

SAAP NDCA REPORT SERIES 9

# **Homeless people in SAAP**

**SAAP National Data Collection  
Annual Report  
2003–04**

**Queensland  
supplementary tables**

Australian Institute of Health and Welfare  
Canberra

AIHW cat. no. HOU 116

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### **Australian Institute of Health and Welfare**

Board Chair  
Hon. Peter Collins, AM, QC

Director  
Dr Richard Madden

Any enquiries about or comments on this publication should be directed to:

Manager  
SAAP National Data Collection Agency  
Australian Institute of Health and Welfare  
GPO Box 570  
Canberra ACT 2601  
Phone: (02) 6244 1206

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# Preface

This publication contains statistical tables and charts in relation to Queensland and is intended to supplement the eighth (2003–04) annual national report on the Supported Accommodation Assistance Program (SAAP) National Data Collection. The first national 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 Information Sub-committee, comprising government, community and expert representatives. Valuable support and encouragement have been provided by the SAAP Coordination and Development Committee, which is responsible for the national direction of the SAAP program.

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

The fact that 95% of agencies in Queensland provided data in 2003–04 is testimony to their collective commitment to, and confidence in, the collection. A 94% participation rate was recorded in 2002–03. The proportion of SAAP clients who consented to the provision of their personal data to the National Data Collection Agency decreased from 90% in 2002–03 to 86% in 2003–04.

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

Under the Coordination and Development Committee's direction, a SAAP National Research Program has been established to undertake and fund studies on homeless people, often using data from the National Data Collection. Over time, the availability of time-series SAAP data will greatly increase the usefulness of the data. The publication of this eighth annual report and the release of 2003–04 data are one step towards this goal.

Richard Madden  
Australian Institute of  
Health and Welfare

SAAP Coordination and  
Development Committee

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

# Abbreviations and symbols

## Abbreviations

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

## Symbols in tables

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

# Glossary

<b>Accompanying child</b>	A person aged under 18 years who accompanies a <i>client</i> to a SAAP agency during a <i>support period</i> or who requires and/or receives assistance from a SAAP agency as a result of their parent or guardian being a client of the same agency. An accompanying child may or may not require or receive assistance.
<b>Accompanying child support period</b>	<p>An <i>accompanying child support period</i> refers to each <i>support period</i> in which the child either accompanies their parent or guardian to a SAAP agency or receives assistance as a result of their parent or guardian's <i>support period</i>.</p> <p>Within an <i>accompanying child support period</i> the child may receive one-off assistance and/or support over a period of time. Since the child may not be supported for the entire duration of their parent's or guardian's <i>support period</i>, it is not possible to assess the length of support for an <i>accompanying child</i>.</p>
<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 'valid <i>alpha code</i> ' is a legitimate <i>alpha code</i> (that is, one containing only letters from the alphabet and ending in either M or F) joined to the <i>client's</i> reported year of birth and encrypted to create a unique <i>client</i> indicator, or statistical linkage key.
<b>Client</b>	<p>A person aged 18 years or older, or a person of any age not accompanied by a parent or guardian, who:</p> <ul style="list-style-type: none"><li>• receives <i>support</i> or assistance from a SAAP agency which entails generally 1 hour or more of a worker's time, either with that <i>client</i> directly or on behalf of that <i>client</i>, on a given day; or</li><li>• is accommodated by a SAAP agency; or</li><li>• enters into an <i>ongoing support relationship</i> with a SAAP agency.</li></ul>
<b>Closed accompanying child support period</b>	An <i>accompanying child support period</i> associated with a <i>closed support period</i> .

<b>Closed support period</b>	<i>A support period</i> that had finished on or before the end of the reporting period – 30 June.
<b>English proficiency group 1 countries</b>	Canada, Ireland, New Zealand, South Africa, the United Kingdom, and the United States of America.
<b>English proficiency group 2-4 countries</b>	Countries, excluding Australia, that are not included in <i>English proficiency group 1</i> .
<b>Homeless person</b>	<p>A person who does not have access to safe, secure and adequate housing. A person is considered not to have access to safe, secure and adequate housing if the only housing to which they have access:</p> <ul style="list-style-type: none"> <li>• damages, or is likely to damage, their health; or</li> <li>• threatens their safety; or</li> <li>• marginalises them 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 affords; or</li> </ul> </li> <li>• places them 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, they have no legal right to continued occupation of their home.</li> </ul> <p>A person is also considered homeless if he or she is living in accommodation provided by a SAAP <i>agency</i> or some other form of emergency accommodation.</p>
<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>Recurrent allocations</b>	<p>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>	<p>For the purposes of the National Data Collection, a referral involves a formal process – not simply the provision of information. A (formal) <i>referral</i> occurs when a SAAP <i>agency</i> contacts another organisation and that organisation accepts the person concerned for an appointment or interview. A <i>referral</i> has not been provided if the person is not accepted for an appointment or interview.</p>
<b>Support</b>	<p>Assistance, other than <i>supported accommodation</i>, provided to a client 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.</p>
<b>Support period</b>	<p>A <i>support period</i> commences when a <i>client</i> begins to receive <i>support</i> and/or <i>supported accommodation</i> from a SAAP <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> <li>• the <i>agency</i> ends the relationship with the <i>client</i>.</li> </ul> <p>If it is not clear whether the <i>agency</i> or the <i>client</i> has ended the relationship, the <i>support period</i> is assumed to have ended if no assistance has been provided to the <i>client</i> for a period of 1 month. In such a case, the date the <i>support period</i> ended is 1 month after the last contact with the <i>client</i>.</p>
<b>Supported accommodation</b>	<p>Accommodation paid for, or provided directly by, a SAAP <i>agency</i>. The accommodation may be provided at the <i>agency</i> or may be purchased using SAAP funds – at a motel, for example.</p>
<b>Unmet need</b>	<p>An unmet need occurs when a <i>client</i> expresses a need for a particular support service, or either directly or indirectly acknowledges a need for a particular support service during their <i>support period</i>, and that service is not provided or referred.</p>

# 1 Introduction

This publication is one of eight state and territory supplements that accompany the eighth annual national report on the Supported Accommodation Assistance Program (SAAP) National Data Collection. The annual report provides an overview of assistance given to clients of agencies funded through SAAP.

The tables and charts included in this supplement are generally similar to those in the national report but relate to Queensland only. To assist the reader, a glossary of terms is included at the beginning of this report. Further information to aid readers in interpreting the tables is given in Appendix 1 of the national report. Included in that appendix are:

- 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 agency non-participation and client non-consent;
- counting rules used in the tables; and
- a guide to interpreting the tables. In particular, two example tables with explanatory notes demonstrate how to interpret data presented in the different types of tables in the report.

Appendix 1 to this supplementary report provides additional information relevant only to the interpretation of tables for Queensland. Appendix 2 contains copies of the client form and the high-volume client form used to collect data in 2003-04.

Data presented here primarily relate to the financial year ending 30 June 2004. Although most tables provide information about both completed and ongoing support periods, analysis of the duration of support and accommodation and of data items relating to client circumstances after support is necessarily limited to completed support periods only. In addition, a number of tables contain data for the 8 years that the National Data Collection has been conducted (see Chapter 9). It should be noted that, while most estimates have been adjusted for client non-consent and/or agency non-participation, no allowance has been made for agencies who provide forms for some but not all of their support periods.

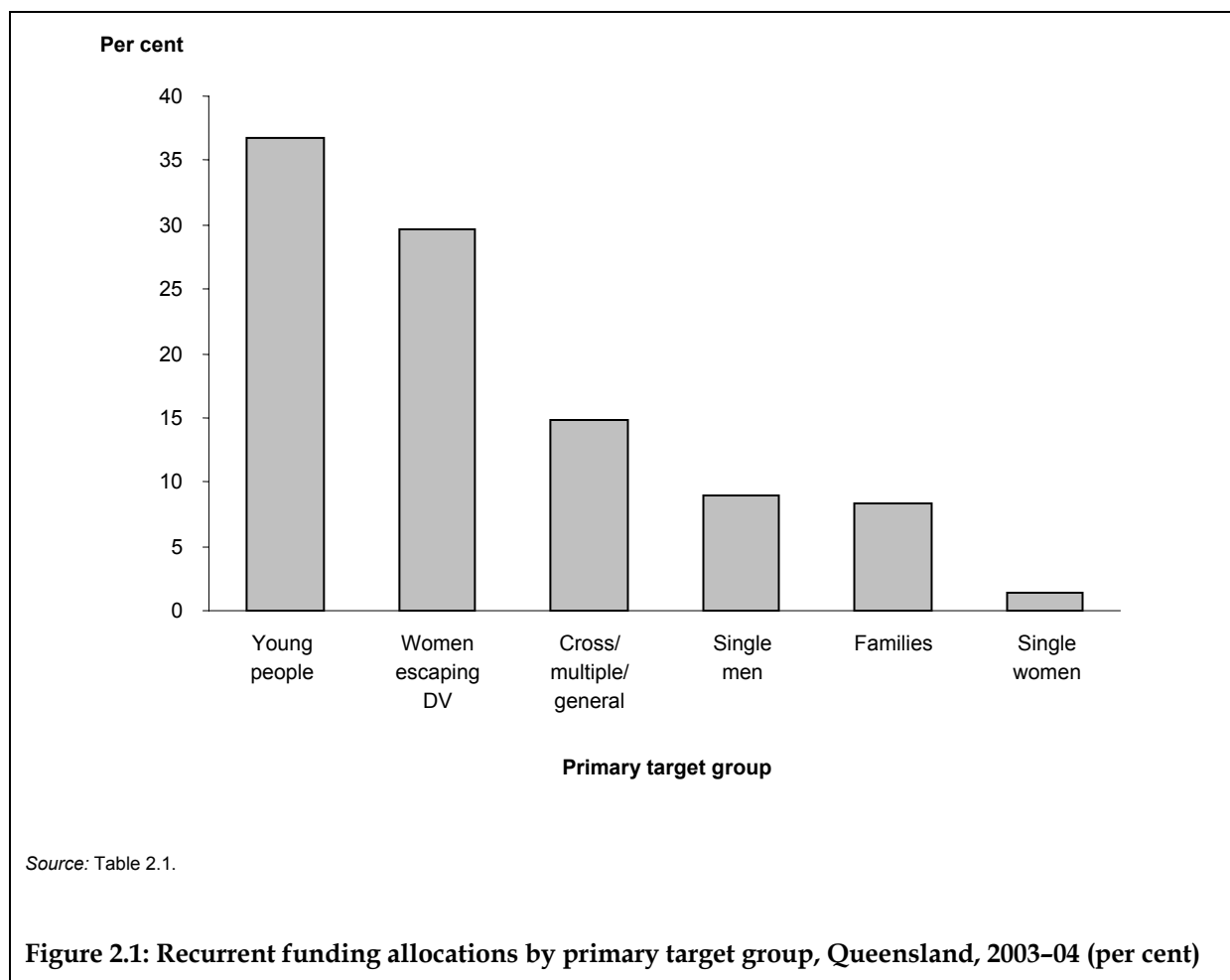
Estimates in this report are subject to revision. Revised tables, along with the reports themselves, are posted on the web site of the Australian Institute of Health and Welfare ([www.aihw.gov.au](http://www.aihw.gov.au)). Regional tables and counts for all data items collected are available in hard copy or electronic format on request from the National Data Collection Agency, which is managed by the Australian Institute of Health and Welfare ([ndca@aihw.gov.au](mailto:ndca@aihw.gov.au)).





# 2 Funding

## 2.1 Key chart



## 2.2 Table

**Table 2.1: SAAP agencies: recurrent allocations and mean funding per agency, by region and primary target group, Queensland, 2003–04**

	Agencies (number)	Agencies (%)	Recurrent allocation (\$)	Recurrent allocation (%)	Mean funding per agency (\$)
<b>Region</b>					
North Queensland	22	11.2	6,200,000	13.4	281,800
Far North Queensland	23	11.7	5,735,000	12.4	249,300
Mackay/Whitsundays	9	4.6	1,745,000	3.8	193,900
Central	20	10.2	3,395,000	7.3	169,700
Wide Bay Burnett	13	6.6	2,792,000	6.0	214,700
Toowoomba and South-West	11	5.6	2,158,000	4.7	196,200
Caboolture and Redcliffe Peninsula	5	2.5	1,259,000	2.7	251,900
Sunshine Coast	10	5.1	2,394,000	5.2	239,400
Brisbane City	52	26.4	14,027,000	30.4	269,800
Ipswich/Logan	14	7.1	2,844,000	6.2	203,100
Gold Coast/Redlands	17	8.6	3,579,000	7.7	210,500
Statewide	1	0.5	78,000	0.2	78,000
<b>Total</b>	<b>197</b>	<b>100.0</b>	<b>46,206,000</b>	<b>100.0</b>	<b>234,600</b>
<b>Primary target group</b>					
Young people	70	35.5	17,009,000	36.8	243,000
Single men only	11	5.6	4,100,000	8.9	372,700
Single women only	2	1.0	669,000	1.4	334,700
Families	27	13.7	3,814,000	8.3	141,300
Women escaping domestic violence	52	26.4	13,724,000	29.7	263,900
Cross-target/multiple/general	35	17.8	6,890,000	14.9	196,900
<b>Total</b>	<b>197</b>	<b>100.0</b>	<b>46,206,000</b>	<b>100.0</b>	<b>234,600</b>
Recurrent allocations to agencies	197	100.0	46,206,000	97.2	234,600
Other recurrent allocations	..	..	1,324,000	2.8	..
<b>Total</b>	<b>..</b>	<b>..</b>	<b>47,531,000</b>	<b>100.0</b>	<b>..</b>

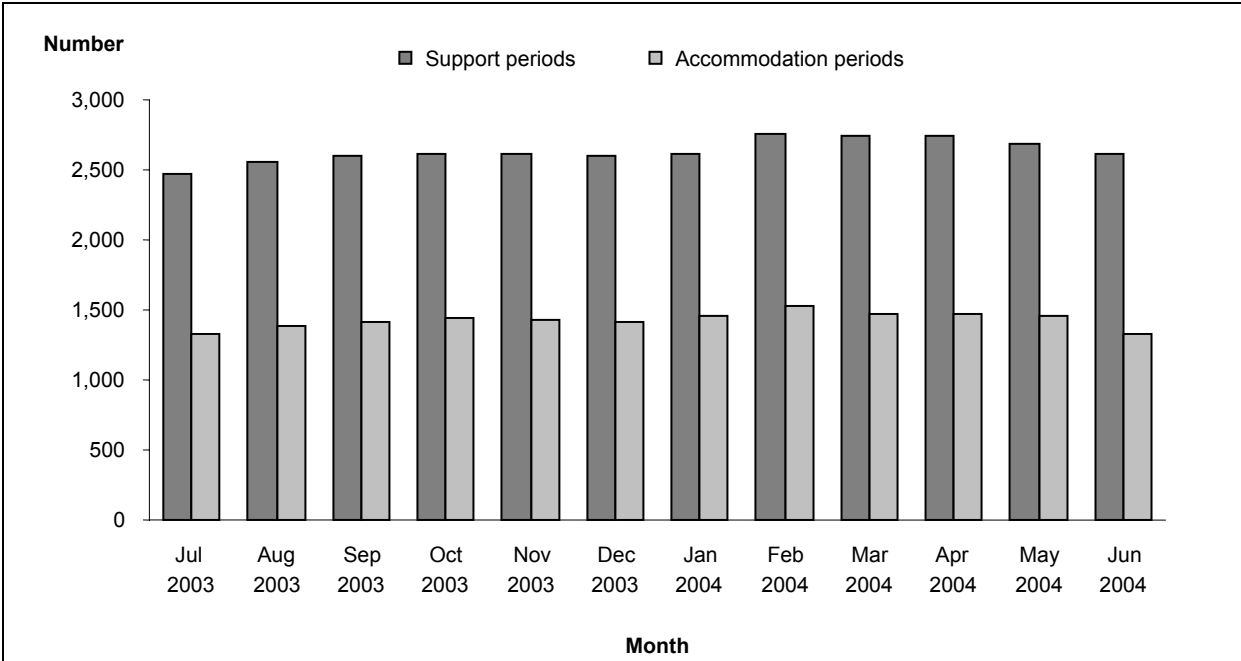
*Notes*

1. 'Other recurrent allocation' excludes funds not allocated to agencies; for example, funds allocated for administration, training, research and evaluation. Included in this amount is \$395,000 for National Research and Development.
2. 'Total recurrent allocations' includes \$464,600 provided by the Queensland funding department which was in addition to the SAAP funding agreement between Queensland and the Australian Government.
3. Not all agencies operated throughout the year. At 30 June 2004, 196 agencies were operating.

Sources: SAAP Administrative Data Collection.

# 3 Level of support

## 3.1 Key chart



Source: Tables 3.3 and 3.4.

