	6.8	4.6	0.8	2.8	1,200
Skills education	12.6	3.8	5.0	5.2	2.5	3.5	13.7	1.6	6.2	2,800
Structured play/skill development	20.3	6.7	12.7	21.7	6.9	3.3	31.5	6.5	13.4	5,900
<b>General support/advocacy</b>	<b>51.4</b>	<b>48.2</b>	<b>28.5</b>	<b>11.0</b>	<b>71.0</b>	<b>38.4</b>	<b>50.6</b>	<b>30.3</b>	<b>43.6</b>	<b>19,300</b>
Access arrangements	4.7	7.2	3.1	1.7	3.0	4.9	12.9	2.7	4.5	2,000
Advice/information	33.0	28.7	19.4	7.3	59.1	24.9	34.7	10.7	29.3	12,900
Advocacy	37.2	33.2	17.6	5.2	32.7	20.4	35.3	26.2	27.6	12,200
<b>Specialist services</b>	<b>25.9</b>	<b>18.8</b>	<b>18.2</b>	<b>25.4</b>	<b>9.4</b>	<b>9.4</b>	<b>30.2</b>	<b>25.0</b>	<b>20.3</b>	<b>9,000</b>
Specialist counselling	7.2	7.5	5.2	4.6	3.4	4.0	5.8	1.3	5.7	2,500
Culturally specific services	10.9	6.5	4.3	17.4	2.8	2.8	6.7	9.9	8.3	3,700
Health/medical services	14.3	8.7	12.6	5.9	4.7	4.9	25.1	16.3	10.2	4,500
<b>Basic support/other services n.e.s.</b>	<b>65.8</b>	<b>51.0</b>	<b>65.5</b>	<b>82.6</b>	<b>37.4</b>	<b>58.9</b>	<b>60.9</b>	<b>78.9</b>	<b>60.6</b>	<b>26,800</b>
Meals	45.6	22.8	48.2	68.6	21.0	21.2	27.4	55.1	39.5	17,500
Showers/hygiene	41.2	17.3	42.5	68.2	19.2	29.2	36.3	53.8	36.2	16,000
Recreation	38.9	17.4	40.2	40.9	12.2	17.6	36.9	33.2	29.4	13,000
Transport	44.9	27.0	48.6	49.0	18.5	38.5	35.1	41.0	37.3	16,500
Other	14.0	19.0	14.5	9.2	7.7	12.6	22.9	37.2	14.8	6,500
<b>No needs recorded</b>	<b>1.4</b>	<b>0.6</b>	<b>0.7</b>	<b>0.7</b>	<b>0.2</b>	<b>0.2</b>	<b>0.3</b>	<b>0.1</b>	<b>0.8</b>	<b>300</b>
<b>Total (number)</b>	<b>11,200</b>	<b>10,800</b>	<b>6,100</b>	<b>6,100</b>	<b>6,500</b>	<b>1,000</b>	<b>700</b>	<b>1,800</b>	<b>..</b>	<b>44,200</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 38,089 (closed accompanying child support with no information on service requirements or provision). In 36,777 of these, 'no assistance' was indicated as required for the accompanying child.
2. Accompanying children were able to receive multiple services, so percentages do not total 100.
3. An accompanying child may require more than one type of service within a broad type of assistance.
4. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

**Table 7.4: SAAP closed accompanying child support periods: services required for accompanying children, by client group, Australia, 2006–07 (per cent closed accompanying child support periods)**

Type of service	Couple with children	Male with children	Female with children	Other with children	Total
<b>Accommodation</b>	<b>66.9</b>	<b>60.1</b>	<b>65.8</b>	<b>41.3</b>	<b>65.7</b>
SAAP/CAP accommodation	66.9	60.1	65.8	41.3	65.7
<b>School liaison/child care</b>	<b>13.9</b>	<b>16.2</b>	<b>30.2</b>	<b>25.6</b>	<b>28.6</b>
School liaison	7.9	10.6	13.1	12.8	12.6
Child care	7.2	8.1	21.6	17.7	20.1
<b>Personal support</b>	<b>12.4</b>	<b>12.6</b>	<b>22.1</b>	<b>30.5</b>	<b>21.1</b>
Help with behavioural problems	6.5	6.8	8.3	7.6	8.1
Sexual/physical abuse support	2.1	3.3	2.8	2.5	2.8
Skills education	3.9	4.6	6.5	7.6	6.3
Structured play/skill development	6.7	5.1	14.2	20.5	13.4
<b>General support/advocacy</b>	<b>38.0</b>	<b>45.5</b>	<b>43.9</b>	<b>69.0</b>	<b>43.5</b>
Access arrangements	1.8	6.5	4.6	15.1	4.5
Advice/information	28.1	34.1	29.2	35.7	29.2
Advocacy	23.7	26.2	27.9	43.4	27.5
<b>Specialist services</b>	<b>13.2</b>	<b>9.6</b>	<b>21.2</b>	<b>20.4</b>	<b>20.2</b>
Specialist counselling	2.2	3.4	6.1	—	5.7
Culturally specific services	6.0	2.0	8.8	7.7	8.3
Health/medical services	7.3	6.1	10.5	15.2	10.1
<b>Basic support/other services n.e.s.</b>	<b>40.2</b>	<b>44.2</b>	<b>63.0</b>	<b>48.7</b>	<b>60.6</b>
Meals	13.6	17.8	42.5	18.1	39.5
Showers/hygiene	11.7	13.2	39.1	12.9	36.2
Recreation	10.5	12.6	31.6	23.0	29.4
Transport	16.6	15.9	39.8	28.3	37.3
Other	15.1	20.2	14.5	17.8	14.7
<b>No needs recorded</b>	<b>0.4</b>	<b>0.8</b>	<b>0.8</b>	<b>—</b>	<b>0.8</b>
<b>Total (number)</b>	<b>3,400</b>	<b>1,300</b>	<b>39,300</b>	<b>&lt;50</b>	<b>44,000</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 38,308 (including closed accompanying child support with no information on service requirements or provision). In 36,774 of these, 'no assistance' was indicated as required for the accompanying child.
2. Accompanying children were able to receive multiple services, so percentages do not total 100.
3. An accompanying child may require more than one type of service within a broad type of assistance.
4. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

**Table 7.5: SAAP services required by clients in closed support periods, by provision, Australia, 2006–07**

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

Type of service	Not provided			Provided			Total	Closed support periods (number)	
	Neither provided nor referred	Referred only	Sub-total	Provided only	Provided and referred	Sub-total			
<b>Housing/accommodation</b>									
SAAP/CAP accommodation	3.6	7.5	11.1	83.4	5.4	88.8	100.0	77,500	
Assistance to obtain/maintain short-term accommodation	9.3	15.4	24.7	61.4	13.8	75.2	100.0	24,500	
Assistance to obtain/maintain medium-term accommodation	13.2	19.0	32.2	51.6	16.2	67.8	100.0	16,800	
Assistance to obtain/maintain independent housing	9.5	11.5	21.0	61.0	18.1	79.1	100.0	38,300	
<b>Financial/employment</b>									
Assistance to obtain/maintain government allowance	5.7	15.3	21.0	56.9	22.2	79.1	100.0	14,900	
Employment and training assistance	16.1	23.8	39.9	43.1	17.0	60.1	100.0	9,400	
Financial assistance/material aid	4.2	7.0	11.2	77.4	11.4	88.8	100.0	55,600	
Financial counselling and support	12.2	13.7	25.9	62.1	12.0	74.1	100.0	15,300	
<b>Personal support</b>									
Incest/sexual assault	9.0	17.8	26.8	56.1	17.1	73.2	100.0	3,700	
Domestic/family violence	4.0	5.2	9.2	80.9	9.8	90.7	100.0	35,400	
Family/relationship	8.6	5.4	14.0	75.7	10.2	85.9	100.0	25,300	
Emotional support	1.7	0.6	2.3	94.5	3.2	97.7	100.0	87,500	
Assistance with problem gambling	40.5	19.7	60.2	30.5	9.2	39.7	100.0	1,200	
<b>General support/advocacy</b>									
Living skills/personal development	5.3	2.0	7.3	88.0	4.7	92.7	100.0	29,500	
Assistance with legal issues/court support	5.6	14.3	19.9	54.7	25.3	80.0	100.0	17,700	
Advice/information	0.9	0.3	1.2	95.6	3.1	98.7	100.0	122,300	
Retrieval/storage/removal of belongings	2.4	2.1	4.5	91.9	3.6	95.5	100.0	27,700	
Advocacy/liaison on behalf of client	2.4	1.0	3.4	87.3	9.3	96.6	100.0	62,800	
<b>Specialist services</b>									
Psychological services	9.1	19.5	28.6	61.3	10.1	71.4	100.0	10,800	
Specialist counselling services	10.4	26.8	37.2	45.6	17.1	62.7	100.0	11,500	
Psychiatric services	15.6	41.1	56.7	27.3	16.0	43.3	100.0	4,600	
Pregnancy support	10.5	20.8	31.3	42.8	25.9	68.7	100.0	2,400	
Family planning support	13.3	21.3	34.6	47.1	18.3	65.4	100.0	2,000	
Drug/alcohol support or intervention	17.3	16.9	34.2	49.5	16.3	65.8	100.0	12,600	
Physical disability services	17.1	47.2	64.3	20.8	14.9	35.7	100.0	500	
Intellectual disability services	20.0	39.9	59.9	22.6	17.4	40.0	100.0	600	
Culturally specific services	3.6	17.8	21.4	65.7	12.9	78.6	100.0	9,800	
Interpreter services	4.2	16.3	20.5	68.8	10.8	79.6	100.0	2,000	
Assistance with immigration issues	5.6	18.0	23.6	48.2	28.1	76.3	100.0	1,500	
Health/medical services	5.4	26.8	32.2	47.1	20.7	67.8	100.0	23,400	
<b>Basic support/other services n.e.s.</b>									
Meals	1.3	0.9	2.2	96.0	1.8	97.8	100.0	58,200	
Laundry/shower facilities	0.9	0.3	1.2	98.2	0.6	98.8	100.0	54,600	
Recreation	2.1	1.1	3.2	94.8	1.9	96.7	100.0	30,900	
Transport	2.8	1.8	4.6	93.0	2.4	95.4	100.0	37,800	
Other	1.0	1.8	2.8	91.4	5.7	97.1	100.0	19,300	

(continued)

**Table 7.5 (continued): SAAP services required by clients in closed support periods, by provision, Australia, 2006–07**

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

Broad type of service	Not provided			Provided			Total	Distinct services required (number)	Assoc. closed support periods (number)
	Neither provided nor referred	Referred only	Subtotal	Provided only	Provided and referred	Subtotal			
Housing/ accommodation	7.0	11.0	18.0	71.1	11.0	82.1	100.0	157,100	108,800
Financial/ employment	6.9	11.0	17.9	68.3	13.8	82.1	100.0	95,300	68,100
Personal support	3.9	3.0	6.9	86.8	6.3	93.1	100.0	153,200	99,400
General support/ advocacy	2.3	1.8	4.1	89.6	6.4	96.0	100.0	259,900	135,200
Specialist services	9.3	23.5	32.8	50.4	16.8	67.2	100.0	81,700	51,700
Basic support/ other services n.e.s.	1.6	1.0	2.6	95.4	2.0	97.4	100.0	200,700	84,800
<b>Total (%)</b>	<b>4.2</b>	<b>6.2</b>	<b>10.4</b>	<b>81.8</b>	<b>7.8</b>	<b>89.6</b>	<b>100.0</b>	..	..
<b>Total (number)</b>	<b>40,000</b>	<b>58,300</b>	<b>98,300</b>	<b>775,400</b>	<b>74,200</b>	<b>849,600</b>	..	<b>947,900</b>	<b>171,500</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 5,540 (closed support periods with no information on service requirements or provision).
2. In groups of service types, a client may require more than one type of service within the group. Percentages for broad groups relate to all needs and not to support periods. For individual types of services, a need can be recorded only once within a support period, so percentages relate to support periods.
3. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.



Table 7.6: SAAP services required for accompanying children in closed support periods, by provision, Australia, 2006–07

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

Type of service	Not provided			Provided			Total	Closed accompanying child support periods (number)
	Neither provided nor referred	Referred only	Subtotal	Provided only	Provided and referred	Subtotal		
<b>Accommodation</b>								
SAAP/CAP accommodation	3.1	8.7	11.8	83.0	5.1	88.1	100.0	29,100
<b>School liaison/child care</b>								
School liaison	5.6	9.0	14.6	67.4	17.9	85.3	100.0	5,600
Child care	3.3	9.3	12.6	78.0	9.4	87.4	100.0	8,900
<b>Personal support</b>								
Help with behavioural problems	9.0	12.4	21.4	61.2	17.4	78.6	100.0	3,600
Sexual/physical abuse counselling/support	7.8	19.7	27.5	48.8	23.8	72.6	100.0	1,200
Skills education	5.6	5.7	11.3	80.7	8.0	88.7	100.0	2,800
Structured play/skill development	3.4	4.1	7.5	87.0	5.5	92.5	100.0	5,900
<b>General support/advocacy</b>								
Access arrangements	8.0	29.0	37.0	48.9	14.2	63.1	100.0	2,000
Advice/information	1.9	1.2	3.1	91.1	5.9	97.0	100.0	12,900
Advocacy	2.1	1.6	3.7	86.2	10.1	96.3	100.0	12,200
<b>Specialist services</b>								
Specialist counselling	12.7	35.6	48.3	30.9	20.8	51.7	100.0	2,500
Culturally specific services	4.6	6.7	11.3	76.3	12.5	88.8	100.0	3,700
Health/medical services	4.0	32.3	36.3	34.1	29.5	63.6	100.0	4,500
<b>Basic support/other services n.e.s.</b>								
Meals	0.9	1.3	2.2	95.9	1.9	97.8	100.0	17,500
Showers/hygiene	0.9	0.1	1.0	97.9	1.0	98.9	100.0	16,000
Recreation	1.5	1.0	2.5	94.7	2.8	97.5	100.0	13,000
Transport	1.1	1.9	3.0	94.8	2.1	96.9	100.0	16,500
Other	1.3	4.9	6.2	76.4	17.4	93.8	100.0	6,500

(continued)

**Table 7.6 (continued): SAAP services required for accompanying children in closed support periods, by provision, Australia, 2006-07**

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

Broad type of service	Not provided			Provided			Total	Distinct services required (number)	Assoc. closed accompany -ing child support periods (number)
	Neither provided nor referred	Referred only	Sub-total	Provided only	Provided and referred	Sub-total			
Accommodation	3.1	8.7	11.8	83.0	5.1	88.1	100.0	29,100	29,100
School liaison/ child care	4.2	9.2	13.4	74.0	12.7	86.7	100.0	14,400	12,600
Personal support	5.7	8.1	13.8	75.4	10.8	86.2	100.0	13,500	9,300
General support/ advocacy	2.4	3.4	5.8	85.8	8.4	94.2	100.0	27,100	19,300
Specialist services	6.3	24.3	30.6	47.9	21.6	69.5	100.0	10,700	9,000
Basic support/ other services n.e.s.	1.1	1.5	2.6	94.1	3.4	97.5	100.0	69,600	26,800
<b>Total (%)</b>	<b>2.7</b>	<b>5.8</b>	<b>8.4</b>	<b>84.4</b>	<b>7.1</b>	<b>91.6</b>	<b>100.0</b>	..	..
<b>Total (number)</b>	<b>4,400</b>	<b>9,500</b>	<b>13,900</b>	<b>138,800</b>	<b>11,700</b>	<b>150,500</b>	..	<b>164,400</b>	<b>43,900</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 38,089 (closed accompanying child support periods with no information on service requirements or provision). In 36,774 of these, 'no assistance' was indicated as required for the accompanying child.
2. In groups of service types, an accompanying child may require more than one type of service within the group. Percentages for broad groups relate to all needs and not to support periods. For individual types of services, a need can be recorded only once within a support period, so percentages relate to accompanying child support periods.
3. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

**Table 7.7: SAAP services required by clients in closed support periods that were neither provided nor referred: broad type of service, by client group, Australia, 2006–07**

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									%	Number
Housing/ accommodation	27.2	19.8	27.5	28.2	36.1	37.9	37.7	29.5	28.7	28.0	10,100
Financial/ employment	17.9	18.4	15.7	14.4	18.1	24.0	16.8	15.5	15.4	16.8	6,100
Personal support	13.1	13.3	16.2	14.8	10.1	11.4	10.5	15.0	15.5	14.2	5,100
General support/ advocacy	15.1	11.0	14.6	14.4	15.0	12.8	14.0	16.1	14.8	14.4	5,200
Specialist services	17.2	32.4	17.6	21.3	14.4	10.6	14.6	16.7	18.2	19.5	7,100
Basic support/ other services n.e.s.	9.4	5.0	8.5	6.9	6.3	3.3	6.4	7.2	7.4	7.1	2,600
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>36,100</b>
<b>Summary totals</b>											
Total unmet needs (%)	15.8	15.3	18.1	14.3	3.8	5.9	1.5	24.5	0.9	100.0	..
Total unmet needs (number)	5,700	5,500	6,500	5,200	1,400	2,100	500	8,900	300	..	36,100
Total closed support periods with unmet needs (%)	14.3	19.1	16.9	15.7	3.1	4.8	1.5	23.8	0.8	100.0	..
Total closed support periods with unmet needs (number)	2,200	2,900	2,600	2,400	500	700	200	3,600	100	..	15,100
Total closed support periods (%)	10.8	27.6	13.0	19.3	2.6	3.4	1.2	21.6	0.5	100.0	..
Total closed support periods (number)	18,400	46,900	22,100	32,700	4,500	5,800	2,000	36,800	800	..	169,900

*Notes*

1. Number excluded due to errors and omissions (weighted): 506 identified unmet needs.
2. Number excluded due to errors and omissions (weighted): 223 closed support periods with identified unmet needs.
3. Number excluded due to errors and omissions (weighted): 8,168 closed support periods (including closed support periods with no information on service requirements or provision).
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

**Table 7.8: SAAP services required for accompanying children in closed support periods that were neither provided nor referred: broad type of service, by client group, Australia, 2006–07**

	Couple with children	Male with children	Female with children	Other with children	Total	
					%	Number
<b>Broad type of service</b>	<b>% unmet needs</b>					
Accommodation	28.1	27.9	19.8	30.2	20.8	900
School liaison/child care	8.4	17.9	14.1	39.4	13.9	600
Personal support	24.2	13.1	17.3	—	17.7	800
General support/advocacy	13.5	17.7	15.1	—	15.0	700
Specialist services	13.7	8.3	15.8	10.2	15.3	700
Basic support/other services n.e.s.	12.0	15.1	17.9	20.2	17.3	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>4,400</i>
<b>Summary totals</b>						
Total unmet needs (%)	7.7	3.7	88.4	0.2	100.0	..
Total unmet needs (number)	300	200	3,800	<50	..	4,400
Total closed accompanying child support periods with unmet needs (%)	8.2	4.0	87.6	0.2	100.0	..
Total closed accompanying child support periods with unmet needs (number)	200	100	2,000	<50	..	2,200
Total closed accompanying child support periods (%)	7.7	2.9	89.3	0.1	100.0	..
Total closed accompanying child support periods (number)	3,400	1,300	39,300	<50	..	44,000
Total closed support periods with accompanying children with unmet needs (%)	6.7	4.0	89.0	0.3	100.0	..
Total closed support periods with accompanying children with unmet needs (number)	100	100	1,200	<50	..	1,300
Total closed support periods with accompanying children requiring assistance (%)	7.0	3.4	89.4	0.1	100.0	..
Total closed support periods with accompanying children requiring assistance (number)	1,600	800	20,000	<50	..	22,300

*Notes*

1. Number excluded due to errors and omissions (weighted): 34 identified unmet needs for accompanying children.
2. Number excluded due to errors and omissions (weighted): 15 closed accompanying child support periods with identified unmet needs.
3. Number excluded due to errors and omissions (weighted): 38,308 closed accompanying child support periods (including closed accompanying child support periods with no information on service requirements or provision).
4. Number excluded due to errors and omissions (weighted): 6 closed support periods with accompanying children with unmet needs.
5. Number excluded due to errors and omissions (weighted): 123 closed support periods with accompanying children requiring assistance.
6. Figures have been weighted to adjust for agency non-participation.

