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



# **CLIENT FORM**

**JULY 2001 – JUNE 2002** 

<b>AIHW</b>
AUSTRALIAN INSTITUTE

AGENCY NUMBER		OFFICE USE
SUPPORT PERIOD	D D M M Y Y Y Y	ONLY
Date commenced		1
Date finished		2 3
SUPPORT PERIOD NOT ENDED BY		4
30 June 2002	Yes 1	5
CONSENT OBTAINED	Yes 1 No 2	6 7
		8
ALPHA CODE		9
	2ND & 3RD 1ST & 2ND LAST LETTER M/F FOR MALE LETTERS OF LETTERS OF OF SURNAME OR FEMALE	10
	FIRST NAME SURNAME	11
YEAR OF BIRTH OF CLIENT		12

# **CHANGES TO THE CLIENT FORM**

The 2001 – 2002 Client Collection commences on 1 July 2001. A number of changes have been made to the new Client Form and a new Collectors Manual has been prepared.

- Changes to the form are explained fully in the Collectors Manual July 2001.
- Part B—Accompanying and/or Assisted Children section includes all questions related to children accompanying clients to your agency.
- Either a shaded square or ellipse defines question numbers. The ellipse denotes questions that require the informed consent of the client to be completed. The square denotes questions that should be completed even without the informed consent of the client.
- When transferring information from the old form to the new form in July 2001 for clients who are ongoing at 30 June 2001, check the *Collectors Manual July 2001* for instructions about answering questions that have been changed.

Prior to 1 July please read the *Collectors Manual July 2001* and quick reference information card carefully and ensure that your agency members are aware of the changes to the form and procedures to complete it. It is important that all workers at your agency are aware of these changes.

You should begin using the revised client forms on Sunday 1 July 2001. The new forms should be used for any client who begins a support period on or after 1 July and existing clients who are receiving support from your agency on 1 July.

#### **REMINDER**

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

1.	Source of referral/information		4.	Country of birth of client			
	please tick one box only			Australia		1	
	self	13		other (please specify)		2	
	family	14					
	friends school/other educational institution	15 2	5.	Does the client identify as being of Aborigin Torres Strait Islander origin?	ial oi	r	
	community services department	3		no		1	
	police/legal unit	4		yes, Aboriginal person	H	2	
	prison/correction institution	5		yes, Torres Strait Islander person	П	3	
	hospital/health/medical services			yes, both	П	4	
	psychiatric unit	7		6. What language does the client mainly speak			
	telephone/crisis referral agency	8	6.				
	SAAP agency/worker	9		English		1 go to	
	other government department	10		other (please specify)		2	
	other non-government organisation	11				_	
	other (please specify)	999	7.	How well does the client speak English?			
	don't know/no information			very well		1	
	40.000,000			well		2	
<i>2</i> .	Person(s) receiving assistance			not well		3	
	please tick one box only			not at all	Ш	4	
	WITH child(ren)		8.	• Cultural identity of the client?			
	person with child(ren)	3					
	couple with child(ren)	4		(please specify)	Ш		
	WITHOUT child(ren)		9.	Labour force status before and after support perio			
	person alone or with unrelated person(s)	1		please tick one box only in each column Bet	fore	After	
	couple without child(ren)	2		_			
	other (please specify)	999		employed full time			
3.	Gender of client			employed part time	2		
	female	□ 1		employed casual	3		
	male	2		unemployed (looking for work)	4		
IF.	CONSENT NOT OBTAINED PLEASE GO TO			not in labour force (see manual)	5		
	ESTION 19			don't know /no information	0		