**Figure 3.1: SAAP support periods active each day and accommodation periods active each night, average by month, Queensland, 2003-04 (number)**

## 3.2 Tables

**Table 3.1: SAAP support periods and clients, Queensland, 2003–04 (number)**

Support periods	28,350
Clients	17,950
Mean number of support periods per client	1.58
Clients per 10,000 population 10+	54

*Notes*

1. Number excluded due to errors and omissions (weighted): 0.
2. Number of clients in this table relates to clients that *ever* received assistance from a SAAP agency in Queensland.
3. 'Clients per 10,000 population aged 10+' shows how many people out of every 10,000 aged 10 years and over in the general population became SAAP clients. The rate is estimated by comparing the number of SAAP clients aged 10 years and over with the estimated resident population aged 10 years and over at 30 June 2003 (final estimates).
4. Support period figures have been weighted to adjust for agency non-participation.
5. Client figures have been weighted to adjust for agency non-participation and client non-consent.

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

**Table 3.2: SAAP accompanying child support periods and accompanying children, Queensland, 2003–04 (number)**

Accompanying child support periods—all	11,150
Accompanying child support periods—general form only	10,450
Accompanying children	8,600
Mean number of accompanying child support periods per accompanying child	1.21
Accompanying children per 10,000 population aged 0–17	90

*Notes*

1. Number excluded due to errors and omissions (weighted): 0.
2. Number of accompanying children in this table relates to children that *ever* accompanied a client to a SAAP agency in Queensland.
3. 'Accompanying children per 10,000 population aged 0–17' shows how many children out of every 10,000 aged 17 years and under in the general population accompany SAAP clients. The rate is estimated by comparing the number of accompanying children aged 17 years and under with the estimated resident population aged 17 years and under at 30 June 2003 (final estimates).
4. Accompanying child support period figures have been weighted to adjust for agency non-participation.
5. Accompanying children figures have been weighted to adjust for agency non-participation and client non-consent.

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

**Table 3.3: SAAP support periods: number of support periods active each day, average by month and region, Queensland, 2003–04**

Date	North Queensland	Far North Queensland	Mackay & Whitsundays	Central	Wide Bay Burnett	Toowoomba & South-West
July 2003	180	250	110	200	240	100
August 2003	200	290	120	180	230	100
September 2003	220	290	130	200	220	100
October 2003	220	300	130	210	200	90
November 2003	230	320	120	190	210	100
December 2003	240	300	110	190	200	90
January 2004	250	320	110	180	180	100
February 2004	280	370	120	200	170	100
March 2004	270	340	120	210	180	110
April 2004	250	370	100	210	200	100
May 2004	260	360	100	210	220	110
June 2004	270	310	100	210	240	100
<b>Support periods: total number of days</b>	<b>87,630</b>	<b>116,300</b>	<b>41,550</b>	<b>72,870</b>	<b>76,080</b>	<b>36,090</b>

*(continued below)*

Date	Caboolture & Redcliffe Peninsula	Sunshine Coast	Brisbane City/ Statewide	Ipswich/ Logan	Gold Coast/ Redlands	Total
July 2003	50	140	850	120	220	2,470
August 2003	60	150	880	140	210	2,560
September 2003	60	160	880	150	200	2,600
October 2003	60	150	890	150	200	2,610
November 2003	60	140	890	150	220	2,620
December 2003	60	140	890	140	230	2,600
January 2004	60	140	940	140	190	2,620
February 2004	60	150	980	140	190	2,760
March 2004	60	150	980	120	200	2,740
April 2004	60	160	960	130	200	2,740
May 2004	60	170	920	120	170	2,690
June 2004	50	160	870	130	170	2,610
<b>Support periods: total number of days</b>	<b>21,710</b>	<b>55,150</b>	<b>333,450</b>	<b>49,780</b>	<b>73,350</b>	<b>963,980</b>

*Notes*

1. Number excluded due to errors and omissions (unweighted): 8.
2. Figures are unweighted and have not been adjusted for agency non-participation.
3. Please refer to the counting rules (Appendix 1, Section A1.4 of the national report) for the method used to calculate the monthly average.

Source: SAAP Client Collection.

**Table 3.4: SAAP support periods with accommodation: number of accommodation periods active each night, average by month and region, Queensland, 2003–04**

Date	North Queensland	Far North Queensland	Mackay & Whitsundays	Central	Wide Bay Burnett	Toowoomba & South-West
July 2003	120	130	70	90	100	60
August 2003	130	160	70	80	90	50
September 2003	140	160	80	90	100	60
October 2003	150	170	80	90	100	60
November 2003	140	170	70	90	110	70
December 2003	150	150	70	90	110	60
January 2004	150	180	80	90	100	70
February 2004	160	220	80	80	100	70
March 2004	150	180	80	80	110	70
April 2004	150	200	70	80	110	70
May 2004	150	190	80	80	130	70
June 2004	150	140	80	80	120	60
<b>Accommodation periods: total number of nights</b>	<b>51,390</b>	<b>59,970</b>	<b>26,930</b>	<b>29,850</b>	<b>37,740</b>	<b>22,970</b>

*(continued below)*

Date	Caboorture & Redcliffe Peninsula	Sunshine Coast	Brisbane City/ Statewide	Ipswich/ Logan	Gold Coast/ Redlands	Total
July 2003	50	90	460	70	100	1,330
August 2003	60	80	480	70	90	1,390
September 2003	60	90	480	70	90	1,410
October 2003	60	90	480	80	80	1,440
November 2003	50	80	490	80	80	1,430
December 2003	50	80	480	70	80	1,410
January 2004	60	80	510	60	90	1,460
February 2004	60	90	510	70	90	1,530
March 2004	60	90	500	60	90	1,470
April 2004	50	90	460	70	100	1,470
May 2004	50	90	450	70	100	1,450
June 2004	40	90	420	70	100	1,330
<b>Accommodation periods: total number of nights</b>	<b>19,050</b>	<b>30,800</b>	<b>168,680</b>	<b>25,070</b>	<b>32,710</b>	<b>505,150</b>

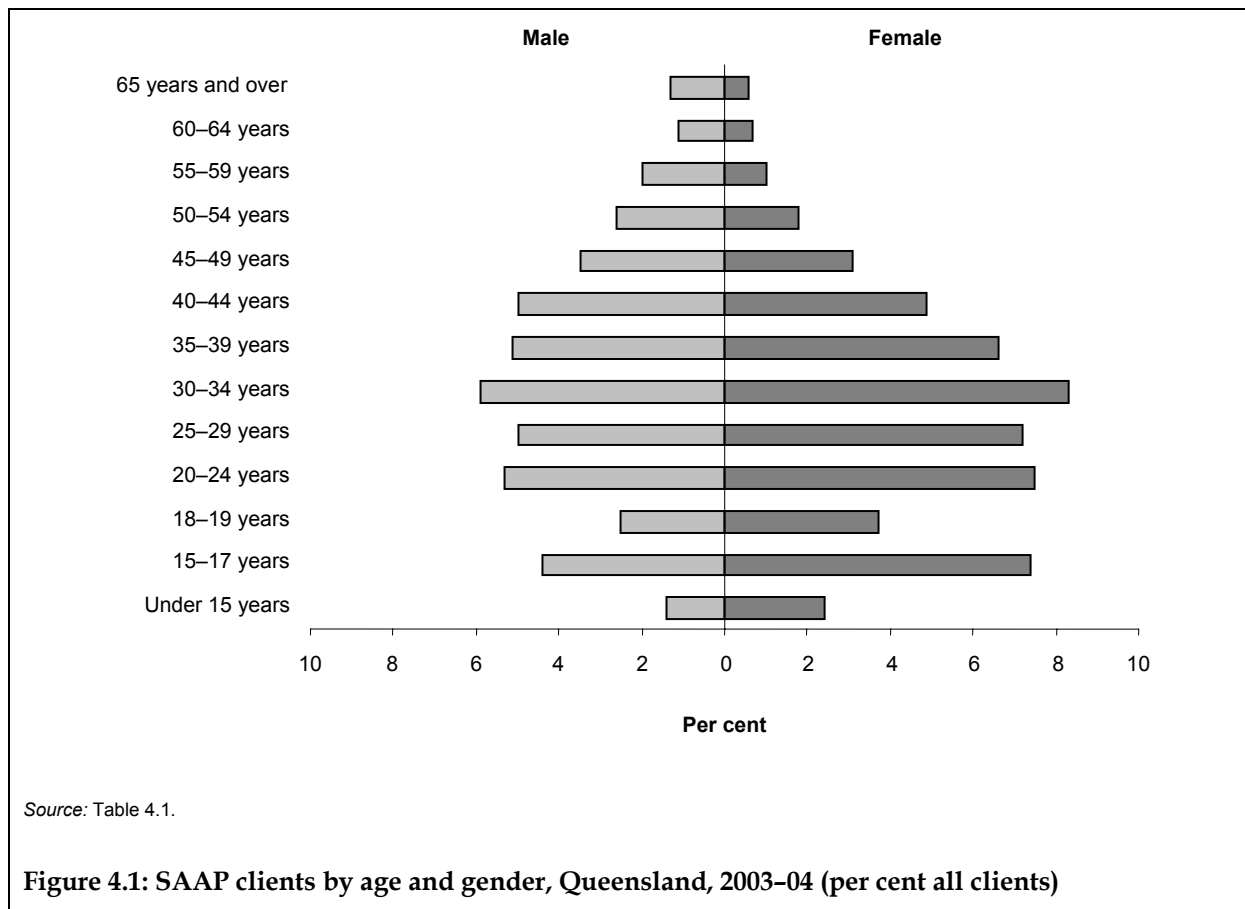
*Notes*

1. Number excluded due to errors and omissions (unweighted): 353.
2. Figures are unweighted and have not been adjusted for agency non-participation.
3. Please refer to the counting rules (Appendix 1, Section A1.4 of the national report) for the method used to calculate the monthly average.

*Source:* SAAP Client Collection.

# 4 Age, gender and cultural and linguistic diversity

## 4.1 Key chart



## 4.2 Tables

Table 4.1: SAAP clients, by age and gender, Queensland, 2003–04

Age	Percentage of all clients		Percentage of gender group		Total	
	Male	Female	Male	Female	%	Number
	%	%	%	%		
Under 15 years	1.4	2.4	3.1	4.3	3.8	650
15–17 years	4.4	7.4	9.8	13.5	11.8	2,100
18–19 years	2.5	3.7	5.5	6.7	6.2	1,100
20–24 years	5.3	7.5	11.7	13.5	12.7	2,250
25–29 years	5.0	7.2	11.1	13.1	12.2	2,200
30–34 years	5.9	8.3	13.0	15.1	14.2	2,550
35–39 years	5.1	6.6	11.4	11.9	11.7	2,100
40–44 years	5.0	4.9	11.1	8.8	9.8	1,750
45–49 years	3.5	3.1	7.9	5.6	6.6	1,200
50–54 years	2.6	1.8	5.8	3.4	4.5	800
55–59 years	2.0	1.0	4.3	1.9	3.0	550
60–64 years	1.1	0.7	2.4	1.2	1.7	300
65 years and over	1.3	0.6	2.8	1.1	1.9	350
<i>Total</i>	<i>45.0</i>	<i>55.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (number)</b>	<b>8,050</b>	<b>9,850</b>	<b>8,050</b>	<b>9,850</b>	<b>..</b>	<b>17,850</b>
<b>Mean age (years)</b>	<b>..</b>	<b>..</b>	<b>34.3</b>	<b>30.3</b>	<b>..</b>	<b>32.1</b>
<b>Median age (years)</b>	<b>..</b>	<b>..</b>	<b>33</b>	<b>29</b>	<b>..</b>	<b>31</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 78.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP Client Collection.



**Table 4.2: SAAP accompanying children, by age and gender of child, Queensland, 2003–04**

<b>Accompanying children</b>		
<b>Age</b>	<b>%</b>	<b>Number</b>
0–4 years	44.2	3,800
5–12 years	44.4	3,800
13–15 years	8.6	750
16–17 years	2.8	250
<b>Total</b>	<b>100.0</b>	<b>8,550</b>
<b>Gender</b>		
Male	49.7	4,250
Female	50.3	4,300
<b>Total</b>	<b>100.0</b>	<b>8,550</b>

*Notes*

1. Number excluded due to errors and omissions in age (weighted): 14.
2. Number excluded due to errors and omissions in gender (weighted): 11.
3. Table excludes high-volume records because not all items were included on the high-volume form.
4. Accompanying children figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

**Table 4.3: SAAP clients: number of support periods per client by age and gender of client, Queensland, 2003–04 (per cent)**

Number of support periods	Under 15 years	15–17 years	18–19 years	20–24 years	25–44 years	45–64 years	65+ years	Total	
								%	Number
<b>Male clients</b>									
1	77.9	68.1	74.5	74.4	73.1	71.4	73.9	72.7	5,850
2	13.2	17.3	12.6	13.6	14.9	16.7	14.9	15.2	1,200
3	4.5	6.6	4.9	6.9	5.7	7.1	6.3	6.1	500
4	<sup>(a)</sup> 2.7	2.2	4.4	2.0	2.7	2.1	<sup>(a)</sup> 3.0	2.5	200
5	—	1.4	1.2	1.3	1.7	1.5	—	1.5	100
6+	1.8	4.3	2.2	1.9	1.9	1.3	2.0	2.0	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>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>3.1</b>	<b>9.8</b>	<b>5.5</b>	<b>11.7</b>	<b>46.7</b>	<b>20.4</b>	<b>2.8</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>250</b>	<b>800</b>	<b>450</b>	<b>950</b>	<b>3,750</b>	<b>1,650</b>	<b>200</b>	<b>..</b>	<b>8,050</b>
<b>Mean number of support periods</b>	<b>1.56</b>	<b>1.84</b>	<b>1.66</b>	<b>1.58</b>	<b>1.62</b>	<b>1.58</b>	<b>1.56</b>	<b>..</b>	<b>1.62</b>
<b>Per 10,000 population</b>	<b>17</b>	<b>96</b>	<b>80</b>	<b>70</b>	<b>68</b>	<b>36</b>	<b>11</b>	<b>..</b>	<b>49</b>
<b>Female clients</b>									
1	73.1	71.1	81.8	80.5	80.9	84.6	80.1	79.7	7,850
2	9.8	14.4	11.2	12.1	11.8	8.1	11.2	11.6	1,150
3	9.0	7.2	2.1	3.4	4.2	3.9	<sup>(*)</sup> —	4.5	450
4	1.6	2.8	1.1	1.3	1.5	1.4	<sup>(*)</sup> —	1.6	150
5	1.8	1.2	1.3	0.5	0.6	0.5	<sup>(*)</sup> —	0.7	50
6+	4.6	3.2	2.5	2.1	0.9	1.6	3.3	1.8	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>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>4.3</b>	<b>13.5</b>	<b>6.7</b>	<b>13.5</b>	<b>48.9</b>	<b>12.0</b>	<b>1.1</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>400</b>	<b>1,350</b>	<b>650</b>	<b>1,350</b>	<b>4,800</b>	<b>1,200</b>	<b>100</b>	<b>..</b>	<b>9,850</b>
<b>Mean number of support periods</b>	<b>1.90</b>	<b>1.82</b>	<b>1.62</b>	<b>1.53</b>	<b>1.47</b>	<b>1.47</b>	<b>1.63</b>	<b>..</b>	<b>1.55</b>
<b>Per 10,000 population</b>	<b>30</b>	<b>171</b>	<b>124</b>	<b>102</b>	<b>86</b>	<b>26</b>	<b>4</b>	<b>..</b>	<b>59</b>
<b>All clients</b>									
1	74.9	70.0	78.9	78.0	77.5	76.9	75.9	76.5	13,650
2	11.0	15.5	11.8	12.7	13.1	13.1	13.7	13.2	2,350
3	7.3	7.0	3.2	4.9	4.9	5.7	5.0	5.3	950
4	1.7	2.6	2.4	1.6	2.1	1.8	<sup>(a)</sup> 3.0	2.0	350
5	1.5	1.3	1.3	0.8	1.1	1.1	—	1.1	200
6+	3.6	3.6	2.4	2.0	1.4	1.4	2.4	1.9	350
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>3.8</b>	<b>11.8</b>	<b>6.2</b>	<b>12.7</b>	<b>47.9</b>	<b>15.8</b>	<b>1.9</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>650</b>	<b>2,100</b>	<b>1,100</b>	<b>2,250</b>	<b>8,550</b>	<b>2,800</b>	<b>350</b>	<b>..</b>	<b>17,850</b>
<b>Mean number of support periods</b>	<b>1.77</b>	<b>1.83</b>	<b>1.63</b>	<b>1.55</b>	<b>1.53</b>	<b>1.53</b>	<b>1.58</b>	<b>..</b>	<b>1.59</b>
<b>Per 10,000 population</b>	<b>23</b>	<b>132</b>	<b>102</b>	<b>86</b>	<b>77</b>	<b>31</b>	<b>7</b>	<b>..</b>	<b>54</b>

(a) Includes a small proportion of clients who had 5 support periods each. These cells have been merged to ensure client confidentiality.

