

SAAP NDCA REPORT SERIES 11

Homeless people in SAAP

**SAAP National Data Collection
annual report
2005–06**

Australia

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Australian Institute of Health and Welfare
Canberra

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Preface

This is the Series 11 (2005–06) 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*.

The fact that 93% of agencies in Australia provided data in 2005–06 is testimony to their collective commitment to, and confidence in, the collection. A 93% participation rate was also recorded in 2004–05. The proportion of SAAP clients who consented to the provision of their personal data to the National Data Collection Agency decreased slightly from 89% in 2004–05 to 87% in 2005–06.

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

Under the Coordination and Development Committee's direction, a SAAP National Research Program has been established to undertake and fund studies on homeless people, often using data from the National Data Collection. Each year, the National Data Collection Agency receives many requests for data used for research purposes.

Penny Allbon

Australian Institute of
Health and Welfare

SAAP Coordination and
Development Committee

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

Abbreviations and symbols

Abbreviations

ABS	Australian Bureau of Statistics
AIHW	Australian Institute of Health and Welfare
CAP	Crisis Accommodation Program
DV	Domestic violence
FaCSIA	Department of Families, Community Services and Indigenous Affairs
NDC	National Data Collection
NDCA	National Data Collection Agency
SAAP	Supported Accommodation Assistance Program
SMART	SAAP Management and Reporting Tool

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 2005–06. This national report is accompanied by state and territory supplements.

It is important to note that a Core Data Set was introduced in 2005–06, including refined definitions and a new statistical linkage key. The changes constitute a break in the series and therefore comparisons between this and previous years are not strictly possible (see Chapter 9 and Appendix 2 for more details).

Funding

In 2005–06, the total recurrent allocation to SAAP was \$348.8m. In real terms, this was 20% more than the total funding provided in 1996–97.

Recurrent funding directly to the 1,300 SAAP agencies was \$333.4m. In real terms, this was 26% more than the funding provided to agencies in 1996–97.

How many people were supported?

It is estimated that 1 in every 126 Australians, or 161,200 people, received substantial SAAP support at some time during 2005–06. Of this, 106,500 were clients and 54,700 were accompanying children. The majority of clients and accompanying children had only one period of support during the year. In general, repeat use was 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 (176 per 10,000). Accompanying children aged 0–4 years also reported a high rate of use (175 per 10,000).

Most clients and accompanying children were born in Australia and did not identify as being Aboriginal or Torres Strait Islander. Aboriginal and Torres Strait Islanders were, however, overrepresented when compared with the general Australian population.

How long were clients supported for?

The median length of support was 6 days. The median length of accommodation was 10 days. The majority of support periods did not include a period of accommodation.

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 was basic support services, such as meals and shower facilities. The least likely broad group of services to be provided were specialist services, such as specialist counselling services and health or medical 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 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 plans 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 2005–06. This national report is accompanied by state and territory supplements.

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) 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: families, single men, single women, young people, and women and children escaping domestic violence.

The SAAP National Data Collection

The main source of data on the provision of services through SAAP is the SAAP National Data Collection, which consists of a number of distinct components, each of which can be thought of as a separate collection. Currently, three components exist: the Client Collection, the Administrative Data Collection and the Demand for Accommodation Collection. Appendix 1 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 assistance by homeless people 2005–06*, includes coverage of the unmet needs of clients and the unmet demand for accommodation by potential clients gathered from the Demand for Accommodation Collection.

New Core Data Set

In 2005–06, a Core Data Set was introduced. Changes to the collection included refined definitions and a new statistical linkage key. The changes constitute a break in the series and therefore comparisons between this and previous years are not strictly possible (see Chapter 9 and Appendix 2 for more details).

Overview of the report

Accurate interpretation of the analyses presented here requires an understanding of the particular concepts and terms used in the National Data Collection. A glossary of terms is therefore included at the beginning of this report. In addition, readers are encouraged to consult Appendix 1 and the National Data Collection Agency (NDCA) collectors manual (AIHW 2005b).

The analyses in this report are divided into eight main areas, with detailed tables following the discussion in each chapter. A summary of each chapter is provided below.

Funding (Chapters 2 and 9)

Funding for the 1,300 SAAP agencies operating across Australia during 2005–06 was provided jointly by the Australian Government and the state and territory governments. For the 2005–06 financial year, the total recurrent allocation under SAAP was \$348.8m. In real terms, this was 20% more than the total funding provided in 1996–97. Included in this amount are recurrent allocations of \$24.9m provided by three jurisdictions in addition to the funding agreements between the Australian Government and each state and territory government.

Recurrent funding directly to agencies was \$333.4m. In real terms, this was 26% more than the funding provided in 1996–97.

Level of support (Chapters 3 and 9)

When clients and the children accompanying them are considered together, it is estimated that 1 in every 126 Australians received substantial SAAP support at some time during 2005–06. More specifically, SAAP agencies supported an estimated 161,200 people. Of these, 106,500 were adults or unaccompanied children (clients) and 54,700 were accompanying children.

Clients were provided with 180,000 occasions of support during 2005–06. The average number of support periods per client was 1.7. The majority of support periods did not include a period of accommodation.

There were 81,700 accompanying child support periods in 2005–06, with accompanying children averaging 1.4 support periods each. The majority of accompanying child support periods did not include a period of accommodation.

Age, sex, and cultural and linguistic diversity (Chapter 4)

There were more female clients (60%) than male clients (40%). The average age of female clients was 31 years and the average for male clients was 33 years. How often clients accessed SAAP services throughout the year varied according to the age and sex of the client, with repeat use in general higher for older male clients. Who was more likely to access SAAP services also varied according to age and sex, with young people, especially females, generally more likely to become a SAAP client.

There was little difference reported in the sex of accompanying children, 51% were girls and 49% were boys. The average age of accompanying children was 6 years.

Most SAAP clients and accompanying children were born in Australia and did not identify as Aboriginal or Torres Strait Islander.

Client groups and reasons for seeking assistance (Chapter 5)

Nationally, over one-quarter (27%) of support periods were provided to males aged 25 years and over presenting alone (or with an unrelated person) at SAAP agencies, and 22% were provided to female clients with children. Females aged 25 years and over presenting alone (or with an unrelated person) accounted for 18%, and unaccompanied females under 25 years accounted for 13% of support periods. This was followed by unaccompanied males aged under 25 years (11% of support periods), couples with children (4%) and couples without children (3%). Males with children accounted for 1% of all support periods.

In at least 23% of their support periods, SAAP clients presented with accompanying children. In the majority (86%) of these, children accompanied a female client, in 10% they accompanied a couple and in 5% a male client. Other family groups with children accounted for less than 1%.

Nationally, 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 (10%).

Length of support and accommodation (Chapter 6)

Of the 180,000 support periods in 2005–06, approximately 158,600 finished on or before 30 June 2006. Nationally, 52% of all closed support periods lasted for 1 week or less, and 26% lasted for less than 1 day, 17% lasted from 1 week to 1 month, 18% lasted from 1 month to 3 months, 7% lasted from 3 months to 6 months and 6% lasted for longer than 6 months.

The median length of support Australia-wide was 6 days. The mean length of support Australia-wide was 48 days.

Support provided to clients and accompanying children (Chapter 6)

The services commonly provided to clients varied markedly according to the person or group being assisted, because of their varying needs. However, the three broad types of support services most often provided to clients during 2005–06 were general support or advocacy (in 75% of support periods), housing or accommodation services (60%), and personal support services (52%). Specialist services were the least likely to be provided (23%).

The services commonly provided to accompanying children varied according to who they accompanied. However, overall, SAAP or CAP accommodation was the most commonly provided type of service (in 65% of accompanying child support periods) followed by basic support services (61%). Specialist services were the least often provided broad group of services (17%).

Meeting the needs of clients and accompanying children (Chapter 7)

After a client has finished receiving support, it is possible to review which needs were or were not met during that support period. To do this, the services the client required are examined according to whether they were unmet, referred only or provided by the end of the client's support.

Overall, SAAP agencies were able to directly meet the needs of clients in the majority of cases (in 88% of required services). In addition to this, agencies were able to refer clients to other organisations in a further 7% of cases.

Direct provision of basic support services, such as meals and laundry or shower facilities, and general support and advocacy was particularly high for clients (97% and 95%, respectively, of these service types were provided when required). Requirements for housing or accommodation services were met directly in 81% of cases. Agencies were least successful in meeting the requirement for specialist services (65%). However, generally, as direct provision of a required service fell, referrals increased, so that clients received far more referrals for specialist services than other types of services.

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

Basic support services were the group of services most often provided directly to accompanying children (in 98% of required services), followed by general support and advocacy (94%), and accommodation (90%). Specialist services were the least likely to be provided directly by agencies when required (70%). 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 for accompanying children when they could not be provided directly were specialist services – such services were referred in 24% of requirements for this service type.

Circumstances of clients before and after support (Chapter 8)

Across all closed support periods, clients' main source of income did not vary much from before to after support. However, when clients specifically required assistance to obtain or maintain a government pension or benefit, there was a marked improvement. For example, the proportion of closed support periods in which clients had no income fell from 22% before support to 9% after support and the proportion receiving a government payment increased from 71% to 84%. This provides a measure of the success of SAAP in assisting clients to obtain or maintain the benefits they required.

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. Among those clients who 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 20% of closed support periods, more than double the figure of 8% before support.

Generally positive housing outcomes were reported for clients following support for all clients and those who required assistance to obtain or maintain independent housing. The most common type of house or dwelling occupied both before and after support was a house or flat and the majority of clients 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.

In general, the longer a client was supported, the more likely they were to have a positive outcome in terms of income, employment and accommodation after exiting SAAP support.

Support from 1996–97 to 2005–06 (Chapter 9)

Chapter 9 outlines the number of support periods, clients, accompanying children and accompanying child support periods as well as the participation and valid consent rates over the 10 years of the National Data Collection. However, it is important to note when examining trends over the 10 years of the collection that refined definitions and a new statistical linkage key were introduced in 2005–06. This has effectively meant a break in the series and data for 2005–06 are not strictly comparable to previous years.

Appendixes

This report contains three appendixes. Appendix 1 contains important information about estimation methods, measurement of concepts, examples for table interpretation, and counting rules used in the analyses in this report. Appendix 2 presents a summary of the changes to the Client Collection in 2005–06. Appendix 3 contains a copy of the client form used to collect data in 2005–06.

2 Funding

In 2005–06 funding for the SAAP agencies operating across Australia was provided jointly by the Australian Government (through the Department of Families, Community Services and Indigenous Affairs) and the state and territory governments. This chapter analyses information about the resources allocated to the 1,300 SAAP agencies funded during 2005–06 (Table 2.3). Not all of these agencies were operating throughout the year: at 30 June 2006, 1,296 were operating. Note that not all funded agencies are required to participate in the Collection (see Table A1.1).

Total funding

Data provided by Australian Government and state and territory government departments responsible for administering SAAP show that the agreed recurrent allocation for SAAP nationally was \$323.9m in 2005–06 (Table 2.1). On top of this, three jurisdictions reported recurrent allocations in addition to the amounts determined in the agreements between those jurisdictions and the Australian Government. An additional \$24.9m was provided by Victoria (80%), the Australian Capital Territory (16%) and Western Australia (4%). When this is taken into account, the total recurrent SAAP allocation nationally was \$348.8m. Of the total recurrent allocation, \$333.4m was allocated to SAAP agencies (Table 2.3), with the remaining \$15.4m allocated for purposes such as administration, training, data collection, research and evaluation.¹

Table 2.2 shows the distribution of all recurrent SAAP funds by state and territory, and compares this with the distribution of the Australian population and of support periods 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 (see Table A1.1).

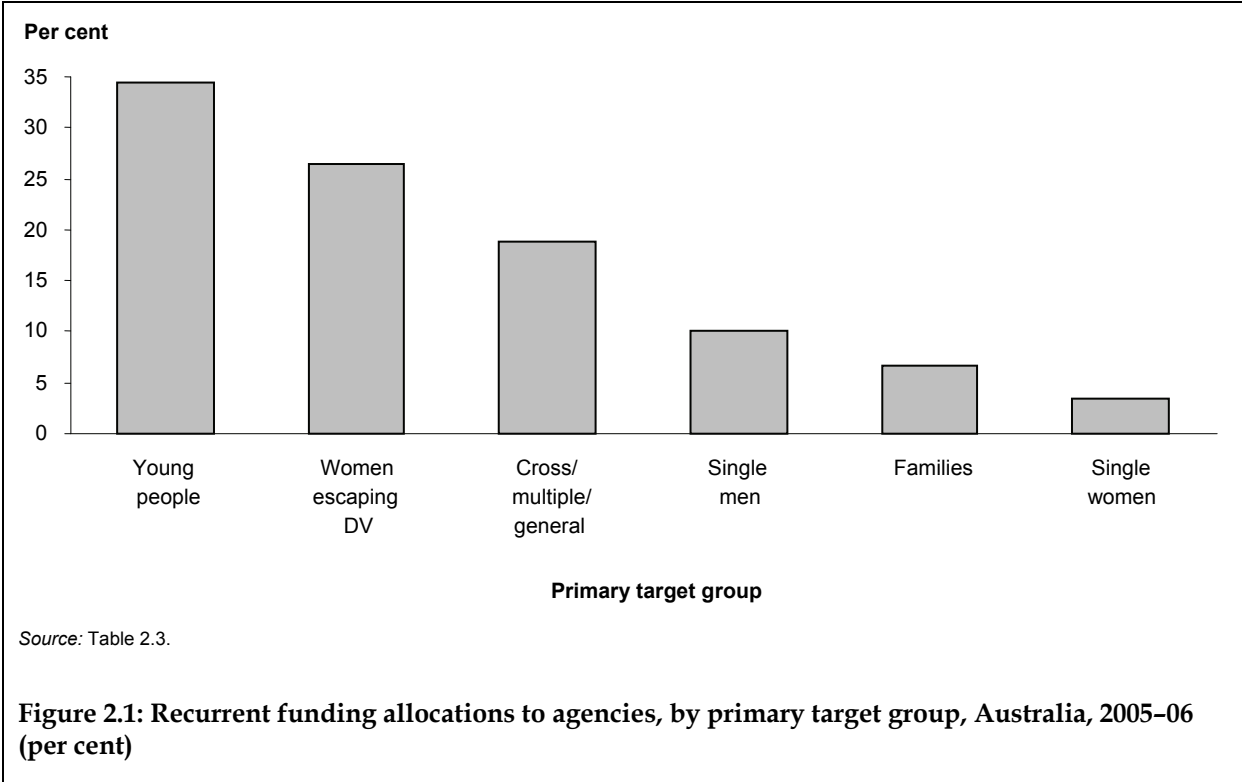
When analysing variations in the distribution of support and funding, it is important to recognise that the level of assistance provided can vary considerably with each support period. Differences between the distributions of support and funding may also reflect different approaches to service provision, 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 33% of the total funding allocation, agencies in this state supplied 22% of the total support (client support periods plus accompanying child support periods). Conversely, agencies in Victoria had 24% of the total funding allocation and provided 39% of the total support.

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

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 11% of the funding but only 5% of the population at 30 June 2005. On the other hand, 20% of the population lived in Queensland, but that state had 16% of 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 recurrent allocations that went directly to SAAP agencies and mean (average) funding per agency by state and territory, region and primary target group. Agencies receive recurrent funds for salaries and ongoing operating costs to enable them to provide support to clients. The size of an agency and the types of services it provides affect the level of funding allocated. Caution is therefore recommended when comparing average funding per agency or using such figures to measure efficiency, since different agencies provide different services.



As noted, the total SAAP recurrent allocation across Australia in 2005-06 was \$348.8m, of which \$333.4m was allocated to agencies (tables 2.1 and 2.3). Agencies that primarily provide services to young people (36% of agencies) received the largest proportion of SAAP recurrent allocations, with 34% of the funds allocated to these agencies, or \$114.8m (Figure 2.1 and Table 2.3). Agencies targeting women escaping domestic violence (23% of agencies) received the next largest allocation of recurrent funds, at 27% or \$88.5m. The small number of agencies targeting single women only (4%) received the smallest overall proportion of recurrent funds, at 4% or around \$11.7m.

In 2005–06, the average level of funding per agency was \$256,500. 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 \$377,000, whereas agencies in Victoria received the lowest at \$207,100. In terms of the primary target group of the agency, agencies targeting single men had the highest average funding (\$368,900), followed by agencies for women and children escaping domestic violence (\$299,000). Agencies for single women received an average of \$249,000, agencies for young people \$245,300, and agencies with cross-target, multiple or general target groups \$225,700. Family agencies received the lowest average amount of funding per agency (\$184,400).

Over half (57%) of all agencies were located in major cities and 23% were located in inner regional areas. This compares with 13% in outer regional areas, 4% in remote areas and 3% in very remote areas. Agencies in major cities received the highest average funding per agency (\$290,600), followed by agencies in inner regional areas (\$214,800), agencies in outer regional areas (\$212,100), and agencies in remote areas (\$210,000). Agencies in very remote areas had the lowest average funding per agency (\$176,900).

2.1 Tables

Table 2.1: SAAP funding: total recurrent allocations, by state and territory, Australia, 2005–06

State/ territory	Australian–state government agreement recurrent allocations		State-only recurrent allocations ^(a)		Total recurrent allocations ^(b)	
	\$	%	\$	%	\$	%
NSW	115,578,000	35.7	n.a	n.a	115,578,000	33.1
Vic	63,362,000	19.6	19,962,000	80.2	83,324,000	23.9
Qld	54,874,000	16.9	n.a	n.a	54,874,000	15.7
WA	29,616,000	9.1	920,000	3.7	30,536,000	8.8
SA	27,222,000	8.4	n.a	n.a	27,222,000	7.8
Tas	13,802,000	4.3	n.a	n.a	13,802,000	4.0
ACT	10,923,000	3.4	4,005,000	16.1	14,928,000	4.3
NT	8,572,000	2.6	n.a	n.a	8,572,000	2.5
Total	323,949,000	100.0	24,887,000	100.0	348,836,000	100.0

(a) 'State-only recurrent allocations' as shown in the table are in addition to the SAAP funding agreement between that state and the Australian Government.

(b) 'Total recurrent allocations' include funds not allocated to agencies, e.g. funds allocated for administration, training, research and evaluation.

Sources: SAAP Administrative Data Collection; FaCSIA unpublished data.

Table 2.2: Australian population, total SAAP recurrent allocations, SAAP support periods, SAAP accompanying child support periods and total SAAP support, by state and territory, Australia, 2005–06

State/ territory	Total Australian population ^(a)		Total recurrent allocations ^(b)		Support periods		Accompanying child support periods		Total support	
	Number	%	\$	%	Number	%	Number	%	Number	%
NSW	6,774,200	33.3	115,578,000	33.1	40,900	22.7	15,900	19.5	56,800	21.7
Vic	5,022,300	24.7	83,324,000	23.9	71,800	39.9	29,400	36.0	101,200	38.7
Qld	3,964,000	19.5	54,874,000	15.7	25,400	14.1	10,900	13.4	36,300	13.9
WA	2,010,100	9.9	30,536,000	8.8	12,700	7.1	8,300	10.2	21,000	8.0
SA	1,542,000	7.6	27,222,000	7.8	15,900	8.8	10,300	12.7	26,200	10.0
Tas	485,300	2.4	13,802,000	4.0	6,200	3.5	3,000	3.6	9,200	3.5
ACT	325,200	1.6	14,928,000	4.3	2,800	1.6	1,600	1.9	4,400	1.7
NT	202,800	1.0	8,572,000	2.5	4,300	2.4	2,300	2.8	6,600	2.5
Total	20,328,600	100.0	348,836,000	100.0	180,000	100.0	81,700	100.0	261,700	100.0

(a) 'Total Australian population' refers to the estimated resident population at 30 June 2005 (preliminary estimates). Residents of external territories are included in the total.

(b) 'Total recurrent allocations' include 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 (see Table 2.1).

Notes

1. Not all funded agencies are required to participate in the Client Collection (see Table A1.1).
2. Support period and accompanying child support period figures have been weighted to adjust for agency non-participation.

Sources: SAAP Administrative Data and Client Collections; FaCSIA unpublished data; ABS 2006a.

Table 2.3: SAAP agencies: recurrent allocations to agencies and mean funding per agency, by state and territory, region and primary target group, Australia, 2005–06

	Agencies (number)	Agencies (%)	Recurrent allocation (\$) ^(a)	Recurrent allocation (%) ^(a)	Mean funding per agency (\$)
State/territory					
NSW	387	29.8	110,462,000	33.1	285,400
Vic	381	29.3	78,887,000	23.7	207,100
Qld	203	15.6	52,713,000	15.8	259,700
WA	127	9.8	29,403,000	8.8	231,500
SA	81	6.2	26,408,000	7.9	326,000
Tas	35	2.7	13,194,000	4.0	377,000
ACT	49	3.8	14,556,000	4.4	297,100
NT	37	2.8	7,810,000	2.3	211,100
Total	1,300	100.0	333,432,000	100.0	256,500
Region^(b)					
Major city	745	57.3	216,479,000	64.9	290,600
Inner regional	299	23.0	64,319,000	19.3	214,800
Outer regional	163	12.5	34,576,000	10.4	212,100
Remote	51	3.9	10,669,000	3.2	210,000
Very remote	42	3.2	7,390,000	2.2	176,900
Total	1,300	100.0	333,432,000	100.0	256,500
Primary target group					
Young people	468	36.0	114,783,000	34.4	245,300
Single men only	91	7.0	33,567,000	10.1	368,900
Single women only	47	3.6	11,701,000	3.5	249,000
Families	120	9.2	22,133,000	6.6	184,400
Women escaping domestic violence	296	22.8	88,512,000	26.5	299,000
Cross-target/multiple/general	278	21.4	62,735,000	18.8	225,700
Total	1,300	100.0	333,432,000	100.0	256,500

(a) 'Recurrent allocation' excludes funds not allocated to agencies, e.g. funds allocated for administration, training, research and evaluation. These amounts are included in the 'total recurrent allocations' shown in tables 2.1 and 2.2.

