

# **SAAP National Data Collection**

**Annual report  
1999–2000**

**Australian Capital Territory**

The Australian Institute of Health and Welfare is Australia's national health and welfare statistics and information agency. The Institute's mission is to improve the health and well-being of Australians by informing community discussion and decision making through national leadership in developing and providing health and welfare statistics and information.

SAAP NDCA REPORT SERIES 5

# **SAAP National Data Collection**

**Annual report  
1999–2000**

**Australian Capital Territory**

Australian Institute of Health and Welfare  
Canberra

AIHW cat. no. HOU 57

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# Preface

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

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

The 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.

The fact that all agencies in the Australian Capital Territory have provided data in 1999–2000 is testimony to their collective commitment to, and confidence in, the collection. Full participation was also recorded in 1998–99. The proportion of SAAP clients who have consented to the provision of their personal data to the National Data Collection Agency has increased from 74% in 1998–99 to 81% in 1999–2000.

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

Under the Coordination and Development Committee's direction, a SAAP National Research Program has been established to undertake and fund studies on homeless people, often using data from the National Data Collection. Over time, the availability of time-series SAAP data will greatly increase the usefulness of the data. The publication of this fourth annual report and the release of 1999–2000 data are one step towards this goal.

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 the ACT Department of Education and Community Services, which provided administrative data, as well as valuable comments on the report.

# Abbreviations and symbols

## Abbreviations

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

## Symbols

..	When used in a table, means not applicable
—	When used in a table, means nil or rounded to zero (including null cells)

# Glossary

<b>Accompanying child</b>	A person aged under 18 years who receives <i>support</i> or <i>supported accommodation</i> from a SAAP <i>agency</i> and whose parent or guardian is a <i>client</i> of the same <i>agency</i> .
<b>Accompanying child visit</b>	Each <i>accompanying child</i> may be with a <i>client</i> during one or more <i>support periods</i> . Each <i>support period</i> in which the child ‘ <i>accompanies</i> ’ a <i>client</i> is termed an <i>accompanying child visit</i> , so that <i>accompanying child visits</i> are equivalent to <i>support periods</i> but for <i>accompanying children</i> .
<b>Agency</b>	An organisation or establishment that receives a specified amount of SAAP funds to provide services.
<b>Alpha code</b>	A predetermined combination of letters from a <i>client’s</i> name, together with a letter designating the <i>client’s</i> gender. A ‘ <i>valid alpha code</i> ’ is a legitimate <i>alpha code</i> joined to the <i>client’s</i> reported year of birth and encrypted to create a unique <i>client</i> indicator. This is used to combine data from more than one <i>support period</i> without requiring the actual name of the <i>client</i> to be recorded.
<b>Case</b>	A <i>support period</i> provided to a SAAP <i>client</i> . The terms <i>case</i> and <i>support period</i> are used interchangeably in this report.
<b>Client</b>	A person aged 18 years or older, or a person of any age not accompanied by a parent or guardian, who: <ul style="list-style-type: none"><li>• receives <i>support</i> or assistance from a SAAP <i>agency</i> which entails generally one hour or more of a worker’s time, either with that <i>client</i> directly or on behalf of that <i>client</i>, on a given day; or</li><li>• is accommodated by a SAAP <i>agency</i>; or</li><li>• enters into an <i>ongoing support relationship</i> with a SAAP <i>agency</i>.</li></ul>
<b>Closed support period</b>	A <i>support period</i> that had finished before the end of the reporting period—30 June.
<b>Homeless person</b>	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 the person has access: <ul style="list-style-type: none"><li>• damages, or is likely to damage, the person’s health; or</li><li>• threatens the person’s safety; or</li><li>• marginalises the person through failing to provide access to:<ul style="list-style-type: none"><li>— adequate personal amenities, or</li><li>— the economic and social supports that a home normally</li></ul></li></ul>

	affords; or
	<ul style="list-style-type: none"> <li>• places the person in circumstances which threaten or adversely affect the adequacy, safety, security and affordability of that housing; or</li> <li>• has no security of tenure; that is, the person has no legal right to continued occupation of their home.</li> </ul>
	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.
<b>Occasion of support</b>	See <i>support period</i> .
<b>Ongoing support relationship</b>	<p>A relationship between a SAAP <i>agency</i> and a person whereby some assistance has been provided to that person and it is agreed that future contact will occur between the person and the <i>agency</i> for the purpose of providing additional assistance.</p> <p>An invitation to return to the <i>agency</i> if the need arises does not constitute an <i>ongoing support relationship</i>.</p> <p>This definition is used to help establish whether a person is considered a <i>client</i> for the purposes of the National Data Collection.</p>
<b>Record</b>	A unit of analysis. In any particular situation, it can refer to a <i>client</i> , an <i>occasion of support</i> , and so on.
<b>Recurrent allocations</b>	<p><i>Recurrent allocations</i> are amounts of money specifically allocated during the reporting period by a State or Territory department either:</p> <ul style="list-style-type: none"> <li>• to SAAP <i>agencies</i> to fund salaries and associated on-costs, and ongoing operating costs; or</li> <li>• for use by each State or Territory for such purposes as training, research, evaluation, administration and asset replacement or purchase.</li> </ul>
<b>Referral</b>	For the purposes of the National Data Collection, a formal referral process—not simply the provision of information. A (formal) <i>referral</i> occurs when a SAAP <i>agency</i> contacts another <i>agency</i> , and that <i>agency</i> accepts the person concerned for an appointment or interview. A <i>referral</i> has not been provided if the person is not accepted for an appointment or interview.
<b>Support</b>	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 <i>client</i> . For the purposes of the National Data Collection, <i>support</i> also includes contact with, or work on behalf of, a <i>client</i> for generally more than 1 hour on a given day. <i>Support</i> may be provided to the <i>client</i> individually or in group sessions.
<b>Support period</b>	<p>An occasion of <i>support</i> provided to a SAAP <i>client</i>. A <i>support period</i> commences when a <i>client</i> begins to receive <i>support</i> from a SAAP <i>agency</i>. The <i>support period</i> is considered to finish when:</p> <ul style="list-style-type: none"> <li>• the <i>client</i> ends the relationship with the <i>agency</i>; or</li> </ul>

- the *agency* ends the relationship with the *client*.

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

**Supported  
accommodation**

Accommodation paid for, or provided directly, by a SAAP *agency*. The accommodation may be provided at the *agency* or may be purchased using SAAP funds—at a motel, for example.

**Young client (or  
young person)**

A *client* aged under 25 years at the commencement of *support*.





# Summary

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

The Australian Institute of Health and Welfare has developed a scheme that adjusts for incomplete coverage in the Client Collection. It adjusts estimates to allow for agency non-participation, for clients who do not consent to provide complete information for support periods, for clients who give valid consent for some support periods but not for others, and for clients who do not give consent in any of their periods of support.

Early in 2000, the SAAP Data and Research Advisory Committee (now the Data Subcommittee) reviewed data-reporting practices for SAAP. As a consequence, annual reports such as those published for previous years will no longer be produced. Instead, there will be two main types of published reports relating to the operation of SAAP in 1999–2000: national and State and Territory annual reports, of which this is one, that concentrate on clients of the program, and a further report (to be published later in 2001) that includes coverage of the general demand for SAAP services, unmet demand and casual client information.

## Funding

Funding for the 32 SAAP agencies operating across the Australian Capital Territory in 1999–2000 was provided jointly by the Commonwealth and Australian Capital Territory governments (through the Department of Family and Community Services and the ACT Department of Education and Community Services, respectively). For the 1999–2000 financial year, the total recurrent allocation under SAAP in the Australian Capital Territory was \$7.3m (Table 2.1). Recurrent funding to agencies was \$6.9m; in real terms, this was 1% more than the funding provided in 1996–97 (Table 8.1).

## Level of support

It is estimated that, during 1999–2000, SAAP agencies in the Australian Capital Territory supported 2,150 clients, to whom they provided 3,200 occasions of support (Table 3.1). The average number of support periods per client was 2.3, which includes support periods provided to them interstate. Of the 3,200 support periods provided, the majority (82%) were provided to clients attending SAAP agencies on their own (Table 3.6). On a daily basis, there were between 400 and 550 support periods (Table 3.2).

There were more male clients (54%) than female clients (46%), and their average ages were 31 and 29 years, respectively (Table 3.3). The majority of SAAP clients (83%) were born in Australia (Table 3.4). Ten per cent of clients were from an Indigenous Australian background and 12% were from a non-English-speaking background (Table 3.5). On average, the number of support periods per client was slightly higher for clients of Indigenous Australian and 'other' backgrounds (both around 2.4 support periods per client) compared with clients of non-English-speaking backgrounds (2.1).

Repeat use of SAAP services was more likely among male clients than female clients: males averaged 2.7 support periods each while females averaged around 1.9 (Table 4.4). There were also some differences within age groups. Overall, for every 10,000 people aged 10 or over, there were 81 SAAP clients. The highest prevalence of SAAP use was among people aged 18 and 19, for whom there were 213 SAAP clients for every 10,000 in the general population. The next highest rate of use was by 20 to 24 year-olds, for whom there were 146 SAAP clients for every 10,000 people in this age group.

## **Support provided**

Of the 3,200 support periods reported in 1999–2000, 2,700 finished before 30 June 2000 (Table 6.1). Almost one-third (29%) of these closed support periods lasted for 1 day or less, with 20% lasting from 2 to 7 days (Table 4.1). Fourteen per cent of completed support periods lasted between 1 and 3 months.

Around 2,000 closed support periods involved accommodation of 1 day or more (Table 4.2). The length of stay in provided accommodation was most often for 1 day (29% of support periods with accommodation), with a further 23% lasting from 2 to 7 days (Table 4.2). In general, people presenting with children had longer periods of accommodation than other clients. Very few clients were accommodated for more than a year (in around 3% of support periods involving accommodation). Not surprisingly, 34% of stays in crisis or short-term accommodation were for 1 day, while 90% of stays in medium- to long-term accommodation lasted more than 4 weeks (Table 4.3).

The services commonly provided to clients varied markedly with the person or group being assisted, due to their varying needs. However, the three broad types of support services most often provided to clients were housing or accommodation services (in 90% of support periods), 'other' support (89%) and general support or advocacy (86%) (Table 4.5). SAAP or CAP (Crisis Accommodation Program) accommodation was the main form of housing or accommodation assistance, being provided in 86% of support periods.

Children accompanied clients to a SAAP agency on 400 occasions, with an average of 2.0 children accompanying each client per support period (Table 4.6). If children accompanying clients were to be considered clients in their own right, this would equate to 800 support periods (termed here 'accompanying child visits'). Ninety-one per cent of these visits occurred when females presented with children at a SAAP service.

## **Reasons for seeking support**

Overall, the most common primary reasons clients gave for seeking assistance were domestic violence (in 16% of support periods), relationship or family breakdown (12%) and usual accommodation unavailable and financial difficulty (both around 10%) (Figure 5.1). Reasons varied considerably with the composition of the assisted client group. Women with children and unaccompanied women 25 years and over most commonly cited domestic violence, whereas unaccompanied males aged 25 years and over most often gave financial difficulty as their main reason. Unaccompanied men and women under 25 most often reported relationship or family breakdown as their main reason for seeking support.

## **Meeting the needs of clients**

After a client has finished receiving support, it is possible to review which needs were or were not met during that support period. Services were provided directly by SAAP agencies

following 88% of requests during 1999–2000 (Table 6.1). In addition to this, agencies were able to refer clients to other organisations for a further 5% of requests so that, overall, 93% (or 20,950) of the 22,450 expressed needs were met at least to some extent. Direct provision of requested services was very high for ‘other’ services such as meals and shower facilities (provided in 96% of cases) and general support and advocacy (provided in 95% of cases). Furthermore, SAAP or CAP accommodation was provided in 97% of the support periods in which it was required, and another 1% of requests were referred on (Table 6.1). Agencies were least successful in meeting requests for specialist services: 17% of such needs were neither provided nor referred on to other organisations.

While, overall, 93% of expressed needs were met at least to some extent, there were 1,500 requests for services that were neither provided nor referred on (Table 6.1). Housing and accommodation services accounted for the highest proportion of these unmet needs (23%), followed by specialist services (20%) (Table 6.2). Unaccompanied males and females had the highest number of support periods with unmet needs throughout the year (300 and 250 support periods, respectively, in which some needs remained unmet).

## **Circumstances of clients before and after support**

Across all closed support periods, clients’ source of income did not vary much from before to after a support period. The proportion of support periods where clients had no income and were not awaiting a government pension or benefit dropped slightly from 12% before support to 10% after (Table 7.1). However, among clients who specifically requested assistance to obtain a pension or benefit, the proportion of support periods in which clients had no income (and were not awaiting a government payment) fell from 34% before support to 24% by the end of support.

Across all closed support periods, the most common forms of client accommodation before support were SAAP or other emergency accommodation (29% of support periods) and living rent-free in a house or flat (17%) (Table 7.2). Public and community housing showed the greatest increase in use following support, from 13% of support periods before support to 21% after support. Living in a car, tent, park, street or squat showed the greatest decrease, from 5% of support periods before support to 1% after. For those clients who specifically requested assistance to obtain independent housing, the changes in accommodation type before and after support were generally more marked. In particular, accommodation in public or community housing had tripled (from 9% of support periods before support to 28% after), while boarding in a private home dropped from 14% to only 6% (Table 7.2). The proportion of support periods in which clients were living in a car, tent, park, street or squat also decreased (from 5% of support periods before support to 1% after).

The most common living situations for clients before receiving SAAP support were with unrelated persons (in 27% of support periods), and living short-term with relatives or friends (21%) (Table 7.3). After support, it was most common for clients to be living with unrelated persons (in 35% of support periods) or alone (in 14% of support periods).

Overall, there was little difference in the profile of clients’ employment status before and after receiving support, with clients being in full-time, part-time or casual employment in 10% of support periods before and 11% after (Table 7.4). However, for clients who specifically requested employment assistance, the proportion of support periods in which clients were in some form of employment rose from 16% before support to 22% after. There was also little variation in clients’ student status before and after support, either for all closed support periods or for the subgroup of closed support periods for clients under 25 years (Table 7.5).

## Longitudinal analysis

The number of support periods has fluctuated throughout the 4 years of the National Data Collection. In 1996–97 there were an estimated 3,250 support periods (Table 8.2). This rose slightly to 3,350 the next year, dropped back to 3,050 in 1998–99 and rose again to 3,200 in 1999–2000. The number of clients showed a similar pattern, with the highest number of clients being recorded in 1997–98 (2,250) and the lowest in 1998–99 (2,100). The prevalence of SAAP use in the community was also highest in 1997–98, with 86 SAAP clients for every 10,000 people aged 10 or over, and lowest in 1998–99, with 78 SAAP clients per 10,000 people aged 10 or over (Table 8.2).

There is evidence that there have been changes in the way support is being delivered in the Australian Capital Territory. There has been a small but continuing decrease in the number of support periods in which support plans have been used: from a relatively high 64% of completed support periods in 1996–97 to 61% in 1999–2000 (Table 8.4). Furthermore, there appears to have been a move towards shorter support periods over the last couple of years—in 1999–2000 the median length of support was 7 days, compared with 9 days for both 1997–98 and 1998–99 (Table 8.5). While these changes go against the national trend, the use of support plans and the median length of support in 1999–2000 were close to the national average for that year (AIHW 2000b:48).

# 1 Introduction

## 1.1 The Supported Accommodation Assistance Program

This report provides an overview of assistance given to clients of the Supported Accommodation Assistance Program (SAAP) in the Australian Capital Territory. SAAP was established in 1985 to consolidate a number of Commonwealth, 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 III, and SAAP IV from 16 December 1999) is governed by the *Supported Accommodation Assistance Act 1994*. This specifies that the overall aim of SAAP is to provide transitional supported accommodation and related support services to help homeless people achieve the maximum possible degree of self-reliance and independence.

In 1999–2000, 1,207 non-government, community or local government organisations were funded nationally under the program, with 32 of these being located in the Australian Capital Territory (AIHW 2000b:6). Such organisations range from small stand-alone agencies with single outlets to larger auspice bodies with multiple outlets. They provide accommodation and support services to a range of groups: families, single men, single women, young people, and women and children escaping domestic violence.

## 1.2 The SAAP National Data Collection

The main source of data about the provision of services through the Supported Accommodation Assistance Program is the SAAP National Data Collection (NDC), which consists of a number of distinct components, each of which can be thought of as a separate collection. Currently, five components exist: the Client Collection; the Administrative Data Collection; the Unmet Demand Collection; the Casual Client Collection; and Special Issue Collections.

This report primarily presents analysis of the Client Collection. Some analysis of funding using the Administrative Data Collection is also given to provide context. The Client Collection consists of information about all clients receiving SAAP support lasting more than 1 hour, while the Administrative Data Collection consists of general information about the agencies providing the services used by these clients. Appendix 1 provides an overview of these collections; further details are available in the *SAAP National Data Collection Annual Report 1998–99* (AIHW 2000a).

Accurate interpretation of the analyses presented here requires an understanding of the particular concepts and terms used in the National Data Collection. To assist the reader, a glossary of terms is included at the beginning of this report. In addition, readers are encouraged to consult Appendix 1 which contains important information about estimation methods, measurement of concepts, and counting rules used in the analyses in this report. The National Data Collection Agency's (NDCA's) data interpretation manual (SAAP 1996) and collectors' manual (AIHW 1998) also contain important information that can aid in the use and interpretation of the data presented here.

## 1.3 Structure and content of this report

Early in 2000, the SAAP Data and Research Advisory Committee (now the SAAP Data Subcommittee) reviewed the data-reporting practices for SAAP. As a consequence, annual reports such as those published for previous years will no longer be produced. Instead, there will be two main types of published reports relating to the operation of SAAP in 1999–2000: national and State and Territory annual reports (of which this is one) that concentrate on clients of the program, and a further report (to be published later in 2001). This latter report examines the general demand for SAAP services, and includes unmet demand and casual client information.

Data in this report relate to the financial year ending 30 June 2000. Although most tables provide information about both completed and ongoing support periods, analysis of duration of support and accommodation and of data items relating to client circumstances after support is necessarily limited to completed support periods only.

Chapter 2 provides details of resources allocated under SAAP, Chapter 3 presents a discussion of the number of support periods and the number of clients and Chapter 4 provides analyses of the length of support periods and accommodation, the number of support periods per client, and the type of support provided to clients. Chapter 5 discusses the reasons clients seek assistance from SAAP agencies and the type of support needed, and Chapter 6 contains analyses of the services required by clients. The circumstances of clients before and after support periods in terms of income source, accommodation, living situation, employment and student status are examined in Chapter 7. Chapter 8 presents comparisons of data from the 1996–97 reporting period through to the 1999–2000 reporting period. Detailed tables follow the discussion in each chapter. Frequency distributions for all variables are available in electronic format on request from the NDCA.

