

SAAP National Data Collection

**Annual report
1999–2000**

Tasmania

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SAAP NDCA REPORT SERIES 5

SAAP National Data Collection

**Annual report
1999–2000**

Tasmania

Australian Institute of Health and Welfare
Canberra

AIHW cat. no. HOU 56

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Preface

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

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

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

The fact that 98% of agencies in Tasmania have provided data in 1999–2000 is testimony to their collective commitment to, and confidence in, the collection. The proportion of SAAP clients who have consented to the provision of their personal data to the National Data Collection Agency has increased from 66% in 1998–99 to 71% in 1999–2000.

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

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

Australian Institute of
Health and Welfare

SAAP Coordination and
Development Committee

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Staff of the National Data Collection Agency also acknowledge the support of the SAAP Data Sub-committee (formerly the SAAP Data and Research Advisory Committee), and of Amanda Nobbs and Ainsley Morrissey who helped to prepare the report for publication. Green Words and Images undertook final editing with considerable care.

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 Tasmanian Department of Health and Human Services, which provided administrative data as well as valuable comments on the report.

Abbreviations and symbols

Abbreviations

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

Symbols

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

Glossary

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

affords; or

- places the person in circumstances which threaten or adversely affect the adequacy, safety, security and affordability of that housing; or
- has no security of tenure; that is, the person has no legal right to continued occupation of their home.

A person is also considered homeless if he or she is living in accommodation provided by a SAAP *agency* or some other form of emergency accommodation.

Occasion of support

See *support period*.

Ongoing support relationship

A relationship between a SAAP *agency* 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 *agency* for the purpose of providing additional assistance.

An invitation to return to the *agency* if the need arises does not constitute an *ongoing support relationship*.

This definition is used to help establish whether a person is considered a *client* for the purposes of the National Data Collection.

Record

A unit of analysis. In any particular situation, it can refer to a *client*, an *occasion of support*, and so on.

Recurrent allocations

Recurrent allocations are amounts of money specifically allocated during the reporting period by a State or Territory department either:

- to SAAP *agencies* to fund salaries and associated on-costs, and ongoing operating costs; or
- for use by each State or Territory for such purposes as training, research, evaluation, administration and asset replacement or purchase.

Referral

For the purposes of the National Data Collection, a formal referral process—not simply the provision of information. A (formal) *referral* occurs when a SAAP *agency* contacts another *agency*, and that *agency* accepts the person concerned for an appointment or interview. A *referral* has not been provided if the person is not accepted for an appointment or interview.

Support

Assistance, other than *supported accommodation*, provided to a *client* as part of an *ongoing support relationship* between a SAAP *agency* and the *client*. For the purposes of the National Data Collection, *support* also includes contact with, or work on behalf of, a *client* for generally more than 1 hour on a given day. *Support* may be provided to the *client* individually or in group sessions.

Support period

An occasion of *support* provided to a SAAP *client*. A *support period* commences when a *client* begins to receive *support* from a SAAP *agency*. The *support period* is considered to finish when:

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

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

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

Supported accommodation

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

Young client (or young person)

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

Summary

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

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

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

Funding

Funding for the 41 SAAP agencies operating across Tasmania in 1999–2000 was provided jointly by the Commonwealth and Tasmanian governments. For this year, the total recurrent allocation under SAAP in Tasmania was \$10.4m (Table 2.1). After adjusting for inflation, the recurrent funding provided to agencies in 1999–2000 was almost the same as that provided in 1996–97 (Table 8.1).

Level of support

It is estimated that, during 1999–2000, SAAP agencies in Tasmania supported 3,500 clients, to whom they provided 5,750 occasions of support (Table 3.1). The average number of support periods per client was 1.9, which includes support periods provided to them interstate. Of the 5,750 support periods provided, most (72%) were provided to clients attending SAAP agencies on their own (Table 3.6). On a daily basis, there were between 600 and 650 support periods (Table 3.2).

There were more female clients (55%) than male clients (46%), and their average ages were 29 and 30 years, respectively (Table 3.3). Most SAAP clients (94%) were born in Australia (Table 3.4). Nine per cent of clients were from an Indigenous Australian background and 3% were from a non-English-speaking background (Table 3.5). On average, the number of support periods per client was higher for clients of an Indigenous Australian background (2.1) than for clients of non-English-speaking backgrounds and 'other' backgrounds (both 1.9).

Repeat use of SAAP services was less likely among female than male clients: females averaged 1.7 support periods each while males averaged 2.2 (Table 4.4). There were also some differences within age groups. Overall, for every 10,000 people aged 10 or more, there

were 87 SAAP clients. The highest prevalence of SAAP use was among people aged 18 and 19, for whom there were 244 SAAP clients for every 10,000 in the general population. The next highest rate of use was for 20 to 24 year-olds, for whom there were 216 SAAP clients for every 10,000 people.

Support provided

Of the 5,750 support periods reported in 1999–2000, 5,100 finished before 30 June 2000 (Tables 3.1 and 6.1). Thirteen per cent of these closed support periods lasted less than 1 day, with 10% lasting 1 day only (Table 4.1). Overall, 68% of completed support periods lasted 4 weeks or less, while a further 21% lasted between 1 and 3 months. The length of stay in SAAP-provided accommodation was most often for 1 to 2 weeks (17%), with 50% of support periods in which accommodation was provided involving stays of less than 9 days (Table 4.2). Very few clients were accommodated for more than a year (in 1% of support periods with accommodation).

In 1999–2000, 2,550 closed support periods involved accommodation of 1 day or more (Table 4.2). Among accommodated clients, males with children and couples with children, both small groups, tended to have longer periods of accommodation than other groups, with median stays per support period of 40 and 25 days, respectively. In comparison females with children had a median length of stay of 13 days. Among unaccompanied people who were accommodated, those who were under 25 years of age tended to stay slightly longer than those who were aged 25 years and above. Not surprisingly, 83% of accommodation periods in crisis or short-term accommodation were for 4 weeks or less, while 67% of medium- to long-term accommodation lasted more than 4 weeks (Table 4.3).

The three broad types of support services most often provided to clients were housing or accommodation services (in 74% of support periods), general support or advocacy services (70%) and 'other' support (61%) (Table 4.5). SAAP or CAP (Crisis Accommodation Program) accommodation was the main form of housing or accommodation service, being provided in 54% of support periods. The services commonly provided to clients varied markedly with the composition of the group being assisted due to their varying needs.

On 1,100 occasions children accompanied clients to a SAAP agency, with an average of 2.0 children accompanying each client per support period (Table 4.6). If children accompanying clients were to be considered clients in their own right, this would equate to 2,200 support periods (termed here 'accompanying child visits'). Males presenting with children had a lower average number of accompanying children (1.5) compared with females and couples with children (both around 2.0).

Reasons for seeking support

Overall, the main reasons most commonly given for seeking assistance were domestic violence (14%), relationship or family breakdown (13%), usual accommodation ended (13%), and eviction or previous accommodation ended (12%) (Figure 5.1). Reasons varied considerably with the composition of the assisted group. Females with children and unaccompanied females aged 25 or over most commonly cited domestic violence, while males with children and solo females under 25 years most often gave family or relationship breakdown as their main reason. Couples with or without children and unaccompanied males under the age of 25 most often gave problems associated with accommodation as their main reason for seeking assistance.

Meeting the needs of clients

After a client has finished receiving support, it is possible to review which requests were or were not met during that support period. In 1999–2000, 87% of services requested by clients were provided to some extent directly by the SAAP agency. An additional 6% of requests were referred to appropriate service providers, so that overall 93% (or 24,300) of the 26,150 expressed needs were addressed at least to some extent (Table 6.1). Direct provision of requested services was very high for ‘other’ services such as meals and shower facilities (provided in 95% of cases in which they were requested) and for advocacy and general support services (provided in 94% of cases). Furthermore, SAAP or CAP accommodation was provided in 96% of the support periods in which it was needed, and a further 2% of requests for these services were referred on (Table 6.1). Agencies were least successful in meeting requests for specialist services: 22% of such needs were neither provided nor referred on to other organisations.

While, overall, 93% of expressed needs were met at least to some extent, there were 1,800 requests for services that were neither provided nor referred on (Table 6.1). Housing and accommodation services accounted for the highest proportion of these unmet needs (26% of unmet requests) (Table 6.2). Across client groups, unaccompanied males had relatively more unmet needs compared with other groups.

Circumstances of clients before and after support

Across all support periods, clients’ source of income did not vary much from before to after a support period. The proportion of support periods where clients had no income and were not awaiting a government pension or benefit dropped from 6% before support to 4% after (Table 7.1). However, among clients who specifically requested assistance to obtain a pension or benefit, the proportion of support periods in which clients had no income and were not awaiting a government pension or benefit fell from 17% before a support period to 6% after.

Across all closed support periods, the most common forms of client accommodation immediately before a support period were private rental (22% of support periods) and SAAP or other emergency accommodation (17%) (Table 7.2). The most common forms of accommodation after support were private rental (35% of support periods) and public or community housing (15%), with the greatest increases in use being seen in these two types of accommodation. Living in a car, tent, park, street or squat showed the greatest decrease, from 11% of support periods before support to 3% after support.

Before receiving SAAP support clients were living most commonly with their spouse or partner (either with or without children), alone, or short-term with relatives or friends (all in around 20% of support periods) (Table 7.3). After support, it was most common for clients to be living alone (30%), with a spouse or partner either with or without children (16%), or alone with children (15%).

Overall, there was little difference in the profile of clients’ employment status before and after support periods. Clients were in full-time, part-time or casual employment in 6% of support periods before support and 5% after (Table 7.4). There was also little variation in clients’ student status before and after support, when looking at either all closed support periods or the subgroup of closed support periods for clients under 25 years of age (Table 7.5).

Longitudinal analysis

Between 1996–97 and 1999–2000 the number of support periods ranged between a low of 5,150 in 1996–97 and a high of 6,400 in 1997–98 (Table 8.2). Similarly, the number of clients was at its lowest at 3,200 in 1996–97 and its highest at 3,800 in 1997–98. These figures compare with 5,750 support periods and 3,500 clients in 1999–2000. Between 1996–97 and 1999–2000, there were between 79 (in 1996–97) and 94 (in 1997–98) SAAP clients for every 10,000 people aged 10 and over.

There is evidence that there have been changes in the way support is being delivered in Tasmania. In particular, there has been a steady increase in the number of support periods in which support plans have been used, from 31% of completed support periods in 1996–97 to 56% in 1999–2000 (Table 8.4). Furthermore, the length of support periods has been increasing. This is demonstrated by the median length of support which increased from 8 days in 1996–97 to 11 days in 1999–2000 (Table 8.5).

1 Introduction

1.1 The Supported Accommodation Assistance Program

This report provides an overview of assistance given to clients of the Supported Accommodation Assistance Program (SAAP) in Tasmania. SAAP was established in 1985 to consolidate a number of Commonwealth, State and Territory government programs designed to assist people who are homeless or at risk of being homeless, including women and children escaping domestic violence.

The current program (SAAP III, and SAAP IV from 16 December 1999) is governed by the *Supported Accommodation Assistance Act 1994*. This specifies that the overall aim of SAAP is to provide transitional supported accommodation and related support services to help homeless people achieve the maximum possible degree of self-reliance and independence.

In 1999–2000 1,207 non-government, community or local government organisations were funded nationally under the program, with 41 of these being located in Tasmania. (AIHW 2000b:6). Such organisations range from small stand-alone agencies with single outlets to larger auspice bodies with multiple outlets. They provide accommodation and support services to a range of groups: families, single men, single women, young people, and women and children escaping domestic violence.

1.2 The SAAP National Data Collection

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

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

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

and collectors' manual (AIHW 1998) also contain important information that can aid in the use and interpretation of the data presented here.

1.3 Structure and content of this report

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

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

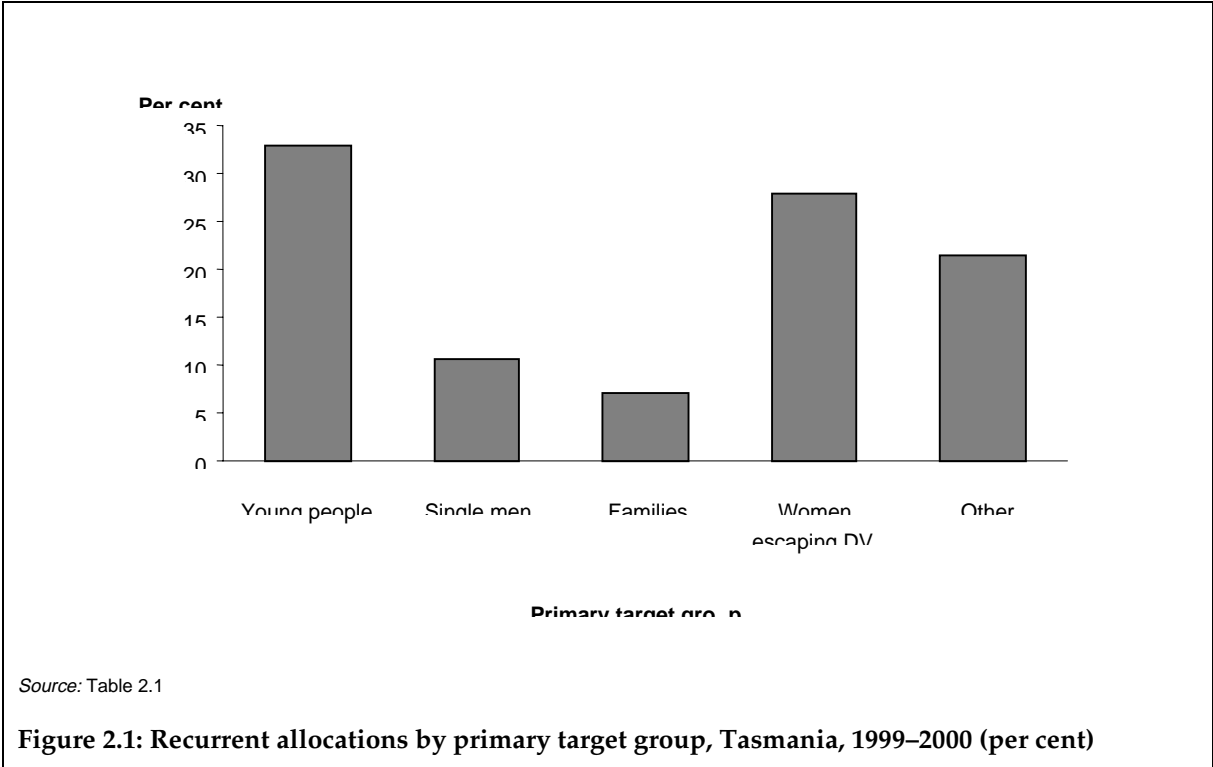
Chapter 2 provides details of resources allocated under SAAP. Chapter 3 presents a discussion of the number of support periods and the number of clients; and Chapter 4 provides analyses of the length of support periods and accommodation, the number of support periods per client and the type of support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

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

2 Funding

In 1999–2000, funding for the SAAP agencies operating across Tasmania was provided jointly by the Commonwealth and the Tasmanian governments (through the Department of Family and Community Services and the Department of Health and Human Services, respectively). This section of the report presents information about the resources allocated to the 41 SAAP agencies funded during 1999–2000. Not all of these agencies were operating throughout the year: at 30 June 2000, 39 were operating.