to a control of the c	0.6	please tick as many circles as apply	
lease tick one box only in each column	Before After	usual accommodation unavailable	
lo Income		eviction/previous accommodation ended/	
no income	_ 1 _	asked to leave	
registered/awaiting benefit	2	time out from family/other situation	
		relationship/family breakdown	0
Government Payments		interpersonal conflict	
newstart allowance	4	physical/emotional abuse	
youth allowance	33	domestic violence sexual abuse	
Austudy Payment - for students aged		financial difficulty	
25 years of age and over	28	drug/alcohol/substance abuse	
community development employment		gambling	
program (CDEP)	8	emergency accommodation ended	Ö
ABSTUDY	31	recently left institution	
disability support pension		psychiatric illness	
		recent arrival to area with no means of support	
age pension	13	itinerant (moving from place to place)	
parenting payment (single) - formerly		other (please specify)	9
sole parent pension	14	other (please specify)	O 9
parenting payment (partnered)	32	don't know/no information	O
special benefit	<u> </u>		
		<b>ARD</b> Main procenting reason for seeking assistan	ce
sickness allowance	16	13. Main presenting reason for seeking assistan	
	16 <u> </u>	Please write the appropriate code number from Que	
partner allowance	17		
partner allowance DVA support pension	17 29	Please write the appropriate code number from Que	stion 1
partner allowance DVA support pension DVA disability pension	17	Please write the appropriate code number from Que	stion 1
partner allowance DVA support pension	17 29	Please write the appropriate code number from Que	quate
partner allowance DVA support pension DVA disability pension	17	Please write the appropriate code number from Que	stion 1
partner allowance  DVA support pension  DVA disability pension  other type of allowance or benefit	17	Please write the appropriate code number from Queen land of the la	quate  8
partner allowance  DVA support pension  DVA disability pension  other type of allowance or benefit  Other Income	17	Please write the appropriate code number from Que  14. Current period of unsafe, insecure or inaded housing (i.e. homelessness)  at imminent risk less than one week  1 week - 1 month	quate 8 1 2 2
partner allowance  DVA support pension  DVA disability pension  other type of allowance or benefit  Other Income  workcover/compensation  maintenance/child support	17	Please write the appropriate code number from Queen leading (i.e. homelessness)  at imminent risk less than one week 1 week - 1 month 1-3 months	quate 8
partner allowance  DVA support pension  DVA disability pension  other type of allowance or benefit  Other Income  workcover/compensation  maintenance/child support  wages/salary/own business	17	Please write the appropriate code number from Queen land of the la	quate 8 1 2 2 3 4
partner allowance  DVA support pension  DVA disability pension  other type of allowance or benefit  Other Income  workcover/compensation  maintenance/child support	17	Please write the appropriate code number from Queen land of the la	quate 8 1 2 3 3 4 5 5
partner allowance  DVA support pension  DVA disability pension  other type of allowance or benefit  Other Income  workcover/compensation  maintenance/child support  wages/salary/own business	17	Please write the appropriate code number from Queen land of the la	quate 8 1 2 2 3 4
partner allowance  DVA support pension  DVA disability pension  other type of allowance or benefit  Other Income  workcover/compensation  maintenance/child support  wages/salary/own business  spouse/partner's income	17	Please write the appropriate code number from Queen land of the la	quate 8 1 2 3 3 4 5 6 6 7 7
partner allowance  DVA support pension  DVA disability pension  other type of allowance or benefit  Other Income  workcover/compensation  maintenance/child support  wages/salary/own business  spouse/partner's income	17	Please write the appropriate code number from Queen land of the la	quate 8 1 2 3 3 4 5 5
partner allowance  DVA support pension  DVA disability pension  other type of allowance or benefit  Other Income  workcover/compensation  maintenance/child support  wages/salary/own business  spouse/partner's income	17	Please write the appropriate code number from Queen housing (i.e. homelessness)  at imminent risk less than one week 1 week - 1 month 1-3 months 3-6 months 6-12 months 1-2 years 2-5 years more than 5 years	