Appendix 1 to this report provides an overview of the Client Collection and its data, general notes to tables, an explanation of the weighting system used to adjust the data for non-participation (when this occurs) and non-consent, and the counting rules used in the analyses. It also contains a guide to interpreting the tables; in particular, two tables with explanatory notes demonstrate how to interpret data presented in the different types of tables in the report. Appendix 2 contains copies of the client form used to collect data in the Australian Capital Territory in 1999–2000.

## 2 Funding

In 1999–2000, funding for the SAAP agencies operating across the Australian Capital Territory was provided jointly by the Commonwealth and Territory governments (through the Department of Family and Community Services and the ACT Department of Education and Community Services, respectively). This section of the report analyses information about the resources allocated to the 32 Australian Capital Territory SAAP agencies funded during 1999–2000. At 30 June 2000, all 32 agencies in the Territory were active.

Table 2.1 shows the recurrent allocations to SAAP agencies and the mean (average) funding per agency by primary target group. The total recurrent allocation of funds for the Australian Capital Territory in the 1999–2000 financial year was \$7.3m (Table 2.1). Around 95% (\$6.9m) of this represented recurrent allocations to SAAP agencies operating across the Territory. The remaining 5% (\$378,000) was allocated for other purposes such as administration, training, research and evaluation. The total funding to the Australian Capital Territory represented 3% of the total SAAP funding available to all States and Territories (AIHW 2000b:5).

Agencies targeting women escaping domestic violence (which constituted 31% of the total number of SAAP agencies funded during 1999–2000) received the largest overall proportion of SAAP recurrent allocations (33%, or \$2.3m) (Table 2.1). Agencies targeting young people accounted for 38% of agencies and received 31% of recurrent funds (\$2.2m). The remaining 36% of recurrent funds (around \$2.5m) were distributed across 10 agencies targeting diverse client groups.

Overall, the average (mean) level of funding per agency was \$217,100 (Table 2.1). Agencies of 'other' target groups had relatively high funding levels, averaging \$249,500. On the other hand, services targeting young people received comparatively low levels of funding, at an average of \$180,800 per agency. Agencies targeting women escaping domestic violence received an average of \$228,300 per agency. Caution is recommended when using these figures to make comparisons or measure efficiency as different agencies supply very different services.

## 2.1 Tables

**Table 2.1: SAAP: recurrent allocations and mean funding per agency by primary target group, Australian Capital Territory, 1999–2000**

Primary target group	Agencies	Recurrent allocation (\$)	Recurrent allocation (%)	Mean funding per agency (\$)
Young people	12	2,170,000	31.2	180,800
Women escaping domestic violence	10	2,283,000	32.9	228,300
Other	10	2,495,000	35.9	249,500
<b>Total</b>	<b>32</b>	<b>6,948,000</b>	<b>100.0</b>	<b>217,100</b>
Recurrent allocations to agencies	32	6,948,000	94.8	217,100
Other	..	378,000	5.2	..
<b>Total recurrent funds</b>	<b>..</b>	<b>7,326,000</b>	<b>100.0</b>	<b>..</b>

*Notes*

1. Recurrent allocation to agencies excludes funds allocated for such items as administration, training, research and evaluation.
2. Primary target group 'other' includes 'single men only', 'families' and 'cross-target, multiple or general target' agencies.

*Sources:* SAAP Administrative Data Collection; FACS unpublished data

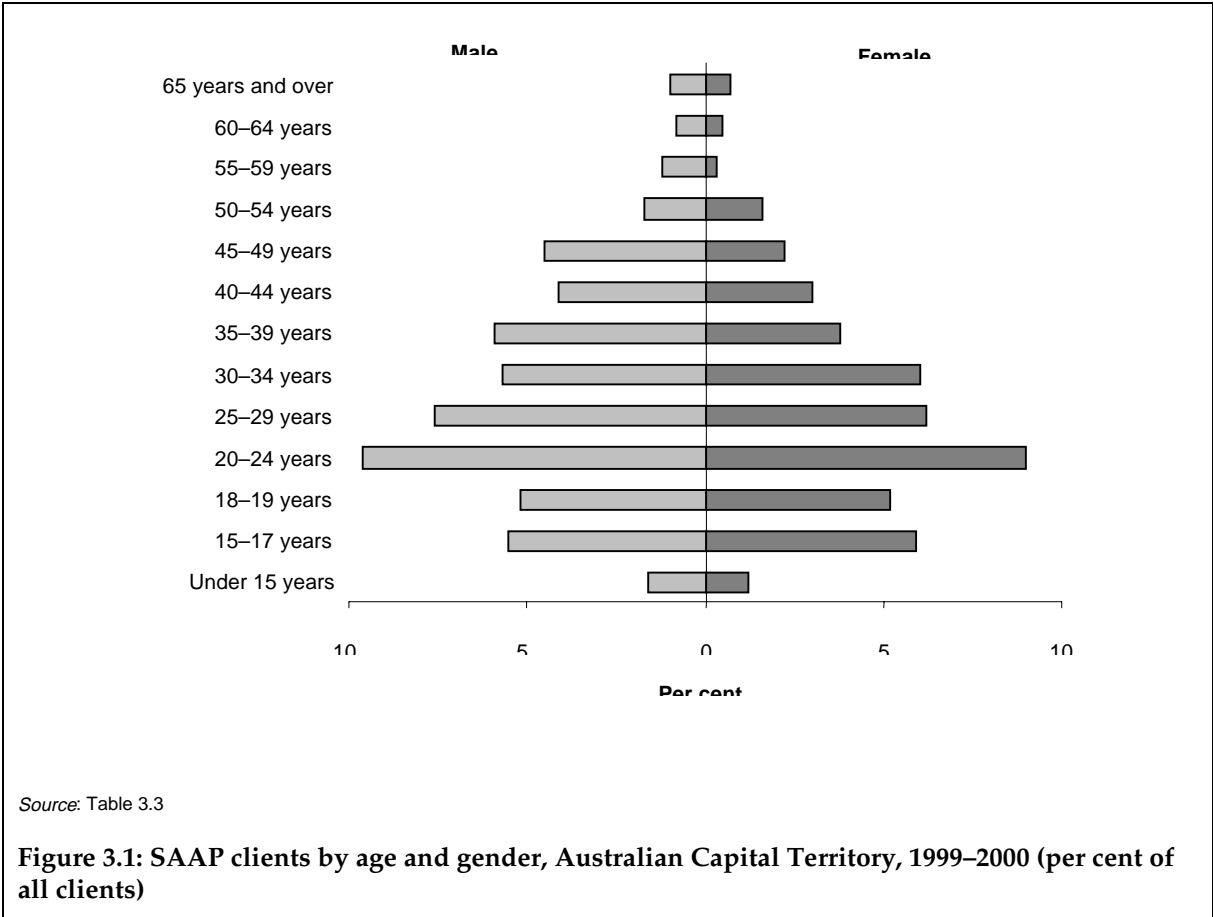


# 3 Level of support

SAAP agencies in the Australian Capital Territory supported an estimated 2,150 clients during 1999–2000 (Table 3.1). The total number of support periods, at 3,200, exceeded the number of clients as each individual client can receive support or supported accommodation on more than one occasion. The average number of support periods per client was 2.3, which includes support periods provided to them interstate. For every 10,000 people aged 10 years and over in the Australian Capital Territory population there were 81 SAAP clients.

The daily level of support provided by SAAP agencies can be examined by looking at the number of support periods active on the 15th of each month (see Table 3.2). In the Australian Capital Territory there was considerable variation in these daily figures. The lowest daily number of support periods (400) was recorded in August 1999, while the highest daily number of support periods (550) was recorded in March 2000 (Table 3.2).

Figure 3.1 shows the age and gender distribution of SAAP clients in the Australian Capital Territory. In nearly all age groups there were more male than female clients. Consequently, more males (1,150) than females (950) received services; their average ages were 31 and 29 years, respectively (Table 3.3). Male clients also averaged more support periods each (2.7) than female clients (2.0) (Table 3.5). The largest group of clients for both males and females were 20 to 24 year olds, with 19% of all clients being in this age group.



Eighty-three per cent of SAAP clients in the Australian Capital Territory were born in Australia (Table 3.4). The next most common places of birth were countries in ‘Other Europe and the former Soviet Union’ at 5%, and South-East, North-East and Southern Asia at 4%.

There was little variation between males and females for country of birth, with the exceptions of a higher proportion of female clients having been born in South-East, North-East and Southern Asia (5%) compared with male clients (2%), and a higher proportion of male clients having been born in the United Kingdom, Ireland and associated islands (4%) compared with females (2%) (Table 3.4). In general, people born in Australia and Oceania were more likely to become clients than those born in other regions: 86% of clients were born either in Australia or Oceania compared with 78% of all residents in the Australian Capital Territory (Table 3.4).

Considerably more variation was evident between male and female clients in terms of ethnicity (Table 3.5). Indigenous Australians comprised a higher percentage of female clients than male clients, with 15% of the 950 female clients identifying as Indigenous Australians, compared with only 6% of the 1,150 male clients (Table 3.5). Overall, Indigenous Australians were over-represented as SAAP clients relative to their population size: 1% of residents in the Australian Capital Territory identified as Indigenous Australians in 1996, compared with 10% of SAAP clients in the Australian Capital Territory in 1999–2000.

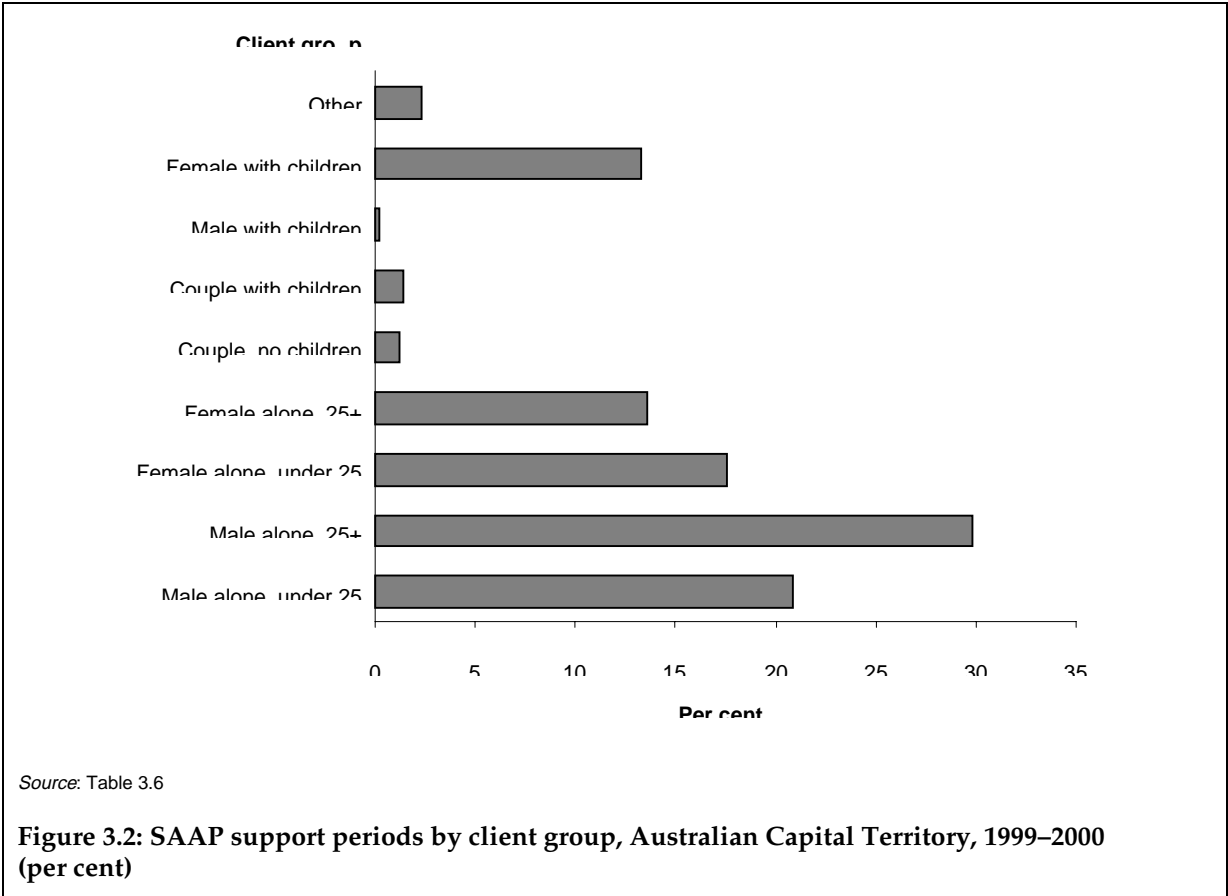


Figure 3.2 gives a breakdown of the number of support periods provided to the main client groups. Just under one-third (30%) of all support periods were provided to male clients 25 years and over attending SAAP agencies alone, with a further 21% being provided to unaccompanied males under 25 years (Table 3.6). In contrast, female clients under the age of 25 years accounted for a higher proportion of support periods than female clients 25 years and over (18% versus 14% of support periods, respectively). Females with children accounted for a further 13% of support periods.

The client profile within agencies of various target groups is presented in Table 3.6. As might be expected, agencies with specific target groups tended to provide services predominantly to that group. Consequently, 95% of support periods at agencies targeting

young people were for people under 25 presenting on their own, and 97% of support periods in agencies targeting women escaping domestic violence were identified as being for women (including those with and without children). Agencies classified as cross-target, multiple or general provided the highest proportion of support periods overall, at 45%, with agencies targeting young people and women escaping domestic violence providing 22% and 16% of support periods, respectively. Interestingly, even though around half of all support periods were for unaccompanied men, agencies targeting single men provided just 14% of support periods.

## 3.1 Tables

**Table 3.1: SAAP support periods and clients, Australian Capital Territory, 1999–2000 (number)**

Support periods	3,200
Clients	2,150
Mean number of support periods per client	2.33
Clients per 10,000 population 10+	81

*Notes*

1. Number excluded due to errors (unweighted): 0.
2. Number excluded due to omissions (unweighted): 0.
3. 'Clients per 10,000 population 10+' shows how many people out of every 10,000 aged 10 or over in the general population become SAAP clients. The rate is estimated by comparing the number of SAAP clients aged 10 and over with the estimated resident population aged 10 and over at 30 June 1999.
4. Numbers of clients in this table relates to clients that *ever* received assistance from a SAAP agency in the Australian Capital Territory. In the national report (AIHW 2000b:10, 51, 52), however, numbers of clients related to clients that *first* received assistance in the Australian Capital Territory, and so these numbers will be different. Numbers of support periods per client and clients per 10,000 population are also affected by this difference.
5. Some of the support periods for clients may have been at agencies in another State or Territory. Consequently, the number of clients multiplied by the average number of support periods for these clients is greater than the number of support periods provided within the Australian Capital Territory.
6. Client figures have been weighted to adjust for client non-consent.

*Sources:* SAAP Administrative Data and Client Collections; ABS 2000a

**Table 3.2: Number of SAAP support periods on the 15th of the month, by month, Australian Capital Territory, 1999–2000**

Date	Support periods
July 15, 1999	450
August 15, 1999	400
September 15, 1999	450
October 15, 1999	450
November 15, 1999	450
December 15, 1999	450
January 15, 2000	450
February 15, 2000	500
March 15, 2000	550
April 15, 2000	500
May 15, 2000	500
June 15, 2000	500

*Notes*

1. Number excluded due to errors (unweighted): 2.
2. Number excluded due to omissions (unweighted): 0.
3. *Source:* SAAP Client Collection

**Table 3.3: SAAP clients: age of client by gender, Australian Capital Territory, 1999–2000**

Age	Percentage of all clients		Percentage of gender group		Total	
	Male	Female	Male	Female	%	Number
	%	%	%	%	%	Number
Under 15 years	1.6	1.2	3.0	2.6	2.8	50
15–17 years	5.5	5.9	10.2	12.9	11.4	250
18–19 years	5.2	5.2	9.6	11.4	10.4	200
20–24 years	9.6	9.0	17.6	19.7	18.6	400
25–29 years	7.6	6.2	13.9	13.5	13.7	300
30–34 years	5.7	6.0	10.5	13.1	11.7	250
35–39 years	5.9	3.8	10.8	8.4	9.7	200
40–44 years	4.1	3.0	7.5	6.6	7.1	150
45–49 years	4.5	2.2	8.3	4.9	6.7	150
50–54 years	1.7	1.6	3.1	3.5	3.3	50
55–59 years	1.2	0.3	2.3	0.7	1.6	50
60–64 years	0.8	0.5	1.5	1.0	1.3	50
65 years and over	1.0	0.7	1.8	1.6	1.7	50
<i>Total</i>	<i>54.4</i>	<i>45.6</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (number)</b>	<b>1,150</b>	<b>950</b>	<b>1,150</b>	<b>950</b>	<b>..</b>	<b>2,150</b>
<b>Mean age (years)</b>	<b>30.9</b>	<b>28.8</b>	<b>..</b>	<b>..</b>	<b>..</b>	<b>30.0</b>

*Notes*

1. Number excluded due to errors (weighted): 1.
2. Number excluded due to omissions (weighted): 31.
3. Figures have been weighted to adjust for client non-consent.

Source: SAAP Client Collection

**Table 3.4: SAAP clients: birthplace by gender, Australian Capital Territory, 1999–2000**

Birthplace	Male	Female	Total		Australian Capital Territory population 1996	
	%	%	%	Number	%	Number
Australia	83.8	81.7	82.9	1,750	76.3	235,350
Oceania (excluding Australia)	2.6	3.5	3.0	50	1.8	5,700
UK, Ireland and associated islands	4.1	1.7	3.0	50	6.7	20,800
Other Europe and the former Soviet Union	4.1	5.0	4.5	100	6.8	21,050
Asia	2.2	5.4	3.6	100	5.6	17,200
Other (including the Middle East, Africa, the Americas and Caribbean)	3.2	2.6	2.9	50	2.7	8,200
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>54.7</b>	<b>45.3</b>	<b>100.0</b>	<b>..</b>	<b>..</b>	<b>..</b>
<b>Total (number)</b>	<b>1,150</b>	<b>950</b>	<b>..</b>	<b>2,100</b>	<b>..</b>	<b>308,250</b>

*Notes*

1. Number excluded due to errors (weighted): 1.
2. Number excluded due to omissions (weighted): 52.
3. 'Australian Capital Territory population 1996' refers to the estimated resident population at 30 June 1996.
4. Figures have been weighted to adjust for client non-consent.

