Homeless people

in SAAP

SAAP National Data Collection
Annual Report
2004–05

Australia

Australian Institute of Health and Welfare
Canberra

Please note that as with all statistical reports there is the potential for minor revisions of data in this report over time. Please refer to the online version at <www.aihw.gov.au>.

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Preface

This is the ninth annual report on 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 or at risk of being homeless.

A productive and cooperative partnership has continued between the SAAP National Data Collection Agency (managed by the Australian Institute of Health and Welfare), SAAP agencies and the SAAP Information Subcommittee. Valuable support and encouragement have been provided by the SAAP Coordination and Development Committee, which is responsible for the national direction of SAAP.

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

The fact that 93% of agencies in Australia provided data in 2004–05 is testimony to their collective commitment to, and confidence in, the collection. A 93% participation rate was also recorded in 2003–04. The proportion of SAAP clients who consented to the provision of their personal data to the National Data Collection Agency decreased slightly from 90% in 2003–04 to 89% in 2004–05.

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

Under the Coordination and Development Committee's direction, a SAAP National Research Program has been established to undertake and fund studies on homeless people, often using data from the National Data Collection. Each year, the National Data Collection Agency receives many requests for data used for research purposes.

Richard Madden

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SAAP Coordination and
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Acknowledgments

Abbreviations and symbols

Abbreviations

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

Symbols in tables

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

Glossary

Accommodation period
The period during which a *client* was in SAAP *supported accommodation*. A client may have no accommodation periods or one or more accommodation periods within a *support period*. The dates on which each accommodation period began and ended during the support period are collected for clients but not for accompanying children. However, it can be reasonably assumed that an *accompanying child* will have the same accommodation period start and end dates as their parent(s) or guardian(s) in the majority of cases.

Accompanying child
A person aged under 18 years who accompanies a *client* to a SAAP *agency* during a *support period* or who requires and/or receives assistance from a SAAP agency as a result of his or her parent or guardian being a client of the same agency. An accompanying child may or may not require or receive assistance.

Accompanying child support period
Each *support period* in which the child either accompanies a parent or guardian to a SAAP *agency* or receives assistance as a result of a parent or guardian's support period.

Within an accompanying child support period the child may receive one-off assistance and/or support over a period of time. Since the child may not be supported for the entire duration of a parent's or guardian's support period, it is not possible to assess the exact length of support for an *accompanying child*.

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 client's name, together with a letter designating the client's sex. A 'valid alpha code' is an alpha code that is given with consent, and contains only letters from the alphabet and ends in either M or F to indicate the client's sex. This is joined to the client's reported year of birth and then encrypted to create a unique *client* indicator, or s*tatistical linkage key.* The statistical linkage key allows data forms about the same client to be combined without the actual name of the client being recorded.

Client	A person aged 18 years or older, or a person of any age not accompanied by a parent or guardian, who:
	• receives *support* or assistance from a SAAP *agency* which entails generally 1 hour or more of a worker's time, either with that *client* directly or on behalf of that client, on a given day; or
	• is accommodated by a SAAP agency; or
	• enters into an *ongoing support relationship* with a SAAP agency.
Closed accompanying child support period	An *accompanying child support period* associated with a *closed support period*.
Closed support period	A *support period* that had finished on or before the end of the reporting period—30 June.
English proficiency group 1 countries	Canada, Ireland, New Zealand, South Africa, the United Kingdom and the United States of America.
English proficiency group 2–4 countries	Countries, excluding Australia, that are not included in *English proficiency group 1*.
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 they have access:
	• damages, or is likely to damage, their health; or
	• threatens their safety; or
	• marginalises them through failing to provide access to:
	– adequate personal amenities, or
	– the economic and social supports that a home normally affords; or
	• places them in circumstances which threaten or adversely affect the adequacy, safety, security and affordability of that housing; or
	• has no security of tenure—that is, they have 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.

Ongoing support relationship

An ongoing support relationship exists between a SAAP *agency* and a person if some assistance has been provided to that person, and it is expected that future contact will occur between the person and the agency for the purpose of providing additional assistance. Future contact can be assumed if:

- a definite appointment has been made with the person to work through particular problems/issues; or

- an agreement has been reached with the person to work through particular problems/issues even if a specific appointment has not been made; or

- the agency expects the client to return for more assistance within a month.