The total recurrent allocation of funds for Tasmania in the 1999–2000 financial year was \$10.4m (Table 2.1). This was 4% of the total funds available across Australia (AIHW 2000b:5). Of this amount \$9.5m (92%) represented recurrent allocations to SAAP agencies for salaries and operating costs. The remaining \$857,000 was allocated for purposes such as administration, training, research and evaluation. Overall, the average funding per agency was \$232,200. However, the size of an agency and type of services it provides affect the level of funding allocated to it, and since different agencies supply very diverse services caution is recommended when comparing average funding levels, or using such figures to measure efficiency.



Agencies targeting young people received a recurrent allocation of \$3.1m, accounting for the highest proportion (33%) of SAAP recurrent funds allocated to agencies (Figure 2.1). Agencies targeting women escaping domestic violence were allocated the second highest proportion of funding—28% of the available recurrent allocation or, \$2.7m. They also had the highest average funding per agency (\$266,700). Agencies targeting families had the smallest recurrent allocation—\$670,000—and the lowest average level of funding per agency—\$167,500.

Tasmania is separated into three regions for the purpose of administering SAAP. At \$5.2m the South region received the highest recurrent allocation (55%), while the North-West region received the lowest amount of recurrent funding—\$1.8m or 19%. Agencies in the North region received the highest average funding per agency at \$271,200, while agencies in the South region received the lowest—\$218,500.

2.1 Tables

Table 2.1: SAAP total recurrent funds, recurrent allocations to agencies and mean funding per agency, by region and primary target group, Tasmania, 1999–2000

	Agencies	Recurrent allocation (\$)	Recurrent allocation (%)	Mean funding per agency (\$)
Region				
South	24	5,245,000	55.1	218,500
North	9	2,441,000	25.6	271,200
North-West	8	1,832,000	19.3	229,100
Total	41	9,518,000	100.0	232,200
Primary target group				
Young people	13	3,127,000	32.8	240,500
Single men only	5	1,016,000	10.7	203,100
Families	4	670,000	7.0	167,500
Women escaping domestic violence	10	2,667,000	28.0	266,700
Other	9	2,039,276	21.4	226,586
Total	41	9,518,000	100.0	232,200
Recurrent allocations to agencies	41	9,518,000	91.7	232,200
Other	..	857,000	8.3	..
Total recurrent funds	..	10,375,000	100.0	..

Notes

1. Recurrent allocation excludes funds not allocated to agencies; for example funds allocated for administration, training, research and evaluation.
2. Total recurrent funds include \$86,000 provided through the Partnerships Against Domestic Violence Program. All of this was allocated to agencies.
3. Primary target group 'other' includes 'single women only' and 'cross-target, multiple or general target' agencies.

Sources: SAAP Administrative Data Collection; FaCS unpublished data

3 Level of support

During 1999–2000, SAAP agencies in Tasmania provided an estimated 3,500 clients with 5,750 support periods (Table 3.1). The number of support periods is higher than the number of clients because an individual client can receive support or supported accommodation on more than one occasion. The average number of support periods for clients receiving support from SAAP agencies in Tasmania was 1.9, which includes support periods provided to them interstate. For every 10,000 people in the population aged 10 years and over there were 87 SAAP clients (Table 3.1).

The daily level of support provided by SAAP agencies can be examined by looking at the number of support periods active on the 15th of each month. These figures demonstrate that SAAP agencies in Tasmania provided a fairly consistent level of service throughout the year as the total number of support periods active on a daily basis remained within the range 600–650 throughout the year (Table 3.2).



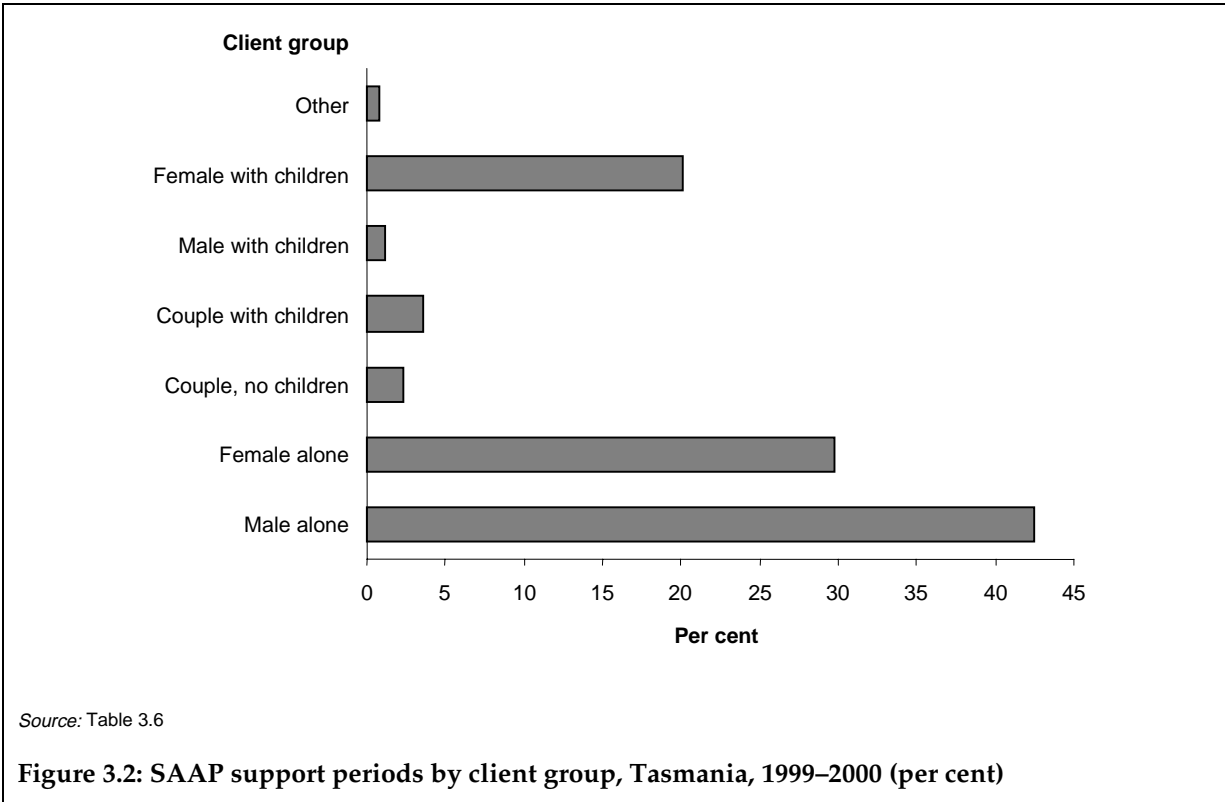
Services were provided to 1,900 females and 1,600 males, with average ages of 29 and 30, respectively (Table 3.3). Overall, male clients averaged more support periods (2.1) than female clients (1.7) (Table 3.5). Figure 3.1 shows the age and gender distribution of SAAP clients during 1999–2000. The largest age group of clients was 20–24 years who accounted for 18% of all clients, followed by clients aged 25–29 years (15%), and 15–17 years and 30–34 years (both 13%). Only 4% of clients were over the age of 54 years. There were as many or more female clients than male clients in all age groups under 50 years. In particular, female clients noticeably outnumbered male clients in the age groups below 30 years. The main difference between the age distributions of males and females was the prevalence of

younger clients: 20% of male clients were under the age of 20 years compared with 27% of female clients.

Ninety-four per cent of SAAP clients were born in Australia (Table 3.4). The next most common region of birth was the United Kingdom, Ireland and associated islands (2%). There was little variation between males and females for region of birth. However, there was some variation between the SAAP client population and the general Tasmanian population for birthplace. As mentioned above, 94% of SAAP clients were born in Australia, compared with 89% of the general Tasmanian population. Conversely, only 2% of SAAP clients were born in the United Kingdom, Ireland and associated islands compared with 5% for the general Tasmanian population, suggesting that Australian-born people are slightly more likely than others to become SAAP clients.

There was some variation between male and female clients in terms of ethnicity. Indigenous Australians comprised a slightly higher percentage of female clients than male clients, with 10% of the 1,850 female clients identifying as Indigenous Australians, compared with 8% of the 1,550 male clients (Table 3.5). Overall, Indigenous Australians were over-represented as SAAP clients relative to their population size: 3% of Tasmanians identified as Indigenous Australians in 1996, compared with 9% of SAAP clients.

Clients from an Indigenous Australian background had the highest number of support periods per client at 2.1, compared with 1.9 for clients from other backgrounds (Table 3.5). Female clients from an Indigenous background had a slightly higher number of support periods per client (2.2) than did males from an Indigenous background (1.9). However, this pattern was reversed for clients of a non-English-speaking background where it was male clients who had a higher number of support periods per client (2.7) than did females (1.5).



As Figure 3.2 shows, most of the support periods provided were for males and females attending SAAP agencies alone. In particular, males presenting alone accounted for a very high proportion of support periods—42%, while females attending alone accounted for 30%

(Table 3.6). Twenty per cent of support periods were for females with children, while overall 25% of support periods were provided to people with children.

On a regional basis, in 1999–2000 the South region provided the highest proportion of support periods at 49%, compared with 28% for the North region and 23% for the North-West region. This is not surprising, given that Hobart is in the South region and it has more than double the number of agencies of the other two regions (Table 2.1). The client profile also varied between regions. Agencies in the North-West region more commonly supported females presenting with children than the other two regions—27% of their support periods were for this group compared with 17% and 19% for the South and North regions, respectively. Females presenting to SAAP agencies alone made up a greater proportion of clients in the South and North regions (each with 32% of support periods being for women presenting alone) than in the North-West region (22%).

When agencies are separated on the basis of their primary target group it can be seen that agencies classified as ‘other’ (which includes single women only agencies and cross-target, multiple or general target group agencies) provided the highest proportion (38%) of all support periods in Tasmania (Table 3.7). Agencies targeting young people provided the next highest proportion of support periods at 22%, followed by agencies targeting women escaping domestic violence (20%). As expected, agencies with specific target groups tended to provide services predominantly to that group. For example, agencies targeting young people provided 88% of their support periods to people under 25 years presenting alone; and 90% of support periods in agencies targeting women escaping domestic violence were provided to women presenting without partners (with or without children). Interestingly, agencies targeting women escaping domestic violence provided 6% of their support periods to males presenting alone. The corresponding national figure is 1% (AIHW 2000b:16). Agencies targeting families (four in all) only provided 3% of the support periods provided in Tasmania during 1999–2000.

3.1 Tables

Table 3.1: SAAP support periods and clients, Tasmania, 1999–2000 (number)

Support periods	5,750
Clients	3,500
Mean number of support periods per client	1.89
Clients per 10,000 population 10+	87

Notes

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

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

Table 3.2: Number of SAAP support periods on the 15th of the month, by month and region, Tasmania, 1999–2000

Date	South	North	North-West	Total
July 15, 1999	300	170	130	600

August 15, 1999	310	160	110	600
September 15, 1999	320	180	110	600
October 15, 1999	320	160	120	600
November 15, 1999	340	190	110	650
December 15, 1999	350	200	110	650
January 15, 2000	300	200	100	600
February 15, 2000	340	200	110	650
March 15, 2000	350	180	110	650
April 15, 2000	360	190	110	650
May 15, 2000	320	210	130	650
June 15, 2000	340	200	130	650

Notes

1. Number excluded due to errors (unweighted): 9.
2. Number excluded due to omissions (unweighted): 0.
3. Figures are unweighted and have not been adjusted for agency non-participation.

Source: SAAP Client Collection

Table 3.3: SAAP clients: age of client by gender, Tasmania, 1999–2000

Age	Percentage of all clients		Percentage of gender group		Total	Number
	Male	Female	Male	Female		
	%	%	%	%	%	
Under 15 years	0.3	0.9	0.7	1.7	1.3	50
15–17 years	5.0	8.2	10.9	15.1	13.2	450
18–19 years	3.7	5.4	8.0	9.9	9.1	300
20–24 years	8.8	9.6	19.4	17.6	18.4	650
25–29 years	7.2	7.8	15.7	14.4	15.0	550
30–34 years	6.3	6.4	13.8	11.7	12.7	450
35–39 years	4.8	6.0	10.6	11.1	10.9	400
40–44 years	3.4	4.5	7.5	8.3	7.9	300
45–49 years	2.5	2.5	5.4	4.6	5.0	150
50–54 years	1.6	1.2	3.5	2.2	2.8	100
55–59 years	0.6	0.9	1.4	1.6	1.5	50
60–64 years	0.4	0.4	0.9	0.7	0.8	50
65 years and over	0.9	0.6	2.0	1.2	1.5	50
<i>Total</i>	<i>45.5</i>	<i>54.5</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (number)	1,600	1,900	1,600	1,900	..	3,500
Mean age (years)	30.3	28.9	29.6

Notes

1. Number excluded due to errors (weighted): 0.
2. Number excluded due to omissions (weighted): 24.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection

Table 3.4: SAAP clients: birthplace by gender, Tasmania, 1999–2000

Birthplace	Male	Female	Total		Tasmanian population 1996	
	%	%	%	Number	%	Number
Australia	94.6	93.9	94.3	3,250	89.2	423,000
Oceania (excluding Australia)	0.9	1.0	1.0	50	1.0	4,700
UK, Ireland and associated islands	2.0	1.9	2.0	50	5.4	25,550

Other Europe and the former Soviet Union	1.1	1.3	1.2	50	2.6	12,350
South-East, North-East and Southern Asia	0.4	1.0	0.7	<25	1.0	5,000
Other (including the Middle East, Africa, the Americas and Caribbean)	1.0	0.8	0.9	50	0.8	3,900
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>	<i>100.0</i>	<i>..</i>
Total (%)	45.5	54.5	100.0
Total (number)	1,600	1,900	..	3,450	..	474,450

Notes

1. Number excluded due to errors (weighted): 0.
2. Number excluded due to omissions (weighted): 60.
3. 'Tasmanian population 1996' refers to the estimated resident population at 30 June 1996.
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client Collection; ABS 1999

Table 3.5: SAAP clients: clients and support periods per client, by ethnicity of client and gender, Tasmania, 1999–2000

Ethnicity	Male	Female	Total		Tasmanian population 1996	
	%	%	%	Number	%	Number
Indigenous Australian	7.5	9.7	8.7	300	3.2	15,300
Non-English-speaking background	2.0	2.9	2.5	100	4.2	19,750
Other	90.6	87.4	88.8	3,000	92.6	439,400
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>	<i>100.0</i>	<i>..</i>
Total (%)	45.6	54.4	100.0	..	100.0	..
Total (number)	1,550	1,850	..	3,400	..	474,450

Support periods per client						
Indigenous Australian	1.88	2.19	2.07	550
Non-English-speaking background	2.70	1.46	1.90	100
Other	2.15	1.65	1.88	4,900
<i>Total</i>	<i>2.14</i>	<i>1.70</i>	<i>1.90</i>	<i>..</i>	<i>..</i>	<i>..</i>
Total support periods (%)	48.9	51.1	100.0
Total support periods (number)	2,700	2,850	..	5,550

Notes

1. Number excluded due to errors (weighted): 0 (clients).
2. Number excluded due to omissions (weighted): 139 (clients).
3. Non-English-speaking background is based on country of birth. Using ABS practice, people born in Australia, New Zealand, the United Kingdom, Ireland, Canada, the United States and South Africa are said to have an English-speaking background.
4. 'Tasmanian population 1996' refers to the estimated resident population at 30 June 1996. The figures for Indigenous Australians are from experimental estimates based on the 1996 Census produced by the ABS. 'Other' is derived as total population minus the number of people of non-English-speaking background minus the estimated number of Indigenous Australians.
5. Numbers of clients include all clients that ever visited SAAP agencies in Tasmania. Some of the support periods for these clients may have been at agencies in another State or Territory. Support periods per client include these additional support periods. However, total numbers of support periods relate only to those provided within Tasmania.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client Collection; ABS 1999; ABS 1998

Table 3.6: SAAP support periods: region by client group, Tasmania, 1999–2000 (per cent)

Region	Male alone	Female alone	Couple, no children	Couple with children	Male with children	Female with children	Other	Total	Total	
									%	Number
South	45.2	31.9	1.3	2.8	0.8	17.3	0.7	100.0	48.7	2,550
North	37.2	32.4	4.1	4.1	1.5	19.4	1.2	100.0	28.3	1,500
North-West	42.8	22.3	2.0	4.2	1.2	27.0	0.4	100.0	23.0	1,200
Total (%)	42.4	29.8	2.3	3.5	1.1	20.1	0.8	100.0	100.0	..
Total (number)	2,250	1,550	100	200	50	1,050	50	5,250

Notes

1. Number excluded due to errors (unweighted): 22.
2. Number excluded due to omissions (unweighted): 359.
3. Figures are unweighted and have not been adjusted for agency non-participation.