Sources: SAAP Client Collection; ABS 1999

**Table 3.5: SAAP clients: clients and support periods per client by ethnicity of client and gender, Australian Capital Territory, 1999–2000**

Ethnicity	Male	Female	Total		Australian Capital Territory population 1996	
	%	%	%	Number	%	Number
Indigenous Australian	6.0	15.0	10.1	200	1.0	3,050
Non-English-speaking background	9.1	14.4	11.5	250	14.5	44,750
Other	84.9	70.6	78.4	1,650	68.6	211,600
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>55.0</b>	<b>45.0</b>	<b>100.0</b>	<b>..</b>	<b>..</b>	<b>..</b>
<b>Total (number)</b>	<b>1,150</b>	<b>950</b>	<b>..</b>	<b>2,100</b>	<b>..</b>	<b>308,250</b>
Support periods per client						
Indigenous Australian	2.70	2.27	2.41	300	..	..
Non-English-speaking background	2.29	1.88	2.06	300	..	..
Other	2.71	1.91	2.39	2,400	..	..
<i>Total</i>	<i>2.67</i>	<i>1.96</i>	<i>2.35</i>	<i>..</i>	<i>..</i>	<i>..</i>
<b>Total support periods (%)</b>	<b>52.8</b>	<b>47.2</b>	<b>100.0</b>	<b>..</b>	<b>..</b>	<b>..</b>
<b>Total support periods (number)</b>	<b>1,600</b>	<b>1,400</b>	<b>..</b>	<b>3,000</b>	<b>..</b>	<b>..</b>

*Notes*

1. Number excluded due to errors (weighted): 1 (clients).
2. Number excluded due to omissions (weighted): 76 (clients).
3. Non-English-speaking background is based on country of birth. Using ABS practice, people born in Australia, New Zealand, the United Kingdom, Ireland, Canada, the United States and South Africa are said to have an English-speaking background.
4. 'Australian Capital Territory population 1996' refers to the estimated resident population at 30 June 1996. The figures for Indigenous Australians are from experimental estimates based on the 1996 Census produced by the ABS. 'Other' is derived as total population minus the number of people of non-English-speaking background minus the estimated number of Indigenous Australians.
5. Numbers of clients include all clients that ever visited SAAP agencies in the Australian Capital Territory. Some of the support periods for these clients may have been at agencies in another State or Territory. Support periods per client include these additional support periods. However, total numbers of support periods relate only to those provided within the Australian Capital Territory.
6. Figures have been weighted to adjust for client non-consent.

Sources: SAAP Client Collection; ABS 1998; ABS 1999

**Table 3.6: SAAP support periods: client group by primary target group of agency, Australian Capital Territory, 1999–2000 (per cent)**

Client group	Young people	Single men only	Families	Women escaping DV	Cross-target/multiple/general	Total	
						%	Number
Male alone, under 25	45.9	28.1	—	—	14.9	20.8	650
Male alone, 25+	0.6	70.9	—	—	44.7	29.8	900
Female alone, under 25	49.2	—	—	7.4	12.1	17.5	550
Female alone, 25+	—	—	—	21.6	22.8	13.6	400
Couple, no children	—	0.5	2.6	—	2.4	1.2	50
Couple with children	0.6	—	32.4	—	—	1.4	50
Male with children	0.2	0.3	—	0.2	0.1	0.2	<25
Female with children	3.0	—	52.5	68.3	0.1	13.3	400
Other	0.6	0.3	12.5	2.4	2.9	2.3	50
<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>	..
<b>Total (%)</b>	<b>22.3</b>	<b>13.6</b>	<b>3.8</b>	<b>15.5</b>	<b>44.7</b>	..	..
<b>Total (number)</b>	<b>650</b>	<b>400</b>	<b>100</b>	<b>450</b>	<b>1,350</b>	..	<b>3,000</b>

*Notes*

1. Number excluded due to errors (weighted): 5.
2. Number excluded due to omissions (weighted): 80.
3. Figures have been weighted to adjust for client non-consent.

*Sources:* SAAP Client and Administrative Data Collections





## 4 Support provided

The diverse nature of client needs is reflected in the considerable range of services which SAAP agencies provide for people who are homeless or at risk of becoming homeless. Support may involve the provision of supported accommodation and/or a range of support services generally provided on an ongoing basis to clients.

A total of 3,200 support periods were reported for 1999–2000 in the Australian Capital Territory (Table 3.1). Around 2,600 of these were closed support periods—that is, they finished before 30 June 2000 (Table 4.1). These closed support periods may or may not have involved accommodation. Overall, nearly one-third of all closed support periods (29%) lasted for 1 day or less, and a further 20% lasted from 2 to 7 days. Fourteen per cent of closed support periods lasted between 1 and 3 months (Table 4.1).

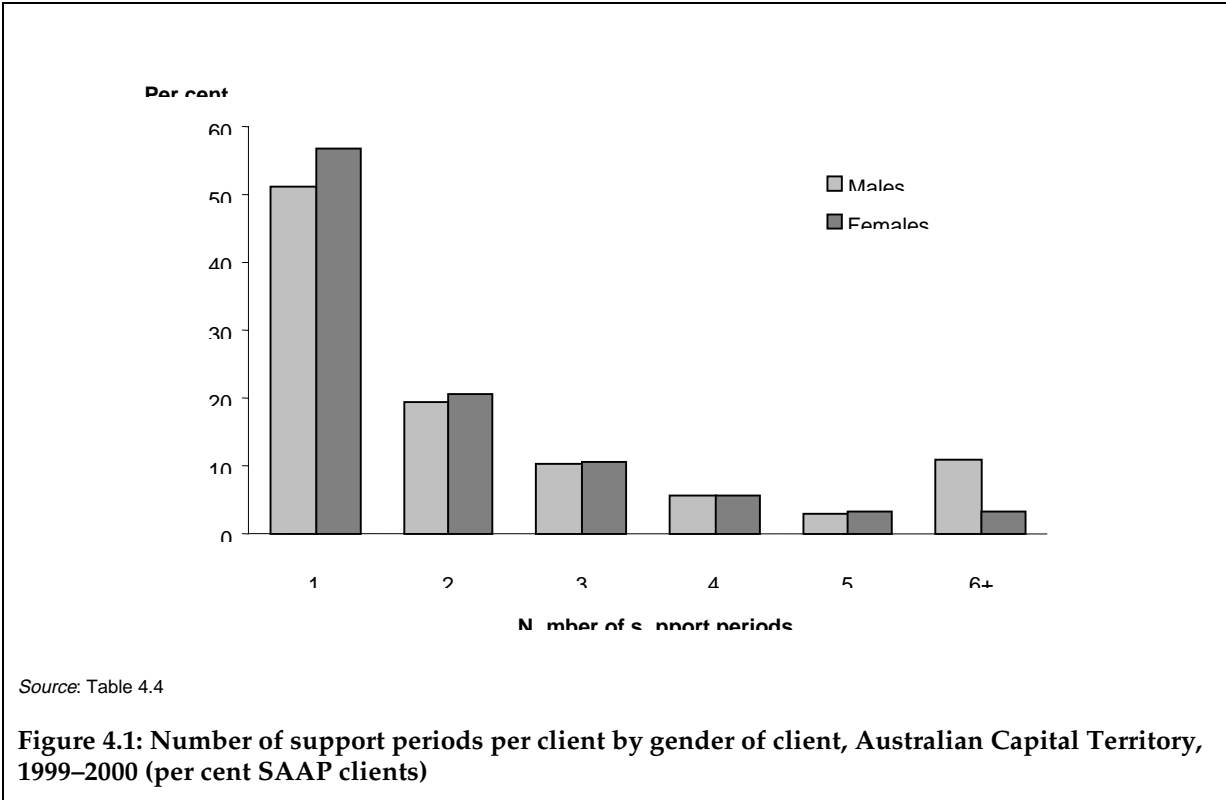
Patterns of support length varied between client groups. Clients with children tended to have longer periods of support than other clients, which is reflected in their median length of support (Table 4.1). Fifty per cent of support periods for female clients with children were for 25 days or more (Table 4.1). In comparison, more than half of the support periods for clients without children lasted 11 days or less. Couples without children and unaccompanied males 25 years and over tended to have much shorter support periods than other clients (with medians of 1 and 2 days, respectively).

Data was collected not only on duration of support, but also on length of accommodation. Around 2,000 closed support periods involved accommodation of 1 day or more (Table 4.2). The trends for length of accommodation were similar to those for length of support. Overall, among support periods in which accommodation was provided 29% involved stays of 1 day only; in a further 23% the accommodation lasted for 2 to 7 days (Table 4.2). Only a few clients were accommodated for more than a year (in 3% of support periods with accommodation). Females with children and the small number of couples with children were more likely to be accommodated for longer periods than other clients. This is shown by their median lengths of accommodation (20 and 148 days, respectively) which were the longest of all the client groups. In contrast, couples without children (although only a small group) and unaccompanied males 25 years and over were accommodated for much shorter periods than other clients, having median stays of 1 and 3 days, respectively.

Clients requiring accommodation during a support period may be housed in crisis or short-term housing, medium- to long-term housing or other types of SAAP accommodation. In the great majority (88%) of support periods in which accommodation was provided, clients were housed in crisis or short-term accommodation at some time during a support period, while in only 12% of support periods clients were housed in longer-term accommodation (Table 4.3). As might be expected, more than one-third (34%) of stays in crisis or short-term accommodation were for 1 day only, while in medium- to long-term accommodation, 90% of stays lasted for more than 4 weeks.

Overall, 54% of clients had just one support period during 1999–2000, while 7% of clients had six or more support periods in the year (Table 4.4). The pattern of repeat use varied with gender and age. Figure 4.1 compares how often during 1999–2000 males and females used SAAP services. Fifty-seven per cent of female clients were provided with one support period while this was the case for 51% of male clients. On the other hand, 11% of male clients had six or more support periods in the year compared with 3% of female clients. Consequently, males averaged 2.7 support periods each, while females averaged around 1.9 support periods each. The small number of male clients aged 65 years and over had a greater number of support periods (3.0) on average than other male clients, while females aged under

18 years returned more often to SAAP agencies than other females, averaging 2.4 support periods per client.



In the Australian Capital Territory, 81 people for every 10,000 aged 10 or over in the general population used SAAP services during 1999–2000 (Table 4.4). This was considerably more than the national average of 55 clients for every 10,000 people 10 years and over (AIHW 2000b:23). This high usage rate may be explained in part by Canberra’s role as a regional centre for surrounding areas of New South Wales.

The use of SAAP services varied considerably by age and gender. People aged from 18 to 24 years were much more likely to go to SAAP agencies than people in other age groups. The highest rate of use was by 18 and 19 year-olds, with 213 clients for every 10,000 people in this age group. The next highest usage rate was by 20 to 24 year-olds, among whom there were 146 clients for every 10,000 people. In the 15 to 24 age bracket, females were more likely than males to use SAAP services, while for all other ages males were more likely than females to become SAAP clients (Table 4.4). Overall, males in the Australian Capital Territory had a considerably higher use of SAAP services than females, with 87 male clients for every 10,000 aged 10 or over in the general population, compared with 73 for females. These figures go against the national trend (AIHW 2000b:23).

There are six broad types of services provided to SAAP clients. The three most often provided during 1999–2000 were housing or accommodation services (in 90% of support periods), ‘other support’ (89%), and general support or advocacy (86%) (Table 4.5). The main form of accommodation assistance provided was SAAP or CAP accommodation (in 86% of support periods), but assistance was also provided to help clients obtain other types of short-term accommodation or independent housing (in 15% and 25% of support periods, respectively). Health or medical services and drug- or alcohol-related services were the most commonly provided specialist services—in 15% and 14% of support periods, respectively. In contrast, specialist services relating to physical or intellectual disability were provided in less than 1% of cases.

The pattern of service use differed between client groups. Couples with children and unaccompanied males and females under the age of 25 years were proportionately more often provided with living skills or personal development assistance (in 52%, 38% and 45% of their support periods, respectively) than other groups (Table 4.5). Female clients with children were more likely to receive emotional support or other counselling (in 78% of support periods) and domestic violence counselling (49%) than other client groups.

The client groups most likely to receive laundry or shower facilities were unaccompanied males 25 years or over and couples without children (in 93% of all support periods for both of these groups) (Table 4.5). At the same time, unaccompanied men 25 years or over were less likely than any other clients to receive a number of services, including: assistance to obtain a government payment, family or relationship counselling, and assistance with legal issues or court support. Each of these services were received in less than 8% of support periods for this client group. Unaccompanied people aged 25 or over were also the least likely to receive assistance with employment or occupational training (in just 3% of support periods for both males and females).

The support services provided to children who accompanied clients to SAAP agencies are shown in Table 4.6. Children accompanied parents or guardians to SAAP agencies in 400 support periods, with an average of 2.0 children per support period. If each child was considered a client in their own right this would equate to 800 support periods (termed here 'accompanying child visits'). Ninety-one per cent of such visits occurred when females presented with children to a SAAP agency. This is proportional to the number of support periods in which female clients presented with children (92%).

Counselling was commonly provided to children—in 52% of support periods with accompanying children. However, this service was more likely to be provided to children accompanying women than to children accompanying men or couples (55% of support periods for females with children, compared with 25% for males with children and 20% for couples with children). Child care or kindergarten or school liaison assistance was provided to females with children in nearly one-third of support periods (31%). Provision of this assistance was only slightly lower for couples with accompanying children (28%) and males with children (25%).

## 4.1 Tables

**Table 4.1: SAAP closed support periods: length of support by client group, Australian Capital Territory, 1999–2000 (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	Female with children	Other	Total	
									%	Number
Less than 1 day	3.2	4.4	2.7	2.6	—	—	0.9	5.2	3.0	100
1 day	27.2	42.2	14.2	20.4	73.3	—	6.6	12.6	25.8	650
2 days	6.5	5.1	5.6	5.1	9.6	—	4.7	8.6	5.5	150
3 days	2.8	3.1	6.1	4.2	3.2	—	2.4	10.7	3.8	100
4 days	2.2	2.6	6.2	3.2	—	—	2.1	8.2	3.2	100
5 days	1.8	2.3	4.5	2.6	—	—	3.8	4.1	2.8	50
6 days	3.2	1.7	2.2	4.7	—	—	1.7	4.1	2.5	50
7 days	2.5	1.6	2.2	2.2	—	—	2.6	6.6	2.2	50
>1–2 weeks	11.6	11.5	13.0	15.7	—	—	11.3	10.6	12.0	300
>2–4 weeks	10.1	11.0	10.3	10.5	2.8	—	16.2	9.5	11.1	300
>4–13 weeks	13.7	6.0	17.8	18.1	3.2	28.2	26.4	12.3	14.4	350
>13–26 weeks	8.0	2.6	6.4	6.3	8.0	32.0	7.9	7.5	6.1	150
>26–52 weeks	4.3	2.0	5.5	3.3	—	22.2	7.6	—	4.1	100
>52 weeks	2.8	3.9	3.2	1.1	—	17.6	5.8	0.0	3.4	100
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>21.2</b>	<b>29.6</b>	<b>17.5</b>	<b>13.4</b>	<b>1.5</b>	<b>1.0</b>	<b>13.4</b>	<b>2.3</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>550</b>	<b>750</b>	<b>450</b>	<b>350</b>	<b>50</b>	<b>&lt;25</b>	<b>350</b>	<b>50</b>	<b>..</b>	<b>2,500</b>
<b>Mean length (days)</b>	<b>63</b>	<b>70</b>	<b>74</b>	<b>40</b>	<b>16</b>	<b>176</b>	<b>78</b>	<b>25</b>	<b>..</b>	<b>64</b>
<b>Median length (days)</b>	<b>8</b>	<b>2</b>	<b>11</b>	<b>10</b>	<b>1</b>	<b>175</b>	<b>25</b>	<b>6</b>	<b>..</b>	<b>8</b>

### Notes

1. Number excluded due to errors (weighted): 4
2. Number excluded due to omissions (weighted): 69.
3. There were very few closed support periods for men presenting with children. To ensure confidentiality these cases are not presented separately but are included in the total.
4. Figures have been weighted to adjust for client non-consent.

Source: SAAP Client Collection

**Table 4.2: SAAP closed support periods in which clients were accommodated: total length of accommodation, by client group, Australian Capital Territory, 1999–2000 (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	Female with children	Other	Total	
									%	Number
1 day	30.0	44.3	18.0	21.8	72.4	—	8.2	13.6	29.1	600
2 days	8.8	5.0	5.5	5.6	9.9	—	7.3	9.3	6.4	150
3 days	3.2	3.6	8.1	4.9	3.3	—	4.0	11.6	4.7	100
4 days	2.8	2.4	7.6	3.7	—	—	2.4	8.9	3.7	100
5 days	3.3	2.5	5.6	2.1	—	—	2.9	4.5	3.2	50
6 days	4.0	1.8	2.6	5.5	—	—	2.4	4.5	3.0	50
7 days	2.8	1.7	3.2	2.5	—	—	1.8	4.5	2.4	50
>1–2 weeks	13.8	12.0	13.8	15.6	—	—	14.1	11.5	13.1	300
>2–4 weeks	13.1	11.6	11.6	10.6	2.9	—	14.9	10.3	11.9	250
>4–13 weeks	9.4	6.3	14.6	18.3	3.3	25.0	23.0	13.3	12.1	250
>13–26 weeks	4.2	2.7	4.3	5.2	8.2	40.9	8.0	8.1	4.7	100
>26–52 weeks	3.0	2.0	2.9	3.0	—	34.1	7.9	—	3.3	50
>52 weeks	1.4	4.2	2.3	1.3	—	—	3.0	—	2.5	50
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>21.2</b>	<b>31.6</b>	<b>17.5</b>	<b>13.6</b>	<b>1.7</b>	<b>0.8</b>	<b>11.0</b>	<b>2.5</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>450</b>	<b>650</b>	<b>350</b>	<b>300</b>	<b>50</b>	<b>&lt;25</b>	<b>250</b>	<b>50</b>	<b>..</b>	<b>2,100</b>
<b>Mean length (days)</b>	<b>30</b>	<b>75</b>	<b>39</b>	<b>38</b>	<b>15</b>	<b>161</b>	<b>64</b>	<b>23</b>	<b>..</b>	<b>51</b>
<b>Median length (days)</b>	<b>6</b>	<b>3</b>	<b>7</b>	<b>9</b>	<b>1</b>	<b>148</b>	<b>20</b>	<b>6</b>	<b>..</b>	<b>7</b>

*Notes*

1. Number excluded due to errors (weighted): 22.
2. Number excluded due to omissions (weighted): 150.
3. There were very few closed support periods for men presenting with children. To ensure confidentiality these cases are not presented separately but are included in the total.
4. Figures have been weighted to adjust for client non-consent.