However, an invitation to return to the agency in the future if the need arises does not constitute an ongoing support relationship. Rather it should simply be seen as an offer to enter into a new *support period* or to provide assistance at some future time.

Recurrent allocations

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 referral involves a formal process — not simply the provision of information. A (formal) *referral* occurs when a SAAP *agency* contacts another organisation and that organisation 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.

Statistical linkage key (SLK)

A statistical linkage key (SLK) is a derived variable used to link, for statistical purposes, data generated from elements of an individual's personal demographic data. The SAAP SLK comprises the *alpha code* and year of birth.

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	Commences when a *client* begins to receive *support* and/or *supported accommodation* 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 one 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.
Unmet need	An unmet need occurs when a *client* expresses a need for a particular support service, or either directly or indirectly acknowledges a need for a particular support service during their *support period*, and that service is not provided or referred.
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 and their children by the Supported Accommodation Assistance Program (SAAP). The SAAP National Data Collection Agency at the Australian Institute of Health and Welfare (AIHW) prepared the report, using data from the Client Collection and the Administrative Data Collection.

The AIHW has developed a scheme that adjusts for incomplete coverage in the Client Collection. It adjusts estimates to allow for (1) agency non-participation, (2) clients who do not consent to provide complete information for support periods, (3) clients who give valid consent for some support periods but not for others, and (4) clients who do not give consent in any of their periods of support. Note, however, that, although estimates are adjusted for agency non-participation and client non-consent, no allowance has been made for agencies that provide forms for some but not all of their support periods. The AIHW has also developed a scheme that adjusts for incomplete coverage of accompanying children.

This national report is accompanied by state and territory supplements, which contain more detailed tables than those in the national report. A further report, *Demand for SAAP Assistance by Homeless People 2004–05*, includes coverage of the unmet needs of clients, unmet demand for accommodation and, casual client information gathered in the 2004–05 reporting year. It is due to be published in 2006.

Funding (Chapter 2)

Funding for the 1,294 SAAP agencies operating across Australia during 2004–05 was provided jointly by the Australian Government and the state and territory governments (Table 2.1). For the 2004–05 financial year, the total recurrent allocation under SAAP was $331.8m. Included in this amount are recurrent allocations of $21.9 m provided by four jurisdictions in addition to the funding agreements between the Australian Government and each state and territory government. Recurrent funding directly to agencies was $319.8m (Table 9.1); in real terms, this was 26% more than the funding provided in 1996–97.

Level of support (Chapter 3)

When clients and the children accompanying them are considered together, it is estimated that 1 in every 128 Australians received substantial SAAP support at some time during 2004–05 (Chapter 3). More specifically, SAAP agencies supported an estimated 157,200 people during 2004–05. Of these, 100,400 were adults or unaccompanied children (clients) and 56,800 were accompanying children (Tables 3.1 and 3.2).

Clients were provided with 173,100 occasions of support during 2004–05 (Table 3.1). The average number of support periods per client was 1.7. On average there were between 21,900 and 24,900 support periods active on any day during 2004–05 (Table 3.3).

There were 78,500 accompanying child support periods in 2004–05, with accompanying children averaging 1.4 support periods each (Table 3.2). On average, there were approximately 13,900 accompanying child support periods active each day (Table 9.3).

Age, gender, and cultural and linguistic diversity (Chapter 4)

There were more female clients (59,400) than male clients (40,400) (Table 4.1). The average age of female clients was 31 years and the average for male clients was 34 years. Most SAAP clients (86%) were born in Australia (Table 4.5). However, Indigenous clients were over-represented as SAAP clients relative to their population size: 2% of Australians aged 10 years or over were estimated to be Indigenous Australians in June 2003, but Indigenous Australians made up 16% of SAAP clients in 2004–05 (Table 4.7).

