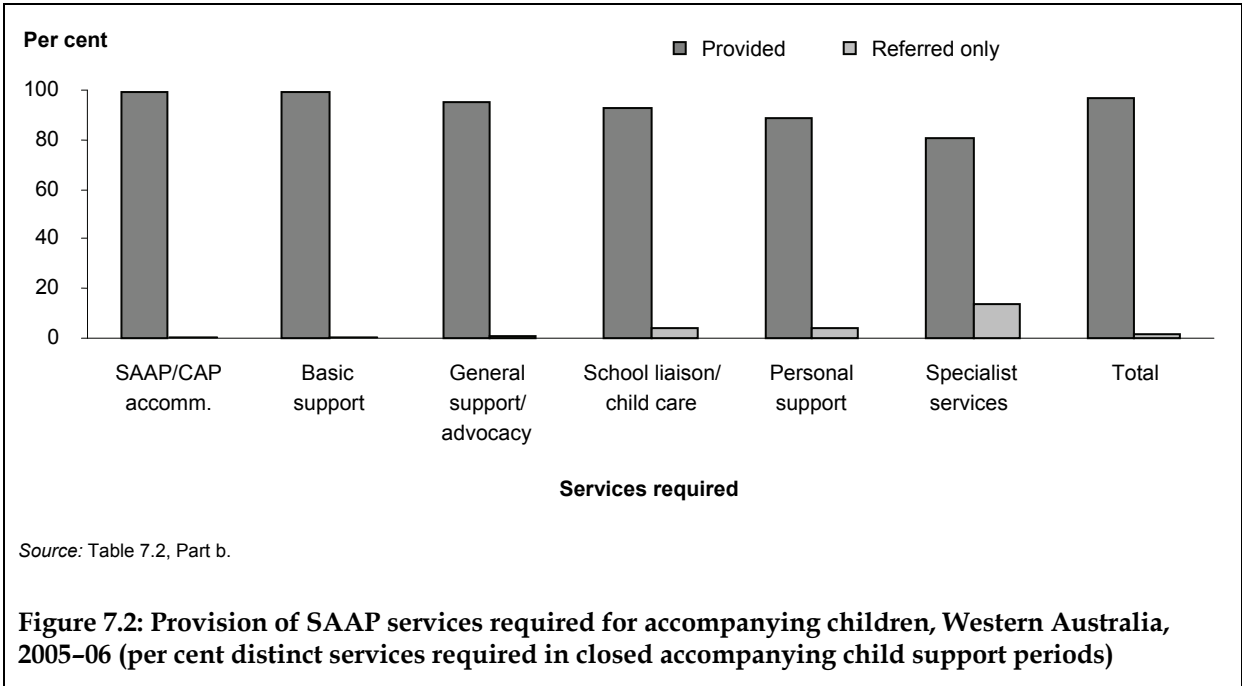
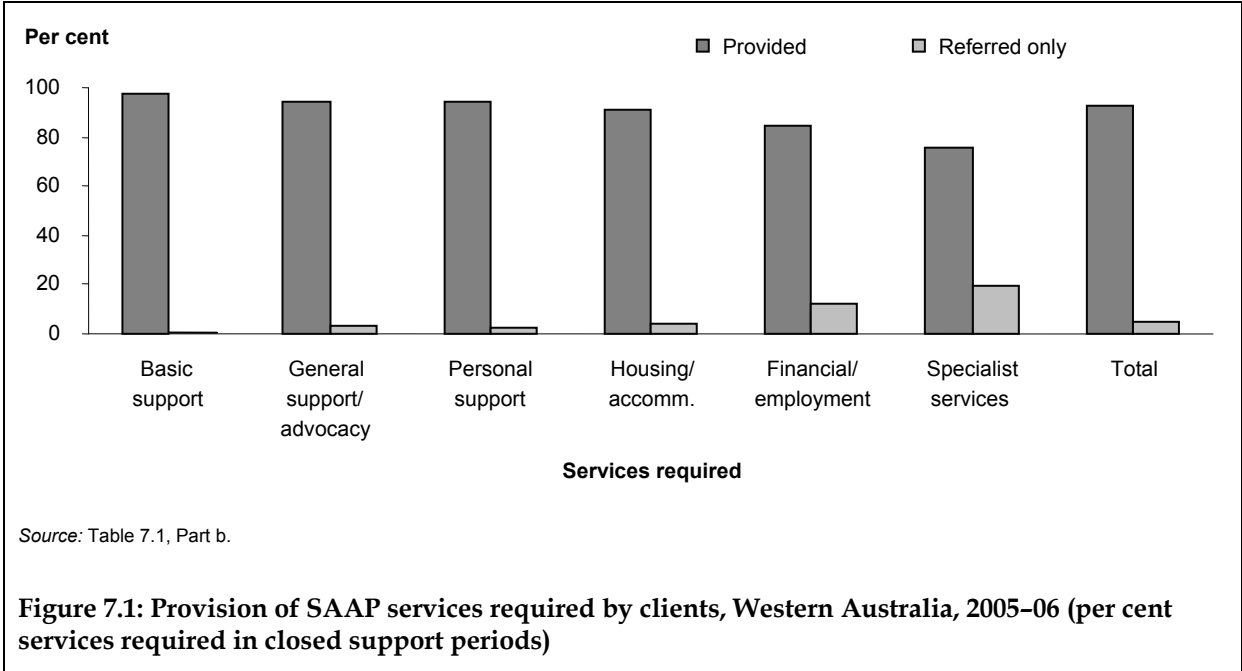