Sources: SAAP Client and Administrative Data Collections

Table 3.7: SAAP support periods: client group by primary target group of agency, Tasmania, 1999–2000 (per cent)

Client group	Young people	Single men only	Families	Women escaping DV	Other	Total	
						%	Number
Male alone, under 25	47.1	20.3	—	1.2	11.0	18.2	1,000
Male alone, 25+	2.3	79.1	—	5.0	31.8	27.0	1,500
Female alone, under 25	41.2	—	1.0	9.0	12.8	15.7	900
Female alone, 25+	1.6	—	1.0	23.7	17.5	11.8	650
Couple, no children	1.6	0.2	2.9	0.6	4.5	2.3	150
Couple with children	1.1	—	31.7	2.2	4.6	3.4	200
Male with children	0.2	0.3	15.0	0.2	1.8	1.2	50
Female with children	4.1	—	44.6	57.6	14.5	19.3	1,100
Other	0.9	0.1	3.8	0.4	1.5	1.0	50
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (%)	22.0	17.0	2.9	20.2	37.9	100	..
Total (number)	1,250	950	150	1,150	2,150	..	5,600

Notes

1. Number excluded due to errors (weighted): 35.
2. Number excluded due to omissions (weighted): 117.
3. Primary target group 'other' includes 'single women only' and 'cross-target, multiple or general' target agencies.
4. Figures have been weighted to adjust for client non-consent and agency non-participation.

Sources: SAAP Client and Administrative Data Collections

4 Support provided

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

A total of 5,750 support periods were reported for 1999–2000 in Tasmania (Table 3.1). Around 4,950 of these were closed support periods—that is, they finished before 30 June 2000 (Table 4.1). Overall, 68% of these closed support periods lasted 4 weeks or less, while a further 21% lasted between 1 and 3 months. More than half (57%) of all closed support periods lasted for a fortnight or less.

Patterns of support length varied between client groups. Overall, the median length of support was 11 days, so that half of all closed support periods were for 11 days or less. The corresponding national figure is 7 days (AIHW 2000b:20). On average, relatively long support periods were provided to the small numbers of males with children and couples with children, with these groups having median support lengths of 34 and 25 days, respectively. In comparison, females with children had a median length of support of 14 days, which was the same as for females presenting alone under the age of 25 years. Younger unaccompanied people tended to have longer support periods than unaccompanied people 25 years or over and at 8 days, males presenting alone 25 years or over had the shortest median length of support of all client groups.

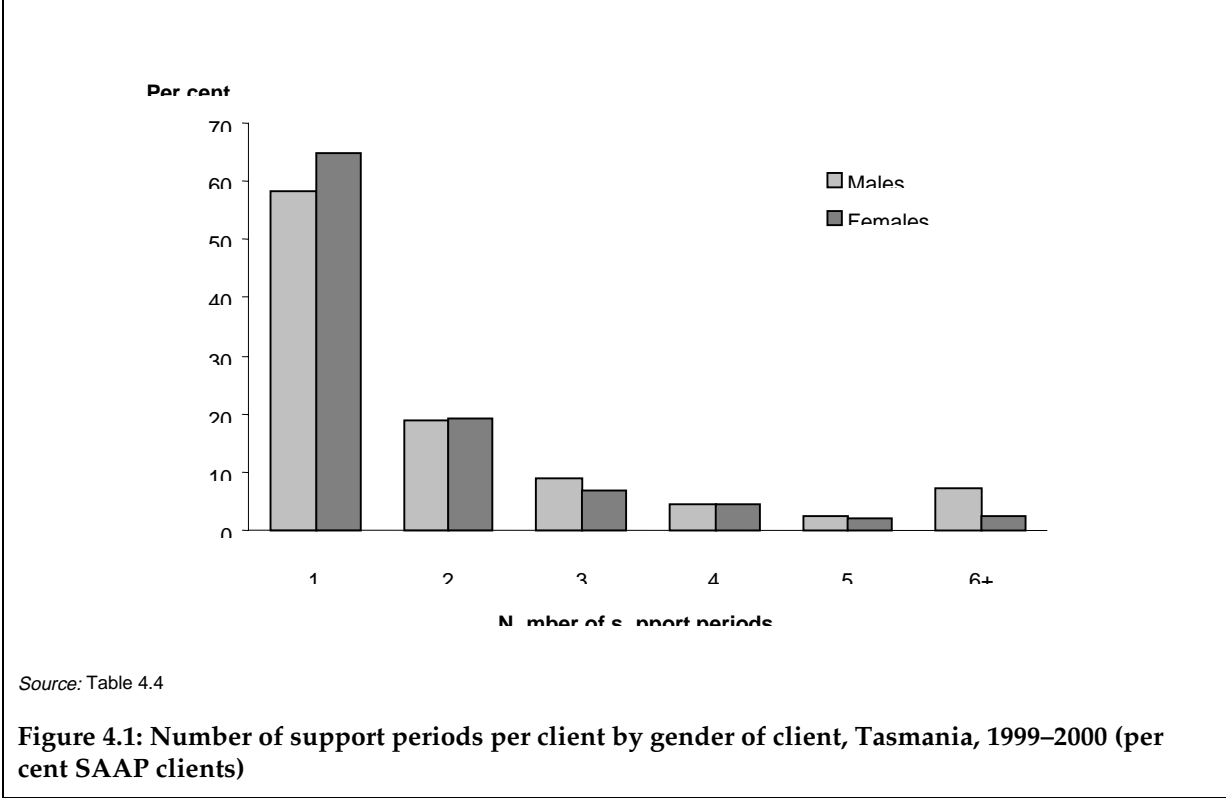
Data was collected not only on duration of support, but also on length of accommodation. In 1999–2000, 2,550 closed support periods involved accommodation of 1 day or more (Table 4.2). Short stays were much more common than long stays, as demonstrated by the fact that accommodation lasted 2 weeks or less in 65% of closed support periods with accommodation. Among closed support periods in which accommodation was provided 16% of stays were for 1 day; 32% were for 2 to 7 days; 17% were for 1 to 2 weeks; 16% were for 1 to 3 months; and 1% were for more than a year. The overall median length of accommodation was 8 days, which is 1 day more than the corresponding national figure (AIHW 2000b:21).

The trends for length of accommodation for the various client groups were similar to those discussed above for length of support. Once again the small client groups of males with children and couples with children tended to have the longest periods of accommodation, with median stays of 40 and 25 days, respectively. In comparison, females with children had a median length of stay of 13 days. When unaccompanied people were accommodated, those who were under 25 years of age tended to stay slightly longer than those who were aged 25 years and above.

Clients requiring accommodation during a support period may be housed in crisis or short-term housing or medium- to long-term housing. In the vast majority of support periods with accommodation (92%), clients were housed at some stage in crisis or short-term accommodation, while in 10% they were housed in medium- or long-term accommodation (Table 4.3). The majority of stays in crisis or short-term accommodation lasted 4 weeks or less (83%) with 18% being for 1 day, while 67% of stays in medium- or long-term accommodation lasted more than 4 weeks.

Overall, 62% of clients had just one support period during 1999–2000, 19% had two support periods and 5% had six or more support periods (Table 4.4). The pattern of repeat use varied with gender and age. Figure 4.1 compares male and female clients on their number of support periods for 1999–2000. The main differences were in the proportions of clients who

received just one support period (58% of males and 65% of females) or six or more support periods (7% of males compared with 2% of females). Consequently, males averaged 2.2 support periods each while females averaged 1.7 support periods each. For both male and female clients, those aged 20–44 years had the highest average number of support periods.



In Tasmania during 1999–2000, support periods were provided to an average of 87 people for every 10,000 people aged 10 years or over (Table 4.4). However, the proportion accessing support varied considerably depending on age and gender. Overall, the highest rate of use was by 18 and 19 year olds, for whom there were 244 clients for every 10,000 people. Females had a higher rate of use than males in four of the six age brackets. In particular, females aged under 20 had much higher usage rates than males of the same age.

There are six broad types of services provided to SAAP clients. The three most often provided in 1999–2000 were housing and accommodation services (in 74% of support periods), general support or advocacy services (in 70%), and ‘other support’ (in 61%) (Table 4.5). SAAP or CAP accommodation was the main form of housing or accommodation assistance provided (in 54% of support periods), but assistance was also provided to obtain other types of short-term accommodation or independent housing (in 11% and 28% of support periods, respectively). A number of services were provided in more than a quarter of support periods, including financial assistance or material aid (in 27% of support periods), emotional or unspecified counselling (47%), advice or information (61%), advocacy or liaison on behalf of the client (36%), meals (39%), laundry or shower facilities (40%), and transport (35%). Conversely, some services were rarely provided, with a number of services being provided in fewer than 2% of support periods each. These services included employment or training assistance, psychological services, psychiatric services, pregnancy support, family planning support, physical disability services, intellectual disability services, culturally appropriate support, interpreter services and brokerage services.

The pattern of service use varied between client groups (Table 4.5). Males presenting alone and females presenting with children were proportionally more likely than other groups to

use SAAP or CAP accommodation. This type of support was provided in 62% of support periods for males under 25 years of age, 59% of support periods for males 25 years and over, and in 62% of support periods for females with children. In addition, support periods for females with children and unaccompanied males 25 years or over were more likely to include counselling services than those for other client groups (65% and 62%, respectively, compared with 52% of all support periods). Females with children were more than twice as likely than other clients to receive domestic violence counselling (29%). Couples without children were more likely than any other group to receive financial or employment assistance, with these services being provided in 51% of support periods for this client group. In particular, this group was more likely than other groups to receive financial counselling (27% compared with 10% of all support periods).

Males with children were more likely than other groups to receive general support or advocacy services (89% compared with 70% of all support periods). More specifically, this group received advice or information in 87% of their support periods compared with 61% of support periods for all client groups. Males under the age of 25 years were more often provided with living skills or personal development assistance than any other client group—24% compared with 12% of all support periods. Also, unaccompanied males (both under 25 years and 25 years and above) were more likely than other clients to use ‘other support’ services, with 68% of their support periods involving ‘other’ support. These two groups were the most common recipients of meals and shower or laundry assistance.

The support services provided to children who accompanied clients to SAAP agencies are shown in Table 4.6. Children accompanied clients to SAAP agencies in 1,100 support periods, with an average of 2.0 children per support period. If each child were considered a client in their own right, this would equate to 2,200 support periods (termed here ‘accompanying child visits’). Males presenting with children had a lower average number of accompanying children (1.5) compared with females and couples with children (both around 2.0). Eighty-six per cent of accompanying child visits occurred when females presented to a SAAP agency with children. This is proportional to the number of support periods in which female clients presented with children (86% of support periods for people presenting with children). Overall, assistance with child care or kindergarten and/or school liaison was provided in 31% of support periods with children, while counselling was provided in 19%. Counselling, child care or kindergarten or school liaison, and ‘other’ unspecified services were more often provided in support periods for females with children than in those for couples or males with children.