(b) For the definition of region, refer to the Appendix 1, Section A1.4.

Note: At 30 June 2006, 1,296 agencies were operating.

Source: SAAP Administrative Data Collection.

3 Level of support

It is estimated that 1 in every 126 Australians received substantial SAAP support at some time during 2005–06.² More specifically, SAAP agencies supported an estimated 161,200 people. Of these, 106,500 were adults or unaccompanied children (clients) and 54,700 were accompanying children (tables 3.1 and 3.2).

The total number of support periods (180,000) 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 (81,700) exceeded the number of accompanying children as individual children may accompany a parent or guardian during more than one period of support.

In 2005–06 new definitions for clients, accompanying children, support periods and accompanying child support periods as well as a new statistical linkage key were introduced. Chapter 9 includes a discussion of this and other factors and how they have resulted in changes from previous years.

Adults and unaccompanied children

Seventy-five per cent of clients had only one support period during the year (Table 3.1). The average number of support periods per client was 1.7. Agencies in Victoria reported the highest average number of support periods per client (1.9). The lowest average of 1.4 support periods per client was recorded in the Northern Territory, the Australian Capital Territory and Tasmania.

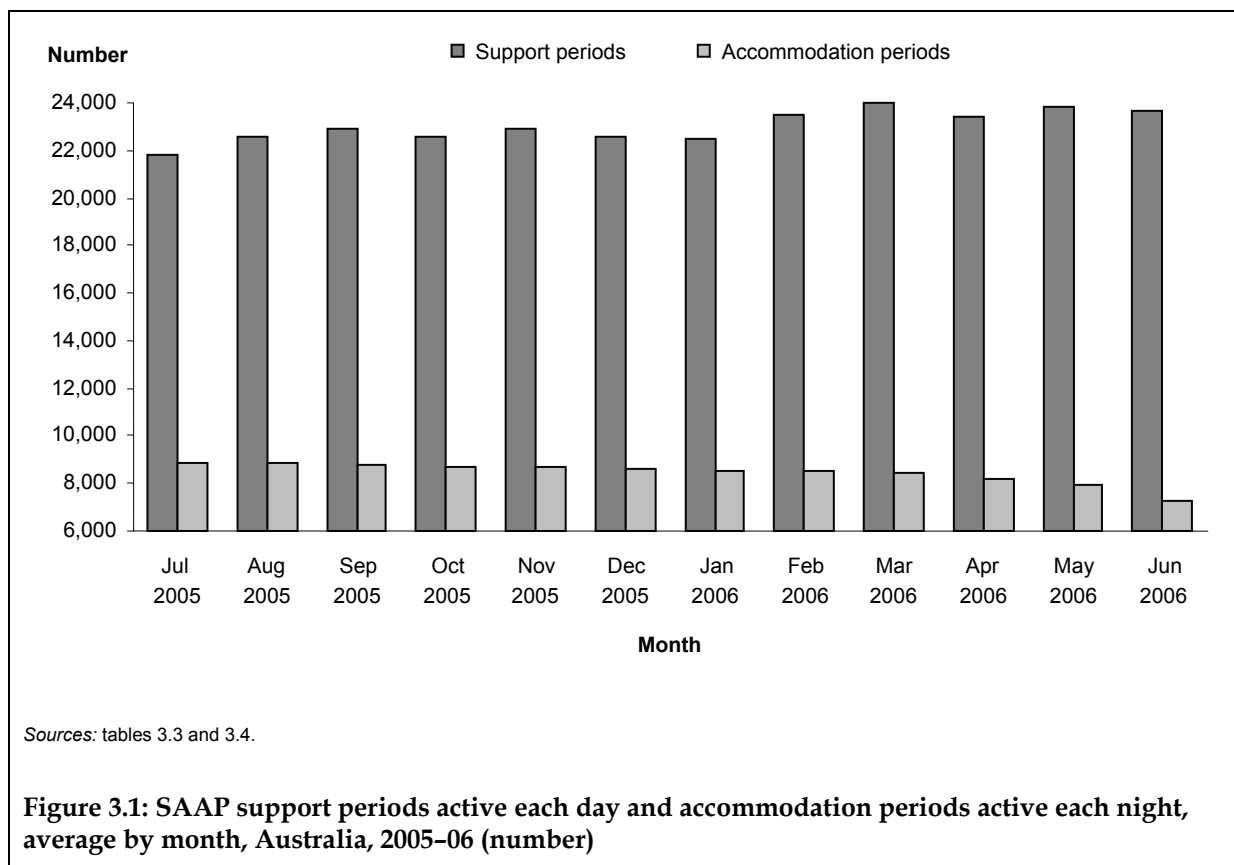
Nationally, of every 10,000 people aged 10 years and over in the general population as at 30 June 2005, 58 people became SAAP clients. The Northern Territory had the highest number of clients per 10,000 people in the general population aged over 10 years (176) and New South Wales had the lowest (43).

Nationally, the majority (56%) of support periods did not include a period of accommodation (derived from Table 3.1). This was also the case in Victoria (80%), South Australia (60%) and Tasmania (55%). In contrast, in New South Wales (60%), Queensland (64%), Western Australia (72%), the Australian Capital Territory (61%) and the Northern Territory (72%), the majority of support periods did involve a period of accommodation.

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 during each month of 2005–06 and the number of accommodation periods that were active each night.

² From tables 2.2, 3.1 and 3.2 we calculate: total Australian population 20,328,600 ÷ (106,500 clients + 54,700 accompanying children) = 126.1.



Support periods

In 2005-06, a total of 8,405,300 days of support were provided (Table 3.3). SAAP agencies across Australia provided a fairly constant level of service throughout the year, with the average daily number of active support periods ranging from 21,800 (in July 2005) to 24,000 (in March 2006) (Figure 3.1).

Agencies in Victoria provided the most days of support in 2005-06 (2,789,300) and also reported the most support periods overall (71,800) (tables 3.3 and 3.1). In contrast, agencies in the Northern Territory reported the fewest days of support (140,300). Interestingly, the Northern Territory reported more support periods than the Australian Capital Territory (4,300 compared with 2,800), despite agencies in the Australian Capital Territory providing more days of support overall (204,600). This is because clients in the Northern Territory generally have much shorter periods of support than those in the Australian Capital Territory. The median length of support in the Northern Territory was 6 days, while in the Australian Capital Territory it was 22 days (Table 6.1).

Accommodation periods

A total of 2,984,100 nights of accommodation were provided by SAAP agencies in Australia during 2005-06 (Table 3.4). The average nightly number of accommodation periods ranged from 7,300 (in June 2006) to 8,900 (in July and August 2005).

Victoria reported the most days of support (Table 3.3), but New South Wales provided the most nights of accommodation during 2005-06 (959,600). Agencies in Victoria reported 811,100 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.

Agencies in South Australia reported more nights of accommodation (271,400) than did agencies in Western Australia (229,800). The Northern Territory reported the lowest number of nights of accommodation (62,800) in 2005–06.

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 (see Glossary).

In 2005–06, 54,700 children accompanied clients of SAAP agencies (accompanying children). These children had 81,700 periods of support (accompanying child support periods) (Table 3.2). Victoria recorded the highest number of both accompanying children and accompanying child support periods (18,500 accompanying children and 29,400 accompanying child support periods) followed by New South Wales (11,400 accompanying children and 15,900 accompanying child support periods). The Australian Capital Territory had the smallest number (1,000 accompanying children and 1,600 accompanying child support periods).

Nationally, the majority of accompanying child support periods (54%) did not involve a period of accommodation (derived from Table 3.2).³ This was also the case in Victoria (70%), South Australia (74%) and Tasmania (53%). In contrast, in New South Wales (53%), Queensland (64%), Western Australia (77%) and the Northern Territory (70%), the majority of support periods did involve a period of accommodation. The Australian Capital Territory had 50% of accompanying child support periods with accommodation and 50% without.

Overall, 84% of accompanying children had only one period of support during the year (Table 3.2). Queensland had the highest proportion who had only one period of support (90%) and South Australia the lowest (79%). This is generally reflected in the average number of accompanying child support periods (1.4 nationally). The average number of accompanying child support periods per accompanying child did not vary significantly between the states and territories (ranging from 1.3 to 1.5 accompanying child support periods per accompanying child).

Australia-wide, 114 children for every 10,000 children in the general population aged under 18 years accompanied their parent or guardian to a SAAP agency. The Northern Territory reported significantly higher numbers of accompanying children per 10,000 population aged under 18 years (286), followed by South Australia (204). New South Wales reported the lowest number of accompanying children compared with the general population aged under 18 years (72).

³ Accommodation periods within accompanying child support periods are calculated based on the period(s) of accommodation indicated for the child's parent or guardian.

3.1 Tables

Table 3.1: SAAP support periods and clients, by state and territory, Australia, 2005–06

State/ territory	Support periods			Clients				
	Support periods (number)	With accomm- odation (number)	Without accomm- odation (number)	Clients (number)	Clients with only one support period (%)	Mean no. of support periods per client (number)	Per 10,000 population aged 10+ ^(a)	
							Actual	Age- standardised
NSW	40,900	24,500	16,400	26,000	79.5	1.58	43	43
Vic	71,800	14,400	57,400	37,700	71.2	1.90	83	83
Qld	25,400	16,300	9,100	17,400	79.6	1.46	49	49
WA	12,700	9,200	3,600	8,300	75.9	1.54	46	45
SA	15,900	6,200	9,600	10,400	74.9	1.52	73	77
Tas	6,200	2,800	3,400	4,400	76.4	1.41	103	110
ACT	2,800	1,700	1,100	2,000	78.7	1.40	67	62
NT	4,300	3,100	1,200	3,100	79.1	1.38	176	156
Australia	180,000	78,200	101,800	106,500	74.9	1.69	58	58

(a) 'Per 10,000 population aged 10+' shows how many people out of every 10,000 aged 10 years and over in the general population became SAAP clients. The rate is estimated by comparing the number of SAAP clients aged 10 years and over with the estimated resident population aged 10 years and over at 30 June 2005 (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 clients who ever received assistance from a SAAP agency in that state or territory. Since a client may have support periods in more than one state or territory, state and territory figures do not sum to the national figure.
3. 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 2006a.

Table 3.2: SAAP accompanying child support periods and accompanying children, by state and territory, Australia, 2005–06

State/ territory	Accompanying child support periods			Accompanying children			
	Accompanying child support periods (number)	With accommodation ^(a) (number)	Without accommodation ^(a) (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 ^(b)
NSW	15,900	8,400	7,500	11,400	88.6	1.34	72
Vic	29,400	9,000	20,500	18,500	83.7	1.46	160
Qld	10,900	7,000	4,000	8,100	90.3	1.26	83
WA	8,300	6,400	1,900	5,400	79.8	1.45	111
SA	10,300	2,800	7,600	7,000	79.2	1.43	204
Tas	3,000	1,300	1,600	2,100	83.0	1.31	183
ACT	1,600	800	800	1,000	85.5	1.34	135
NT	2,300	1,600	700	1,700	88.3	1.29	286
Australia	81,700	37,200	44,500	54,700	84.2	1.40	114

(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 have the same periods of support and accommodation as their parent(s) or guardian(s).

(b) 'Per 10,000 population aged 0–17' shows how many children 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 accompanying children aged 17 years and under with the estimated resident population aged 17 years and under at 30 June 2005 (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 children who *ever* accompanied a client to a SAAP 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.
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 2006a.

Table 3.3: SAAP support periods: number of support periods active each day, average by month and state and territory, Australia, 2005–06

Date	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
July 2005	6,100	7,300	2,700	1,300	2,500	900	600	400	21,800
August 2005	6,300	7,600	2,800	1,400	2,600	1,000	600	400	22,600
September 2005	6,300	7,600	2,900	1,500	2,600	1,000	600	400	22,900
October 2005	6,300	7,500	2,900	1,400	2,600	1,000	600	400	22,600
November 2005	6,500	7,500	2,800	1,500	2,600	1,000	500	400	22,900
December 2005	6,500	7,400	2,800	1,400	2,500	1,000	500	400	22,600
January 2006	6,300	7,500	2,900	1,400	2,400	1,000	600	400	22,500
February 2006	6,600	7,800	3,100	1,400	2,600	1,000	600	400	23,500
March 2006	6,800	8,000	3,200	1,400	2,600	1,000	600	400	24,000
April 2006	6,700	7,800	3,100	1,400	2,500	1,000	600	300	23,400
May 2006	6,800	7,900	3,300	1,300	2,500	1,000	600	300	23,800
June 2006	6,900	7,700	3,400	1,300	2,500	1,000	500	300	23,700
Support periods: total number of days	2,375,700	2,789,300	1,090,900	508,300	930,800	365,300	204,600	140,300	8,405,300

Notes

1. Number excluded due to errors and omissions (weighted): 0.
2. Figures have been weighted to adjust for agency non-participation.
3. Please refer to the counting rules (Appendix 1, Section A1.4) for the method used to calculate the monthly average.

Source: SAAP Client Collection.

Table 3.4: SAAP support periods with accommodation: number of accommodation periods active each night, average by month and state and territory, Australia, 2005-06

Date	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
July 2005	2,800	2,500	1,500	600	800	300	200	200	8,900
August 2005	2,800	2,500	1,500	700	800	300	200	200	8,900
September 2005	2,800	2,400	1,500	700	800	300	200	200	8,800
October 2005	2,800	2,400	1,500	700	800	200	200	200	8,700
November 2005	2,800	2,400	1,400	700	800	200	200	200	8,700
December 2005	2,800	2,300	1,400	600	800	200	200	200	8,600
January 2006	2,700	2,300	1,500	700	800	200	200	200	8,500
February 2006	2,800	2,300	1,400	700	800	200	200	200	8,500
March 2006	2,800	2,200	1,400	700	800	200	200	200	8,400
April 2006	2,700	2,200	1,300	600	700	200	200	100	8,200
May 2006	2,600	2,100	1,300	600	700	200	200	200	7,900
June 2006	2,400	2,000	1,100	600	700	200	200	100	7,300
Accommodation periods: total number of nights	959,600	811,100	492,700	229,800	271,400	82,900	73,800	62,800	2,984,100

Notes

1. Number excluded due to errors and omissions (weighted): 2,885.
2. Figures have been weighted to adjust for agency non-participation.
3. Please refer to the counting rules (Appendix 1, Section A1.4) for the method used to calculate the monthly average.

Source: SAAP Client Collection.

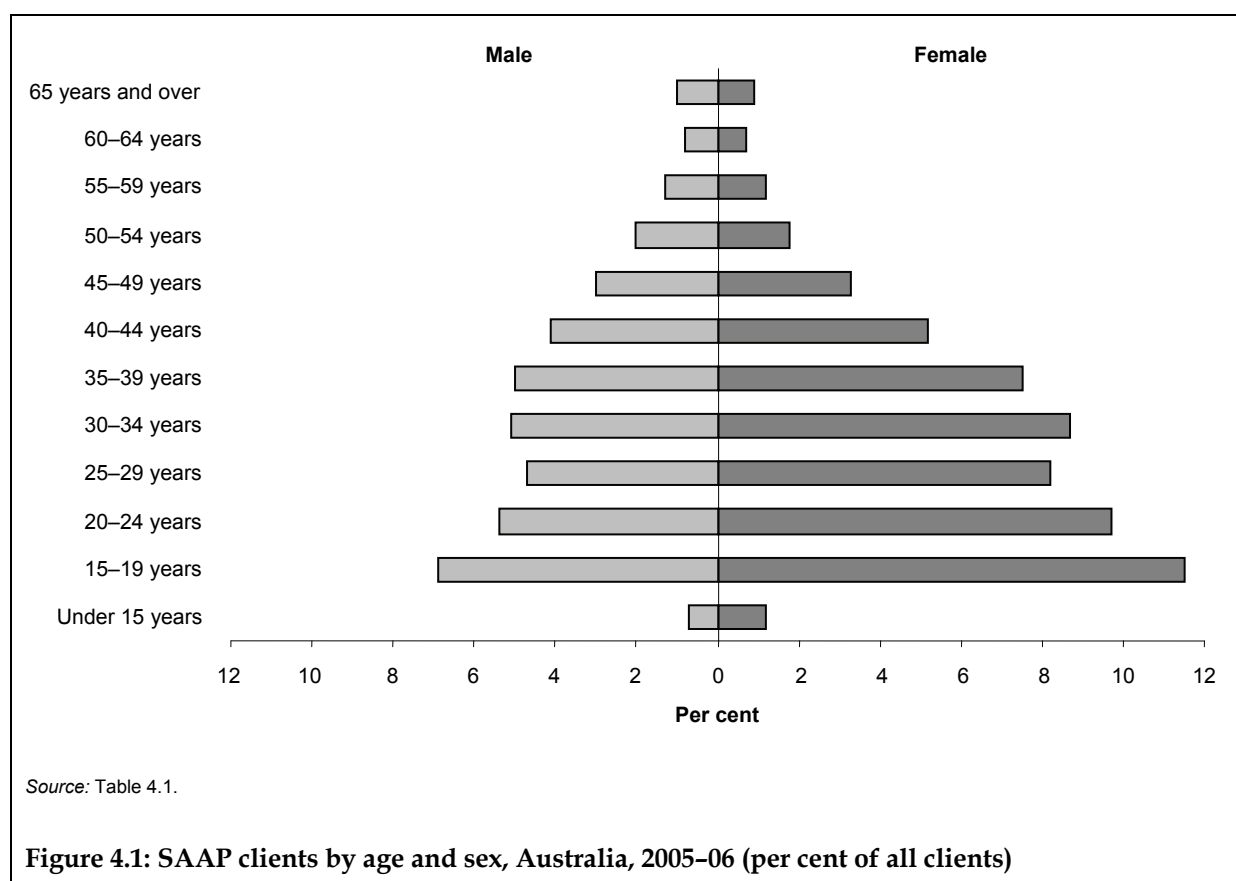
4 Age, sex, country of birth and cultural and linguistic diversity

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

Figure 4.1 shows the age and sex distribution of SAAP clients in Australia during 2005–06. In all age groups of clients under 50 years there were more female than male clients. As a consequence, more females (60% or 62,000) than males (40% or 41,500) received services (Table 4.1). From the age of 50 years onwards, there were slightly more male than female clients. The largest group of clients was aged 15–19 years (19%), with female clients accounting for well over half of this group (62% of 15–19 years-old clients were female) (derived from Table 4.1). The next largest group was 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 (87% 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 Australian population. Eighty-six per cent of SAAP clients were Australian-born compared with 74% of the Australian population aged 10 years and over. On the other hand people born overseas in the 'United Kingdom and Ireland', 'Western and Northern Europe', and 'North-East Asia' made up smaller proportions of the SAAP population than they did of the Australian population.

Clients born in the 'United Kingdom and Ireland' and 'Western and Northern Europe' were more often male than female, while for the other countries of birth a greater proportion of the clients were female. This was most evident for clients born in North-East Asia and South-East Asia (80% and 75%, respectively, of clients born in these countries were female) (derived from Table 4.5).

Cultural and linguistic diversity

Nationally, the majority (68%) of SAAP clients were Australian-born and did not identify as Aboriginal or Torres Strait Islander ('other Australian-born people'). Among male clients this proportion was higher, with 75% of males compared with 64% of females identifying as non-Indigenous Australian-born (Table 4.7).

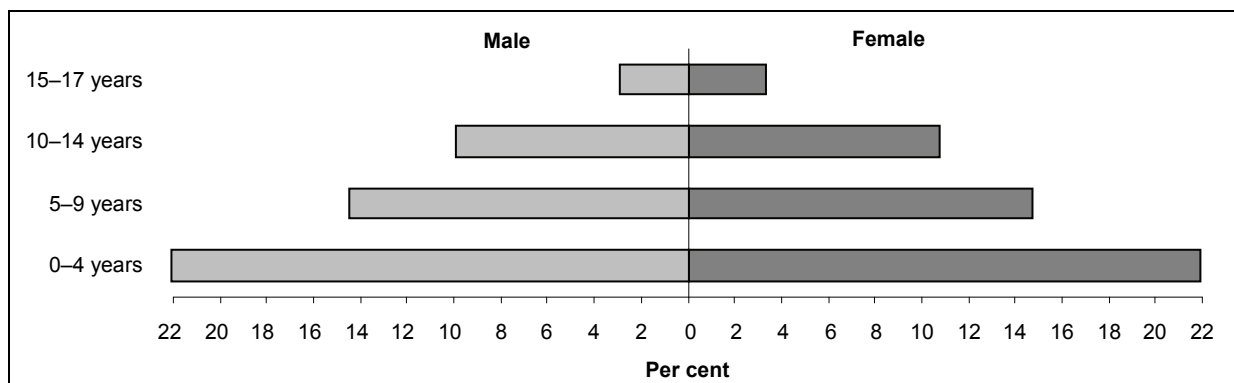
Aboriginal and/or Torres Strait Islander peoples were overrepresented as SAAP clients relative to their population size: 2% of Australians aged 10 years and over were estimated to be Aboriginal and/or Torres Strait Islander in June 2004, a considerably smaller proportion than the 17% of SAAP clients who so identified in 2005–06. A greater proportion of female clients identified as being an Indigenous Australian (21% of female clients compared with 12% of male clients). The Northern Territory (63%) and Western Australia (41%) had the highest proportion of clients who identified as Aboriginal and/or Torres Strait Islander (Table 4.9). The lowest percentage of Aboriginal and Torres Strait Islander clients was recorded in Victoria (5%).

Smaller proportions of SAAP clients were born overseas and this group was underrepresented in SAAP when compared with the general Australian population. Sixteen per cent of the Australian population aged 10 years and over were born in English proficiency group 2–4 countries and 10% were born in English proficiency group 1 countries compared with 11% and 4% of SAAP clients, respectively (Table 4.7). Victoria had the highest proportion of clients born in English proficiency 2–4 countries (15%) and Western Australia the highest born in English proficiency group 1 countries (6%) (Table 4.9).