*Source:* SAAP Client Collection

**Table 4.3: SAAP closed support periods in which clients were accommodated: total length of accommodation, by accommodation provided, Australian Capital Territory, 1999–2000 (per cent)**

Length of accommodation	Crisis/ short-term accommodation	Medium/ long-term accommodation	Total	
			%	Number
1 day	33.9	0.4	29.7	650
2 days	7.4	0.8	6.6	150
3 days	5.0	0.4	4.4	100
4 days	4.2	—	3.7	100
5 days	3.8	—	3.3	50
6 days	3.4	—	3.0	50
7 days	2.8	0.4	2.5	50
>1–2 weeks	14.7	3.1	13.3	300
>2–4 weeks	12.7	4.7	11.8	250
>4–13 weeks	10.3	20.2	11.5	250
>13–26 weeks	1.4	27.1	4.6	100
>26–52 weeks	0.4	23.3	3.1	50
>52 weeks	0.1	19.8	2.5	50
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>87.6</b>	<b>12.0</b>	<b>..</b>	<b>..</b>
<b>Total (number)</b>	<b>1,890</b>	<b>250</b>	<b>..</b>	<b>2,150</b>
<b>Mean length (days)</b>	<b>14</b>	<b>312</b>	<b>..</b>	<b>50</b>
<b>Median length (days)</b>	<b>4</b>	<b>162</b>	<b>..</b>	<b>6</b>

*Notes*

1. Number excluded due to errors (unweighted): 18.
2. Number excluded due to omissions (unweighted): 85.
3. Clients were able to be accommodated on more than one occasion in each support period, so percentages across types of accommodation provided do not total 100.
4. There were very few closed support periods in which clients were accommodated in other or unknown types of accommodation. To ensure confidentiality these cases are not presented separately but are included in the total.

Source: SAAP Client Collection

**Table 4.4: SAAP clients: total number of support periods by age of client and gender, Australian Capital Territory, 1999–2000 (per cent)**

Total number of support periods	Under 18 years	18–19 years	20–24 years	25–44 years	45–64 years	65+ years	Total		
	Male clients							%	Number
1	57.5	54.8	47.3	46.8	60.3	60.8	51.3	600	
2	20.2	18.7	21.5	18.3	17.3	33.5	19.3	200	
3	7.5	11.6	8.3	12.8	7.4	—	10.2	100	
4	4.6	5.4	6.4	6.7	3.4	—	5.6	50	
5	3.1	5.3	2.9	2.7	1.4	—	2.8	50	
6+	7.1	4.3	13.5	12.8	10.2	5.7	10.8	150	
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	..	
<b>Total (%)</b>	<b>13.1</b>	<b>9.6</b>	<b>17.6</b>	<b>42.7</b>	<b>15.1</b>	<b>1.8</b>	<b>100.0</b>	..	
<b>Total (number)</b>	<b>150</b>	<b>100</b>	<b>200</b>	<b>500</b>	<b>200</b>	<b>&lt;25</b>	..	<b>1,150</b>	
<b>Mean number of support periods</b>	<b>2.12</b>	<b>2.12</b>	<b>2.79</b>	<b>2.92</b>	<b>2.71</b>	<b>3.00</b>	..	<b>2.65</b>	
<b>Per 10,000 population</b>	<b>82</b>	<b>202</b>	<b>143</b>	<b>102</b>	<b>51</b>	<b>19</b>	..	<b>87</b>	
Total number of support periods	Female clients							%	Number
	1	40.5	59.4	58.0	59.3	66.3	60.6	56.9	550
2	25.8	12.2	22.1	21.3	18.4	—	20.5	200	
3	13.9	14.5	7.9	10.2	4.9	31.1	10.6	100	
4	9.0	5.7	6.6	3.5	6.5	—	5.5	50	
5	5.7	7.0	2.0	2.2	2.6	—	3.3	50	
6+	5.0	1.2	3.4	3.5	1.3	8.3	3.3	50	
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	..	
<b>Total (%)</b>	<b>15.5</b>	<b>11.4</b>	<b>19.7</b>	<b>41.6</b>	<b>10.2</b>	<b>1.6</b>	<b>100</b>	..	
<b>Total (number)</b>	<b>150</b>	<b>100</b>	<b>200</b>	<b>400</b>	<b>100</b>	<b>&lt;25</b>	..	<b>950</b>	
<b>Mean number of support periods</b>	<b>2.35</b>	<b>1.92</b>	<b>1.86</b>	<b>1.90</b>	<b>1.77</b>	<b>2.12</b>	..	<b>1.92</b>	
<b>Per 10,000 population</b>	<b>87</b>	<b>224</b>	<b>147</b>	<b>80</b>	<b>29</b>	<b>11</b>	..	<b>73</b>	
Total number of support periods	All clients							%	Number
	1	49.1	57.1	52.5	52.4	62.5	60.7	53.9	1150
2	23.0	15.4	21.8	19.6	17.7	19.1	19.8	400	
3	10.7	13.1	8.1	11.7	6.5	13.4	10.4	200	
4	6.8	5.5	6.5	5.2	4.5	—	5.5	100	
5	4.4	6.1	2.5	2.4	1.8	—	3.0	50	
6+	6.0	2.7	8.6	8.6	7.0	6.8	7.4	150	
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	..	
<b>Total (%)</b>	<b>14.2</b>	<b>10.4</b>	<b>18.6</b>	<b>42.2</b>	<b>12.9</b>	<b>1.7</b>	<b>100</b>	..	
<b>Total (number)</b>	<b>300</b>	<b>200</b>	<b>400</b>	<b>900</b>	<b>250</b>	<b>50</b>	..	<b>2,150</b>	
<b>Mean number of support periods</b>	<b>2.24</b>	<b>2.02</b>	<b>2.34</b>	<b>2.46</b>	<b>2.37</b>	<b>2.62</b>	..	<b>2.32</b>	
<b>Per 10,000 population</b>	<b>85</b>	<b>213</b>	<b>146</b>	<b>93</b>	<b>40</b>	<b>15</b>	..	<b>81</b>	

*Notes*

1. Number excluded due to errors (weighted): 1.
2. Number excluded due to omissions (weighted): 31.
3. Numbers of clients include all clients that ever visited SAAP agencies in the Australian Capital Territory. Some of the support periods for these clients may have been at agencies in another State or Territory.
4. 'Per 10,000 population' shows how many people out of every 10,000 in the general population become clients of SAAP. The rate is estimated by comparing the number of SAAP clients with the estimated resident population in the designated age group as at 30 June 1999. For the age group under 18 years, only those aged 10 to 17 are included in the calculations.
5. Figures have been weighted to adjust for client non-consent.

Sources: SAAP Client Collection; ABS 2000a

**Table 4.5: SAAP support periods: support services provided to client, by client group, Australian Capital Territory, 1999–2000 (per cent)**

Support services provided	Male alone, under 25	Male alone, 25+	Female alone, under 25	Female alone, 25+	Couple, no children	Couple with children	Male with children	Female with children	Other	Total
<b>Housing/accommodation</b>	<b>87.5</b>	<b>95.9</b>	<b>85.1</b>	<b>87.0</b>	<b>100.0</b>	<b>78.0</b>	<b>71.7</b>	<b>86.5</b>	<b>94.1</b>	<b>89.5</b>
SAAP/CAP accommodation	86.4	95.5	80.8	84.4	100.0	69.6	71.7	73.9	92.1	86.3
Assistance to obtain short-term accommodation	13.4	15.0	13.0	20.1	22.4	16.5	—	16.3	10.3	15.2
Assistance to obtain independent housing	19.3	19.6	18.8	22.6	8.0	74.4	24.4	50.4	38.1	24.9
<b>Financial/employment</b>	<b>46.0</b>	<b>31.1</b>	<b>63.6</b>	<b>61.0</b>	<b>14.4</b>	<b>59.3</b>	<b>52.6</b>	<b>51.0</b>	<b>72.7</b>	<b>47.8</b>
Assistance to obtain government payment	7.7	4.8	13.3	8.7	7.2	17.9	24.4	14.9	5.6	9.0
Employment/training assistance	14.9	3.3	16.4	3.3	—	17.0	—	5.3	5.8	8.5
Financial assistance/material aid	33.4	23.6	54.3	58.3	4.0	52.0	52.6	47.2	69.0	40.1
Financial counselling	16.3	14.0	13.8	8.3	7.2	45.4	—	13.9	12.6	13.9
<b>Counselling</b>	<b>36.8</b>	<b>24.8</b>	<b>66.0</b>	<b>70.9</b>	<b>11.2</b>	<b>71.4</b>	<b>52.6</b>	<b>82.3</b>	<b>82.4</b>	<b>50.2</b>
Incest/sexual abuse	0.7	0.6	4.7	5.0	—	—	—	3.5	5.0	2.4
Domestic violence counselling	0.7	0.5	14.5	33.9	8.0	10.1	—	48.6	27.8	14.8
Family/relationship counselling and support	14.0	7.7	29.2	25.7	8.0	55.6	24.4	34.7	27.2	20.0
Emotional support/other	31.3	22.1	59.0	68.1	11.2	71.4	28.3	77.7	82.4	46.0
<b>General support/advocacy</b>	<b>83.5</b>	<b>81.9</b>	<b>87.9</b>	<b>86.2</b>	<b>94.4</b>	<b>92.7</b>	<b>78.0</b>	<b>90.4</b>	<b>91.3</b>	<b>85.5</b>
Living skills/personal development	38.0	13.5	45.1	8.6	4.0	52.3	—	—	29.0	24.9
Assistance with legal issues/court support	7.6	2.5	10.6	18.0	4.0	19.8	24.4	23.3	12.2	10.4
Advice/information	73.9	79.2	80.4	82.3	88.0	89.0	78.0	85.2	89.5	80.0
Retrieval/storage/removal of personal belongings	19.0	8.9	30.5	25.0	17.6	33.0	28.3	21.3	35.3	19.7
Advocacy/liaison on behalf of client	41.0	24.8	54.2	53.1	43.2	82.6	49.7	67.8	61.6	44.8
<b>Specialist services</b>	<b>20.6</b>	<b>21.8</b>	<b>39.9</b>	<b>52.0</b>	<b>7.2</b>	<b>40.0</b>	<b>24.4</b>	<b>33.7</b>	<b>59.6</b>	<b>31.3</b>
Psychological services	1.1	2.0	1.3	3.1	—	—	—	0.9	5.1	1.7
Psychiatric services	1.5	4.2	1.9	3.6	—	—	—	0.6	3.4	2.6
Pregnancy support	0.4	—	5.6	1.5	—	9.8	—	4.1	1.6	2.0
Family planning support	2.2	0.1	4.6	1.2	—	2.8	—	2.0	—	1.8
Drug/alcohol support/rehabilitation	12.7	13.5	17.1	19.6	4.0	7.3	—	6.7	25.8	13.9
Physical disability services	—	1.0	0.5	1.5	—	3.3	—	0.9	—	0.7
Intellectual disability services	0.3	0.3	0.3	—	—	—	—	0.3	—	0.3
Culturally appropriate support	1.1	1.3	6.1	16.9	—	3.7	—	17.8	23.6	7.0
Interpreter services	0.2	0.3	1.2	2.5	—	—	—	2.8	3.9	1.1
Health/medical services	7.7	8.7	21.1	26.6	3.2	29.4	24.4	14.5	34.3	14.7
<b>Other support</b>	<b>93.8</b>	<b>94.9</b>	<b>89.0</b>	<b>83.9</b>	<b>100.0</b>	<b>59.6</b>	<b>100.0</b>	<b>72.6</b>	<b>88.5</b>	<b>88.6</b>
Meals	64.8	64.1	49.0	15.5	22.3	42.1	22.0	53.9	23.0	51.8
Laundry/shower facilities	82.2	93.2	74.6	81.1	92.8	45.8	71.7	60.5	82.9	80.7
Recreation	68.3	79.7	64.4	68.3	83.6	13.7	46.4	24.9	56.7	64.4
Transport	46.7	21.7	70.6	61.1	7.2	46.8	74.6	52.7	70.2	46.3
Brokerage services	0.3	—	11.7	3.4	7.2	25.6	—	9.7	11.4	4.6
Other	15.5	6.7	17.3	0.3	—	13.3	28.3	8.6	7.6	9.8
<b>Total number</b>	<b>650</b>	<b>900</b>	<b>550</b>	<b>400</b>	<b>50</b>	<b>50</b>	<b>&lt;25</b>	<b>400</b>	<b>50</b>	<b>3,000</b>

*Notes*

1. Number excluded due to errors (weighted): 5.
2. Number excluded due to omissions (weighted): 80.
3. Clients were able to receive multiple services, so percentages do not total 100.
4. Figures have been weighted to adjust for client non-consent.

Source: SAAP Client Collection



**Table 4.6: SAAP support periods with assisted children: support services provided to accompanying children by client group, Australian Capital Territory, 1999–2000 (per cent)**

Support services provided to accompanying children	Couple with children	Male with children	Female with children	Other with children	Total	
					%	Number
Counselling	20.0	25.0	54.8	50.0	52.3	200
Child care, kindergarten/ school liaison	28.0	25.0	31.0	—	30.5	100
Access arrangements	—	25.0	5.1	—	4.9	<25
Other	28.0	—	21.4	25.0	21.6	100
<b>Summary totals</b>						
Total support periods (%)	6.1	1.0	91.9	1.0	100.0	..
Total support periods (number)	50	<25	350	<25	..	400
Total accompanying child visits (%)	7.2	0.7	90.8	1.2	100.0	..
Total accompanying child visits (number)	50	<25	750	<25	..	800
Mean number of assisted children per support period with assisted children	2.3	1.5	2.0	2.5	..	2.0

*Notes*

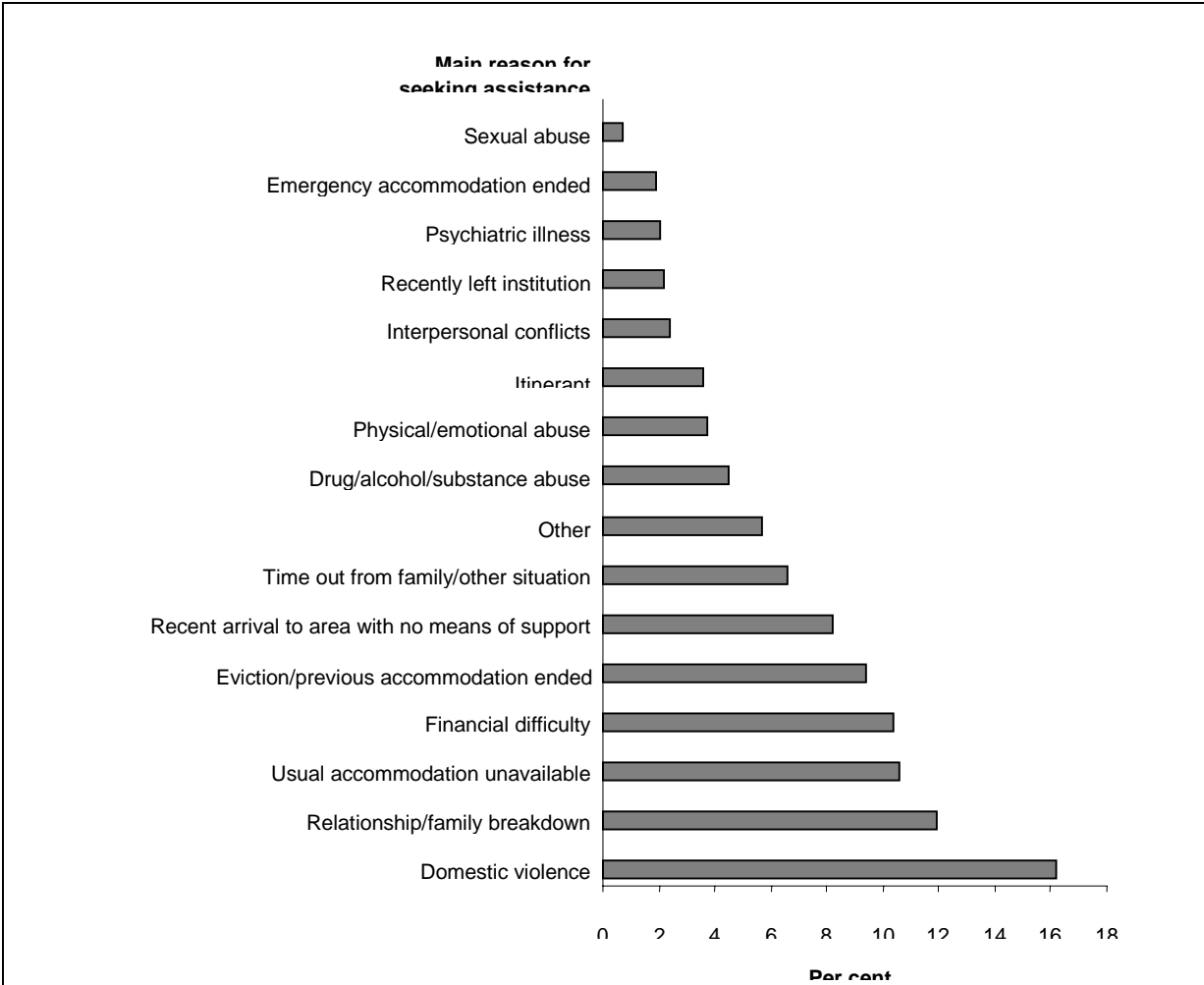
1. Number excluded due to errors (unweighted): 3 (support periods).
2. Number excluded due to omissions (unweighted): 4 (support periods).
3. Accompanying children were able to receive multiple services, so percentages do not total 100. Moreover, in addition to the services listed in this table, accompanying children may have been accommodated during a support period.
4. An accompanying child may be counted in more than one support period, so the total number of accompanying child visits does not equal the actual number of accompanying children assisted.
5. Although each member of a couple has an individual support period, in this table a couple presenting with children contributes only one support period. The table is therefore not directly comparable with other tables showing the number of support periods by client group.

*Source:* SAAP Client Collection



# 5 Reasons for seeking support

In addition to recording the support provided to clients, the SAAP Client Collection collects information on the main reasons clients seek assistance at SAAP agencies. Overall, the main reasons clients in the Australian Capital Territory most commonly gave for seeking assistance in 1999–2000 were domestic violence (in 16% of support periods), relationship or family breakdown (12%), and usual accommodation unavailable and financial difficulty (both around 10%) (Figure 5.1).



Source: Table 5.1

**Figure 5.1: Main reason for seeking assistance, Australian Capital Territory, 1999–2000 (per cent SAAP support periods)**

In 65% of support periods for women with children and 38% for unaccompanied women 25 years and over, assistance was sought primarily because of domestic violence (Table 5.1). Unaccompanied people under 25 most often reported relationship or family breakdown as their main reason for seeking assistance (16% and 23% of support periods for males and females, respectively). For unaccompanied male clients aged 25 years or over, the most

common primary reason for seeking assistance was financial difficulty (in 20% of support periods), followed by usual accommodation unavailable (18%), and recent arrival to area with no means of support (16%). Among this client group, substance abuse was cited as the main reason in only 5% of support periods. This is considerably lower than the corresponding national figure of 17% (AIHW 2000b:29).