4.1 Tables

Table 4.1: SAAP closed support periods: length of support by client group, Tasmania, 1999–2000 (per cent)

Length of support	Male alone, under 25	Male alone, 25+	Female alone, under 25	Female alone, 25+	Couple, no children	Couple with children	Male with children	Female with children	Other	Total	
										%	Number
Less than 1 day	10.2	12.2	14.7	15.1	16.6	16.5	10.0	11.1	25.3	12.7	650
1 day	10.0	11.9	7.8	10.7	2.1	7.1	—	8.9	—	9.6	500
2 days	6.9	6.0	3.7	3.8	2.8	3.5	4.6	4.9	3.0	5.2	250
3 days	4.3	5.3	3.9	5.9	5.9	—	—	3.7	—	4.4	200
4 days	3.0	4.3	5.4	4.7	—	—	—	2.7	—	3.6	200
5 days	3.0	3.7	2.9	1.7	3.0	—	2.2	2.5	2.9	2.8	150
6 days	2.6	2.7	2.6	2.6	—	—	2.2	3.1	2.9	2.6	150
7 days	4.3	2.5	1.4	2.2	3.0	5.6	2.9	2.0	6.4	2.7	150
>1–2 weeks	14.6	17.0	8.7	10.7	16.3	5.5	7.9	11.6	7.1	13.0	650
>2–4 weeks	10.9	9.5	13.3	10.8	9.0	17.7	8.2	14.0	13.1	11.6	600
>4–13 weeks	21.4	16.2	23.2	20.7	31.2	35.4	49.8	20.6	26.2	21.1	1,050
>13–26 weeks	5.0	4.3	6.1	6.3	7.0	4.4	10.1	7.3	4.4	5.7	300
>26–52 weeks	2.1	2.5	4.7	2.6	—	2.6	—	3.9	8.7	3.0	150
>52 weeks	1.9	1.7	1.7	2.1	3.2	1.6	2.1	3.8	—	2.2	100
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (%)	18.8	27.6	14.4	12.1	2.4	3.3	1.2	19.4	0.9	100.0	..
Total (number)	950	1,350	700	600	100	150	50	950	50	..	4,950
Mean length (days)	37	40	45	50	41	47	63	75	47	..	46
Median length (days)	10	8	14	10	18	25	34	14	17	..	11

Notes

1. Number excluded due to errors (weighted): 28.
2. Number excluded due to omissions (weighted): 112.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection

Table 4.2: SAAP closed support periods in which clients were accommodated: total length of accommodation by client group, Tasmania, 1999–2000 (per cent)

Length of accommodation	Male alone, under 25	Male alone, 25+	Female alone, under 25	Female alone, 25+	Couple, no children	Couple with children	Male with children	Female with children	Other	Total	
											%
1 day	15.2	17.4	18.0	20.5	12.4	11.8	12.8	13.3	—	16.2	400
2 days	9.1	8.2	9.6	6.1	—	5.4	12.8	6.3	16.9	7.8	200
3 days	5.8	7.8	5.3	9.2	18.5	—	—	5.7	—	6.7	150
4 days	4.6	6.4	7.8	9.1	—	5.2	—	3.1	—	5.6	150
5 days	4.1	5.1	3.3	2.7	—	—	—	2.9	16.0	3.8	100
6 days	2.9	3.9	4.3	5.2	—	—	—	4.8	16.0	4.0	100
7 days	5.0	4.1	3.7	4.8	5.6	—	—	2.2	35.7	3.9	100
>1–2 weeks	18.9	21.2	13.2	14.7	11.1	8.8	12.6	14.7	15.4	17.4	450
>2–4 weeks	11.6	10.6	13.7	10.7	25.2	24.0	—	16.1	—	12.7	300
>4–13 weeks	17.4	9.1	13.1	14.8	27.2	39.3	39.6	22.4	—	15.8	400
>13–26 weeks	2.9	3.5	5.6	1.8	—	5.6	22.2	5.7	—	4.0	100
>26–52 weeks	1.2	0.7	2.3	0.5	—	—	—	1.1	—	1.0	50
>52 weeks	1.2	1.9	—	—	—	—	—	1.6	—	1.2	50
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (%)	22.5	31.3	10.2	10.3	0.8	2.1	0.4	22.1	0.3	100.0	..
Total (number)	550	800	250	250	<25	50	<25	550	<25	..	2,550
Mean length (days)	30	35	24	16	19	31	50	37	7	..	31
Median length (days)	8	7	7	6	18	25	40	13	7	..	8

Notes

1. Number excluded due to errors (weighted): 25.
2. Number excluded due to omissions (weighted): 179.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection

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

Length of accommodation	Crisis/ short-term accommodation	Medium-/ long-term accommodation	Total	
			%	Number
1 day	18.1	4.4	17.0	450
2 days	8.4	2.0	7.8	200
3 days	6.5	3.6	6.2	150
4 days	6.1	0.4	5.6	150
5 days	4.2	1.2	3.9	100
6 days	4.0	0.8	3.8	100
7 days	4.1	2.4	3.9	100
>1–2 weeks	18.6	6.8	17.0	450
>2–4 weeks	13.1	11.2	12.7	300
>4–13 weeks	13.8	32.7	15.8	400
>13–26 weeks	2.6	16.7	4.0	100
>26–52 weeks	0.3	8.4	1.2	50
>52 weeks	0.3	9.6	1.3	50
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (%)	92.1	10.0
Total (number)	2,350	250	..	2,550
Mean length (days)	22	136	..	31
Median length (days)	7	62	..	8

Notes

1. Number excluded due to errors (weighted): 16.
2. Number excluded due to omissions (weighted): 145.
3. Clients were able to be accommodated on more than one occasion in each support period, so percentages across types of accommodation provided do not total 100.
4. In a very small number of closed support periods clients were accommodated in other or unreported types of accommodation. To ensure confidentiality, these cases are not presented separately but are included in the total.
5. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection

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

Total number of support periods	Under 18 years	18–19 years	20–24 years	25–44 years	45–64 years	65+ years	Total		
	Male clients							%	Number
1	61.0	64.4	59.7	54.6	62.3	73.8	58.4	950	
2	22.4	16.7	18.4	17.9	21.1	18.6	18.8	300	
3	9.5	7.7	8.0	10.6	5.3	3.8	9.0	150	
4	2.5	4.7	3.4	5.4	4.7	—	4.4	50	
5	1.3	1.9	0.8	3.6	1.3	—	2.3	50	
6+	3.2	4.7	9.6	8.0	5.3	3.8	7.1	100	
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	..	
Total (%)	11.7	8.0	19.4	47.7	11.2	2.0	100.0	..	
Total (number)	200	150	300	750	200	50	..	1,600	
Mean number of support periods	1.81	1.88	2.26	2.31	1.78	1.56	..	2.21	
Per 10,000 population	64	192	204	115	33	12	..	80	
Total number of support periods	Female clients							%	Number
	1	68.8	69.2	59.5	62.3	75.1	81.9	65.0	1,250
2	18.5	21.8	20.4	20.0	13.4	12.6	19.3	350	
3	5.0	3.4	6.1	9.4	4.4	5.5	7.0	150	
4	3.7	2.1	7.0	4.4	2.4	—	4.3	100	
5	1.6	1.4	5.4	1.5	0.9	—	2.1	50	
6+	2.4	2.1	1.7	2.3	3.8	—	2.3	50	
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	..	
Total (%)	16.8	9.9	17.6	45.4	9.1	1.2	100.0	..	
Total (number)	300	200	350	850	150	<25	..	1,900	
Mean number of support periods	1.64	1.56	1.86	1.74	1.54	1.24	..	1.71	
Per 10,000 population	115	296	227	126	32	6	..	92	
Total number of support periods	All clients							%	Number
	1	66.0	67.3	59.6	58.7	68.6	77.1	62.0	2,150
2	19.9	19.7	19.4	19.0	17.3	16.1	19.1	650	
3	6.7	5.2	7.0	10.0	4.9	4.5	7.9	300	
4	3.3	3.1	5.3	4.9	3.6	—	4.3	150	
5	1.5	1.6	3.2	2.5	1.1	—	2.2	100	
6+	2.7	3.1	5.5	4.9	4.6	2.2	4.5	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>	..	
Total (%)	14.5	9.1	18.4	46.4	10.1	1.5	100.0	..	
Total (number)	500	300	650	1,650	350	50	..	3,500	
Mean number of support periods	1.71	1.69	2.05	2.01	1.66	1.43	..	1.95	
Per 10,000 population	90	244	216	121	33	9	..	87	

Notes

1. Number excluded due to errors (weighted): 0.
2. Number excluded due to omissions (weighted): 24.
3. Numbers of clients include all clients that ever visited SAAP agencies in Tasmania. Some of the support periods for these clients may have been at agencies in another State or Territory.
4. 'Per 10,000 population' shows how many people out of every 10,000 in the general population become SAAP clients. The rate is estimated by comparing the number of SAAP clients with the estimated resident population in the designated age group at 30 June 1999. For the age group under 18 years, only those aged 10 to 17 are included in the calculations.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client Collection; ABS 2000a

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

Support services provided	Male alone, under 25	Male alone, 25+	Female alone, under 25	Female alone, 25+	Couple, no children	Couple with children	Male with children	Female with children	Other	Total
Housing/accommodation	76.3	79.3	71.1	67.7	70.9	70.7	65.4	74.1	79.3	74.4
SAAP/CAP accommodation	62.1	58.6	41.9	48.0	18.8	35.4	21.8	61.5	31.4	53.5
Assistance to obtain short-term accommodation	11.1	8.9	11.9	7.3	20.7	22.3	28.9	9.1	26.6	10.8
Assistance to obtain independent housing	25.3	24.0	32.4	25.2	51.2	40.2	51.5	26.5	48.1	27.9
Financial/employment	36.4	44.1	35.9	29.5	50.9	46.7	35.7	39.8	42.3	39.0
Assistance to obtain government payment	9.6	10.2	16.4	7.2	12.7	13.9	6.5	9.4	19.1	10.8
Employment/training assistance	4.1	1.3	2.1	0.5	—	3.9	3.8	0.1	2.4	1.7
Financial assistance/material aid	25.3	32.2	23.7	18.3	30.5	40.2	20.9	29.0	22.6	27.3
Financial counselling	7.8	9.3	8.2	12.8	26.6	9.6	12.1	9.9	7.5	9.8
Counselling	43.8	61.5	29.6	56.0	48.4	50.3	57.7	65.0	38.9	52.3
Incest/sexual abuse	0.5	0.8	3.1	5.9	2.4	4.5	—	2.7	—	2.2
Domestic violence counselling	0.4	0.5	2.7	13.1	1.9	6.1	12.5	29.1	2.3	8.2
Family/relationship counselling and support	15.6	5.4	8.3	13.8	15.9	26.4	29.7	14.3	10.9	11.7
Emotional support/other	40.4	59.3	25.8	45.0	46.0	38.8	44.4	54.3	31.2	46.5
General support/advocacy	69.9	68.0	64.4	67.3	84.0	77.7	88.8	75.9	67.6	70.2
Living skills/personal development	24.4	6.6	9.1	4.9	5.8	13.9	2.0	13.5	12.2	11.6
Assistance with legal issues/court support	6.1	3.5	6.1	8.3	2.9	13.6	10.6	12.1	12.9	7.2
Advice/information	58.9	61.3	55.4	60.2	80.6	64.3	86.9	61.0	56.0	60.6
Retrieval/storage/removal of personal belongings	13.5	10.3	10.5	9.7	12.1	8.1	19.9	11.9	17.5	11.3
Advocacy/liaison on behalf of client	35.9	26.2	40.3	35.2	72.6	52.2	69.1	34.3	54.3	35.6
Specialist services	13.7	10.4	11.3	12.7	8.7	12.3	10.4	14.7	12.0	12.3
Psychological services	0.2	0.3	0.3	0.2	—	2.0	—	0.8	—	0.4
Psychiatric services	1.2	1.1	0.7	1.2	1.1	2.8	—	0.8	—	1.0
Pregnancy support	—	—	1.2	1.7	—	3.0	—	2.2	—	0.9
Family planning support	—	—	0.7	—	—	1.5	—	0.8	—	0.3
Drug/alcohol support/rehabilitation	7.7	5.0	0.8	2.4	—	4.0	5.7	2.0	4.9	3.8
Physical disability services	0.1	0.2	—	0.7	—	2.0	—	0.7	—	0.4
Intellectual disability services	—	0.3	0.5	0.2	—	—	—	—	—	0.2
Culturally appropriate support	0.7	0.1	0.1	0.5	—	—	—	1.6	—	0.5
Interpreter services	0.3	0.3	—	0.2	—	—	—	0.2	—	0.2
Health/medical services	4.9	5.0	9.3	9.3	7.6	5.6	4.6	10.0	9.9	7.2
Other support	68.2	67.8	51.1	56.6	47.7	39.1	39.1	60.8	46.7	60.6
Meals	54.8	50.5	29.5	34.9	10.4	0.7	3.8	31.7	13.9	39.0
Laundry/shower facilities	53.1	47.5	28.8	36.3	13.2	11.2	10.5	40.8	13.9	40.2
Recreation	31.7	27.8	20.0	22.2	0.9	2.3	1.8	17.2	11.5	22.6
Transport	28.1	18.8	42.2	47.3	38.7	28.6	29.5	50.1	42.2	34.7
Brokerage services	0.9	0.8	0.8	0.6	1.4	—	1.8	1.7	2.8	1.0
Other	3.7	6.5	5.2	3.2	2.0	4.0	5.6	11.3	2.1	6.1
Total (number)	1,000	1,500	900	650	150	200	50	1,100	50	5,600

Notes

1. Number excluded due to errors (weighted): 35.
2. Number excluded due to omissions (weighted): 117.
3. Clients were able to receive multiple services, so percentages do not total 100.
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection

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

Support services provided to accompanying children	Couple with children	Male with children	Female with children	Total	
				%	Number
Counselling	13.1	15.2	20.3	19.4	200
Child care, kindergarten/school liaison	9.3	15.2	34.6	31.3	350
Access arrangements	1.9	2.2	2.5	2.4	50
Other	1.9	6.5	25.2	22.0	250
Summary totals					
Total support periods (%)	9.9	4.3	85.7	100.0	..
Total support periods (number)	100	50	950	..	1,100
Total accompanying child visits (%)	10.5	3.3	86.1	100.0	..
Total accompanying child visits (number)	250	50	1,900	..	2,200
Mean number of assisted children per support period with assisted children	2.1	1.5	2.0	..	2.0

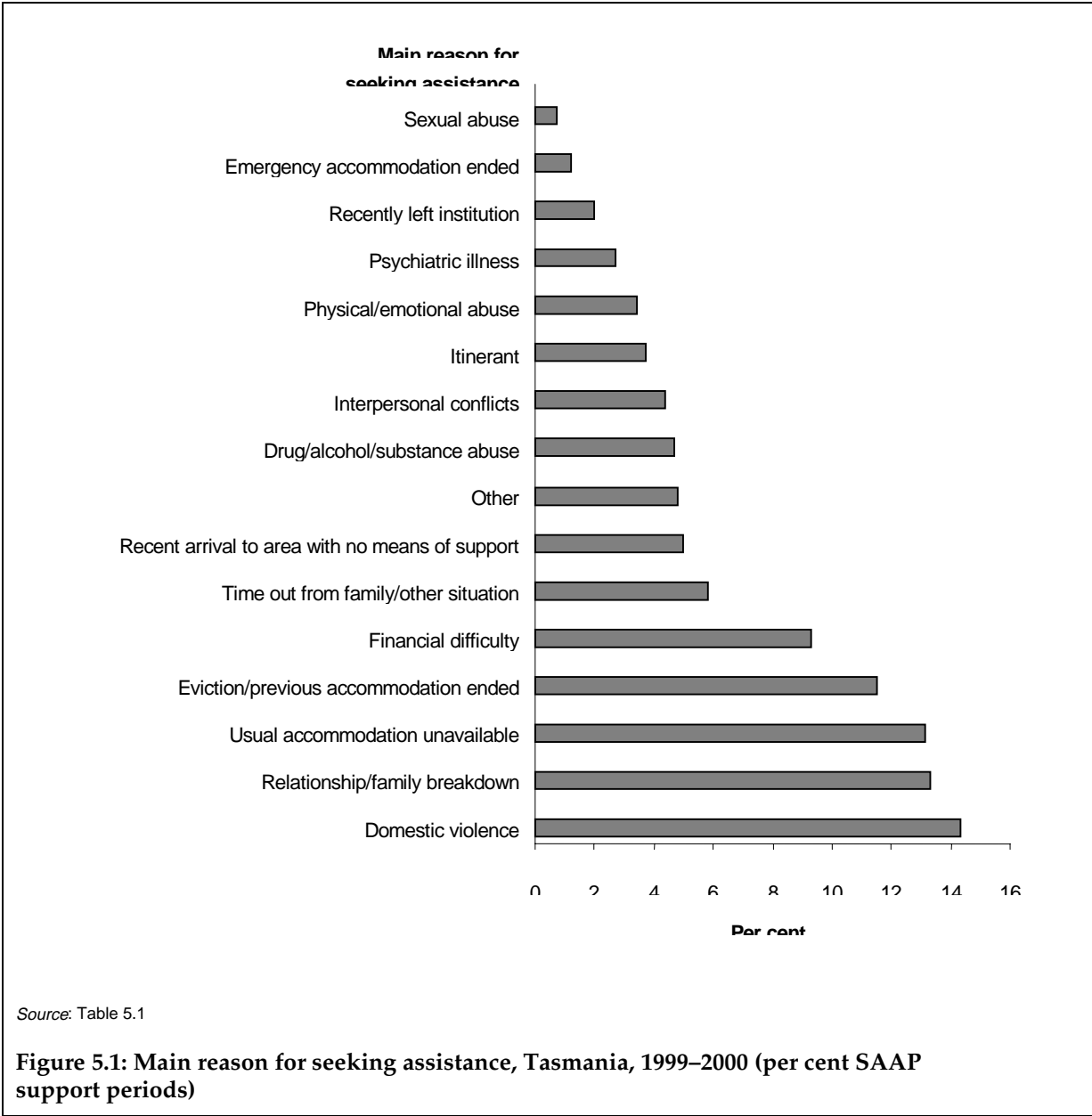
Notes

1. Number excluded due to errors (weighted): 7 (support periods).
2. Number excluded due to omissions (weighted): 73 (support periods).
3. Accompanying children were able to receive multiple services, so percentages do not total 100. Moreover, in addition to the services listed in this table, accompanying children may have been accommodated during a support period.
4. An accompanying child may be counted in more than one support period, so the total number of accompanying child visits does not equal the actual number of accompanying children assisted.
5. Although each member of a couple has an individual support period, in this table a couple presenting with children contributes only one support period. The table is therefore not directly comparable with other tables showing the number of support periods by client group.
6. In a very small number of support periods people in 'other' client groups presented with children. To ensure confidentiality, these cases are not presented separately but are included in the total.
7. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection

5 Reasons for seeking support

In addition to recording the support provided to clients, the SAAP Client Collection collects information on the reasons, including the main reason, clients seek assistance at SAAP agencies. Overall, the main reasons clients most commonly gave for seeking assistance from SAAP agencies in 1999–2000 were domestic violence (in 14% of support periods); relationship or family breakdown (13%); usual accommodation unavailable (13%); and eviction or the ending of previous accommodation (12%) (Figure 5.1).