Characteristics of accompanying children

Seventy-three per cent of accompanying children were 9 years of age and under, with children aged 4 years and under accounting for 44% and those aged 5 to 9 years making up 29% (derived from Table 4.2). Twenty-one per cent of accompanying children were aged 10–14 years and 6% were aged 15–17 years.

There was little difference reported in the sex of accompanying children, 51% were girls and 49% were boys (Table 4.2). The proportion of boys and girls were roughly equal for all age groups (Figure 4.2).



Source: Table 4.2.

Figure 4.2: SAAP accompanying children by age and sex, Australia, 2005-06 (per cent of all accompanying children)

Ninety-four per cent of accompanying children were born in Australia. All other birthplaces accounted for the remaining 6% of accompanying children (Table 4.6).

According to the cultural and linguistic diversity of accompanying children, the majority (67%) were 'other Australian-born', that is, they were born in Australia but were not Aboriginal or Torres Strait Islander; 27% were Aboriginal and/or Torres Strait Islander; 5% were born overseas in a predominantly non-English speaking country; and 1% were born overseas in a predominantly English-speaking country (Table 4.8).

SAAP use by clients

As mentioned in Chapter 3, 75% of all clients had just one support period during 2005-06, clients averaged 1.7 support periods each, and 58 people per 10,000 people in the general population aged 10 years and over accessed SAAP services (Table 3.1).

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 2005-06 there were 138 SAAP clients aged 15-19 years for every 10,000 people in Australia aged 15-19 years, 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 (109 clients per 10,000 people in this age bracket), followed by people aged 25-44 years, for whom there were 85 clients for every 10,000 people aged 25-44 years in Australia. People aged 65 years and over accessed SAAP the least; for every 10,000 Australians aged 65 years and over there were 8 clients aged 65 and over. Females were more likely to use SAAP services than males: there were 69 female clients for every 10,000 females aged 10 years and over in the general population and 47 male clients per 10,000 males aged 10 years and over. For the age brackets up to and including 25-44 years, there were more female than male clients per 10,000 of the Australian population of each age group and sex, while for the two older age brackets (45-64 years and 65 years and over) males were more likely to have 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 176 clients per 10,000 females, compared with 101 male clients per 10,000 for the same age bracket.

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 higher for older male clients (Table 4.3). Overall, 72% of male clients had one support period in 2005–06 and the corresponding figure for female clients was 76%. Males averaged slightly more support periods, at 1.8 each, with females averaging around 1.6 support periods each. Clients aged 25–44 years made up nearly 49% of all SAAP clients. They also returned to SAAP agencies more often than other clients (averaging 1.8 support periods each). This was due to the relatively high average number of support periods per client for males in this age category (1.9). The comparable figure for females was 1.7 support periods. In contrast, clients under 15 years of age made up 2% of all clients and they returned less often than others to SAAP services, with an average of 1.4 support periods each.

Cultural and linguistic diversity

The average number of support periods per client varied slightly according to cultural and linguistic diversity (Table 4.7). Other Australian-born clients had the highest number of support periods each, averaging 1.8. In comparison, Aboriginal and Torres Strait Islander clients averaged 1.6 support periods each, clients from predominately English-speaking countries (English proficiency group 1 countries) averaged 1.7 support periods each, and clients from countries in English proficiency groups 2–4 had fewer support periods per client, averaging 1.5.

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, for whom the males had on average 1.9 support periods per client while the females had 1.6. Clients in the Aboriginal and/or Torres Strait Islander cultural and linguistic group recorded an average number of 1.6 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 43 in New South Wales to 176 in the Northern Territory, and females were more likely to use SAAP services in all states and territories, except the Australian Capital Territory. These differences largely reflect the varying usage of SAAP services by clients of different cultural backgrounds and the different population profiles in the states and territories. It may also reflect the availability of SAAP services across the states and territories.

SAAP use by accompanying children

As mentioned in Chapter 3, 84% of all accompanying children had just one accompanying child support period during 2005–06, and accompanying children averaged 1.4 accompanying child support periods each (Table 3.2). The three younger accompanying child age groups (0–4, 5–9, 10–14 years) had on average slightly more accompanying child support periods per accompanying child (1.4 each) than the oldest age group (15–17 years) (1.3) (Table 4.4). Eighty-two per cent of accompanying children aged 0–4 years had one accompanying child support period per child, and the percentage of accompanying children with only one support period increased as age increased, reaching 91% for 15–17 year-old accompanying children.

In Australia during 2005–06, for every 10,000 people aged 0–17 years in the general population, 114 children accompanied a parent(s) or guardian(s) who used SAAP services

(Table 4.4). The highest rate of use was for those aged 0–4 years, with 175 children for every 10,000 children in this age bracket accompanying a SAAP client. The next highest usage rate was for 5–9-year-olds, for whom there were 111 accompanying children for every 10,000 children. There were 75 children per 10,000 children aged 10–14 years and 37 children per 10,000 children aged 15–17 years who accompanied a client to a SAAP agency.

4.1 Tables

Table 4.1: SAAP clients by age and sex, Australia, 2005–06

Age	Percentage of all clients		Percentage of sex group		Total	
	Male	Female	Male	Female	%	Number
	%	%	%	%	%	
Under 15 years	0.7	1.2	1.8	2.1	1.9	2,000
15–19 years	6.9	11.5	17.3	19.3	18.5	19,100
20–24 years	5.4	9.7	13.4	16.2	15.1	15,600
25–29 years	4.7	8.2	11.8	13.7	12.9	13,300
30–34 years	5.1	8.7	12.8	14.5	13.8	14,300
35–39 years	5.0	7.5	12.4	12.6	12.5	12,900
40–44 years	4.1	5.2	10.2	8.7	9.3	9,600
45–49 years	3.0	3.3	7.6	5.5	6.4	6,600
50–54 years	2.0	1.8	4.9	3.0	3.8	3,900
55–59 years	1.3	1.2	3.3	1.9	2.5	2,600
60–64 years	0.8	0.7	2.0	1.1	1.5	1,500
65 years and over	1.0	0.9	2.6	1.6	2.0	2,000
<i>Total</i>	<i>40.1</i>	<i>59.9</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (number)	41,500	62,000	41,500	62,000	..	103,400
Mean age (years)	33.4	30.8	..	31.8
Median age (years)	32	29	..	30

Notes

1. Number excluded due to errors and omissions (weighted): 3,063.
2. Clients aged 0–17 years: 13,200 (4,900 males, 8,300 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 by age and sex of child, Australia, 2005–06

Age	Percentage of all accompanying children		Percentage of sex group		Total	
	Male	Female	Male	Female	%	Number
	%	%	%	%	%	
0–4 years	22.1	21.9	44.7	43.3	44.0	22,000
5–9 years	14.5	14.7	29.5	28.9	29.2	14,600
10–14 years	9.9	10.8	20.0	21.3	20.7	10,400
15–17 years	2.9	3.3	5.8	6.4	6.1	3,100
<i>Total</i>	<i>49.3</i>	<i>50.7</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (number)	24,700	25,400	24,700	25,400	..	50,100
Mean age (years)	6.1	6.3	..	6.2
Median age (years)	5	6	..	5

Notes

1. Number excluded due to errors and omissions (weighted): 4,593.
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 of client, Australia, 2005–06 (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
Male clients								
1	82.5	73.6	74.2	70.0	71.1	72.4	71.6	29,700
2	10.7	14.6	13.5	14.7	14.0	16.5	14.4	6,000
3	3.0	5.1	5.3	6.2	5.8	5.4	5.8	2,400
4	1.5	2.7	2.5	3.2	3.2	3.2	3.0	1,200
5	0.6	1.3	1.4	1.5	1.5	0.9	1.4	600
6+	1.6	2.7	3.1	4.4	4.4	1.7	3.8	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>	..
Total (row %)	1.8	17.3	13.4	47.1	17.9	2.6	100.0	..
Total (number)	700	7,200	5,600	19,500	7,400	1,100	..	41,500
Mean number of support periods	1.45	1.68	1.72	1.92	1.88	1.70	..	1.83
Per 10,000 population^(a)	9	101	76	67	30	9	..	47
Female clients								
1	83.7	75.8	76.1	75.6	78.9	76.4	76.3	47,300
2	10.3	14.2	13.4	12.9	11.7	15.9	13.1	8,100
3	2.9	5.2	5.3	5.3	4.7	4.3	5.1	3,200
4	1.6	1.9	2.4	2.5	2.2	2.2	2.3	1,400
5	0.7	1.2	1.1	1.2	0.7	0.1	1.1	700
6+	0.9	1.8	1.7	2.4	1.8	1.1	2.0	1,300
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	..
Total (row %)	2.1	19.3	16.2	49.4	11.6	1.6	100.0	..
Total (number)	1,300	11,900	10,000	30,600	7,200	1,000	..	62,000
Mean number of support periods	1.39	1.57	1.60	1.66	1.59	1.54	..	1.62
Per 10,000 population^(a)	16	176	144	104	29	7	..	69
All clients								
1	83.3	75.0	75.4	73.4	74.9	74.3	74.4	77,000
2	10.4	14.3	13.4	13.6	12.9	16.2	13.6	14,100
3	3.0	5.1	5.3	5.7	5.3	4.9	5.4	5,600
4	1.6	2.2	2.4	2.8	2.7	2.7	2.6	2,700
5	0.7	1.2	1.2	1.3	1.1	0.5	1.2	1,300
6+	1.1	2.1	2.2	3.2	3.1	1.4	2.7	2,800
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	..
Total (row %)	1.9	18.5	15.1	48.5	14.1	2.0	100.0	..
Total (number)	2,000	19,100	15,600	50,100	14,600	2,000	..	103,400
Mean number of support periods	1.41	1.61	1.64	1.76	1.74	1.62	..	1.70
Per 10,000 population^(a)	12	138	109	85	29	8	..	58

(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 2005 (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): 3,063.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client Collection; ABS 2006a.

Table 4.4: SAAP accompanying children: number of accompanying child support periods per accompanying child, by age of child, Australia, 2005–06 (per cent)

Number of accompanying child support periods	0–4 years	5–9 years	10–14 years	15–17 years	Total	
					%	Number
1	82.4	83.5	85.2	90.7	83.8	42,100
2	11.1	10.6	10.0	6.7	10.5	5,300
3	3.9	3.6	3.0	1.8	3.5	1,800
4	1.5	1.2	1.0	0.4	1.2	600
5	0.7	0.5	0.4	0.1	0.6	300
6+	0.4	0.5	0.5	0.3	0.4	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>..</i>
Total (row %)	44.0	29.2	20.7	6.1	100.0	..
Total (number)	22,100	14,700	10,400	3,100	..	50,200
Mean number of accompanying child support periods	1.43	1.42	1.39	1.29	..	1.41
Per 10,000 population of applicable age group^(a)	175	111	75	37	..	114

(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 2005 (preliminary estimates).

Notes

1. Number excluded due to errors and omissions (weighted): 4,449.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client Collection; ABS 2006a.

Table 4.5: SAAP clients: country of birth by sex, Australia, 2005–06 (per cent)

Country of birth	Male	Female	Total		Australian population 10+ ^(a)	
			%	Number	%	Number
Australia (including external territories)	86.8	84.7	85.6	87,900	73.5	12,867,900
Oceania and Antarctica (excluding Australia)	2.9	2.8	2.8	2,900	3.1	538,800
United Kingdom and Ireland	2.0	1.2	1.5	1,500	6.7	1,175,600
Western and Northern Europe	0.6	0.3	0.4	500	1.7	291,800
Southern and Eastern Europe	1.9	2.2	2.1	2,100	4.8	838,200
North Africa and the Middle East	1.9	2.5	2.3	2,300	1.5	263,900
South-East Asia	1.2	2.6	2.1	2,100	3.3	586,400
North-East Asia	0.3	0.8	0.6	600	2.0	356,100
Southern and Central Asia	0.5	0.8	0.7	700	1.4	236,500
Northern America	0.2	0.2	0.2	200	0.5	90,600
South and Central America and Caribbean	0.3	0.4	0.4	400	0.5	88,600
Sub-Saharan Africa	1.3	1.4	1.3	1,400	1.0	183,300
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>	<i>100.0</i>	<i>..</i>
Total (row %)	39.7	60.3	100.0
Total (number)	40,800	61,900	..	102,700	..	17,517,500

(a) 'Australian population 10+' refers to the estimated resident population aged 10 years and over at 30 June 2004 and includes people resident in the external territories.

Notes

1. Number excluded due to errors and omissions (weighted): 3,819.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client Collection; ABS 2004b.

Table 4.6: SAAP accompanying children: country of birth of children, Australia, 2005–06

Country of birth	Accompanying children		Australian population 0–17 years ^(a)	
	%	Number	%	Number
Australia (including external territories)	94.4	48,200	93.6	4,492,600
Oceania and Antarctica (excluding Australia)	1.3	700	1.3	64,000
Europe	0.5	200	1.5	73,600
Asia	1.0	500	2.1	102,300
Other	2.9	1,500	1.4	69,600
Total	100.0	51,100	100.0	4,802,000

(a) 'Australian population 0–17' refers to the estimated resident population aged 17 years and under at 30 June 2004 and includes people resident in the external territories.

Notes

1. Number excluded due to errors and omissions (weighted): 3,553.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client Collection; ABS 2004b.

Table 4.7: SAAP clients and support periods per client, by cultural and linguistic diversity and sex of client, Australia, 2005–06

Cultural and linguistic diversity	Male	Female	Total		Australian population 10+ ^(a)	
	%	%	%	Number	%	Number
Clients						
Aboriginal and Torres Strait Islander peoples	11.6	20.7	17.1	17,000	2.1	362,600
Other Australian-born people	74.8	63.9	68.2	68,200	71.4	12,505,200
People born overseas, English proficiency group 1	4.6	3.5	3.9	3,900	10.3	1,808,800
People born overseas, English proficiency groups 2–4	9.0	12.0	10.8	10,800	16.2	2,840,900
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>	<i>100.0</i>	<i>..</i>
Total (row %)	39.7	60.3	100.0
Total (number)	39,600	60,300	..	99,900	..	17,517,500
Support periods						
	Mean number per client			Total number		
Aboriginal and Torres Strait Islander peoples	1.60	1.60	1.60	27,100
Other Australian-born people	1.89	1.64	1.75	117,900
People born overseas, English proficiency group 1	1.77	1.59	1.67	6,500
People born overseas, English proficiency groups 2–4	1.61	1.50	1.54	16,300
<i>Total</i>	<i>1.82</i>	<i>1.61</i>	<i>1.70</i>	<i>..</i>	<i>..</i>	<i>..</i>
Total support periods (row %)	42.6	57.4	100.0
Total support periods (number)	71,500	96,200	..	167,800

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

Notes

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

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

Table 4.8: SAAP accompanying children: cultural and linguistic diversity of accompanying children, Australia, 2005–06

Cultural and linguistic diversity	%	Number
Aboriginal and Torres Strait Islander children	26.8	12,400
Other Australian-born children	67.1	31,100
Children born overseas, English proficiency group 1	1.1	500
Children born overseas, English proficiency groups 2–4	5.0	2,300
Total	100.0	46,400

Notes

1. Number excluded due to errors and omissions (weighted): 8,255.
2. For derivation of cultural and linguistic diversity, see the counting rules (Appendix 1, Section A1.4). English proficiency groups are based on country of birth—see Glossary.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client Collection.

Table 4.9: SAAP clients: cultural and linguistic diversity and sex of clients, by state and territory, Australia, 2005–06 (per cent)

Cultural and linguistic diversity	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	Number
Male clients										
Aboriginal and Torres Strait Islander peoples	13.5	4.6	16.9	14.1	13.3	8.5	8.6	33.6	11.6	4,600
Other Australian-born people	71.4	81.0	72.6	66.2	76.1	83.8	75.8	55.4	74.8	29,700
People born overseas, English proficiency group 1	5.8	3.0	5.1	9.6	3.5	3.8	3.7	4.3	4.6	1,800
People born overseas, English proficiency groups 2–4	9.3	11.4	5.4	10.1	7.0	3.8	11.9	6.7	9.0	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>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (row %)	27.2	32.5	19.2	6.4	9.1	4.8	2.5	2.5
Total (number)	10,800	12,900	7,600	2,500	3,600	1,900	1,000	1,000	..	39,600
Per 10,000 population^(a)	38	64	46	30	54	95	71	109	..	47
Female clients										
Aboriginal and Torres Strait Islander peoples	20.9	6.0	26.9	53.3	21.6	11.0	11.4	76.3	20.7	12,400
Other Australian-born people	63.1	73.6	62.2	33.9	67.2	81.6	72.1	20.5	63.9	38,500
People born overseas, English proficiency group 1	3.9	3.0	4.5	4.6	3.1	3.1	3.1	1.3	3.5	2,100
People born overseas, English proficiency groups 2–4	12.2	17.5	6.3	8.2	8.1	4.3	13.4	2.0	12.0	7,200
<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>
Total (row %)	22.8	35.9	14.7	8.9	10.6	3.8	1.5	3.4
Total (number)	13,800	21,600	8,800	5,400	6,400	2,300	900	2,100	..	60,300
Per 10,000 population^(a)	47	101	52	62	92	110	62	251	..	69
All clients										
Aboriginal and Torres Strait Islander peoples	17.6	5.4	22.3	40.7	18.6	9.9	9.9	62.5	17.1	17,000
Other Australian-born people	66.7	76.3	67.0	44.2	70.4	82.6	74.1	31.7	68.2	68,200
People born overseas, English proficiency group 1	4.7	3.0	4.8	6.2	3.2	3.4	3.4	2.2	3.9	3,900
People born overseas, English proficiency groups 2–4	10.9	15.2	5.9	8.9	7.7	4.1	12.6	3.5	10.8	10,800
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (row %)	24.5	34.5	16.5	7.9	10.0	4.2	1.9	3.0
Total (number)	24,500	34,500	16,400	7,900	10,000	4,200	1,900	3,000	..	99,900
Per 10,000 population^(a)	43	83	49	46	73	103	67	176	..	58

(a) 'Per 10,000 population' refers to the estimated resident population aged 10 years and over at 30 June 2005 (preliminary estimates).

Notes

1. Number excluded due to errors and omissions (weighted): 6,589
2. Number of clients in a state or territory relates to clients who ever received assistance from a SAAP agency in that state or territory. Since a client may have support periods in more than one state or territory, state and territory figures do not sum to the national figure.
3. For derivation of cultural and linguistic diversity see the counting rules (Appendix 1, Section A1.4).
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client Collection; ABS 2006a.

5 Client groups and reasons for seeking assistance

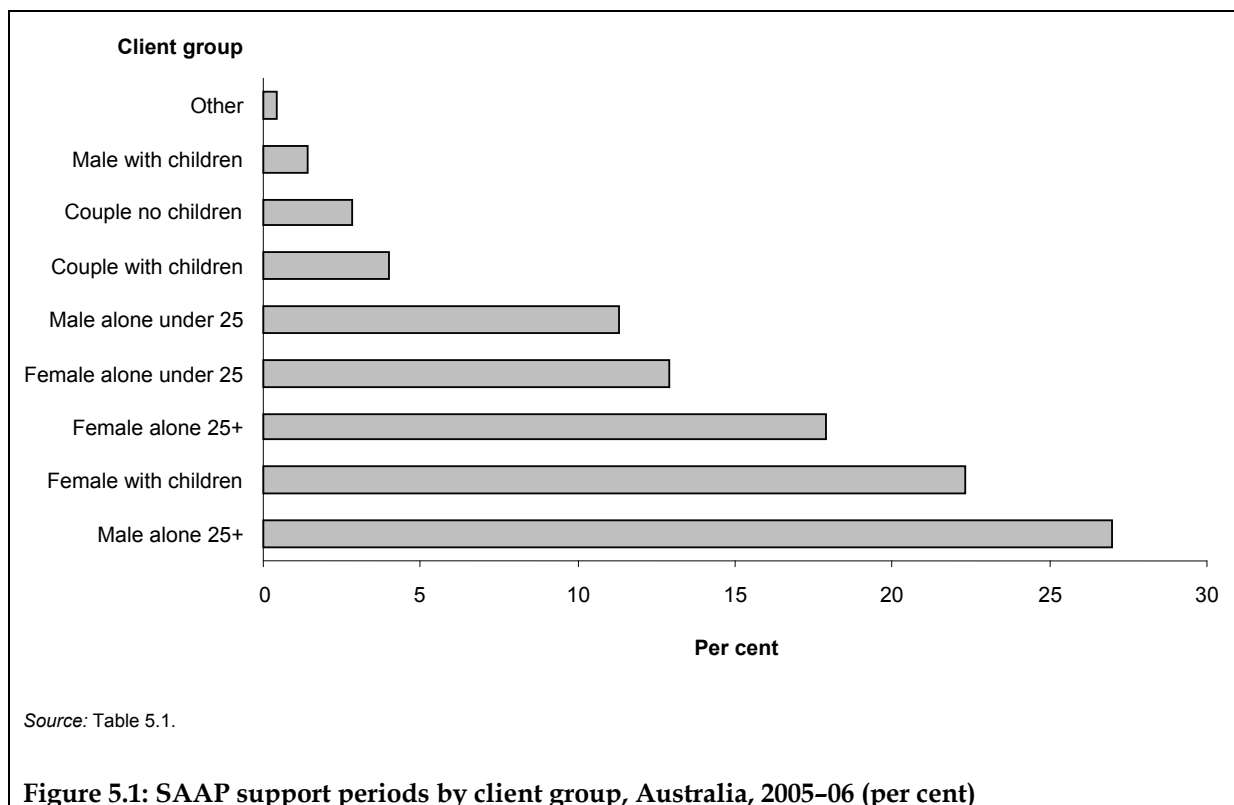
This chapter contains information on the main client groups that were supported by SAAP during 2005–06, including the type of agency they attended and their main reason for seeking assistance. For client groups presenting at SAAP agencies with accompanying children, the number of accompanying child support periods associated with each client group is also reported.

The client groups are formed 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 (see Glossary).