partner allowance  DVA support pension  DVA disability pension  other type of allowance or benefit  Other Income  workcover/compensation  maintenance/child support  wages/salary/own business  spouse/partner's income  other (please specify)  don't know/no information  Student status before and after support pages	17	Please write the appropriate code number from Queen housing (i.e. homelessness)  at imminent risk less than one week 1 week - 1 month 1-3 months 3-6 months 6-12 months 1-2 years 2-5 years more than 5 years don't know/no information	
partner allowance  DVA support pension  DVA disability pension  other type of allowance or benefit  Other Income  workcover/compensation  maintenance/child support  wages/salary/own business  spouse/partner's income  other (please specify)  don't know/no information  Student status before and after support pages	17	Please write the appropriate code number from Queen housing (i.e. homelessness)  at imminent risk less than one week 1 week - 1 month 1-3 months 3-6 months 6-12 months 1-2 years 2-5 years more than 5 years don't know/no information  15. Location before the period of unsafe, insecutor inadequate housing in question 14	
partner allowance  DVA support pension  DVA disability pension  other type of allowance or benefit  Other Income  workcover/compensation  maintenance/child support  wages/salary/own business  spouse/partner's income  other (please specify)  don't know/no information  Student status before and after support problems tick one box only in each column	17	Please write the appropriate code number from Queen housing (i.e. homelessness)  at imminent risk less than one week 1 week - 1 month 1-3 months 3-6 months 6-12 months 1-2 years 2-5 years more than 5 years don't know/no information	
partner allowance  DVA support pension  DVA disability pension  other type of allowance or benefit  Other Income  workcover/compensation  maintenance/child support  wages/salary/own business  spouse/partner's income  other (please specify)  don't know/no information  Student status before and after support perfected to the column  not a student	17     29     30     18       19         20         21	Please write the appropriate code number from Queen housing (i.e. homelessness)  at imminent risk less than one week 1 week - 1 month 1-3 months 3-6 months 6-12 months 1-2 years 2-5 years more than 5 years don't know/no information  15. Location before the period of unsafe, insecutor inadequate housing in question 14	
partner allowance  DVA support pension  DVA disability pension  other type of allowance or benefit  Other Income  workcover/compensation  maintenance/child support  wages/salary/own business  spouse/partner's income  other (please specify)  don't know/no information  Student status before and after support perfects one box only in each column  not a student  primary/secondary school student	17     29     30     18       19	A Current period of unsafe, insecure or inade a housing (i.e. homelessness)  at imminent risk less than one week  1 week - 1 month  1-3 months  3-6 months  6-12 months  1-2 years  2-5 years  more than 5 years  don't know/no information  15. Location before the period of unsafe, insecur or inadequate housing in question 14 (i.e. homelessness or at imminent risk)	
partner allowance  DVA support pension  DVA disability pension  other type of allowance or benefit  Other Income  workcover/compensation  maintenance/child support  wages/salary/own business  spouse/partner's income  other (please specify)  don't know/no information  Student status before and after support performance to the column  not a student  primary/secondary school student  post-secondary student/employment training	17	Please write the appropriate code number from Queen housing (i.e. homelessness)  at imminent risk less than one week 1 week - 1 month 1-3 months 3-6 months 6-12 months 1-2 years 2-5 years more than 5 years don't know/no information  15. Location before the period of unsafe, insecutor inadequate housing in question 14 (i.e. homelessness or at imminent risk)	
partner allowance  DVA support pension  DVA disability pension  other type of allowance or benefit  Other Income  workcover/compensation  maintenance/child support  wages/salary/own business  spouse/partner's income  other (please specify)  don't know/no information  Student status before and after support performance to the column  not a student  primary/secondary school student  post-secondary student/employment training	17	A Current period of unsafe, insecure or inade a housing (i.e. homelessness)  at imminent risk less than one week  1 week - 1 month  1-3 months  3-6 months  6-12 months  1-2 years  2-5 years  more than 5 years  don't know/no information  15. Location before the period of unsafe, insecur or inadequate housing in question 14 (i.e. homelessness or at imminent risk)	