Different client groups seek assistance for different reasons. Domestic violence was the most common main reason for seeking assistance among females with children and older unaccompanied females. It was recorded as the main reason for seeking assistance in 50% of support periods for females with children, and in 25% of support periods for females

25 years or over presenting alone (Table 5.1). Relationship or family breakdown was the most common main reason given for seeking assistance in support periods for both females alone under the age of 25 (21%) and males with children (27%). Couples with and without children most commonly gave reasons relating to accommodation as their main reason for seeking assistance. Eviction or previous accommodation ending was cited in 31% of support periods for couples without children and usual accommodation unavailable was cited in 32% of support periods for couples with children. Unaccompanied males under the age of 25 most often gave usual accommodation unavailable as their main reason for seeking assistance (in 19% of their support periods). However, unaccompanied males 25 years and over gave a range of reasons, in similar proportions, as their main reason for seeking assistance including: usual accommodation ended; relationship or family breakdown; financial difficulty; and drug, alcohol, or substance abuse. Each of these were given as the main reason in around 12% of support periods.

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

5.1 Tables

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

Main reason for seeking assistance	Male alone under 25	Male alone, 25+	Female alone, under 25	Female alone, 25+	Couple, no children	Couple with children	Male with children	Female with children	Other	Total
Usual accommodation unavailable	18.7	12.3	13.6	10.1	10.8	31.8	14.6	7.2	18.8	13.1
Time out from family/other situation	8.1	5.7	9.8	5.5	3.1	1.1	4.7	2.1	5.7	5.8
Relationship/family breakdown	15.4	11.7	21.1	12.4	3.7	6.1	27.0	9.2	17.5	13.3
Interpersonal conflicts	3.8	4.7	4.8	5.0	3.4	5.0	16.8	2.7	8.1	4.4
Physical/emotional abuse	0.9	1.1	4.6	7.1	1.1	2.8	2.0	6.4	3.0	3.4
Domestic violence	0.8	0.5	6.4	25.0	3.6	7.6	9.0	50.0	12.7	14.3
Sexual abuse	—	0.1	2.2	1.5	3.1	—	—	0.6	—	0.7
Financial difficulty	11.6	12.1	8.6	6.5	16.6	9.2	5.8	4.8	11.6	9.3
Eviction/previous accommodation ended	15.8	8.1	14.9	10.9	30.9	11.6	15.2	8.1	2.4	11.5
Drug/alcohol/substance abuse	4.3	12.3	0.8	1.7	—	0.8	1.9	0.5	—	4.7
Emergency accommodation ended	2.0	0.5	1.9	0.9	—	0.8	—	1.4	—	1.2
Recently left institution	3.3	4.1	0.5	1.4	—	0.7	—	0.1	—	2.0
Psychiatric illness	1.9	8.1	0.1	0.5	—	—	—	0.1	—	2.7
Recent arrival to area with no means of support	4.4	8.1	2.6	3.2	15.0	13.0	—	1.8	—	5.0
Itinerant	5.5	3.7	6.0	2.1	3.2	1.7	—	1.3	12.2	3.7
Other	3.4	6.9	2.0	6.2	5.6	7.8	3.0	3.6	8.1	4.8
<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>
Total (%)	17.9	28.0	15.6	11.4	2.3	3.2	1.3	19.3	0.9	100.0
Total (number)	900	1,450	800	600	100	150	50	1,000	50	5,150

Notes

1. Number excluded due to errors (weighted): 59.
2. Number excluded due to omissions (weighted): 573.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection

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

Main reason for seeking assistance	Support periods with type of support needed						All support periods	
	Housing/ accommodation	Financial/ employment	Counseling	General support/ advocacy	Specialist services	Other support	%	Number
Usual accommodation unavailable	13.0	9.9	9.1	11.5	8.9	10.8	13.2	700
Time out from family/other situation	6.5	4.8	5.6	5.5	5.7	7.0	5.8	300
Relationship/family breakdown	13.4	14.9	13.9	13.6	10.8	13.7	13.4	700
Interpersonal conflicts	4.0	4.0	3.9	4.5	4.7	4.0	4.5	250
Physical/emotional abuse	3.8	3.1	4.3	3.5	5.4	4.1	3.5	200
Domestic violence	13.9	11.6	17.9	14.5	14.3	15.0	14.3	750
Sexual abuse	0.3	0.2	1.2	0.4	0.4	0.4	0.7	50
Financial difficulty	7.8	13.4	8.7	10.0	7.9	9.1	9.4	500
Eviction/previous accommodation ended	12.5	14.6	11.6	13.5	10.2	10.4	11.4	600
Drug/alcohol/substance abuse	4.9	4.4	5.2	4.0	8.8	5.7	4.6	250
Emergency accommodation ended	1.2	1.4	1.0	1.2	1.2	1.0	1.2	50
Recently left institution	2.3	2.1	2.3	2.0	3.0	2.4	2.0	100
Psychiatric illness	2.8	3.0	3.7	3.0	7.3	3.2	2.7	150
Recent arrival to area with no means of support	5.8	6.0	4.4	5.3	4.1	6.4	4.9	250
Itinerant	4.3	3.7	2.2	4.2	4.2	4.4	3.6	200
Other	3.5	2.9	5.0	3.3	3.0	2.3	4.8	250
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (%)	81.2	49.9	56.0	72.7	22.8	64.6
Total (number)	4,250	2,650	2,950	3,850	1,200	3,400	..	5,250

Notes

1. Number excluded due to errors (weighted): 27.
2. Number excluded due to omissions (weighted): 481.
3. Clients were able to receive multiple services, so percentages across service types do not total 100.
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection

6 Meeting the needs of clients

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

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

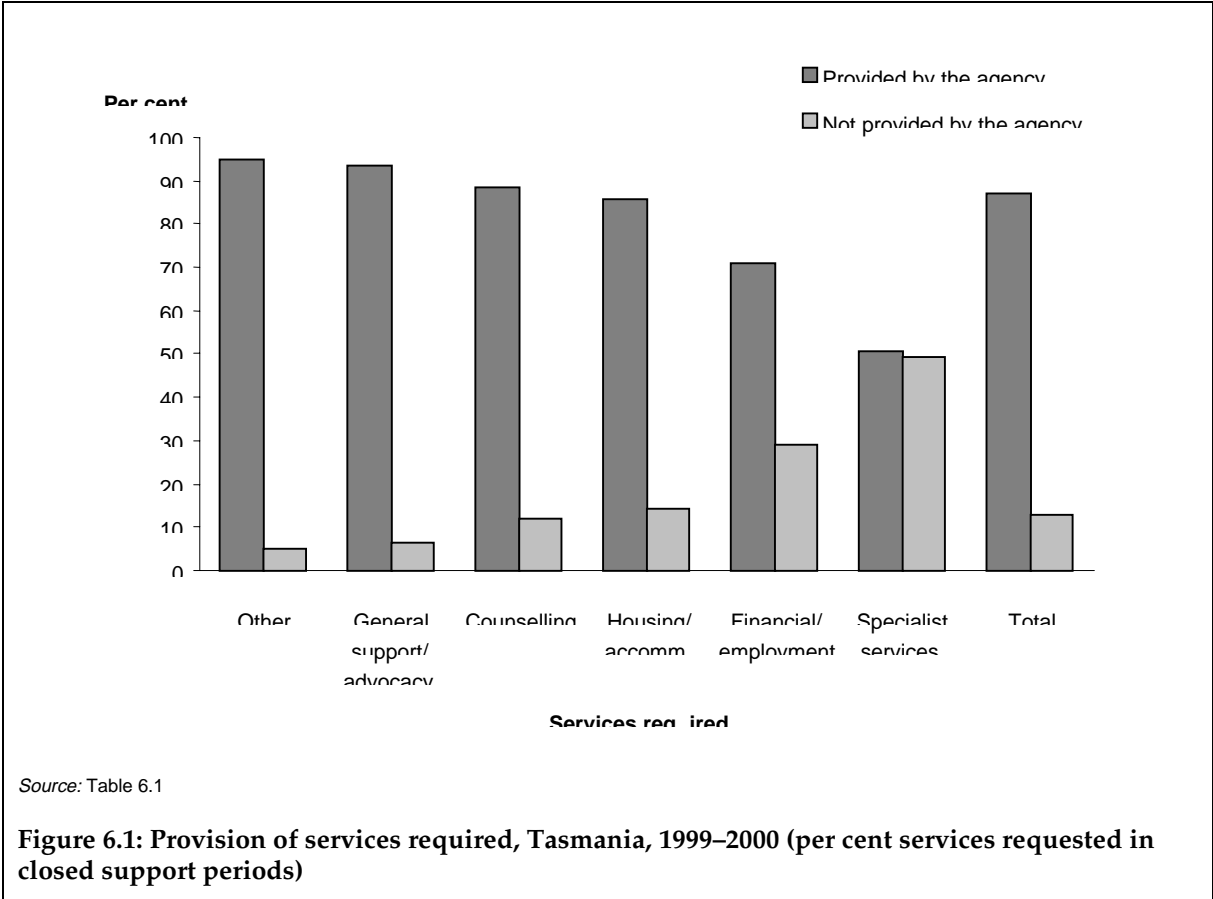
During 1999–2000 there were 5,100 closed support periods with a total of 26,150 requests for services (Table 6.1).¹ Appropriate services were provided directly by SAAP agencies for 87% of these requests. In addition to this, agencies arranged referrals for clients to address a further 6% of requests. Consequently, some 24,300 (or 93%) of the 26,150 expressed needs were addressed at least to some extent. As illustrated in Figure 6.1, requests for support were met through direct provision in over 70% of cases for all broad service groups, with the exception of specialist services. In particular, services in the two broad service groups of 'other' and 'general support and advocacy' were provided for 95% and 94% of requests, respectively. Some individual services were provided in nearly all the support periods in which they were requested, with services being directly provided for at least 96% of requests for SAAP or CAP accommodation, information, advocacy or liaison on behalf of the client, meals, laundry or shower facilities and recreation services. Specialist services were those least likely to be provided by agencies—49% of requested services not provided—with some particular specialist services (psychological, psychiatric, and intellectual disability services) being provided in less than one-third of the cases in which they were requested.

Housing and accommodation services were needed in 3,650 (or 72%) of the 5,100 closed support periods during 1999–2000. Some clients had more than one requirement for housing-related services, resulting in a total of 5,000 requests for assistance in this area. For 86% of these instances, housing or accommodation services were provided when required, with a further 5% of requests referred on. More specifically, SAAP or CAP accommodation was provided in 96% of the cases in which it was requested, with a further 2% of requests being referred on. It appeared more difficult to assist clients to obtain short-term accommodation or independent housing—76% and 71% of required services were provided, respectively.

A total of 2,750 requests for services relating to financial matters and/or employment were made across 2,000 support periods. Services were provided in response to these requests in 71% of cases. However, provision of employment and training assistance was comparatively low, with services being directly provided for only 39% of requests for this type of assistance.

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

Some services are requested in only a small proportion of support periods. However, in some instances an inability to provide any one service may have a significant impact on the client requiring that service. Under these circumstances, an agency’s ability to refer clients to other appropriate service providers assumes some importance. Some services that could not be directly provided by agencies were more likely than others to be referred on. Agencies could not provide services for 72% of requests for psychological services, 75% of requests for psychiatric services, and 61% of requests for employment and training assistance; however, they were able to refer clients on for over half of these requests. On the other hand, of the requests for assistance to obtain independent housing that could not be met through direct provision of assistance, just under one-third were referred on.



6.1 Unmet needs

In Tasmania during 1999–2000, 1,800 expressed needs remained unmet at the end of support (Table 6.1). These unmet needs were spread across 18% of all closed support periods; that is, at least one requested service was neither provided nor referred on in around 850 closed support periods (Table 6.2).

Across all client groups the most common forms of requested support that were neither provided nor referred on were housing and accommodation (accounting for 26% of unmet needs) and specialist services (18% of unmet needs). The highest concentration of unmet needs in the area of housing and accommodation was experienced by two of the smaller client groups: couples without children and males with children. For these two groups around 50% of their unmet needs related to housing and accommodation. Females with children and unaccompanied males and females also experienced a substantial proportion of their unmet needs in the area of housing and accommodation: between 22% and 27% of their unmet needs were in this area. The highest concentration of unmet needs relating to

specialist services was experienced by unaccompanied males—just over a quarter (26%) of their unmet needs related to these services. Females with children had the highest level of unmet needs relating to counselling, with 24% of their unmet needs being in this area.

Among the various client groups, unaccompanied males and females had the largest number of closed support periods with unmet needs, at 450 and 250 support periods, respectively. In contrast, there were less than 50 support periods in which couples with or without children still had unmet needs. These numbers primarily reflect the total numbers of closed support periods for each client group. By comparing the distribution of all closed support periods with that of unmet needs across client groups, it can be seen that females with children had a relatively low level of unmet needs: this group accounted for 16% of unmet needs but 21% of closed support periods.