*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; and
- 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. For this reason, closed support periods, that is, support periods that finished on or before 30 June 2007, are used as the basis for analysis. Note that data are not collected on the circumstances of accompanying children before and after support.

It is important to remember that the achievement of the above-mentioned 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 for assessing SAAP's success on the basis of client circumstances before and after support. In addition, the data describe immediate outcomes and therefore do not provide information on the longer term situation of the client. Also there is a significant amount of data where the circumstances of the client were not known or missing (especially after assistance has ended) and this should be taken into account.

### Main source of income

In the vast majority of cases, SAAP clients were recipients of a government payment before support (in 84% of closed support periods) (Table 8.1). In 9%, clients reported having no source of income at all and in 7% as having 'other' sources of income. These proportions had changed slightly by the time support had ended. After receiving support, an increase was seen in the proportion on a government payment (to 86% of closed support periods) and a decrease was seen in the proportion with no income (to 6%). The proportion with 'other' sources of income increased slightly to 8%.

While across all closed support periods, clients' main source of income did not vary much from before to after support, when clients specifically required assistance to obtain or maintain a government pension or benefit, there was a marked improvement. After support, these clients were receiving a government payment in 83% of closed support periods, a large increase from the figure of 70% before support. Consequently, the proportion of closed support periods in which these clients had no income dropped from 23% before support to 9% after support. The proportion with 'other' sources of income remained relatively unchanged, decreasing slightly from 8% to 7%.

## **Length of support**

In general, the longer a client was supported, the more likely they were to have a source of income after they exited support (Table 8.3). For example, the proportion who were in receipt of 'other' income increased from 6% for those supported for 1 day or less to 12% for those supported for longer than 1 year. The proportion in receipt of a government payment after support fluctuated, overall decreasing from 88% of closed support periods for those supported for 1 day or less to 84% for those supported for longer than 1 year. The proportion of closed support periods where clients reported no main source of income immediately following a period of support also fluctuated but generally decreased from 6% for those supported for 1 day or less to 4% for those supported for longer than 1 year.

## **Employment status**

The majority of SAAP clients were not in paid employment (not in the labour force or were unemployed and looking for work) on entry to and exit from SAAP support. When examined for all closed support periods, there were only small changes in the employment profile of clients from before to after support (Table 8.2). However, among those clients who specifically required assistance in the area of employment and training during their period of support, there was a marked increase in the proportion in paid work following support. These clients were employed in some capacity following 22% of closed support periods, a large increase from the figure of 10% before support (derived from Table 8.2).

## **Length of support**

In general the longer a client was supported, the more likely they were to be employed and the less likely they were to be unemployed (looking for work) or not in the labour force after exiting support (Table 8.3). The proportion of closed support periods in which clients were employed, either full time or part time, increased from 7% for those supported for 1 day or less to 20% for those supported for longer than 1 year. Correspondingly, the proportion who reported that they were unemployed or not in the labour force generally decreased (from 20% and 74%, respectively, for those supported for 1 day or less to 16% and 64% for those supported for more than 1 year).

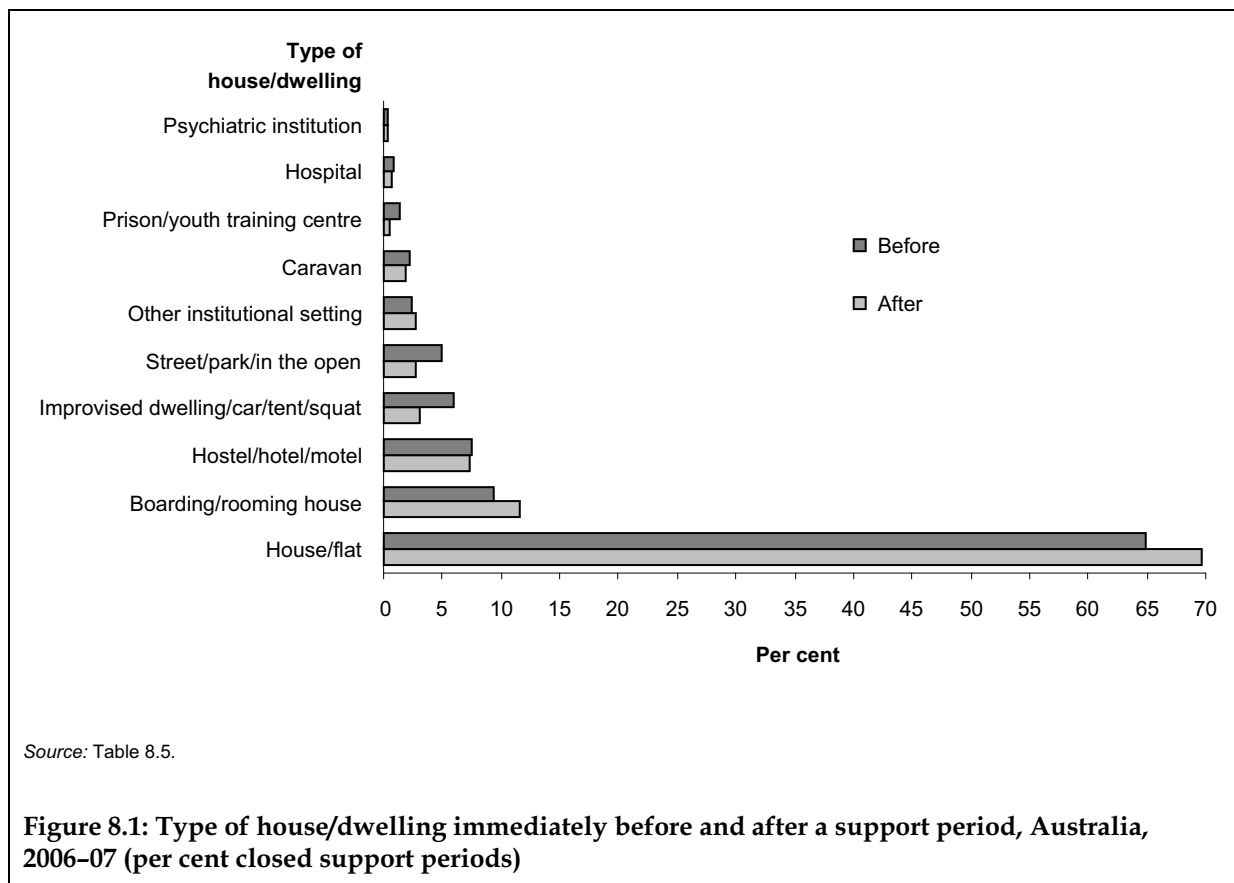
## **Student status**

In the majority of cases (91%), SAAP clients aged 5 years and over were not students either immediately before or immediately after a period of SAAP support and there was little or no improvement following support (Table 8.4). Note that this does not include children accompanying SAAP clients as student status is not recorded for accompanying children.

In 56% of closed support periods, 5–17 year olds were not a student before support, 37% were a primary or secondary school student and 8% were a post secondary student or undertaking employment training. There was little change in the educational circumstances of these clients after support. Clients aged 18 years and over were not students before support in 96% of closed support periods, were undertaking post-secondary education or employment training before support in 3% and were a primary or secondary student before support in 1%. Again, these proportions were relatively unchanged following support.

## Housing

Generally positive housing outcomes were reported following support for all clients and those who required assistance to obtain or maintain independent housing (tables 8.5 and 8.6). The majority of clients were living in a house or flat and the majority had some form of tenure both before and after support. Both living in a house or flat and having some form of tenure increased following SAAP support.



## Length of support

In general, the longer a client was supported, the more likely they were to have a positive housing outcome after exiting SAAP support (tables 8.7 and 8.8).

## Living situation

The most common living situation for clients before receiving SAAP support was living alone (in 26% of closed support periods), followed by living with relatives or friends in the short term (14%), living with other unrelated persons (14%), living alone with children (13%) and living with a spouse or partner and children (12%) (Table 8.9).

By the time support had finished, the living arrangements for some clients had changed considerably. The most common living situation was still living alone; however, it increased to 30% of closed support periods following support. There was a decrease to 10% in the

proportion living with relatives or friends in the short term after support and a decrease to 8% in the proportion living with a spouse or partner and children. On the other hand, there was an increase in the proportion living alone with children to 19% after support.

## **Case management plan**

The majority of SAAP clients had a case management plan in place by the end of their support (in 55% of closed support periods) (Table 8.10). In 33% of cases, clients did not have a case management plan because their support period was considered too short, in 10% clients did not agree to have a case management plan and in 2% there was no case management plan in place for other reasons.

## **Achievement of case management goals**

In the majority of cases, the case management goals set for the client were achieved to some extent by the end of their support (Table 8.11). In 38% of the closed support periods in which a case management plan was in place by the end of support all the goals specified were achieved, in 55% most or some of the goals were achieved and in 7% none of the goals were achieved.



## 8.1 Tables

**Table 8.1: SAAP closed support periods: main source of income immediately before and after a support period, Australia, 2006–07 (per cent)**

Main 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	22.8	9.4	8.8	6.2
Government payments	69.5	83.4	83.8	85.9
Other	7.6	7.2	7.4	7.9
<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>15,100</i>	<i>14,000</i>	<i>165,500</i>	<i>151,200</i>
Number with 'Client left without providing any information'	..	600	..	10,400
Number with 'Don't know'	200	500	11,000	14,200
Number with missing data	200	300	1,600	2,400
<b>Total (number)</b>	<b>15,500</b>	<b>15,500</b>	<b>178,100</b>	<b>178,100</b>

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

*Source:* SAAP Client Collection.

**Table 8.2: SAAP closed support periods: employment status in the week before and after a support period, Australia, 2006–07 (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	2.9	8.0	3.4	4.4
Employed part time	7.4	13.9	5.9	6.5
Unemployed (looking for work)	38.0	32.5	20.6	19.1
Not in labour force	51.8	45.5	70.2	69.9
<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>9,500</i>	<i>8,600</i>	<i>162,100</i>	<i>145,900</i>
Number with 'Client left without providing any information'	..	500	..	12,900
Number with 'Don't know'	200	600	14,000	16,500
Number with missing data	100	100	1,900	2,700
<b>Total (number)</b>	<b>9,700</b>	<b>9,700</b>	<b>178,100</b>	<b>178,100</b>

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

*Source:* SAAP Client Collection.

**Table 8.3: SAAP closed support periods: main source of income and employment status after support, by length of support, Australia, 2006–07 (per cent)**

After support	1 day or less	>1–7 days	>1–4 weeks	>4–13 weeks	>13–26 weeks	>26–52 weeks	>52 weeks	Total	
								%	Number
<b>Main source of income</b>									
No income	6.0	8.9	6.4	5.1	5.5	4.2	4.0	6.2	9,400
Government payments	88.0	84.5	85.9	84.5	83.3	84.4	83.6	85.9	129,800
Other	5.9	6.6	7.6	10.4	11.2	11.4	12.4	7.9	12,000
<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>..</i>
<b>Total (row %)</b>	<b>35.5</b>	<b>15.2</b>	<b>17.2</b>	<b>18.0</b>	<b>7.1</b>	<b>4.3</b>	<b>2.6</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>53,700</b>	<b>23,000</b>	<b>26,000</b>	<b>27,100</b>	<b>10,800</b>	<b>6,500</b>	<b>4,000</b>	<b>..</b>	<b>151,100</b>
<b>Employment status</b>									
Employed full time	2.7	3.8	4.5	5.9	6.7	6.8	8.4	4.4	6,400
Employed part time	3.9	5.0	7.0	9.1	10.4	11.8	11.7	6.5	9,500
Unemployed (looking for work)	19.8	20.7	20.2	18.3	16.2	14.4	15.5	19.1	27,900
Not in labour force	73.6	70.5	68.3	66.6	66.7	67.0	64.4	70.0	102,100
<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>..</i>
<b>Total (row %)</b>	<b>36.2</b>	<b>14.9</b>	<b>16.9</b>	<b>17.9</b>	<b>7.2</b>	<b>4.4</b>	<b>2.7</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>52,800</b>	<b>21,700</b>	<b>24,600</b>	<b>26,100</b>	<b>10,500</b>	<b>6,400</b>	<b>3,900</b>	<b>..</b>	<b>145,900</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 26,930 (main source of income, including 'Don't know' and 'Client left without providing any information').
2. Number excluded due to errors and omissions (weighted): 32,184 (employment status, including 'Don't know' and 'Client left without providing any information').
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: student status immediately before and after a support period, by age, Australia, 2006–07 (per cent)**

Student status	5–17 years		18+ years		Total	
	Before	After	Before	After	Before	After
Not a student	55.6	55.5	96.0	95.6	91.4	91.2
Primary/secondary student	36.7	34.6	1.0	0.8	5.0	4.5
Post-secondary student/employment training	7.7	9.9	3.0	3.5	3.6	4.2
<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>Total (number with valid data)</i>	<i>18,100</i>	<i>16,000</i>	<i>142,700</i>	<i>129,900</i>	<i>160,800</i>	<i>145,900</i>
Number with 'Client left without providing any information'	..	1,600	..	10,800	..	12,400
Number with 'Don't know'	1,200	1,500	12,100	13,100	13,300	14,600
Number with missing data	200	400	3,000	3,900	3,100	4,300
<b>Total (number)</b>	<b>19,500</b>	<b>19,500</b>	<b>157,700</b>	<b>157,700</b>	<b>177,200</b>	<b>177,200</b>

*Notes*

1. Table excludes closed support periods for clients aged 4 years and under.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

**Table 8.5: SAAP closed support periods: type of house/dwelling immediately before and after a support period, Australia, 2006–07 (per cent)**

Type of house/dwelling	Closed support periods in which clients needed assistance to obtain/maintain independent housing		All closed support periods	
	Before	After	Before	After
<b><i>Improvised dwelling/sleeping rough</i></b>	<b>8.8</b>	<b>2.3</b>	<b>11.0</b>	<b>5.7</b>
Improvised dwelling/car/tent/squat	5.6	1.5	6.0	3.0
Street/park/in the open	3.1	0.8	5.0	2.7
<b><i>House/dwelling</i></b>	<b>86.1</b>	<b>94.4</b>	<b>84.0</b>	<b>90.2</b>
House/flat	69.5	81.0	64.9	69.6
Caravan	3.2	2.5	2.2	1.8
Boarding/rooming house	6.6	6.6	9.4	11.5
Hostel/hotel/motel	6.8	4.4	7.5	7.3
<b><i>Institutional setting</i></b>	<b>5.1</b>	<b>3.3</b>	<b>5.0</b>	<b>4.1</b>
Hospital	0.8	0.3	0.9	0.6
Psychiatric institution	0.4	0.3	0.4	0.3
Prison/youth training centre	1.4	0.5	1.3	0.5
Other institutional setting	2.5	2.2	2.3	2.7
<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>38,500</i>	<i>31,300</i>	<i>163,300</i>	<i>130,300</i>
Number with 'Client left without providing any information'	..	4,300	..	21,400
Number with 'Don't know'	1,100	3,700	13,900	24,300
Number with missing data	100	400	900	2,100
<b>Total (number)</b>	<b>39,700</b>	<b>39,700</b>	<b>178,100</b>	<b>178,100</b>

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

Source: SAAP Client Collection.