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 presenting alone (or with an unrelated person) at SAAP agencies, and 22% were provided to female clients with children. Females aged 25 years and over presenting alone (or with an unrelated person) accounted for 18%, and unaccompanied females under 25 years accounted for 13% of support periods. This was followed by unaccompanied males aged under 25 years (11% of support periods), couples with children (4%) and couples without children (3%). Males with children accounted for 1% of all support periods.

State and territory

Client group profiles varied between the states and territories (Table 5.1). For example, in the majority of the states and territories the greatest proportion of support periods were for males aged 25 years and over presenting alone. New South Wales recorded the highest proportion (33%), followed by Queensland (31%). However, females with children accounted for the highest proportion of support periods in Western Australia (32%), South Australia (31%) and the Northern Territory (27%).

The Australian Capital Territory had the largest proportion of support periods for females presenting alone who were under 25 years old (18%), and the smallest proportion of females alone aged 25 years and older (4%). Table 4.1 of the state and territory supplements that accompany this publication give the median age of clients in each of the states and territories. These tables show that in the Australian Capital Territory the median age of female clients was 23, the lowest of any of the jurisdictions, and lower than for female clients nationally (29 years).

Primary target group

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. Consequently, 79% 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 unaccompanied males aged 25 years or over (85% of support periods provided by this agency type). Similarly, agencies that targeted women escaping domestic violence were mainly used by females with children (accounting for 56% of support periods in these agencies) and unaccompanied females aged 25 years or over (33%). Agencies primarily targeting families provided most of their support periods to females with children (47%) or to couples with children (24%). Cross-target group agencies were mainly used by unaccompanied males and females aged 25 years and over (41% and 22% of support periods in this type of agency respectively).

Support periods for clients with accompanying children

In at least 40,800 (or 23%) of their support periods, SAAP clients presented with accompanying children (derived from Table 5.3). In the majority (86%) of these, children accompanied a female client, in 10% they accompanied a couple and in 5% a male client. Other family groups with children accounted for less than 1%.

For clients who had children accompanying them, there were, on average, 2 accompanying child support periods per SAAP client support period (Table 5.3). Couples with children had the highest average number of accompanying child support periods per client support period (2.2), followed by females with children (2.0), males with children (1.7) and 'other' groups with children (1.5).

State and territory

The majority of support periods with accompanying children in all the states and territories were for females with children (ranging from 65% in the Australian Capital Territory to 91% in Western Australia). There were, however, some significant variations in the proportion of support periods reported for client groups with accompanying children and the associated accompanying child support periods. For example, the Australian Capital Territory had higher proportions of support periods for couples (18%) and males (16%) with children than the national averages of 10% and 5% respectively, and a smaller proportion for females with children (65% compared with 86% nationally). The proportion of accompanying child support periods reported in the Australian Capital Territory varied from those recorded nationally in a similar way (18% for couples with children, 16% for males with children and 66% for females with children, compared with the national averages of 10% for couples with children, 4% for males with children and 86% for females with children).

Main reason for seeking SAAP 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 in 2005–06 were domestic or family violence (in 22% of support periods), relationship or family breakdown (10%) and other financial difficulty (10%) (Figure 5.2).

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). Domestic violence ranged from highs of 34% in the Northern Territory, 33% in Western Australia and 30% in South Australia, through to lows of 12% for Tasmania and the Australian Capital Territory. In New South Wales problematic drug, alcohol, or substance abuse was the main reason for seeking assistance in 15% of support periods, while for the other jurisdictions it was around 3% to 5%. Relationship or family breakdown was given as the main reason for seeking assistance in 17% of support periods in Tasmania and in 16% for the Australian Capital Territory, while for remaining states and territories it was between 7% and 12%.

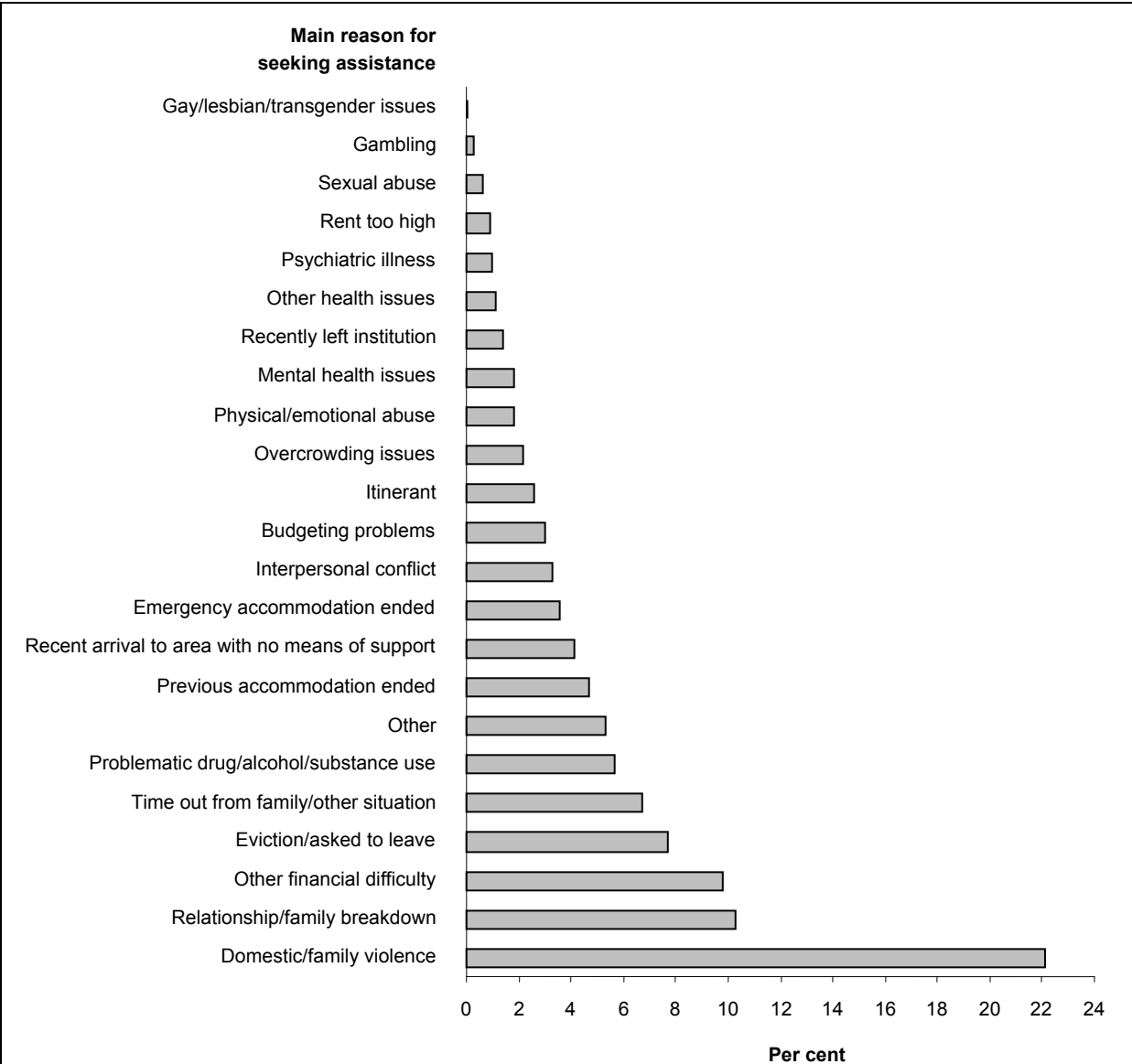
Client group

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 54% of support periods) followed by relationship or family breakdown (8%). For males with children, relationship or family breakdown was the main reason given most often (20%), followed by eviction or being asked to leave (in 14% of support periods).

Unaccompanied females aged 25 years and older most commonly gave domestic or family violence as their main reason for seeking assistance (in 37% of support periods), followed by other financial difficulty (13%). In contrast, males aged 25 years and over most commonly reported other financial difficulty as their main reason for seeking assistance (in 15% of their support periods) and drug, alcohol or substance abuse was reported as the main reason for seeking assistance in a far higher proportion for this group than for the other client groups. This was the case in 15% of their support periods, while for the other client groups it was 5% or lower.

Unaccompanied females under 25 years of age most often cited relationship or family breakdown (22%), with domestic or family violence as the second most frequently given reason (in 16% of support periods). For males alone aged under 25 years, relationship or family breakdown (20%) followed by time out from family or other situation (11%) were the most commonly given reasons.

For couples the main reason for seeking assistance was eviction or being asked to leave (in 21% of support periods for couples with children and in 16% of those without children). For both these groups other financial difficulty was the reason given next most frequently (in 10% of support periods for couples with children and in 12% for those without children).



Source: Table 5.4.

Figure 5.2: Main reason for seeking assistance, Australia, 2005-06 (per cent support periods)

5.1 Tables

Table 5.1: SAAP support periods: client group by state and territory, Australia, 2005–06 (per cent)

Client group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	Number
Male alone, under 25	13.2	9.0	13.7	11.1	12.2	14.0	14.2	9.3	11.3	19,700
Male alone, 25+	32.7	26.4	30.7	17.3	18.7	27.1	26.8	18.4	27.0	47,000
Female alone, under 25	14.3	11.5	13.2	12.6	13.3	13.6	18.2	14.7	12.9	22,400
Female alone, 25+	13.7	22.3	15.5	19.9	14.5	11.4	4.4	23.4	17.9	31,300
Couple no children	2.0	3.6	2.2	2.1	2.5	4.2	2.8	1.7	2.8	4,900
Couple with children	2.6	4.1	4.3	4.0	6.1	4.9	8.0	3.8	4.0	7,000
Male with children	0.9	1.6	1.2	0.6	1.7	2.5	4.8	1.2	1.4	2,400
Female with children	20.3	20.8	18.8	32.1	30.8	22.2	19.6	27.4	22.3	38,800
Other	0.3	0.7	0.2	0.3	0.2	0.2	1.3	0.1	0.4	800
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (row %)	22.7	40.0	14.1	7.1	8.8	3.5	1.5	2.3	100.0	..
Total (number)	39,600	69,800	24,600	12,400	15,300	6,000	2,600	4,100	..	174,400

Notes

1. Number excluded due to errors and omissions (weighted): 5,595.
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, 2005–06 (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	37.2	12.0	0.1	2.0	0.2	7.5	11.3	19,700
Male alone, 25+	1.5	85.2	0.9	4.9	0.5	40.6	27.0	47,000
Female alone, under 25	42.2	0.2	15.5	3.4	8.3	7.0	12.9	22,400
Female alone, 25+	1.2	1.1	56.3	5.8	33.1	21.8	17.9	31,300
Couple no children	3.5	0.5	1.0	4.2	0.6	4.4	2.8	4,900
Couple with children	3.2	0.2	0.9	24.2	0.8	4.4	4.0	7,000
Male with children	0.5	0.3	0.3	7.4	0.1	1.9	1.4	2,400
Female with children	10.1	0.5	24.5	47.4	56.2	11.7	22.3	38,800
Other	0.6	0.1	0.5	0.8	0.2	0.6	0.4	800
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (row %)	18.1	12.7	3.2	6.4	21.6	38.1	100.0	..
Total (number)	31,600	22,100	5,500	11,100	37,600	66,400	..	174,400

Notes

1. Number excluded due to errors and omissions (weighted): 5,595.
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, 2005–06 (per cent)

Client group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	Number
Support periods (%)										
Couple with children	7.1	10.2	11.2	7.6	10.0	11.3	18.4	7.3	9.5	3,900
Male with children	3.3	5.7	5.0	1.6	4.5	8.1	15.8	3.5	4.8	1,900
Female with children	89.4	84.0	83.6	90.7	85.3	80.3	65.1	89.2	85.5	34,900
Other with children	0.2	0.2	0.2	0.1	0.1	0.3	0.7	—	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>
Total (row %)	19.9	36.1	12.8	10.1	12.6	3.7	1.9	2.9	100.0	..
Total (number)	8,100	14,700	5,200	4,100	5,100	1,500	800	1,200	..	40,800
Accompanying child support periods (%)										
Couple with children	7.4	10.9	12.4	8.7	11.1	11.3	17.6	8.0	10.3	8,400
Male with children	2.7	4.9	4.1	1.3	4.1	6.2	15.6	3.4	4.1	3,400
Female with children	89.8	84.0	83.4	89.9	84.7	82.3	66.3	88.6	85.5	69,400
Other with children	0.1	0.2	0.1	0.1	0.1	0.2	0.5	—	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>
Total (row %)	19.5	36.0	13.4	10.2	12.6	3.6	1.9	2.8	100.0	..
Total (number)	15,800	29,200	10,900	8,300	10,200	2,900	1,600	2,300	..	81,200
Mean number of accompanying child support periods per support period (number)										
Couple with children	2.04	2.13	2.32	2.31	2.20	1.92	1.91	2.10	..	2.15
Male with children	1.59	1.73	1.72	1.66	1.85	1.49	1.96	1.87	..	1.72
Female with children	1.96	1.99	2.09	2.00	1.98	1.97	2.02	1.90	..	1.99
Other with children	1.31	1.74	1.22	1.33	2.00	1.25	1.40	—	..	1.53
Total	1.95	1.99	2.10	2.02	1.99	1.93	1.99	1.91	..	1.99

Notes

1. Number excluded due to errors and omissions (weighted): 260 support periods.
2. Number excluded due to errors and omissions (weighted): 485 accompanying child support periods.
3. Although each member of a couple has an individual support period, in this table a couple presenting with children contributes only 1 support period. 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, 2005–06 (per cent)

Main reason for seeking assistance	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	Number
Interpersonal relationships	43.4	38.9	47.1	59.2	55.3	43.8	41.3	59.6	44.7	73,800
Time out from family/ other situation	6.3	4.9	11.3	9.6	5.9	5.9	4.0	11.7	6.7	11,100
Relationship/ family breakdown	11.0	9.2	9.4	10.4	11.9	17.0	16.2	7.2	10.3	16,900
Interpersonal conflict	3.4	2.8	3.9	2.3	3.7	4.2	6.7	3.4	3.3	5,400
Sexual abuse	0.6	0.3	0.7	0.5	1.0	2.7	0.8	0.6	0.6	1,000
Domestic/family violence	20.4	20.4	20.2	33.0	30.4	12.0	12.2	33.8	22.1	36,500
Physical/emotional abuse	1.7	1.4	1.7	3.3	2.3	2.0	1.5	2.9	1.8	2,900
Financial	10.6	21.1	12.2	6.7	3.5	9.4	8.6	11.9	14.0	23,000
Gambling	0.7	0.2	0.5	0.1	0.2	0.4	0.3	0.1	0.3	600
Budgeting problems	3.4	3.3	3.9	1.4	1.0	2.7	1.6	2.0	3.0	4,900
Rent too high	0.8	1.0	0.9	0.5	0.6	1.2	1.2	1.4	0.9	1,400
Other financial difficulty	5.7	16.5	6.9	4.7	1.7	5.0	5.5	8.4	9.8	16,100
Accommodation	15.4	21.0	17.5	13.0	17.9	25.4	18.7	10.6	18.3	30,100
Overcrowding issues	2.1	2.3	1.8	1.9	2.5	3.3	3.1	2.6	2.2	3,700
Eviction/asked to leave	5.5	9.3	6.1	5.5	9.0	13.2	9.4	3.9	7.7	12,700
Emergency accommodation ended	4.4	3.8	5.5	1.4	1.5	2.4	2.3	0.9	3.6	6,000
Previous accommodation ended	3.3	5.6	4.1	4.3	4.9	6.5	3.9	3.3	4.7	7,700
Health	19.2	6.3	9.3	6.0	5.4	7.0	10.4	5.0	9.6	15,800
Mental health issues	2.5	1.4	2.0	1.2	1.4	2.3	2.7	0.8	1.8	2,900
Problematic drug/alcohol/ substance use	14.6	2.7	4.6	2.9	2.8	3.1	3.7	2.9	5.7	9,400
Psychiatric illness	1.4	1.0	0.9	0.9	0.5	0.6	2.0	0.3	1.0	1,600
Other health issues	0.8	1.2	1.7	1.1	0.7	1.0	1.9	1.1	1.1	1,900
Other reasons	11.5	12.7	14.0	15.1	17.8	14.4	21.0	12.9	13.5	22,200
Gay/lesbian/ transgender issues	0.1	—	—	—	0.1	0.1	—	—	0.1	100
Recently left institution	1.7	0.9	1.3	1.2	2.3	2.2	1.6	1.1	1.4	2,200
Recent arrival to area with no means of support	3.5	2.3	7.1	5.2	7.3	4.8	6.2	5.6	4.1	6,800
Itinerant	2.1	2.0	2.9	2.5	5.0	3.8	2.9	4.2	2.6	4,300
Other	4.1	7.5	2.7	6.2	3.0	3.5	10.3	2.0	5.3	8,800
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	..
Total (row %)	22.6	39.5	13.7	7.3	9.1	3.6	1.6	2.5	100.0	..
Total (number)	37,300	65,100	22,600	12,000	15,100	6,000	2,600	4,100	..	164,900

Notes

1. Number excluded due to errors and omissions (weighted): 15,116.
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, 2005–06 (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
Interpersonal relationships	39.1	18.0	57.6	51.1	27.6	22.8	34.8	70.8	41.6	44.5
Time out from family/ other situation	11.0	6.7	10.9	3.8	6.7	5.8	4.5	3.9	4.9	6.5
Relationship/ family breakdown	19.7	6.3	21.8	4.4	10.3	6.3	20.0	7.6	14.1	10.2
Interpersonal conflict	5.0	3.1	5.3	2.6	3.9	3.5	3.1	1.8	3.1	3.2
Sexual abuse	0.3	0.1	1.6	0.8	0.4	0.3	0.2	0.7	0.4	0.6
Domestic/ family violence	2.1	1.2	15.5	37.0	5.5	5.8	5.8	54.1	15.5	22.2
Physical/emotional abuse	1.1	0.6	2.5	2.5	0.9	1.0	1.3	2.7	3.5	1.8
Financial	11.3	21.5	8.4	16.4	18.9	17.2	16.5	7.3	12.6	14.1
Gambling	0.2	0.9	0.1	0.2	0.3	0.1	0.1	0.1	0.4	0.4
Budgeting problems	2.7	4.9	2.0	2.3	5.3	4.3	3.7	1.5	2.1	3.0
Rent too high	0.7	0.6	0.5	0.6	1.9	3.2	2.8	1.0	1.9	0.9
Other financial difficulty	7.6	15.0	5.8	13.3	11.5	9.7	9.9	4.7	8.2	9.9
Accommodation	25.8	18.2	19.0	13.0	28.4	39.7	28.9	13.4	22.1	18.4
Overcrowding issues	2.2	0.8	2.8	1.0	4.0	8.3	6.4	3.0	5.2	2.2
Eviction/asked to leave	10.9	6.3	7.8	5.0	15.7	21.0	14.1	6.5	11.3	7.8
Emergency accommodation ended	5.0	5.6	3.1	3.6	2.5	3.1	2.8	1.5	1.4	3.7
Previous accommodation ended	7.7	5.5	5.4	3.4	6.2	7.2	5.6	2.4	4.3	4.7
Health	7.8	22.3	4.7	8.2	5.8	3.3	3.4	1.9	3.4	9.5
Mental health issues	1.7	3.5	1.3	1.7	0.8	0.7	0.6	0.4	—	1.8
Problematic drug/ alcohol/substance use	4.7	14.7	2.1	3.9	2.6	1.5	1.7	0.8	2.5	5.7
Psychiatric illness	0.8	2.3	0.5	1.1	0.4	0.1	0.2	0.1	0.2	1.0
Other health issues	0.5	1.9	0.7	1.5	2.0	0.9	0.9	0.5	0.7	1.1
Other reasons	16.0	19.9	10.3	11.4	19.3	17.1	16.3	6.7	20.3	13.4
Gay/lesbian/ transgender issues	0.1	—	0.1	0.1	0.1	—	0.2	—	—	0.1
Recently left institution	2.5	2.6	0.7	0.9	1.0	0.4	1.6	0.3	0.2	1.3
Recent arrival to area with no means of support	5.1	7.4	2.2	2.2	5.3	7.4	4.1	1.8	7.5	4.1
Itinerant	3.6	4.1	2.3	1.4	5.0	3.3	3.0	1.2	2.1	2.6
Other	4.8	5.7	5.0	6.9	7.9	5.9	7.4	3.5	10.4	5.3
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total (row %)	11.4	25.9	13.2	18.2	2.8	4.0	1.4	22.9	0.4	100.0
Total (number)	18,200	41,500	21,100	29,200	4,500	6,400	2,200	36,700	600	160,300

Notes

1. Number excluded due to errors and omissions (weighted): 19,647.
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 2006. 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.

Some 180,000 support periods were provided in Australia during 2005–06 (Table 3.1). Approximately 158,600 of these were closed support periods (Table 6.1).

Length of support

Nationally, 52% (82,900) of all closed support periods lasted for 1 week or less, and 26% (41,900) lasted for less than 1 day (Table 6.1). Seventeen per cent (27,000) lasted from 1 week to 1 month, 18% (27,900) lasted from 1 month to 3 months, 7% (10,700) lasted from 3 months to 6 months and 6% (10,000) lasted for longer than 6 months.

The median length of support Australia-wide was 6 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 48 days.