before and after this support period				processes before or after support?	
please tick one box only in each column	Befor	re .	After	Before Aft	eı
SAAP/CAP FUNDED ACCOMMODATION				no 1	
crisis/short-term accommodatio	n 🗌	1		OR tick as many circles as apply	
medium/long term accommodatio	n 🗌	2		protection or guardianship order	
hoste	el 🗌	3		(including wardship or equivalent) 2	
motel/hote	el 🗌	4		intervention/protection/restraining order/	
community placemer		5		apprehended violence order (as a result of	
other SAAP/CAP funded accommodation	n 📗	6		violence perpetrated <u>AGAINST</u> the CLIENT) 3	
NON-SAAP HOUSING ACCOMMODATION				intervention/protection/restraining order	
non-SAAP emergency accommodatio	n 🗌	7		apprehended violence order (as a result of	
living rent-free in house or fla	at 🗌	8		violence perpetrated <u>BY</u> the CLIENT) 6	
renting independently in the private rental market	et 📗	9		other legal processes	)
renting a public housing dwellin	g 🗌	10		don't know/no information 0 0	5
renting community housin	g 🔲	11			
renting a carava		12		19. Has a case management/support plan been agreed	
rooming house/hostel/hote	el 📗	13		to by the end of the support period?	
boarding in a private hom		14	Ш	please tick one box only	
purchasing or living in own hom		15	Ш		
living in a car/tent/park/street/squa		16	Ц	yes 1 go to question 20	
other non-SAAP housing/accommodatio	n 📙	17	Ш	no 2 go to question 21	
INSTITUTIONAL SETTING				not appropriate 3 go to question 21	
hospital/psychiatric institutio	n 🗌	18		20. To what extent have the client's case management	
prison/youth training centr	е 🗌	19		goals been achieved by the end of the support	
other government residential arrangemen	nt 🗌	20		period?	
detoxification unit/rehabilitation centr	е	21		please tick one box only	
other institutional settin	g 🗌	22		not at all	
don't know/no informatio	n 🗌	0		some 2	
17. Who was the client living with immedian	telv h	efor	·e	most 3	
and after this support period?	<u>,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,</u>	Joi		all 4	
	5.6			not applicable/appropriate 5	
please tick one box only in each column	Befor	re .	After		
alon	е	10	Ш		
with both parent	s	1			
with one parent and parent's spouse/partne	er 🗌	2			
with one parer	nt 🔲	3			
with a foster famil	у	4			
with relative(s) - temporar	y	5	П		
with relative(s) - long terr	n $\square$	6	$\overline{\Box}$		
with spouse/partne	=	7	П		
with spouse/partner and child(rer		8	П		
alone with child(rer		9			
with friend(s) - temporar		11			
with friend(s) - long terr		12	H		
living with other unrelated person		13			
other (please specify)		999			
don't know/no informatio		U			