**Table 8.6: SAAP closed support periods: type of tenure immediately before and after a support period, Australia, 2006–07 (per cent)**

Type of tenure	Closed support periods in which clients needed assistance to obtain/maintain independent housing		All closed support periods	
	Before	After	Before	After
<b>SAAP/CAP funded accommodation</b>	<b>15.7</b>	<b>13.4</b>	<b>14.0</b>	<b>16.7</b>
SAAP/CAP crisis/short-term accommodation	10.9	6.2	9.0	8.9
SAAP/CAP medium/long-term accommodation	2.8	5.5	2.3	4.9
Other SAAP/CAP funded accommodation	2.0	1.7	2.7	2.9
<b>No tenure</b>	<b>13.6</b>	<b>4.7</b>	<b>14.9</b>	<b>8.6</b>
Institutional setting	3.4	1.8	3.3	2.4
Improvised dwelling/sleeping rough	7.6	1.9	9.2	4.8
Other	2.5	1.0	2.4	1.5
<b>Tenure</b>	<b>70.7</b>	<b>81.9</b>	<b>71.1</b>	<b>74.7</b>
Purchasing/purchased own home	2.9	1.7	4.3	3.7
Private rental	30.3	38.2	26.4	28.2
Public housing rental	8.6	17.4	11.1	14.5
Community housing rental	2.4	5.7	5.1	7.2
Rent-free accommodation	7.8	4.7	8.0	6.0
Boarding	18.7	14.2	16.3	15.1
<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>36,700</i>	<i>30,400</i>	<i>152,500</i>	<i>122,500</i>
Number with 'Client left without providing any information'	..	4,300	..	22,000
Number with 'Don't know'	2,600	4,500	23,200	30,600
Number with missing data	300	500	2,300	2,900
<b>Total (number)</b>	<b>39,700</b>	<b>39,700</b>	<b>178,100</b>	<b>178,100</b>

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

*Source:* SAAP Client Collection.

**Table 8.7: SAAP closed support periods: type of house/dwelling occupied after support, by length of support, Australia, 2006–07 (per cent)**

Type of house/dwelling	1 day or less	>1–7 days	>1–4 weeks	>4–13 weeks	>13–26 weeks	>26–52 weeks	>52 weeks	Total	
								%	Number
<b>All closed support periods</b>									
<b>Improvised dwelling/sleeping rough</b>	<b>8.5</b>	<b>6.4</b>	<b>5.2</b>	<b>2.9</b>	<b>2.3</b>	<b>2.6</b>	<b>2.1</b>	<b>5.7</b>	<b>7,400</b>
Improvised dwelling/car/tent/squat	4.6	3.1	2.9	1.7	1.2	0.8	0.6	3.0	4,000
Street/park/in the open	3.8	3.3	2.3	1.2	1.1	1.7	1.4	2.7	3,500
<b>House/dwelling</b>	<b>88.6</b>	<b>86.7</b>	<b>89.0</b>	<b>93.0</b>	<b>94.6</b>	<b>94.4</b>	<b>95.1</b>	<b>90.2</b>	<b>117,500</b>
House/flat	58.4	67.1	69.8	79.5	83.9	87.7	89.1	69.6	90,700
Caravan	1.5	2.3	2.2	2.1	1.8	1.0	1.0	1.8	2,300
Boarding/rooming house	19.4	8.3	8.8	6.3	5.8	3.7	3.2	11.5	15,000
Hostel/hotel/motel	9.3	9.1	8.2	5.2	3.2	2.1	1.9	7.3	9,500
<b>Institutional setting</b>	<b>2.9</b>	<b>6.9</b>	<b>5.8</b>	<b>4.1</b>	<b>3.1</b>	<b>3.0</b>	<b>2.8</b>	<b>4.1</b>	<b>5,400</b>
Hospital	0.5	1.0	0.8	0.4	0.3	0.2	0.2	0.6	800
Psychiatric institution	0.2	0.4	0.5	0.5	0.2	0.2	0.2	0.3	400
Prison/youth training centre	0.2	0.7	0.7	0.7	0.8	1.0	0.9	0.5	700
Other institutional setting	1.9	4.8	3.7	2.5	1.8	1.5	1.5	2.7	3,500
<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>..</i>
<b>Total (row %)</b>	<b>36.7</b>	<b>13.1</b>	<b>16.1</b>	<b>18.6</b>	<b>7.8</b>	<b>4.8</b>	<b>3.0</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>47,900</b>	<b>17,000</b>	<b>20,900</b>	<b>24,200</b>	<b>10,100</b>	<b>6,300</b>	<b>3,900</b>	<b>..</b>	<b>130,300</b>
<b>Closed support periods in which clients were accommodated</b>									
<b>Improvised dwelling/sleeping rough</b>	<b>11.5</b>	<b>7.7</b>	<b>6.2</b>	<b>3.7</b>	<b>2.6</b>	<b>2.5</b>	<b>1.7</b>	<b>6.0</b>	<b>2,700</b>
Improvised dwelling/car/tent/squat	3.4	3.1	3.1	1.9	1.3	0.4	0.3	2.4	1,100
Street/park/in the open	8.1	4.6	3.1	1.7	1.3	2.1	1.4	3.6	1,600
<b>House/dwelling</b>	<b>82.3</b>	<b>82.6</b>	<b>84.6</b>	<b>89.7</b>	<b>92.9</b>	<b>94.4</b>	<b>95.7</b>	<b>86.7</b>	<b>39,200</b>
House/flat	59.3	63.6	62.1	70.7	79.4	87.5	90.4	68.3	30,900
Caravan	1.4	1.8	1.9	2.3	1.4	0.8	0.9	1.7	800
Boarding/rooming house	9.1	6.9	9.2	8.1	6.5	3.3	2.3	7.5	3,400
Hostel/hotel/motel	12.5	10.3	11.4	8.6	5.5	2.8	2.1	9.2	4,200
<b>Institutional setting</b>	<b>6.2</b>	<b>9.6</b>	<b>9.3</b>	<b>6.7</b>	<b>4.5</b>	<b>3.0</b>	<b>2.6</b>	<b>7.2</b>	<b>3,300</b>
Hospital	1.3	1.4	1.3	0.7	0.5	0.3	0.3	1.0	500
Psychiatric institution	0.5	0.6	0.9	0.8	0.4	0.2	0.2	0.6	300
Prison/youth training centre	0.3	0.8	1.0	1.0	1.0	1.0	0.6	0.8	400
Other institutional setting	4.2	6.9	6.1	4.2	2.6	1.6	1.4	4.8	2,200
<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>..</i>
<b>Total (row %)</b>	<b>15.0</b>	<b>21.8</b>	<b>22.6</b>	<b>20.7</b>	<b>8.7</b>	<b>6.5</b>	<b>4.8</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>6,800</b>	<b>9,900</b>	<b>10,200</b>	<b>9,400</b>	<b>3,900</b>	<b>2,900</b>	<b>2,200</b>	<b>..</b>	<b>45,200</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 47,774 closed support periods (including 'Don't know' and 'Client left without providing any information'); 23,883 closed accommodated support periods (including 'Don't know' and 'Client left without providing any information').
2. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

**Table 8.8: SAAP closed support periods: type of tenure after support, by length of support, Australia, 2006–07 (per cent)**

Type of tenure	1 day or less	>1–7 days	>1–4 weeks	>4–13 weeks	>13–26 weeks	>26–52 weeks	>52 weeks	Total	
								%	Number
<b>All closed support periods</b>									
<b>SAAP/CAP funded accommodation</b>	<b>16.7</b>	<b>22.1</b>	<b>18.5</b>	<b>16.0</b>	<b>12.1</b>	<b>10.4</b>	<b>11.0</b>	<b>16.7</b>	<b>20,400</b>
SAAP/CAP crisis/short-term accommodation	9.6	14.4	9.8	7.0	4.7	3.6	3.0	8.9	10,900
SAAP/CAP medium/long-term accommodation	2.4	4.8	6.0	7.3	6.5	5.9	7.4	4.9	6,000
Other SAAP/CAP funded accommodation	4.7	2.8	2.6	1.6	0.9	1.0	0.5	2.9	3,600
<b>No tenure</b>	<b>10.9</b>	<b>11.1</b>	<b>8.7</b>	<b>5.7</b>	<b>4.8</b>	<b>5.0</b>	<b>3.7</b>	<b>8.6</b>	<b>10,500</b>
Institutional setting	1.7	4.0	3.1	2.2	2.0	2.0	2.0	2.4	2,900
Improvised dwelling/sleeping rough	7.5	5.4	4.1	2.2	1.6	1.9	1.3	4.8	5,800
Other	1.7	1.7	1.5	1.2	1.2	1.1	0.4	1.5	1,800
<b>Tenure</b>	<b>72.4</b>	<b>66.9</b>	<b>72.8</b>	<b>78.3</b>	<b>83.2</b>	<b>84.6</b>	<b>85.3</b>	<b>74.7</b>	<b>91,600</b>
Purchasing/purchased own home	3.1	3.5	3.3	4.9	5.0	3.9	2.4	3.7	4,500
Private rental	24.5	23.7	29.9	34.0	34.0	32.4	27.3	28.2	34,600
Public housing rental	13.3	10.2	11.5	14.1	19.2	27.2	33.9	14.5	17,800
Community housing rental	9.5	7.4	4.8	4.8	6.3	6.8	8.3	7.2	8,800
Rent-free accommodation	5.1	7.6	7.2	6.3	6.0	5.1	4.9	6.0	7,400
Boarding	17.1	14.5	16.1	14.3	12.7	9.3	8.5	15.1	18,500
<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>..</i>
<b>Total (row %)</b>	<b>36.4</b>	<b>13.1</b>	<b>15.9</b>	<b>18.7</b>	<b>7.9</b>	<b>4.9</b>	<b>3.1</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>44,600</b>	<b>16,000</b>	<b>19,500</b>	<b>22,900</b>	<b>9,700</b>	<b>6,000</b>	<b>3,700</b>	<b>..</b>	<b>122,500</b>
<b>Closed support periods in which clients were accommodated</b>									
<b>SAAP/CAP funded accommodation</b>	<b>27.8</b>	<b>22.7</b>	<b>23.2</b>	<b>25.8</b>	<b>18.5</b>	<b>12.3</b>	<b>11.4</b>	<b>22.6</b>	<b>9,700</b>
SAAP/CAP crisis/short-term accommodation	18.8	15.5	11.8	10.6	7.2	4.4	3.3	12.1	5,200
SAAP/CAP medium/long-term accommodation	3.9	5.0	8.2	12.7	10.2	6.9	7.6	7.9	3,400
Other SAAP/CAP funded accommodation	5.1	2.2	3.1	2.5	1.1	1.1	0.5	2.6	1,100
<b>No tenure</b>	<b>15.9</b>	<b>14.2</b>	<b>11.9</b>	<b>7.9</b>	<b>5.8</b>	<b>4.9</b>	<b>3.5</b>	<b>10.8</b>	<b>4,600</b>
Institutional setting	3.6	5.5	4.9	3.4	2.6	1.7	1.9	4.0	1,700
Improvised dwelling/sleeping rough	10.2	6.9	5.0	2.6	1.9	2.1	1.1	5.0	2,200
Other	2.0	1.8	2.1	1.9	1.3	1.1	0.5	1.8	800
<b>Tenure</b>	<b>56.2</b>	<b>63.1</b>	<b>65.0</b>	<b>66.3</b>	<b>75.7</b>	<b>82.7</b>	<b>85.1</b>	<b>66.7</b>	<b>28,500</b>
Purchasing/purchased own home	2.1	2.7	1.7	1.7	1.6	1.2	1.2	1.9	800
Private rental	12.9	17.4	21.7	25.7	28.6	30.4	27.4	21.8	9,300
Public housing rental	11.7	10.1	8.4	10.9	19.0	28.2	35.5	13.3	5,700
Community housing rental	9.5	8.0	5.0	6.7	7.8	8.5	9.7	7.4	3,200
Rent-free accommodation	7.7	9.3	9.3	6.2	4.9	3.8	3.3	7.4	3,200
Boarding	12.4	15.7	18.8	15.2	13.8	10.5	8.1	14.9	6,400
<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>..</i>
<b>Total (row %)</b>	<b>14.9</b>	<b>21.8</b>	<b>22.2</b>	<b>20.7</b>	<b>8.9</b>	<b>6.6</b>	<b>4.9</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>6,400</b>	<b>9,300</b>	<b>9,500</b>	<b>8,900</b>	<b>3,800</b>	<b>2,800</b>	<b>2,100</b>	<b>..</b>	<b>42,800</b>

*Notes*

- Number excluded due to errors and omissions (weighted): 55,539 closed support periods (including 'Don't know' and 'Client left without providing any information'); 26,312 closed accommodated support periods (including 'Don't know' and 'Client left without providing any information').
- Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

**Table 8.9: SAAP closed support periods: living situation immediately before and after a support period, Australia, 2006–07 (per cent)**

<b>Living situation</b>	<b>Before</b>	<b>After</b>
With both parents	2.4	1.8
With one parent and parent's spouse/partner	1.9	1.2
With one parent	3.8	3.1
With foster family	0.3	0.2
With relatives/friends temporary	14.3	10.3
With relatives/friends long-term	3.3	4.3
With spouse/partner	8.9	6.6
With spouse/partner and child(ren)	11.7	8.3
Alone	26.4	30.3
Alone with child(ren)	12.5	18.7
With other unrelated persons	13.5	13.9
Other	0.9	1.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>
<i>Total (number with valid data)</i>	<i>163,900</i>	<i>134,900</i>
Number with 'Client left without providing any information'	..	19,400
Number with 'Don't know'	12,800	21,100
Number with missing data	1,400	2,600
<b>Total (number)</b>	<b>178,100</b>	<b>178,100</b>

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

*Source:* SAAP Client Collection.

**Table 8.10: SAAP closed support periods: existence of a case management plan, Australia, 2006–07 (per cent)**

<b>Case management plan</b>	<b>%</b>	<b>Number</b>
Yes	55.1	88,400
No, client did not agree to one	10.2	16,300
No, support period too short	33.2	53,300
No, other reason	1.6	2,600
<b>Total</b>	<b>100.0</b>	<b>160,600</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 17,313.
2. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

**Table 8.11: SAAP closed support periods where a case management plan was in place by the end of support: extent to which the client's case management goals were achieved, Australia, 2006–07 (per cent)**

<b>Achievement of goals</b>	<b>%</b>	<b>Number</b>
All goals achieved	38.3	33,600
Most or some goals achieved	54.6	47,800
No goals achieved	7.1	6,200
<b>Total</b>	<b>100.0</b>	<b>87,500</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 949.
2. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.



## 9 Support from 1996–97 to 2006–07

This chapter presents the number of support periods, clients, accompanying children and accompanying child support periods as well as the participation and valid consent rates over the 11 years of the National Data Collection. However, it is important to note when examining trends over these years that changes have occurred in definitions and in the way the jurisdictions administer SAAP and allocate agencies and funding. For example, in 2005–06 refined definitions and a new statistical linkage key were introduced constituting a break in the series, and in 2006–07 the first of the Innovation and Investment (I & I) Fund Pilot Projects joined the collection (refer to Appendix 1 and Chapter 2). Caution should therefore be taken when examining data across the years.

### Funding

Total funding allocations for SAAP in Australia has risen by 74% over the 11 years of the collection, from \$219.8 million in 1996–97 to \$383.0 million in 2006–07 (Table 9.1) (note the commencement of I & I funding in 2006–07). When these figures are adjusted for inflation, in real terms total funding increased by 33% over the period. From 2005–06 to 2006–07, actual funding increased by 10% and in real terms by 9%.

Actual funding to agencies increased by 83% across the 11 years, from \$200.5 million in 1996–97 to \$367.3 million in 2006–07. In real terms, this represented an increase of 40% over the period. From 2005–06 to 2006–07, actual funding to agencies increased by 10% and in real terms by 9%.