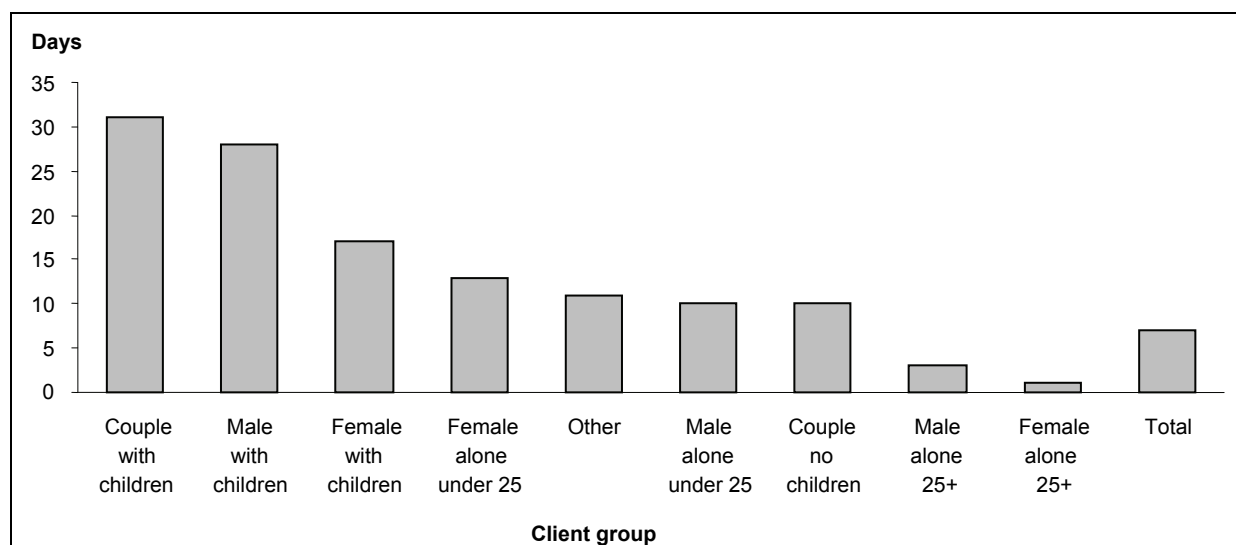
State and territory

Support period lengths were not consistent across the states and territories. In particular, in Victoria 48% of closed support periods lasted less than 1 day, compared with between 3% and 15% for the other jurisdictions. In contrast, Tasmania reported a significantly higher proportion of closed support periods lasting between 1 and 3 months (41% compared with between 14% and 21% for the other states and territories). The Australian Capital Territory had the highest proportion of support periods for clients who were supported for longer than 6 months (14% compared with between 4% and 9% for the other states and territories).

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 Western Australia and the Northern Territory (both at 6 days). Tasmania had the longest median length of support at 36 days, ahead of the Australian Capital Territory (22 days). The average (mean) length of support ranged from 34 days in the Northern Territory to 86 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 (31 days). Couples with children had the smallest percentage of support periods that were one week or less in length (30%), and the greatest percentage of support periods that were for one month or more (53%) (derived from Table 6.2). Females alone aged 25 years and over had the shortest median length of support of any client group (1 day). This group had the largest percentage of support periods of 1 week or less (65%).



Source: Table 6.2.

Figure 6.1: Median length of support, by client group, Australia, 2005–06 (days)

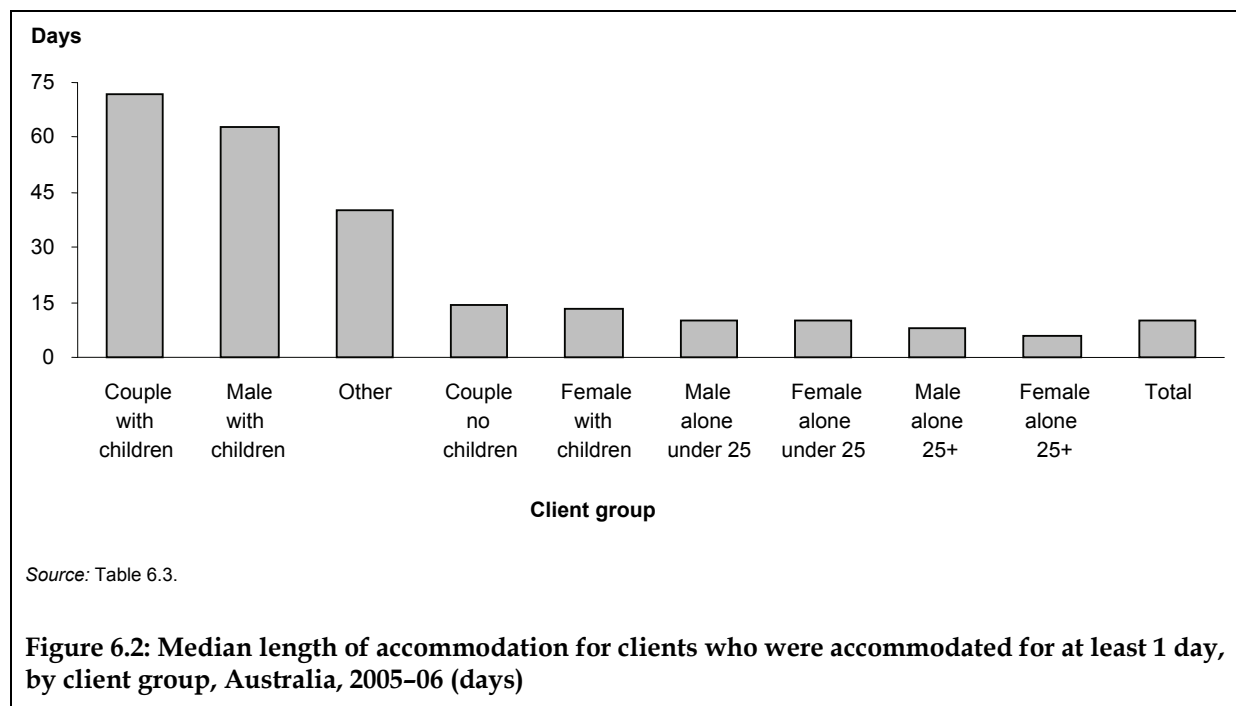
Length of accommodation

Of the 158,600 closed support periods recorded for 2005–06, there were around 69,500 during which the client was accommodated at some point (tables 6.1 and 6.3, including errors and omissions [see Note 1 in each table]). It is important to note that a client may be accommodated for all or only some of the total time they were supported.

Of the closed support periods with accommodation reported in Table 6.3, 3,300 involved accommodation that started and ended on the same day and 62,100 involved accommodation of 1 day or longer. In 45% of these latter closed support periods the accommodation lasted for one week or less, in 25% for between 1 week and one month, and in 17% from one month to three months. In only 13%, the accommodation lasted for more than 3 months. In line with the high proportion of closed accommodated support periods in which the length of accommodation was quite short, the median length of accommodation nationally was 10 days (Figure 6.2).

Client group

As was seen for length of support, couples with children and males with children were generally accommodated for longer periods, with median lengths of accommodation of 72 days and 63 days respectively (excluding same-day accommodation) (Table 6.3). Females and males aged 25 years and over who presented alone or with an unrelated person were the two client groups with the shortest lengths of accommodation, at 6 and 8 days respectively. In line with these median lengths, couples with children had the largest proportion of closed accommodated support periods in which accommodation lasted for longer than 3 months (42%) (Figure 6.2), and males with children recorded the second highest proportion (39%). On the other hand, females and males aged 25 years and over had the highest proportion in which accommodation lasted for one week or less (55% and 49% respectively) (Table 6.3).



Support provided to SAAP clients

In 2005-06 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 6 broad types of services. The three broad types of services most often provided were general support or advocacy (in 75% of support periods), housing or accommodation services (60%), and personal support services (52%) (Table 6.4). Specifically, the main type of general support or advocacy provided was advice or information (in 65% of support periods), the main type of housing or accommodation service provided was SAAP or CAP accommodation (45%), and the most commonly provided personal support service was emotional support (47%).

Of the six broad service groups, specialist services were those least likely to be provided, being provided in 23% of support periods. Health or medical services (provided in 10% of support periods), drug and alcohol support or intervention services (6%), and culturally specific support (5%) were the most commonly provided specialist services. Seven of the 12 specific specialist services were provided in 1% or less of support periods each.

No services were provided directly to the client by the agency in 2% of support periods. However, agencies may have arranged referrals for clients in these cases. The question of how agencies meet the needs of clients is examined further in Chapter 7.

Client group

The pattern of service use differed according to client group. Males alone aged under 25 years were provided with housing and/or accommodation support more often than the other client groups, with 70% of support periods for this group including the provision of at least one of the housing or accommodation support types. SAAP or CAP accommodation was the specific housing and/or accommodation support type provided most often to males alone under 25 (in 54% of their support periods). Females aged 25 years and over received housing and/or accommodation support types less often than the other client groups (in 45% of their support periods).

Females with children received personal support in 72% of their support periods, which was the highest figure recorded for any of the client groups. More specifically, females with children recorded relatively high levels of support for domestic or family violence (in 44% of their support periods compared with between 1% and 27% for the other client groups), and for emotional support, which they received in 64% of their support periods compared with between 35% and 50% for the other client groups.

Females with children also had the greatest proportion of support periods where specialist services were provided (27%). Males alone aged 25 years and over also received this type of support relatively often (in 25% of their support periods). Specifically, females with children had a higher proportion of support periods in which they received specialist counselling (6%) and also a higher proportion in which they received culturally specific support (10%), while males alone 25 years and over had a higher proportion of support periods in which they received drug or alcohol support or intervention (11%) and also a higher proportion where they received health or medical services (14%). Males with children received specialist services in fewer of their support periods than the other client groups (13%).

Unaccompanied males received basic support services more often than the other client groups. Males alone aged under 25 received these services in 59% of their support periods, and males aged 25 years and over received them in 58% of their support periods. Specifically, males alone often received meals (in 46% of their support periods) and often used laundry or shower facilities (in 43% for males alone under 25, and in 45% for males alone aged 25 years and over). Couples and males with children received basic support in the smallest proportion of their support periods: 33% for couples with children and 30% for males with children.

Support provided to accompanying children

Of the 81,700 accompanying child support periods reported during 2005–06, at least 46,800 were for children where some information was provided on service requirements or provision (Table 6.5).

In 2005–06, 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 6 broad types of service. At the broad level, SAAP or CAP accommodation was the most commonly provided type of service, being provided in 65% 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 61% of support periods), while specialist services were the least often provided broad group of services (17%).

At a finer level, after SAAP or CAP accommodation (65%), meals and transport were the next most commonly provided types of services (each in 40% of accompanying child support periods), followed by showers or other hygiene services and recreation, which were provided in 37% and 30% of accompanying child support periods respectively. 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 (4%). 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.

Client group

The types of support provided directly to accompanying children varied by client group. The majority of accompanying child support periods were where children accompanied a female parent or guardian, and for 5 of the 6 broad categories of support listed in Table 6.5, this client group had the highest proportion of services provided directly (tables 5.3 and 6.5). For example, children who accompanied their mother or a female guardian received SAAP or CAP accommodation in 66% of their support periods compared with 64% for children who were with a couple, 58% for children with their father or a male guardian, and 51% for children who were with another client group (such as children accompanying siblings or multigenerational families).

At a finer level, children accompanying females received larger proportions of some of the basic support types such as meals, showers or hygiene services and transport. These services were provided in 40% or more of their accompanying child support periods, while for the other three client groups each of these services were provided in 27% or fewer accompanying child support periods, and sometimes in considerably less than this. Children accompanying females also received child care in 20% of their support periods, compared with between 5% and 9% for the other three client groups.

The reason for greater provision of the majority of service types to children accompanying females is not clear. It is possible that there are service delivery differences for accompanying children in the different types of agencies. For example, as females with children had a high proportion of their support periods at agencies targeting women escaping domestic violence (54%) and a high proportion of the clients of these agencies are clients with children (57%), it is possible that these agencies have infrastructure in place to be more able to provide services to accompanying children than do agencies targeting other groups (derived from Table 5.2).

6.1 Tables

Table 6.1: SAAP closed support periods: length of support by state and territory, Australia, 2005–06 (per cent)

Length of support	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total	
									%	Number
1 week or less	47.4	60.8	48.3	54.7	43.4	23.3	31.6	53.2	52.3	82,900
Less than 1 day	12.6	47.8	14.8	7.0	12.8	5.3	3.2	4.7	26.4	41,900
1 day	12.7	4.8	11.7	19.1	10.3	8.0	6.5	16.5	9.4	15,000
2 days	5.9	1.8	5.9	8.2	5.1	2.3	5.1	10.4	4.3	6,800
3 days	4.7	1.7	4.4	6.7	4.5	2.0	5.8	7.3	3.5	5,600
4 days	3.6	1.2	3.5	4.3	3.2	1.4	3.2	5.1	2.6	4,100
5 days	2.6	1.0	2.6	3.2	2.2	1.3	2.6	3.7	1.9	3,100
6 days	2.3	1.0	2.6	2.8	2.4	1.4	2.6	2.7	1.8	2,900
7 days	2.9	1.5	2.6	3.3	2.8	1.6	2.6	2.7	2.2	3,600
>1 week–1 month	19.5	12.5	21.3	21.0	19.8	15.7	22.8	23.6	17.0	27,000
>1–2 weeks	9.7	5.5	10.9	10.1	10.2	6.2	11.4	11.3	8.2	13,000
>2–3 weeks	5.4	3.8	5.8	6.4	5.3	4.6	6.9	6.8	4.9	7,700
>3–4 weeks	4.4	3.2	4.6	4.5	4.3	5.0	4.4	5.5	4.0	6,300
>1 month–3 months	17.7	15.5	18.9	14.3	19.8	41.0	20.5	14.1	17.6	27,900
>4–5 weeks	3.5	3.4	4.4	3.3	4.5	10.2	4.2	3.7	3.9	6,200
>5–9 weeks	8.8	7.7	9.3	7.3	9.8	20.9	9.7	6.6	8.7	13,900
>9–13 weeks	5.4	4.4	5.1	3.6	5.5	9.9	6.6	3.8	5.0	7,900
>3 months–6 months	7.8	5.9	6.3	5.1	8.0	11.7	11.1	5.1	6.7	10,700
>13–16 weeks	2.8	2.1	2.2	1.7	2.8	4.5	4.0	2.0	2.4	3,800
>16–19 weeks	2.0	1.5	1.6	1.1	1.8	2.8	2.9	1.2	1.6	2,600
>19–22 weeks	1.5	1.2	1.4	1.0	1.8	2.3	1.6	0.9	1.4	2,200
>22–26 weeks	1.5	1.1	1.1	1.3	1.6	2.1	2.6	1.0	1.3	2,100
>6 months	7.6	5.3	5.2	4.9	9.0	8.2	14.0	4.1	6.3	10,000
>26–39 weeks	2.8	2.2	2.2	1.9	3.4	3.6	4.9	1.3	2.5	3,900
>39–52 weeks	1.4	1.1	1.2	1.2	1.8	1.7	3.0	1.3	1.3	2,100
>52 weeks	3.4	2.0	1.8	1.8	3.8	2.9	6.2	1.5	2.5	4,000
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (row %)	21.8	41.0	14.0	7.3	8.5	3.4	1.5	2.5	100.0	..
Total (number)	34,600	65,000	22,300	11,500	13,500	5,300	2,300	4,000	..	158,600
Mean length (days)	58	39	44	39	64	73	86	34	..	48
Median length (days)	9	1	8	6	12	36	22	6	..	6

Notes

1. Number excluded due to errors and omissions (weighted): 3.
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, 2005–06 (per cent)

Length of support	Male alone under 25	Male alone 25+	Female alone under 25	Female alone 25+	Couple no children	Couple with children	Male with children	Female with children	Other	Total	
										%	Number
1 week or less	45.6	62.1	43.9	65.0	46.3	30.1	32.3	40.3	48.2	51.8	80,400
Less than 1 day	17.1	34.1	18.7	41.3	24.6	16.2	16.7	14.8	36.5	26.3	40,800
1 day	9.6	9.8	9.4	9.3	7.5	4.8	5.8	8.9	2.8	9.1	14,100
2 days	4.9	4.4	4.5	4.1	3.3	1.5	2.8	4.6	2.5	4.3	6,700
3 days	4.0	4.3	2.8	3.1	2.9	2.2	1.9	3.7	0.4	3.6	5,600
4 days	2.8	2.9	2.7	2.3	2.1	1.3	1.7	2.6	1.7	2.6	4,000
5 days	2.4	2.2	1.9	1.6	1.7	0.9	1.2	1.8	0.8	1.9	3,000
6 days	2.2	2.1	1.9	1.4	1.3	1.2	0.8	1.8	0.6	1.8	2,800
7 days	2.5	2.3	2.2	2.0	2.9	2.0	1.4	2.1	2.9	2.2	3,400
>1 week–1 month	20.7	17.7	17.1	13.4	19.6	17.5	19.1	17.4	9.6	17.1	26,600
>1–2 weeks	10.0	9.6	7.6	6.2	9.0	7.3	7.5	7.6	4.9	8.2	12,700
>2–3 weeks	6.0	4.7	5.1	3.8	5.7	5.5	6.0	5.3	3.0	4.9	7,700
>3–4 weeks	4.7	3.4	4.3	3.4	5.0	4.7	5.6	4.5	1.7	4.0	6,200
>1 month–3 months	19.8	12.5	21.8	13.4	20.9	27.3	25.1	22.6	16.6	17.8	27,600
>4–5 weeks	4.3	2.7	4.9	3.1	4.3	5.8	5.4	4.6	2.7	3.8	6,000
>5–9 weeks	10.0	6.3	10.9	6.7	10.8	12.6	13.0	11.3	8.7	8.9	13,800
>9–13 weeks	5.4	3.5	6.0	3.6	5.8	8.9	6.6	6.8	5.3	5.0	7,800
>3 months–6 months	7.3	4.3	8.6	4.5	7.0	12.1	12.9	10.0	10.5	6.9	10,700
>13–16 weeks	2.5	1.7	3.1	1.5	2.5	3.8	4.9	3.6	3.7	2.5	3,900
>16–19 weeks	1.7	1.1	2.1	1.1	1.5	3.0	3.3	2.4	3.3	1.7	2,600
>19–22 weeks	1.5	0.7	1.9	0.9	1.4	2.5	2.5	2.1	0.8	1.4	2,100
>22–26 weeks	1.6	0.8	1.5	0.9	1.6	2.7	2.3	2.0	2.7	1.4	2,100
>6 months	6.7	3.4	8.6	3.7	6.2	13.1	10.6	9.7	15.0	6.4	9,900
>26–39 weeks	2.5	1.4	3.2	1.4	2.4	5.0	3.6	3.9	6.1	2.5	3,900
>39–52 weeks	1.4	0.7	1.8	0.8	1.6	2.8	3.2	2.1	2.5	1.4	2,100
>52 weeks	2.9	1.3	3.6	1.5	2.2	5.3	3.8	3.7	6.4	2.5	4,000
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (row %)	11.2	28.1	12.5	18.6	2.8	3.7	1.3	21.4	0.4	100.0	..
Total (number)	17,400	43,600	19,400	28,900	4,300	5,700	2,000	33,300	600	..	155,300
Mean length (days)	56	31	62	31	52	84	71	66	87	..	48
Median length (days)	10	3	13	1	10	31	28	17	11	..	7

Notes

1. Number excluded due to errors and omissions (weighted): 4,744.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

Table 6.3: SAAP closed support periods in which clients were accommodated: total length of accommodation by client group, Australia, 2005–06 (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
1 week or less	43.5	49.2	44.7	54.6	35.0	14.7	18.5	40.6	20.6	45.2	28,100
1 day	14.1	16.7	16.4	20.8	9.3	4.0	4.2	13.8	8.3	15.7	9,700
2–3 days	14.1	16.0	13.6	17.8	10.6	4.5	6.9	13.8	3.0	14.7	9,100
4–5 days	8.2	9.0	8.1	9.2	5.6	2.8	4.0	7.1	3.8	8.1	5,100
6–7 days	7.1	7.4	6.5	6.8	9.5	3.4	3.3	5.9	5.5	6.7	4,200
>1 week–1 month	28.5	27.8	24.0	23.1	27.0	18.8	19.7	21.9	18.1	25.2	15,700
>1–2 weeks	14.6	15.6	11.7	12.2	15.2	9.1	10.3	10.6	9.2	13.2	8,200
>2–3 weeks	7.9	7.3	6.8	6.4	7.4	4.9	5.1	6.4	5.9	6.9	4,300
>3–4 weeks	6.0	5.0	5.5	4.5	4.4	4.8	4.3	4.9	2.9	5.1	3,200
>1 month–3 months	18.1	14.9	18.2	14.7	18.4	24.4	22.5	19.0	26.1	17.0	10,600
>4–5 weeks	3.9	3.2	3.8	3.3	3.5	4.2	2.0	3.7	4.5	3.5	2,200
>5–9 weeks	9.5	7.7	9.6	7.3	9.4	10.1	10.0	9.4	17.2	8.6	5,400
>9–13 weeks	4.7	4.1	4.7	4.1	5.6	10.2	10.6	5.9	4.4	4.9	3,000
>3 months–6 months	4.9	4.6	6.2	4.1	9.4	18.4	17.0	8.8	14.4	6.2	3,900
>13–16 weeks	1.7	2.2	1.9	1.6	2.4	5.2	4.8	3.0	6.5	2.3	1,400
>16–19 weeks	1.1	1.1	1.9	1.1	2.0	4.3	3.9	2.1	2.2	1.5	1,000
>19–22 weeks	1.1	0.7	1.1	0.7	2.2	3.3	4.1	1.8	0.7	1.2	700
>22–26 weeks	1.0	0.7	1.3	0.6	2.9	5.6	4.3	1.8	5.0	1.3	800
>6 months	5.0	3.4	7.0	3.5	10.1	23.7	22.2	9.8	20.9	6.3	3,900
>26–39 weeks	1.8	1.4	2.9	1.3	4.9	8.2	8.2	4.1	8.4	2.5	1,600
>39–52 weeks	1.2	0.7	1.6	0.7	2.6	6.3	6.2	2.1	5.1	1.4	900
>52 weeks	2.1	1.3	2.6	1.5	2.7	9.3	7.8	3.6	7.4	2.4	1,500
<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>
Total (row %)	14.2	33.1	12.8	13.5	1.6	2.6	0.8	21.2	0.3	100.0	..
Total (number)	8,800	20,500	7,900	8,400	1,000	1,600	500	13,200	200	..	62,100
Mean length (days)	42	35	49	34	66	132	118	62	110	..	47
Median length (days)	10	8	10	6	14	72	63	13	40	..	10
Accommodation starting and ending on the same date (number)	300	1,200	400	500	100	100	<50	600	<50	..	3,300
Total accommodation	9,100	21,800	8,400	8,900	1,000	1,700	500	13,700	200	..	65,400