**Notes**

1. Number excluded due to errors and omissions (weighted): 78.
2. 'Per 10,000 population' shows how many people out of every 10,000 in the general population become SAAP clients. The rate is estimated by comparing the number of SAAP clients with the estimated resident population in the designated age group as at 30 June 2003 (final estimates). For the age group under 15 years, only those aged 10 to 14 are included in the calculations.
3. To ensure confidentiality some cells in this table have been replaced with '(\*)—'. While these cases are not presented separately, they are included in the total.
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client Collection; ABS 2004a.

**Table 4.4: SAAP accompanying children: number of accompanying child support periods per accompanying child, by age of child, Queensland, 2003–04 (per cent)**

Number of accompanying child support periods	0–4 years	5–12 years	13–15 years	16–17 years	Total	
					%	Number
1	89.0	90.7	90.3	96.8	90.0	7,700
2	8.3	7.0	7.6	<sup>(a)</sup> 3.2	7.5	650
3	1.6	1.4	1.6	—	1.4	100
4	0.6	0.5	<sup>(*)</sup> —	—	0.5	50
5	0.2	0.1	—	—	0.1	<25
6+	0.4	0.4	<sup>(*)</sup> —	—	0.4	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>..</i>
<b>Total (%)</b>	<b>44.2</b>	<b>44.4</b>	<b>8.6</b>	<b>2.8</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>3,800</b>	<b>3,800</b>	<b>750</b>	<b>250</b>	<b>..</b>	<b>8,550</b>
<b>Mean number of accompanying child support periods</b>	<b>1.22</b>	<b>1.21</b>	<b>1.18</b>	<b>1.11</b>	<b>..</b>	<b>1.21</b>
<b>Per 10,000 population aged 0–17 years</b>	<b>152</b>	<b>88</b>	<b>46</b>	<b>22</b>	<b>..</b>	<b>90</b>

(a) Includes a small proportion of accompanying children who had 3 support periods each. These cells have been merged to ensure confidentiality.

*Notes*

1. Number excluded due to errors and omissions (weighted): 14.
2. Table excludes high-volume records because not all items were included on the high-volume form.
3. 'Per 10,000 population' shows how many children out of every 10,000 in the general population aged 17 years and under accompanied SAAP clients. The rate is estimated by comparing the number of accompanying children with the estimated resident population in the designated age group as at 30 June 2003 (final estimates).
4. To ensure confidentiality some cells in this table have been replaced with '<sup>(\*)</sup>—'. While these cases are not presented separately, they are included in the total.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

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

**Table 4.5: SAAP clients: birthplace by gender, Queensland, 2003–04**

Birthplace	Male	Female	Total	Queensland population		
	%	%	%	Number	%	Number
Australia	89.4	88.9	89.1	15,600	79.7	2,485,050
Oceania (excluding Australia)	4.0	4.1	4.0	700	5.2	160,800
UK, Ireland and associated islands	2.2	1.2	1.6	300	6.3	196,700
Other Europe and the former Soviet Union	2.3	1.7	2.0	350	3.7	115,700
South-East, North-East and Southern Asia	0.8	2.8	1.9	350	3.3	102,750
Other (including the Middle East, Africa, the Americas and Caribbean)	1.3	1.3	1.3	250	1.8	56,950
<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>44.5</b>	<b>55.5</b>	<b>100.0</b>	<b>..</b>	<b>..</b>	<b>..</b>
<b>Total (number)</b>	<b>7,800</b>	<b>9,750</b>	<b>..</b>	<b>17,500</b>	<b>..</b>	<b>3,117,950</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 422.
2. 'Queensland population' refers to the estimated resident population aged 10 years and over at 30 June 2001.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

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

**Table 4.6: SAAP accompanying children, birthplace of child, Queensland, 2003–04**

Birthplace	Accompanying children	
	%	Number
Australia	96.4	8,050
Oceania (excluding Australia)	1.8	150
Europe and the former Soviet Union	0.4	50
South-East, North-East and Southern Asia	0.6	50
Other (including the Middle East, Africa, the Americas and Caribbean)	0.8	50
<b>Total</b>	<b>100.0</b>	<b>8,350</b>

*Notes*

1. Number excluded due to errors and omissions in birthplace (weighted): 227.
2. Table excludes high-volume records because not all items were included on the high-volume form.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP Client Collection.

**Table 4.7: SAAP clients and support periods per client, by cultural and linguistic diversity and gender of client, Queensland, 2003–04**

<b>Cultural and linguistic diversity</b>	<b>Male</b>	<b>Female</b>	<b>Total</b>	<b>Queensland population</b>		
<b>Clients</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>Number</b>	<b>%</b>	<b>Number</b>
Indigenous Australians	17.2	27.2	22.7	3,950	2.9	91,200
Australian-born non-Indigenous people	72.2	61.8	66.4	11,500	76.8	2,393,900
People born overseas, English proficiency group 1	5.7	4.3	4.9	850	11.5	358,950
People born overseas, English proficiency groups 2–4	4.9	6.7	5.9	1,000	8.8	273,950
<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>44.4</b>	<b>55.6</b>	<b>100.0</b>	<b>..</b>	<b>..</b>	<b>..</b>
<b>Total (number)</b>	<b>7,650</b>	<b>9,600</b>	<b>..</b>	<b>17,250</b>	<b>..</b>	<b>3,117,950</b>
<b>Support periods</b>	<b>Mean number per client</b>			<b>Total number</b>		
Indigenous Australians	1.61	1.62	1.62	6,400	..	..
Australian-born non-Indigenous people	1.64	1.55	1.59	18,300	..	..
People born overseas, English proficiency group 1	1.70	1.34	1.53	1,250	..	..
People born overseas, English proficiency groups 2–4	1.45	1.36	1.39	1,450	..	..
<i>Total</i>	<i>1.63</i>	<i>1.55</i>	<i>1.58</i>	<i>..</i>	<i>..</i>	<i>..</i>
<b>Total support periods (%)</b>	<b>45.6</b>	<b>54.4</b>	<b>100.0</b>	<b>..</b>	<b>..</b>	<b>..</b>
<b>Total support periods (number)</b>	<b>12,550</b>	<b>14,950</b>	<b>..</b>	<b>27,450</b>	<b>..</b>	<b>..</b>

*Notes*

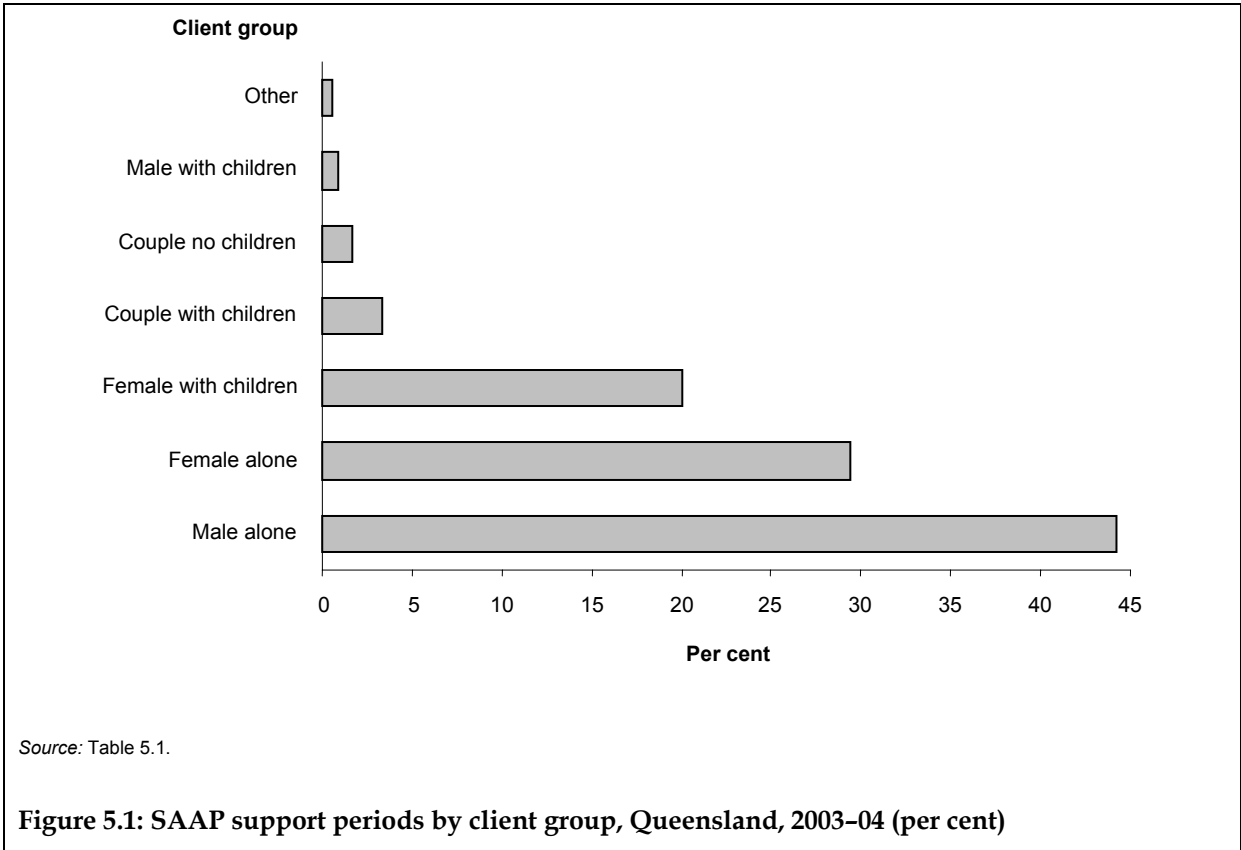
1. Number excluded due to errors and omissions (weighted): 666 clients.
2. For derivation of cultural and linguistic diversity, see the counting rules (Appendix 1, Section A1.4 of the national report). English proficiency groups are based on country of birth—see Glossary.
3. 'Queensland population' refers to the estimated resident population aged 10 years and over at 30 June 2001. The figures for Indigenous Australians are from experimental estimates based on the 2001 Census produced by the ABS. The number of 'Australian-born non-Indigenous people' is derived as the Australian-born population minus the number of Indigenous Australians.
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

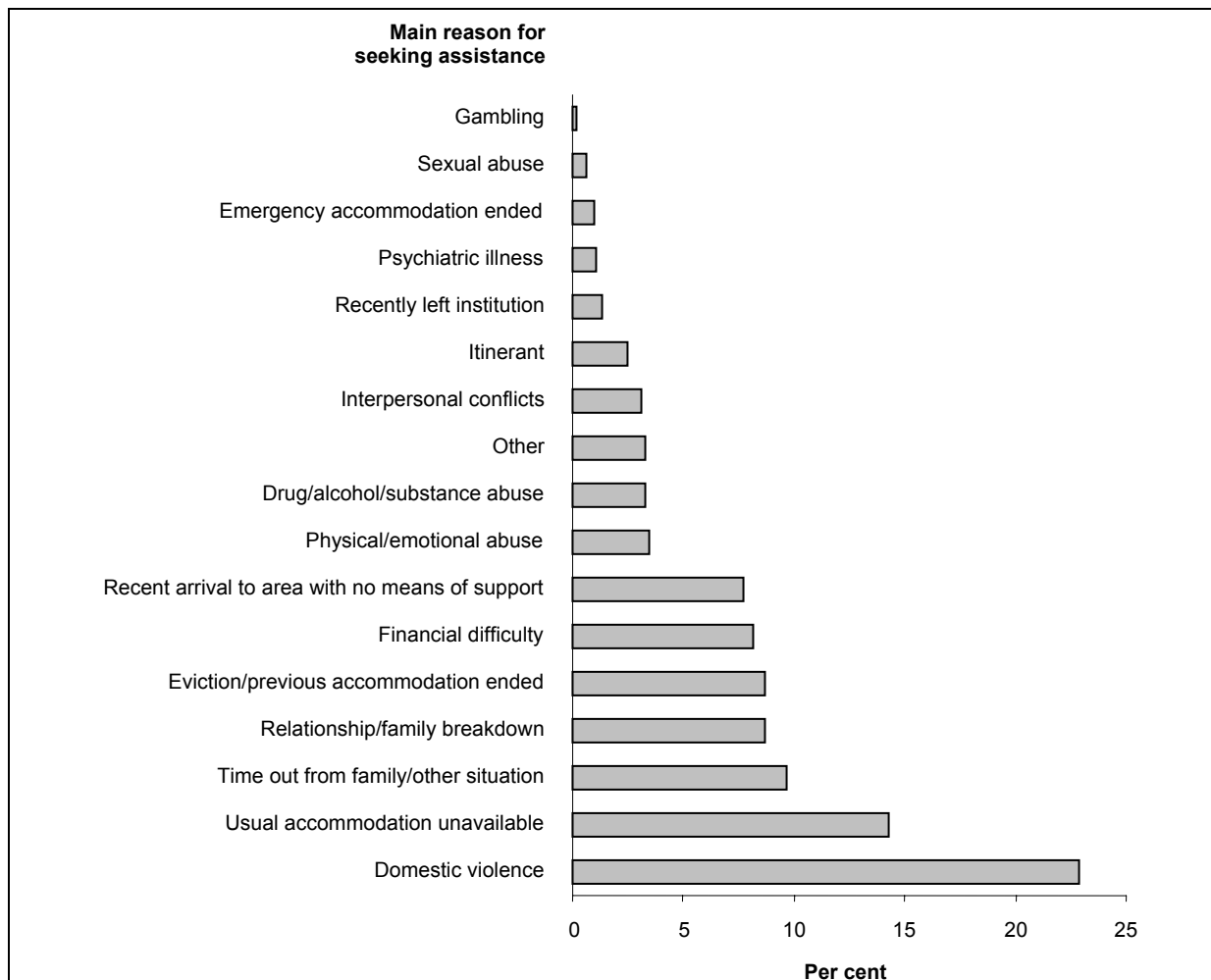
*Sources:* SAAP Client Collection; ABS 2004b, ABS unpublished data.



# 5 Client group and reasons for seeking support

## 5.1 Key charts





Source: Table 5.3.

**Figure 5.2: Main reason for seeking assistance, Queensland, 2003-04 (per cent support periods)**



## 5.2 Tables

Table 5.1: SAAP support periods: region by client group, Queensland, 2003–04 (per cent)

Region	Male alone	Female alone	Couple no children	Couple with children	Male with children	Female with children	Other	Total	Total	
									%	Number
North Queensland	28.8	31.6	1.0	5.6	1.2	31.1	0.7	100.0	12.3	3,250
Far North Queensland	34.2	35.8	0.8	1.2	0.4	27.0	0.7	100.0	14.8	3,900
Mackay/Whitsundays	<sup>(a)</sup> 49.9	21.7	1.2	3.4	1.1	22.7	—	100.0	3.2	850
Central	31.5	40.7	1.8	4.9	1.3	19.3	0.5	100.0	9.7	2,550
Wide Bay Burnett	27.9	46.2	1.3	3.0	0.8	20.1	0.7	100.0	8.8	2,300
Toowoomba and South-West	54.7	15.9	1.2	5.6	1.8	20.2	0.7	100.0	3.8	1,000
Caboolture and Redcliffe Peninsula	38.9	31.1	—	9.5	1.1	17.9	1.4	100.0	1.4	350
Sunshine Coast	21.6	31.9	1.4	3.6	1.3	38.9	1.4	100.0	3.0	800
Brisbane City/Statewide	65.1	18.4	2.5	1.9	0.7	11.1	0.4	100.0	33.2	8,700
Ipswich/Logan	19.3	32.3	2.8	10.1	2.3	32.0	1.3	100.0	2.9	750
Gold Coast/Redlands	43.8	35.4	1.2	2.6	1.3	14.9	0.8	100.0	6.9	1,800
<b>Total (%)</b>	<b>44.2</b>	<b>29.4</b>	<b>1.7</b>	<b>3.3</b>	<b>0.9</b>	<b>20.0</b>	<b>0.6</b>	<b>100.0</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>11,600</b>	<b>7,700</b>	<b>450</b>	<b>850</b>	<b>250</b>	<b>5,250</b>	<b>150</b>	<b>..</b>	<b>..</b>	<b>26,300</b>

(a) Includes a small proportion of support periods for the client group 'Other'. These cells have been merged to ensure client confidentiality.

*Notes*

1. Number excluded due to errors and omissions (unweighted): 677.
2. Figures are unweighted and have not been adjusted for client non-consent and agency non-participation.

Sources: SAAP Client and Administrative Data Collections.