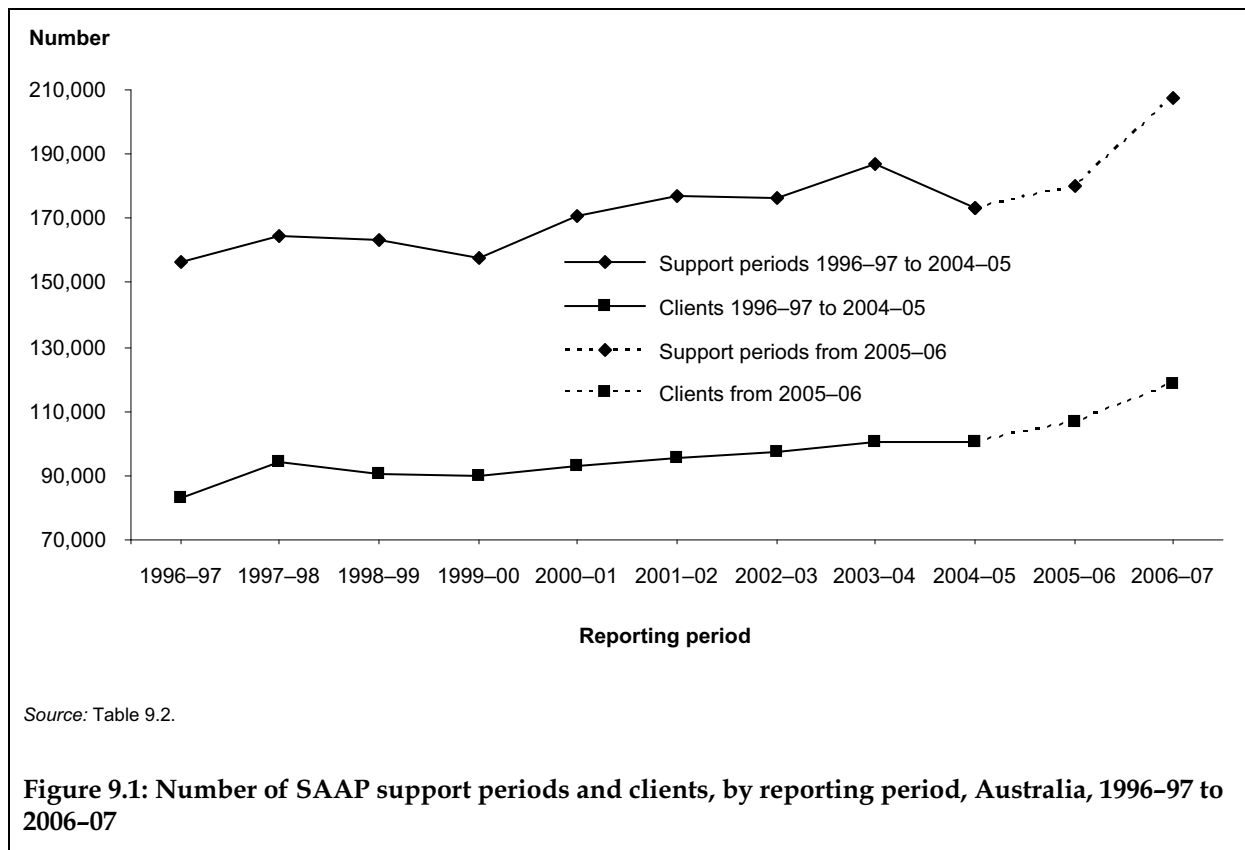
There seems to be an obvious relationship between funds available to agencies and the amount of support they can provide for people who are homeless or at risk of becoming homeless. Nevertheless, as Table 9.1 shows, an increase or decrease in funding to agencies does not automatically translate into more or less clients being supported or into how often they are supported. 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, the length of time a client is supported and the costs agencies incur in providing services.

Further, examining trends in agencies, funding and cost per client and support period over the 11 years of the collection can be problematic. Changes in the way the jurisdictions administer the program – such as adding or merging agencies and the introduction of the Innovation and Investment Fund Pilot agencies in 2006–07 – or changes to the collection itself – such as the introduction of the core data set with new definitions and a new statistical linkage key in 2005–06 – can affect the data.

### Support periods

In 1996–97, there were an estimated 156,500 support periods (Table 9.2). 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 9.1). 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 (refer to Appendix 2), it does not allow for non-participating agencies, such as this one, that are different from other agencies.



The number of support periods increased further in 2001-02 to 177,000. However, a change in reporting practice part way through the 2002-03 financial year by the previously mentioned high-volume agency decreased the number of support periods reported to 176,300. If this agency had reported consistently throughout the year, the total number of support periods in 2002-03 was estimated to be approximately 178,700. This agency reported a full year under its new guidelines in 2003-04, resulting in a substantial decrease from the previous year in the number of support periods reported by this agency.

However, in 2003-04, there was still a sharp increase to 187,200 support periods. This was due to the participation of another large agency in 2003-04 that had not participated in the Client Collection since 1997-98. The decrease in 2004-05 to 173,100 support periods was mainly due to an adjustment to the definition of an ongoing support relationship in 2004-05 in preparation for the introduction of the core data set in July 2005. This change mostly affected agencies that were previously classified as high-volume. These agencies mainly used the high-volume collection form which was discontinued in 2004-05. With the move of all high-volume agencies to the general collection form, agencies with a large turnover of clients were instructed to apply an adjusted rule to the definition of an ongoing support relationship. This rule stated that if an ongoing support relationship was established with the client and there was not a gap of more than a month between contacts with that client, then a single support period should be recorded. Note that some manipulation of the data submitted in 2004-05 by two large agencies using a collection tool that was not able to apply

the new definitions was carried out to make them more consistent with the change in the ongoing support relationship definition. These variations highlight the effect on the Client Collection of inconsistencies in the application of the definition of a support period.

In 2005–06, the core data set, including refined definitions and a new statistical linkage key, was introduced. These changes constitute a break in the SAAP NDC data series and thus data for 2005–06 are not strictly comparable to previous years. In addition, the two large agencies that were adjusted for in 2004–05 used a new collection tool that enabled them to record data using the new definition of an ongoing support relationship. For this reason, a decision was made to not adjust the data provided by these agencies, despite them having large numbers of short support periods. This has meant that the number of support periods rose in 2005–06 to 180,000.

In 2006–07, support periods increased to 207,700 (or by 15%). There were several reasons for this, including changes in the number and structure of agencies, changes in reporting practices in some jurisdictions, and the inclusion of the Innovation and Investment Fund in the collection for the first time.

## **State and territory**

The pattern of support over the first 9 years of the collection varied across jurisdictions and did not necessarily replicate the national pattern for either support periods or clients (Table 9.2). For example, although it accounted for the greatest number of support periods for the first 2 years of the collection, New South Wales showed a decrease in the number of support periods provided between 1996–97 and 1997–98. Note, 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, which stayed the same in 2001–02 and 2002–03 (47,900). The number then increased to 48,600 in 2003–04 and decreased to 41,300 in 2004–05. New South Wales had 40,900 support periods in 2005–06. This rose substantially to 53,400 (or by 31%) in 2006–07, primarily because of changes in reporting practices. As part of its ongoing reform of SAAP, the New South Wales Department of Community Services has implemented funding reforms, of which the key components are: results-based accountability; performance-based contracting focusing on program priorities; a Performance Monitoring Framework; and evidence-based approaches. These reforms contributed to the increased number of support periods and clients for New South Wales between 2005–06 and 2006–07.

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. In 2003–04, Victoria reported a substantial increase in the number of support periods, from 48,800 in 2002–03 to 67,200. This jump was due mainly to the previously mentioned participation of an agency with a very high turnover of clients that had not participated in the collection since 1997–98. This agency submitted around 16,000 forms, all of same-day duration, and had a relatively high level of repeat usage by clients. In 2004–05, two large agencies submitted in excess of 26,100 forms, again all of same-day duration. These forms were combined to be more consistent with the definition of an ongoing support relationship applied to agencies with a high turn over of clients in 2004–05. That is, separate support periods for the same client that occurred less than 1 month apart were combined to form a single support period. This reduced the total

number of forms for these two agencies to around 12,000. In 2005–06, these two agencies again submitted large numbers of forms with same-day duration and a relatively high level of repeat usage; however, because these agencies were now using a tool that enabled them to record data according to the new definitions, no adjustment was made. This meant that the number of support periods in Victoria increased sharply to 71,800. Victoria showed a further small increase in 2006–07 to 75,800, mostly due to the inclusion of a relatively large number of new agencies.

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 due mainly 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, then to 28,400 in 2003–04 and then further to 26,300 in 2004–05. This decrease is partly attributable to the same agency which, as already mentioned, changed its reporting practices during 2002–03 and submitted a full year of data with these amended reporting practices for the first time in 2003–04. The decrease in 2004–05 is likely again due to the change in reporting practices for previously high-volume agencies. Queensland had 25,400 support periods in 2005–06 and 27,800 in 2006–07.

The number of support periods reported in Western Australia increased from 12,400 in 1998–99 to 15,200 in 2000–01, falling to 14,700 in 2001–02, before rising slightly to 14,900 in 2002–03. However, the number of support periods then dropped to 13,800 in 2003–04. The reasons for this decrease are unclear. A possible contributing factor is that although the number of Western Australian agencies that submitted data increased in 2003–04, the participation rate in this state decreased by around four percentage points from the previous year (refer to Table 9.4 in the Western Australian supplementary report). The number of support periods in Western Australia rose in 2004–05 to 14,500. Western Australia reported 12,700 support periods in 2005–06. This increased by 30% to 16,500 in 2006–07. This was primarily because of one high-volume agency reporting for the first time in 2006–07. This agency has contributed to a significant increase in overall support provided, compared to 2005–06. The breakdown of characteristics of clients, circumstances, supports provided and other analyses may also have been unduly affected by this one agency.

The number of support periods in South Australia increased from 15,900 in 2005–06 to 20,000 (or by 26%) in 2006–07. This increase was mostly due to the introduction of I & I Pilot agencies as well as other new agencies in this state in 2006–07.

The number of support periods in the Australian Capital Territory has fluctuated since the inception of the collection in 1996. In particular, the number of support periods decreased from 2,800 in 2005–06 to 2,600 in 2006–07. The main reason for this was a key agency partially participating and not submitting a full year's worth of data for the 2006–07 reporting period. If this agency had submitted all of its data, it is likely that support periods in the Australian Capital Territory would have increased slightly from 2005–06 to 2006–07. The Australian Capital Territory data for 2006–07 were also affected by extensive agency restructuring. A number of agencies were consolidated and operated for only part of the year and/or did not return data. The principle for inclusion or exclusion of reporting agencies assumes that all agencies operate for a full 12 months. This assumption has a more significant impact on smaller jurisdictions. It affects the participation rate and weighting.

## Daily support

Table 9.2 also shows the daily average number of support periods. The average number of support periods active on any day of a reporting year gradually increased from 13,600 in 1996–97 to 21,900 in 2002–03 despite the actual daily number of support periods fluctuating during that period. Likewise, although there was an increase in the number of support periods in 2003–04, the number of support periods active each day decreased slightly. These variations can be partly explained by variations in the length of support periods between the years – 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 larger 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) (refer to AIHW 2006a:Table 9.7). 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. Conversely, the decrease in the daily average number of support periods in 2003–04 is likely to be due to the high number of single-day support periods reported in 2003–04, with the mean length of support dropping from 46 days in 2002–03 to 44 days in 2003–04. The average daily number of support periods increased to 23,700 in 2004–05 along with an increase in the average length of support to 53 days. The decrease in 2005–06 to 23,000, despite the increase in the total number of support periods overall, is partly due to the decrease in the average length of support to 48 days. This decrease is largely a result of the non-adjustment of support periods for the two previously mentioned large agencies. In 2006–07, the daily average number of support periods was 29,700.

## Nightly accommodation

A support period can include a period of accommodation. Table 9.2 shows the nightly average support periods with accommodation. When analysing this data, it is important to note that the length of an accommodation period can be the same as, or shorter than, the associated support period and that there can be more than one accommodation period within a support period. This contributes to the smaller nightly average number of support periods with accommodation compared with the daily average number of support periods, along with the fact that many SAAP clients require non-accommodation support services only or request accommodation but are provided with support only.

The nightly average number of support periods with accommodation fluctuated between 1996–97 and 1998–99 before increasing from 7,000 in 1999–00 to 8,700 in 2004–05 (Table 9.2). In 2005–06, the nightly average number of support periods with accommodation was 8,200, increasing to 8,800 in 2006–07. That this did not increase as dramatically as the days of support is due to the fact that the increase in support periods was largely related to an increase in support services only, that is, the support periods did not involve a period of accommodation (see tables 3.3 and 3.4). This appears to be consistent with a greater emphasis in SAAP V on early intervention and post crisis support.

## Clients

Trends in the number of clients provided with SAAP services showed a pattern similar to that for support periods over the first 9 years of the collection, although the changes were

less pronounced in the last 5 of the 9 years (Figure 9.1). 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 and has continued to increase each year since then. The highest number of clients of any of the 9 years was recorded in 2004–05, with 100,400 clients provided with SAAP services.

In 2005–06 a new statistical linkage key and data definitions were introduced. The new statistical linkage key was aimed at improving both the quality of the data and the ability to anonymously link with other community services data collections. The statistical linkage key is fundamental in estimating the number of clients and for this reason estimates of the number of clients in 2005–06 are not strictly comparable with data from the first 9 years of the collection. In general, the new statistical linkage key reduces the rate of duplication, meaning that two clients with similar names and the same year of birth are now more likely to be counted as separate clients. For this reason, some increase in the numbers of clients in 2005–06 was expected. In 2005–06, the number of clients was estimated to be 106,500.

In 2006–07, improved data editing and input procedures were implemented to further strengthen the linkage key. This and changes in the number and structure of agencies and in reporting practices by the states and territories resulted in an increase in the number of clients in 2006–07 to 118,800.

## **State and territory**

In general terms, the number of clients receiving support over time reflected the pattern observed for support periods within each jurisdiction. However, there were some variations. For example, although agencies in New South Wales and the Australian Capital Territory reported an increase in the number of support periods from 2002–03 to 2003–04, there was a decrease in the number of clients. The number of clients in New South Wales decreased from 25,400 in 2002–03 to 25,000 in 2003–04. Likewise, the number of clients in the Australian Capital Territory decreased from 1,800 in 2002–03 to 1,700 in 2003–04. Similarly, although South Australia reported an increase in the number of support periods from 14,700 in 2003–04 to 15,600 in 2004–05, this state reported a slight decrease in the number of clients from 9,700 to 9,600. Conversely, although the number of support periods in Tasmania remained constant at 6,600 in 2002–03 and 2003–04 and then decreased in 2004–05 to 6,400, the number of clients increased from 4,300 in 2002–03 to 4,500 in 2003–04 and again to 4,600 in 2004–05. 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. The same can be said for Victoria in 2003–04, where support periods increased from the numbers reported in 2002–03 by 38% and clients by only 14%.

## **Accompanying child support periods**

Prior to 2000–01 only limited data were collected on accompanying children. In 2001–02, the Client Collection was changed so that more information could be reported. Until that time, reliable estimates of the number of children accompanying clients to SAAP agencies were not available. However, an updated version of the computer-based collection tool, SMART, was not released until December 2000, resulting in agencies who used this tool not being able

to report information until January 2001. For this reason, the first full year of collection reported in this section is 2001–02.

In 2000–01, 2001–02, 2002–03 and 2003–04, the data items that enabled the number of accompanying children associated with accompanying child support periods to be estimated were not collected on the high-volume form (refer to the relevant report for an example of this form, e.g. AIHW 2005a). For these years, estimates of accompanying children are reported only for the children accompanying a parent(s) or guardian(s) to a SAAP agency that used the general client form. The high-volume form was phased out in 2004–05 and that was the first year for which complete data were available for accompanying children. Note also that, in 2005–06, the definitions of an accompanying child and an accompanying child support period were adjusted as well as a new statistical linkage key introduced, so these data are not strictly comparable to previous years.

Nationally, the number of accompanying child support periods increased from 73,300 in 2001–02 to 75,800 in 2002–03 before falling back to 73,200 in 2003–04 and then increasing to 78,500 in 2004–05 (Table 9.3). In 2005–06, there were 81,700 accompanying child support periods. This increased to 99,300 in 2006–07.

Note that, although responses to the accompanying children section of the client form have generally improved since 2001–02, they are still not completed on all forms where the presenting unit indicated that the client presented with an accompanying child(ren).

## **State and territory**

There were large variations between the states and territories in terms of the number of accompanying child support periods. The variations between the states and territories most likely reflect differences in the service structures and demographic profile of the various jurisdictions. On a state and territory level, Victoria reported the highest number of accompanying child support periods across all 6 years.

## **Daily support**

The dates of support and accommodation are not recorded for accompanying children. However, it has been assumed that accompanying children will have the same periods of support and accommodation as their parent(s) or guardian(s). The average number of accompanying child support periods active on any day increased from 12,300 in 2001–02 to 13,600 in 2002–03 before falling to 12,600 in 2003–04, and rising to 13,900 in 2004–05. In 2005–06 there was an average of 14,600 accompanying child support periods active on any day and in 2006–07 there were 18,500.

## **Nightly accommodation**

The nightly average number of accompanying child support periods with accommodation periods rose from 4,800 in 2001–02 to 5,100 in 2002–03, remained steady in 2003–04 and increased to 5,700 in 2004–05. In 2005–06, there were 5,600 nightly average accompanying child support periods with accommodation and in 2006–07 there were 6,500.

## **Accompanying children**

Although not directly comparable because estimates of the number of accompanying children exclude high-volume records for the first 3 reportable years, the number of accompanying children followed a similar pattern to that of accompanying child support periods, rising from 50,800 in 2001–02 to 53,800 in 2002–03 before falling back to 52,700 in 2003–04 and then increasing again to 56,800 in 2004–05. In 2005–06 there were an estimated 54,700 accompanying children. This increased to 69,100 in 2006–07.

### **State and territory**

There were large variations between the states and territories in terms of the number of accompanying children. Again, these variations most likely reflect differences in the service structures and demographic profile of the various jurisdictions. On a state and territory level, Victoria reported the highest number of accompanying children across the 6 years, although the number of accompanying children has increased markedly in New South Wales between 2005–06 and 2006–07 (by 48%).