Repeat use of SAAP services was slightly less likely among female clients than male clients: males averaged 1.8 support periods each whereas females averaged 1.7 (Table 4.3). There were also some differences in repeat usage within age groups: males aged 45–64 years had the highest average number of support periods (1.9), and females aged under 15 years and those aged over 65 years had the lowest average of 1.4 support periods per client. On average, other Australian-born clients had more support periods each (1.8) than other clients (Table 4.7).

The rates of people accessing SAAP services also varied by gender and age (Table 4.3). Overall, females were more likely to use SAAP services than males: there were 67 female clients for every 10,000 females aged 10 years and over in the general population and 47 male clients per 10,000 males. Females were also more likely to use SAAP services across all the younger age groups, with 18–19-year-old females having the highest rate of all (179 female clients per 10,000 females aged 10 years and over). However, this changed between the ages of 45–64 years where the rates became equal and from the age of 65 years onwards males were more likely to become SAAP clients than females.

Of accompanying children, 87% were 12 years of age or under and just under 10% were aged 13–15 years (Table 4.2). Accompanying children were divided evenly between girls and boys. Most accompanying children (95%) were born in Australia (Table 4.6). For every 10,000 children aged 0–17 years in the general population, 118 children accompanied their parent(s) or guardian(s) to a SAAP agency. The highest rate of use was for 0–4-year-olds, with 198 children per 10,000 children in this age group accompanying a SAAP client. This equates to around 1 in every 51 children aged 0–4 years in the general population. The next highest rate of SAAP use by accompanying children was by 5–12-year-olds (111 per 10,000).

Client groups and reasons for seeking assistance (Chapter 5)

Nationally, males aged 25 years and over presenting alone at SAAP agencies accounted for the largest proportion of all support periods (27%), followed by 24% for female clients with children (Table 5.1). Overall, 7% of support periods were for couples with or without children, and males with children accounted for 2% of all support periods.

The most common main reasons clients gave for seeking assistance were domestic violence (in 21% of support periods), financial difficulty (12%), usual accommodation unavailable (11%), eviction or the ending of previous accommodation (10%), and relationship or family breakdown (9%) (Figure 5.2). Reasons varied considerably according to the composition of the assisted client group: for example, unaccompanied males aged 25 years and over most commonly cited financial difficulty (17%), drug, alcohol or substance abuse (14%) or that their usual accommodation was unavailable (14%) as their main reason for seeking assistance. For females with children and unaccompanied females aged 25 years and over, the most common main reason was domestic violence (49% and 40% respectively).

Length of support and accommodation (Chapter 6)

Of the 173,100 support periods in 2004–05, around 153,900 finished before 30 June 2004 (Table 6.1). Of these closed support periods, 31% lasted for 1 day or less, and a further 17% lasted from 2 to 7 days (Table 6.1). A significant proportion (19%) of closed support periods lasted from 1 to 3 months. This pattern was not consistent across the states and territories. For example, 35% of closed support periods in Victoria lasted less than 1 day and 16% were for more than 3 months. In contrast, in the Australian Capital Territory only 3% of closed support periods were less than 1 day, and 24% lasted longer than 3 months. Tasmania had the longest median length of support, at 38 days, and Western Australia the shortest, at 6 days.

Of the 153,900 closed support periods, around 76,000 involved a period of accommodation at a SAAP agency (Chapter 6). Around 6,100 of these involved total accommodation of less than 1 day and 65,800 involved accommodation of 1 day or longer. In 17% of these latter closed support periods, the accommodation was for 1 day only, in 30% it was for 2–7 days, and in 25% clients were accommodated for 1–4 weeks. Just under 17% of closed support periods during which accommodation lasted for 1 day or more were 1–3 months in duration and 12% lasted for longer than 3 months. Couples with children and males with children were accommodated for longer than other clients (median length of accommodation of 69 days and 48 days, respectively, compared with a median of 9 days for all client groups).

Support provided to clients and accompanying children (Chapters 6 and 7)

The services commonly provided to clients varied markedly according to the person or group being assisted, because of their varying needs. However, the three broad types of support services most often provided during 2004–05 were general support and advocacy (in 75% of all support periods), housing and accommodation services (64%), and basic support services (56%) (Table 6.4). SAAP or CAP (Crisis Accommodation Program) accommodation was the main form of housing or accommodation assistance provided (provided in 50% of support periods).