**Table 5.2: SAAP support periods: client group by primary target group of agency, Queensland, 2003–04 (per cent)**

Client group	Young people	Single men only	Single women only	Families	Women escaping DV	Cross-target/multiple/general	Total	
							%	Number
Male alone, under 25	34.9	13.5	—	1.3	0.1	7.8	13.3	3,700
Male alone, 25+	0.3	83.2	—	4.4	0.8	54.3	29.5	8,250
Female alone, under 25	50.9	0.2	22.4	2.9	7.3	2.8	15.7	4,350
Female alone, 25+	1.1	0.7	<sup>(a)</sup> 69.8	4.2	41.9	14.0	14.7	4,100
Couple, no children	0.7	1.9	—	2.8	0.1	3.3	1.5	450
Couple with children	0.6	0.1	—	27.0	0.5	4.5	3.3	900
Male with children	0.2	0.3	—	4.7	0.1	1.7	0.8	250
Female with children	10.2	0.1	7.7	50.3	48.7	11.4	20.6	5,750
Other	1.0	0.1	—	2.5	0.3	0.3	0.6	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>	<i>..</i>
<b>Total (%)</b>	<b>25.1</b>	<b>20.5</b>	<b>1.1</b>	<b>7.2</b>	<b>24.2</b>	<b>21.8</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>7,000</b>	<b>5,700</b>	<b>300</b>	<b>2,000</b>	<b>6,750</b>	<b>6,100</b>	<b>..</b>	<b>27,900</b>

(a) Includes a small proportion of support periods for the client group 'Other'. These cells have been merged to ensure client confidentiality.

*Notes*

1. Number excluded due to errors and omissions (weighted): 513.
2. Figures have been weighted to adjust for client non-consent and agency non-participation.

*Sources:* SAAP Client and Administrative Data Collections.

**Table 5.3: SAAP support periods: main reason for seeking assistance by client group, Queensland, 2003–04 (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	24.6	19.4	16.6	7.3	36.6	16.8	18.1	5.1	22.0	14.3
Time out from family/ other situation	11.0	6.2	13.8	8.9	4.9	8.6	12.9	10.2	6.3	9.7
Relationship/ family breakdown	14.4	3.4	17.9	5.1	2.4	2.8	13.8	7.4	13.8	8.7
Interpersonal conflict	5.8	1.0	6.2	2.2	2.2	1.8	(*)—	2.1	5.6	3.1
Physical/ emotional abuse	1.0	0.2	4.0	5.4	(*)—	(*)—	(*)—	7.0	2.3	3.5
Domestic violence	0.8	1.6	11.8	49.7	1.7	4.4	5.5	47.4	17.0	22.9
Sexual abuse	—	0.1	1.6	0.7	—	(*)—	—	0.8	—	0.6
Financial difficulty	7.7	22.1	2.3	2.8	9.9	12.5	11.4	3.6	1.4	8.2
Gambling	—	0.6	—	—	—	—	—	0.2	—	0.2
Eviction/previous accommodation ended	14.2	4.9	11.5	2.7	15.0	26.2	15.1	7.1	14.0	8.7
Drug/alcohol/ substance abuse	2.2	8.7	1.4	2.9	3.4	(*)—	(*)—	1.5	2.2	3.3
Emergency accommodation ended	1.7	0.5	2.1	0.6	(*)—	1.2	(*)—	0.7	3.0	1.0
Recently left institution	2.9	2.5	1.0	0.4	(*)—	(*)—	(*)—	0.2	—	1.3
Psychiatric illness	0.7	3.4	0.4	1.0	1.2	—	—	0.4	—	1.1
Recent arrival to area with no means of support	7.7	17.8	4.0	3.6	13.8	14.6	10.2	2.7	7.5	7.7
Itinerant	3.6	5.8	2.2	0.8	3.5	2.3	—	0.6	1.5	2.5
Other	<sup>(a)</sup> 1.7	1.8	3.1	5.6	3.3	7.5	7.9	3.1	3.4	3.3
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<b>Total (%)</b>	<b>14.9</b>	<b>20.6</b>	<b>15.0</b>	<b>16.8</b>	<b>1.5</b>	<b>4.2</b>	<b>1.0</b>	<b>25.3</b>	<b>0.8</b>	<b>100.0</b>
<b>Total (number)</b>	<b>3,000</b>	<b>4,100</b>	<b>3,000</b>	<b>3,350</b>	<b>300</b>	<b>850</b>	<b>200</b>	<b>5,050</b>	<b>150</b>	<b>20,000</b>

(a) Includes a small proportion of support periods where the main reason for seeking assistance was reported as 'Sexual abuse'. These cells have been merged to ensure client confidentiality.

**Notes**

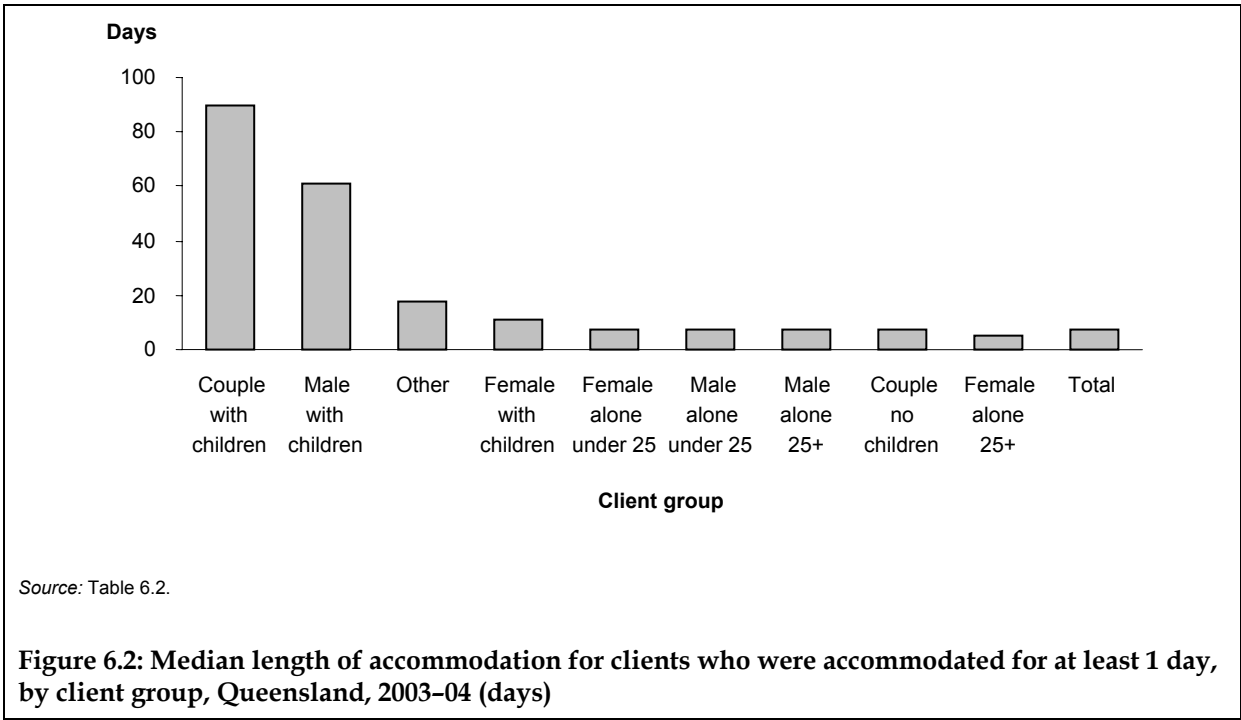
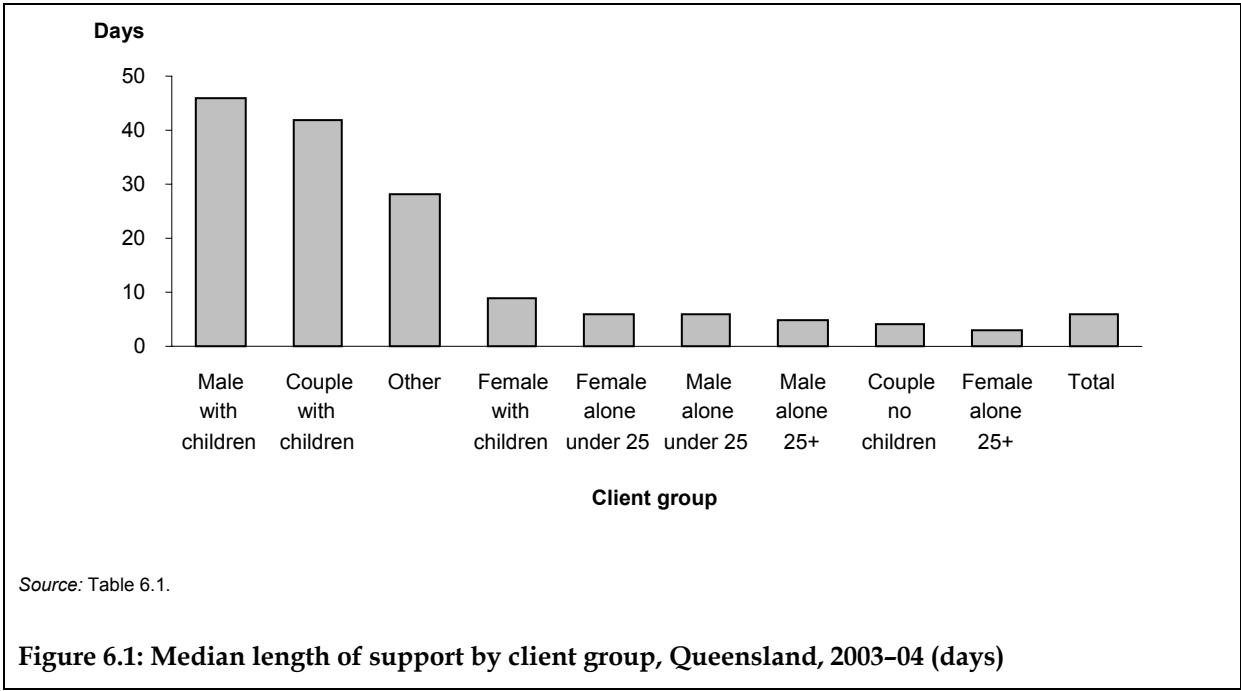
1. Number excluded due to errors and omissions (weighted): 1,114.
2. Table excludes high-volume records because not all items were included on the high-volume form.
3. To ensure confidentiality some cells in this table have been replaced with '(\*)—'. While these cases are not presented separately, they are included in the total.
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.



# 6 Support provided

## 6.1 Key charts



## 6.2 Tables

Table 6.1: SAAP closed support periods: length of support by client group, Queensland, 2003–04 (per cent)

Length of support	Male alone under 25	Male alone 25+	Female alone under 25	Female alone 25+	Couple no children	Couple with children	Male with children	Female with children	Other	Total	
										%	Number
Less than 1 day	8.0	16.7	21.0	29.8	24.9	15.5	14.7	17.1	7.7	18.3	4,700
1 day	17.4	14.2	12.5	14.8	14.4	2.7	3.2	13.1	6.5	13.8	3,550
2 days	7.9	7.2	5.8	5.3	7.6	2.3	3.8	4.8	(*)—	6.1	1,550
3 days	6.5	5.5	5.6	3.6	2.1	1.2	(*)—	3.5	6.6	4.7	1,200
4 days	3.8	4.0	2.4	3.1	2.0	2.5	2.4	2.6	(*)—	3.2	800
5 days	3.9	3.3	2.0	2.2	(a)1.9	1.7	(*)—	2.1	(*)—	2.7	700
6 days	3.4	3.7	2.8	1.3	—	0.8	(*)—	2.0	5.6	2.7	700
7 days	3.0	3.6	4.8	2.3	1.7	2.5	2.3	3.0	2.3	3.3	850
>1–2 weeks	12.4	12.9	13.8	6.9	8.8	5.4	6.7	8.2	6.0	10.8	2,750
>2–4 weeks	12.3	9.8	13.1	6.9	9.0	7.3	6.4	9.4	13.6	10.1	2,600
>4–13 weeks	15.0	13.8	9.9	14.7	16.4	27.1	27.6	17.3	24.0	14.7	3,800
>13–26 weeks	3.5	3.5	3.3	4.6	5.8	16.9	21.2	8.6	9.4	5.2	1,350
>26–52 weeks	2.0	1.0	1.9	2.8	4.6	10.6	4.1	5.3	10.2	2.8	700
>52 weeks	1.1	0.6	1.3	1.9	0.8	3.6	4.1	3.0	3.2	1.6	400
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>13.3</b>	<b>30.2</b>	<b>15.9</b>	<b>15.1</b>	<b>1.6</b>	<b>2.7</b>	<b>0.8</b>	<b>19.7</b>	<b>0.6</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>3,450</b>	<b>7,800</b>	<b>4,100</b>	<b>3,900</b>	<b>400</b>	<b>700</b>	<b>200</b>	<b>5,050</b>	<b>150</b>	<b>..</b>	<b>25,700</b>
<b>Mean length (days)</b>	<b>31</b>	<b>22</b>	<b>31</b>	<b>35</b>	<b>37</b>	<b>89</b>	<b>78</b>	<b>56</b>	<b>77</b>	<b>..</b>	<b>36</b>
<b>Median length (days)</b>	<b>6</b>	<b>5</b>	<b>6</b>	<b>3</b>	<b>4</b>	<b>42</b>	<b>46</b>	<b>9</b>	<b>28</b>	<b>..</b>	<b>6</b>

(a) Includes a small proportion of closed support periods where clients were supported for 6 days. These cells have been merged to ensure client confidentiality.

### Notes

1. Number excluded due to errors and omissions (weighted): 455.
2. To ensure confidentiality some cells in this table have been replaced with '(\*)—'. While these cases are not presented separately, they are included in the total.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

**Table 6.2: SAAP closed support periods in which clients were accommodated: total length of accommodation by client group, Queensland, 2003–04 (per cent)**

Length of accommodation	Male alone under 25	Male alone 25+	Female alone under 25	Female alone 25+	Couple no children	Couple with children	Male with children	Female with children	Other	Total	
										%	Number
1 day	18.8	18.2	21.1	26.7	23.2	2.6	(*)—	19.8	9.3	19.4	3,150
2 days	9.5	9.9	9.0	9.3	13.6	4.0	6.5	6.9	(*)—	9.0	1,450
3 days	7.6	6.9	7.9	5.9	2.8	1.3	(*)—	5.0	9.3	6.5	1,050
4 days	4.5	5.0	4.0	5.3	3.7	1.0	(*)—	3.9	(*)—	4.5	700
5 days	4.5	4.2	3.2	3.0	3.6	—	(*)—	3.1	(*)—	3.6	600
6 days	4.1	4.5	4.3	2.3	—	—	(*)—	3.0	9.2	3.8	600
7 days	3.7	4.5	3.5	4.2	<sup>(a)</sup> 4.2	1.7	(*)—	2.9	(*)—	3.8	600
>1–2 weeks	14.0	16.3	13.4	11.9	10.9	2.7	7.3	9.8	9.8	13.4	2,150
>2–4 weeks	13.5	11.0	13.3	11.4	12.2	6.4	7.3	11.3	9.2	11.7	1,900
>4–13 weeks	14.3	14.6	13.3	15.0	17.4	34.6	33.5	18.9	23.3	15.9	2,600
>13–26 weeks	3.0	3.7	4.2	3.0	5.2	27.1	25.1	9.5	13.3	5.4	900
>26–52 weeks	1.7	0.9	1.8	1.2	3.3	15.7	6.2	4.4	5.0	2.3	350
>52 weeks	0.7	0.3	0.9	0.6	—	3.0	4.2	1.4	2.4	0.8	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>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
<b>Total (%)</b>	<b>16.3</b>	<b>37.3</b>	<b>11.8</b>	<b>10.8</b>	<b>1.3</b>	<b>2.4</b>	<b>0.7</b>	<b>18.8</b>	<b>0.6</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>2,650</b>	<b>6,050</b>	<b>1,900</b>	<b>1,750</b>	<b>200</b>	<b>400</b>	<b>100</b>	<b>3,050</b>	<b>100</b>	<b>..</b>	<b>16,150</b>
<b>Mean length (days)</b>	<b>25</b>	<b>22</b>	<b>27</b>	<b>23</b>	<b>30</b>	<b>115</b>	<b>89</b>	<b>46</b>	<b>61</b>	<b>..</b>	<b>31</b>
<b>Median length (days)</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>5</b>	<b>7</b>	<b>90</b>	<b>61</b>	<b>11</b>	<b>18</b>	<b>..</b>	<b>7</b>
<b>Accommodation starting and ending on the same date (number)</b>	<b>50</b>	<b>150</b>	<b>100</b>	<b>50</b>	<b>&lt;25</b>	<b>&lt;25</b>	<b>&lt;25</b>	<b>50</b>	<b>—</b>	<b>..</b>	<b>400</b>
<b>Total accommodation</b>	<b>2,700</b>	<b>6,200</b>	<b>2,000</b>	<b>1,800</b>	<b>200</b>	<b>400</b>	<b>100</b>	<b>3,100</b>	<b>100</b>	<b>..</b>	<b>16,600</b>

(a) Includes a small proportion of closed support periods where clients were accommodated for 6 days. These cells have been merged to ensure client confidentiality.