18. Was the client the subject of a legal order or legal

16. Type of housing/accommodation immediately

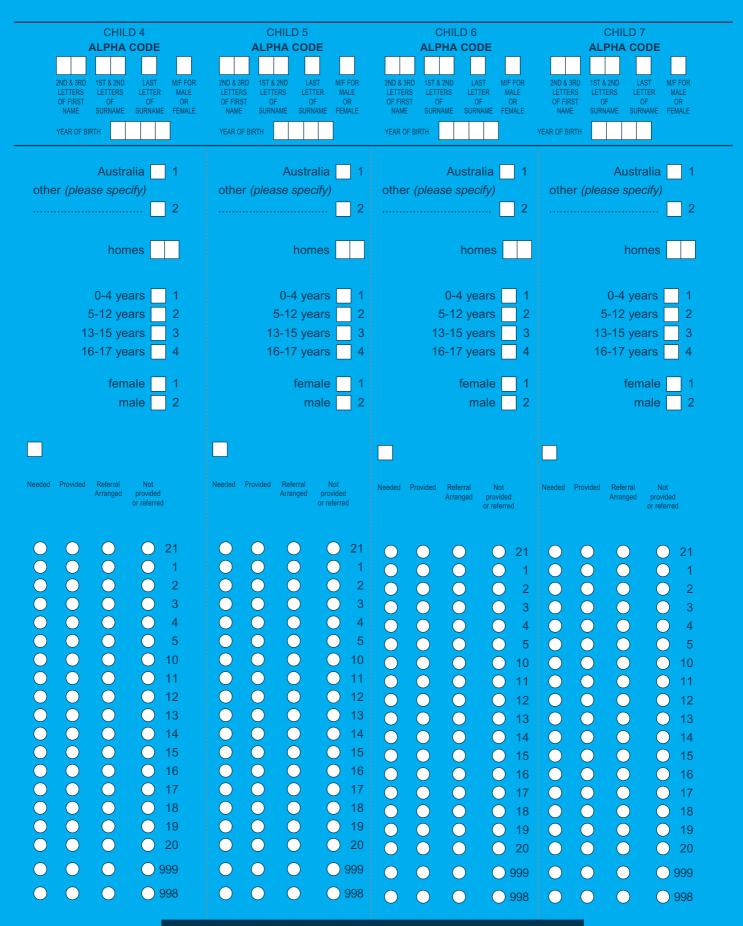
2.	I. Was SAAP/CAP accomn	nodation provided?	22. Support to client				
	No go to question 2 Yes please provide	22 types and dates of	please tick as many circles as apply	Needed	Provided	Referral Arranged	Not provided or referred
	SAAP/CAP sup provided to the	ported accommodation client (including THM's panaged properties)	SAAP/CAP accommodation (including THM's and other SAAP managed properties)	•	•	•	<u>43</u>
4	Town of a common delice	Dates of accommodation	assistance to obtain/maintain short-term accommodation				39
1.	Type of accommodation please tick one box only	Dates of accommodation  please complete all boxes	assistance to obtain/maintain independent housing		0	0	O 42
	on-site off-site  Crisis/short term 1 4	Start Finish D D M M Y Y Y Y Y	assistance to obtain/maintain benefit/pension/ other government allowance	0			37
	Medium/long term 2 5 Other SAAP 3 6	FIIIISII	employment and training assistance				O 5
	Other Orvit		financial assistance/material aid				0 6
2	Type of accommodation	Dates of accommodation	financial counselling and support		O		7
۷.	please tick one box only	please complete all boxes	incest/sexual assault counselling and support		0	0	8
	on-site off-site  Crisis/short term 1 4	Start Start	domestic violence counselling and support	0			9
	Medium/long term 2 5	Finish	family/relationship counselling and support	0	0		<u> </u>
	Other SAAP 3 6		emotional support/ other counselling				<u> </u>
3.	Type of accommodation	Dates of accommodation	psychological services				<u> </u>
	please tick one box only	please complete all boxes	psychiatric services				<u> </u>
	on-site off-site	D D M M Y Y Y Y	living skills/personal				O 44
	Crisis/short term 1 4	Start	development				33
	Medium/long term 2 5	Finish	pregnancy support family planning support				34
	Other SAAP 3 6		drug/alcohol support or intervention				O 16
			physical disability services				O 17
4.	Type of accommodation	Dates of accommodation	intellectual disability services				18
	please tick one box only	please complete all boxes	culturally appropriate support		O		19
	on-site off-site	D D M M Y Y Y Y	interpreter services				20
	Crisis/short term 1 4	Start	meals				<u> </u>
	Medium/long term 2 5	Finish	laundry/shower facilities				<u>22</u>
	Other SAAP 3 6		recreation				O 23
			transport				<u>24</u>
5	Type of accommodation	Dates of accommodation	assistance with legal issues/				
٥.	please tick one box only	please complete all boxes	court support	_			25
	on-site off-site	D D M M Y Y Y Y	health/medical services	_	0		26
			advice/information	_	0		27
	Crisis/short term 1 4	Start	brokerage services				28
	Medium/long term 2 5	Finish	retrieval/storage/removal of				O 29
	Other SAAP 3 6		personal belongings advocacy/liaison on behalf	0			29
			of client				30
			assistance with problem gambling		0	0	36
			assistance with immigration issues			0	38
			other (please specify)				999