# 7 Meeting the needs of clients and accompanying children

## 7.1 Key charts



## 7.2 Tables

Table 7.1: SAAP services required by clients in closed support periods, by provision, Western Australia, 2005–06

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

Type of service	Not provided			Provided			Total	Closed support periods (number)
	Neither provided nor referred	Referred only	Subtotal	Provided only	Provided and referred	Subtotal		
<b>Housing/accommodation</b>								
SAAP/CAP accommodation	4.8	1.0	5.8	93.5	0.7	94.2	100.0	9,050
Assistance to obtain/maintain short-term accommodation	2.9	7.3	10.2	82.1	7.7	89.8	100.0	750
Assistance to obtain/maintain medium-term accommodation	5.2	14.1	19.3	69.8	10.9	80.7	100.0	550
Assistance to obtain/maintain independent housing	7.2	13.9	21.1	66.6	12.3	78.9	100.0	1,800
<b>Financial/employment</b>								
Assistance to obtain/maintain government allowance	3.4	20.4	23.8	63.3	12.8	76.1	100.0	1,300
Employment/training assistance	11.4	12.3	23.7	59.8	16.6	76.4	100.0	600
Financial assistance/material aid	1.2	9.5	10.7	83.9	5.3	89.2	100.0	3,600
Financial counselling and support	7.9	9.1	17.0	76.4	6.6	83.0	100.0	800
<b>Personal support</b>								
Incest/sexual assault	8.1	25.0	33.1	50.0	16.9	66.9	100.0	200
Domestic/family violence	2.6	4.7	7.3	87.4	5.3	92.7	100.0	2,150
Family/relationship	6.6	3.9	10.5	84.2	5.4	89.6	100.0	1,350
Emotional	1.6	0.8	2.4	96.8	0.7	97.5	100.0	5,200
Assistance with problem gambling	25.0	37.5	62.5	37.5	—	37.5	100.0	50
<b>General support/advocacy</b>								
Living skills/personal development	4.0	1.9	5.9	93.3	0.8	94.1	100.0	1,400
Assistance with legal issues/court support	6.4	22.7	29.1	56.9	14.0	70.9	100.0	950
Advice/information	0.8	1.0	1.8	97.2	0.9	98.1	100.0	5,950
Retrieval/storage/removal of personal belongings	2.1	3.0	5.1	91.9	2.9	94.8	100.0	1,250
Advocacy/liaison on behalf of client	1.3	3.7	5.0	91.8	3.2	95.0	100.0	3,250
<b>Specialist services</b>								
Psychological services	9.1	13.7	22.8	69.7	7.5	77.2	100.0	350
Specialist counselling	13.6	33.2	46.8	34.6	18.5	53.1	100.0	400
Psychiatric services	8.3	60.0	68.3	20.0	11.7	31.7	100.0	200
Pregnancy support	9.3	19.4	28.7	54.3	17.1	71.4	100.0	150
Family planning support	13.5	17.6	31.1	56.8	12.2	69.0	100.0	100
Drug/alcohol support or intervention	7.7	19.8	27.5	63.9	8.6	72.5	100.0	950
Physical disability services	(*)—	(+)(*)—	50.0	33.3	16.7	50.0	100.0	<25
Intellectual disability services	17.9	21.4	39.3	(+)(*)—	(*)—	60.8	100.0	50
Culturally specific support	1.1	2.0	3.1	94.8	2.1	96.9	100.0	1,900
Interpreter services	2.4	8.9	11.3	74.8	13.8	88.6	100.0	150
Assistance with immigration issues	(*)—	(+)(*)—	26.9	50.0	23.1	73.1	100.0	50
Health/medical services	3.3	33.2	36.5	50.6	12.9	63.5	100.0	1,550
<b>Basic support</b>								
Meals	0.5	0.9	1.4	98.2	0.4	98.6	100.0	6,150
Laundry/shower facilities	0.5	—	0.5	99.3	0.2	99.5	100.0	6,750
Recreation	0.9	0.2	1.1	98.6	0.4	99.0	100.0	3,600
Transport	9.9	0.3	10.2	89.6	0.2	89.8	100.0	4,350
Other	0.2	1.1	1.3	95.1	3.6	98.7	100.0	2,150