## **Agencies**

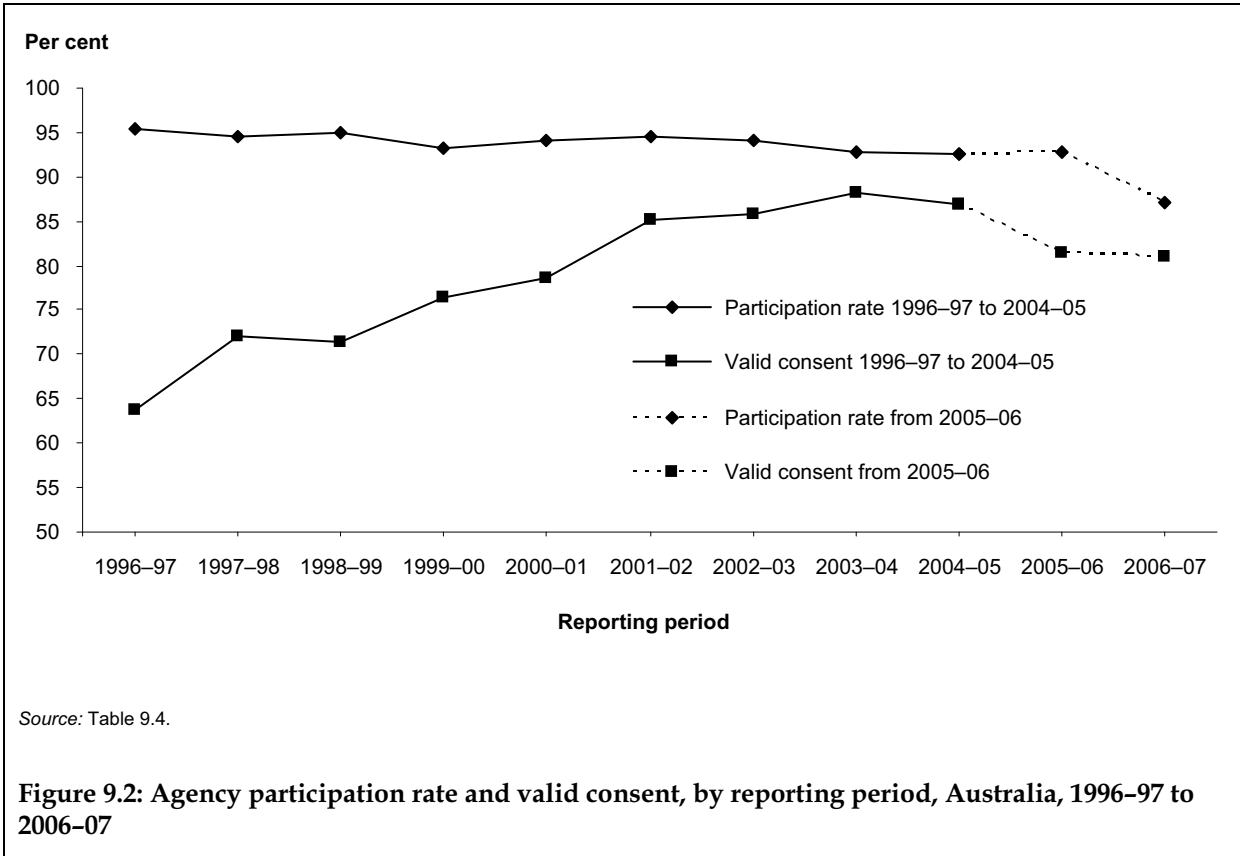
### **Number of agencies**

The number of agencies required to participate in the Client Collection generally increased between 1996–97 and 2001–02 (Table 9.4). The number of agencies fell to 1,202 in 2002–03 from 1,211 the previous year as a result of agencies being merged in some jurisdictions. The number of agencies rose again in 2003–04 to 1,225 before falling back to 1,212 in 2004–05 and then increasing slightly to 1,219 in 2005–06. The large increase in the number of participating agencies in 2006–07 to 1,456 can be explained by both the introduction of I & I agencies as well as by the creation of a relatively large number of other new SAAP agencies in some jurisdictions. This was in part brought about by the equalisation of funding between the Australian Government and the states and territories.

### **Participation rate**

The agency participation rate remained fairly constant over the first 10 reporting years, ranging from 93% to 95%, before falling to 87% in 2006–07 (Figure 9.2). This decrease was primarily due to the large number of new agencies created in Victoria that did not participate in the collection.





### Valid consent

The number of forms returned with valid consent has increased significantly since the inception of the National Data Collection, from 64% in 1996-97 to peak at 88% in 2003-04 before falling slightly to 87% in 2004-05 (Table 9.4). In 2005-06, a new statistical linkage key was introduced and the definition of 'valid consent' adjusted to reflect this. The decrease to 82% in 2005-06 can be partly explained by this new statistical linkage key, which includes the requirement to have a valid date of birth rather than just a valid year of birth (refer to Appendix 2 and AIHW 2006a). The rate of valid consent remained relatively steady in 2006-07 at 81%.

## 9.1 Tables

**Table 9.1: SAAP funding to agencies and mean funding per support period and client: current and constant 2006–07 dollars, by reporting period, Australia, 1996–97 to 2006–07**

Reporting period	Total funding <sup>(a)(b)</sup>	Funding to agencies <sup>(a)(b)</sup>	Funding per support period <sup>(b)(c)</sup>	Funding per client <sup>(b)(c)</sup>
<b>Current \$</b>				
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
2003–04	321,413,000	308,749,000	1,650	3,080
2004–05	331,802,000	319,778,000	1,850	3,190
2005–06	348,836,000	333,432,000	1,850	3,130
2006–07 <sup>(d)</sup>	383,027,000	367,261,000	1,770	3,090
<b>Constant 2006–07 \$</b>				
1996–97	287,414,000	262,263,000	1,680	3,150
1997–98	286,738,000	272,772,000	1,660	2,900
1998–99	296,181,000	283,863,000	1,740	3,130
1999–00	295,807,000	279,187,000	1,770	3,100
2000–01	316,947,000	296,681,000	1,740	3,190
2001–02	328,964,000	310,407,000	1,750	3,250
2002–03	349,658,000	334,196,000	1,900	3,430
2003–04	347,086,000	333,410,000	1,780	3,330
2004–05	343,005,000	330,575,000	1,910	3,290
2005–06	351,538,000	336,015,000	1,870	3,160
2006–07 <sup>(d)</sup>	383,027,000	367,261,000	1,770	3,090

(a) 'Total funding' and 'Funding to agencies' for 1999–00, 2000–01 and 2001–02 includes relatively small amounts provided through the Partnerships Against Domestic Violence Program (AIHW 2000:Table 2.1, 2002a:Table 2.1, 2002b:Table 2.1). For 2003–04, 2004–05, 2005–06 and 2006–07, funding included state-only allocations in addition to the SAAP agreement between each of those jurisdictions and the Australian Government (refer to Table 2.1; AIHW 2005a:Table 2.1; 2006a:Table 2.1; 2007:Table 2.1).

(b) SAAP agencies may receive funding from sources other than SAAP. This is not included.

(c) 'Funding per support period' and 'Funding per client' are based on funding allocations to agencies.

(d) Funding for 2006–07 includes Innovation and Investment Fund allocations. Refer to Table 2.1 and Appendix 1.

### Notes

1. In 2005–06 the definition of a support period, the definition of a client and the statistical linkage key were changed. Data from that point on are therefore not comparable to previous years.
2. Support period figures have been weighted to adjust for agency non-participation.
3. Client figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Administrative Data and Client Collections; ABS 2007c; AIHW 2000, 2002a, 2002b, 2005a, 2006a, 2007; FaHCSIA unpublished data.

**Table 9.2: SAAP support periods and clients: state and territory, by reporting period, Australia, 1996–97 to 2006–07 (number)**

	1996–97	1997–98	1998–99	1999–00	2000–01	2001–02	2002–03	2003–04	2004–05	2005–06	2006–07
<b>State/ territory</b>	<b>Support periods</b>										
NSW	57,900	55,000	55,400	51,200	49,300	47,900	47,900	48,600	41,300	40,900	53,400
Vic	36,800	41,800	44,200	42,700	43,400	45,200	48,800	67,200	62,000	71,800	75,800
Qld	25,100	26,800	25,800	26,100	38,700	41,400	36,900	28,400	26,300	25,400	27,800
WA	12,000	12,500	12,400	13,100	15,200	14,700	14,900	13,800	14,500	12,700	16,500
SA	11,400	12,900	11,100	10,900	11,000	14,400	14,100	14,700	15,600	15,900	20,000
Tas	5,200	6,400	5,600	5,800	5,100	5,800	6,600	6,600	6,400	6,200	6,800
ACT	3,200	3,300	3,000	3,200	2,900	2,700	2,500	3,000	2,300	2,800	2,600
NT	4,800	5,500	5,600	4,700	5,200	4,800	4,500	4,800	4,600	4,300	4,800
<b>Australia</b>	<b>156,500</b>	<b>164,300</b>	<b>163,200</b>	<b>157,600</b>	<b>170,700</b>	<b>177,000</b>	<b>176,300</b>	<b>187,200</b>	<b>173,100</b>	<b>180,000</b>	<b>207,700</b>
<i>Errors and omissions</i>	—	—	—	—	—	—	—	—	—	—	—
<b>Nightly average support periods with accommodation</b>	<b>5,200</b>	<b>7,600</b>	<b>7,200</b>	<b>7,000</b>	<b>7,200</b>	<b>8,100</b>	<b>8,200</b>	<b>8,300</b>	<b>8,700</b>	<b>8,200</b>	<b>8,800</b>
<i>Errors and omissions</i>	3,498	4,053	6,047	4,167	2,361	2,505	2,177	7,579	2,689	2,885	2,456
<b>Daily average support periods</b>	<b>13,600</b>	<b>15,500</b>	<b>16,500</b>	<b>18,000</b>	<b>18,100</b>	<b>20,400</b>	<b>21,900</b>	<b>21,800</b>	<b>23,700</b>	<b>23,000</b>	<b>29,700</b>
<i>Errors and omissions</i>	6,302	4,265	319	212	1,437	1,347	254	75	1	—	—
<b>State/ territory</b>	<b>Clients</b>										
NSW	26,600	29,100	27,300	25,800	25,900	26,400	25,400	25,000	24,100	26,000	31,900
Vic	23,700	28,000	29,100	28,500	28,200	29,200	30,500	34,900	36,100	37,700	37,900
Qld	14,900	16,500	15,300	16,100	18,000	18,400	18,900	17,900	17,500	17,400	19,000
WA	7,700	8,200	7,900	8,500	9,700	9,000	9,300	8,400	8,900	8,300	11,100
SA	7,000	8,600	7,500	7,600	7,700	8,800	9,400	9,700	9,600	10,400	12,200
Tas	3,200	3,800	3,500	3,500	3,500	3,700	4,300	4,500	4,600	4,400	4,700
ACT	2,200	2,300	2,100	2,200	2,100	1,900	1,800	1,700	1,600	2,000	1,900
NT	2,500	3,100	3,300	3,100	3,100	3,100	3,100	3,200	3,100	3,100	3,200
<b>Australia</b>	<b>83,200</b>	<b>94,100</b>	<b>90,700</b>	<b>90,000</b>	<b>93,000</b>	<b>95,600</b>	<b>97,600</b>	<b>100,200</b>	<b>100,400</b>	<b>106,500</b>	<b>118,800</b>
<i>Errors and omissions</i>	—	—	—	—	—	—	—	—	—	—	—

*Notes*

1. In 2005–06 the definition of a support period, the definition of a client and the statistical linkage key were changed. Data from that point on are therefore not comparable to previous years.
2. The number of clients within a state or territory relates to the first visit for that client 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. Support period figures have been weighted to adjust for agency non-participation.
4. Client figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

**Table 9.3: SAAP accompanying child support periods and accompanying children: state and territory, by reporting period, Australia, 2001–02 to 2006–07 (number)**

	2001–02	2002–03	2003–04	2004–05	2005–06	2006–07
<b>State/territory</b>	<b>Accompanying child support periods</b>					
NSW	13,500	12,900	12,900	13,500	15,900	22,800
Vic	23,900	25,700	25,700	29,700	29,400	32,300
Qld	13,200	13,200	11,100	10,700	10,900	14,000
WA	7,700	8,000	7,900	8,600	8,300	9,600
SA	9,200	9,800	9,100	9,300	10,300	13,700
Tas	2,300	2,900	2,700	3,200	3,000	2,800
ACT	1,000	1,000	1,100	900	1,600	1,600
NT	2,500	2,200	2,600	2,600	2,300	2,600
<b>Australia</b>	<b>73,300</b>	<b>75,800</b>	<b>73,200</b>	<b>78,500</b>	<b>81,700</b>	<b>99,300</b>
<i>Errors and omissions</i>	—	—	—	—	—	—
<b>Nightly average accompanying child support periods with accommodation</b>	4,800	5,100	5,100	5,700	5,600	6,500
<i>Errors and omissions</i>	1,459	1,371	1,609	1,641	1,507	929
<b>Daily average accompanying child support periods</b>	12,300	13,600	12,600	13,900	14,600	18,500
<i>Errors and omissions</i>	760	145	48	—	—	—
<b>State/territory</b>	<b>Accompanying children</b>					
NSW	10,300	9,900	10,100	10,800	11,400	16,900
Vic	18,300	19,900	19,700	20,400	18,500	20,500
Qld	8,200	9,200	8,600	8,600	8,100	11,000
WA	5,900	6,000	5,900	6,100	5,400	6,300
SA	4,900	5,400	4,900	7,100	7,000	9,400
Tas	1,900	2,300	2,400	2,600	2,100	2,300
ACT	800	800	700	800	1,000	1,300
NT	1,900	1,900	2,100	2,000	1,700	2,000
<b>Australia</b>	<b>50,800</b>	<b>53,800</b>	<b>52,700</b>	<b>56,800</b>	<b>54,700</b>	<b>69,100</b>
<i>Errors and omissions</i>	—	—	—	—	—	—

*Notes*

1. In 2005–06 the definition of an accompanying child support period, the definition of an accompanying child and the statistical linkage key were changed. Data from that point on are therefore not comparable to previous years.
2. Dates of support and accommodation are not collected for accompanying children. For the purposes of calculating the number of days of support and the number of nights of accommodation, accompanying children are assumed to have the same periods of support and accommodation as their parent(s) or guardian(s).
3. The number of accompanying children within a state or territory relates to the first visit for that child in that state or territory. Since a client with accompanying children may have support periods in more than one state or territory, state and territory figures do not sum to the national figure.
4. In 2001–02, 2002–03 and 2004–05, data that enabled the number of accompanying children to be estimated was not collected by agencies using the high-volume collection form. The reporting year 2004–05 was the first year that the number of accompanying children could be reported for all participating agencies.
5. Accompanying child support period figures have been weighted to adjust for agency non-participation.
6. Accompanying children figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

**Table 9.4: SAAP Client Collection: agency participation rates and records returned with informed consent and valid consent, by reporting period, Australia, 1996–97 to 2006–07**

	1996–97	1997–98	1998–99	1999–00	2000–01	2001–02	2002–03	2003–04	2004–05	2005–06	2006–07
Agencies <sup>(a)</sup> (number)	1,119	1,159	1,163	1,159	1,178	1,211	1,202	1,225	1,212	1,219	1,456
Agency participation rate (%)	95.4	94.6	95.0	93.2	94.1	94.5	94.0	92.7	92.6	92.9	87.2
Records returned (number)	148,873	156,589	155,005	146,793	158,131	166,535	164,707	174,915	160,002	166,747	192,591
Records returned with consent (%)	67.9	75.4	75.0	79.0	81.5	87.0	87.6	89.9	88.8	86.6	87.2
Records returned with valid consent <sup>(b)</sup> (%)	63.7	72.0	71.5	76.5	78.7	85.1	85.9	88.3	86.8	81.5	81.1

(a) 'Agencies' refers to the number of agencies that were 'in scope'—that is, that should have been participating in the reference period. Refer to Appendix 2, Section A2.4.

(b) 'Valid consent' here refers to records with a valid statistical linkage key (refer to Appendix 2, Section A2.4 and AIHW 2006a:Glossary). Note that in 2005–06 the statistical linkage key was changed and therefore data from that point on are therefore not comparable to previous years.

*Note:* Table based on records 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. Consequently, some agencies funded under SAAP (refer to Table 2.3) are not included in this table.

*Sources:* SAAP Administrative Data and Client Collections.

# Appendix 1 Innovation and Investment Fund Pilot Projects: additional tables

The Innovation and Investment (I & I) Fund was initiated by the Australian Government to ensure that SAAP V provides significant capacity to implement the kind of sector reform found necessary following the National Evaluation of SAAP IV (FaHCSIA 2006). It is a collaborative venture between the Australian Government and the state and territory governments and will operate over the 5 years of the SAAP V Agreement.

The fund focuses on pilot and research projects that help to identify the key characteristics of 'good practice' in relation to the SAAP strategic priority areas of: pre-crisis intervention, post-crisis transition and improved linkages to other support services, such as mental health and employment services. It will be rolled out in three key stages over the 5 years:

- Year 1 (2005–06) – A National Action Plan was developed to determine funding priorities and outcome objectives for the Innovation and Investment Fund.
- Years 2 and 3 (2006–07 and 2007–08) – A range of research and pilot projects will be established based on the priorities identified in the National Action Plan. These services will be fully evaluated.
- Years 4 and 5 (2008–09 and 2009–10) – Innovation and Investment Funds will be used to promote and replicate the successful service delivery models that were piloted in Years 2 and 3 across the whole SAAP sector.

This section presents unweighted data from participating agencies funded as Innovation and Investment Fund Pilot Projects in 2006–07. Pilot Projects are part of the broader Innovation and Investment Fund (see also Chapter 2) and participate in the SAAP National Data Collection in order to evaluate the effectiveness of each project and to allow comparison with SAAP as a whole. Note that data from the Pilot Project agencies are also included in the analysis contained in the main body of this report.