The three broad types of services most commonly provided to accompanying children were accommodation, basic support services and general support or advocacy—provided in 67%, 63% and 39% of accompanying child support periods, respectively (Table 6.5).

Meeting the needs of clients and accompanying children (Chapter 7)

After a client has finished receiving support, it is possible to review which needs were or were not met during that support period. On average, clients requested approximately 6 different types of services during a support period (derived from Table 7.3, Part b). Note that the number of times a service was requested, provided or referred is not collected, only that the service was requested, provided or referred sometime during the client's support. SAAP agencies directly provided services for 90% of service types requested during 2004–05 (Table 7.3). In addition to this, agencies were able to refer clients to other organisations for a further 6% of requests. Consequently, 96% of the 855,800 expressed needs were met at least to some extent.

Direct provision of requested services was particularly high for basic support services such as meals and shower facilities (provided in 98% of cases), and general support and advocacy services (96%). Requests for housing or accommodation were met directly in 84% of cases. Agencies were least successful in meeting requests for specialist services. Specialist services

were provided directly in 71% of cases and a further 22% were referred, leaving 7% of such needs neither provided for nor referred to other organisations.

Overall, there were 29,000 requests for services, or 3%, that were not provided or referred by the end of support (Table 7.3). Housing and accommodation services accounted for the largest proportion of unmet needs (31%), followed by specialist services (17%) and financial or employment services (15%) (Table 7.5). Females with children had the highest number of unmet needs (6,300) and the highest number of closed support periods with unmet needs (3,200).

Agencies reported that accompanying children required some 153,300 distinct service types in 38,100 closed accompanying child support periods. On average, accompanying children received 4 different types of services in each closed accompanying child support period where services were requested (derived from Table 7.4, Part b).

Just under 94% of the services requested for accompanying children were able to be provided directly (Table 7.4, Part b). In addition to this, agencies were able to refer accompanying children for another 5% of the services they required, resulting in 150,900 of the requested services being met to some extent.

Basic support services were the group of services most often provided to accompanying children (in 98% of instances where these types of services were requested), followed by general support and advocacy (95%) and accommodation (92%). Specialist services were the least likely to be provided directly by agencies (81%) but the most likely to be referred (in 17% of requests for this service type).

Accompanying children had some needs remaining unmet after support in 1,400 closed accompanying child support periods—with around 2,400 unmet needs distributed across all service types (Tables 7.4 and 7.6). The most common unmet need involved counselling (25% of unmet needs), with basic support services and general support or advocacy services contributing 22% and 16%, respectively, to the total unmet needs (Table 7.6). Specialist services made up the lowest proportion of unmet needs for accompanying children (8% of unmet needs).

Circumstances of clients before and after support (Chapter 8)

Across all closed support periods, clients' source of income did not vary much from before to after support (Table 8.1). However, among clients who specifically requested assistance with obtaining or maintaining a government pension or benefit, the proportion of closed support periods in which clients had no income and were not awaiting a government payment fell from 16% before support to 6% after support.

Across all closed support periods, the most common accommodation types immediately before support were private rental (17%) SAAP or other emergency housing (15%), and public or community housing (14%) (Table 8.2). After support, the most common types of client accommodation were private rental (19%), public or community housing (18%) and SAAP or other emergency housing (17%).

For clients who specifically requested assistance to obtain or maintain independent housing, there were more marked changes for several accommodation types. In particular, accommodation in public or community housing more than doubled, rising from 9% of closed support periods before support to 20% after (Table 8.2). In addition, accommodation in privately rented dwellings increased from 19% before support to 27% after support.

How long a client was accommodated in SAAP or CAP accommodation had an effect on the type of accommodation clients moved into following support. Clients who were

accommodated for longer periods in SAAP or CAP accommodation were more likely to move into independent forms of housing. Following 13 weeks of accommodation, clients more often exited into public or community housing after support than into other types of accommodation. Conversely, the proportions living in a car, park, tent, street or squat after support generally decreased as the length of SAAP or CAP accommodation provided to the client increased.