# PART B—ACCOMPANYING AND/OR ASSISTED CHILDREN

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

23. Does this client have children rep (children should be recorded on only please tick one box only		, and the second		, and the second	for this p	period of s 	upport?		
Yes, child(ren) recorded on this form	1	No, child(	(ren) record	ded on 'ot	her adults	' form 2	not ap	plicable	3
24.	Δ.	CHILD 1	DE		CHILD ALPHA CO		,	CHILD 3	
							i i		
			AST M/F FOR TTER MALE	2ND & 3RD		LAST M/F FOR ETTER MALE			AST M/F FOR
	OF FIRST	OF	TTER MALE OF OR RNAME FEMALE	LETTERS OF FIRST NAME	OF	ETTER MALE OF OR IRNAME FEMALE	OF FIRST	OF 0	TTER MALE OF OR NAME FEMALE
	YEAR OF BIRT			YEAR OF BI			YEAR OF BIRTH		
25. Country of birth of the		Austra	alia 🗍 1		Austr	alia 1		Austra	ılia
child(ren)	other (pl	ease spec	cify)	other (	please sp	ecify)	other (pl	ease spec	cify)
			2			2			2
26. Number of homes the child(ren) has lived in during the past year		hon	nes 🔲		hor	mes		hom	es 📗
27. Age of child(ren)		0-4 ye			0-4 ye			0-4 yea	
		5-12 ye			5-12 ye			5-12 yea	
		13-15 ye			13-15 ye			13-15 yea	
		16-17 ye	ars 4		16-17 ye	ears 4		16-17 yea	irs 4
28. Gender of child(ren)		fem m	ale 1			nale 1 nale 2		fema ma	ale  1 ale  2
29. Support to child(ren)									
no assistance									
OR tick as many circles as apply	Needed Provid	ded Referral Arranged	Not provided	Needed Prov	vided Referral Arranged	Not provided	Needed Provid	ed Referral Arranged	Not provided
SAAP/CAP accommodation		Arranged	or referred		Arranged	or referred		Arranged	or referred
(including THM's and other SAAP									
managed properties)	0 0		O 21			<u>21</u>	0 0	_	<u> </u>
help with behavioural problems	0 0		0 1			0 1	0 0		0 1
sexual/physical abuse counselling/support			0 2			2	0 0		0 2
child care			3			3			
liaison with kindergarten/school access arrangements	0 0		<ul><li>4</li><li>5</li></ul>			<ul><li>4</li><li>5</li></ul>	0 0		0 4
culturally sensitive services			0 10			0 10			0 10
meals			0 11			0 11			0 11
showers/hygiene support			0 12			12			0 12
recreation			0 13			13	Ö		() 13
transport	0 0		<u> </u>			<u> </u>			<u> </u>
advice/information	0 0		<u> </u>			<u> </u>	0 0		O 15
brokerage services	0 0		<u> </u>			<u> </u>	0 0		16
skills education	0 0		<u> </u>			O 17	0 0		0 17
advocacy			18			18	0 0		0 18
health/medical services			<u> </u>			<u> </u>			19
general counselling/support	0 0		20			20	0 0		20
other (please specify)	0 0		999			999	0 0		999
other (please specify)	0 0		998	0 (		998	0 0		998

COMPLETED FORMS WILL BE KEPT STRICTLY CONFIDENTIAL



## RETURNING FORMS TO THE NDCA

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

## **30 JUNE 2001 AND 31 DECEMBER 2001**

- Twice a year (in the first week of July 2001 and in the first week of January 2002), you should notify the NDCA of clients who are still being supported as at 30 June 2001 and 31 December 2001.
- For clients who are ongoing at 30 June 2001, transfer the information from the old 2000–2001 form to the new 2001–2002 form. Return the old form to the NDCA along with the forms of clients who have left your agency in the last month. Retain the new form in your agency until the client has finished his/her support period.
- For ongoing clients at 31 December use the December Form Return Sheet and note in the box provided the number of clients being supported on 31 December 2001. It is important to send in a December Form Return Sheet even if you did not have any client forms to remit or you had no ongoing clients.

If you do not need materials sent to you, please return them to the NDCA addressed:

REPLY PAID
SAAP National Data Collection Agency
Australian Institute of Health and Welfare
Locked Bag 8900
Canberra ACT 2601