6.2 Tables

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

Type of service	Not provided			Provided			Total	Number of times service required	Number of closed support periods
	Neither provided nor referred on	Referred on	Subtotal	Provided only	Provided and referred on	Subtotal			
Housing/accommodation	9.0	5.4	14.4	76.7	8.9	85.6	100.0	5,000	3,650
SAAP/CAP accommodation	2.1	2.4	4.5	93.4	2.1	95.5	100.0	2,850	2,850
Assist. to obtain short-term accommodation	14.5	10.1	24.6	58.5	17.0	75.5	100.0	600	600
Assist. to obtain independent housing	19.5	9.2	28.7	53.4	17.9	71.3	100.0	1,550	1,550
Financial/employment	8.2	20.9	29.1	52.8	18.1	70.9	100.0	2,750	2,000
Assist. to obtain benefit/pension	8.3	18.9	27.2	44.3	28.4	72.7	100.0	600	600
Employment and training assistance	26.9	34.1	61.0	21.6	17.4	39.0	100.0	150	150
Financial assistance/material aid	4.3	22.0	26.3	56.9	16.8	73.7	100.0	1,500	1,500
Financial counselling	13.7	15.2	28.9	61.6	9.5	71.1	100.0	500	500
Counselling	7.9	3.9	11.8	79.5	8.8	88.3	100.0	3,850	2,800
Incest/sexual assault counselling	12.9	4.5	17.4	78.3	4.2	82.5	100.0	450	450
Domestic violence counselling	9.6	7.7	17.3	61.1	21.6	82.7	100.0	500	500
Family/relationship counselling	13.4	9.4	22.8	65.7	11.5	77.2	100.0	650	650
Other counselling	4.8	1.3	6.1	87.8	6.0	93.8	100.0	2,250	2,250
General support/advocacy	4.6	1.9	6.5	86.5	7.0	93.5	100.0	5,850	3,300
Living skills/personal development	12.1	1.9	14.0	76.2	9.9	86.1	100.0	550	550
Assistance with legal issues	10.8	13.3	24.1	54.0	21.8	75.8	100.0	450	450
Information	2.2	0.2	2.4	92.6	5.0	97.6	100.0	2,800	2,800
Retrieval/storage/removal of belongings	8.8	4.0	12.8	80.2	7.0	87.2	100.0	550	550
Advocacy/liaison on behalf of client	3.3	0.8	4.1	90.7	5.2	95.9	100.0	1,500	1,500
Specialist services	22.0	27.4	49.4	34.1	16.4	50.5	100.0	1,400	1,000
Psychological services	28.6	42.9	71.5	17.1	11.4	28.5	100.0	50	50
Psychiatric services	29.4	45.4	74.8	16.0	9.2	25.2	100.0	150	150
Pregnancy support	26.9	11.5	38.4	42.3	19.2	61.5	100.0	50	50
Family planning support	40.0	24.0	64.0	24.0	12.0	36.0	100.0	50	50
Drug/alcohol support or rehabilitation	25.7	17.4	43.1	36.0	20.9	56.9	100.0	300	300
Physical disability services	26.9	15.4	42.3	34.6	23.1	57.7	100.0	50	50
Intellectual disability services	40.5	33.3	73.8	11.9	14.3	26.2	100.0	50	50
Culturally appropriate support	15.8	15.8	31.6	40.4	28.1	68.5	100.0	50	50
Interpreter services	4.5	50.0	54.5	36.4	9.1	45.5	100.0	<25	<25
Health/medical services	15.7	27.8	43.5	40.9	15.5	56.4	100.0	600	600
Other	3.2	1.9	5.1	93.2	1.8	95.0	100.0	7,300	2,900
Meals	1.9	2.4	4.3	95.2	0.6	95.8	100.0	2,100	2,100
Laundry/shower facilities	1.9	1.0	2.9	96.7	0.3	97.0	100.0	2,150	2,150
Recreation	3.3	1.1	4.4	93.7	1.9	95.6	100.0	1,100	1,100
Transport	4.2	0.9	5.1	91.6	3.3	94.9	100.0	1,600	1,600
Brokerage services	6.7	31.7	38.4	56.7	5.0	61.7	100.0	50	50
Other	15.8	6.9	22.7	65.3	12.0	77.3	100.0	250	250
Total (%)	6.8	6.2	13.0	79.1	7.8	86.9	100.0
Total (number)	1,800	1,600	3,400	20,700	2,050	22,700	..	26,150	5,100

Notes

1. Number excluded due to errors (weighted): 0.
2. Number excluded due to omissions (weighted): 0.
3. In groups of service types, a client may require more than one type of service within the grouping. Percentages for broad groupings relate to all needs and not to support periods. For individual types of services, a need can be recorded only once within a support period, so percentages relate to support periods.
4. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection

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

Broad type of assistance required	Male alone	Female alone	Couple, no children	Couple with children	Male with children	Female with children	Other	Total	
								%	Number
Housing/accommodation	26.5	21.7	47.6	38.1	50.0	24.4	32.0	25.5	400
Financial/employment	12.2	13.5	11.9	23.8	16.7	11.6	24.0	12.9	200
Counselling	9.2	19.7	11.9	19.0	—	24.4	12.0	15.1	250
General support/advocacy	12.3	19.3	14.3	9.5	16.7	17.2	16.0	15.4	250
Specialist services	26.1	9.8	11.9	9.5	—	12.0	8.0	17.8	300
Other	13.7	16.0	2.4	—	16.7	10.4	8.0	13.4	200
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>1,650</i>
Summary Totals									
Total unmet needs (%)	46.8	31.8	2.6	1.3	0.4	15.5	1.6	100.0	..
Total unmet needs (number)	750	500	50	<25	<25	250	50	..	1,650
Total closed support periods with unmet needs (%)	52.1	26.8	2.3	1.7	0.7	15.0	1.3	100	..
Total closed support periods with unmet needs (number)	450	250	<25	<25	<25	150	<25	..	850
Total closed support periods (%)	43.6	28.6	2.3	3.3	1.1	20.5	0.7	100	..
Total closed support periods (number)	2,100	1,400	100	150	50	1,000	50	..	4,800

Notes

1. Number excluded due to errors (weighted): 12 (unmet needs).
2. Number excluded due to omissions (weighted): 125 (unmet needs).
3. A client may require more than one type of service within the broad type of assistance. Percentages for broad groupings relate to all needs and not to support periods.
4. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection

7 Circumstances of clients before and after support

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

Within this aim the goals are:

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

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

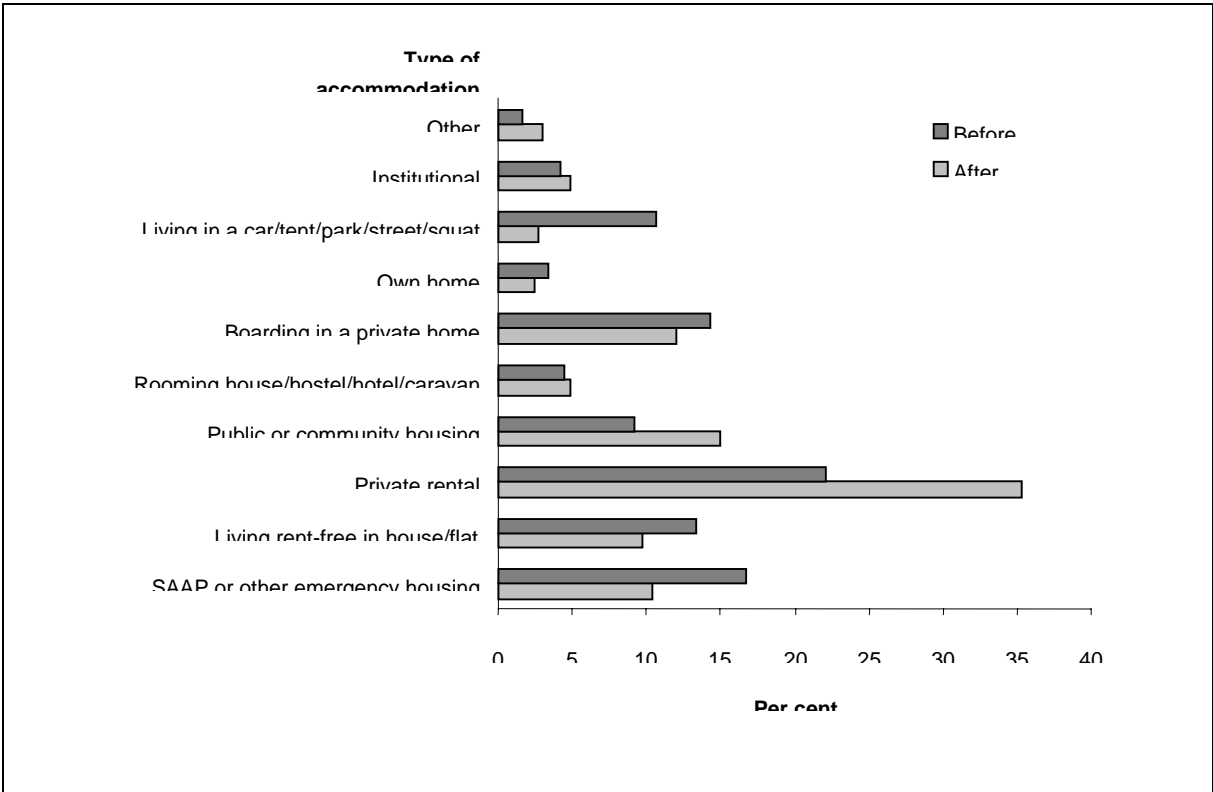
SAAP clients were recipients of a government pension or benefit before support in 88% of all closed support periods (Table 7.1). In the remaining support periods, clients reported that they either had no source of income and were not awaiting a pension or benefit (6%); that they had 'other' sources of income (4%); or that they had no source of income but were awaiting receipt of a government pension or benefit (2%). These proportions had changed slightly by the time support had ended. After having received support, the proportion of support periods in which clients were on a government pension or benefit had increased to 92% of support periods and the proportion of support periods in which clients had no income and were not awaiting a pension or benefit had dropped to 4%. The percentages in the other two categories remained almost unchanged.

There were more noticeable changes in those support periods in which clients specifically requested assistance to obtain a government pension or benefit. After support, these clients were accessing a government pension or benefit in 86% of support periods, a sizeable increase on the figure of 70% before support. Consequently, the proportion of support periods in which these clients had no income, and were not awaiting a government pension or benefit, dropped from 17% before support to 6% after support.

As Figure 7.1 illustrates, the most common forms of client accommodation before support were private rental and SAAP or other emergency accommodation, in 22% and 17% of support periods, respectively (Table 7.2). However, after support the most common forms of accommodation were private rental (in 35% of support periods) followed by public or community housing (in 15% of support periods). This increase in support periods where clients were renting privately (from 22% to 35%) represented the largest absolute shift in accommodation type from before support to after support. The biggest decreases were seen in SAAP or other emergency housing (10% of support periods after support, compared with

17% before), and living in a car, tent, park, street, or squat (3% of support periods after support, compared with 11% before).

For those clients who specifically requested assistance to obtain independent housing, the changes in accommodation type before and after support followed a similar pattern but were generally more marked. The largest shifts were seen in the proportions of support periods where clients were renting either privately or publicly: clients were renting privately in 22% of support periods before support compared with 48% after, while clients were in public or community housing in 7% of support periods before support compared with 17% after. These two accommodation types were the only ones to experience increases for this subset of support periods; the use of all other accommodation types had decreased after support. The largest of these decreases occurred in SAAP or other emergency housing, with use of this type of accommodation dropping from 18% of support periods before support to 6% after support. These shifts in accommodation type suggest a certain level of success for those clients specifically seeking assistance to obtain independent housing.



Source: Table 7.2

Figure 7.1: Type of accommodation immediately before and after a support period, Tasmania, 1999–2000 (per cent closed support periods)

The most common living situations for clients before receiving SAAP support were with their spouse or partner (either with or without children) and living alone (both 21% of support periods), and living with relatives or friends short-term (20%) (Table 7.3). Following support, changes in the living arrangements of clients were evident, with fewer clients living with partners or short-term with friends or relatives. In particular, clients were living alone (either with or without children) in 31% of support periods before support but in 45% of support periods after support. Conversely, decreases were seen in the proportion of support periods in which clients lived with relatives or friends short-term (20% before, 12% after) and where clients lived with their spouse or partner either with or without children (21% before, 16% after).

The employment profile of clients (that is, employed full-time, part-time, casual, unemployed or not in the labour force) generally differed very little before and after a support period with regard to all closed support periods (Table 7.4). Among support periods in which clients specifically requested assistance for employment and training there was a slight decrease in the proportion of clients who were employed in some capacity after support—8% before support down to 5% after support. While these figures have not shifted in a desirable direction it is important to note two things. Firstly, the number of support periods involved are very small—only 200 in total. Secondly, in the support periods in which employment and training assistance was requested 61% of services could not be directly provided by the agency (Table 6.1). However, in over half of these cases clients were referred on. It is possible that some of the referrals had not been acted upon within the support period or referred assistance had not yet been effective.

Clients' student status did not vary much before and after support. Before support clients were not students in 87% of support periods; were primary or secondary students in 8% of support periods; and were undergoing post-secondary studies or employment training in 5% of support periods (Table 7.5). This profile remained virtually unchanged after support had ended. If support periods for those clients under 25 years of age are considered separately, the proportion of support periods in which clients were students was, not surprisingly, higher than that for all closed support periods and the proportion in which clients were not students was lower. However, again there were only minor differences before and after support.