The most common living situations for clients before receiving SAAP support were living alone (in 24% of closed support periods) or with their spouse or partner either with or without children (22%) (Table 8.4). After support, it was most common for clients to be living alone (in 28% of closed support periods) or alone with their children (20%).

Overall, there was little difference in the profile of clients' employment status before and after receiving support. However, for clients who specifically requested employment assistance, the proportion of closed support periods in which they were employed in some capacity more than doubled from around 9% before support to 20% after support.

Support from 1996–97 to 2004–05 (Chapter 9)

The number of support periods has fluctuated throughout the 9 years of the National Data Collection. In 1996–97 there were an estimated 156,500 support periods (Table 9.2). This increased to 164,300 in 1997–98, but dropped back over the next 2 years, returning almost to the 1996–97 level in 1999–00 (Figure 9.1). In 2000–01 there was a rise to 170,700 support periods. The number of support periods increased further in 2002–03 to 176,300 and then to 187,200 in 2003–04, before decreasing to 173,100 in 2004–05. The reasons for these variations are outlined in Chapter 9. Note that changes in reporting practices over time make year to year comparisons of support periods difficult.

The number of clients associated with those support periods has also varied over the 9 years. The highest number of clients was recorded in 2004–05 and the lowest in 1996–97 (Table 9.2). The prevalence of SAAP use in the community for the past 5 years was highest in 2003–04, with 58 SAAP clients for every 10,000 people aged 10 years and over (Table 9.4).

There are indications that the way support is being delivered in Australia has changed over the past 5 years. In particular, there was a decrease in the percentage of closed support periods in which support plans have been used. The decrease was generally steady from 62% in 2000–01 to 53% in 2004–05.

1 Introduction

The Supported Accommodation Assistance Program

This report provides an overview of assistance given to clients of the Supported Accommodation Assistance Program (SAAP). SAAP was established in 1985 to consolidate a number of Australian Government and 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 V) 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 2004–05, 1,294 non-government, community or local government agencies were funded nationally under the program (Table 2.3). Such agencies range from small stand-alone agencies with single outlets to auspices 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.

The SAAP National Data Collection

The main source of data on the provision of services through SAAP is the SAAP National Data Collection, which consists of a number of distinct components, each of which can be thought of as a separate collection. Currently, four components exist: the Client Collection, the Administrative Data Collection, the Demand for Accommodation Collection, and the Casual Client Collection.

This report mainly presents analysis of the Client Collection. Some analysis of funding using the Administrative Data Collection is also presented to provide context. The Client Collection consists of information about all clients receiving SAAP support lasting more than 1 hour, whereas 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.

Accurate interpretation of the analyses presented here requires an understanding of the particular concepts and terms used in the National Data Collection. A glossary of terms is therefore 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, examples for table interpretation, and counting rules used in the analyses in this report. Appendix 2 contains a copy of the client form used to collect data in 2004–05. The National Data Collection Agency (NDCA) collectors manual (AIHW 2001) also contains information that can aid in the use and interpretation of the data presented here.

Structure and content of this report

Data in this report relate to the financial year ending 30 June 2005. Although most tables provide information about both completed and ongoing support periods, analyses of the duration of support and accommodation and of data items relating to client circumstances after support are necessarily limited to completed support periods only. In addition, some

tables contain data for the 9 years the National Data Collection has been conducted, and others report for the past 5 years. Note that although most estimates are adjusted for client non-consent and/or agency non-participation (see Appendix 1), no allowance has been made for agencies that provide forms for some but not all of their support periods.

The analyses in this report are divided into eight main areas. Chapter 2 provides details of resources allocated under SAAP; Chapter 3 presents a discussion of the number of support periods and accompanying child support periods provided by SAAP agencies; Chapter 4 outlines the demographic characteristics of clients and accompanying children; Chapter 5 analyses client groups and explores why clients sought assistance; and Chapter 6 provides analyses of the length of support periods and accommodation for clients, and the type of support provided to clients and accompanying children. Chapter 7 contains analyses of the services required by clients and for accompanying children and how agencies met these needs. The circumstances of clients before and after support periods in terms of income source, accommodation, living situation and employment are examined in Chapter 8. Finally, Chapter 9 presents comparisons of data from 1996–97 to 2004–05. Detailed tables follow the discussion in each chapter.