Table 5.2 lists the broad services required by clients with reference to their main reason for seeking assistance. There was a fairly consistent pattern in the main reasons for clients seeking support. Across the broad types of support needed the most common reasons for seeking assistance were domestic violence and relationship or family breakdown.

## 5.1 Tables

**Table 5.1: SAAP support periods: main reason for seeking assistance by client group, Australian Capital Territory, 1999–2000 (per cent)**

Main reason for seeking assistance	Male alone under 25	Male alone, 25+	Female alone, under 25	Female alone, 25+	Couple, no children	Couple with children	Male with children	Female with children	Other	Total
Usual accommodation unavailable	14.9	17.6	4.4	5.4	26.5	—	—	2.0	5.3	10.6
Time out from family/other situation	10.4	2.6	12.6	5.5	3.3	10.9	—	2.6	5.6	6.6
Relationship/family breakdown	15.6	8.1	22.5	9.5	13.2	—	—	4.1	9.2	11.9
Interpersonal conflicts	3.6	2.9	3.0	1.4	—	—	—	0.4	—	2.4
Physical/emotional abuse	2.1	0.4	7.7	5.9	—	3.1	—	4.1	15.1	3.7
Domestic violence	1.0	0.7	10.5	38.4	—	—	—	64.5	23.1	16.3
Sexual abuse	0.4	—	2.3	—	—	—	—	0.6	3.5	0.7
Financial difficulty	9.7	20.1	3.0	5.9	19.9	28.4	28.3	2.2	3.9	10.4
Eviction/previous accommodation ended	13.9	7.6	11.3	3.9	3.3	37.2	25.4	7.7	2.2	9.4
Drug/alcohol/substance abuse	4.2	5.3	5.0	7.6	—	—	—	0.7	3.5	4.5
Emergency accommodation ended	1.9	2.2	1.7	1.1	—	—	—	1.3	8.3	1.9
Recently left institution	3.0	3.0	1.4	2.2	—	—	—	0.3	3.6	2.2
Psychiatric illness	1.1	4.7	1.1	1.4	—	—	—	0.3	—	2.0
Recent arrival to area with no means of support	6.5	15.8	1.8	6.1	22.3	16.7	24.4	3.4	3.5	8.2
Itinerant	4.1	6.0	3.2	1.1	11.5	—	—	0.3	1.8	3.6
Other	7.6	3.0	8.3	4.5	—	3.7	22.0	5.6	11.3	5.7
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total (%)</b>	<b>21.3</b>	<b>29.5</b>	<b>18.1</b>	<b>12.3</b>	<b>1.3</b>	<b>1.3</b>	<b>0.2</b>	<b>13.4</b>	<b>2.5</b>	<b>100.0</b>
<b>Total (number)</b>	<b>600</b>	<b>800</b>	<b>500</b>	<b>350</b>	<b>50</b>	<b>50</b>	<b>&lt;25</b>	<b>350</b>	<b>50</b>	<b>2,700</b>

### Notes

1. Number excluded due to errors (weighted): 13.
2. Number excluded due to omissions (weighted): 354.
3. Figures have been weighted to adjust for client non-consent.

Source: SAAP Client Collection

**Table 5.2: SAAP support periods: main reason for seeking assistance by support needed, Australian Capital Territory, 1999–2000 (per cent)**

Main reason for seeking assistance	Support periods with type of support needed						All support periods	
	Housing/ accommodation	Financial/ employment	Counseling	General support/ advocacy	Specialist services	Other support	%	Number
Usual accommodation unavailable	11.2	5.7	5.1	10.5	5.7	11.2	10.6	300
Time out from family/other situation	6.3	5.9	6.5	6.1	4.4	6.4	6.6	200
Relationship/family breakdown	12.7	13.7	14.0	12.4	12.8	12.6	12.3	350
Interpersonal conflicts	2.5	2.2	2.1	2.3	1.6	2.4	2.3	50
Physical/emotional abuse	3.5	4.7	5.1	3.5	3.8	3.3	3.5	100
Domestic violence	16.4	20.7	26.7	17.2	21.8	14.5	16.0	450
Sexual abuse	0.7	0.6	1.0	0.7	1.2	0.7	0.7	<25
Financial difficulty	10.3	7.1	4.2	10.1	5.7	10.3	10.2	300
Eviction/previous accommodation ended	9.9	9.8	9.2	9.7	8.9	9.4	9.5	250
Drug/alcohol/substance abuse	4.8	5.6	5.2	4.3	8.6	4.9	4.6	150
Emergency accommodation ended	1.9	1.6	1.6	1.9	1.6	1.9	1.9	50
Recently left institution	2.3	2.4	2.4	1.9	3.0	2.2	2.2	50
Psychiatric illness	2.2	2.6	2.5	1.9	4.1	2.3	2.1	50
Recent arrival to area with no means of support	8.6	7.4	5.2	7.9	6.8	8.4	8.2	250
Itinerant	3.6	2.8	2.2	3.4	3.2	3.5	3.5	100
Other	3.2	7.3	7.0	6.0	6.9	5.8	5.7	150
<i>Total</i>	<i>100.0</i>	<i>100</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>95.1</b>	<b>56.6</b>	<b>55.8</b>	<b>89.5</b>	<b>45.8</b>	<b>92.4</b>	<b>..</b>	<b>..</b>
<b>Total (number)</b>	<b>2,650</b>	<b>1600</b>	<b>1,550</b>	<b>2,500</b>	<b>1,300</b>	<b>2,600</b>	<b>..</b>	<b>2,800</b>

*Notes*

1. Number excluded due to errors (weighted): 9.
2. Number excluded due to omissions (weighted): 281.
3. Clients were able to receive multiple services, so percentages across service types do not total 100.
4. Figures have been weighted to adjust for client non-consent.

Source: SAAP Client Collection

## 6 Meeting the needs of clients

One way that the performance of the Supported Accommodation Assistance Program can be assessed is by measuring agencies' ability to provide services which meet the needs of their clients. This can only be measured after a client has finished receiving support. Thus, it is necessary to look at closed support periods when examining service provision. This section focuses on the needs of clients who received services from SAAP agencies. Potential clients who were turned away—that is, they did not receive any services—are not included as this topic will be covered in a separate publication to be released later in 2001.

A client may request many services within a single support period. In some cases SAAP agencies may not be able to meet directly all of a client's requests. In these instances referrals to appropriate organisations may be arranged. However, for some required services it may not be possible to either provide the service or to refer the client on. The types of services requested throughout the year and how these needs were provided for are outlined in Table 6.1.

In the Australian Capital Territory an estimated 2,700 support periods finished during 1999–2000 (Table 6.1).<sup>1</sup> The number of services requested in these closed support periods was 22,450. Services were provided directly by SAAP agencies for 88% of these requests. In addition to this, agencies were able to refer clients to other organisations for a further 5% of requests. Consequently, some 20,950 (or 93%) of the 22,450 expressed needs were addressed at least to some extent. As illustrated in Figure 6.1, in all service groups except specialist services, requested services were provided in at least 80% of cases. In particular, 'other' forms of support services, such as meals and shower facilities, and general support and advocacy, were provided directly in an overwhelming majority of cases (96% and 95% of these requested services were provided, respectively). Specialist services were the least likely to be provided directly—41% of requested services not provided—with some particular services (psychological services, psychiatric services, and intellectual disability services) being provided directly by agencies in less than one-third of cases in which they were required (Table 6.1).

Housing and accommodation services were needed in 2,450 (or 91%) of the 2,700 closed support periods during 1999–2000 (Table 6.1). Some clients had more than one requirement for housing-related services, resulting in a total of 4,000 requests in this area. For 84% of these instances, housing or accommodation services were provided by the SAAP agency when required, with a further 7% of housing needs being met through referral. More specifically, SAAP or CAP accommodation was provided in 97% of the support periods in which it was requested, with requests being referred on in an additional 1%. It appeared more difficult to assist clients to obtain short-term accommodation or independent housing (61% and 71% of required services were provided, respectively).

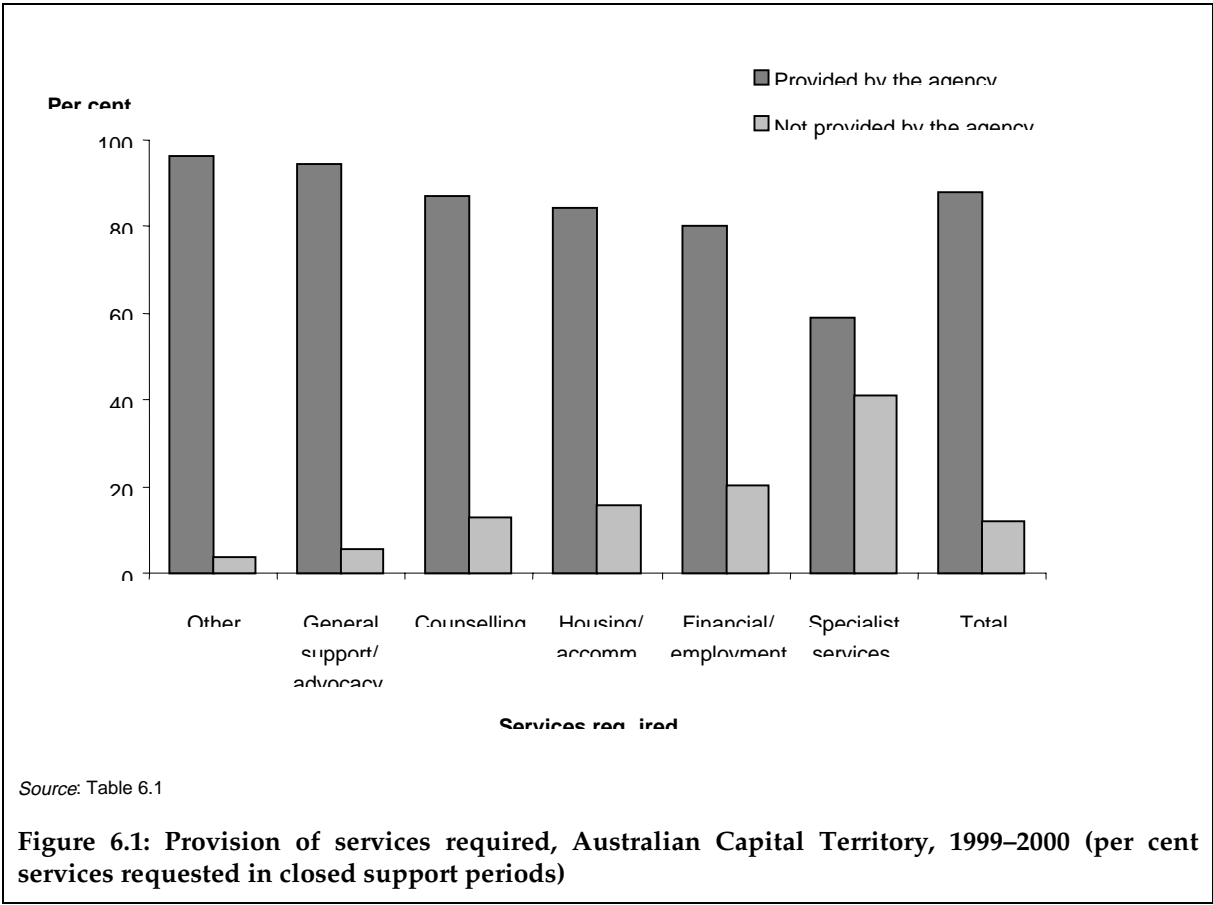
A total of 2,200 requests for services relating to financial matters and/or employment were made across 1,400 closed support periods (Table 6.1). Services were provided in response to these requests in 80% of cases and a further 9% were referred on. Direct provision of financial assistance or material aid was particularly high—provided in 91% of the 1,150 support periods in which it was needed, with a further 6% of requests being referred on. In contrast, provision of employment and training assistance occurred in only 54% of the

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<sup>1</sup> The total number of closed support periods in Table 6.1 differs from the number given in Table 4.1 because there are no missing values and the estimate does not rely on client consent (see Appendix A1.2.1).

300 support periods in which it was sought. In a further 20% of cases, however, clients were referred on to other organisations for this type of assistance.

Although services vary tremendously in the number of clients who may require them, an inability to provide any one service may have a significant impact on the client requiring that service. Under such circumstances, an agency’s ability to refer clients to other appropriate service providers assumes added importance. Some support services that could not be provided directly by agencies during 1999–2000 were more likely than others to be referred on. Psychiatric and psychological services, for example, could not be provided directly in 75% and 68% of the support periods in which they were needed, but in well over half of these instances agencies were able to refer the clients on (Table 6.1). On the other hand, clients were referred on to appropriate services in only one-third of cases when financial counselling was required but could not be provided by the agency.



## 6.1 Unmet needs

While 93% of expressed needs were met at least to some extent, there were 1,500 requests for services that were neither provided nor referred on (Table 6.1). Across all client groups, the most common forms of support that could be neither provided nor referred on were housing or accommodation services (accounting for 23% of unmet needs) and specialist services (20% of unmet needs) (Table 6.2). Although relatively small numbers of couples used SAAP agencies during the year, couples with children and couples without children reported the highest levels of unmet need in the area of housing and accommodation (76% and 46% of their unmet needs, respectively). Females with children had the next highest concentration of unmet needs relating to housing and accommodation, with 37% of their unmet needs being for housing services. Unaccompanied males reported the highest level of unmet need relating to specialist services—25% of their unmet needs were for such services.



Among the various client groups, unaccompanied males and females had the highest number of support periods involving unmet needs (300 and 250 support periods, respectively). In contrast, there were less than 50 support periods in total in which couples with or without children still had unmet needs. By comparing the distribution of all closed support periods with that of unmet needs across client groups, it can be seen that unaccompanied males and women with children had relatively few unmet needs compared with other groups. However, unaccompanied females had a relatively high number of unmet needs, with this group contributing 47% of all unmet needs but only 35% of all closed support periods.

## 6.2 Tables

Table 6.1: SAAP services required in closed support periods, by provision, Australian Capital Territory, 1999–2000 (per cent services required)

Type of service required	Not provided			Provided			Total	Number of times service required	Number of closed support periods
	Neither provided nor referred on	Referred on	Subtotal	Provided only	Provided and referred on	Subtotal			
<b>Housing/accommodation</b>	<b>8.5</b>	<b>7.2</b>	<b>15.7</b>	<b>69.4</b>	<b>15.0</b>	<b>84.4</b>	<b>100.0</b>	<b>4,000</b>	<b>2,450</b>
SAAP/CAP accommodation	2.3	1.2	3.5	92.4	4.2	96.6	100.0	2,400	2,400
Assist. to obtain short-term accommodation	16.5	22.9	39.4	36.3	24.3	60.6	100.0	700	700
Assist. to obtain independent housing	18.3	10.4	28.7	35.8	35.4	71.2	100.0	950	950
<b>Financial/employment</b>	<b>10.7</b>	<b>9.4</b>	<b>20.1</b>	<b>64.5</b>	<b>15.5</b>	<b>80.0</b>	<b>100.0</b>	<b>2,200</b>	<b>1,400</b>
Assist. to obtain benefit/pension	16.6	15.6	32.2	43.0	24.8	67.8	100.0	300	300
Employment and training assistance	25.6	20.3	45.9	28.1	25.9	54.0	100.0	300	300
Financial assistance/material aid	3.7	5.6	9.3	77.2	13.5	90.7	100.0	1,150	1,150
Financial counselling	14.0	7.0	21.0	72.7	6.3	79.0	100.0	450	450
<b>Counselling</b>	<b>8.6</b>	<b>4.1</b>	<b>12.7</b>	<b>76.0</b>	<b>11.3</b>	<b>87.3</b>	<b>100.0</b>	<b>2,600</b>	<b>1,550</b>
Incest/sexual assault counselling	10.6	11.8	22.4	66.1	11.4	77.5	100.0	250	250
Domestic violence counselling	11.4	6.7	18.1	66.7	15.2	81.9	100.0	500	500
Family/relationship counselling	13.8	5.9	19.7	68.6	11.7	80.3	100.0	650	650
Other counselling	4.4	0.7	5.1	85.3	9.6	94.9	100.0	1,250	1,250
<b>General support/advocacy</b>	<b>4.0</b>	<b>1.5</b>	<b>5.5</b>	<b>83.8</b>	<b>10.7</b>	<b>94.5</b>	<b>100.0</b>	<b>4,850</b>	<b>2,300</b>
Living skills/personal development	9.3	1.6	10.9	84.9	4.2	89.1	100.0	650	650
Assistance with legal issues	15.4	13.7	29.1	39.9	31.1	71.0	100.0	350	350
Information	0.6	0.1	0.7	90.4	8.9	99.3	100.0	2,100	2,100
Retrieval/storage/removal of belongings	4.5	1.4	5.9	87.2	6.9	94.1	100.0	500	500
Advocacy/liaison on behalf of client	3.3	0.4	3.7	83.2	13.0	96.2	100.0	1,200	1,200
<b>Specialist services</b>	<b>16.8</b>	<b>24.4</b>	<b>41.2</b>	<b>33.5</b>	<b>25.3</b>	<b>58.8</b>	<b>100.0</b>	<b>1,900</b>	<b>1,150</b>
Psychological services	27.2	40.4	67.6	21.1	11.4	32.5	100.0	100	100
Psychiatric services	26.7	48.4	75.1	7.2	17.6	24.8	100.0	200	200
Pregnancy support	8.1	12.9	21.0	48.4	30.6	79.0	100.0	50	50
Family planning support	11.6	18.6	30.2	37.2	32.6	69.8	100.0	50	50
Drug/alcohol support or rehabilitation	18.9	13.3	32.2	34.3	33.4	67.7	100.0	550	550
Physical disability services	22.7	13.6	36.3	27.3	36.4	63.7	100.0	<25	<25
Intellectual disability services	53.8	15.4	69.2	23.1	7.7	30.8	100.0	<25	<25
Culturally appropriate support	5.7	5.2	10.9	74.1	15.0	89.1	100.0	200	200
Interpreter services	3.0	9.1	12.1	36.4	51.5	87.9	100.0	50	50
Health/medical services	14.3	30.8	45.1	30.5	24.5	55.0	100.0	650	650
<b>Other</b>	<b>3.1</b>	<b>0.7</b>	<b>3.8</b>	<b>94.5</b>	<b>1.7</b>	<b>96.2</b>	<b>100.0</b>	<b>6,900</b>	<b>2,350</b>
Meals	5.5	1.2	6.7	92.5	0.8	93.3	100.0	1,400	1,400
Laundry/shower facilities	1.6	—	1.6	97.6	0.7	98.3	100.0	2,200	2,200
Recreation	2.8	0.2	3.0	95.4	1.5	96.9	100.0	1,700	1,700
Transport	3.1	1.5	4.6	92.5	3.0	95.5	100.0	1,300	1,300
Brokerage services	4.5	5.4	9.9	85.6	4.5	90.1	100.0	100	100
Other	3.3	1.7	5.0	86.2	8.8	95.0	100.0	250	250
<b>Total (%)</b>	<b>6.8</b>	<b>5.3</b>	<b>12.1</b>	<b>77.5</b>	<b>10.5</b>	<b>88.0</b>	<b>100.0</b>	<b>..</b>	<b>..</b>
<b>Total (number)</b>	<b>1,500</b>	<b>1,200</b>	<b>2,700</b>	<b>17,400</b>	<b>2,350</b>	<b>19,750</b>	<b>..</b>	<b>22,450</b>	<b>2,700</b>

### Notes

1. Number excluded due to errors (unweighted): 0.
2. Number excluded due to omissions (unweighted): 0.
3. In groups of service types, a client may require more than one type of service within the grouping. Percentages for broad groupings 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.