7.1 Tables

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

Source of income	Closed support periods in which clients needed assistance to obtain a pension or benefit		All closed support periods	
	Before	After	Before	After
No income	17.4	5.7	6.4	3.6
No income, awaiting pension/benefit	6.8	5.0	1.8	1.2
Government pension/benefit	69.9	86.1	87.9	91.7
Other	5.9	3.2	4.0	3.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total (with valid data)	700	600	4,750	4,250
Number with missing data	50	150	350	850
Total (number)	750	750	5,100	5,100

Notes

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

Source: SAAP Client Collection

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

Type of accommodation	Closed support periods in which clients needed assistance to obtain independent housing		All closed support periods	
	Before	After	Before	After
SAAP or other emergency housing	18.0	6.4	16.7	10.4
Living rent-free in house/flat	14.3	7.1	13.4	9.7
Private rental	22.2	48.0	22.1	35.3
Public or community housing	7.3	17.2	9.2	14.9
Rooming house/hostel/hotel/caravan	5.4	4.5	4.5	4.8
Boarding in a private home	19.2	11.5	14.3	12.0
Own home	2.5	1.2	3.4	2.4
Living in a car/tent/park/street/squat	6.9	1.4	10.6	2.7
Institutional	3.7	2.0	4.2	4.9
Other	0.5	0.8	1.6	3.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total (with valid data)	1,900	1,450	4,650	3,250
Number with missing data	50	500	450	1,850
Total (number)	1,950	1,950	5,100	5,100

Notes

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

Source: SAAP Client Collection

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

Living situation	Before	After
With parent(s)	10.5	5.8
With foster family	0.2	0.2
With relatives/friends short-term	19.6	12.4
With relatives/friends long-term	3.8	6.9
With spouse/partner with(out) children	21.1	15.9
Alone with children	9.5	15.1
Alone	21.3	29.8
With other unrelated persons	12.4	12.1
Other	1.7	1.8
<i>Total</i>	<i>100.0</i>	<i>100.0</i>
Total (with valid data)	4,800	3,700
Number with missing data	300	1,400
Total (number)	5,100	5,100

Notes

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

Source: SAAP Client Collection

Table 7.4: SAAP closed support periods: employment status immediately before and after a support period, Tasmania, 1999–2000 (per cent)

Employment status	Closed support periods in which clients needed assistance in employment and training		All closed support periods	
	Before	After	Before	After
Employed full-time	0.5	0.7	1.6	1.3
Employed part-time/casual	7.3	4.3	4.0	3.8
Unemployed (looking for work)	46.7	52.8	33.5	32.8
Not in labour force	45.5	42.1	60.8	62.0
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total (with valid data)	200	150	4,800	4,200
Number with missing data	<25	50	300	900
Total (number)	200	200	5,100	5,100

Notes

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

Source: SAAP Client Collection

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

Student status	Closed support periods for clients aged under 25 years		All closed support periods	
	Before	After	Before	After
Not a student	74.0	73.2	87.2	87.6
Primary/secondary school student	18.4	17.2	8.1	6.9
Post-secondary student/employment training	7.6	9.6	4.7	5.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total (with valid data)	2,000	1,600	4,700	4,150
Number with missing data	150	550	400	1,000
Total (number)	2,150	2,150	5,100	5,100

Notes

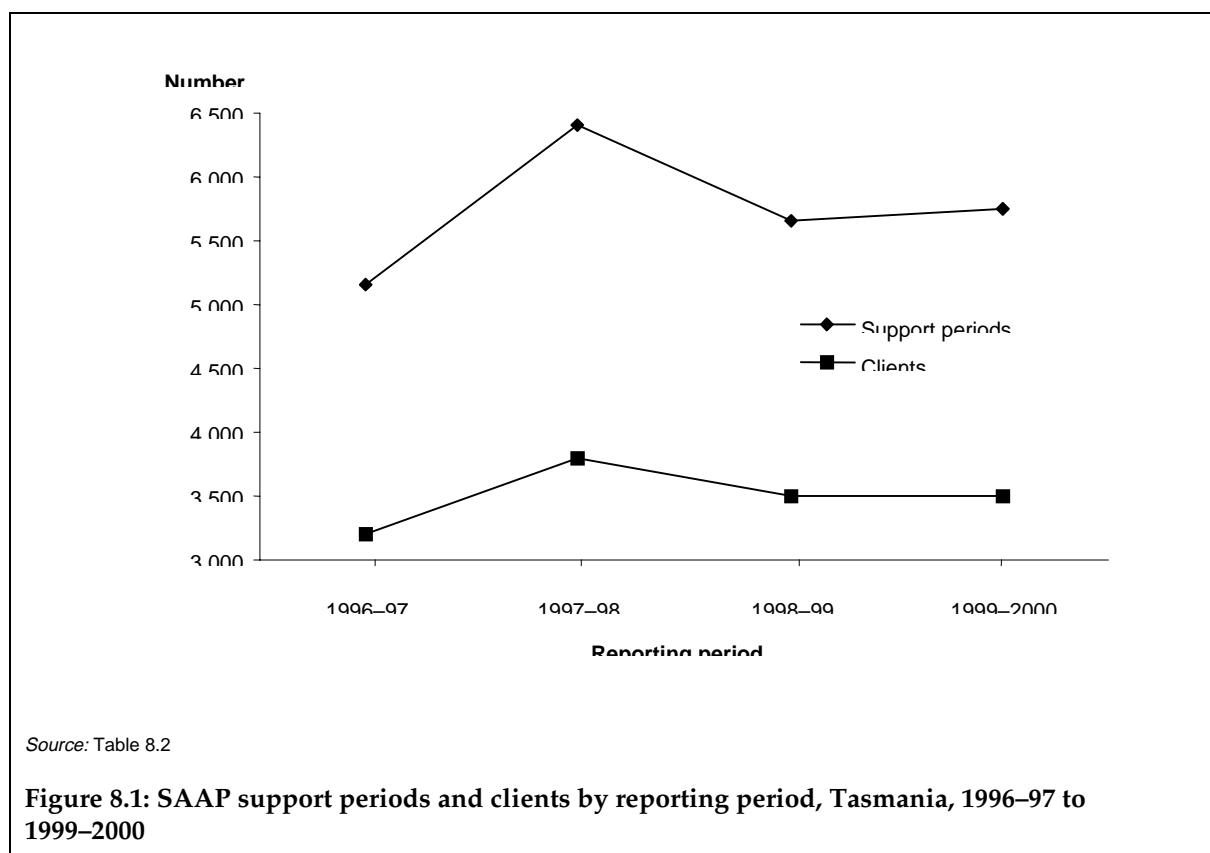
1. Figures have been weighted to adjust for agency non-participation and client non-consent.
2. See example 2 in Appendix 1 (Section A1.3.1) for information about interpreting this type of table.

Source: SAAP Client Collection

8 Support from 1996–97 to 1999–2000

Total recurrent funding for SAAP in Tasmania rose by 7% over the 4 years of the collection, from \$9.7m in 1996–97 to \$10.4m in 1999–2000 (Table 8.1). However, when these figures are adjusted for inflation, this represented a real increase of 1%. Recurrent funding to agencies followed a very similar pattern, with funding to agencies remaining almost static over the 4 years in real terms.

It would seem obvious that the funds available to agencies would be proportional to the amount of support they can provide for homeless people and people at imminent risk of becoming homeless. However, the actual funding outcome per client or support period depends on a number of factors. Among these is the demand for assistance, the types of services that clients need, the ability of agencies to meet those needs, and the costs agencies incur in providing services. It is estimated that there were 5,150 support periods in 1996–97 (Figure 8.1). This rose to the 4 year high of 6,400 in 1997–98, dropped back to 5,650 in 1998–99, and then rose again slightly to 5,750 in 1999–2000 (Table 8.2). The number of clients provided with SAAP services showed similar fluctuations over the 4 years. It is estimated that there were 3,200 clients in 1996–97, a 4 year high of 3,800 in 1997–98, dropping back to 3,500 for both 1998–99 and 1999–2000.

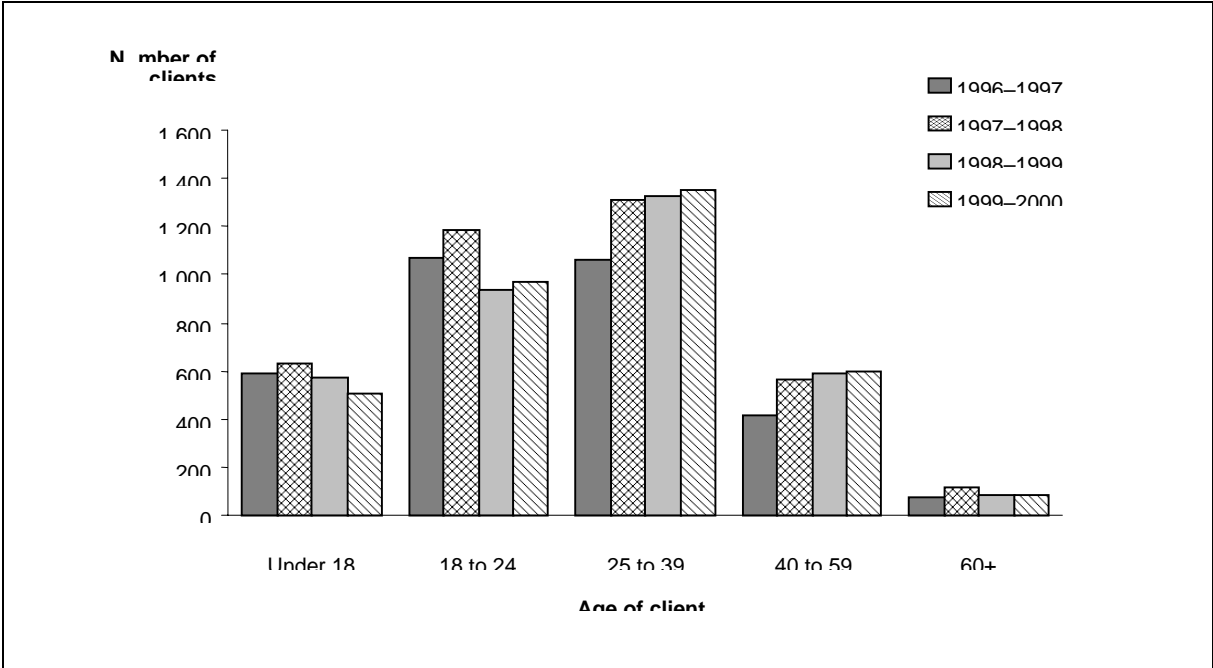


Since 1996–97, the average number of support periods per client has fluctuated between 1.7 and 1.9 with no obvious trend. Similarly, the prevalence of SAAP use in the community

has fluctuated from year to year. Over the 4 years the prevalence of SAAP usage was highest in 1997–98, with 94 people becoming SAAP clients for every 10,000 people in the population aged 10 years or over. The lowest prevalence of SAAP usage (79) was observed for 1996–97.

Over the 4 years of the National Data Collection the average age of clients in Tasmania increased from 28 to 30 years (Table 8.3). This is the result of a fall in the proportion of clients aged under 25 years, from 52% in 1996–97 to 42% in 1999–2000. In absolute terms, the number of clients aged under 18 has been falling since 1997–98, while the number of clients aged 25 to 59 has been increasing (Figure 8.2).

There are also indications that the way support is being delivered in Tasmania has changed over the past 4 years. In particular, since 1996–97 there has been an overall increase in the number of support periods in which support plans have been used (Table 8.4). Support plans were used in 31% of closed support periods in 1996–97; this had increased to 56% by 1998–99 and it remained at this level for 1999–2000. During this time the proportion of support periods where support plans were not thought to be appropriate fell from 32% in 1996–97 to 22% in 1999–2000. By 1999–2000, support plans were being used in 72% of support periods for which they were thought to be appropriate;² this compares with 45% in 1996–97.



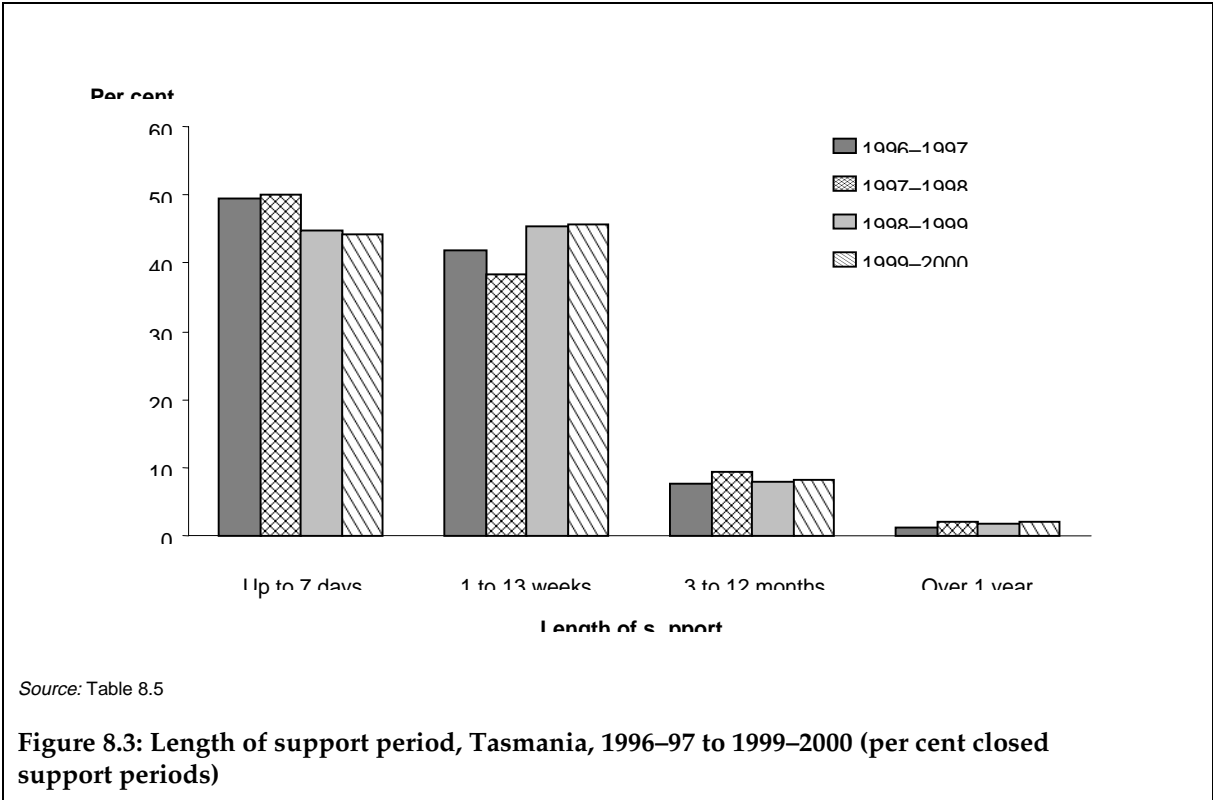
Source: derived from Table 8.3

Figure 8.2: Number of clients by age group, Tasmania, 1996–97 to 1999–2000

As the use of support plans increased so too did the duration of support, although the nature and direction of any causal relationship is not known at this stage. In 1996–97, 50% of support periods lasted up to 7 days; this figure had fallen to 44% by 1999–2000 (Figure 8.3). Figure 8.3 also shows that the proportions of support periods in the three other categories for length of support (1 to 13 weeks, 3 to 12 months, and over 1 year) were higher in 1999–2000 than they were in 1996–97, although increases were not seen each year. As a consequence of these changes the mean length of closed support periods rose from 39 days in 1996–97 to 45 days in 1999–2000 (Table 8.5). However, a more useful indication of the shift

² From Table 8.4 we calculate: $55.9 / (100.0 - 22.3) \times 100 = 72\%$.

in length of support is the median.³ In 1996–97 the median length of support was 8 days, while by 1999–2000 it had increased to 11 days.



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

8.1 Tables

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

Reporting period	Total recurrent funding	Funding to agencies	Funding per support period	Funding per client
Current \$				
1996–97	9,666,000	8,990,000	1,740	2,810
1997–98	9,839,000	9,156,000	1,430	2,400
1998–99	10,065,000	9,382,000	1,660	2,680
1999–2000	10,375,000	9,518,000	1,650	2,700
Constant 1999–2000 \$				
1996–97	10,248,000	9,531,000	1,850	2,980
1997–98	10,282,000	9,568,000	1,490	2,510
1998–99	10,276,000	9,579,000	1,700	2,740
1999–2000	10,375,000	9,518,000	1,650	2,700

Notes

1. Funding per support period and 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.
4. Total recurrent funds for 1999–2000 include \$86,000 provided through the Partnerships Against Domestic Violence Program. All of this was allocated to agencies.