Estimates presented in this report are subject to revision. Revised tables, along with the reports themselves, are posted on the web site of the Australian Institute of Health and Welfare <www.aihw.gov.au>. Regional tables and counts for all data items collected are available in hard copy or electronic format on request from the NDCA (ndca@aihw.gov.au).

A further report, *Demand for SAAP Assistance by Homeless People 2004–05,* including coverage of the unmet needs of clients, unmet demand for accommodation and casual client information gathered in the 2004–05 reporting year, is due to be published in 2006.

2 Funding

In 2004–05 funding for the SAAP agencies operating across Australia was provided jointly by the Australian Government (through the Department of Family and Community Services) and the state and territory governments. This chapter analyses information about the resources allocated to the 1,294 SAAP agencies funded during 2004–05. Not all of these agencies were operating throughout the year: at 30 June 2005, 1,282 were operating.

Total funding

Data provided by Australian Government and state and territory government departments responsible for administering SAAP show that the total recurrent allocation for SAAP nationally was $309.9m in 2004–05 (Table 2.1). Current funding is based on a combination of funding levels that were agreed on and implemented at SAAP's inception in 1985 and growth funds for SAAP IV which are based on state and territory populations. However, in 2004–05, four jurisdictions reported recurrent allocations in addition to the amounts determined in the agreements between those jurisdictions and the Australian Government. Table 2.1 shows that an additional $21.9m was provided by Victoria (75%), Western Australia (5%), Tasmania (2%) and the Australian Capital Territory (18%). When this is taken into account, the total recurrent SAAP allocations nationally were $331.8m.

Of the total recurrent allocations, $319.8m represented recurrent allocations to SAAP agencies (Table 2.3); the remaining $12.0m was allocated for purposes such as administration, training, data collection, research and evaluation.[1]

Table 2.2 shows the distribution of all recurrent SAAP funds by state and territory, and compares this with the distribution of the Australian population and of support periods and accompanying child support periods provided by agencies. As population numbers and characteristics vary across the states and territories, population figures allow more meaningful comparisons of the level of SAAP use across Australia. Note that the number of support periods and accompanying child support periods are not indicative of the per capita size of the homeless population. They are only indicative of the number of people accessing SAAP and are used only as a broad summary measure of the amount of support provided by agencies, recognising that the level of assistance provided varies considerably with each support period.

An indication of the likely variation in assistance within support periods is illustrated by the New South Wales and Victorian data. Whereas New South Wales had 34% of the funding allocation, agencies in this state supplied 22% of the total support (client support periods plus accompanying child support periods). Conversely, agencies in Victoria provided 36% of the total support, but had 24% of the funds. These differences between the distributions of support and funding may reflect different approaches to service provision, rather than just differences in the relative amount of support provided.

The distribution of funds varied from the proportions of the population in the various states and territories, with some jurisdictions getting relatively more funding than other states

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1 The amount that can be used for administrative purposes by state and territory funding departments is determined by a formula set out under their bilateral SAAP agreements with the Australian Government.

(Table 2.2). In particular, Tasmania, the Australian Capital Territory and the Northern Territory had 11% of the funding but only 5% of the population at 30 June 2004. On the other hand, 19% of the population lived in Queensland, but that state had only 15% of SAAP funding.

Funding to agencies

Agencies receive recurrent funds for salaries and ongoing operating costs to enable them to provide support to clients. The size of an agency and the types of services it provides affect the level of funding allocated. Caution is therefore recommended when comparing average funding per agency or using such figures to measure efficiency, since different agencies provide different services.