Notes

1. Number excluded due to errors and omissions (weighted): 4,127.
2. Clients were able to be accommodated on more than one occasion in a support period.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

Table 6.4: SAAP support periods: services provided to clients, by client group, Australia, 2005–06 (per cent)

Type of service	Male alone under 25	Male alone 25+	Female alone under 25	Female alone 25+	Couple no children	Couple with children	Male with children	Female with children	Other	Total
Housing/accommodation	69.5	63.6	61.8	44.5	59.9	64.9	61.8	60.7	54.6	59.8
SAAP/CAP accommodation	54.2	52.7	45.0	33.0	27.0	37.2	32.4	44.2	37.2	44.7
Assistance to obtain/maintain short-term accommodation	13.1	11.1	10.0	7.8	15.5	14.9	13.6	9.2	13.4	10.5
Assistance to obtain/maintain medium-term accommodation	10.4	5.1	11.0	4.2	11.9	12.0	9.3	8.0	12.2	7.5
Assistance to obtain/maintain independent housing	18.4	16.5	20.4	12.7	30.2	37.8	33.2	26.7	32.2	20.3
Financial/employment	39.8	34.1	39.9	36.4	45.3	45.1	41.6	41.4	41.3	38.4
Assistance to obtain/maintain government allowance	10.9	4.7	11.8	5.3	5.9	7.1	5.6	10.6	11.2	7.9
Employment/training assistance	9.8	1.6	8.7	1.8	2.6	3.9	2.0	2.3	8.7	3.8
Financial assistance/material aid	29.5	29.3	30.0	32.1	38.9	38.1	36.7	35.2	33.2	32.0
Financial counselling and support	9.7	5.1	9.7	5.0	9.6	12.4	10.9	8.9	11.3	7.6
Personal support	43.5	36.4	56.2	56.9	40.4	47.4	48.1	72.1	51.2	52.1
Incest/sexual assault	0.7	0.2	2.9	1.5	0.8	1.6	1.2	2.6	1.1	1.4
Domestic/family violence	2.0	0.8	12.5	27.2	5.1	6.8	4.7	44.2	10.8	17.3
Family/relationship	12.4	3.7	19.7	11.6	10.1	15.8	15.9	21.4	20.0	13.0
Emotional	40.2	35.4	50.4	49.7	36.7	43.0	44.3	64.2	47.7	47.4
Assistance with problem gambling	0.3	1.0	0.1	0.3	0.2	0.2	0.4	0.3	0.5	0.5
General support/advocacy	74.9	69.5	75.0	72.5	75.2	77.7	77.4	81.3	76.7	74.6
Living skills/personal development	30.5	12.3	29.1	7.6	11.6	11.1	9.8	10.9	17.0	15.3
Assistance with legal issues/court support	5.7	2.7	7.0	10.7	5.1	5.9	6.8	15.9	8.9	8.2
Advice/information	64.4	57.7	66.1	62.8	68.7	71.6	71.4	74.1	68.8	65.2
Retrieval/storage/removal of personal belongings	19.2	25.8	15.9	10.0	9.9	9.6	7.2	11.2	15.3	16.3
Advocacy/liaison on behalf of client	35.8	25.0	40.5	36.9	42.5	49.9	48.8	51.1	44.6	38.1
Specialist services	20.7	24.5	22.6	20.7	15.9	18.1	12.5	27.1	23.0	23.1
Psychological services	4.5	3.8	4.0	3.5	3.6	3.2	2.3	4.3	3.7	3.9
Specialist counselling	1.9	1.8	3.8	3.6	1.9	2.0	2.0	5.9	2.4	3.3
Psychiatric services	1.4	2.3	1.0	1.4	0.7	0.4	0.3	0.6	1.1	1.3
Pregnancy support	0.1	—	2.8	0.5	2.1	2.8	0.1	2.5	4.9	1.2
Family planning support	0.5	0.1	1.9	0.3	0.8	2.3	0.6	1.6	1.8	0.9
Drug/alcohol support or intervention	7.5	10.5	5.2	4.6	2.8	2.6	2.7	2.6	3.4	6.0
Physical disability services	0.1	0.2	0.1	0.2	0.1	0.2	0.2	0.1	0.9	0.2
Intellectual disability services	0.3	0.2	0.1	0.2	0.3	0.1	0.2	0.2	0.2	0.2
Culturally specific support	3.2	1.1	4.7	5.5	4.2	5.7	3.2	10.3	10.0	5.0
Interpreter services	0.4	0.1	0.6	1.3	0.5	1.5	0.4	2.2	2.4	1.0
Assistance with immigration issues	0.2	0.1	0.7	1.1	0.3	0.8	0.1	1.2	1.3	0.7
Health/medical services	10.1	14.4	9.6	6.9	6.2	6.6	4.4	8.1	8.5	9.8
Basic support	58.6	57.8	52.4	41.8	38.0	33.1	30.3	49.8	47.7	50.6
Meals	46.0	45.9	36.4	26.2	17.1	10.8	12.5	27.1	14.0	34.2
Laundry/shower facilities	43.1	45.1	33.7	25.6	13.8	8.9	9.1	26.2	11.9	32.8
Recreation	31.7	21.5	24.4	12.9	6.9	6.8	6.9	18.3	14.2	19.6
Transport	32.2	11.5	36.1	20.8	18.6	19.5	15.0	32.8	27.2	24.0
Other	10.7	12.9	9.7	10.8	13.1	10.5	10.7	14.0	17.1	12.0
No services provided directly	2.6	2.0	3.1	2.5	3.1	2.8	2.4	1.9	5.2	2.4
Total (number)	19,200	45,900	21,800	30,700	4,700	6,700	2,300	37,700	700	169,800

Notes

1. Number excluded due to errors and omissions (weighted): 10,146 (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 6.5: SAAP accompanying child support periods: services provided to accompanying children, by client group, Australia, 2005–06 (per cent)

Type of service	Couple with children	Male with children	Female with children	Other with children	Total	
					%	Number
Accommodation	64.1	57.7	65.7	50.5	65.3	30,600
SAAP/CAP accommodation	64.1	57.7	65.7	50.5	65.3	30,600
School liaison/child care	14.5	16.3	28.7	12.4	27.1	12,700
School liaison	9.9	11.7	13.2	3.6	12.9	6,000
Child care	5.5	5.4	20.1	8.9	18.4	8,600
Personal support	11.9	10.9	18.3	16.2	17.5	8,200
Help with behavioural problems	6.7	6.1	8.2	7.3	8.0	3,700
Sexual/physical abuse support	1.5	1.8	2.0	—	2.0	900
Skills education	4.8	3.5	5.2	5.5	5.1	2,400
Structured play/skill development	6.3	4.8	10.9	14.5	10.3	4,800
General support/advocacy	34.1	40.7	40.1	53.0	39.6	18,500
Access arrangements	2.0	5.6	3.6	7.3	3.5	1,600
Advice/information	24.6	28.0	29.0	30.9	28.6	13,400
Advocacy	23.3	26.8	25.2	27.5	25.1	11,700
Specialist services	12.2	6.4	18.0	14.5	17.1	8,000
Specialist counselling	1.8	1.5	3.7	—	3.4	1,600
Culturally specific services	5.8	2.3	8.5	7.3	8.1	3,800
Health/medical services	5.9	3.2	8.4	9.0	8.0	3,800
Basic support	38.9	43.9	63.2	51.0	60.5	28,300
Meals	15.5	21.1	43.4	10.8	40.3	18,900
Showers/hygiene	11.3	13.5	40.6	10.8	37.2	17,400
Recreation	13.0	13.8	32.5	19.8	30.2	14,100
Transport	20.2	17.1	42.7	27.3	40.0	18,700
Other	13.0	14.8	12.8	21.9	12.9	6,000
No services provided directly by agency	5.9	6.0	4.4	—	4.6	2,100
Total accompanying child support periods (row %)	8.7	3.0	88.1	0.1	100.0	..
Total accompanying child support periods (number)	4,100	1,400	41,200	100	..	46,800

Notes

1. Number excluded due to errors and omissions (weighted): 34,909 (including accompanying child support periods with no information on service requirements or provision). In 32,709 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. This chapter focuses on the needs of clients who received services from SAAP agencies. Potential clients who were turned away – that is, who did not receive any services – are not included since this topic is covered in a separate publication.

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

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

Services required by SAAP clients

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

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

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

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

State and territory

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

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

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

Services required by accompanying children

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

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

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

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

State and territory

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

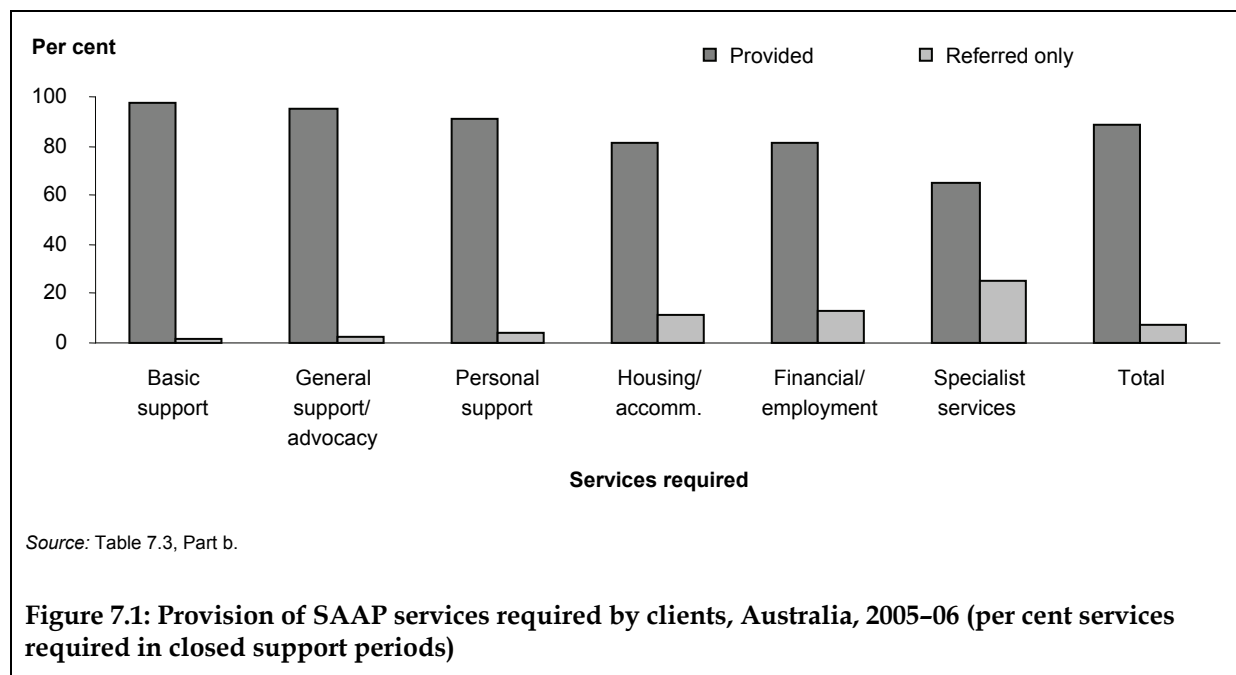
Requirements for individual service types also varied between the states and territories. For example, in the Australian Capital Territory help with behavioural problems was required in 24% of closed accompanying child support periods compared with between 4% and 12% in the other states and territory,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

Service provision and referral for SAAP clients

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

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

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



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

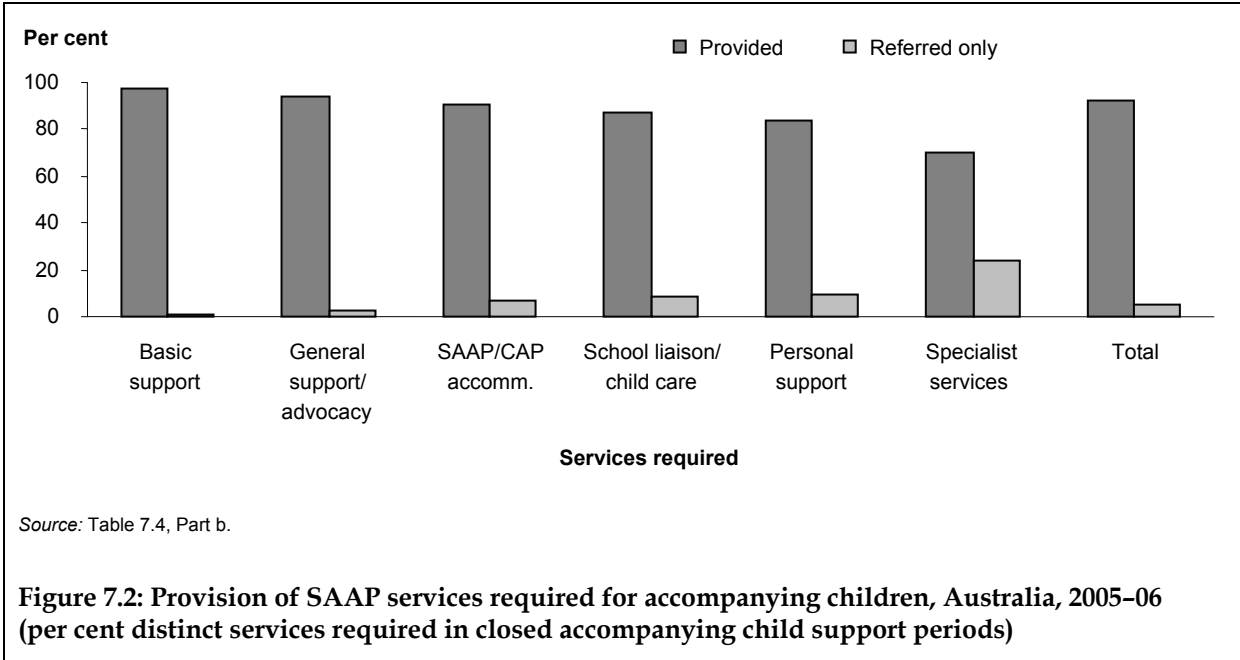
Housing and accommodation services were required in 103,400 (or 67%) of closed support periods (derived from Table 7.3, Part b). Some clients had more than one requirement for housing-related services, resulting in a total of 151,600 distinct accommodation services being required (Table 7.3, Part b).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

Service provision and referral for accompanying children

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

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

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



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

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

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

Unmet needs of SAAP clients

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

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

Client group

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

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

Unmet needs of accompanying children

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

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

Client group

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

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

7.1 Tables

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

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

Notes

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

Source: SAAP Client Collection.

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

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

Notes

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

Source: SAAP Client Collection.

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

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

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

(continued)

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

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

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

Notes

1. Number excluded due to errors and omissions (weighted): 3,631 (closed support periods with no information on service requirements or provision).
2. In groups of service types, a client may require more than one type of service within the group. Percentages for broad groups relate to all needs and not to support periods. For individual types of services, a need can be recorded only once within a support period, so percentages relate to support periods.
3. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

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

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

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

(continued)

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

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

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

Notes

1. Number excluded due to errors and omissions (weighted): 29,955 (closed accompanying child support periods with no information on service requirements or provision). In 28,314 of these, 'no assistance' was indicated as required for the accompanying child.
2. In groups of service types, an accompanying child may require more than one type of service within the group. Percentages for broad groups relate to all needs and not to support periods. For individual types of services, a need can be recorded only once within a support period, so percentages relate to accompanying child support periods.
3. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

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

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

Notes

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

Source: SAAP Client Collection.

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

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

Notes

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

Source: SAAP Client Collection.

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 2006, are used as the basis for analysis.

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, 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.

Data are not collected on the circumstances of accompanying children before and after support. However, an analysis of the pathways clients with accompanying children take into SAAP, and the outcomes for these people and their children following SAAP support can be found in *Homeless Children in SAAP 2004–05* (AIHW 2006b) and *Children accompanying homeless clients 2002–03* (AIHW 2004).

Main source of income

In 85% of all closed support periods, SAAP clients were recipients of a government payment before support (Table 8.1). In a further 8%, clients reported having no source of income and in 7% as having 'other' sources of income. These proportions had changed slightly by the time support had ended. After receiving support, clients were on a government payment in 87% of cases and in 6% reported that they had no income. The proportion with 'other' sources of income remained unchanged at 7%.

For those clients who required assistance with obtaining or maintaining a government pension or benefit, there were more noticeable changes. After support, these clients were receiving a government payment in 84% of closed support periods, a marked increase on the figure of 71% before support. Consequently, the proportion of closed support periods in which these clients had no income dropped from 22% before support to 9% after support.

Length of support

In general, the longer a client was supported, the more likely they were to have a main source of income (Table 8.3). For example, the proportion of closed support periods where clients reported no main source of income immediately following a period of support decreased from 8% for those supported for between 2 and 7 days to 4% for those supported for longer than 1 year and the proportion who were in receipt of 'other' income increased from 5% for those supported for 1 day or less to 14% for those supported for longer than 1 year. The proportion in receipt of a government payment after support fluctuated, overall decreasing from 90% of closed support periods for those supported for 1 day or less to 82% for those supported for longer than 1 year.

Employment status

When examined according to all closed support periods, there were only small changes in the employment profile of clients from before to after support (Table 8.2). In particular, there was a small increase in employment (either full time or part time), from 9% of closed support periods in the week before support to 10% in the week following support, and a small reduction in unemployment, from 24% before support to 22% after (derived from Table 8.2). The proportion not in the labour force, and hence not actively seeking employment, remained steady at 68% (Table 8.2).

Among those clients who 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 20% of closed support periods (derived from Table 8.2). This was more than double the figure of 8% before support. Correspondingly, the proportions where these clients were unemployed or were not in the labour force dropped from 43% and 49%, respectively, before support to 37% and 44% after support (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 (Table 8.3). The proportion of closed support periods in which clients were employed, either full time or part time, increased from 6% 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 decreased from 22% and 72%, respectively, for those supported for 1 day or less to 17% and 63% for those supported for more than 1 year.

Student status

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

When examined according to age group, in 57% of closed support periods, 5–17 year-olds were not a student before support, 35% 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 with the exception of a small

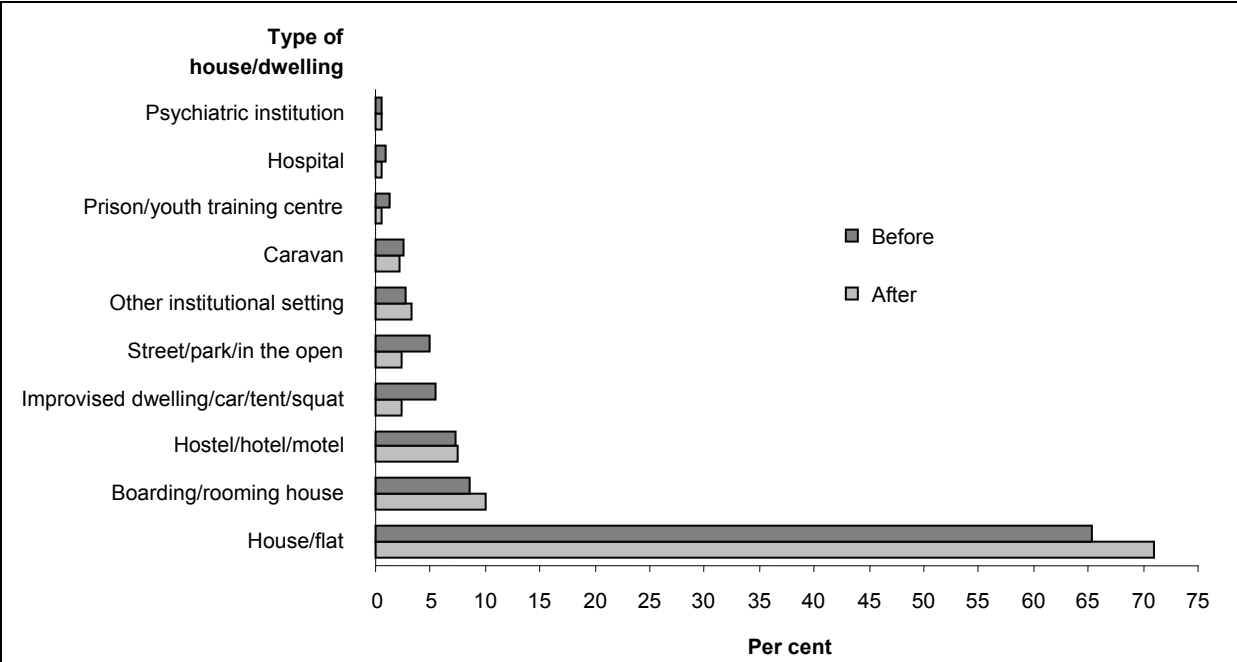
increase in the proportion of closed support periods where clients aged 5–17 years reported that they were in post-secondary education or employment training after support (from 8% before to 10% after).

Clients aged 18 years and over were not students before 96% of closed support periods, were undertaking post-secondary education or employment training before 3% and were a primary or secondary student before 1%. These proportions were relatively unchanged following support.

Type of house/dwelling

In 2005–06 the question on the type of accommodation occupied by clients was split into two questions to separate the physical structure of the dwelling a client occupied before and after support from the type of tenure they had for that dwelling. This section discusses the type of house or dwelling, that is, the physical structure of where the client was living, immediately before and after a period of SAAP support.

Generally, positive housing outcomes were reported for clients following support. For example, the most common type of house or dwelling occupied both before and after support was a house or flat and this increased from 65% of closed support periods immediately before support to 71% of closed support periods following support (Figure 8.1). There was also a shift away from living in a an improvised dwelling or sleeping rough, with the proportion living in an improvised dwelling, car, tent or squat dropping from 6% of closed support periods before support to 2% after support and the proportion living in the street, park or in the open decreasing from 5% to 2%.



Source: Table 8.5.