Source: SAAP Client Collection

**Table 6.2: SAAP assistance identified by the client as being needed in closed support periods but that was neither provided nor referred on, by client group, Australian Capital Territory, 1999–2000 (per cent unmet needs)**

Broad type of service required	Male alone	Female alone	Couple, no children	Couple with children	Female with children	Other	Total	
							%	Number
Housing/accommodation	23.7	16.4	46.2	75.9	37.3	24.3	22.7	350
Financial/employment	14.1	17.3	15.4	—	15.9	14.3	15.5	250
Counselling	12.2	15.7	15.4	10.3	17.5	15.7	14.5	200
General support/advocacy	10.9	13.8	7.7	6.9	15.1	14.3	12.7	200
Specialist services	25.4	20.4	15.4	6.9	7.1	12.9	20.4	300
Other	13.5	16.4	—	—	7.1	18.6	14.2	200
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>1,450</i>
<b>Summary totals</b>								
Total unmet needs (%)	36.6	47.2	0.9	2.0	8.6	4.8	100.0	..
Total unmet needs (number)	550	700	<25	50	150	50	..	1,450
Total closed support periods with unmet needs (%)	43.0	37.8	1.1	3.2	10.6	4.3	100.0	..
Total closed support periods with unmet needs (number)	300	250	<25	<25	100	50	..	750
Total closed support periods (%)	47.0	34.8	1.4	1.4	13.0	2.2	100	..
Total closed support periods (number)	1,200	900	50	50	350	50	..	2,600

*Notes*

1. Number excluded due to errors (unweighted): 0 (unmet needs).
2. Number excluded due to omissions (unweighted): 51 (unmet needs).
3. Number excluded due to omissions (unweighted): 124 (closed support periods).
4. A client may require more than one type of service within the broad type of assistance. Percentages for broad groupings relate to all needs and not to support periods.
5. There were very few closed support periods for men presenting with children. To ensure confidentiality these cases are not presented separately but are included in the total.

Source: SAAP Client Collection



# 7 Circumstances of clients before and after support

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

Within this aim the goals are:

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

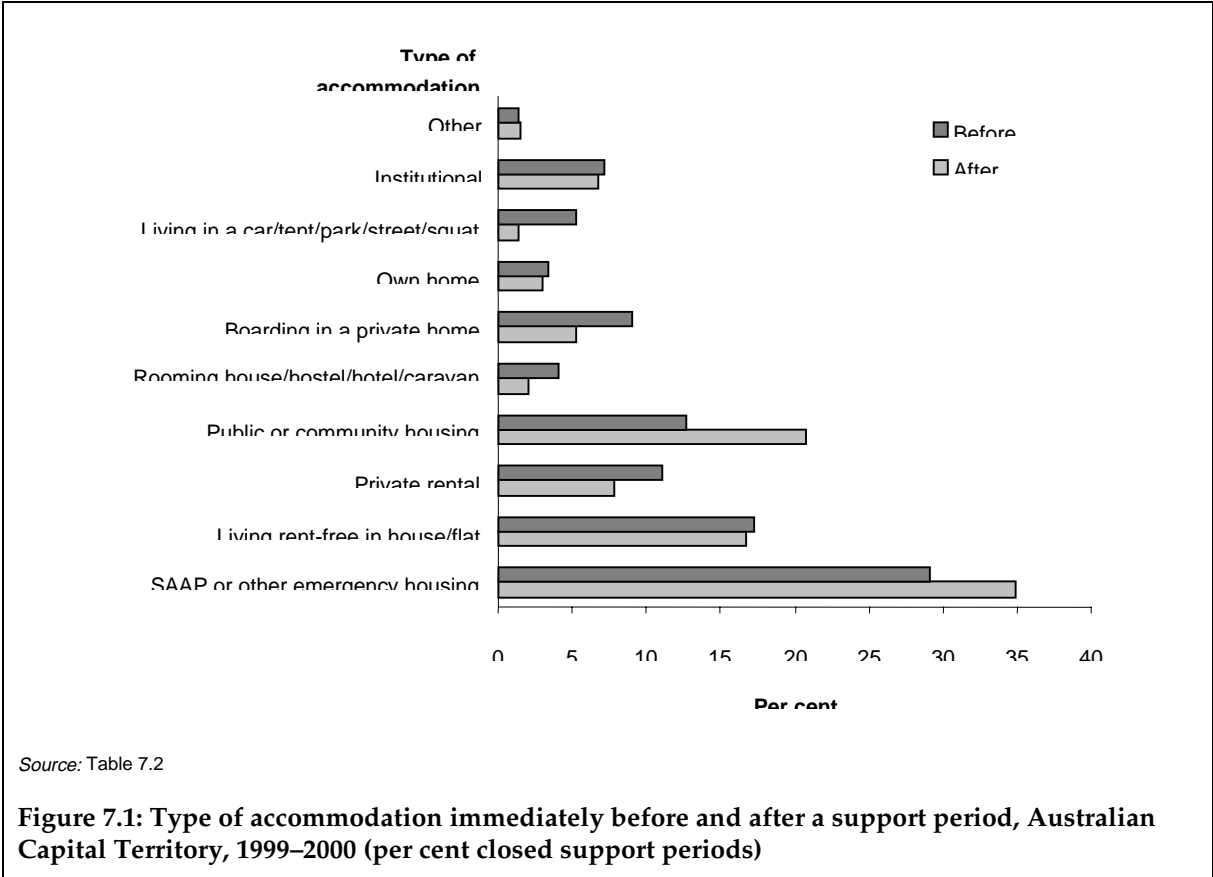
To enable some assessment of the program's ability to achieve these goals, this section details changes in clients' circumstances following the provision of SAAP services. It is important, however, to remember that the achievement of such goals does not depend on the intervention of SAAP agencies alone—a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

SAAP clients were recipients of a government pension or benefit before support in 80% of all closed support periods (Table 7.1). In a further 12% of support periods, clients were reported as having no source of income (and not awaiting a government payment); in 7% as having other sources of income; and in a final 1% as having no income but awaiting receipt of a pension or benefit. These proportions had changed slightly by the time support had ended. After having received support, the proportion of support periods in which clients were on a government pension or benefit had increased slightly to 81% of support periods, while the proportion in which clients had no income and were not awaiting a government payment had dropped to 10%. The other two categories remained relatively unchanged in percentage terms.

For those clients who specifically requested assistance with obtaining a government pension or benefit, there were more noticeable changes. After support, these clients were accessing a government pension or benefit in 61% of support periods, a sizeable increase on the figure of 50% before support (Table 7.1). Consequently, the proportion of support periods in which these clients had no income and were not awaiting a government pension had dropped from 34% before support to 24% by the end of support.

As Figure 7.1 shows, the most common forms of client accommodation immediately before support were SAAP or other emergency accommodation followed by living rent-free in a house or flat. There were some movements in accommodation type before and after support. While there was little change in the proportion of support periods in which clients were living rent-free in a house or flat before and after support, the proportion accommodated in SAAP or other emergency housing increased from 29% of support periods before support to 35% after (Table 7.2). Also, the proportion in public or community housing rose from 13% before support to 21% after. These shifts most likely reflect changes in housing for clients

residing in a number of types of accommodation before support. Prior to support, clients were living in a car, tent, park, street or squat in 5% of support periods, while after support this had dropped to 1%. Similarly, clients were living in private rental in 11% of support periods prior to assistance, compared with 8% after. There was also a drop in the proportion of support periods in which clients were boarding in a private home—from 9% before support to 5% after. Shifts in all other types of accommodation were relatively minor.



For those clients who specifically requested assistance to obtain independent housing, the changes in accommodation before and after support followed a similar pattern but were more marked for several accommodation types. In particular, accommodation in public or community housing tripled (rising from 9% of support periods before support to 28% after), while boarding in a private home dropped from 14% to only 6% (Table 7.2). The proportion of support periods in which clients were living in a car, tent, park, street or squat also decreased, from 5% of support periods before support to 1% after. These shifts in accommodation type suggest a certain level of success for those clients specifically seeking assistance to obtain independent housing.

The most common living situations for clients before receiving SAAP support were with unrelated persons (in 27% of support periods), living short-term with relatives or friends (21%), and with their spouse or partner either with or without children (15%) (Table 7.3). The greatest change in clients' living situation after support was a threefold increase in the proportion living alone with children (increasing from 4% of support periods before support to 12% after). There was also a sizeable increase in the proportion of clients living with unrelated persons (to 35% of support periods, up from 27%). Conversely, there was a marked drop in the proportion of clients living short-term with relatives or friends (from 21% before support to 13% after). The proportion living with their spouse or partner (either with or without children) also decreased from 15% before support to 9% after.

The employment profile of clients (that is, employed full-time, part-time, casual, unemployed or not in the labour force) generally differed very little before and after support for all closed support periods (Table 7.4). However, among those clients who specifically asked for assistance in the area of employment and training during their support period, there was an increase in the proportion who were in paid work. For these clients, the proportion of support periods in which clients were employed in some capacity had risen to 22% after support, up from 16% before support. Correspondingly, the proportion of support periods in which these clients reported being either unemployed or not in the labour force fell from 84% before support to 78% after.

Clients' student status did not vary much before and after support. In the majority (83%) of support periods clients were not students before support (Table 7.5). In a further 11% of support periods clients were school students before support, and in the remainder, clients were undertaking post-secondary schooling or employment training (Table 7.5). This profile remained virtually unchanged after support had finished. When only younger clients (those under 25 years) are considered, the number of support periods in which clients were not students was, as expected, considerably smaller (68% before support), with a corresponding increase in the percentage of clients either in school, post-secondary studies or employment training. Again, however, the before and after support figures differ very little, with only a slight drop in the proportion of support periods in which clients were not studying and a corresponding rise in the proportion of support periods in which clients were undertaking post-secondary studies or employment training.

## 7.1 Tables

**Table 7.1: SAAP closed support periods: source of income immediately before and after a support period, Australian Capital Territory, 1999–2000 (per cent)**

Source of income	Closed support periods in which clients needed assistance to obtain a pension or benefit		All closed support periods	
	Before	After	Before	After
No income	33.7	24.3	12.0	10.1
No income, awaiting pension/benefit	3.4	3.2	1.0	0.9
Government pension/benefit	50.1	60.5	80.2	81.1
Other	12.7	12.0	6.8	7.8
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total (with valid data)</b>	<b>300</b>	<b>300</b>	<b>2,450</b>	<b>2,300</b>
Number with missing data	<25	50	100	250
<b>Total (number)</b>	<b>350</b>	<b>350</b>	<b>2,550</b>	<b>2,550</b>

*Notes*

1. Figures have been weighted to adjust for client non-consent.
2. See example 2 in Appendix 1 (Section A1.3.1) for information about interpreting this type of table.

Source: SAAP Client Collection



**Table 7.2: SAAP closed support periods: type of accommodation immediately before and after a support period, Australian Capital Territory, 1999–2000 (per cent)**

Type of accommodation	Closed support periods in which clients needed assistance to obtain independent housing		All closed support periods	
	Before	After	Before	After
SAAP or other emergency housing	29.7	27.7	29.1	34.9
Living rent-free in house/flat	16.6	16.7	17.3	16.7
Private rental	10.6	8.7	11.0	7.8
Public or community housing	9.0	28.2	12.6	20.7
Rooming house/hostel/hotel/caravan	3.9	2.0	4.0	2.0
Boarding in a private home	14.0	6.3	9.0	5.2
Own home	2.7	2.1	3.3	2.9
Living in a car/tent/park/street/squat	5.0	0.9	5.2	1.4
Institutional	7.3	6.0	7.2	6.8
Other	1.2	1.3	1.3	1.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total (with valid data)</b>	<b>900</b>	<b>700</b>	<b>2,450</b>	<b>1,700</b>
Number with missing data	50	250	100	900
<b>Total (number)</b>	<b>950</b>	<b>950</b>	<b>2,550</b>	<b>2,550</b>

*Notes*

1. Figures have been weighted to adjust for client non-consent.
2. See example 2 in Appendix 1 (Section A1.3.1) for information about interpreting this type of table.

*Source:* SAAP Client Collection

**Table 7.3: SAAP closed support periods: living situation immediately before and after a support period, Australian Capital Territory, 1999–2000 (per cent)**

Living situation	Before	After
With parent(s)	12.0	10.1
With foster family	1.0	0.7
With relatives/friends short-term	20.6	12.9
With relatives/friends long-term	3.0	4.2
With spouse/partner with(out) children	15.4	9.1
Alone with children	4.1	11.8
Alone	14.1	13.5
With other unrelated persons	26.5	35.3
Other	3.4	2.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>
<b>Total (with valid data)</b>	<b>2,450</b>	<b>1,750</b>
Number with missing data	100	800
<b>Total (number)</b>	<b>2,550</b>	<b>2,550</b>

*Notes*

1. Figures have been weighted to adjust for client non-consent.
2. See example 2 in Appendix 1 (Section A1.3.1) for information about interpreting this type of table.

Source: SAAP Client Collection

**Table 7.4: SAAP closed support periods: employment status immediately before and after a support period, Australian Capital Territory, 1999–2000 (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	4.2	7.6	3.1	3.9
Employed part time/casual	11.5	14.6	7.0	6.9
Unemployed (looking for work)	41.3	38.1	39.9	39.1
Not in labour force	42.9	39.8	50.0	50.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total (with valid data)</b>	<b>350</b>	<b>300</b>	<b>2,500</b>	<b>2,250</b>
Number with missing data	<25	50	100	300
<b>Total (number)</b>	<b>350</b>	<b>350</b>	<b>2,550</b>	<b>2,550</b>

*Notes*

1. Figures have been weighted to adjust for agency non-participation and client non-consent.
2. See example 2 in Appendix 1 (Section A1.3.1) for information about interpreting this type of table.

Source: SAAP Client Collection

**Table 7.5: SAAP closed support periods: student status immediately before and after a support period, Australian Capital Territory, 1999–2000 (per cent)**

Student status	Closed support periods for clients aged under 25 years		All closed support periods	
	Before	After	Before	After
Not a student	67.6	66.2	83.2	81.6
Primary/secondary school student	25.1	24.4	11.3	11.0
Post-secondary student/employment training	7.3	9.4	5.5	7.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total (with valid data)</b>	<b>1,100</b>	<b>1,000</b>	<b>2,450</b>	<b>2,200</b>
Number with missing data	50	150	100	350
<b>Total (number)</b>	<b>1,150</b>	<b>1,150</b>	<b>2,550</b>	<b>2,550</b>

*Notes*

1. Figures have been weighted to adjust for client non-consent.
2. See example 2 in Appendix 1 (Section A1.3.1) for information about interpreting this type of table.

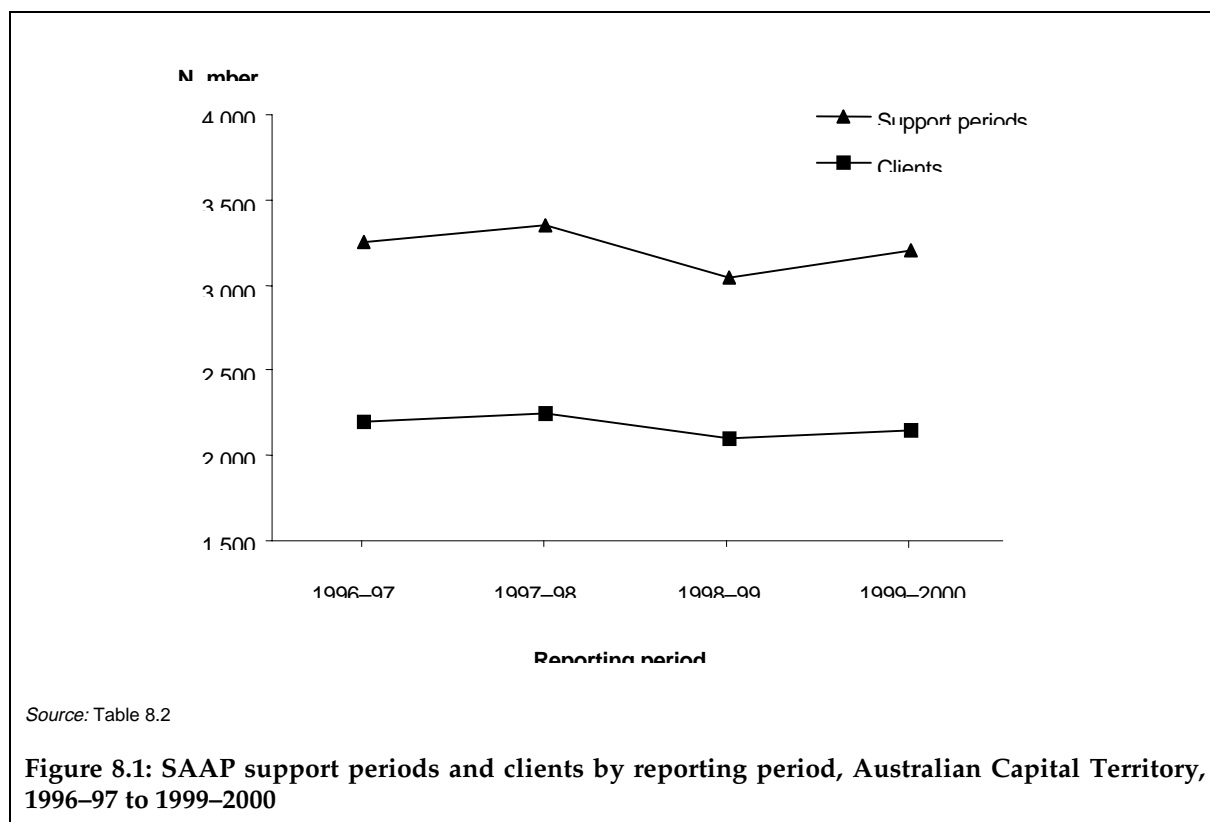
*Source:* SAAP Client Collection



# 8 Support from 1996–97 to 1999–2000

Between 1996–97 and 1999–2000 recurrent funding for SAAP in the Australian Capital Territory rose 6%, from \$6.9m to \$7.3m (Table 8.1). However, when these figures are adjusted for inflation, funding levels in real terms varied little over the 4 years.