## A1.1 Tables

**Table A1.1: SAAP Innovation and Investment Fund Pilot Project agencies: number of and funding allocations to agencies, by state and territory and primary target group of agency, Australia, 2006–07**

	Number of agencies		Funding allocations <sup>(a)</sup>		
	Funded agencies (number) <sup>(b)</sup>	Agencies that supplied data (number) <sup>(c)</sup>	Australian state/territory government agreement (\$)	State/territory-only additional (\$)	Total allocations (\$) <sup>(d)</sup>
<b>State/territory</b>					
NSW	5	1	430,000	—	430,000
Vic	21	6	750,000	—	750,000
Qld	5	2	1,993,000	1,000	1,994,000
WA	18	13	694,000	6,000	700,000
SA	15	13	988,000	—	988,000
Tas	—	—	—	—	—
ACT	3	—	30,000	—	30,000
NT	—	—	—	—	—
<b>Total</b>	<b>67</b>	<b>35</b>	<b>4,885,000</b>	<b>7,000</b>	<b>4,891,000</b>
<b>Primary target group</b>					
Young people	29	10	1,094,000	—	1,094,000
Single men only	1	—	30,000	—	30,000
Single women only	—	—	—	—	—
Families	6	5	451,000	—	451,000
Women escaping domestic violence	17	13	892,000	6,000	897,000
Cross-target/multiple/general	14	7	2,418,000	1,000	2,419,000
<b>Total</b>	<b>67</b>	<b>35</b>	<b>4,885,000</b>	<b>7,000</b>	<b>4,891,000</b>
Funding allocations to agencies <sup>(a)</sup>	..	..	4,885,000	7,000	4,891,000
Other funding allocations	..	..	2,962,000	..	2,962,000
<b>Total</b>	<b>..</b>	<b>..</b>	<b>7,847,000</b>	<b>7,000</b>	<b>7,854,000</b>

(a) 'Funding allocation' by state/territory, region and primary target group and 'Funding allocation to agencies' excludes funds not allocated to agencies, e.g. funds allocated for administration, training, research and evaluation.

(b) Not all funded agencies are required to participate in the Client Collection. 'Funded agencies' refers to all funded Pilot Project agencies, not just those required to participate. This cannot, therefore, be used to determine a participation rate comparable to Table A2.1. As at 30 June 2007, 66 of the 67 Pilot Project agencies were considered in scope for the Client Collection (were categorised as participating).

(c) 'Agencies that supplied data' refers to agencies that returned records.

(d) 'Total allocations' includes additional state/territory-only funding allocated to I & I Pilot Project agencies in addition to the SAAP funding agreement between that state or territory and the Australian Government (refer to Chapter 2).

Note: At 30 June 2007, all I & I Pilot Project agencies were funded.

Source: SAAP Administrative Data Collection.

**Table A1.2: SAAP Innovation and Investment Fund Pilot Project support periods and clients, by state and territory, Australia, 2006–07 (number)**

	NSW	Vic	Qld	WA	SA	Tas <sup>(a)</sup>	ACT <sup>(b)</sup>	NT <sup>(a)</sup>	Australia
Support periods	100	<50	100	300	1,000	..	—	..	1,600
With accommodation	<50	<50	<50	100	200	..	—	..	300
Without accommodation	100	<50	100	200	800	..	—	..	1,300
Clients	100	<50	100	200	700	..	—	..	1,100

(a) Tasmania and the Northern Territory had no I & I Pilot Project agencies.

(b) The Australian Capital Territory had 3 I & I Pilot Project agencies, however, these agencies did not supply any data.

*Notes*

1. Number excluded due to errors and omissions (unweighted): 0.
2. A client may move between Pilot Project agencies and other SAAP agencies. The number of clients in this table refers to the first visit by that client at a Pilot Project agency.
3. For states and territories, the number of clients relates to the first visit at a Pilot Project agency in that state or territory. Since a client may have support periods in more than one state or territory, state and territory figures do not sum to the national figure.
4. Figures are unweighted.

Source: SAAP Client Collection.

**Table A1.3: SAAP Innovation and Investment Fund Pilot Project accompanying child support periods and accompanying children, by state and territory, Australia, 2006–07 (number)**

	NSW	Vic	Qld	WA	SA	Tas <sup>(a)</sup>	ACT <sup>(b)</sup>	NT <sup>(a)</sup>	Australia
Accompanying child support periods	100	<50	100	400	800	..	—	..	1,400
With accommodation <sup>(c)</sup>	<50	<50	<50	200	100	..	—	..	300
Without accommodation <sup>(c)</sup>	100	<50	100	200	700	..	—	..	1,100
Accompanying children	<50	<50	<50	200	600	..	—	..	900

(a) Tasmania and the Northern Territory had no I & I Pilot Project agencies.

(b) The Australian Capital Territory had 3 I & I Pilot Project agencies, however, these agencies did not supply any data.

(c) Dates of support and accommodation are not collected for accompanying children. For the purposes of calculating the number of accompanying child support periods with and without a period of accommodation, accompanying children are assumed to be accommodated if their parent or guardian was accommodated.

*Notes*

1. Number excluded due to errors and omissions (unweighted): 0.
2. A client with accompanying children may move between Pilot Project agencies and other SAAP agencies. The number of accompanying children in this table refers to the first visit by that accompanying child at a Pilot Project agency.
3. For states and territories, the number of accompanying children relates to the first visit at a Pilot Project agency in that state or territory. Since a client with accompanying children may have support periods in more than one state or territory, state and territory figures do not sum to the national figure.
4. Figures are unweighted.

Source: SAAP Client Collection.



**Table A1.4: SAAP Innovation and Investment Fund Pilot Project clients: age, by sex, Australia, 2006–07**

Age	Percentage of all clients		Percentage of sex group		Total	
	Male	Female	Male	Female	Per cent	Number
0–24 years	14.1	27.2	54.4	36.7	41.3	500
25–44 years	8.6	38.5	33.2	52.1	47.2	500
45–64 years	2.9	7.6	11.1	10.2	10.5	100
65 years and over	0.3	0.7	1.3	0.9	1.0	<50
<i>Total</i>	<i>26.0</i>	<i>74.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (number)</b>	<b>300</b>	<b>800</b>	<b>300</b>	<b>800</b>	<b>..</b>	<b>1,100</b>
<b>Mean age (years)</b>	<b>..</b>	<b>..</b>	<b>24.7</b>	<b>29.3</b>	<b>..</b>	<b>28.1</b>
<b>Median age (years)</b>	<b>..</b>	<b>..</b>	<b>22</b>	<b>29</b>	<b>..</b>	<b>28</b>

*Notes*

1. Number excluded due to errors and omissions (unweighted): 0.
2. A client may move between Pilot Project agencies and other SAAP agencies. The number of clients in this table refers to the first visit by that client at a Pilot Project agency.
3. Figures are unweighted.

*Source:* SAAP Client Collection.

**Table A1.5: SAAP Innovation and Investment Fund Pilot Project accompanying children: age, by sex, Australia, 2006–07**

Age	Percentage of all accompanying children		Percentage of sex group		Total	
	Male	Female	Male	Female	Per cent	Number
0–9 years	38.5	36.6	78.5	71.8	75.1	700
10–17 years	10.5	14.4	21.5	28.2	24.9	200
<i>Total</i>	<i>49.0</i>	<i>51.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (number)</b>	<b>400</b>	<b>500</b>	<b>400</b>	<b>500</b>	<b>..</b>	<b>900</b>
<b>Mean age (years)</b>	<b>..</b>	<b>..</b>	<b>5.4</b>	<b>6.3</b>	<b>..</b>	<b>5.8</b>
<b>Median age (years)</b>	<b>..</b>	<b>..</b>	<b>4</b>	<b>5</b>	<b>..</b>	<b>5</b>

*Notes*

1. Number excluded due to errors and omissions (unweighted): 0.
2. A client with accompanying children may move between Pilot Project agencies and other SAAP agencies. The number of accompanying children in this table refers to the first visit by that accompanying child at a Pilot Project agency.
3. Figures are unweighted.

*Source:* SAAP Client Collection.

**Table A1.6: SAAP Innovation and Investment Fund Pilot Project clients: cultural and linguistic diversity, by sex, Australia, 2006–07 (per cent)**

Cultural and linguistic diversity	Male	Female	Total	
			Per cent	Number
Aboriginal and Torres Strait Islander peoples	12.8	20.3	18.3	200
Other Australian-born people	79.9	70.6	73.1	800
People born overseas, English proficiency group 1	2.4	3.1	2.9	<50
People born overseas, English proficiency groups 2–4	4.8	6.0	5.7	100
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (row %)</b>	<b>26.6</b>	<b>73.4</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>300</b>	<b>800</b>	<b>..</b>	<b>1,100</b>

*Notes*

1. Number excluded due to errors and omissions (unweighted): 59.
2. A client may move between Pilot Project agencies and other SAAP agencies. The number of clients in this table refers to the first visit by that client at a Pilot Project agency.
3. For derivation of cultural and linguistic diversity, refer to Appendix 2, Section A2.4.
4. Figures are unweighted.

*Source:* SAAP Client Collection.

**Table A1.7: SAAP Innovation and Investment Fund Pilot Project accompanying children: cultural and linguistic diversity, Australia, 2006–07**

Cultural and linguistic diversity	Per cent	Number
Aboriginal and Torres Strait Islander children	28.3	200
Other Australian-born children	68.6	600
Children born overseas, English proficiency group 1	0.7	<50
Children born overseas, English proficiency groups 2–4	2.5	<50
<b>Total</b>	<b>100.0</b>	<b>900</b>

*Notes*

1. Number excluded due to errors and omissions (unweighted): 35.
2. A client with accompanying children may move between Pilot Project agencies and other SAAP agencies. The number of accompanying children in this table refers to the first visit by that accompanying child at a Pilot Project agency.
3. For derivation of cultural and linguistic diversity, refer to Appendix 2, Section A2.4.
4. Figures are unweighted.

*Source:* SAAP Client Collection.

# Appendix 2 The data

## A2.1 The National Data Collection

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

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

- The Client Collection is the main component. It collects information about clients receiving support under SAAP (refer to Glossary). Data are recorded by service providers during, or immediately following, contact with clients and are then forwarded to the NDCA after clients' support periods have ended or, for ongoing clients, at the end of the reporting period (30 June). Data collected include basic sociodemographic information and information on the services required by, and provided to, each client. Information about each client's situation before and after receiving SAAP services is also collected.

A full-scale trial of the Client Collection, involving all agencies across Australia, began in March 1996, and the collection proper began on 1 July 1996. The collection has continued, with some refinements to the data items introduced in July each year. In July 2005, a Core Data Set was introduced. The Core Data Set collects fewer data items than were previously collected, includes a new statistical linkage key and incorporates changes in some definitions, such as that of client, support period, accompanying child and accompanying child support period. For this reason, data from 2005–06 onwards is not strictly comparable with previous years.

- The Administrative Data Collection consists of general information about the agencies providing accommodation and support services to people who are homeless or in crisis. Details about these agencies are forwarded to the NDCA by the community service departments that administer SAAP in each state and territory. The information provided for the Administrative Data Collection includes the client target group of each agency and its principal activity, together with details of funding and staffing capacity where these are available.
- The Demand for Accommodation Collection is conducted annually over 2 separate weeks. It measures the level of unmet demand for SAAP services by collecting information about the number of requests for accommodation from SAAP agencies that are not met, for whatever reason.

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

This current report uses information collected in the Client and Administrative Data collections only. A further report examining demand for SAAP services, using data from the 2006–07 Demand for Accommodation Collection, will be released later.

## A2.2 The Client Collection

### Participation

The Client Collection obtains information about all SAAP clients (refer to Glossary). To ensure that the data collected accurately reflect the work done under the auspices of the program, it is important that there is a high level of participation in the collection among SAAP funded agencies. In general, the participation rate for the Client Collection has been very satisfactory. In 2006–07, the majority of jurisdictions had participation rates of 90% or more, with Tasmania achieving 100% participation. The exceptions to this were the Australian Capital Territory and Victoria, who had participation rates of 76% and 78%, respectively. This resulted in a decrease in the overall participation rate for Australia in 2006–07, to 87% (Table A2.1).

The reasons for the low participation rates in Victoria and the Australian Capital Territory involve the creation or restructuring of agencies in these jurisdictions. In 2006–07, Victoria created a relatively large number of new agencies and many of these new agencies did not supply data, while the Australian Capital Territory was affected by extensive agency restructuring. In the Australian Capital Territory, a number of agencies were consolidated and operated for only part of the year and/or did not return data. The principle for inclusion or exclusion of reporting agencies assumes that all agencies operate for a full 12 months. This assumption has a more significant impact on smaller jurisdictions. It affects the participation rate and weighting.

According to the primary target group of the agency, participation varied from 83% in agencies targeted at young people to 96% in agencies targeted at single women.

### Consent and valid consent

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 are complete. All data collections and surveys invariably have some missing data, but this does not necessarily undermine the validity or reliability of information obtained. However, high levels of non-response to particular questions mean that some caution should be exercised when interpreting the data because the results may not fully reflect the entire population of interest.

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

### Clients

Across Australia, consent and valid statistical linkage keys (also termed 'valid consent') were obtained from clients in 87% and 81% of records, respectively (Table A2.1). In all states and territories, valid consent for clients was obtained in the majority of cases, ranging from 78%

in Tasmania and New South Wales to 90% in the Northern Territory and Western Australia. The same was true according to primary target group, ranging from 78% for agencies primarily targeted at women and children escaping domestic violence to 90% for agencies that primarily targeted single men.

### **Accompanying children**

The protocols of the SAAP National Data Collection state that data should be collected in a climate of informed consent. However, consent in the case of accompanying children is more complicated than that for clients. Young children are not able to understand the purpose of the collection and cannot, therefore, give informed consent. In addition, the question concerning the age at which young people are able to give consent has no simple, universally accepted answer.

For the purposes of the SAAP National Data Collection, consent can be obtained from either the parent/guardian or the child depending on family circumstances and whether or not the child is judged able to comprehend what is being asked of her/him. In cases where there is a strong objection from the parent/guardian about the data collection, the wishes of the parent/guardian take precedence.

Note that consent is obtained at the support period level, not the accompanying child support period level, and that a client may choose to provide consent for their details to be recorded but not wish to record those of their accompanying child. This is highlighted by the large gap between the rates of consent and valid consent for accompanying children. Consent was obtained in 91% of accompanying child records (Table A2.2). Valid consent was obtained in 64%.

**Table A2.1: SAAP Client Collection: agency participation rates and records returned with informed consent and valid consent for clients, by state and territory and primary target group of agency, Australia, 2006–07**

	Agencies <sup>(a)</sup>		Records returned		
	Total	Participation rate	Total	Consent	Valid consent <sup>(b)</sup>
State/territory	Number	Per cent	Number	Per cent	Per cent
NSW	389	93.3	49,761	86.1	78.4
Vic	503	78.1	68,563	85.9	80.1
Qld	219	90.9	26,260	88.7	82.7
WA	133	90.2	15,104	93.8	89.6
SA	96	95.8	19,228	87.2	81.0
Tas	34	100.0	6,759	81.5	78.1
ACT	50	76.0	2,442	89.8	84.4
NT	32	93.8	4,474	95.6	90.3
<b>Total</b>	<b>1,456</b>	<b>87.2</b>	<b>192,591</b>	<b>87.2</b>	<b>81.1</b>
<b>Primary target group</b>					
Young people	529	83.4	36,596	86.7	80.6
Single men only	96	93.8	21,837	92.0	90.0
Single women only	46	95.7	5,911	87.2	82.6
Families	123	94.3	13,006	91.1	84.6
Women escaping domestic violence	361	89.8	44,646	87.0	78.0
Cross-target/multiple/general	301	84.4	70,595	85.4	79.7
<b>Total</b>	<b>1,456</b>	<b>87.2</b>	<b>192,591</b>	<b>87.2</b>	<b>81.1</b>

(a) 'Agencies' refers to the number of agencies that were 'in scope'—that is, that should have been participating in the reference period. Refer to Section A2.4.

(b) 'Valid consent' here refers to all records with a valid statistical linkage key (refer to Section A2.4).

Note: Table based on records 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. Consequently, some agencies funded under SAAP (refer to Table 2.3) are not included in this table.

Sources: SAAP Administrative Data and Client Collections.

**Table A2.2: SAAP Client Collection: records returned with informed consent and valid consent for accompanying children, by state and territory and primary target group of agency, Australia, 2006–07**

State/territory	Records returned		
	Total	Consent	Valid consent <sup>(a)</sup>
	Number	Per cent	Per cent
NSW	21,182	88.9	65.1
Vic	29,161	91.5	57.8
Qld	13,232	92.5	59.6
WA	8,748	94.4	68.1
SA	13,182	92.9	73.4
Tas	2,807	86.9	64.2
ACT	1,496	90.0	68.3
NT	2,449	95.0	66.6
<b>Total</b>	<b>92,257</b>	<b>91.4</b>	<b>63.5</b>
<b>Primary target group</b>			
Young people	5,458	90.6	59.3
Single men only	373	93.0	68.1
Single women only	2,910	97.6	68.8
Families	18,452	92.8	71.6
Women escaping domestic violence	46,643	90.5	62.6
Cross-target/multiple/general	18,421	91.8	58.3
<b>Total</b>	<b>92,257</b>	<b>91.4</b>	<b>63.5</b>

(a) 'Valid consent' here refers to all records with a valid statistical linkage key (refer to Section A2.4).

Sources: SAAP Administrative Data and Client Collections.

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

The 2006–07 Client Collection achieved an agency participation rate of 87% and valid consent rates of 81% for clients and 64% for accompanying children. This means that no records were obtained from clients presenting at the 13% of participating SAAP agencies that did not participate in the Client Collection. In addition, valid consent was not obtained for 19% of records for clients at participating SAAP agencies and 36% for accompanying children, so that either consent for personal information about these clients and accompanying children was not recorded or the data could not be used because a valid statistical linkage key was not provided. In order to provide accurate data about all clients presenting at SAAP agencies, the data collected in the Client Collection must be adjusted for agency non-participation and client non-consent, if necessary.