Figure 8.1: Type of house/dwelling immediately before and after a support period, Australia, 2005–06 (per cent closed support periods)

For clients who required assistance to obtain or maintain independent housing, more marked improvements were seen in the type of house or dwelling occupied after support. In particular, accommodation in a house or flat rose from 68% to 79% (Table 8.5). Conversely, the proportion of closed support periods in which clients were living in an improvised dwelling, car, tent or squat decreased from 6% before support to 2% after and the proportion living in a hostel, hotel or motel decreased from 7% of closed support periods before support to 5% after.

Length of support

Table 8.7 presents the type of house or dwelling a client occupied immediately before a period of SAAP support and immediately following a period of SAAP support broken down by the length of time a client was supported. There are two parts to this table, the first part includes all closed support periods and the second only those closed support periods in which the client had a period of SAAP accommodation during their period of support. It must be noted that a client may be accommodated for all or only some of the total time they were supported and that a client may have multiple periods of accommodation within a single period of support.

The longer a client was supported the more likely they were to exit to a house or flat after support. The proportion of closed support periods where this occurred increased from 64% of closed support periods for clients supported for 1 day or less to 90% for those supported for more than 1 year. Likewise for clients who had a period of accommodation during their support, the proportion rose from 62% for those supported for 1 day or less to 91% for those supported for longer than 1 year.

The longer a client was supported, the less likely they were to be living in an improvised dwelling or sleeping rough, with the proportion of closed support periods decreasing as length of support increased for both all closed support periods and those where the client had a period of accommodation during their support.

Type of tenure

As mentioned, in 2005–06, the question on the type of accommodation was split into two questions. This section discusses the type of tenure, that is, the legal right that the client had to occupy the house or dwelling they were living in, immediately before and after support.

When analysed for all closed support periods, the majority of clients had some form of tenure both before and after support and this increased after receiving SAAP support (from 71% of closed support periods before support to 75% after) (Table 8.6). The most common type of tenure was a private rental, in 25% of closed support periods before support and 27% after. The proportion in which clients had no tenure decreased from 15% before support to 9% after support. The most common form of no tenure was an improvised dwelling or sleeping rough, which decreased from 10% of closed support periods before support to 5% after support. In 14% of all closed support periods, clients were living in SAAP or CAP funded accommodation before support. This increased slightly to 17% after support. The most common type of SAAP or CAP accommodation was crisis or short-term accommodation (in 9% of closed support periods both before and after support).

When clients required assistance from SAAP to obtain or maintain independent housing, improvement in their tenure outcomes was more striking. For example, having tenure increased after support, from 71% of closed support periods before support to 82% after, and having no tenure decreased following support, from 14% before support to 5% after. The

proportion in SAAP or CAP funded accommodation decreased from 16% before support to 14% after.

Length of support

Table 8.8 presents the type of tenure a client had immediately before a period of SAAP support and immediately following a period of SAAP support broken down by the length of time a client was supported. There are two parts to this table, the first part includes all closed support periods and the second only those closed support periods in which the client had a period of SAAP accommodation during their period of support. It must be noted that a client may be accommodated for all or only some of the total time they were supported and that a client may have multiple periods of accommodation within a single period of support.

The proportion of closed support periods in which clients reported they had tenure on exiting support fluctuated but showed an overall increase as the length of support increased for both all closed support periods and those in which the client had a period of accommodation. In contrast, the proportion exiting to live in SAAP or CAP funded accommodation also fluctuated, but showed an overall decrease. The proportion of closed support periods where clients reported they left SAAP support for a situation in which they had no tenure also generally decreased as length of support increased.

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 (15%), living with other unrelated persons (13%), living alone with children (12%) 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 59% of closed support periods) (Table 8.10). In 29% of cases, clients did not have a case management plan because their support period was considered too short, in 9% of cases 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 37% 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 8% none of the goals were achieved (Table 8.11).

8.1 Tables

Table 8.1: SAAP closed support periods: main source of income immediately before and after a support period, Australia, 2005–06 (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	22.1	9.2	8.2	5.6
Government payments	70.6	84.1	85.1	87.2
Other	7.3	6.7	6.7	7.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<i>Total (number with valid data)</i>	<i>14,300</i>	<i>13,200</i>	<i>147,400</i>	<i>135,400</i>
Number with 'Client left without providing any information'	n.a.	400	n.a.	7,400
Number with 'Don't know'	100	400	10,600	12,600
Number with missing data	200	600	2,100	4,600
Total (number)	14,600	14,600	160,000	160,000

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, 2005–06 (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	2.2	7.1	3.2	4.2
Employed part time	6.1	12.4	5.3	6.1
Unemployed (looking for work)	42.9	36.5	23.5	21.7
Not in labour force	48.8	44.0	67.9	68.0
<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>8,600</i>	<i>7,800</i>	<i>140,400</i>	<i>125,300</i>
Number with 'Client left without providing any information'	n.a.	300	n.a.	9,400
Number with 'Don't know'	100	500	17,300	20,400
Number with missing data	100	200	2,400	4,800
Total (number)	8,800	8,800	160,000	160,000

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, 2005–06 (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
Main source of income									
No income	5.1	8.3	5.8	4.9	4.9	3.9	4.1	5.6	7,600
Government payments	89.8	85.5	87.6	85.6	85.0	84.0	82.2	87.2	118,100
Other	5.1	6.2	6.7	9.5	10.1	12.1	13.7	7.2	9,700
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (row %)	35.1	16.3	17.4	17.5	7.0	4.0	2.7	100.0	..
Total (number)	47,500	22,000	23,600	23,700	9,400	5,500	3,600	..	135,400
Employment status									
Employed full time	2.7	3.6	4.3	5.7	5.7	6.8	8.7	4.2	5,300
Employed part time	3.4	4.8	6.1	8.4	10.2	11.8	11.7	6.1	7,700
Unemployed (looking for work)	22.1	22.9	24.3	20.8	17.6	17.0	16.5	21.7	27,200
Not in labour force	71.8	68.7	65.3	65.0	66.5	64.5	63.1	68.0	85,200
<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>
Total (row %)	32.9	16.6	17.9	18.2	7.3	4.3	2.8	100.0	..
Total (number)	41,200	20,900	22,500	22,800	9,100	5,400	3,500	..	125,300

Notes

1. Number excluded due to errors and omissions (weighted): 24,644 (length of support and main source of income, including 'Don't know' and 'Client left without providing any information').
2. Number excluded due to errors and omissions (weighted): 34,664 (length of support and 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, 2005–06 (per cent)

Student status	5–17 years		18+ years		Total	
	Before	After	Before	After	Before	After
Not a student	56.7	56.4	96.1	95.7	91.4	91.1
Primary/secondary student	35.2	33.6	0.9	0.7	4.9	4.6
Post-secondary student/employment training	8.1	10.0	3.0	3.6	3.6	4.3
<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>15,900</i>	<i>14,100</i>	<i>117,600</i>	<i>105,400</i>	<i>133,500</i>	<i>119,500</i>
Number with 'Client left without providing any information'	n.a.	1,100	n.a.	7,900	n.a.	9,000
Number with 'Don't know'	1,100	1,700	18,900	21,000	20,100	22,800
Number with missing data	200	300	3,000	5,200	3,200	5,500
Total (number)	17,200	17,200	139,600	139,600	156,800	156,800

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, 2005–06 (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
<i>Improvised dwelling/sleeping rough</i>	8.9	2.2	10.5	4.7
Improvised dwelling/car/tent/squat	5.7	1.5	5.5	2.4
Street/park/in the open	3.2	0.6	5.0	2.3
<i>House/dwelling</i>	85.3	94.5	83.9	90.5
House/flat	67.5	79.4	65.4	70.9
Caravan	3.2	2.6	2.6	2.2
Boarding/rooming house	7.6	7.8	8.6	10.1
Hostel/hotel/motel	7.0	4.7	7.3	7.4
<i>Institutional setting</i>	5.7	3.4	5.6	4.8
Hospital	0.9	0.4	1.0	0.6
Psychiatric institution	0.6	0.4	0.6	0.5
Prison/youth training centre	1.4	0.5	1.3	0.5
Other institutional setting	3.0	2.1	2.7	3.2
<i>Total</i>	100.0	100.0	100.0	100.0
<i>Total (number with valid data)</i>	37,100	29,400	139,100	109,300
Number with 'Client left without providing any information'	n.a.	4,300	n.a.	15,400
Number with 'Don't know'	1,500	4,200	15,100	26,600
Number with missing data	600	1,300	5,800	8,600
Total (number)	39,200	39,200	160,000	160,000

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, 2005–06 (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
SAAP/CAP funded accommodation	15.6	13.6	13.7	16.9
SAAP/CAP crisis/short term accommodation	10.5	5.6	9.1	8.9
SAAP/CAP medium/long term accommodation	2.9	6.1	2.4	5.1
Other SAAP/CAP funded accommodation	2.2	1.9	2.2	2.9
No tenure	13.7	4.5	15.1	8.6
Institutional setting	3.5	1.8	3.7	2.6
Improvised dwelling/sleeping rough	7.9	1.7	9.6	4.9
Other	2.3	1.0	1.8	1.0
Tenure	70.7	82.0	71.1	74.5
Purchasing/purchased own home	2.9	1.9	4.0	3.3
Private rental	27.6	35.5	25.2	26.7
Public housing rental	7.6	17.7	11.3	15.6
Community housing rental	2.0	5.1	3.8	5.6
Rent-free accommodation	9.7	5.2	9.0	6.5
Boarding	21.0	16.5	17.9	16.8
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<i>Total (number with valid data)</i>	<i>36,000</i>	<i>28,600</i>	<i>135,100</i>	<i>106,400</i>
Number with 'Client left without providing any information'	n.a.	4,400	n.a.	16,000
Number with 'Don't know'	2,500	5,000	20,800	31,400
Number with missing data	700	1,200	4,100	6,200
Total (number)	39,200	39,200	160,000	160,000

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, 2005–06 (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
All closed support periods									
Improvised dwelling/sleeping rough	7.0	5.1	4.3	2.9	2.2	2.1	1.5	4.7	5,200
Improvised dwelling/car/tent/squat	3.6	2.5	2.5	1.6	0.7	0.9	0.6	2.4	2,700
Street/park/in the open	3.5	2.6	1.8	1.2	1.5	1.1	0.9	2.3	2,500
House/dwelling	89.1	87.1	89.5	93.1	94.3	94.9	95.1	90.5	99,000
House/flat	64.1	65.5	68.2	77.7	83.1	87.1	89.5	70.9	77,500
Caravan	2.0	2.5	2.8	2.3	1.6	1.1	0.8	2.2	2,400
Boarding/rooming house	14.3	9.3	9.3	7.7	6.4	4.6	3.2	10.1	11,000
Hostel/hotel/motel	8.8	9.8	9.2	5.4	3.3	2.1	1.7	7.4	8,100
Institutional setting	3.8	7.8	6.2	4.0	3.5	3.0	3.4	4.8	5,200
Hospital	0.6	1.2	0.9	0.4	0.2	0.3	0.4	0.6	700
Psychiatric institution	0.3	0.7	0.7	0.4	0.4	0.3	0.6	0.5	500
Prison/youth training centre	0.2	0.6	0.7	0.6	0.8	0.8	1.1	0.5	600
Other institutional setting	2.8	5.3	3.9	2.6	2.2	1.6	1.3	3.2	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>
Total (row %)	34.1	14.4	16.7	19.0	7.9	4.7	3.1	100.0	..
Total (number)	37,300	15,700	18,300	20,800	8,700	5,100	3,400	..	109,300
Closed support periods in which clients were accommodated									
Improvised dwelling/sleeping rough	9.5	6.0	5.3	3.5	2.7	1.4	0.7	5.1	2,300
Improvised dwelling/car/tent/squat	2.9	2.8	2.7	1.5	0.7	0.7	0.4	2.1	900
Street/park/in the open	6.6	3.1	2.6	2.0	2.0	0.7	0.4	3.0	1,300
House/dwelling	82.7	83.2	85.4	90.3	92.9	95.2	96.1	87.2	38,500
House/flat	61.6	61.9	61.7	70.3	79.6	87.5	91.0	67.9	30,000
Caravan	1.4	2.2	2.4	2.3	1.7	1.1	0.9	2.0	900
Boarding/rooming house	7.9	8.8	10.0	9.2	6.5	3.8	2.7	8.2	3,600
Hostel/hotel/motel	11.8	10.3	11.4	8.5	5.1	2.8	1.5	9.1	4,000
Institutional setting	7.8	10.8	9.3	6.2	4.4	3.4	3.2	7.7	3,400
Hospital	1.0	1.6	1.4	0.6	0.4	0.5	0.4	1.0	500
Psychiatric institution	0.4	1.0	1.0	0.7	0.6	0.3	0.7	0.7	300
Prison/youth training centre	0.4	0.8	1.0	0.8	0.7	0.5	0.5	0.7	300
Other institutional setting	6.0	7.5	5.9	4.1	2.7	2.0	1.6	5.2	2,300
<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>..</i>
Total (row %)	16.0	22.0	23.0	19.7	8.7	6.1	4.5	100.0	..
Total (number)	7,100	9,700	10,100	8,700	3,800	2,700	2,000	..	44,200

Notes

1. Number excluded due to errors and omissions (weighted): 50,686 closed support periods (including 'Don't know' and 'Client left without providing any information'); 25,323 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, 2005–06 (per cent)

Type of tenure	1 day	>1–7	>1–4	>4–13	>13–26	>26–52	>52	Total	
	or less	days	weeks	weeks	weeks	weeks	weeks	%	Number
All closed support periods									
SAAP/CAP funded accommodation	15.9	21.8	19.8	16.9	13.3	9.6	10.8	16.9	18,000
SAAP/CAP crisis/short term accommodation	9.4	14.6	10.6	6.9	4.0	3.0	3.1	8.9	9,500
SAAP/CAP medium/long term accommodation	2.3	4.3	6.2	8.3	8.1	5.6	6.9	5.1	5,400
Other SAAP/CAP funded accommodation	4.2	3.0	2.9	1.7	1.2	1.0	0.8	2.9	3,000
No tenure	12.2	9.2	8.0	5.6	4.3	4.0	4.3	8.6	9,200
Institutional setting	2.1	4.3	3.2	2.3	1.9	2.1	2.6	2.6	2,800
Improvised dwelling/sleeping rough	8.8	3.9	3.4	2.4	1.7	1.6	1.5	4.9	5,200
Other	1.2	1.0	1.4	0.9	0.8	0.3	0.2	1.0	1,100
Tenure	71.9	68.9	72.2	77.5	82.3	86.4	84.9	74.5	79,300
Purchasing/purchased own home	2.7	3.0	3.0	4.8	4.2	3.7	2.4	3.3	3,600
Private rental	21.9	23.8	28.9	32.2	32.9	30.8	29.0	26.7	28,500
Public housing rental	15.6	12.2	11.3	14.0	19.7	28.5	31.7	15.6	16,600
Community housing rental	5.3	6.8	5.0	4.9	5.8	6.4	7.9	5.6	5,900
Rent-free accommodation	5.9	7.7	7.5	6.5	6.2	5.8	5.1	6.5	6,900
Boarding	20.5	15.4	16.4	15.3	13.5	11.2	8.8	16.8	17,800
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (row %)	35.2	13.9	16.3	18.7	7.9	4.7	3.2	100.0	..
Total (number)	37,500	14,800	17,400	19,900	8,400	5,000	3,400	..	106,400
Closed support periods in which clients were accommodated									
SAAP/CAP funded accommodation	27.8	23.1	24.4	25.2	18.7	11.3	10.3	22.8	9,700
SAAP/CAP crisis/short term accommodation	19.2	16.1	13.2	9.9	5.8	3.9	2.9	12.4	5,300
SAAP/CAP medium/long term accommodation	3.0	4.6	7.6	12.8	11.0	6.1	6.4	7.4	3,100
Other SAAP/CAP funded accommodation	5.6	2.4	3.6	2.4	1.8	1.3	1.0	3.0	1,300
No tenure	13.3	11.7	10.7	7.5	5.0	3.5	3.6	9.4	4,000
Institutional setting	3.3	5.8	4.9	3.5	2.1	2.1	2.5	4.0	1,700
Improvised dwelling/sleeping rough	9.3	4.5	4.2	2.9	2.0	1.2	0.8	4.3	1,800
Other	0.7	1.3	1.7	1.1	0.9	0.3	0.3	1.1	500
Tenure	58.8	65.2	64.8	67.4	76.3	85.2	86.2	67.7	28,700
Purchasing/purchased own home	1.7	2.7	1.9	1.7	1.2	1.4	1.2	1.9	800
Private rental	13.3	17.8	22.1	25.3	29.8	29.4	29.8	21.9	9,300
Public housing rental	13.2	11.5	8.5	10.8	18.9	30.8	36.5	14.0	5,900
Community housing rental	10.3	8.1	5.3	6.4	7.4	7.5	8.9	7.4	3,200
Rent-free accommodation	8.4	9.3	9.5	7.1	5.2	4.3	3.0	7.8	3,300
Boarding	12.0	15.8	17.5	16.1	13.9	11.6	6.7	14.8	6,300
<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>..</i>
Total (row %)	16.1	21.8	22.7	19.8	8.8	6.3	4.7	100.0	..
Total (number)	6,800	9,200	9,600	8,400	3,700	2,700	2,000	..	42,400

Notes

1. Number excluded due to errors and omissions (weighted): 53,593 closed support periods (including 'Don't know' and 'Client left without providing any information'); 27,083 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 8.9: SAAP closed support periods: living situation immediately before and after a support period, Australia, 2005–06 (per cent)

Living situation	Before	After
With both parents	2.5	1.9
With one parent and parent's spouse/partner	2.0	1.2
With one parent	3.8	3.0
With foster family	0.4	0.3
With relatives/friends temporary	14.5	10.0
With relatives/friends long-term	3.6	4.6
With spouse/partner	9.3	6.7
With spouse/partner and child(ren)	11.8	8.2
Alone	25.8	29.8
Alone with child(ren)	12.1	19.2
With other unrelated persons	13.4	14.0
Other	0.9	1.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>
<i>Total (number with valid data)</i>	<i>140,600</i>	<i>113,600</i>
Number with 'Client left without providing any information'	n.a.	14,100
Number with 'Don't know'	17,800	27,700
Number with missing data	1,600	4,600
Total (number)	160,000	160,000

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, 2005–06 (per cent)

Case management plan	%	Number
Yes	59.2	80,900
No, client did not agree to one	9.3	12,800
No, support period too short	29.2	39,900
No, other reason	2.3	3,200
Total	100.0	136,700

Notes

1. Number excluded due to errors and omissions (weighted): 21,862.
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, 2005–06 (per cent)

Achievement of goals	%	Number
All goals achieved	37.1	28,900
Most or some goals achieved	55.4	43,200
No goals achieved	7.5	5,800
Total	100.0	77,900

Notes

1. Number excluded due to errors and omissions (weighted): 2,961.
2. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

9 Support from 1996–97 to 2005–06

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 10 years of the National Data Collection. However, it is important to note when examining trends over the 10 years of the collection that refined definitions and a new statistical linkage key were introduced in 2005–06. These changes constitute a break in the data series and thus Client Collection data for 2005–06 are not strictly comparable to previous years.

Funding

Total recurrent funding for SAAP in Australia has risen by 59% over the 10 years of the collection, from \$219.8m in 1996–97 to \$348.8m in 2005–06 (Table 9.1). When these figures are adjusted for inflation, in real terms total funding increased by 20%. Looking at year-by-year changes, funding levels in real terms (adjusted for inflation) remained similar between 1996–97 and 1997–98. Funding increased by 4% in 1998–99 and remained relatively level in 1999–2000 before increasing by 7% in real terms in 2000–01, 4% in 2001–02 and 5% in 2002–03. Real funding decreased slightly by 1% in 2003–04, fell again by 1% in 2004–05 before increasing by 2% in 2005–06.

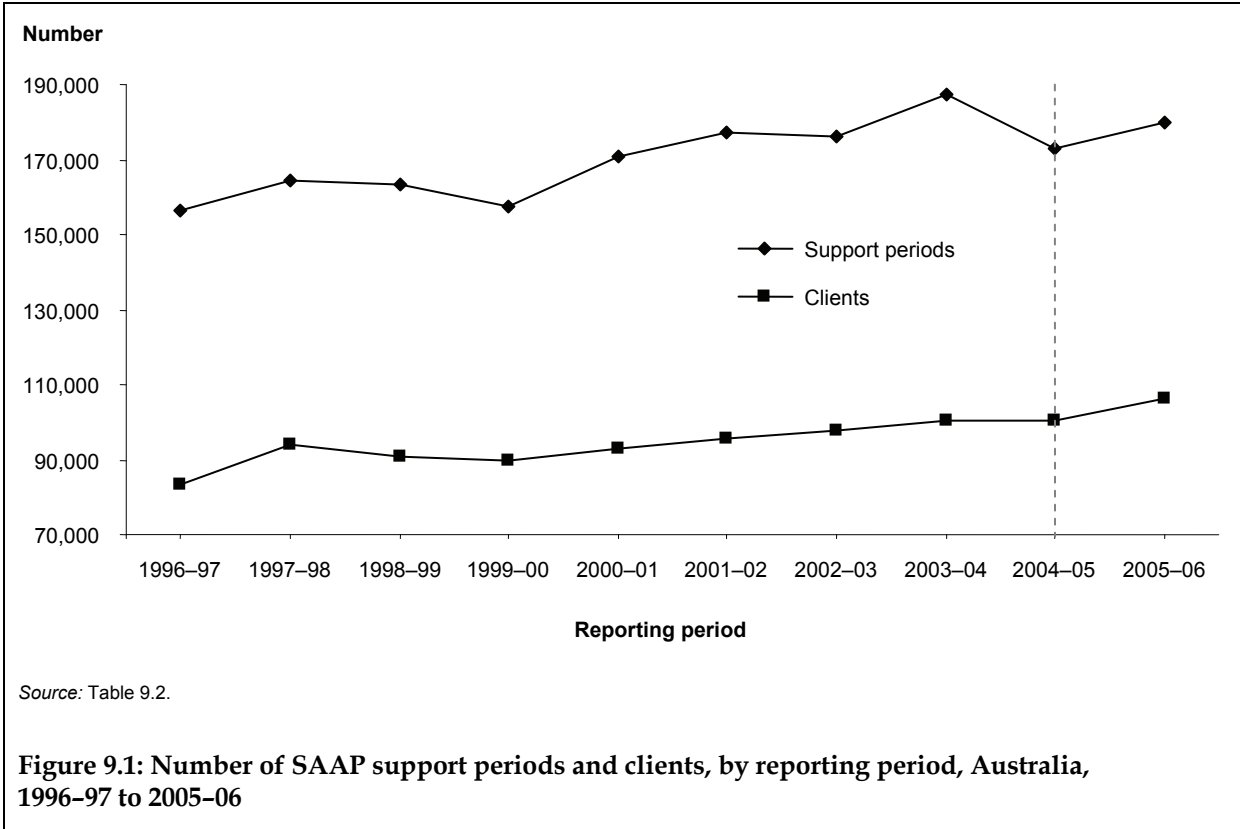
Actual recurrent funding to agencies increased by 66%, from \$200.5m in 1996–97 to \$333.4m in 2005–06. In real terms, this represented an increase of 26% over the 10 years. On a year-by-year basis, funding in real terms increased by 4% in 1997–98, increased again in 1998–99 by 5% before falling by 1% in 1999–2000. Funding increased by 6% in 2000–01, 5% in 2001–02, and 6% in 2002–03 then remained relatively steady in 2003–04 before falling by 1% in 2004–05. In 2005–06, in real terms, funding to agencies increased 1% from that reported in 2004–05.