(continued)

**Table 7.1 (continued): SAAP services required by clients in closed support periods, by provision, Western Australia, 2005–06**

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

Broad type of service	Not provided			Provided			Total	Distinct services required (number)	Assoc. closed support periods (number)
	Neither provided nor referred	Referred only	Subtotal	Provided only	Provided and referred	Subtotal			
Housing/ accommodation	5.1	3.9	9.0	87.7	3.3	91.0	100.0	12,150	9,800
Financial/ employment	3.5	12.0	15.5	76.4	8.1	84.5	100.0	6,300	4,500
Personal support	2.8	2.8	5.6	91.5	2.9	94.4	100.0	8,900	5,850
General support/ advocacy	1.8	3.6	5.4	91.9	2.6	94.5	100.0	12,750	6,850
Specialist services	4.9	19.5	24.4	66.6	9.0	75.6	100.0	5,850	4,150
Basic support	2.3	0.4	2.7	96.7	0.6	97.3	100.0	22,950	8,300
<b>Total (%)</b>	<b>3.1</b>	<b>4.6</b>	<b>7.7</b>	<b>89.1</b>	<b>3.1</b>	<b>92.3</b>	<b>100.0</b>	..	..
<b>Total (number)</b>	<b>2,150</b>	<b>3,200</b>	<b>5,350</b>	<b>61,400</b>	<b>2,150</b>	<b>63,550</b>	..	<b>68,850</b>	<b>11,100</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 251 (closed support periods with no information on service requirements or provision).
2. In groups of service types, a client may require more than one type of service within the group. Percentages for broad groups relate to all needs and not to support periods. For individual types of services, a need can be recorded only once within a support period, so percentages relate to support periods.
3. To ensure confidentiality some cells in this table have been replaced with '(\*)' or '(+)(\*)'. A '(\*)' indicates cells that make up the higher proportion. While these cases are not presented separately, they are included in the total.
4. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

**Table 7.2: SAAP services required for accompanying children in closed support periods, by provision, Western Australia, 2005–06**