As noted, the total SAAP recurrent allocation across Australia in 2004–05 was $331.8m (Table 2.1). Table 2.3 shows the recurrent allocations that went directly to SAAP agencies and mean (average) funding per agency by state and territory, region and primary target group. In general, the number of agencies funded increased with the level of funding. The average level of funding per agency was $247,100. There was, however, a considerable range in the average funding level per agency across the states and territories. Agencies in Tasmania received the highest average funding per agency at $355,500, whereas agencies in Victoria received the lowest at $201,300. Average funding was between $206,100 and $312,300 per agency in the other states and territories.

Source: Table 2.3.

Figure 2.1: Recurrent funding allocations to agencies, by primary target group, Australia, 2004–05 (per cent)
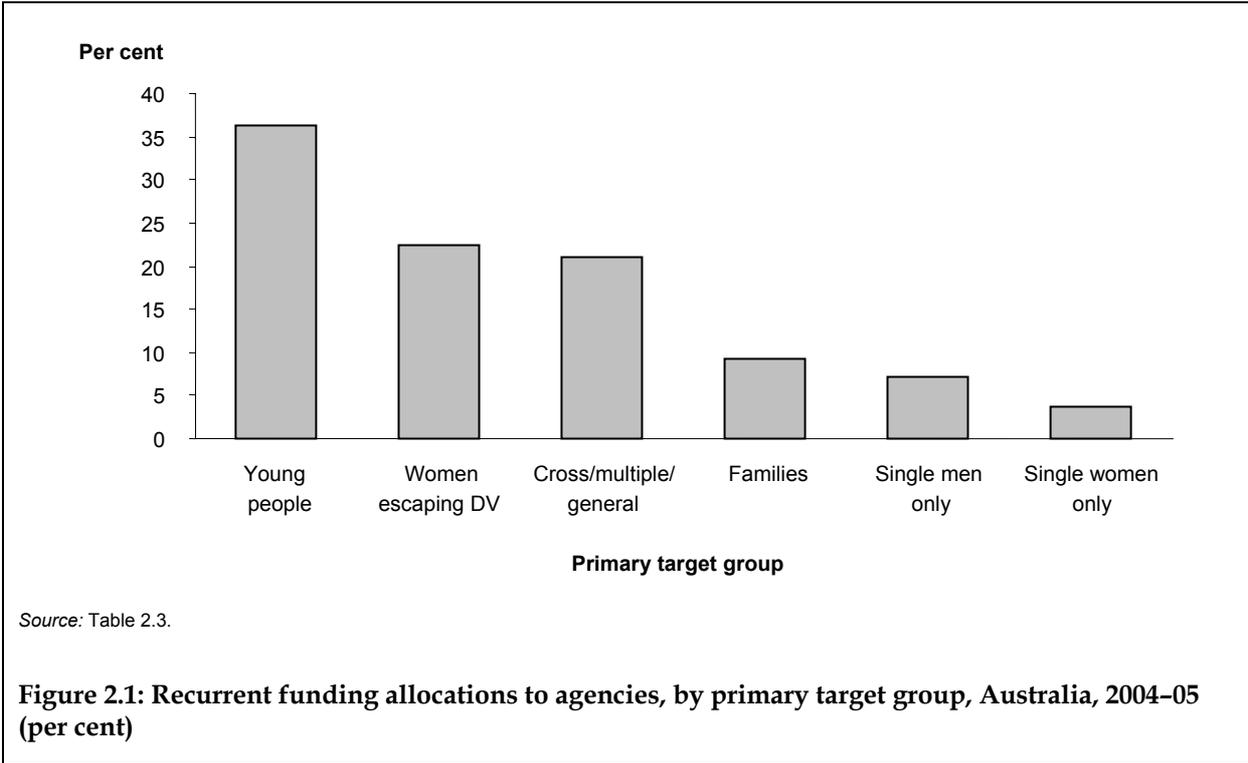
As expected from their large number, and as Figure 2.1 illustrates, agencies targeting young people (36% of agencies) received the largest proportion of SAAP recurrent allocations, with 35% of the funds allocated to agencies, or $111.4m (Table 2.3). Agencies targeting women escaping domestic violence (23% of agencies) received the next largest allocation of recurrent

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funds, at 27% or $85.4m. The small number of agencies targeting single women only (4%, or 49) received the smallest overall proportion of recurrent funds, at 4% or around $11.1m. In terms of funding per agency, agencies targeting single men had the highest average allocation ($360,200), followed by agencies for women and children escaping domestic violence ($293,600). Family agencies and agencies with cross-target, multiple or general target groups were allocated the lowest average amounts per agency ($184,100 and $208,100 respectively). Agencies for young people and single women were allocated an average of $237,000 and $227,500 respectively.