The simplest way of adjusting for non-participation and non-consent is to scale up estimates at the total level. This assumes that, on average, the demographic characteristics and circumstances of people are the same regardless of whether data about them were reported to the NDCA. There may, however, be some differences between the profiles of support periods with and without consent. Consequently, distributions based only on support periods with consent may differ from those that would have been obtained had consent been provided in all cases. The varying valid consent rates by state and territory and primary target group (refer to Table A2.1) suggest that there are differences between support periods with and without consent. The AIHW has therefore developed an adjustment scheme that allows for differences between support periods with consent and those without. The scheme also adjusts estimates to allow for agency non-participation (if this occurs), for clients who give valid consent for some support periods but not for others (referred to as ‘mixed consent’), and for clients who do not give consent in any of their periods of support. The scheme is outlined below.

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

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



- For support periods, two weights for adjusting estimates are derived:
  - a *non-participation weight*—a range of information is available for all support periods in participating agencies, and estimates using these data are adjusted only for agency non-participation
  - a *full non-participation non-consent weight*—for estimates using data that require consent, weights that adjust for both agency non-participation and client non-consent are used.

It is possible for these two weighting schemes to give slightly different estimates for the same item. Since estimates derived using the non-participation weights are based on a much larger sample of support periods than those using the full non-participation non-consent weights, the former (where available) are preferred because of their greater accuracy.
- For support period estimates, a non-participation weight is derived for each support period in participating agencies, and a full non-participation non-consent weight is derived for each support period with valid consent. Estimates of totals are then found by summing the relevant weights for each support period with the characteristics of interest.
- For accompanying child support periods, only a non-participation weight is used. The same base stratification is used for the accompanying child and client support period non-participation weights. Estimates of totals are then found by summing the weights for each accompanying child support period with the characteristics of interest.
- For clients, only one weight is derived since valid consent is required to derive these estimates. A client weight is derived for each client with at least one support period with valid consent. Estimates of totals are then found by summing the weights for each client with the characteristics of interest.
- For accompanying children, only one weight is derived since valid consent is required to derive these estimates. A child weight is derived for each accompanying child with at least one accompanying child support period with valid consent. Consent is not obtained separately for accompanying children and is the same as the consent recorded on the parent/guardian's form. Estimates of totals are then found by summing the weights for each accompanying child with the characteristics of interest.

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

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

## A2.3 Interpretation of tables

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

- The main unit used in the table (for example, percentages, numbers or dollars) is shown at the end of the table title. If no unit is given there, the units used are given in the body of the table.
- Numbers of support periods and clients are generally rounded to the nearest 100 in this report and to the nearest 50 in the state and territory supplementary tables.
- Figures have been weighted to adjust for agency non-participation and, where necessary, for client non-consent. The weight used is identified in the notes to the table.
- In tables by state and territory, the number of clients in each state and territory is calculated based on their first visit in that state or territory. Further, the support periods for a particular client may have been at agencies in more than one state or territory. Consequently, the number of clients by state and territory does not sum to the national figure. The same is true for accompanying children and accompanying child support periods.
- Records with missing data (due to either errors or omissions) are not included in the percentages or numbers in a table. Care should be taken when interpreting and using figures in a table if the numbers of errors and omissions are relatively high (as a rule of thumb, more than one-third the size of the number of records included in the table – see the ‘Total (number)’ row).
- Components may not add to totals because of rounding.
- In a number of tables, clients may have more than one response, so percentages will not total 100. A note to the table will indicate whether this is the case.
- A number of tables have Australian population data included. This is to allow comparisons between SAAP clients and the general population.

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

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

### A2.3.1 Examples

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

#### Example 1

The first example (Table A2.3) presents information on clients’ ethnicity and gender. The numbers in Table A2.3 can be interpreted as follows:

- There were 109,400(**f**) clients in 2006–07 who reported their sex and ethnicity. (Note that this figure excludes those with missing data on sex or ethnicity. The total client number (118,800) is obtained by adding in the 9,454(**l**) clients excluded due to errors and omissions [refer to Note 1] or by looking at tables with zero errors and omissions – for example, Table 3.1.)
- Thirty-eight per cent (**e**) of clients were male.
- Thirteen per cent (**a**) of male clients were Indigenous Australians.
- On average, clients had 1.7(**j**) support periods each.
- Indigenous clients averaged 1.7(**h**) support periods each.
- Male clients averaged 1.9(**i**) support periods each.
- Male clients who were Indigenous Australians averaged 1.7(**g**) support periods each.
- Male clients accounted for 42%(**k**) of all support periods.
- Indigenous Australians made up 2%(**d**) of all Australians aged 10 years and over. This is considerably lower than the 18%(**b**) observed among SAAP clients, suggesting that Indigenous Australians are much more likely than people of other backgrounds to use SAAP services.

**Table A2.3: Example 1 illustrating table interpretation**

**SAAP clients and support periods per client, by cultural and linguistic diversity and sex of client, Australia, 2006–07**

Cultural and linguistic diversity	Male	Female	Total		Australian population 10+ <sup>(a)</sup>	
	Per cent	Per cent	Per cent	Number	Per cent	Number
<b>Clients</b>						
Aboriginal and Torres Strait Islander peoples	(a)13.3	21.6	(b)18.4	(c)20,100	(d)2.2	388,200
Other Australian-born people	73.9	62.9	67.1	73,500	70.9	12,767,700
People born overseas, English proficiency group 1	4.7	3.4	3.9	4,200	10.4	1,880,000
People born overseas, English proficiency groups 2–4	8.2	12.1	10.6	11,600	16.5	2,975,200
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>	<i>100.0</i>	<i>..</i>
<b>Total (row %)</b>	<b>(e)38.4</b>	<b>61.6</b>	<b>100.0</b>	<b>..</b>	<b>..</b>	<b>..</b>
<b>Total (number)</b>	<b>42,000</b>	<b>67,400</b>	<b>..</b>	<b>(f)109,400</b>	<b>..</b>	<b>18,011,100</b>
<b>Support periods</b>						
	Mean number per client			Total number		
Aboriginal and Torres Strait Islander peoples	(g)1.66	1.72	(h)1.70	34,100	..	..
Other Australian-born people	1.95	1.63	1.77	130,000	..	..
People born overseas, English proficiency group 1	1.97	1.62	1.79	7,500	..	..
People born overseas, English proficiency groups 2–4	1.68	1.58	1.61	18,600	..	..
<i>Total</i>	<i>(i)1.89</i>	<i>1.64</i>	<i>(j)1.74</i>	<i>..</i>	<i>..</i>	<i>..</i>
<b>Total support periods (%)</b>	<b>(k)41.8</b>	<b>58.2</b>	<b>100.0</b>	<b>..</b>	<b>..</b>	<b>..</b>
<b>Total support periods (number)</b>	<b>79,600</b>	<b>110,800</b>	<b>..</b>	<b>190,300</b>	<b>..</b>	<b>..</b>

(a) 'Australian population 10+' refers to the estimated resident population aged 10 years and over at 30 June 2006. The figures for Aboriginal and Torres Strait Islander peoples are from experimental estimates based on preliminary figures from the 2006 Census produced by the ABS. The number of 'Other Australian-born people' is derived from the Australian-born population minus the number of Aboriginal and Torres Strait Islander peoples.

*Notes*

1. Number excluded due to errors and omissions (weighted): (l)9,454 clients; 17,392 support periods.
2. For derivation of cultural and linguistic diversity, refer to Appendix 2, Section A2.4.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client Collection; ABS 2007a, 2007b.

## 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 A2.4, 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 2006–07 in Australia. The first section of the table **(a)** singles out those closed support periods in which clients required assistance to obtain or maintain a government pension or benefit. This section shows the income status of this subset of clients before **(c)** and immediately after **(d)** support, thus indicating whether SAAP services assisted clients in obtaining the benefits or pensions they required.
- The second section of the table **(b)** deals with all closed support periods with a view to showing the income status of all clients before **(e)** and immediately after **(f)** support.
- A large number of closed support periods had 'client left without providing any information' **(m)**, 'don't know' **(n)** **(o)** or missing data **(p)** **(q)** for main source of income before and/or immediately after support.
- Among all closed support periods, 165,500 **(k)** had complete income data before support and 151,200 **(l)** had complete income data after support.
- There was a total of 178,100 **(s)** closed support periods; clients requested assistance to obtain or maintain a pension or benefit in 15,500 **(r)** of these.
- For all closed support periods, 9% **(i)** were for clients who had no income before a support period.
- In comparison, immediately after support, clients had no income in 6% **(j)** of all closed support periods.
- Of the closed support periods where clients requested assistance to obtain or maintain a pension or benefit, 23% **(g)** had no income before support. This can be compared with 9% **(i)** for all closed support periods.
- Of the closed support periods where clients requested assistance to obtain or maintain a pension or benefit, 9% **(h)** had no income immediately after support. This can be compared with 23% **(g)** before support and with 6% **(j)** of all closed support periods after support.

**Table A2.4: Example 2 illustrating table interpretation**

**SAAP closed support periods: main source of income immediately before and after a support period, Australia, 2006–07 (per cent)**

<b>Main source of income</b>	<b>(a) Closed support periods in which clients needed assistance to obtain/maintain a pension or benefit</b>		<b>(b) All closed support periods</b>	
	<b>(c) Before</b>	<b>(d) After</b>	<b>(e) Before</b>	<b>(f) After</b>
No income	<b>(g)</b> 22.8	<b>(h)</b> 9.4	<b>(i)</b> 8.8	<b>(j)</b> 6.2
Government payments	69.5	83.4	83.8	85.9
Other	7.6	7.2	7.4	7.9
<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>15,100</i>	<i>14,000</i>	<b>(k)</b> 165,500	<b>(l)</b> 151,200
Number with 'Client left without providing any information'	..	600	..	<b>(m)</b> 10,400
Number with 'Don't know'	200	500	<b>(n)</b> 11,000	<b>(o)</b> 14,200
Number with missing data	200	300	<b>(p)</b> 1,600	<b>(q)</b> 2,400
<b>Total (number)</b>	<b>(r)</b> 15,500	<b>15,500</b>	<b>(s)</b> 178,100	<b>178,100</b>

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

*Source:* SAAP Client Collection.

## A2.4 Counting rules and glossary

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

<b>Accommodated client</b>	A client is considered to be accommodated during a support period if the support type of SAAP/CAP accommodation was provided and/or a date of accommodation was provided.
<b>Accommodation period</b>	The period during which a <i>client</i> was in SAAP <i>supported accommodation</i> (also referred to as a period of accommodation). A client may have no accommodation periods or one or more accommodation periods within a <i>support period</i> . The dates on which each accommodation period began and ended during the support period are collected for clients but not for accompanying children. However, it can be reasonably assumed that an <i>accompanying child</i> will have the same accommodation period start and end dates as their parent(s) or guardian(s) in the majority of cases.
<b>Accompanying child</b>	A person aged under 18 years who: <ul style="list-style-type: none"><li>• has a parent or guardian who is a SAAP <i>client</i>; and</li><li>• accompanies that client to a SAAP <i>agency</i> any time during that client's <i>support period</i>; and/or</li><li>• receives assistance directly as a consequence of a parent or guardian's support period.</li></ul>
<b>Accompanying child requiring assistance</b>	An accompanying child is said to require assistance if any information concerning the need for or provision of services (including referrals) has been reported for the child (refer to question 23 of the client form, Appendix 3).
<b>Accompanying child support period</b>	Each <i>support period</i> in which the child either accompanies a parent or guardian to a SAAP <i>agency</i> or receives assistance as a result of a parent or guardian's support period.  Within an accompanying child support period the child may receive one-off assistance and/or support over a period of time. Since the child may not be supported for the entire duration of a parent's or guardian's support period, it is not possible to assess the exact length of support for an <i>accompanying child</i> . However, it can be reasonably assumed that an accompanying child will have the same support period start and end dates as their parent(s) or guardian(s) in the majority of cases.  The number of accompanying child support periods is calculated by summing the number of accompanying children reported for each support period.

<b>Age</b>	<p>The age of the client or accompanying child is calculated from their date of birth and is either their age at the beginning of the support period or their age on the first day of the reporting period (1 July), whichever is the later.</p> <p>Note that from 2003–04 to 2005–06, for clients with an age of less than 1 year, age was set to an error. From 2006–07 onwards, an age of 0 years is considered valid.</p>
<b>Agency</b>	<p>An organisation or establishment that receives a specified amount of SAAP funds to provide services.</p> <p>A SAAP agency is included for 2006–07 if information about funding allocations was provided for 2006–07 and the agency operated for some part of the period 1 July 2006 to 30 June 2007.</p> <p>The number and profile of agencies change each year as a result of the amalgamation or splitting of agencies, the opening of new agencies, or the reclassification of service delivery models or <i>target groups</i>. These changes are determined by state and territory government departments.</p> <p>See also <i>participating agency</i>.</p>
<b>Alpha code</b>	<p>A predetermined combination of letters from a <i>client's</i> or <i>accompanying child's</i> name, together with a letter designating their sex. See also <i>valid alpha code</i>.</p>
<b>At imminent risk of homelessness</b>	<p>Includes people who are at risk of losing their housing because of factors that do not pose a threat to their safety, for example, interpersonal conflicts that do not involve violence. A person who requires the support of a SAAP worker to maintain their current housing situation and live independently in the community may also be considered to be at risk of becoming homeless.</p>
<b>Client</b>	<p>A person who is <i>homeless</i> or <i>at imminent risk of homelessness</i> who:</p> <ul style="list-style-type: none"> <li>• is accommodated by a SAAP <i>agency</i>; or</li> <li>• enters into an <i>ongoing support relationship</i> with a SAAP agency; or</li> <li>• receives <i>support</i> or assistance from a SAAP agency which entails generally 1 hour or more of a worker's time, either with that client directly or on behalf of that client, on a given day.</li> </ul> <p>This includes people who are aged 18 years or older and people of any age not accompanied by a parent or guardian.</p> <p>Client records from operational SAAP agencies are included in the analyses presented in this report if:</p> <ul style="list-style-type: none"> <li>• the client's <i>support period</i> ended in the reporting period, or</li> </ul>



- 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.

**Closed accompanying child support periods**

An *accompanying child support period* associated with a *closed support period*.

**Closed support period**

A *support period* that had finished on or before the end of the reporting period – 30 June.

**Country of birth**

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

- Australia (including external territories)
- Oceania and Antarctica (excluding Australia)
- North-West Europe
- Southern and Eastern Europe
- North Africa and the Middle East
- South-East Asia
- North-East Asia
- Southern and Central Asia
- Americas
- Sub-Saharan Africa.

For more detail refer to ABS 1998 and subsequent revisions.

**Cultural and linguistic diversity**

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

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

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

who do not identify as Aboriginal and/or Torres Strait Islander Australians in the collection and who were born in English proficiency group 1 countries.

- People born overseas, English proficiency groups 2-4 – those who do not identify as Aboriginal and/or Torres Strait Islander Australians and who were born in English proficiency groups 2-4 countries.

### **English proficiency**

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

- English proficiency group 1 countries – Canada, Ireland, New Zealand, South Africa, the United Kingdom, the United States of America and Zimbabwe
- English proficiency groups 2-4 countries – all other countries (excluding Australia) that are not included in English proficiency group 1

### **Funding allocations**

Amounts of money specifically allocated during the reporting period by a state or territory department either:

- to a SAAP *agency* 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.

### **Homeless person**

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:

- damages, or is likely to damage, their health; or
- threatens their safety; or
- marginalises them through failing to provide access to:
  - 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.

A person is also considered homeless if he or she is living in

accommodation provided by a SAAP *agency* or some other form of emergency accommodation.

**House/dwelling**

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

- improvised dwelling/car/tent/squat
- street/park/in the open
- house/flat
- caravan
- boarding/rooming house
- hostel/hotel/motel
- hospital
- psychiatric institution
- prison/youth training centre
- other institutional setting.

**Income source**

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

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

**Length of accommodation**

Accommodation length is obtained by summing the individual accommodation lengths reported for a *support period*. An individual accommodation length is obtained by subtracting the accommodation start date from the accommodation finish date for those periods with valid dates. If a *client* starts and ends accommodation on the same date, the length of accommodation is recorded as zero.

A support period with accommodation may begin before the start of the financial year. For this report, length of accommodation is the total length of accommodation within a support period, not the length of accommodation within the financial year.

Note that, in 2006–07, new edits were applied to ensure that

	<p>accommodation periods are valid. This means that the calculation of length of accommodation is not strictly comparable to previous years.</p>
<b>Length of support</b>	<p>The length of support is calculated by subtracting the support period start date from the support period finish date.</p> <p>A support period may begin before the start of the financial year. For this report, length of support refers to the length of the entire support period, not the length of support within the financial year.</p> <p>Note that, in 2006–07, new edits were applied to ensure that support period start and end dates were valid. This means that the calculation of length of support is not strictly comparable to previous years.</p>
<b>Living situation</b>	<p>The SAAP Client Collection specifies 11 distinct categories for the living situation of clients and allows agencies to record other types of living situation not listed on the data form:</p> <ul style="list-style-type: none"> <li>• with both parents</li> <li>• with one parent and parent’s spouse/partner</li> <li>• with one parent</li> <li>• with foster family</li> <li>• with relatives/friends temporary</li> <li>• with relatives/friends long-term</li> <li>• with spouse/partner</li> <li>• with spouse/partner and child(ren)</li> <li>• alone with child(ren)</li> <li>• alone</li> <li>• with other unrelated persons</li> <li>• other.</li> </ul>
<b>Mean</b>	<p>For non-funding support period or client-level items, the mean value of an item is the weighted arithmetic average of the item using relevant records with valid values.</p> <p>For funding items, the mean is the total funding as reported, divided by the relevant number of units. For funding per support period or per client, weighted estimates of support periods or clients are used in this division.</p>
<b>Median</b>	<p>The median is the fiftieth percentile of a distribution. This is the value of an item such that half (using weights) of relevant records with valid values are below this value and half are above it.</p>
<b>Missing values</b>	<p>Records that are not available for analysis are shown in table notes. The number of such records for each table is calculated</p>

in the following order of precedence:

- records not available because of errors
- records not available because of omissions.