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

Type of service	Not provided			Provided			Total	Closed accompanying child support periods (number)
	Neither provided nor referred	Referred only	Subtotal	Provided only	Provided and referred	Subtotal		
<b>Accommodation</b>								
SAAP/CAP accommodation	0.7	0.3	1.0	98.1	1.0	99.1	100.0	5,500
<b>School liaison/child care</b>								
School liaison	5.0	5.7	10.7	77.9	11.3	89.2	100.0	650
Child care	1.8	3.4	5.2	91.5	3.3	94.8	100.0	1,500
<b>Personal support</b>								
Help with behavioural problems	13.8	7.9	21.7	68.4	9.9	78.3	100.0	350
Sexual/physical abuse counselling/support	19.1	19.1	38.2	48.9	12.8	61.7	100.0	100
Skills education	(+)(*)—	(*)—	6.8	90.7	2.4	93.1	100.0	200
Structured play/skill development	2.7	0.7	3.4	95.3	1.3	96.6	100.0	600
<b>General support/advocacy</b>								
Access arrangements	7.5	10.4	17.9	68.7	13.4	82.1	100.0	50
Advice/information	(+)(*)—	(*)—	3.8	95.5	0.8	96.3	100.0	600
Advocacy	4.1	—	4.1	88.1	7.8	95.9	100.0	350
<b>Specialist services</b>								
Specialist counselling	15.7	40.1	55.8	17.8	26.4	44.2	100.0	200
Culturally specific services	2.3	1.3	3.6	94.4	2.1	96.5	100.0	1,100
Health/medical services	5.9	34.6	40.5	37.2	22.2	59.4	100.0	400
<b>Basic support services</b>								
Meals	0.5	0.1	0.6	98.5	0.9	99.4	100.0	4,100
Showers/hygiene	0.4	—	0.4	98.9	0.7	99.6	100.0	4,250
Recreation	0.8	—	0.8	98.8	0.3	99.1	100.0	2,550
Transport	0.9	—	0.9	98.6	0.5	99.1	100.0	3,100
Other	4.1	4.6	8.7	80.0	11.2	91.2	100.0	450

(continued)

**Table 7.2 (continued): SAAP services required for accompanying children in closed support periods, by provision, Western Australia, 2005–06**

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

Broad type of service	Not provided			Provided			Total	Distinct services required (number)	Assoc. closed accompanying child support periods (number)
	Neither provided nor referred	Referred only	Sub-total	Provided only	Provided and referred	Sub-total			
Accommodation	0.7	0.3	1.0	98.1	1.0	99.1	100.0	5,500	5,500
School liaison/ child care	2.8	4.1	6.9	87.5	5.6	93.1	100.0	2,150	1,850
Personal support	7.6	4.1	11.7	83.7	4.7	88.4	100.0	1,250	950
General support/ advocacy	4.0	0.9	4.9	90.9	4.1	95.0	100.0	1,000	750
Specialist services	4.8	14.1	18.9	71.1	9.9	81.0	100.0	1,750	1,550
Basic support	0.7	0.2	0.9	98.1	1.0	99.1	100.0	14,400	5,050
<b>Total (%)</b>	<b>1.6</b>	<b>1.7</b>	<b>3.3</b>	<b>94.5</b>	<b>2.2</b>	<b>96.7</b>	<b>100.0</b>	..	..
<b>Total (number)</b>	<b>400</b>	<b>450</b>	<b>850</b>	<b>24,600</b>	<b>600</b>	<b>25,200</b>	..	<b>26,050</b>	<b>5,950</b>

*Notes*

1. Number excluded due to errors and omissions (weighted): 1,538 (closed accompanying child support periods with no information on service requirements or provision). In 1,495 of these, 'no assistance' was indicated as required for the accompanying child.
2. In groups of service types, an accompanying child may require more than one type of service within the group. Percentages for broad groups relate to all needs and not to support periods. For individual types of services, a need can be recorded only once within a support period, so percentages relate to accompanying child support periods.
3. To ensure confidentiality some cells in this table have been replaced with '(\*)' or '(+)(\*)'. A '(+)' indicates cells that make up the higher proportion. While these cases are not presented separately, they are included in the total.
4. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

**Table 7.3: SAAP services required by clients in closed support periods that were neither provided nor referred: broad type of service by client group, Western Australia, 2005–06**