*Notes*

1. Number excluded due to errors and omissions (weighted): 492.
2. Clients were able to be accommodated on more than one occasion in a support period.
3. To ensure confidentiality some cells in this table have been replaced with '(\*)—'. While these cases are not presented separately, they are included in the total.
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

**Table 6.3: SAAP support periods: services provided to clients, by client group, Queensland, 2003–04 (per cent)**

Type of service	Male alone under 25	Male alone 25+	Female alone under 25	Female alone 25+	Couple no children	Couple with children	Male with children	Female with children	Other	Total
<b>Housing/accommodation</b>	<b>84.0</b>	<b>82.7</b>	<b>55.6</b>	<b>53.8</b>	<b>71.0</b>	<b>72.6</b>	<b>70.4</b>	<b>71.1</b>	<b>77.0</b>	<b>71.4</b>
SAAP/CAP accommodation	80.2	80.8	51.3	48.1	59.8	62.1	61.4	63.4	65.0	66.6
Assistance to obtain/maintain short-term accommodation	13.6	7.1	11.2	9.2	19.6	17.2	12.6	12.3	17.8	10.6
Assistance to obtain/maintain independent housing	12.0	6.5	12.1	9.1	14.2	32.0	26.0	25.4	26.1	13.6
<b>Financial/employment</b>	<b>29.8</b>	<b>29.4</b>	<b>26.1</b>	<b>31.8</b>	<b>34.4</b>	<b>47.3</b>	<b>49.7</b>	<b>46.4</b>	<b>37.1</b>	<b>33.6</b>
Assistance to obtain/maintain government payment	9.3	6.3	9.1	10.2	6.6	6.2	5.0	18.4	16.4	10.2
Employment/training assistance	7.1	1.4	6.6	1.3	3.1	4.2	4.5	2.4	8.1	3.3
Financial assistance/material aid	20.7	24.6	16.4	25.9	26.9	34.9	42.7	37.8	23.1	26.2
Financial counselling	7.4	4.4	5.8	4.3	6.4	18.4	18.5	9.6	8.5	6.7
<b>Counselling</b>	<b>40.2</b>	<b>19.6</b>	<b>68.5</b>	<b>63.0</b>	<b>36.6</b>	<b>41.2</b>	<b>46.3</b>	<b>70.2</b>	<b>53.7</b>	<b>48.0</b>
Incest/sexual assault	0.5	0.1	3.4	3.5	(*)—	0.7	(*)—	4.5	(*)—	2.1
Domestic violence	1.2	0.5	7.4	32.6	2.9	5.3	5.5	38.4	13.2	14.4
Family/relationship	8.3	2.2	18.7	11.7	11.8	13.2	18.9	26.6	23.6	12.7
Emotional/other	38.2	18.2	63.6	54.5	27.9	36.3	36.0	61.6	47.7	43.2
Assistance with problem gambling	0.2	0.3	—	0.2	(*)—	0.6	—	0.4	—	0.3
<b>General support/advocacy</b>	<b>75.9</b>	<b>62.1</b>	<b>79.3</b>	<b>69.2</b>	<b>54.7</b>	<b>68.7</b>	<b>69.2</b>	<b>73.0</b>	<b>69.7</b>	<b>70.1</b>
Living skills/personal development	40.0	10.9	46.0	11.7	9.5	7.4	11.0	16.1	22.0	21.4
Assistance with legal issues/court support	5.6	1.1	7.0	26.6	2.8	7.9	6.2	20.4	13.5	10.7
Advice/information	57.2	45.7	65.9	50.9	44.2	60.8	60.1	62.5	60.7	55.3
Retrieval/storage/removal of belongings	28.4	48.5	13.0	13.3	18.3	8.2	12.0	14.0	20.1	25.8
Advocacy/liaison on behalf of client	19.0	10.3	18.1	22.0	20.8	30.6	33.0	35.0	33.8	20.6
Brokerage services	1.0	0.7	1.7	1.8	3.3	2.2	(*)—	2.6	3.7	1.6
<b>Specialist services</b>	<b>27.1</b>	<b>33.9</b>	<b>23.9</b>	<b>28.2</b>	<b>25.1</b>	<b>13.6</b>	<b>9.1</b>	<b>31.7</b>	<b>29.1</b>	<b>29.1</b>
Psychological services	1.3	0.5	3.9	0.7	(*)—	—	(*)—	0.7	(*)—	1.2
Psychiatric services	0.6	0.8	0.4	0.7	—	(*)—	—	0.5	(*)—	0.6
Pregnancy support	—	—	3.4	0.8	1.2	3.1	—	3.7	7.9	1.6
Family planning support	0.9	—	3.5	0.4	(*)—	1.4	2.5	1.7	(*)—	1.1
Drug/alcohol support or intervention	8.3	10.5	6.4	7.7	9.2	1.8	3.5	3.4	3.4	7.3
Physical disability services	0.1	0.1	—	0.1	(*)—	0.6	—	0.2	—	0.1
Intellectual disability services	0.2	0.1	0.2	0.2	—	—	—	0.2	(*)—	0.1
Culturally appropriate support	8.6	7.2	5.7	17.3	8.8	3.4	2.6	16.4	9.6	10.4
Interpreter services	0.2	0.1	0.3	1.7	(*)—	(*)—	—	1.7	(*)—	0.7
Assistance with immigration issues	0.1	—	0.3	1.8	(*)—	(*)—	—	1.3	(*)—	0.6
Health/medical services	16.4	29.3	11.6	13.4	15.4	5.9	4.5	13.0	16.7	17.9
<b>Basic support and services n.e.s.</b>	<b>75.6</b>	<b>67.8</b>	<b>67.2</b>	<b>52.0</b>	<b>53.5</b>	<b>30.6</b>	<b>37.7</b>	<b>63.4</b>	<b>59.5</b>	<b>63.8</b>
Meals	69.6	64.5	57.9	39.9	46.8	9.2	17.1	43.8	33.5	53.7
Laundry/shower facilities	68.2	63.3	40.6	38.3	43.5	6.8	16.1	37.6	29.0	48.7
Recreation	52.0	40.8	46.7	19.7	15.8	3.9	7.6	28.6	24.4	35.7
Transport	39.2	14.7	37.3	32.4	29.5	23.2	23.2	47.5	38.4	31.5
Other	15.3	6.9	6.8	9.8	1.7	3.4	4.5	12.6	13.2	9.4
<b>No services provided directly</b>	<b>1.9</b>	<b>1.7</b>	<b>1.3</b>	<b>1.2</b>	<b>3.1</b>	<b>4.1</b>	<b>2.6</b>	<b>1.6</b>	<b>6.4</b>	<b>1.7</b>
<b>Total (number)</b>	<b>3,650</b>	<b>8,200</b>	<b>4,300</b>	<b>4,050</b>	<b>400</b>	<b>900</b>	<b>250</b>	<b>5,650</b>	<b>150</b>	<b>27,500</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 915 (including cases with no information on service requirements or provision).
2. Clients were able to receive multiple services, so percentages do not total 100.
3. The substantial increase in service requirement and provision figures compared to 2000–01 is due to an improved response rate by several large agencies for these data items.
4. To ensure confidentiality some cells in this table have been replaced with '(\*)—'. While these cases are not presented separately, they are included in the total.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.



**Table 6.4: SAAP accompanying child support periods: services provided to accompanying children, by client group, Queensland, 2003–04 (per cent)**

Type of service	Couple with children	Male with children	Female with children	Other with children	Total	
					%	Number
<b>Accommodation</b>	<b>87.7</b>	<b>89.6</b>	<b>88.6</b>	<b>85.0</b>	<b>88.6</b>	<b>6,750</b>
SAAP/CAP accommodation	87.7	89.6	88.6	85.0	88.6	6,750
<b>School liaison/child care</b>	<b>6.6</b>	<b>11.6</b>	<b>33.8</b>	<b>25.0</b>	<b>30.9</b>	<b>2,350</b>
School liaison	3.9	6.9	15.6	(*)—	14.3	1,100
Child care	4.2	7.5	26.4	20.0	24.0	1,850
<b>Counselling</b>	<b>5.5</b>	<b>11.6</b>	<b>37.9</b>	<b>35.0</b>	<b>34.5</b>	<b>2,650</b>
Help with behavioural problems	2.0	(*)—	18.4	(*)—	16.5	1,250
Sexual/physical abuse counselling/support	1.7	—	3.4	(*)—	3.2	250
Skills education	1.3	(*)—	1.4	—	1.3	100
General counselling/support	3.9	9.8	23.8	25.0	21.7	1,650
<b>General support/advocacy</b>	<b>11.8</b>	<b>12.1</b>	<b>24.2</b>	<b>20.0</b>	<b>22.8</b>	<b>1,750</b>
Access arrangements	(*)—	(*)—	3.1	—	2.8	200
Advice/information	6.4	8.1	15.7	20.0	14.8	1,150
Brokerage services	0.8	—	0.5	—	0.5	50
Advocacy	7.1	5.2	11.7	(*)—	11.1	850
<b>Specialist services</b>	<b>1.6</b>	<b>2.3</b>	<b>14.7</b>	<b>25.0</b>	<b>13.3</b>	<b>1,000</b>
Culturally sensitive services	(*)—	2.3	8.0	20.0	7.2	550
Health/medical services	1.1	—	8.5	(*)—	7.6	600
<b>Basic support and other services n.e.s.</b>	<b>22.2</b>	<b>29.5</b>	<b>76.7</b>	<b>55.0</b>	<b>70.7</b>	<b>5,400</b>
Meals	8.2	13.9	58.5	25.0	53.0	4,050
Showers/hygiene	2.2	12.1	49.7	25.0	44.6	3,400
Recreation	4.2	4.0	44.7	25.0	40.1	3,050
Transport	13.4	17.9	59.1	35.0	54.1	4,150
Other	6.3	4.0	16.8	25.0	15.6	1,200
<b>No services provided directly by agency</b>	<b>2.4</b>	<b>2.9</b>	<b>1.5</b>	<b>(*)—</b>	<b>1.7</b>	<b>150</b>
<b>Total accompanying child support periods (%)</b>	<b>8.8</b>	<b>2.4</b>	<b>88.6</b>	<b>0.3</b>	<b>100.0</b>	<b>..</b>
<b>Total accompanying child support periods (number)</b>	<b>650</b>	<b>200</b>	<b>6,750</b>	<b>&lt;25</b>	<b>..</b>	<b>7,650</b>

*Notes*

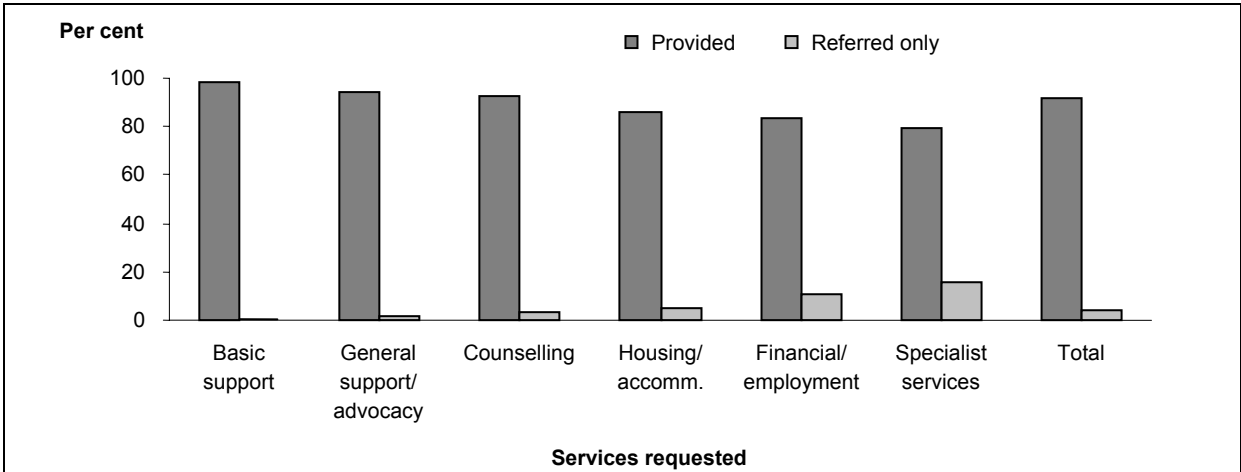
1. Number excluded due to errors and omissions (weighted): 2,808 accompanying child support periods (including cases with no information on service requirements or provision).
2. Table excludes high-volume records because not all items were included on the high-volume form.
3. Accompanying children were able to receive multiple services, so percentages do not total 100.
4. To ensure confidentiality some cells in this table have been replaced with '(\*)—'. While these cases are not presented separately, they are included in the total.
5. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.



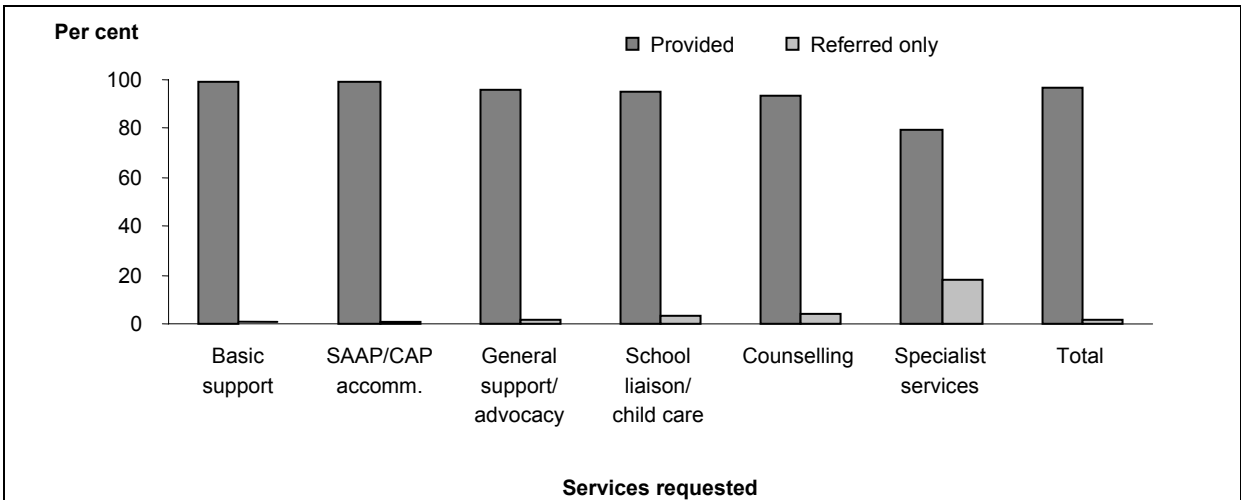
# 7 Meeting the needs of clients

## 7.1 Key charts



Source: Table 7.1, Part b.

**Figure 7.1: Provision of services requested by clients, Queensland, 2003-04 (per cent services requested in closed support periods)**



Source: Table 7.2, Part b.