In tables involving subpopulations, it is impossible to determine whether a given record should be included or excluded if data are missing for the variable(s) defining the subpopulation in the analysis. Such records are generally not included in the missing count for these tables.

### **Monthly average**

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.

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.

### **Ongoing support period**

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

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

Ongoing support periods are generally not included in tables relating to duration of support or accommodation.

### **Ongoing support relationship**

An ongoing support relationship exists between a SAAP *agency* and a person if some assistance has been provided to that person, and it is expected that future contact will occur between the person and the agency for the purpose of providing additional assistance. Future contact can be assumed if:

- a definite appointment has been made with the person to work through particular problems/issues; or
- an agreement has been reached with the person to work through particular problems/issues even if a specific appointment has not been made; or
- the agency expects the *client* to return for more assistance within a month.

However, an invitation to return to the agency in the future if the need arises does not constitute an ongoing support relationship. Rather it should simply be seen as an offer to enter into a new *support period* or to provide assistance at some future time.

<b>Participating agency/ participation rate</b>	<p>The participation status of an agency is determined by their status in the Administrative Data Collection as well as by their participation in the National Data Collection during the reference period.</p> <p>The Administrative Data Collection contains information on all funded SAAP agencies. These agencies fall into one of two categories – non-participating agencies and participating agencies. Non-participating agencies are funded through SAAP but are not required to participate in the National Data Collection. They are excluded from the calculation of the participation rate but are included in tables relating to agency funding.</p> <p>Participating agencies are those that are required to return data for the reference period. With some exceptions, these form the basis for the calculation of the participation rate. Participating agencies are not considered ‘in scope’ for the reference period if they were not able to participate in the collection for that year. For example, the Administrative Data Collection indicated that they were closed for the entire reference period and they did not return any data.</p>
<b>Percentages</b>	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.
<b>Per 10,000 population</b>	Calculated by dividing the SAAP population in the designated group by the estimated resident Australian population in that group and multiplying by 10,000. To estimate a ‘1 in...’ number, divide the presented ‘per 10,000’ number by 10,000 or alternatively divide the presented Australian population by the presented SAAP population.
<b>Period of accommodation</b>	See <i>accommodation period</i> .
<b>Primary target group</b>	<p>Refers to the primary target group of the <i>agency</i>, that is, the primary characteristics of persons to whom a SAAP service is targeted. There are six classifications used by the SAAP National Data Collection. These are:</p> <ul style="list-style-type: none"> <li>• young people</li> <li>• single men only</li> <li>• single women only</li> <li>• families</li> <li>• women and children escaping domestic violence</li> <li>• cross-target/ multiple/general.</li> </ul>
<b>Referral</b>	For the purposes of the National Data Collection, a referral involves a formal process – not simply the provision of information. A (formal) referral occurs when a SAAP <i>agency</i>

contacts another organisation and that organisation accepts the person concerned for an appointment or interview. A referral has not been provided if the person is not accepted for an appointment or interview.

## Region

Region in this national report is based on the Australian Standard Geographical Classification (ASGC) Remoteness Structure (ABS 2007d). The delimitation criteria for remote areas (RAs) are based on the Accessibility/Remoteness Index of Australia (ARIA) developed by the then Commonwealth Department of Health and Aged Care (DHAC) and the National Key Centre For Social Applications of GIS (GISCA). ARIA classifies areas based on the accessibility of services and remoteness in terms of population size and how far a person must travel in order to access services.

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

1. Major Cities of Australia
2. Inner Regional Australia
3. Outer Regional Australia
4. Remote Australia
5. Very Remote Australia.

For more detail refer to ABS 2007d.

For this report, a concordance produced by the ABS and based on the 2006 Census has been used. This concordance is used to convert Postal Area (postcode) data to the 5 category ASGC Remoteness codes. The variable called postal area was derived directly from the Collection District (CD) on the 2006 Census form, rather than using the respondent's written in postcode. A Postal Area (POA) is created by allocating whole CDs to Australia Post postcode areas. Allocations have been determined using the best available information on postcode boundaries.

The ABS POA/ASGC Remoteness classification excludes some Australia Post postcodes, such as post office boxes, mail back competitions, large volume receivers and specialist delivery postcodes. These postcodes have not been represented in the POA Classification because they are only valid for postal addresses and are not a valid location for population data. However, the AIHW concordance has been supplemented with these postcodes to enable users to allocate all postcode-based administrative data to ASGC Remoteness.

The concordance between Postal Area and Remoteness is not a one-to-one concordance. Therefore percentages are included in the concordance to quantify the proportion of the

population residing in a postcode which lives in each specified Remoteness category.

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

**Statistical linkage key (SLK)**

A statistical linkage key (SLK) is a derived variable that allows demographic data about the same *client* to be combined across *support periods* without the name of the client being recorded.

See also *valid SLK*.

**Support/service**

Assistance, other than *supported accommodation*, provided to a *client* or *accompanying child* as part of a *support period*.

See also *type of support/service*.

**Support period**

Commences when a *client* begins to receive *support* and/or *supported accommodation* from a SAAP agency. The support period is considered to finish when:

- the client ends the relationship with the agency; or
- the agency ends the relationship with the client.

If it is not clear whether the agency or the client has ended the relationship, the support period is assumed to have ended if no assistance has been provided to the client for a period of 1 month. In such a case, the date the support period ended is the last contact with the client.

**Support period with accommodation**

A *support period* in which a support type of SAAP/CAP accommodation was provided and/or a date of SAAP/CAP accommodation was provided.

**Supported accommodation**

Accommodation owned, managed or arranged and paid for by a SAAP agency. The accommodation may be provided at the agency or may be purchased using SAAP funds – at a motel, for example.

**Target group**

See *primary target group*.

**Tenure**

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

**Type of support/service**

The Client Collection specifies 34 distinct types of services (or support) for *clients* and 17 distinct types of services (or support) for *accompanying children* and allows agencies to record other types not listed on the data form.

For clients, this report presents individual service or support



types and includes a subtotal for six distinct groupings. The major classifications for clients are:

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

For accompanying children, this report presents individual service or support types and includes a subtotal for six distinct groupings. The major classifications for accompanying children are:

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

- basic support and services not elsewhere specified (n.e.s.) – meals; showers or hygiene; recreation; transport; and other support.

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

For further information, refer to Appendix 3 for the form and to the collectors manual (AIHW 2005b) for the definitions.

**Unmet need**

An unmet need occurs when a SAAP *agency* worker assesses that a *client* needs a support service during their *support period*, and that service is not provided or referred.

**Valid alpha code**

This is an *alpha code* that is given with informed consent, and contains only letters from the alphabet or the numeral '2' (to indicate a short name) and ends in either M or F to indicate the sex.

**Valid consent**

Refers to a *valid statistical linkage key*.

**Valid date of birth**

For the purposes of the National Data Collection, a valid date of birth is one which is provided with informed consent and has:

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

**Valid statistical linkage key (SLK)**

For the purposes of the National Data Collection, a valid SLK comprises a *valid alpha code* and *valid date of birth* that were supplied for a *support period* where the client gave informed consent.

Note that in 2006–07 the edits and rules surrounding the determination of a valid SLK were tightened. This was done to further strengthen the reliability of the linkage key.

# Appendix 3 SAAP NDCA Client Collection form



## CLIENT FORM

JULY 2006 – JUNE 2007

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

AGENCY ID

--	--	--	--	--	--

SUPPORT PERIOD

	D	D	M	M	Y	Y	Y	Y
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"/>
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"/>

SUPPORT PERIOD ONGOING AT 30 JUNE 2007 Yes  1

CONSENT OBTAINED Yes  1 No  2

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

\* ALPHA CODE

Letters of first name

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

Letters of last name

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

M/F for male or female

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

\* DATE OF BIRTH OF CLIENT

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

### 1 Sex of client

female  1  
male  2

### 2 Person(s) receiving assistance

*please tick one box only*

**WITH** child(ren)

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

**WITHOUT** child(ren)

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

**OTHER**

please specify \_\_\_\_\_  999

### 3 Source of referral/information

*please tick one box only*

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

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

**COMPLETED FORMS WILL BE KEPT STRICTLY CONFIDENTIAL**

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

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

Australia  1  
 other (please specify) \_\_\_\_\_

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

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

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

*please tick as many circles as apply*

**Interpersonal relationships**

time out from family/other situation  2  
 relationship/family breakdown  3  
 interpersonal conflict  4  
 sexual abuse  7  
 domestic/family violence  6  
 physical/emotional abuse  5

**Financial**

gambling  20  
 budgeting problems  23  
 rent too high  24  
 other financial difficulty  21

**Accommodation**

overcrowding issues  27  
 eviction/asked to leave  25  
 emergency accommodation ended  11  
 previous accommodation ended  26

**Health**

mental health issues  28  
 problematic drug/alcohol/substance use  10  
 psychiatric illness  13  
 other health issues  29

**Other reasons**

gay/lesbian/transgender issues  30  
 recently left institution  12  
 recent arrival to area with no means of support  14  
 itinerant  15  
 other (please specify) \_\_\_\_\_  999  
 don't know/no information  0

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

*please write only ONE code number from Question 6*

eg

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

*please tick one box only in each column*

**Before** **After**

**No income**

no income  1   
 registered/awaiting benefit  2

**Government payments**

newstart  4   
 youth allowance  33   
 community development employment project (CDEP)  8   
 ABSTUDY  31   
 Austudy payment for students aged 25 years and over  28   
 disability support pension  12   
 age pension  13   
 parenting payment  34   
 DVA payment (pension or support)  35   
 other type of allowance or benefit  36

**Other income**

workcover/compensation  19   
 maintenance/child support  20   
 wages/salary/own business  21   
 spouse/partner's income  22   
 other (please specify) \_\_\_\_\_  999   
 client left without providing any information 98   
 don't know  99

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

*please tick one box only in each column*

**Before** **After**

employed full time (35 hours per week or more)  1   
 employed part time (less than 35 hours per week)  2   
 unemployed (looking for work)  4   
 not in labour force (see manual)  5   
 client left without providing any information 98   
 don't know  99

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

*please tick one box only in each column*

**Before** **After**

not a student  1   
 primary/secondary school student  2   
 post-secondary student/employment training  3   
 client left without providing any information 98   
 don't know  99

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

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

**Improvised dwelling/sleeping rough**

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

**House/dwelling**

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

**Institutional setting**

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

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

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

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

**SAAP/CAP funded accommodation**

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

**No tenure**

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

**Tenure**

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

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

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

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

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

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

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

*please tick one box only*

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

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

*please tick one box only*

- not at all  1  
 some  2  
 most  3  
 all  4

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## 17 Support to client

*please tick as many circles as apply*

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

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

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

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

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

crisis/short term  7 Start 

D	D	M	M	Y	Y	Y	Y

medium/long term  8 Finish 

--	--	--	--	--	--	--	--

other SAAP  9

**7 Type of accommodation** **Date of accommodation**  
*please tick one box only* *please complete all boxes*

crisis/short term  7 Start 

D	D	M	M	Y	Y	Y	Y

medium/long term  8 Finish 

--	--	--	--	--	--	--	--

other SAAP  9

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

crisis/short term  7 Start 

D	D	M	M	Y	Y	Y	Y

medium/long term  8 Finish 

--	--	--	--	--	--	--	--

other SAAP  9

**8 Type of accommodation** **Date of accommodation**  
*please tick one box only* *please complete all boxes*

crisis/short term  7 Start 

D	D	M	M	Y	Y	Y	Y

medium/long term  8 Finish 

--	--	--	--	--	--	--	--

other SAAP  9

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

crisis/short term  7 Start 

D	D	M	M	Y	Y	Y	Y

medium/long term  8 Finish 

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other SAAP  9

**9 Type of accommodation** **Date of accommodation**  
*please tick one box only* *please complete all boxes*

crisis/short term  7 Start 

D	D	M	M	Y	Y	Y	Y

medium/long term  8 Finish 

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other SAAP  9

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

crisis/short term  7 Start 

D	D	M	M	Y	Y	Y	Y

medium/long term  8 Finish 

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other SAAP  9

**10 Type of accommodation** **Date of accommodation**  
*please tick one box only* *please complete all boxes*

crisis/short term  7 Start 

D	D	M	M	Y	Y	Y	Y

medium/long term  8 Finish 

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other SAAP  9

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

crisis/short term  7 Start 

D	D	M	M	Y	Y	Y	Y

medium/long term  8 Finish 

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other SAAP  9

**11 Type of accommodation** **Date of accommodation**  
*please tick one box only* *please complete all boxes*

crisis/short term  7 Start 

D	D	M	M	Y	Y	Y	Y

medium/long term  8 Finish 

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other SAAP  9

**6 Type of accommodation** **Date of accommodation**  
*please tick one box only* *please complete all boxes*

crisis/short term  7 Start 

D	D	M	M	Y	Y	Y	Y

medium/long term  8 Finish 

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other SAAP  9

**12 Type of accommodation** **Date of accommodation**  
*please tick one box only* *please complete all boxes*

crisis/short term  7 Start 

D	D	M	M	Y	Y	Y	Y

medium/long term  8 Finish 

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other SAAP  9

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

<p><b>* 19 ALPHA CODE FOR ACCOMPANYING CHILD(REN)</b></p> <ul style="list-style-type: none"> <li>• For short names fill in with 2's.</li> <li>• For missing names fill in with 9's.</li> </ul> <p><b>* DATE OF BIRTH OF CHILD(REN)</b></p> <ul style="list-style-type: none"> <li>• Complete date as best you can.</li> <li>• If day unknown, tick box "day unknown".</li> <li>• If month unknown, tick box "month unknown".</li> <li>• If year unknown, provide best estimate and tick box "estimated year".</li> </ul>	<p>Letters of first name</p> <table border="1"> <tr> <td>1st</td><td>2nd</td><td>3rd</td><td>4th</td><td>5th</td><td>6th</td><td></td> </tr> </table> <p>Letters of last name</p> <table border="1"> <tr> <td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> </table> <p>M/F for male or female</p> <p><input type="checkbox"/> M <input type="checkbox"/> F</p> <p>D D M M Y Y Y Y</p> <table border="1"> <tr> <td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> </table> <p>day unknown month unknown estimated year</p>	1st	2nd	3rd	4th	5th	6th																	<p>Letters of first name</p> <table border="1"> <tr> <td>1st</td><td>2nd</td><td>3rd</td><td>4th</td><td>5th</td><td>6th</td><td></td> </tr> </table> <p>Letters of last name</p> <table border="1"> <tr> <td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> </table> <p>M/F for male or female</p> <p><input type="checkbox"/> M <input type="checkbox"/> F</p> <p>D D M M Y Y Y Y</p> <table border="1"> <tr> <td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> </table> <p>day unknown month unknown estimated year</p>	1st	2nd	3rd	4th	5th	6th																																																																																																																																				
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<p><b>* 22 Is the child of Aboriginal or Torres Strait Islander origin?</b></p>	<p>no <input type="checkbox"/> 1 yes, Aboriginal <input type="checkbox"/> 2 yes, Torres Strait Islander <input type="checkbox"/> 3 yes, both <input type="checkbox"/> 4</p>	<p>no <input type="checkbox"/> 1 yes, Aboriginal <input type="checkbox"/> 2 yes, Torres Strait Islander <input type="checkbox"/> 3 yes, both <input type="checkbox"/> 4</p>																																																																																																																																																																
<p><b>23 Support to child(ren)</b> no assistance <input type="checkbox"/> 1</p> <p><b>Indicate above if no assistance was given or tick as many circles below as apply</b></p> <p><b>Accommodation</b> SAAP/CAP accommodation (including THMs and other SAAP managed properties)</p> <p><b>School liaison/child care</b> school liaison child care</p> <p><b>Personal support</b> help with behavioural problems sexual/physical abuse support skills education structured play/skill development</p> <p><b>General support/advocacy</b> access arrangements advice/information advocacy</p> <p><b>Specialist services</b> specialist counselling culturally specific services health/medical services</p> <p><b>Basic support</b> meals showers/hygiene recreation transport</p> <p>other (please specify) _____</p> <p>other (please specify) _____</p>	<table border="1"> <thead> <tr> <th>Needs identified by worker</th> <th>Provided</th> <th>Referral arranged</th> <th></th> </tr> </thead> <tbody> <tr><td><input 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**Note:** If the client had more than 5 accompanying children in a support period, you should photocopy a blank copy of this page, complete details, and staple it to this page.

<p>Letters of first name <table border="1" style="display: inline-table; border-collapse: collapse;"><tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr><tr><td style="font-size: 8px;">1st</td><td style="font-size: 8px;">2nd</td><td style="font-size: 8px;">3rd</td><td style="font-size: 8px;">4th</td><td style="font-size: 8px;">5th</td><td style="font-size: 8px;">6th</td></tr></table> <input style="width: 20px; height: 20px;" type="checkbox"/></p> <p>Letters of last name <table border="1" style="display: inline-table; border-collapse: collapse;"><tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; 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**COMPLETED FORMS WILL BE KEPT STRICTLY CONFIDENTIAL**

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

### RETURNING FORMS TO THE NDCA

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

### 30 JUNE 2006 AND 31 DECEMBER 2006

- In the first week of July 2006 and in the first week of January 2007, you should notify the NDCA of clients who are still being supported as at 30 June 2006 and 31 December 2006.
- For clients who are ongoing at 30 June 2006, transfer the information from the old 2005–2006 form to the new 2006–2007 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 2006. It is important to send in a December Form Return Sheet even if you did not have any client forms to remit or you had no ongoing clients.

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

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