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 resources being spent on each support period or client, 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. For example, while the number of agencies 'in scope' to participate in the Client Collection decreased from 1,225 in 2003–04 to 1,212 in 2004–05 and in real terms recurrent funding to agencies decreased by 1%, funding per support period increased in real terms by 7% (from \$1,780 in 2003–04 to \$1,910 in 2004–05) and funding per client remained relatively steady (at \$3,320 in 2003–04 and \$3,300 in 2004–05) (tables 9.4 and 9.1).

Numbers of support periods and clients

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 (see Appendix 1, Section A1.2), 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 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.

As mentioned, 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.

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 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, the number of clients was 106,500.

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.

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 one 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.

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.

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 (see Table 9.8 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.

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%.

Daily support and nightly accommodation

Table 9.2 also shows the daily average number of support periods and nightly average support periods with accommodation. The average number of support periods active on any day of a reporting year gradually increased from 15,500 in 1997–98 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) (see 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.

The nightly average number of support periods with accommodation fluctuated between 1996–97 and 1998–99 before increasing from 7,000 in 1999–2000 to 8,700 in 2004–05. The nightly average number of support periods with accommodation decreased to 8,200 in 2005–06 (note, though, that due to the previously mentioned changes this is not strictly comparable to previous years). Note that there can be more than one accommodation period within a support period. Therefore, the length of an accommodation period can be the same as, or shorter than, the associated support period. This contributes to the smaller 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.

Numbers of accompanying child support periods and accompanying children

Before 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 (see 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.

Although not directly comparable because estimates of the number of accompanying children exclude high-volume records for the first 3 reportable years and in 2005–06 adjusted definitions and a new statistical linkage key were introduced, the number of accompanying children followed a similar pattern, rising from 50,800 in 2001–02 to 53,800 in 2002–03 before falling back to 52,700 in 2003–04. In 2004–05 there were 56,800 accompanying children and in 2005–06 there were 54,700. The reasons for this decrease are likely to be partly related to the changes in the definitions and statistical linkage key.

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 are large variations between the states and territories in terms of the number of accompanying child support periods and accompanying children. 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 5 years. The number increased from 23,900 in 2001–02 to 29,700 in 2004–05 and in 2005–06, Victoria reported 29,400 accompanying child support periods (Table 9.3).

Victoria also reported the highest number of accompanying children across the 5 years, increasing from 18,300 in 2001–02 to 19,900 in 2002–03 before falling slightly to 19,700 in 2003–04 and rising to 20,400 in 2004–05. In 2005–06, Victoria reported 18,500 accompanying children.

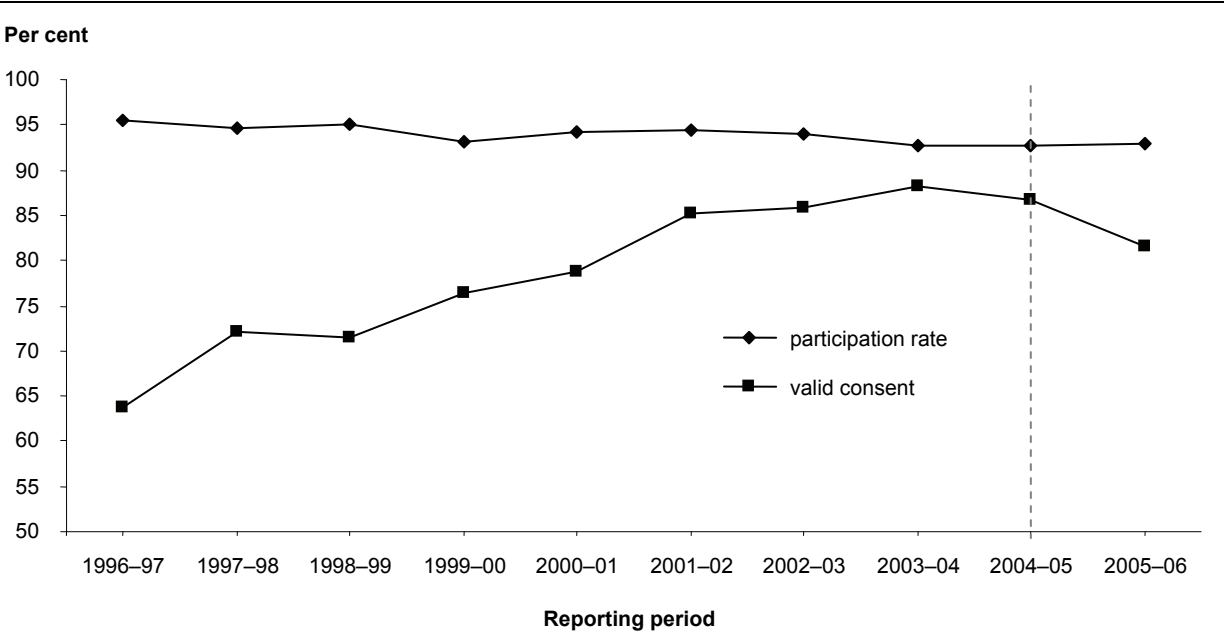
Daily support and nightly accommodation

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. 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.

Agency participation rates and consent

The number of agencies required to participate in the Client Collection generally increased between 1996-97 and 2001-02 (Table 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 to 1,219 in 2005-05.

The agency participation rate remained fairly constant over the 10 reporting years, ranging from 93% to 95% (Figure 9.2). 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. 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, which includes the requirement to have a valid date of birth rather than just a valid year of birth (see Glossary and AIHW 2006a:Glossary).



Source: Table 9.4.

Figure 9.2: Agency participation rate and valid consent, by reporting period, Australia, 1996-97 to 2005-06

9.1 Tables

Table 9.1: SAAP funding to agencies and mean funding per support period and client: current and constant 2005–06 dollars, by reporting period, Australia, 1996–97 to 2005–06

Reporting period	Total recurrent funding ^(a)	Funding to agencies ^(a)	Funding per support period ^(b)	Funding per client ^(b)
Current \$				
1996–97	219,771,000	200,539,000	1,280	2,410
1997–98	223,661,000	212,768,000	1,300	2,260
1998–99	229,889,000	220,328,000	1,350	2,430
1999–00	245,511,000	231,717,000	1,470	2,570
2000–01	268,537,000	251,367,000	1,470	2,700
2001–02	285,039,000	268,960,000	1,520	2,810
2002–03	310,359,000	296,635,000	1,680	3,040
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
Constant 2005–06 \$				
1996–97	289,987,000	264,611,000	1,690	3,180
1997–98	288,232,000	274,193,000	1,670	2,910
1998–99	299,569,000	287,110,000	1,760	3,170
1999–00	299,815,000	282,970,000	1,800	3,140
2000–01	321,570,000	301,009,000	1,760	3,240
2001–02	333,712,000	314,887,000	1,780	3,290
2002–03	349,696,000	334,232,000	1,900	3,430
2003–04	346,875,000	333,207,000	1,780	3,320
2004–05	343,594,000	331,142,000	1,910	3,300
2005–06	348,836,000	333,432,000	1,850	3,130

(a) 'Total recurrent 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 2000b:Table 2.1; AIHW 2002a:Table 2.1; AIHW 2002b:Table 2.1). Total recurrent funding' and 'Funding to agencies' for 2003–04, 2004–05 and 2005–06 includes state-only recurrent allocations which are in addition to the SAAP agreement between each of those jurisdictions and the Australian Government (see Table 2.1; AIHW 2005a:Table 2.1; AIHW 2006a:Table 2.1).

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

Notes

1. In 2005–06 the definition of a support period, the definition of a client and the statistical linkage key were changed. Data using these 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; AIHW 1997, 1999, 2000a, 2000b, 2002a, 2002b, 2003, 2005a, 2006a; ABS 2006b; FaCSIA unpublished data.

Table 9.2: SAAP support periods and clients: state and territory by reporting period, Australia, 1996–97 to 2005–06 (number)

	1996–97	1997–98	1998–99	1999–00	2000–01	2001–02	2002–03	2003–04	2004–05	2005–06
State/territory	Support periods									
NSW	57,900	55,000	55,400	51,200	49,300	47,900	47,900	48,600	41,300	40,900
Vic	36,800	41,800	44,200	42,700	43,400	45,200	48,800	67,200	62,000	71,800
Qld	25,100	26,800	25,800	26,100	38,700	41,400	36,900	28,400	26,300	25,400
WA	12,000	12,500	12,400	13,100	15,200	14,700	14,900	13,800	14,500	12,700
SA	11,400	12,900	11,100	10,900	11,000	14,400	14,100	14,700	15,600	15,900
Tas	5,200	6,400	5,600	5,800	5,100	5,800	6,600	6,600	6,400	6,200
ACT	3,200	3,300	3,000	3,200	2,900	2,700	2,500	3,000	2,300	2,800
NT	4,800	5,500	5,600	4,700	5,200	4,800	4,500	4,800	4,600	4,300
Australia	156,500	164,300	163,200	157,600	170,700	177,000	176,300	187,200	173,100	180,000
<i>Errors and omissions</i>	—	—	—	—	—	—	—	—	—	—
Nightly average support periods with accommodation	5,200	7,600	7,200	7,000	7,200	8,100	8,200	8,300	8,700	8,200
<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
Daily average support periods	13,600	15,500	16,500	18,000	18,100	20,400	21,900	21,800	23,700	23,000
<i>Errors and omissions</i>	6,302	4,265	319	212	1,437	1,347	254	75	1	—
State/territory	Clients									
NSW	26,600	29,100	27,300	25,800	25,900	26,400	25,400	25,000	24,100	26,000
Vic	23,700	28,000	29,100	28,500	28,200	29,200	30,500	34,900	36,100	37,700
Qld	14,900	16,500	15,300	16,100	18,000	18,400	18,900	17,900	17,500	17,400
WA	7,700	8,200	7,900	8,500	9,700	9,000	9,300	8,400	8,900	8,300
SA	7,000	8,600	7,500	7,600	7,700	8,800	9,400	9,700	9,600	10,400
Tas	3,200	3,800	3,500	3,500	3,500	3,700	4,300	4,500	4,600	4,400
ACT	2,200	2,300	2,100	2,200	2,100	1,900	1,800	1,700	1,600	2,000
NT	2,500	3,100	3,300	3,100	3,100	3,100	3,100	3,200	3,100	3,100
Australia	83,200	94,100	90,700	90,000	93,000	95,600	97,600	100,200	100,400	106,500
<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 using these are therefore not comparable to previous years.
2. Number of clients within a state or territory relates to clients who ever received assistance from a SAAP agency in that state or territory. Since a client may have support periods in more than one state or territory, state and territory figures do not sum to the national figure.
3. 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 2005–06 (number)

	2001–02	2002–03	2003–04	2004–05	2005–06
State/territory	Accompanying child support periods				
NSW	13,500	12,900	12,900	13,500	15,900
Vic	23,900	25,700	25,700	29,700	29,400
Qld	13,200	13,200	11,100	10,700	10,900
WA	7,700	8,000	7,900	8,600	8,300
SA	9,200	9,800	9,100	9,300	10,300
Tas	2,300	2,900	2,700	3,200	3,000
ACT	1,000	1,000	1,100	900	1,600
NT	2,500	2,200	2,600	2,600	2,300
Australia	73,300	75,800	73,200	78,500	81,700
<i>Errors and omissions</i>	—	—	—	—	—
Nightly average accompanying child support periods with accommodation	4,800	5,100	5,100	5,700	5,600
<i>Errors and omissions</i>	1,459	1,371	1,609	1,641	1,507
Daily average accompanying child support periods	12,300	13,600	12,600	13,900	14,600
<i>Errors and omissions</i>	760	145	48	—	—
State/territory	Accompanying children				
NSW	10,300	9,900	10,100	10,800	11,400
Vic	18,300	19,900	19,700	20,400	18,500
Qld	8,200	9,200	8,600	8,600	8,100
WA	5,900	6,000	5,900	6,100	5,400
SA	4,900	5,400	4,900	7,100	7,000
Tas	1,900	2,300	2,400	2,600	2,100
ACT	800	800	700	800	1,000
NT	1,900	1,900	2,100	2,000	1,700
Australia	50,800	53,800	52,700	56,800	54,700
<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 using these 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 children who *ever* accompanied a client to a SAAP 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. In 2001–02, 2002–03 and 2003–04, 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 forms returned with informed consent and valid consent by reporting period, Australia, 1996–97 to 2005–06

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

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

(b) 'Valid consent' here refers to forms with a valid statistical linkage key (see 'statistical linkage key' in the Glossary and AIHW 2006a:Glossary). Note that in 2005–06 the statistical linkage key was changed and therefore data using this is not comparable to previous years.

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

Sources: SAAP Administrative Data and Client Collections.

Appendix 1 The data

A1.1 The National Data Collection

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

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

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

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

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

A1.2 The Client Collection

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

In assessing the quality of data in any collection, it is important to consider not only overall participation rates but also the degree to which returned data collection forms are complete. All data collections and surveys invariably have some missing data, but this does not necessarily undermine the validity or reliability of information obtained. However, high levels of non-response to particular questions mean that some caution should be exercised when interpreting the data because the results may not fully reflect the entire population of interest.

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

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

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

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

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

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

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

Sources: SAAP Administrative Data and Client Collections.

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

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

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

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

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

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

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

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

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

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

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

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

A1.3 Interpretation of tables

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

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

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

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

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

A1.3.1 Examples

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

Example 1

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

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

Table A1.2: Example 1 illustrating table interpretation

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

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

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

Notes

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

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

Example 2

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

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

Table A1.3: Example 2 illustrating table interpretation

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

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

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

Source: SAAP Client Collection.

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

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

Accompanying child requiring assistance	An accompanying child is said to require assistance if any information concerning the need for or provision of services (including referrals) has been reported for the child (see question 23 of the client form, Appendix 3).
Accompanying child support period	The number of accompanying child support periods is calculated by summing the number of accompanying child support periods reported for each client support period. Note that an accompanying child support period is recorded on only one parent's/guardian's form when a couple presents to an agency.
Age of client	The age of the client (for the Client Collection) relates to the client's age at the start of the support period; it is estimated from the client's 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.
Agency	<p>A SAAP agency is included in the analyses in Chapter 2 if information about recurrent allocations was provided for 2005–06 and the agency operated for some part of the period 1 July 2005 to 30 June 2006.</p> <p>The number and profile of agencies change each year as a result of the amalgamation or splitting of agencies, the opening of new agencies, or the reclassification of service delivery models or target groups. These changes are determined by state and territory government departments.</p>
Client	<p>Client forms from operational SAAP agencies are included in the analyses presented in this report if:</p> <ul style="list-style-type: none">• the client's support period ended in the reporting period, or• the client's support period started on or before the end of the reporting period and either was ongoing at the end of the reporting period (30 June) or the end date of the support period was unknown and the record was entered by the NDCA before the data entry close-off date for the reporting period. <p>Tables detailing the characteristics of individual clients generally present data collected during the client's first support period in the reporting period.</p>

Country of birth

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

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

For more detail refer to ABS 1998 and subsequent revisions.

Cultural and linguistic diversity

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

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

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

English proficiency

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

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

House/dwelling

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

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

Income source

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

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

Length of accommodation

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

Length of support

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

Living situation The SAAP Client Collection specifies 11 distinct categories for the living situation of clients and allows agencies to record other types living situation not listed on the data form.

- With both parents
- With one parent and parent's spouse/partner
- With one parent
- With foster family
- With relatives/friends temporary
- With relatives/friends long-term
- With spouse/partner
- With spouse/partner and child(ren)
- Alone with child(ren)
- Alone
- With other unrelated persons
- Other.

Mean 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.

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.

Median 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.

Missing values Records or forms that are not available for analysis are shown in table notes. The number of such records for each table is calculated in the following order of precedence:

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

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

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

Percentages

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

Per 10,000 population

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

Region

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

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

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

For more detail refer to ABS 2001.

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

Support

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

The major classifications are:

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

Support to accompanying children

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

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

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

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

Tenure

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

Appendix 2 Summary of changes

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

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

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

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

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

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

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

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

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

Appendix 3 SAAP NDCA Client Collection form



CLIENT FORM

JULY 2005 – JUNE 2006

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

AGENCY ID

SUPPORT PERIOD

Date commenced

D	D	M	M	Y	Y	Y	Y
<input type="text"/>	<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"/>
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SUPPORT PERIOD ONGOING AT 30 JUNE 2006 Yes 1

CONSENT OBTAINED Yes 1 No 2

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

* **ALPHA CODE**

Letters of first name

<input type="text"/>	<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

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*** 4 Country of birth of client**

Australia 1

other (please specify) _____

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

no 1

yes, Aboriginal 2

yes, Torres Strait Islander 3

yes, both 4

*** 6 Presenting reasons for seeking assistance**

please tick as many circles as apply

Interpersonal relationships

time out from family/other situation 2

relationship/family breakdown 3

interpersonal conflict 4

sexual abuse 7

domestic/family violence 6

physical/emotional abuse 5

Financial

gambling 20

budgeting problems 23

rent too high 24

other financial difficulty 21

Accommodation

overcrowding issues 27

eviction/asked to leave 25

emergency accommodation ended 11

previous accommodation ended 26

Health

mental health issues 28

problematic drug/alcohol/substance use 10

psychiatric illness 13

other health issues 29

Other reasons

gay/lesbian/transgender issues 30

recently left institution 12

recent arrival to area with no means of support 14

itinerant 15

other (please specify) _____ 999

don't know/no information 0

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

please write only ONE code number from Question 6

eg 0 2 7

--	--	--

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

please tick one box only in each column

Before **After**

No income

no income 1

registered/awaiting benefit 2

Government payments

newstart 4

youth allowance 33

community development employment project (CDEP) 8

ABSTUDY 31

Austudy payment for students aged 25 years and over 28

disability support pension 12

age pension 13

parenting payment 34

DVA payment (pension or support) 35

other type of allowance or benefit 36

Other income

workcover/compensation 19

maintenance/child support 20

wages/salary/own business 21

spouse/partner's income 22

other (please specify) _____ 999

client left without providing any information 98

don't know 99

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

please tick one box only in each column

Before **After**

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

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

unemployed (looking for work) 4

not in labour force (see manual) 5

client left without providing any information 98

don't know 99

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

please tick one box only in each column

Before **After**

not a student 1

primary/secondary school student 2

post-secondary student/employment training 3

client left without providing any information 98

don't know 99

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*** 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	
Housing/accommodation				
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
Financial/employment				
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
Personal support				
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
General support/advocacy				
living skills/personal development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	14
assistance with legal issues/court support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	25
advice/information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	27
retrieval/storage/removal of personal belongings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	29
advocacy/liaison on behalf of client	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	30
Specialist services				
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
Basic support				
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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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

D	D	M	M	Y	Y	Y	Y

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

D	D	M	M	Y	Y	Y	Y

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

D	D	M	M	Y	Y	Y	Y

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

D	D	M	M	Y	Y	Y	Y

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

D	D	M	M	Y	Y	Y	Y

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

D	D	M	M	Y	Y	Y	Y

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

D	D	M	M	Y	Y	Y	Y

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

D	D	M	M	Y	Y	Y	Y

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

D	D	M	M	Y	Y	Y	Y

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

D	D	M	M	Y	Y	Y	Y

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

D	D	M	M	Y	Y	Y	Y

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

D	D	M	M	Y	Y	Y	Y

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

* 19 ALPHA CODE FOR ACCOMPANYING CHILD(REN)	Letters of first name 1st 2nd 3rd 4th 5th 6th Letters of last name M/F for male or female	Letters of first name 1st 2nd 3rd 4th 5th 6th Letters of last name M/F for male or female																																																																																																																																																																																																																
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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

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

Letters of first name	Letters of last name	M/F for male or female	D D	M M	Y Y Y Y	day unknown	month unknown	estimated year
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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

RETURNING FORMS TO THE NDCA

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

30 JUNE 2005 AND 31 DECEMBER 2005

- In the first week of July 2005 and in the first week of January 2006, you should notify the NDCA of clients who are still being supported as at 30 June 2005 and 31 December 2005.
- For clients who are ongoing at 30 June 2005, refer to the *July 2005 Transfer Guide* and transfer the information from the old 2004–2005 form to the new 2005–2006 form. Return the old form to the NDCA along with the forms of *clients who have left your agency in the last month*. Retain the new form in your agency until the client has finished his/her support period.
- For ongoing clients at 31 December – use the December Form Return Sheet and note in the box provided the number of clients being supported on 31 December 2005. It is important to send in a December Form Return Sheet even if you did not have any client forms to remit or you had no ongoing clients.

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

Glossary

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

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

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

Valid date of birth

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

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

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