**Figure 7.2: Provision of services requested for accompanying children, Queensland, 2003-04 (per cent distinct services requested in closed accompanying child support periods)**

## 7.2 Tables

Table 7.1: SAAP services requested by clients in closed support periods, by provision, Queensland, 2003-04

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

Type of service	Not provided			Provided			Total	Closed support periods (number)
	Neither provided nor referred	Referred	Subtotal	Provided only	Provided and referred	Subtotal		
<b>Housing/accommodation</b>								
SAAP/CAP accommodation	2.8	1.9	4.7	94.0	1.3	95.3	100.0	17,900
Assistance to obtain/maintain short-term accommodation	19.5	10.1	29.6	56.6	13.8	70.4	100.0	4,050
Assistance to obtain/maintain independent housing	21.9	13.6	35.5	48.5	15.9	64.4	100.0	4,850
<b>Financial/employment</b>								
Assistance to obtain/maintain government payment	5.1	24.2	29.3	46.3	24.4	70.7	100.0	3,350
Employment/training assistance	18.6	15.3	33.9	51.3	14.7	66.0	100.0	1,150
Financial assistance/material aid	4.3	4.4	8.7	85.0	6.3	91.3	100.0	7,100
Financial counselling	7.7	5.5	13.2	80.9	5.9	86.8	100.0	1,600
<b>Counselling</b>								
Incest/sexual assault	8.7	16.3	25.0	40.5	34.5	75.0	100.0	650
Domestic violence	3.0	4.1	7.1	76.6	16.3	92.9	100.0	3,750
Family/relationship	8.4	6.7	15.1	75.3	9.6	84.9	100.0	3,350
Emotional/other	2.1	0.9	3.0	93.5	3.5	97.0	100.0	10,000
Assistance with problem gambling	15.2	28.6	43.8	44.8	11.4	56.2	100.0	100
<b>General support/advocacy</b>								
Living skills/personal development	18.9	2.0	20.9	77.1	2.0	79.1	100.0	5,550
Assistance with legal issues/court support	3.9	12.6	16.5	62.7	20.9	83.6	100.0	2,900
Advice/information	0.9	0.2	1.1	96.5	2.4	98.9	100.0	13,300
Retrieval/storage/removal of belongings	1.1	0.9	2.0	95.8	2.1	97.9	100.0	6,700
Advocacy/liaison on behalf of client	1.5	1.0	2.5	92.4	5.1	97.5	100.0	4,950
Brokerage services	3.6	5.0	8.6	76.5	15.0	91.5	100.0	400
<b>Specialist services</b>								
Psychological services	16.1	29.4	45.5	41.7	12.8	54.5	100.0	450
Psychiatric services	12.2	58.5	70.7	16.1	13.2	29.3	100.0	500
Pregnancy support	4.0	11.1	15.1	60.6	24.2	84.8	100.0	400
Family planning support	8.4	14.9	23.3	61.7	14.9	76.6	100.0	300
Drug/alcohol support or intervention	8.6	12.5	21.1	70.1	8.8	78.9	100.0	2,450
Physical disability services	15.2	47.8	63.0	26.1	10.9	37.0	100.0	50
Intellectual disability services	28.1	40.6	68.7	14.6	16.7	31.3	100.0	100
Culturally appropriate support	2.1	3.4	5.5	91.2	3.4	94.6	100.0	2,650
Interpreter services	(+)	(+)	5.6	81.1	13.3	94.4	100.0	200
Assistance with immigration issues	(+)	(+)	26.4	38.4	35.2	73.6	100.0	150
Health/medical services	3.7	16.8	20.5	61.1	18.4	79.5	100.0	5,650
<b>Basic support and services n.e.s.</b>								
Meals	1.0	0.4	1.4	97.7	0.9	98.6	100.0	13,900
Laundry/shower facilities	1.0	0.1	1.1	98.5	0.4	98.9	100.0	12,550
Recreation	1.6	0.2	1.8	97.9	0.3	98.2	100.0	8,450
Transport	2.0	0.8	2.8	96.1	1.1	97.2	100.0	7,550
Other	0.5	0.7	1.2	96.5	2.2	98.7	100.0	2,200

(continued)

**Table 7.1 (continued): SAAP services requested by clients in closed support periods, by provision, Queensland, 2003–04**

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

Broad type of service	Not provided			Provided			Total	Distinct services requested	Assoc. closed support periods
	Neither provided nor referred	Referred	Sub-total	Provided only	Provided and referred	Sub-total			
	% distinct services requested							Number	Number
Housing/accommodation	8.8	5.3	14.1	80.1	5.8	85.9	100.0	26,800	19,500
Financial/employment	6.2	10.5	16.7	71.7	11.6	83.3	100.0	13,250	9,750
Counselling	3.8	3.4	7.2	84.3	8.5	92.8	100.0	17,800	11,550
General support/advocacy	4.3	1.9	6.2	89.5	4.4	93.9	100.0	33,750	16,900
Specialist services	5.4	15.3	20.7	66.0	13.3	79.3	100.0	12,950	8,350
Basic support and services n.e.s.	1.2	0.4	1.6	97.6	0.7	98.3	100.0	44,700	16,150
<b>Total (%)</b>	<b>4.4</b>	<b>4.2</b>	<b>8.5</b>	<b>86.0</b>	<b>5.5</b>	<b>91.5</b>	<b>100.0</b>	..	..
<b>Total (number)</b>	<b>6,550</b>	<b>6,200</b>	<b>12,750</b>	<b>128,400</b>	<b>8,150</b>	<b>136,550</b>	..	<b>149,250</b>	<b>25,350</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 365 closed support periods (including cases with no information on service requirements or provision).
2. In groups of service types, a client may require more than one type of service within the group. Percentages for broad groups relate to all needs and not to support periods. For individual types of services, a need can be recorded only once within a support period, so percentages relate to support periods.
3. The substantial decrease in service requirement and provision figures compared to 2002–03 is primarily due to a change in reporting practice by a large agency for these data items.
4. To ensure confidentiality some cells in this table have been replaced with '(\*)'. While these cases are not presented separately, they are included in the total. A '(\*)' indicates cells that have been removed to ensure confidentiality but which make up the majority proportion of the subtotal for that provision grouping.
5. Figures have been weighted to adjust for agency non-participation.

*Source:* SAAP Client Collection.

**Table 7.2: SAAP services requested for accompanying children in closed support periods, by provision, Queensland, 2003–04**

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

Type of service	Not provided			Provided			Total	Closed accompanying child support periods (number)
	Neither provided nor referred	Referred	Sub-total	Provided only	Provided and referred	Sub-total		
<b>Accommodation</b>								
SAAP/CAP accommodation	0.4	0.5	0.9	98.5	0.6	99.1	100.0	5,700
<b>School liaison/child care</b>								
School liaison	2.4	2.9	5.3	86.4	8.4	94.8	100.0	1,000
Child care	0.5	4.0	4.5	90.7	4.7	95.4	100.0	1,750
<b>Counselling</b>								
Help with behavioural problems	2.4	5.4	7.8	86.6	5.6	92.2	100.0	1,250
Sexual/physical abuse counselling/support	11.9	16.6	28.5	51.4	20.2	71.6	100.0	250
Skills education	4.8	3.6	8.4	77.1	14.5	91.6	100.0	100
General counselling/support	0.8	1.5	2.3	94.8	2.8	97.6	100.0	1,500
<b>General support/advocacy</b>								
Access arrangements	6.8	9.5	16.3	75.8	7.9	83.7	100.0	200
Advice/information	1.5	0.9	2.4	96.6	1.0	97.6	100.0	950
Brokerage services	(*)—	(*) (+)—	8.6	82.9	8.6	91.5	100.0	50
Advocacy	2.0	0.9	2.9	92.7	4.5	97.2	100.0	750
<b>Specialist services</b>								
Culturally sensitive services	1.0	3.0	4.0	93.2	2.8	96.0	100.0	550
Health/medical services	3.3	29.1	32.4	39.4	28.2	67.6	100.0	700
<b>Basic support and other services n.e.s.</b>								
Meals	0.7	0.3	1.0	98.2	0.8	99.0	100.0	3,600
Showers/hygiene	0.7	0.4	1.1	(*)—	(*)—	98.9	100.0	3,050
Recreation	0.4	0.3	0.7	98.3	0.9	99.2	100.0	2,800
Transport	0.4	0.3	0.7	98.8	0.5	99.3	100.0	3,700
Other	0.4	1.0	1.4	92.4	6.2	98.6	100.0	1,100

(continued)

**Table 7.2 (continued): SAAP services requested for accompanying children in closed support periods, by provision, Queensland, 2003–04**

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

Broad type of service	Not provided			Provided			Total	Distinct services requested	Assoc. closed accompanying child support periods
	Neither provided nor referred	Referred	Sub-total	Provided only	Provided and referred	Sub-total			
	% distinct services requested							Number	Number
Accommodation	0.4	0.5	0.9	98.5	0.6	99.1	100.0	5,700	5,700
School liaison/child care	1.2	3.6	4.8	89.2	6.0	95.2	100.0	2,700	2,200
Counselling	2.5	4.4	6.9	87.3	5.8	93.1	100.0	3,100	2,450
General support/advocacy	2.3	1.9	4.2	92.7	3.2	95.9	100.0	1,900	1,500
Specialist services	2.3	17.9	20.2	62.6	17.3	79.9	100.0	1,250	1,100
Basic support and services n.e.s.	0.5	0.4	0.9	98.1	1.0	99.1	100.0	14,250	4,750
<b>Total (%)</b>	<b>1.0</b>	<b>2.0</b>	<b>3.0</b>	<b>94.3</b>	<b>2.7</b>	<b>97.0</b>	<b>100.0</b>	<b>..</b>	<b>..</b>
<b>Total (number)</b>	<b>300</b>	<b>600</b>	<b>900</b>	<b>27,250</b>	<b>800</b>	<b>28,050</b>	<b>..</b>	<b>28,900</b>	<b>6,350</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 2,225 closed accompanying child support periods (including cases with no information on service requirements or provision).
2. Table excludes high-volume records because not all items were included on the high-volume form.
3. In groups of service types, an accompanying child may require more than one type of service within the group. Percentages for broad groups relate to all needs and not to support periods. For individual types of services, a need can be recorded only once within a support period, so percentages relate to accompanying child support periods.
4. To ensure confidentiality some cells in this table have been replaced with "(\*)". While these cases are not presented separately, they are included in the total. A "(+)" indicates cells that have been removed to ensure confidentiality but which make up the majority proportion of the subtotal for that provision grouping.
5. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

**Table 7.3: SAAP services requested by the client in closed support periods that were neither provided nor referred: broad type of service by client group, Queensland, 2003–04**

Broad type of service	Male alone	Female alone	Couple no children	Couple with children	Male with children	Female with children	Other	Total	
								%	Number
<b>% unmet needs</b>									
Housing/accommodation	35.3	32.7	42.3	54.1	58.8	39.4	72.7	35.9	2,300
Financial/employment	13.8	10.2	15.3	14.2	20.6	12.8	9.1	12.5	800
Counselling	7.9	12.1	2.2	14.8	2.9	17.1	—	10.4	650
General support/advocacy	25.8	20.5	23.4	10.9	8.8	11.8	18.2	21.8	1,400
Specialist services	10.7	11.3	12.4	4.4	8.8	12.1	—	10.9	700
Basic support and services n.e.s.	6.5	13.1	4.4	1.6	—	6.8	—	8.5	550
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>6,350</b>
<b>Summary totals</b>									
Total unmet needs (%)	48.8	33.3	2.3	3.0	0.6	11.6	0.4	100.0	..
Total unmet needs (number)	3,100	2,100	150	200	50	750	<25	..	6,350
Total closed support periods with unmet needs (%)	45.7	30.3	2.3	4.6	0.8	15.7	0.6	100.0	..
Total closed support periods with unmet needs (number)	1,350	900	50	150	<25	450	<25	..	2,900
Total closed support periods (%)	45.3	29.8	1.7	2.7	0.9	19.1	0.6	100.0	..
Total closed support periods (number)	11,450	7,550	450	700	200	4,850	150	..	25,300

*Notes*

1. Number excluded due to errors and omissions (weighted): 173 identified unmet needs.
2. Number excluded due to errors and omissions (weighted): 62 closed support periods with identified unmet needs.
3. Number excluded due to errors and omissions (weighted): 706 closed support periods (including cases with no information on service requirements or provision).
4. The substantial decrease in service requirement and provision figures compared to 2001–02 is due to a change in reporting practice by a large agencies for these data items.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.



**Table 7.4: SAAP services requested for accompanying children in closed support periods that were neither provided nor referred: broad type of service by client group, Queensland, 2003-04**

	Couple with children	Female with children	Total	
			%	Number
<b>Broad type of service</b>	<b>% unmet needs</b>			
Accommodation	8.0	8.5	8.6	<25
School liaison/child care	8.0	12.3	11.7	50
Counselling	40.0	27.2	27.8	100
General support/advocacy	12.0	14.9	15.8	50
Specialist services	12.0	9.4	9.8	50
Basic support and services n.e.s.	20.0	27.7	26.3	50
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>300</i>
<b>Summary totals</b>				
Total unmet needs (%)	9.4	88.3	100.0	..
Total unmet needs (number)	50	250	..	300
Total closed accompanying child support periods with unmet needs (%)	9.1	88.1	100.0	..
Total closed accompanying child support periods with unmet needs (number)	<25	150	..	200
Total closed accompanying child support periods (%)	6.8	90.5	100.0	..
Total closed accompanying child support periods (number)	450	6,000	..	6,650
Total closed support periods with accompanying children with unmet needs (%)	7.8	89.7	100.0	..
Total closed support periods with accompanying children with unmet needs (number)	<25	100	..	100
Total closed support periods with accompanying children requiring assistance (%)	5.7	91.2	100.0	..
Total closed support periods with accompanying children requiring assistance (number)	200	2,850	..	3,150

*Notes*

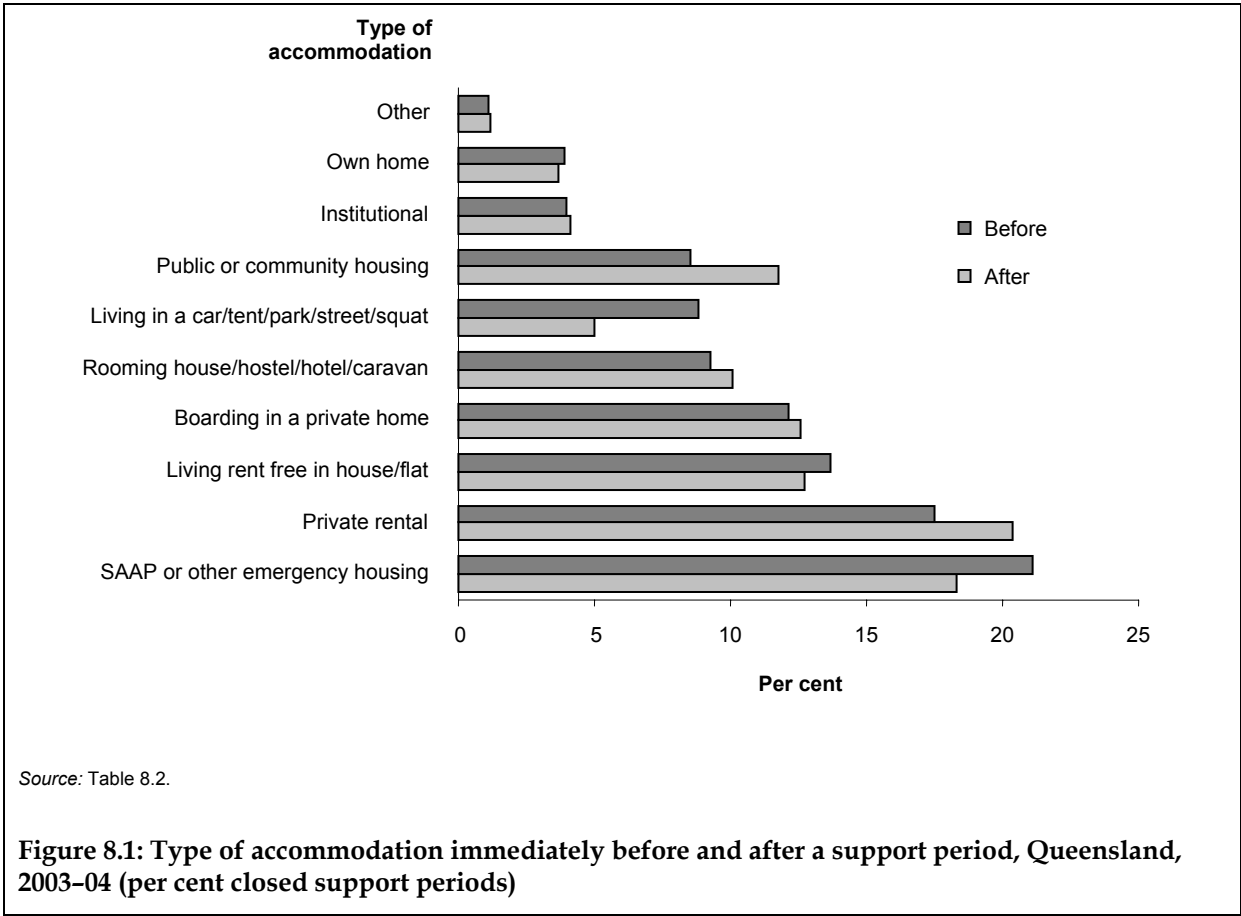
1. Number excluded due to errors and omissions (weighted): 3 identified unmet needs for accompanying children.
2. Number excluded due to errors and omissions (weighted): 2 closed accompanying child support periods with unmet needs.
3. Number excluded due to errors and omissions (weighted): 2,255 closed accompanying child support periods (including cases with no information on service requirements or provision).
4. Number excluded due to errors and omissions (weighted): 2 closed support periods with accompanying children with unmet needs.
5. Number excluded due to errors and omissions (weighted): 15 closed support periods with accompanying children requiring assistance.
6. Table excludes high-volume records because not all items were included on the high-volume form.
7. In a very small number of closed support periods, people in the 'Other with children' and 'Male with children' client groups presented with children for whom requested services were neither provided nor referred. To ensure confidentiality, these cases are not presented separately but are included in the total.
8. Figures have been weighted to adjust for agency non-participation.

*Source:* SAAP Client Collection.