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

Table 8.2: SAAP support periods and clients by reporting period, Tasmania, 1996–97 to 1999–2000

	1996–97	1997–98	1998–99	1999–2000
Support periods	5,150	6,400	5,650	5,750
Clients	3,200	3,800	3,500	3,500
Support periods per client	1.80	1.71	1.86	1.89
Clients per 10,000 population 10+	79	94	86	87

Notes

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

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

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

Age of client	1996–97	1997–98	1998–99	1999–2000
Under 15 years	1.6	1.9	2.0	1.3
15–17 years	16.9	14.7	14.3	13.2
18–19 years	13.9	12.4	8.5	9.1
20–24 years	19.5	18.7	18.2	18.4
25–29 years	13.5	13.5	14.5	14.9
30–34 years	11.4	11.3	13.1	12.7
35–39 years	8.2	9.7	10.2	10.9
40–44 years	4.9	6.4	7.6	7.9
45–49 years	4.3	4.5	4.9	4.9
50–54 years	2.5	2.3	2.6	2.8
55–59 years	1.2	1.5	1.7	1.5
60–64 years	1.1	1.4	1.1	0.8
65 years and over	1.2	1.6	1.3	1.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total (number)	3,200	3,800	3,500	3,500
Mean age (years)	27.6	28.7	29.3	29.5

Notes

1. Number excluded due to errors (weighted): 0.
2. Number excluded due to omissions (weighted): 14.
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: existence of a support plan by reporting period, Tasmania, 1996–97 to 1999–2000 (per cent)

Existence of support plan	1996–97	1997–98	1998–99	1999–2000
Support plan	30.8	43.3	56.1	55.9
No support plan	37.2	23.5	17.9	21.8
Not appropriate	32.0	33.2	26.1	22.3
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total (number)	3,700	5,050	4,600	4,500

Notes

1. Number excluded due to errors (weighted): 42.
2. Number excluded due to omissions (weighted): 2,812.
3. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection

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

Length of support	1996–97	1997–98	1998–99	1999–2000
Less than 1 day	13.7	17.9	11.5	13.1
1 day	11.7	10.8	11.2	10.2
2 days	6.0	5.1	5.5	4.9
3 days	4.9	4.5	4.3	4.1
4 days	4.1	3.8	3.8	3.4
5 days	3.0	2.4	3.0	2.7
6 days	2.8	2.7	3.1	2.7
7 days	3.4	2.9	2.4	3.0
>1–2 weeks	11.8	12.3	13.4	12.3
>2–4 weeks	10.4	9.4	11.2	10.9
>4–13 weeks	19.6	16.7	20.9	22.5
>13–26 weeks	5.5	6.0	4.9	5.3
>26–52 weeks	2.1	3.5	3.0	2.9
>52 weeks	1.1	2.1	1.7	2.0
<i>Total (%)</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total (number)	4,350	5,650	5,100	5,100
Mean length (days)	39	43	42	45
Median length (days)	8	7	10	11

Notes

1. Number excluded due to errors (weighted): 0.
2. Number excluded due to omissions (weighted): 423.
3. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection

Appendix 1: The data

A1.1 The National Data Collection

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

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

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

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

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

A1.2 The Client Collection

As noted, the Client Collection obtains information about all clients receiving SAAP support lasting more than 1 hour. To ensure that the data collected accurately reflect the work done under the auspices of the program, it is important that there is a high level of participation among SAAP-funded agencies. Overall, the participation rate for the Client Collection has been very satisfactory. In 1999–2000, in Tasmania 98% of SAAP agencies providing support and/or accommodation to SAAP clients participated in the collection (Table A1.1). This is down slightly from the 100% participation rate obtained for 1998–99 (AIHW 2000a:8).

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

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

Across Tasmania, consent and valid alpha codes with consent (termed ‘valid consent’) were obtained from clients in 71% and 70% of support periods, respectively (Table A1.1). These rates were the highest since the inception of the National Data Collection in July 1996 (AIHW 1997, 1999, 2000a:Table 1.1). In all regions, valid consent was obtained in the majority of cases, ranging from 65% in the South and North regions to 84% in the North-West region. The 1999–2000 valid consent rates were higher for every region compared with 1998–99 figures.

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

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

	Agencies		Forms returned		
	Total	Participation rate	Total	Consent	Valid consent
Region	No.	%	No.	%	%
South	24	95.8	2,731	66.4	65.3
North	9	100.0	1,621	67.7	65.3
North-West	8	100.0	1,282	86.3	83.9
Total	41	97.6	5,634	71.3	69.5
Primary target group					
Young people	13	100.0	1,259	61.4	60.4
Single men only	5	100.0	940	90.0	89.4
Families	4	75.0	178	54.5	53.9
Women escaping domestic violence	10	100.0	1,147	83.0	80.4
Other	9	100.0	2,110	64.0	61.6
Total	41	97.6	5,634	71.3	69.5

Notes

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

Sources: SAAP Administrative Data and Client Collections

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

As noted, the 1999–2000 Client Collection achieved an agency participation rate of 98% and a valid consent rate of 70% in Tasmania. This means that no forms were obtained from clients presenting at the 2% of SAAP agencies that did not participate in the Client Collection. In addition, valid consent was not obtained for 30% of support periods at participating SAAP agencies, so that either personal information about these clients was not recorded on the forms for these support periods or the data could not be used because a valid alpha code was not provided. In order to provide accurate data about all clients presenting at SAAP agencies, the data collected in the Client Collection must be adjusted for agency non-participation, if necessary, and client non-consent.

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

not for others (referred to as 'mixed consent'), and for clients who do not give consent in any of their periods of support. The scheme is outlined below.

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

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

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

- For clients, only one weight is derived since valid consent is required to derive these estimates.
- A non-participation weight is derived for each support period in participating agencies, and a full non-participation non-consent weight is derived for each support period with valid consent. A client weight is derived for each client with at least one support period with valid consent. Estimates of totals are then found by summing the relevant weights for each support period or client with the characteristics of interest.
- In estimates of numbers of clients, inaccuracies caused by identical linkage keys for a small number of clients and changing linkage key information for the same client are not considered in the adjustment scheme.

In this report nearly all estimates obtained using data from the Client Collection have been adjusted for agency non-participation and, where applicable, client non-consent using the scheme just outlined. However, unadjusted estimates are presented at the regional level because the above scheme was developed for national and state-level estimates and is not appropriate for regional estimates. No other adjustments have been made for errors or omissions.

A1.3 Interpretation of tables

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

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

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

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

A1.3.1 Examples

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

Example 1

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

- There were 3,400 **(e)** clients in 1999–2000. (Note that this figure excludes those with missing data on gender or ethnicity. The total client number (3,550) is obtained by adding in the 139 clients excluded due to errors and omissions (see notes 1 and 2) or by looking at tables with zero errors and omissions—for example, Table 3.1 which shows 3,500 clients. The difference between these two numbers is due to rounding.)
- Forty-six per cent of all clients were male **(d)**.

- Eight per cent of male clients were Indigenous Australians **(a)**.
- On average, clients had 1.9 **(h)** support periods each.
- Male clients averaged 2.1 **(g)** support periods each.
- Male clients who were Indigenous Australians averaged 1.9 **(f)** support periods each.
- Male clients accounted for 49% **(i)** of all support periods.
- Indigenous Australians made up just over 3% **(c)** of all Tasmanians. This is considerably lower than the 9% **(b)** observed among SAAP clients, suggesting that Indigenous Australians are much more likely than people of other backgrounds in Tasmania to use SAAP services.

Table A1.2: Example 1 illustrating table interpretation

SAAP clients: clients and support periods per client, by ethnicity of client and gender, Tasmania, 1999–2000

Ethnicity	Male	Female	Total	Tasmanian population 1996		
	%	%	%	Number	%	Number
Indigenous Australian	(a) 7.5	9.7	(b) 8.7	300	(c) 3.2	15,300
Non-English-speaking background	2.0	2.9	2.5	100	4.2	19,750
Other	90.6	87.4	88.8	3,000	92.6	439,400
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>	<i>100.0</i>	<i>..</i>
Total (%)	(d) 45.6	54.4	100.0	<i>..</i>	<i>..</i>	<i>..</i>
Total (number)	1,550	1,850	<i>..</i>	(e) 3,400	<i>..</i>	474,450

Support periods per client						
Indigenous Australian	(f) 1.88	2.19	2.07	550	<i>..</i>	<i>..</i>
Non-English-speaking background	2.70	1.46	1.90	100	<i>..</i>	<i>..</i>
Other	2.15	1.65	1.88	4,900	<i>..</i>	<i>..</i>
<i>Total</i>	(g) <i>2.14</i>	<i>1.70</i>	(h) <i>1.90</i>	<i>..</i>	<i>..</i>	<i>..</i>
Total support periods (%)	(i) 48.9	51.1	100.0	<i>..</i>	<i>..</i>	<i>..</i>
Total support periods (number)	2,700	2,850	<i>..</i>	5,550	<i>..</i>	<i>..</i>

Notes

1. Number excluded due to errors (weighted): 0 (clients).
2. Number excluded due to omissions (weighted): 139 (clients).
3. 'Non-English-speaking background' is based on country of birth. Using ABS practice, people born in Australia, New Zealand, the United Kingdom, Ireland, Canada, the United States and South Africa are said to have an English-speaking background.
4. 'Tasmanian population 1996' refers to the estimated resident population at 30 June 1999. The figures for Indigenous Australians are from experimental estimates based on the 1996 Census produced by the ABS. 'Other' is derived as total population minus the number of people of non-English-speaking background minus the estimated number of Indigenous Australians.
5. Numbers of clients include all clients that ever visited SAAP agencies in Tasmania. Some of the support periods for these clients may have been at agencies in another State or Territory. Support periods per client include these additional support periods. However, total numbers of support periods relate only to those provided within Tasmania.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client Collection; ABS 1999; ABS 1998

Example 2

The second example demonstrates how to interpret tables that present data on the circumstances of clients before and immediately after support. Chapter 7 contains this type of table. The discussion relates to Table A1.3, which contains data on the source of clients' income before and immediately after a support period.

- The table presents data on closed support periods for the period 1999–2000 in Tasmania. The first section of the table **(a)** singles out those closed support periods in which clients said they needed assistance to obtain a government pension or benefit. This section shows the income status of this subset of clients before **(c)** and immediately after **(d)**

support thus indicating whether SAAP services assisted clients in obtaining the benefits or pensions they said they required.

- The second section of the table **(b)** deals with **all** closed support periods with a view to showing the income status of all clients before **(e)** and immediately after **(f)** support.
- A large number of support periods had missing data for main source of income either before—350 **(m)**—and/or immediately after support—850 **(n)**.
- Among all closed support periods 4,750 **(k)** had complete income data before support while 4,250 **(l)** had complete income data after support.
- There was a total of 5,100 **(p)** closed support periods; clients requested assistance to obtain a pension or benefit in 750 **(o)** of these.
- Among all closed support periods, 6% **(i)** were for clients who had no income and were not awaiting a pension or benefit before a support period.
- In comparison, immediately after support clients had no income and were not awaiting a pension or benefit in 4% **(j)** of all closed support periods.
- Of the closed support periods where clients said they needed assistance to obtain a pension or benefit, 17% **(g)** had no income and were not awaiting a pension or benefit before support. This can be compared with 6% **(i)** for all closed support periods.
- Of the closed support periods where clients said they needed assistance to obtain a pension or benefit, 6% **(h)** had no income and were not awaiting a pension or benefit immediately after support. This can be compared with 17% **(g)** before support and with 4% **(j)** of all closed support periods after support.

Table A1.3: Example 2 illustrating table interpretation

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

Source of income	(a) Closed support periods in which clients needed assistance to obtain a pension or benefit		(b) All closed support periods	
	(c) Before	(d) After	(e) Before	(f) After
No income	(g) 17.4	(h) 5.7	(i) 6.4	(j) 3.6
No income, awaiting pension/benefit	6.8	5.0	1.8	1.2
Government pension/benefit	69.9	86.1	87.9	91.7
Other	5.9	3.2	4.0	3.5
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total (with valid data)	700	600	(k) 4,750	(l) 4,250
Number with missing data	50	150	(m) 350	(n) 850
Total (number)	(o) 750	750	(p) 5,100	5,100

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

Source: SAAP Client Collection

A1.4 Counting rules used in the analysis

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

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

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

Client

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

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

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

Ethnicity

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

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

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

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

Income source

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

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

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

Living situation

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

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

Mean

For non-funding support period or client level items, the mean value of an item is the weighted arithmetic average of the item using relevant records with valid values.

For funding items, the mean is the total funding as reported, divided by the relevant number of units. For funding per support period or per client, weighted estimates of support periods or clients are used in this division.

Median

The median is the fiftieth percentile of a distribution. This is the value of an item such that half (using weights) of relevant records with valid values are below this value, and half are above it.

Missing values

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

- records not available because client data were collected on high-volume forms (specific numbers not presented);
- records not available because of errors; and
- records not available because of omissions.

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

Non-English-speaking background

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

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

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

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

Ongoing support period

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

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

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

Percentages

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

Region

Administrative regional classifications developed by the Tasmanian Department of Health and Human Services are used in the report. The State's administrative regions are as follows:

- South;
- North; and
- North-West.

SAAP accommodation

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

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

Support

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

The major classifications are:

- housing or accommodation services—SAAP or CAP accommodation, assistance to obtain short-term accommodation, and assistance to obtain independent housing;
- financial or employment assistance—assistance to obtain a benefit or pension or other government allowance, employment and training assistance, financial assistance or material aid, and financial counselling;
- counselling—incest or sexual abuse counselling, domestic

violence counselling, family or relationship counselling and support, emotional support and other counselling;

- general support and advocacy—living skills and personal development assistance; assistance with legal issues or court support; advice or information; retrieval, storage or removal of personal belongings; and advocacy or liaison on behalf of clients;
- specialist services—psychological services, psychiatric services, pregnancy or family planning support, drug or alcohol support or rehabilitation, physical disability services, intellectual disability services, culturally appropriate support, interpreter services, and health or medical services; and
- other support—meals, laundry or shower facilities, recreation, transport, brokerage services, and other support not elsewhere specified.

Support periods on the 15th of the month

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

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

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

Support to accompanying children

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

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

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

Target group

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

- agencies targeted at young people—those that predominantly provide support for young people who are independent, are above the school-leaving age for the State or Territory concerned, and present to agencies

unaccompanied by a parent or guardian;

- agencies targeted at single men only—those that predominantly provide support for males who present without a partner or children;
- agencies targeted at single women only—those that predominantly provide support for females who present without a partner or children;
- agencies targeted at families—those that predominantly provide support to people who present as a family (defined as a group of two or more persons who usually live in the same household and who are related to each other by blood, *de facto* or *de jure* marriage or adoption);
- agencies targeted at women and women with children escaping domestic violence—those that predominantly provide support for women and women accompanied by their children, who are homeless or at risk of becoming homeless as a result of violence and/or abuse; and
- cross-target, multiple target and general target agencies—those that target more than one client group.

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

Appendix 2: SAAP NDCA Client Collection form

General Client form here

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