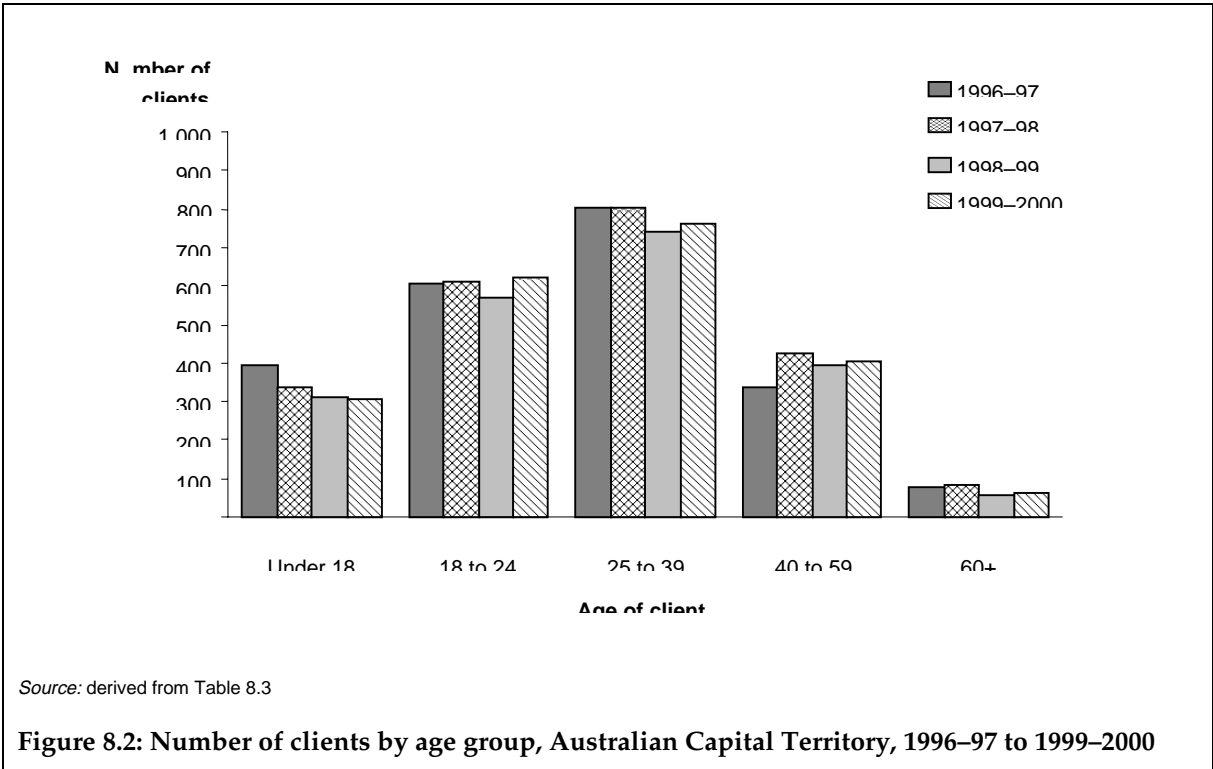
Recurrent funding to agencies followed a similar pattern. From 1996–97 to 1999–2000 actual recurrent funding to SAAP agencies increased by 7%, from \$6.5m in 1996–97 to \$6.9m in 1999–2000 (Table 8.1). In real terms, this represented an increase of 1% over the 4 years. Looking at year-by-year changes, funding levels in real terms increased by 1% between 1996–97 and 1997–98, with a 2% decrease the following year and 1% increase between 1998–99 and 1999–2000.



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

Figure 8.1 shows the number of support periods and clients from 1996–97 to 1999–2000. Overall, it is estimated that there were 3,250 support periods in 1996–97. This rose slightly to 3,350 the next year, dropped back to 3,050 in 1998–99, and rose again to 3,200 in 1999–2000. The number of clients provided with SAAP services showed a similar pattern over the 4 years, with a peak in 1997–98 of 2,250. This declined to 2,100 in 1998–99, rising again slightly to the 1999–2000 level of 2,150.

The average number of support periods per client has fluctuated only slightly over the 4 years—between a high of 2.4 support periods in 1997–98 and a low of 2.2 support periods in 1998–99 (Table 8.2). The prevalence of SAAP use in the community also varied over these years. Prevalence was highest in 1997–98, with 86 people becoming SAAP clients for every 10,000 people aged 10 or over in the population. The lowest rate was in 1998–99, when 78 people used SAAP services at some time during the year for every 10,000 aged 10 and over.

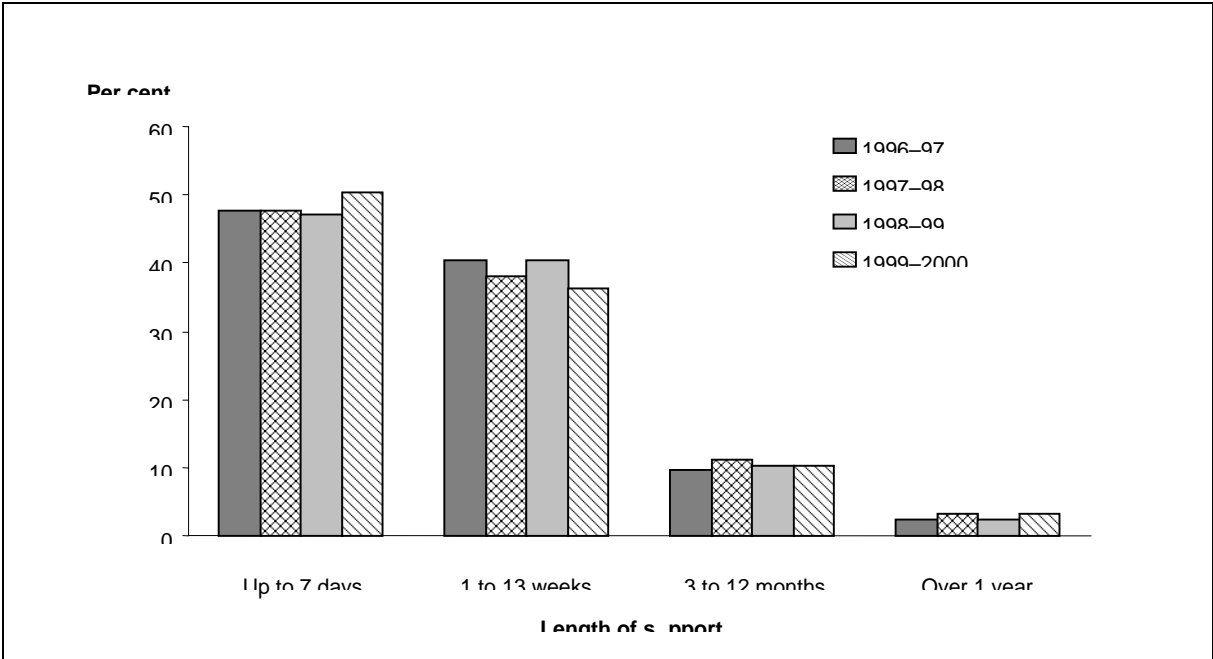


**Figure 8.2: Number of clients by age group, Australian Capital Territory, 1996–97 to 1999–2000**

Over the 4 years of the National Data Collection, there has been almost no change in the average age of clients in the Australian Capital Territory (Table 8.3). The average age of clients in 1996–97 was 29 years, while in all other years it hovered around 30. There was, however, a fall in the proportion of clients aged 15–17 years (from 15% in 1996–97 to 11% in 1999–2000), as well as a slight increase in the proportion of clients aged between 20 and 24 years (from 16% to 19%). As illustrated in Figure 8.2, in absolute terms the number of clients aged under 18 has been falling over the last 4 years, with numbers in other age groups fluctuating from year to year.

There are indications that the way support is being delivered in the Australian Capital Territory has changed over the past 4 years. Since 1996–97 there has been a small but continuing decrease in the number of support periods in which support plans have been used (Table 8.4). Support plans were used in a relatively high proportion (64%) of support periods that finished in 1996–97; in 1999–2000 they were used in 61% of completed support periods. Although lower than previous years, this percentage of use was in line with the national average for 1999–2000 (AIHWb:54). Over the same period, the proportion of support periods in which support plans were not thought to be appropriate increased from

23% to 29%. As a result, by 1999–2000 support plans were being used in 86% of support periods for which they were thought to be appropriate compared with 83% in 1996–97.<sup>2</sup>



Source: Table 8.5

**Figure 8.3: Length of support period, Australian Capital Territory, 1996–97 to 1999–2000 (per cent closed support periods)**

As Figure 8.3 illustrates, there were no obvious trends in the duration of support periods from 1996–97 to 1999–2000. The mean length of support peaked in 1997–98 at 64 days (Table 8.5). This declined to 51 days in 1998–99, rising again to the 1999–2000 average of 61 days. However, a more useful indicator of trends in length of support is the median.<sup>3</sup> For 1999–2000, the median length of support was 7 days, which was the lowest for the four reporting periods (Table 8.5). This suggests that in general terms there may have been a move towards shorter support periods over the last year. While this drop in median length of support goes against national trends, the median for 1999–2000 in the Australian Capital Territory, at 7 days, was comparable to the national average of 6 days (AIHWb:54).

## 8.1 Tables

**Table 8.1: SAAP funding to agencies and mean funding per support period and client: current and constant 1999–2000 dollars, by reporting period, Australian Capital Territory, 1996–97 to 1999–2000**

Reporting period	Total recurrent funding	Funding to agencies	Funding per support period and client	
			Current \$	Constant 1999–2000 \$
1996–97	6,941,000	6,517,000	2,020	2,940

<sup>2</sup> From Table 8.4 we calculate:  $61.0 / (100.0 - 29.1) \times 100 = 86\%$ .

<sup>3</sup> Being an arithmetic average, mean length of support is highly influenced by the small percentage of support periods that are very long. See Section A1.4 for a description of ‘mean’ and ‘median’.

1997–98	7,066,000	6,705,000	2,000	2,960
1998–99	7,070,000	6,705,000	2,210	3,230
1999–2000	7,326,000	6,948,000	2,180	3,210
<b>Constant 1999–2000 \$</b>				
1996–97	7,359,000	6,910,000	2,140	3,120
1997–98	7,384,000	7,007,000	2,100	3,100
1998–99	7,218,000	6,846,000	2,260	3,300
1999–2000	7,326,000	6,948,000	2,180	3,210

*Notes*

1. Funding per support period and client are based on recurrent allocations to agencies.
2. Client figures have been weighted to adjust for client non-consent.

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

**Table 8.2: SAAP support periods and clients by reporting period, Australian Capital Territory, 1996–97 to 1999–2000**

	1996–97	1997–98	1998–99	1999–2000
Support periods	3,250	3,350	3,050	3,200
Clients	2,200	2,250	2,100	2,150
Support periods per client	2.31	2.39	2.22	2.33
Clients per 10,000 population 10+	84	86	78	81

*Notes*

1. Number excluded due to errors (unweighted): 0.
2. Number excluded due to omissions (unweighted): 0.
3. Numbers of clients in this table relate to clients that *ever* received assistance from a SAAP agency in the Australian Capital Territory. In the national report (AIHW 2000b:10, 51, 52), however, numbers of clients relate to clients that *first* received assistance in the Australian Capital Territory, and so these numbers will be different. Numbers of support periods per client and clients per 10,000 population are also affected by this difference.
4. Some of the support periods for clients may have been at agencies in another State or Territory. Consequently, the number of clients multiplied by the average number of support periods for these clients is greater than the number of support periods provided within the Australian Capital Territory.
5. 'Clients per 10,000 population 10+' shows how many people out of every 10,000 aged 10 or over in the general population become SAAP clients. The rate is estimated by comparing the number of SAAP clients aged 10 and over with the estimated resident population aged 10 and over at 30 June just prior to the reporting period.
6. Client figures have been weighted to adjust for client non-consent.

*Sources:* SAAP Administrative Data and Client Collections; ABS 2000a



**Table 8.3: SAAP clients: age of client by reporting period, Australian Capital Territory, 1996–97 to 1999–2000 (per cent)**

Age of client	1996–97	1997–98	1998–99	1999–2000
Under 15 years	2.4	2.1	1.9	2.8
15–17 years	15.3	12.9	13.1	11.4
18–19 years	11.5	11.2	11.4	10.4
20–24 years	15.9	15.8	16.1	18.5
25–29 years	12.9	12.8	13.8	13.8
30–34 years	12.0	12.2	11.3	11.8
35–39 years	11.4	10.6	10.5	9.8
40–44 years	6.1	8.1	7.7	7.1
45–49 years	4.0	4.1	6.8	6.7
50–54 years	3.2	4.1	3.3	3.3
55–59 years	1.9	2.5	1.2	1.6
60–64 years	1.3	1.4	1.1	1.2
65 years and over	2.1	2.2	1.7	1.7
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total number</b>	<b>2,200</b>	<b>2,250</b>	<b>2,050</b>	<b>2,150</b>
<b>Mean age (years)</b>	<b>29.4</b>	<b>30.4</b>	<b>30.0</b>	<b>29.9</b>

*Notes*

1. Number excluded due to errors (weighted): 0.
2. Number excluded due to omissions (weighted): 10.
3. Figures have been weighted to adjust for client non-consent.

*Source:* SAAP Client Collection

**Table 8.4: SAAP closed support periods: existence of a support plan, by reporting period, Australian Capital Territory, 1996–97 to 1999–2000 (per cent)**

Existence of support plan	1996–97	1997–98	1998–99	1999–2000
Support plan	64.1	63.5	62.2	61.0
No support plan	13.0	8.6	10.4	9.9
Not appropriate	22.9	27.8	27.4	29.1
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total (number)</b>	<b>2,500</b>	<b>2,850</b>	<b>2,500</b>	<b>2,550</b>

*Notes*

1. Number excluded due to errors (unweighted): 25.
2. Number excluded due to omissions (unweighted): 509.

*Source:* SAAP Client Collection

**Table 8.5: SAAP closed support periods: length of support by reporting period, Australian Capital Territory, 1996–97 to 1999–2000 (per cent)**

<b>Length of support</b>	<b>1996–97</b>	<b>1997–98</b>	<b>1998–99</b>	<b>1999–2000</b>
Less than 1 day	6.2	6.4	8.2	6.4
1 day	20.5	21.2	20.4	24.7
2 days	5.1	5.3	4.8	5.5
3 days	4.1	4.0	3.8	3.4
4 days	3.3	3.0	2.2	3.1
5 days	2.7	3.0	2.1	2.7
6 days	3.1	2.6	3.1	2.4
7 days	2.8	2.2	2.6	2.2
>1–2 weeks	14.1	12.4	11.3	11.3
>2–4 weeks	11.0	10.9	13.0	10.3
>4–13 weeks	15.2	14.7	16.1	14.6
>13–26 weeks	6.4	6.7	6.0	6.1
>26–52 weeks	3.2	4.4	4.1	4.1
>52 weeks	2.4	3.3	2.4	3.1
<i>Total (%)</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total (number)</b>	<b>2,650</b>	<b>2,850</b>	<b>2,600</b>	<b>2,700</b>
<b>Mean length (days)</b>	<b>53</b>	<b>64</b>	<b>51</b>	<b>61</b>
<b>Median length (days)</b>	<b>8</b>	<b>9</b>	<b>9</b>	<b>7</b>

*Notes*

1. Number excluded due to errors (unweighted): 0.
2. Number excluded due to omissions (unweighted): 135.

*Source:* SAAP Client Collection

# 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 the Supported Accommodation Assistance Program (SAAP) since 1996–97. The Australian Institute of Health and Welfare has had the role of National Data Collection Agency (NDCA) since the collection's inception.

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

- The Client Collection is the main component. It collects information about all clients receiving support under SAAP of more than 1 hour's duration. Data are recorded by service providers during, or immediately following, contact with clients and are then forwarded to the NDCA after clients' support periods have ended or, for ongoing clients, at the end of the reporting period (31 December and 30 June). Data collected include basic socio-demographic information and information on the services required by, and provided to, each client. Information about each client's situation before and after receiving SAAP services is also collected. A full-scale trial of the Client Collection, involving all agencies across Australia, began in March 1996 and the collection proper began on 1 July 1996. The collection has continued, with some refinements to the data items introduced in July each year.
- The Administrative Data Collection consists of general information about the agencies providing accommodation and support services to people who are homeless or in crisis. Details about these agencies are forwarded to the NDCA by the community service departments that administer SAAP in each State and Territory. The information provided for the Administrative Data Collection includes the client target group of each agency and its principal activity, together with details of funding and staffing capacity where these are available.
- The Unmet Demand Collection is conducted annually over a two-week period. It measures the level of unmet demand for SAAP services by collecting information about the number of requests for support or accommodation from SAAP agencies that are not met, for whatever reason.
- The two-week Casual Client Collection is conducted annually in May–June to elicit information about short-term or one-off assistance provided to homeless people.

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

This current report covers only accommodated clients and clients who received support lasting longer than 1 hour. Consequently, it uses only information collected in the Client and Administrative Data Collections. A further report examining demand for SAAP services, including data from the 1999–2000 Casual Client and Unmet Demand Collections, will be released later in 2001.

## A1.2 The Client Collection

As noted, the Client Collection obtains information about all clients receiving SAAP support lasting more than 1 hour. To ensure that the data collected accurately reflect the work done under the auspices of the program, it is important that there is a high level of participation among SAAP-funded agencies. Overall, the participation rate for the Client Collection has been very satisfactory. In the Australian Capital Territory in 1999–2000, all SAAP agencies providing support and/or accommodation to SAAP clients participated in the collection (Table A1.1). Full participation was also obtained for 1998–99 (AIHW 2000a:9).

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

In this context it should be noted that the protocols established for the National Data Collection require that ‘SAAP clients provide information in a climate of informed consent’ (SAAP 1996). If clients’ consent is not obtained, only a limited number of questions can be completed on data collection forms, and an ‘alpha code’ is not recorded. Alpha codes are used to create a linkage key, which allows data collected on separate occasions from the same client to be combined without identifying the client. Thus alpha codes allow enumeration of actual *clients* in addition to occasions of support.