Broad type of service	Male alone	Female alone	Couple no children	Couple with children	Male with children	Female with children	Other	Total	
								%	Number
<b>% unmet needs</b>									
Housing/accommodation	22.4	19.8	52.6	46.7	52.0	32.5	—	29.3	600
Financial/employment	19.9	13.1	—	3.0	8.0	6.3	—	10.5	200
Personal support	13.3	14.1	—	1.2	—	10.5	100.0	10.7	200
General support/advocacy	16.2	16.0	—	0.6	—	8.6	—	11.0	250
Specialist services	14.0	19.2	—	1.2	—	13.6	—	13.3	300
Basic support and services n.e.s.	14.3	17.8	47.4	47.3	40.0	28.4	—	25.2	550
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>2,100</b>
<b>Summary totals</b>									
Total unmet needs (%)	21.3	25.9	4.0	8.6	(*)—	38.8	(*)—	100.0	..
Total unmet needs (number)	450	550	100	200	50	800	<25	..	2,100
Total closed support periods with unmet needs (%)									
Total closed support periods with unmet needs (%)	17.5	25.2	4.5	9.4	(*)—	41.6	(*)—	100.0	..
Total closed support periods with unmet needs (number)									
Total closed support periods with unmet needs (number)	150	250	50	100	<25	400	<25	..	950
Total closed support periods (%)									
Total closed support periods (%)	27.5	33.6	2.0	3.5	0.5	32.7	0.3	100.0	..
Total closed support periods (number)									
Total closed support periods (number)	3,050	3,700	200	400	50	3,600	50	..	11,050

*Notes*

1. Number excluded due to errors and omissions (weighted): 47 identified unmet needs.
2. Number excluded due to errors and omissions (weighted): 30 closed support periods with identified unmet needs.
3. Number excluded due to errors and omissions (weighted): 469 closed support periods (including closed support periods with no information on service requirements or provision).
4. To ensure confidentiality some cells in this table have been replaced with '(\*)—'. While these cases are not presented separately, they are included in the total.
5. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

**Table 7.4: SAAP services required for accompanying children in closed support periods that were neither provided nor referred: broad type of service by client group, Western Australia, 2005–06**

	Couple with children	Male with children	Female with children	Other with children	Total		
					%	Number	
<b>Broad type of service</b>							
		<b>% unmet needs</b>					
Accommodation	—	—	8.9	—	8.8	50	
School liaison/child care	—	—	14.1	—	14.0	50	
Personal support	100.0	50.0	22.5	—	22.9	100	
General support/advocacy	—	—	9.7	—	9.6	50	
Specialist services	—	50.0	19.9	—	20.0	100	
Basic support	—	—	24.9	—	24.7	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>400</i>	
<b>Summary totals</b>							
Total unmet needs (%)	(*)—	(*)—	99.2	—	100.0	..	
Total unmet needs (number)	<25	<25	400	—	..	400	
Total closed accompanying child support periods with unmet needs (%)	(*)—	(*)—	98.8	—	100.0	..	
Total closed accompanying child support periods with unmet needs (number)	<25	<25	200	—	..	200	
Total closed accompanying child support periods (%)	4.6	(*)—	94.6	(*)—	100.0	..	
Total closed accompanying child support periods (number)	250	50	5,700	<25	..	6,000	
Total closed support periods with accompanying children with unmet needs (%)	(*)—	(*)—	98.1	—	100.0	..	
Total closed support periods with accompanying children with unmet needs (number)	<25	<25	100	—	..	100	
Total closed support periods with accompanying children requiring assistance (%)	3.8	(*)—	95.2	(*)—	100.0	..	
Total closed support periods with accompanying children requiring assistance (number)	100	50	2,850	<25	..	3,000	

*Notes*

1. Number excluded due to errors and omissions (weighted): 0 identified unmet needs for accompanying children.
2. Number excluded due to errors and omissions (weighted): 0 closed accompanying child support periods with identified unmet needs.
3. Number excluded due to errors and omissions (weighted): 1,548 closed accompanying child support periods (including closed accompanying child support periods with no information on service requirements or provision).
4. Number excluded due to errors and omissions (weighted): 0 closed support periods with accompanying children with unmet needs.
5. Number excluded due to errors and omissions (weighted): 4 closed support periods with accompanying children requiring assistance.
6. To ensure confidentiality some cells in this table have been replaced with '(\*)—'. While these cases are not presented separately, they are included in the total.
7. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