# 8 Circumstances of clients before and after support

## 8.1 Key chart



## 8.2 Tables

**Table 8.1: SAAP closed support periods: source of income immediately before and after a support period, Queensland, 2003–04 (per cent)**

Source of income	Closed support periods in which clients needed assistance to obtain/maintain a pension or benefit		All closed support periods	
	Before	After	Before	After
No income	14.4	6.5	11.3	8.9
No income, awaiting pension/benefit	2.3	3.5	1.1	1.0
Government pension/benefit	76.7	85.2	79.9	82.0
Other	6.6	4.7	7.7	8.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<i>Total (number with valid data)</i>	<i>3,000</i>	<i>2,100</i>	<i>16,900</i>	<i>14,900</i>
Number with missing data	150	1,050	2,100	4,100
<b>Total (number)</b>	<b>3,100</b>	<b>3,100</b>	<b>19,000</b>	<b>19,000</b>

*Notes*

1. Table excludes high-volume records because not all items were included on the high-volume form.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

**Table 8.2: SAAP closed support periods: type of accommodation immediately before and after a support period, Queensland, 2003–04 (per cent)**

Type of accommodation	Closed support periods in which clients needed assistance to obtain/maintain independent housing		All closed support periods	
	Before	After	Before	After
SAAP or other emergency housing	28.3	15.8	21.1	18.3
Living rent-free in house/flat	10.9	6.9	13.7	12.7
Private rental	19.1	30.3	17.5	20.4
Public or community housing	6.0	16.1	8.5	11.8
Rooming house/hostel/hotel/caravan	7.5	9.3	9.3	10.1
Boarding in a private home	15.9	14.4	12.1	12.6
Own home	2.7	1.3	3.9	3.7
Living in a car/tent/park/street/squat	6.1	2.5	8.8	5.0
Institutional	2.5	1.9	4.0	4.1
Other	1.1	1.4	1.1	1.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<i>Total (number with valid data)</i>	<i>4,150</i>	<i>2,850</i>	<i>16,850</i>	<i>12,500</i>
Number with missing data	200	1,500	2,150	6,500
<b>Total (number)</b>	<b>4,400</b>	<b>4,400</b>	<b>19,000</b>	<b>19,000</b>

*Notes*

1. Table excludes high-volume records because not all items were included on the high-volume form.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.

*Source:* SAAP Client Collection.

**Table 8.3: SAAP closed support periods in which the client was accommodated: length of accommodation by type of accommodation after support, Queensland, 2003–04 (per cent)**

Type of accommodation	1 day	>1–3 days	>3–7 days	>1–2 weeks	>2–4 weeks	>4–13 weeks	>13–26 weeks	>26–52 weeks	>52 weeks	Total	
										%	Number
SAAP or other emergency housing	39.6	19.7	17.2	15.6	18.9	17.7	12.7	6.7	7.5	21.5	1,900
Living rent-free in house/flat	11.3	14.4	12.1	14.4	11.6	9.0	5.8	5.5	(*)—	11.2	1,000
Private rental	6.7	12.1	12.4	17.2	18.5	24.3	31.1	31.3	28.9	16.5	1,450
Public or community housing	9.3	13.8	10.6	7.2	9.3	13.2	19.3	31.0	27.0	12.1	1,050
Rooming house/hostel/hotel/caravan	7.7	11.1	15.8	14.8	12.9	10.2	7.6	3.7	7.7	11.1	1,000
Boarding in a private home	9.9	12.4	15.8	15.6	15.7	16.1	14.4	15.9	18.4	14.1	1,250
Own home	3.1	4.5	3.7	2.8	1.7	1.0	0.8	2.1	(*)—	2.6	250
Living in a car/tent/park/street/squat	6.5	6.4	6.1	5.1	5.6	3.5	3.4	—	—	5.2	450
Institutional	4.7	4.9	5.1	5.5	4.9	2.9	2.9	2.1	(*)—	4.4	400
Other	1.2	0.7	1.2	1.7	1.0	1.9	2.0	1.7	(*)—	1.4	100
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>..</b>
<b>Total (%)</b>	<b>20.4</b>	<b>14.5</b>	<b>13.9</b>	<b>11.6</b>	<b>11.9</b>	<b>17.0</b>	<b>6.5</b>	<b>3.1</b>	<b>1.2</b>	<b>100.0</b>	<b>..</b>
<b>Total (number)</b>	<b>1,800</b>	<b>1,300</b>	<b>1,250</b>	<b>1,050</b>	<b>1,050</b>	<b>1,500</b>	<b>600</b>	<b>300</b>	<b>100</b>	<b>..</b>	<b>8,900</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 4,601 closed support periods (type of accommodation and length of accommodation).
3. Table excludes high-volume records because not all items were on included on the high-volume form and closed support periods in which clients started and ended their accommodation on the same date.
4. To ensure confidentiality some cells in this table have been replaced with '(\*)—'. While these cases are not presented separately, they are included in the total.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

**Table 8.4: SAAP closed support periods: living situation immediately before and after a support period, Queensland, 2003–04 (per cent)**

<b>Living situation</b>	<b>Before</b>	<b>After</b>
With parent(s)	11.0	9.7
With foster family	1.3	1.1
With relatives/friends short-term	17.2	15.8
With relatives/friends long-term	3.8	5.4
With spouse/partner with/without children	23.9	15.3
Alone with children	9.9	18.3
Alone	20.2	21.3
With other unrelated persons	12.0	12.5
Other	0.7	0.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>
<i>Total (number with valid data)</i>	<i>16,900</i>	<i>13,400</i>
Number with missing data	2,100	5,600
<b>Total (number)</b>	<b>19,000</b>	<b>19,000</b>

*Notes*

1. Table excludes high-volume records because not all items were included on the high-volume form.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

**Table 8.5: SAAP closed support periods: employment status immediately before and after a support period, Queensland, 2003–04 (per cent)**

<b>Employment status</b>	<b>Closed support periods in which clients needed assistance in employment and training</b>		<b>All closed support periods</b>	
	<b>Before</b>	<b>After</b>	<b>Before</b>	<b>After</b>
Employed full-time	1.6	5.4	3.2	3.6
Employed part-time/casual	6.7	13.6	6.3	7.4
Unemployed (looking for work)	54.1	46.1	33.3	30.7
Not in labour force	37.6	34.9	57.1	58.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<i>Total (with valid data)</i>	<i>1,000</i>	<i>850</i>	<i>16,800</i>	<i>14,900</i>
Number with missing data	<25	150	2,200	4,100
<b>Total (number)</b>	<b>1,000</b>	<b>1,000</b>	<b>19,000</b>	<b>19,000</b>

*Notes*

1. Table excludes high-volume records because not all items were included on the high-volume form.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.

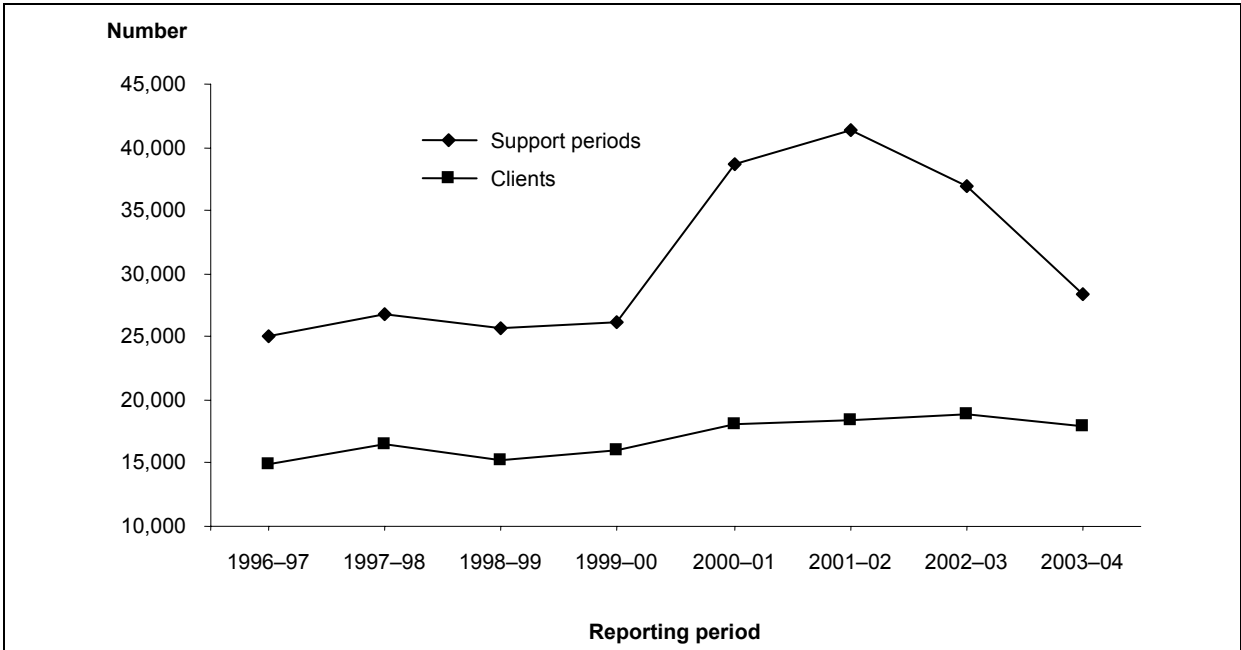
Source: SAAP Client Collection.





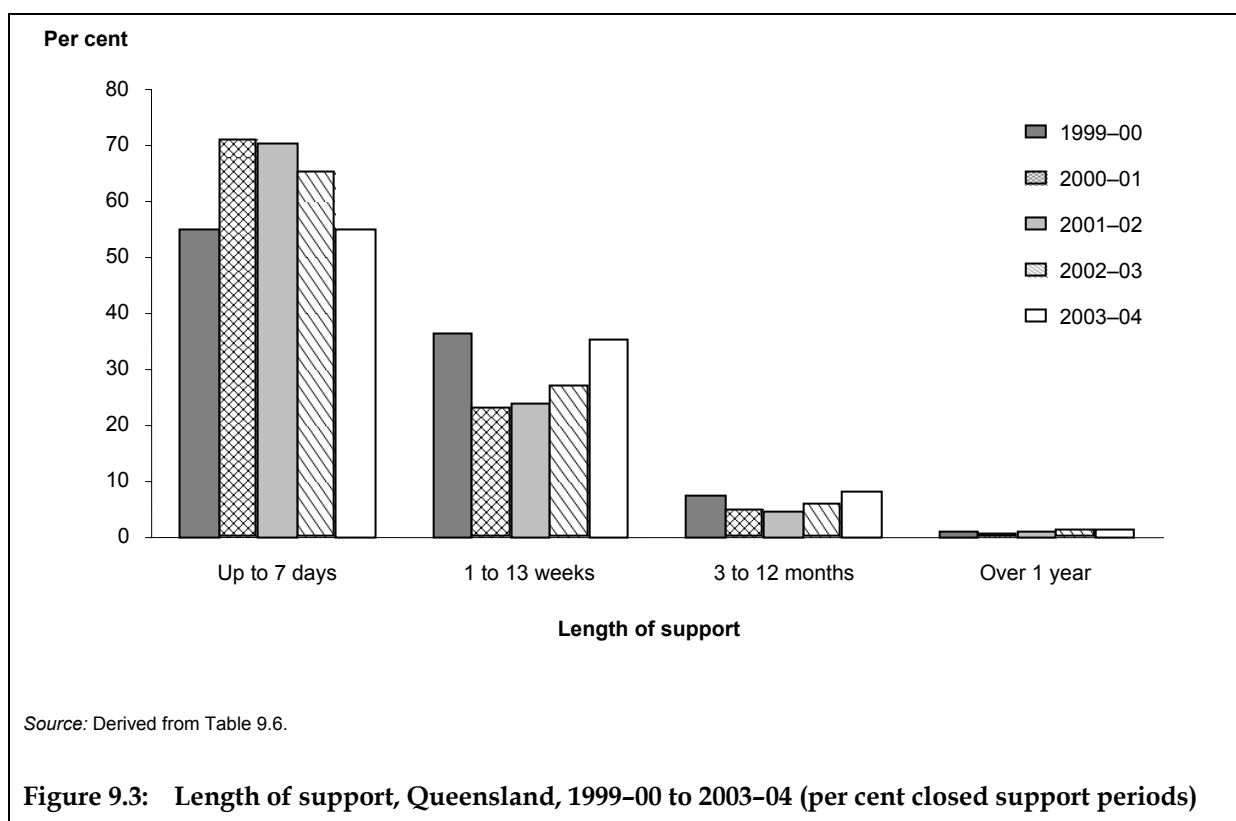
# 9 Support from 1996–97 to 2003–04

## 9.1 Key charts



Source: Table 9.2.

Figure 9.1: Number of SAAP support periods and clients, by reporting period, Queensland, 1996-97 to 2003-04



## 9.2 Tables

**Table 9.1: SAAP funding to agencies and mean funding per support period and client: current and constant 2003-04 dollars, by reporting period, Queensland, 1996-97 to 2003-04**

Reporting period	Total recurrent funding	Funding to agencies	Funding per support period	Funding per client
<b>Current \$</b>				
1996-97	31,119,000	28,027,000	1,120	1,890
1997-98	31,681,000	29,468,000	1,100	1,790
1998-99	32,782,000	31,049,000	1,210	2,030
1999-00	39,402,000	38,167,000	1,460	2,380
2000-01	42,960,000	42,268,000	1,090	2,350
2001-02	44,587,000	42,972,000	1,040	2,340
2002-03	46,008,000	45,841,000	1,240	2,430
2003-04	47,531,000	46,206,000	1,630	2,580
<b>Constant 2003-04 \$</b>				
1996-97	38,129,000	34,340,000	1,370	2,310
1997-98	37,954,000	35,303,000	1,320	2,140
1998-99	40,166,000	38,043,000	1,480	2,480
1999-00	45,289,000	43,870,000	1,680	2,730
2000-01	48,961,000	48,172,000	1,250	2,680
2001-02	49,201,000	47,419,000	1,150	2,580
2002-03	48,674,000	48,498,000	1,310	2,570
2003-04	47,531,000	46,206,000	1,630	2,580

*Notes*

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

*Sources:* SAAP Administrative Data and Client Collections; AIHW 1997, 1999, 2000, 2001a, 2001b, 2002, 2003; ABS 2003c; FaCS unpublished data.

**Table 9.2: SAAP support periods and clients, by reporting period, Queensland, 1996–97 to 2003–04 (number)**

	1996–97	1997–98	1998–99	1999–00	2000–01	2001–02	2002–03	2003–04
Support periods	25,100	26,800	25,750	26,150	38,650	41,350	36,950	28,350
<i>Errors and omissions</i>	—	—	—	—	—	—	—	—
Clients	14,850	16,500	15,300	16,050	18,000	18,350	18,900	17,950
<i>Errors and omissions</i>	—	—	—	—	—	—	—	—
Mean number of support periods per client	1.68	1.63	1.68	1.63	2.15	2.25	1.96	1.58
<i>Errors and omissions</i>	—	—	—	—	—	—	—	—
Clients per 10,000 population 10+	52	57	52	53	59	59	59	54
<i>Errors and omissions</i>	—	—	—	—	—	—	—	—
Nightly average support periods with accommodation	850	1,150	1,100	1,250	1,250	1,350	1,400	1,450
<i>Errors and omissions</i>	512	519	924	425	225	209	287	372
Daily average support periods	1,700	2,050	2,250	2,850	2,500	2,750	3,000	2,750
<i>Errors and omissions</i>	1,018	632	40	42	716	250	43	8

*Notes*

1. The sharp increase in the number of support periods in 2000–01 compared to 1999–00 is due to the participation of a large high-volume agency that had not previously participated in the Client Collection. The sharp decrease in the number of support periods in 2002–03 compared to 2001–02 is due to a change in the reporting practices of a large high-volume agency part way through 2002–03. The decrease in 2003–04 is primarily due to the same agency reporting a full year under the changed reporting practices.
2. Numbers of clients in this table relate to clients that ever received assistance from a SAAP agency in Queensland.
3. 'Clients per 10,000 population 10+' shows how many people out of every 10,000 aged 10 years and over in the general population become SAAP clients. The rate is estimated by comparing the number of SAAP clients aged 10 years and over with the estimated resident population aged 10 years and over at 30 June just prior to the reporting period.
4. The method used to calculate the number of support periods per client was adjusted in 2002–03. The adjusted method has been applied to the mean number of support periods per client presented in this table.
5. Support period figures have been weighted to adjust for agency non-participation.
6. Client figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client Collection; ABS 2004a.

**Table 9.3: SAAP accompanying child support periods and accompanying children, by reporting period, Queensland, 2001–02 to 2003–04 (number)**

	2001–02	2002–03	2003–04
Accompanying child support periods—all	13,200	13,200	11,150
<i>Errors and omissions</i>	—	—	—
Accompanying child support periods—general form only	12,350	12,350	10,450
<i>Errors and omissions</i>	—	—	—
Accompanying children	8,200	9,200	8,600
<i>Errors and omissions</i>	—	—	—
Mean number of accompanying child support periods per accompanying child	n.a.	n.a.	1.21
<i>Errors and omissions</i>	—	—	—
Accompanying children per 10,000 population 0–17	88	98	90
<i>Errors and omissions</i>	—	—	—
Nightly average accompanying child support periods with accommodation	1,000	1,000	1,100
<i>Errors and omissions</i>	127	195	132
Daily average accompanying child support periods	1,900	2,100	1,950
<i>Errors and omissions</i>	174	38	1

*Notes*

1. Accompanying children figures exclude high-volume records because not all items were collected on the high-volume form.
2. Numbers of accompanying children in this table relate to children that ever accompanied a client to a SAAP agency in Queensland.
3. 'Accompanying children per 10,000 population 0–17' shows how many children out of every 10,000 aged 17 years and under in the general population accompanied a SAAP client. The rate is estimated by comparing the number of accompanying children aged 17 years and under with the estimated resident population aged 17 years and under at 30 June just prior to the reporting period.
4. Dates of support and accommodation are not collected for accompanying children. For the purposes of calculating the number of days of support and the number of nights of accommodation, accompanying children are assumed to have the same periods of support and accommodation as their parent(s) or guardian(s).
5. Accompanying child support period figures have been weighted to adjust for agency non-participation.
6. Accompanying children figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client Collection; ABS 2004a.