Across the Australian Capital Territory, consent and valid alpha codes with consent (termed ‘valid consent’) were obtained from clients in 81% and 80% of support periods, respectively (Table A1.1). These rates were the highest since the inception of the National Data Collection in July 1996 (AIHW 1997, 1999, 2000a:Table 1.1). In all primary target groups, valid consent was obtained in the majority of cases, ranging from 66% in agencies targeting families to 86% in agencies targeting young people.

It should also be noted that some participating SAAP agencies are classified as ‘high-volume’ agencies. These agencies, characterised by having a high client turnover, complete high-volume data collection forms which collect only a subset of Client Collection data items. However, the Australian Capital Territory had no high-volume agencies in 1999–2000. Appendix 2 contains a copy of the general client form used to collect data in the Territory.

**Table A1.1: SAAP Client Collection: agency participation rates and forms returned with informed consent and valid consent by primary target group, Australian Capital Territory, 1999–2000**

Primary target group	Agencies		Forms returned		
	Total	Participation rate	Total	Consent	Valid consent
	No.	%	No.	%	%
Young people	12	100.0	707	87.0	86.3
Families	2	100.0	119	69.7	66.4
Women escaping domestic violence	10	100.0	469	81.0	80.0
Other	6	100.0	1,893	78.1	72.9
<b>Total</b>	<b>30</b>	<b>100.0</b>	<b>3,188</b>	<b>80.9</b>	<b>79.7</b>

*Notes*

1. 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 which only provide support to other agencies or which only provide casual assistance lasting less than 1 hour are not required to participate in the collection. Consequently, some agencies funded under SAAP (see Chapter 2) are not included in this table.
2. 'Agencies' refers to the number of agencies that should have been participating in the reference period.
3. 'Valid consent' here refers to all forms with a valid alpha code that were answered with consent (see 'alpha code' in glossary).
4. Primary target group 'other' includes 'single men only' and 'cross-target, multiple or general target' agencies.
5. Sources: SAAP Administrative Data and Client Collections

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

As noted, the 1999–2000 Client Collection achieved an agency participation rate of 100% and a valid consent rate of 80% in the Australian Capital Territory. This means that, while all agencies in the Territory participated in the Client Collection, valid consent was not obtained for 20% of support periods at participating SAAP agencies. Consequently, either personal information about these clients was not recorded on the forms for these support periods or the data could not be used because a valid alpha code was not provided. In order to provide accurate data about all clients presenting at SAAP agencies, the data collected in the Client Collection must be adjusted for agency non-participation, if necessary, and client non-consent.

The simplest way of adjusting for non-participation and non-consent is to scale up estimates at the total level. This assumes that, on average, the demographic characteristics and circumstances of people are the same, regardless of whether or not data about them were reported to the NDCA. There may, however, be some differences between the profiles of support periods with and without consent. Consequently, distributions based only on support periods with consent may differ from those that would have been obtained had consent been provided in all cases. The varying valid consent rates by primary target group (see Table A1.1) suggest that there are differences between support periods with and without consent. The Australian Institute of Health and Welfare has therefore developed an adjustment scheme, that allows for differences between support periods with consent and those without. The scheme also adjusts estimates to allow for agency non-participation (if this occurs), for clients who give valid consent for some support periods but not for others (referred to as 'mixed consent'), and for clients who do not give consent in any of their periods of support. The scheme is outlined below.

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

- The collection is divided into specified groups, or strata. Within the strata it is assumed that support periods with valid consent (that is, with consent and a valid alpha code) represent support periods without valid consent. This means that the characteristics of support periods within each stratum are assumed not to depend on whether valid consent was obtained. The strata are defined in terms of characteristics available for all support periods in participating agencies.
- If there are any non-participating agencies within a State or Territory it is assumed that, on average, participating and non-participating agencies provide a similar volume and profile of support.
- Some clients have mixed consent. Assumptions about the extent and nature of mixed consent are made to estimate the number of clients and the average number of support periods per client. Adjustments made for clients with mixed consent within subgroups are derived using simulation techniques and by-product data from the Client Collection.
- For support periods, two weights for adjusting estimates are derived:
  - *a non-participation weight*—a range of information is available for all support periods in participating agencies, and estimates using these data are adjusted only for agency non-participation if this has occurred; and
  - *a full non-participation non-consent weight*—for estimates using data that require consent, weights that adjust for both agency non-participation (if relevant) 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 clients, only one weight is derived since valid consent is required to derive these estimates.
- A non-participation weight (where relevant) is derived for each support period in participating agencies, and a full non-participation non-consent weight is derived for each support period with valid consent. A client weight is derived for each client with at least one support period with valid consent. Estimates of totals are then found by summing the relevant weights for each support period or client with the characteristics of interest.
- In estimates of numbers of clients, inaccuracies caused by identical linkage keys for a small number of clients and changing linkage key information for the same client are not considered in the adjustment scheme.

In this report, estimates obtained using data from the Client Collection have been adjusted for client non-consent, where applicable, using the scheme just outlined. No other adjustments have been made for errors or omissions.

## A1.3 Interpretation of tables

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

- The main unit used in the table (for example, percentages, numbers or dollars) is shown at the end of the table title. If no unit is given there, the units used are given in the body of the table. Numbers of support periods and clients are generally rounded to the nearest 50.
- Where necessary, figures have been weighted to adjust for client non-consent (see A1.2.1).
- Numbers of clients include all clients that ever visited SAAP agencies in the Australian Capital Territory. Some of the support periods for these clients may have been at agencies in another State or Territory. These are included in figures relating to support periods per client.
- 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 as big as the number of records included in the table—see the ‘Total (number)’ row).
- Components may not add to totals due to rounding.
- In a number of tables clients may have more than one response, so percentages will not total 100%. A note to the table will indicate whether this is the case.
- Where percentages sum to 100%, the rows above the ‘Total’ row sum to 100%. In the Total (%) row, the figures to the left of 100.0 sum to 100%.
- A number of tables have Australian Capital Territory population data included. This is to allow comparisons between SAAP clients and the general population.

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

- the number of records excluded from the table because of errors in the data;
- the number of records excluded from the table because of omissions in the data;
- whether figures have been weighted to adjust for client non-consent; and
- any additional information needed to interpret the table.

### A1.3.1 Examples

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

#### Example 1

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

- There were 2,100 (**e**) clients in 1999–2000. (Note that this figure excludes those with missing data on gender or ethnicity. The total client number (2,150) is obtained by adding in the 77 clients excluded due to errors and omissions or by looking at tables with zero errors and omissions—for example, Table 3.1.)

- Fifty-five per cent of all clients were male **(d)**.
- Six per cent of male clients were Indigenous Australians **(a)**.
- On average, clients had 2.4 **(h)** support periods each.
- Male clients averaged 2.7 **(g)** support periods each.
- Male clients who were Indigenous Australians averaged 2.7 **(f)** support periods each.
- Male clients accounted for just under 53% **(i)** of all support periods.
- Indigenous Australians made up 1% **(c)** of the Australian Capital Territory population. This is considerably lower than the 10% **(b)** observed among SAAP clients, suggesting that Indigenous Australians are much more likely than people of other backgrounds in the Australian Capital Territory to use SAAP services.

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

**SAAP clients: clients and support periods per client, by ethnicity of client and gender, Australian Capital Territory, 1999–2000**

Ethnicity	Male	Female	Total		Australian Capital Territory population 1996	
	%	%	%	Number	%	Number
Indigenous Australian	<b>(a)</b> 6.0	15.0	<b>(b)</b> 10.1	200	<b>(c)</b> 1.0	3,050
Non-English-speaking background	9.1	14.4	11.5	250	14.5	44,750
Other	84.9	70.6	78.4	1,650	68.6	211,600
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>(d)</b> <b>55.0</b>	<b>45.0</b>	<b>100.0</b>	<i>..</i>	<i>..</i>	<i>..</i>
<b>Total (number)</b>	<b>1,150</b>	<b>950</b>	<i>..</i>	<b>(e)</b> <b>2,100</b>	<i>..</i>	<b>308,250</b>
<b>Support periods per client</b>						
Indigenous Australian	<b>(f)</b> 2.70	2.27	2.41	300	<i>..</i>	<i>..</i>
Non-English-speaking background	2.29	1.88	2.06	300	<i>..</i>	<i>..</i>
Other	2.71	1.91	2.39	2,400	<i>..</i>	<i>..</i>
<i>Total</i>	<b>(g)</b> <b>2.67</b>	<b>1.96</b>	<b>(h)</b> <b>2.35</b>	<i>..</i>	<i>..</i>	<i>..</i>
<b>Total support periods (%)</b>	<b>(i)</b> <b>52.8</b>	<b>47.2</b>	<b>100.0</b>	<i>..</i>	<i>..</i>	<i>..</i>
<b>Total support periods (number)</b>	<b>1,600</b>	<b>1,400</b>	<i>..</i>	<b>3,000</b>	<i>..</i>	<i>..</i>

*Notes*

1. Number excluded due to errors (weighted): 1 (clients).
2. Number excluded due to omissions (weighted): 76 (clients).
3. Non-English-speaking background is based on country of birth. Using ABS practice, people born in Australia, New Zealand, the United Kingdom, Ireland, Canada, the United States and South Africa are said to have an English-speaking background.
4. 'Australian Capital Territory population 1996' refers to the estimated resident population at 30 June 1996. The figures for Indigenous Australians are from experimental estimates based on the 1996 Census produced by the ABS. 'Other' is derived as total population minus the number of people of non-English-speaking background minus the estimated number of Indigenous Australians.
5. Numbers of clients include all clients that ever visited SAAP agencies in the Australian Capital Territory. Some of the support periods for these clients may have been at agencies in another State or Territory. Support periods per client include these additional support periods. However, total numbers of support periods relate only to those provided within Australian Capital Territory.
6. Figures have been weighted to adjust for client non-consent.

Sources: SAAP Client Collection; ABS 1998; ABS 1999

## Example 2

The second example demonstrates how to interpret tables that present data on the circumstances of clients before and immediately after support. Chapter 7 contains this type of table. The 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 the period of 1999–2000 in the Australian Capital Territory. The first section of the table **(a)** singles out those closed support periods in which clients said they needed assistance to obtain a government pension or benefit. This section shows the income status of this subset of clients before **(c)** and immediately after **(d)** support thus indicating whether SAAP services assisted clients in obtaining the benefits or pensions they said they required.
- The second section of the table **(b)** deals with **all** closed support periods with a view to showing the income status of all clients before **(e)** and immediately after **(f)** support.
- A number of support period forms had missing data for main source of income either before—100 **(m)**—and/or immediately after—250 **(n)**—support.
- Among all closed support periods 2,450 **(k)** had complete income data before support while 2,300 **(l)** had complete income data after support.
- There was a total of 2,550 **(p)** closed support periods; clients requested assistance to obtain a pension or benefit in 350 **(o)** of these.
- For all closed support periods, 12% **(i)** were for clients who had no income and were not awaiting a pension or benefit before a support period.
- In comparison, immediately after support clients had no income and were not awaiting a pension or benefit in 10% **(j)** of all support periods.
- Of the closed support periods where clients said they needed assistance to obtain a pension or benefit, just under 34% **(g)** had no income and were not awaiting a pension or benefit before support. This can be compared with 12% **(i)** for all closed support periods.
- Of the closed support periods where clients said they needed assistance to obtain a pension or benefit, just over 24% **(h)** had no income and were not awaiting a pension or benefit immediately after support. This can be compared with around 34% **(g)** before support and with 10% **(j)** of all closed support periods after support.

Table A1.3: Example 2 illustrating table interpretation

SAAP closed support periods: source of income immediately before and after a support period, Australian Capital Territory, 1999–2000 (per cent)

Source of income	(a) Closed support periods in which clients needed assistance to obtain a pension or benefit		(b) All closed support periods	
	(c) Before	(d) After	(e) Before	(f) After
No income	(g) 33.7	(h) 24.3	(i) 12.0	(j) 10.1
No income, awaiting pension/benefit	3.4	3.2	1.0	0.9
Government pension/benefit	50.1	60.5	80.2	81.1
Other	12.7	12.0	6.8	7.8
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total (with valid data)</b>	<b>300</b>	<b>300</b>	<b>(k) 2,450</b>	<b>(l) 2,300</b>
Number with missing data	<25	50	(m) 100	(n) 250
<b>Total (number)</b>	<b>(o) 350</b>	<b>350</b>	<b>(p) 2,550</b>	<b>2,550</b>

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

Source: SAAP Client Collection

## A1.4 Counting rules used in the analysis

In the tables in this report, the following rules have been used when counting clients or support periods in particular groups.

<b>Accommodation type</b>	<p>The SAAP Client Collection specifies 22 distinct categories of clients' accommodation. In this report, the categories are combined into 10 groups as follows:</p> <ul style="list-style-type: none"><li>• SAAP or other emergency housing, for those in any SAAP- or CAP-funded accommodation and non-SAAP emergency accommodation;</li><li>• living rent-free in house or flat;</li><li>• private rental, for those renting independently in the private rental market;</li><li>• public or community housing;</li><li>• rooming house/hostel/hotel/caravan;</li><li>• boarding in a private home;</li><li>• own home, for those purchasing or living in own home;</li><li>• living in a car/tent/park/street/squat;</li><li>• institutional, for those residing at a hospital, psychiatric institution, prison, youth training centre, detoxification unit or rehabilitation centre, and any other government residential arrangement or other institutional setting not already specified; and</li><li>• other, for those living in non-SAAP housing or accommodation not already specified.</li></ul>
<b>Accompanying child visit</b>	<p>The number of accompanying child visits is calculated by adding the number of accompanying children reported for each support period. Responses are reported as missing where an assisted group of either a person or a couple with a child or children gave no response for the number of accompanying children in any age group.</p>
<b>Age of client</b>	<p>The age of the client (for the Client Collection) relates to the client's age at the start of the support period; it is estimated from the client's year of birth and is either their age at the beginning of the support period or their age on the first day of the reporting period (1 July), whichever is the later.</p>
<b>Agency</b>	<p>A SAAP agency is included in the analyses in Chapter 2 if information about recurrent allocations was provided for 1999–2000 and the agency operated for some part of the period 1 July 1999 to 30 June 2000. Agencies that were operational only in June 2000 are not considered 'in scope' for the Client Collection, so do not contribute to the analyses in Chapters 3 to 8.</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</p>

groups. These changes are determined by State and Territory government departments.

## **Client**

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

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

Tables detailing the characteristics of individual clients generally present data collected during the client's first support period in the Australian Capital Territory.

## **Ethnicity**

A client's ethnicity is determined on the basis of responses to two data items: country of birth, and Aboriginal or Torres Strait Islander identification.

The three categories reported—Indigenous Australians, people from non-English-speaking backgrounds, and people from other English-speaking backgrounds—are derived as follows:

- Indigenous Australians are considered to be those who identify as an Aboriginal person or a Torres Strait Islander.
- People from non-English-speaking backgrounds are considered to be those born in overseas countries that are not predominantly English-speaking (*see non-English-speaking background*).
- All clients not classified in the above two categories are considered to be people from other English-speaking backgrounds.

If a person is considered to come from a non-English-speaking background and is also a person who identifies as an Indigenous Australian, she or he is classified as an Indigenous Australian.

## **Income source**

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

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

maintenance or child support, wages or salary or income from a client's own business, spouse or partner's income, and any other income source not specified above.

**Living situation**

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

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

**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 indicated in table notes. The number of such records for each table is calculated in the following order of precedence:

- records not available because client data were collected on high-volume forms (specific numbers not presented);
- records not available because of errors; and
- 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 not included in the missing count for these tables.

**Non-English-speaking background**

A person is considered to come from a non-English-speaking background if they were born in a country other than Australia or other than the following countries:

- Canada;
- the Republic of Ireland;
- New Zealand;
- South Africa;
- the United Kingdom, comprising England, Scotland, Wales

- and Northern Ireland; or
- the United States of America.

People who migrate to Australia from these countries are considered likely to speak English.

**Ongoing support period**

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

- 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.

**SAAP accommodation**

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

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

**Support**

The Client Collection specifies 31 distinct types of support and allows agencies to record other types of support not listed on the data form. This report presents individual support types and includes a subtotal for six distinct groupings.

The major classifications are:

- housing or accommodation services—SAAP or CAP accommodation, assistance to obtain short-term accommodation, and assistance to obtain independent housing;
- financial or employment assistance—assistance to obtain a benefit or pension or other government allowance, employment and training assistance, financial assistance or material aid, and financial counselling;
- counselling—incest or sexual abuse counselling, domestic violence counselling, family or relationship counselling and support, emotional support and other counselling;
- general support and advocacy—living skills and personal development assistance; assistance with legal issues or court support; advice or information; retrieval, storage or removal of personal belongings; and advocacy or liaison on behalf of clients;
- specialist services—psychological services, psychiatric

services, pregnancy or family planning support, drug or alcohol support or rehabilitation, physical disability services, intellectual disability services, culturally appropriate support, interpreter services, and health or medical services; and

- other support—meals, laundry or shower facilities, recreation, transport, brokerage services, and other support not elsewhere specified.

**Support periods on the 15th of the month**

Support periods on the 15th of the month include those support periods that:

- started on the 15th of the month;
- ended on the 15th of the month; or
- included the 15th of the month within the period of support.

Information on the status of a support period on the 15th of the month is missing if the end date of support is not known, the support period was not ongoing (see *ongoing support period*) and the support period did not start on the 15th of the month. Support periods that started on or before the 15th of the month, but which were ongoing at the end of the financial year, are included in the count.

**Support to accompanying children**

The SAAP Client Collection specifies six 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 four groups for this report:

- counselling—including help with behavioural problems, sexual or physical abuse counselling, and counselling and support for children;
- child care or kindergarten/school liaison;
- access arrangements; and
- other support not elsewhere specified.

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

**Target group**

The SAAP Administrative Data Collection specifies six distinct target groups for SAAP agencies:

- agencies targeted at young people—those that predominantly provide support for young people who are independent, are above the school-leaving age for the State or Territory concerned, and present to agencies unaccompanied by a parent or guardian;
- agencies targeted at single men only—those that predominantly provide support for males who present without a partner or children;
- agencies targeted at single women only—those that predominantly provide support for females who present without a partner or children;
- agencies targeted at families—those that predominantly provide support to people who present as a family (defined as a group of two or more persons who usually live in the

same household and who are related to each other by blood, *de facto* or *de jure* marriage or adoption);

- agencies targeted at women and women with children escaping domestic violence—those that predominantly provide support for women and women accompanied by their children, who are homeless or at risk of becoming homeless as a result of violence and/or abuse; and
- cross-target, multiple target and general target agencies—those that target more than one client group.

Agencies may also have a secondary target group: for example, people who are of Aboriginal or Torres Strait Island descent, people from non-English-speaking backgrounds or people with some other special characteristic.



# **Appendix 2: SAAP NDCA Client Collection form**



General form only



# References

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