**Table 9.4: SAAP clients: age of client by reporting period, Queensland, 1999–00 to 2003–04 (per cent)**

Age of client	1999–00	2000–01	2001–02	2002–03	2003–04
Under 15 years	2.6	2.4	2.4	2.7	3.8
15–17 years	12.0	11.5	9.8	10.2	11.8
18–19 years	8.1	7.7	7.0	6.8	6.2
20–24 years	15.2	14.9	14.5	13.6	12.7
25–29 years	15.3	14.2	14.0	13.4	12.2
30–34 years	13.1	14.2	14.6	14.5	14.2
35–39 years	11.9	11.7	11.8	12.0	11.7
40–44 years	7.9	9.3	10.3	10.3	9.8
45–49 years	5.2	5.4	6.2	6.4	6.6
50–54 years	3.8	3.9	4.0	4.2	4.5
55–59 years	2.4	1.9	2.5	2.7	3.0
60–64 years	1.2	1.3	1.3	1.7	1.7
65 years and over	1.4	1.5	1.6	1.5	1.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total (number)</b>	<b>15,950</b>	<b>17,950</b>	<b>18,300</b>	<b>18,850</b>	<b>17,850</b>
<b>Mean age (years)</b>	<b>30.6</b>	<b>31.0</b>	<b>31.8</b>	<b>32.1</b>	<b>32.1</b>
<b>Median age (years)</b>	<b>29</b>	<b>29</b>	<b>30</b>	<b>31</b>	<b>31</b>
<i>Errors and omissions</i>	<i>86</i>	<i>43</i>	<i>79</i>	<i>65</i>	<i>78</i>

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

Source: SAAP Client Collection.

**Table 9.5: SAAP closed support periods: existence of a support plan by reporting period, Queensland, 1999–00 to 2003–04 (per cent)**

Existence of support plan	1999–00	2000–01	2001–02	2002–03	2003–04
<i>Support plan</i>	<i>54.0</i>	<i>60.2</i>	<i>61.1</i>	<i>64.7</i>	<i>56.9</i>
All goals achieved	n.a.	6.7	10.6	12.3	10.7
Most or some goals achieved	n.a.	27.3	35.1	40.7	37.8
No goals achieved	n.a.	3.5	3.9	3.4	3.1
No information given	n.a.	22.7	11.5	8.3	5.3
<i>No support plan</i>	<i>24.4</i>	<i>18.3</i>	<i>17.1</i>	<i>14.8</i>	<i>20.5</i>
<i>Not appropriate</i>	<i>21.6</i>	<i>21.5</i>	<i>21.8</i>	<i>20.5</i>	<i>22.6</i>
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total (number)</b>	<b>15,750</b>	<b>15,855</b>	<b>16,850</b>	<b>16,450</b>	<b>16,450</b>
<i>Errors and omissions</i>	<i>1,997</i>	<i>2,857</i>	<i>1,973</i>	<i>2,645</i>	<i>2,399</i>

*Notes*

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

Source: SAAP Client Collection.

**Table 9.6: SAAP closed support periods: length of support by reporting period, Queensland, 1999–00 to 2003–04 (per cent)**

<b>Length of support</b>	<b>1999–00</b>	<b>2000–01</b>	<b>2001–02</b>	<b>2002–03</b>	<b>2003–04</b>
Less than 1 day	15.5	13.1	9.8	11.3	18.5
1 day	14.6	42.0	46.0	37.2	14.1
2 days	6.9	4.2	4.0	4.7	6.0
3 days	5.2	3.3	3.0	3.6	4.6
4 days	3.9	2.6	2.2	2.7	3.3
5 days	3.0	2.0	1.8	2.0	2.7
6 days	3.1	1.9	1.8	1.9	2.7
7 days	2.9	1.9	1.8	2.0	3.2
>1–2 weeks	11.7	7.4	7.2	8.0	10.6
>2–4 weeks	9.5	6.1	6.4	7.4	9.9
>4–13 weeks	15.4	9.6	10.2	11.8	14.9
>13–26 weeks	5.1	3.3	3.1	3.9	5.3
>26–52 weeks	2.3	1.8	1.6	2.0	2.8
>52 weeks	1.1	0.8	1.0	1.5	1.5
<i>Total (%)</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
<b>Total (number)</b>	<b>23,200</b>	<b>35,950</b>	<b>38,900</b>	<b>34,300</b>	<b>26,000</b>
<b>Mean length (days)</b>	<b>32</b>	<b>22</b>	<b>23</b>	<b>29</b>	<b>36</b>
<b>Median length (days)</b>	<b>6.0</b>	<b>1.0</b>	<b>1.0</b>	<b>2.0</b>	<b>6.0</b>
<i>Errors and omissions</i>	<i>42</i>	<i>717</i>	<i>250</i>	<i>43</i>	<i>8</i>

*Notes*

1. The sharp increase in the number of closed support periods in 2000–01 compared to 1999–00 is due to the participation of a large high-volume agency that had not previously participated in the Client Collection.
2. In the last quarter of 2002–03, a high volume agency in Queensland changed its reporting practices. It is estimated that this decreased the total number of support periods in 2002–03 by about 2,400. The same agency reported a full year under the changed reporting practices in 2003–04.
3. Figures have been weighted to adjust for agency non-participation.

*Source:* SAAP Client Collection.

**Table 9.7: SAAP clients: number of support periods per client by reporting period, Queensland, 1996–97 to 2003–04 (per cent)**

	1996–97	1997–98	1998–99	1999–00	2000–01	2001–02	2002–03	2003–04
1	68.2	72.7	73.6	76.1	70.2	73.1	76.7	76.6
2	20.8	16.3	14.6	13.1	17.2	14.5	12.1	13.2
3	6.2	6.1	6.8	5.0	4.6	5.0	4.7	5.2
4	2.1	2.1	2.3	2.3	2.7	2.3	2.2	2.0
5	1.2	1.2	1.2	1.7	1.3	1.2	1.0	1.1
6+	1.5	1.6	1.5	1.9	4.0	4.0	3.3	1.9
<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>
<b>Total (number)</b>	<b>14,850</b>	<b>16,500</b>	<b>15,300</b>	<b>16,050</b>	<b>18,000</b>	<b>18,350</b>	<b>18,900</b>	<b>13.2</b>
<b>Mean number of support periods</b>	<b>1.68</b>	<b>1.63</b>	<b>1.68</b>	<b>1.63</b>	<b>2.15</b>	<b>2.25</b>	<b>1.96</b>	<b>17,950</b>

*Notes*

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

*Source:* SAAP Client Collection.

**Table 9.8: SAAP Client Collection: agency participation rates and forms returned with informed consent and valid consent by reporting period, Queensland, 1996–97 to 2003–04**

	1996–97	1997–98	1998–99	1999–00	2000–01	2001–02	2002–03	2003–04
Agencies (number)	180	183	180	182	190	191	194	193
Agency participation rate (%)	94.4	92.3	88.9	92.3	92.6	92.7	94.3	95.3
Forms returned (number)	23,932	25,575	22,903	24,121	35,796	38,354	34,244	26,954
Forms returned with consent (%)	59.2	65.7	70.0	78.2	84.6	90.1	89.6	86.3
Forms returned with valid consent (%)	55.9	62.7	66.0	73.8	78.5	87.3	87.8	84.7

*Notes*

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

*Sources:* SAAP Administrative Data and Client Collections.



# Appendix 1 The data

General information to help readers interpret the tables presented in this report is given in Appendix 1 of the national report. Additional information relevant only to the tables for Queensland follows.

## A1.1 Agency participation

**Table A1.1: SAAP Client Collection: agency participation rates and forms returned with informed consent and valid consent, by region and primary target group, Queensland, 2003–04**

	Agencies		Forms returned		
	Total	Participation rate	Total	Consent	Valid consent
Region	Number	%	Number	%	%
North Queensland	22	90.9	3,329	88.0	86.1
Far North Queensland	23	91.3	3,980	87.2	84.8
Mackay/Whitsundays	9	100.0	850	94.8	94.1
Central	20	100.0	2,604	94.4	93.3
Wide Bay Burnett	13	100.0	2,424	94.8	92.9
Toowoomba and South-West	11	90.9	1,010	95.3	95.0
Caboolture and Redcliffe Peninsula	5	100.0	368	63.0	63.0
Sunshine Coast	10	100.0	850	90.6	86.7
Brisbane City/Statewide	51	94.1	8,920	81.7	80.4
Ipswich/Logan	14	92.9	766	71.3	70.8
Gold Coast/Redlands	15	100.0	1,853	80.1	78.6
<b>Total</b>					
<b>Primary target group</b>					
Young people	69.0	95.7	6,848	79.1	77.9
Single men only	11.0	100.0	5,481	89.7	88.9
Single women only	2.0	100.0	301	98.0	97.0
Families	27.0	96.3	1,934	91.0	89.0
Women escaping domestic violence	52.0	94.2	6,521	79.8	77.3
Cross target/multiple/general	32.0	93.8	5,869	96.4	94.8
<b>Total</b>	<b>193</b>	<b>95.3</b>	<b>26,954</b>	<b>86.3</b>	<b>84.7</b>

### Notes

1. 'Agencies' refers to the number of agencies that were 'in scope'—that is, that should have been participating in the reference period.
2. Based on forms returned from agencies in scope for the Client Collection during the reference period. Not all agencies funded under SAAP are required to participate in the Client Collection. For example, agencies that only provide support to other agencies or that only provide casual assistance lasting less than 1 hour are not required to participate in the collection. Consequently, some agencies funded under SAAP (see Chapter 2) are not included in this table.
3. 'Valid consent' here refers to all forms with a valid alpha code that were answered with consent (see 'alpha code' in the Glossary).
4. Of the 26,954 forms returned, 6,944 were high-volume forms. After adjusting for agency non-participation (see Section A1.2.1 of the national report), high-volume agencies accounted for 7,300 of the 28,350 support periods.

Sources: SAAP Administrative Data and Client Collections.

## A1.2 Additional counting rules

In the tables in this report, when counting clients or support periods in particular groups, the following rules have been used in addition to those outlined in Appendix 1, Section 1.4 of the national report.

**Region** Administrative regional classifications developed by the Queensland Department of Families are used in the report. The State's twelve administrative regions are as follows:

- North Queensland
- Far North Queensland
- Mackay and Whitsundays
- Central
- Wide Bay Burnett
- Toowoomba and South-West
- Caboolture and Redcliffe Peninsula
- Sunshine Coast
- Brisbane City
- Ipswich and Logan
- Gold Coast and Redlands
- Statewide.

# **Appendix 2 SAAP NDCA Client Collection forms**





# CLIENT FORM

JULY 2003 – JUNE 2004



AGENCY NUMBER	<input type="text"/>			
SUPPORT PERIOD	D D	M M	Y Y	Y Y
Date commenced	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Date finished	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
SUPPORT PERIOD NOT ENDED BY				
30 June 2004	Yes <input type="checkbox"/>	1		
CONSENT OBTAINED	Yes <input type="checkbox"/>	1	No <input type="checkbox"/>	2
ALPHA CODE	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	2ND & 3RD LETTERS OF FIRST NAME	1ST & 2ND LETTERS OF SURNAME	LAST LETTER OF SURNAME	M/F FOR MALE OR FEMALE
YEAR OF BIRTH OF CLIENT	<input type="text"/>			

## THE 2003–2004 CLIENT FORM

The 2003–04 Client Collection commences Monday 1 July 2003.

Important points to remember:

- Either a shaded square  or ellipse  indicates if informed consent is required. The ellipse indicates the questions that *require* the *informed consent* of the client. The square indicates questions that should be completed even *without* the *informed consent* of the client.
- You should begin using the new client forms on Tuesday 1 July 2003. The new forms should be used for any client who begins a support period on or after 1 July. All support details for existing ongoing clients should be transferred to the new form from 1 July.

**Prior to 1 July please read the *Collector's Manual July 2001*.**

### REMINDER

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

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**1. Source of referral/information**

*please tick one box only*

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

**2. Person(s) receiving assistance**

*please tick one box only*

**WITH** child(ren)

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

**WITHOUT** child(ren)

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

**3. Gender of client**

- female  1
- male  2

**IF CONSENT NOT OBTAINED PLEASE GO TO QUESTION 19**

**4. Country of birth of client**

- Australia  1
- other (please specify) \_\_\_\_\_  2

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

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

**6. What language does the client mainly speak?**

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

**7. How well does the client speak English?**

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

**8. Cultural identity of the client?**

(please specify) \_\_\_\_\_

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

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

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

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**10. Main income source before and after support period**

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

**No Income**

- no income  1
- registered/awaiting benefit  2

**Government Payments**

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

**Other Income**

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

**11. Student status before and after support period**

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

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

**12. Presenting reasons for seeking assistance**

*please tick as many circles as apply*

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

**13. Main presenting reason for seeking assistance**

*Please write the appropriate code number from Question 12*

--	--	--	--

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

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

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

state

suburb/town

postcode

overseas  9998

don't know/no information  0

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**21. Was SAAP/CAP accommodation provided?**

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

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

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

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

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

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

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

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

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

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

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

**22. Support to client**

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

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**PART B—ACCOMPANYING AND/OR ASSISTED CHILDREN**

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

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

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

please tick one box only

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

**24.**

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

**25. Country of birth of the child(ren)**

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

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

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

**27. Age of child(ren)**

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

**28. Gender of child(ren)**

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

**29. Support to child(ren)**

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

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**CHILD 4**  
**ALPHA CODE**

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

**CHILD 5**  
**ALPHA CODE**

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

**CHILD 6**  
**ALPHA CODE**

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

**CHILD 7**  
**ALPHA CODE**

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

Australia  1  
other (please specify) .....  2

homes

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

female  1  
male  2

Australia  1  
other (please specify) .....  2

homes

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

female  1  
male  2

Australia  1  
other (please specify) .....  2

homes

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

female  1  
male  2

Australia  1  
other (please specify) .....  2

homes

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

female  1  
male  2

Needed Provided Referral Arranged Not provided or referred

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

Needed Provided Referral Arranged Not provided or referred

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

Needed Provided Referral Arranged Not provided or referred

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

Needed Provided Referral Arranged Not provided or referred

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

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## RETURNING FORMS TO THE NDCA

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

## 30 JUNE 2003 AND 31 DECEMBER 2003

- Twice a year (in the first week of July 2003 and in the first week of January 2004), you should notify the NDCA of clients who are still being supported as at 30 June 2003 and 31 December 2003.
- For clients who are ongoing at 30 June 2003, transfer the information from the old 2002–2003 form to the new 2003–2004 form. Return the old form to the NDCA along with the forms of *clients who have left your agency in the last month*. Retain the new form in your agency until the client has finished his/her support period.
- For ongoing clients at 31 December – use the December Form Return Sheet and note in the box provided the number of clients being supported on 31 December 2003. It is important to send in a December Form Return Sheet even if you did not have any client forms to remit or you had no ongoing clients.

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

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# CLIENT FORM

HIGH VOLUME AGENCIES

JULY 2003 – JUNE 2004



AGENCY NUMBER	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
SUPPORT PERIOD	D	D	M	M	Y Y Y Y
Date commenced	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Date finished	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
SUPPORT PERIOD NOT ENDED BY					
30 June 2004	Yes	<input type="checkbox"/>	1		
CONSENT OBTAINED	Yes	<input type="checkbox"/>	1	No	<input type="checkbox"/>
				2	
ALPHA CODE	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	2ND & 3RD LETTERS OF FIRST NAME	1ST & 2ND LETTERS OF SURNAME	LAST LETTER OF SURNAME	M/F FOR MALE OR FEMALE	
YEAR OF BIRTH OF CLIENT	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

### 1. Person(s) receiving assistance

please tick one box only

#### WITH child(ren)

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

#### WITHOUT child(ren)

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

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

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

please tick one box only

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

### 3. Number of accompanying children assisted in each age group

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

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

### 4. Gender of client

- female  1  
 male  2

### 5. Main income source at commencement

please tick one box only in each column

#### No Income

- no income  1  
 registered/awaiting benefit  2

#### Government Payments

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

#### Other Income

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

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**6. Country of birth of client**

- Australia  1  
 other (please specify) \_\_\_\_\_  2

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

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

**8. Cultural identity of the client**

other (please specify) \_\_\_\_\_

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

*please tick one box only*

**SAAP/CAP FUNDED ACCOMMODATION**

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

**NON-SAAP HOUSING ACCOMMODATION**

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

**INSTITUTIONAL SETTING**

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

**10. Support to client**

*please tick as many circles as apply*

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

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