Over half (55%) of all agencies were located in capital cities and 22% were located in other rural areas. This compares with 6% in other metropolitan centres, 9% in large rural centres and 7% in remote areas. In capital city areas, agencies were funded at an average cost of $283,200, and agencies in other metropolitan areas received average funding of $244,000. Agencies in large rural centres were allocated, on average, $244,900. The allocation of funds to agencies in other rural areas and remote areas was lower per agency than for other regions, with average allocations of $180,400 and $182,300 respectively.

2.1 Tables

Table 2.1: SAAP funding: total recurrent allocations, by state and territory, Australia, 2004–05

State/ territory	Australian–state government agreement recurrent allocations		State-only recurrent allocations		Total recurrent allocations	
	$	%	$	%	$	%
NSW	113,090,000	36.5	n.a.	—	113,090,000	34.1
Vic	61,998,000	20.0	16,476,000	75.3	78,474,000	23.7
Qld	48,015,000	15.5	n.a.	—	48,015,000	14.5
WA	28,979,000	9.4	1,016,000	4.6	29,995,000	9.0
SA	26,637,000	8.6	n.a.	—	26,637,000	8.0
Tas	12,437,000	4.0	500,000	2.3	12,937,000	3.9
ACT	10,674,000	3.4	3,887,000	17.8	14,561,000	4.4
NT	8,094,000	2.6	n.a.	—	8,094,000	2.4
Total	**309,924,000**	**100.0**	**21,878,000**	**100.0**	**331,802,000**	**100.0**

Notes

1.   'Total recurrent allocations' include funds not allocated to agencies, e.g. funds allocated for administration, training, research and evaluation.

2.   'State-only recurrent allocations' as shown in the table are in addition to the SAAP funding agreement between that state and the Australian Government.

Sources: SAAP Client Collection; FaCS unpublished data.

Table 2.2: SAAP funding: support periods, accompanying child support periods, Australian population and total recurrent allocations, by state and territory, Australia, 2004–05

State/ territory	Total Australian population		Total recurrent allocations		Support periods		Accompanying child support periods		Total support	
	Number	%	$	%	Number	%	Number	%	Number	%
NSW	6,720,800	33.5	113,090,000	34.1	41,300	23.9	13,500	17.2	54,800	21.8
Vic	4,963,000	24.7	78,474,000	23.7	62,000	35.8	29,700	37.8	91,700	36.4
Qld	3,888,100	19.4	48,015,000	14.5	26,300	15.2	10,700	13.6	36,900	14.7
WA	1,978,100	9.8	29,995,000	9.0	14,500	8.4	8,600	11.0	23,200	9.2
SA	1,532,700	7.6	26,637,000	8.0	15,600	9.0	9,300	11.9	25,000	9.9
Tas	482,200	2.4	12,937,000	3.9	6,400	3.7	3,200	4.1	9,600	3.8
ACT	324,100	1.6	14,561,000	4.4	2,300	1.3	900	1.2	3,300	1.3
NT	199,800	1.0	8,094,000	2.4	4,600	2.6	2,600	3.3	7,100	2.8
Total	**20,091,500**	**100.0**	**331,802,000**	**100.0**	**173,100**	**100.0**	**78,500**	**100.0**	**251,600**	**100.0**

Notes

1. 'Total Australian population' refers to the estimated resident population at 30 June 2004 (preliminary estimates). Residents of external territories are included in the total.

2. 'Total recurrent allocations' include funds not allocated to agencies, e.g. funds allocated for administration, training, research and evaluation; and funds in addition to the SAAP funding agreement between some jurisdictions and the Australian Government (see Table 2.1).

3. Support period and accompanying child support period figures have been weighted to adjust for agency non-participation.

Sources: SAAP Client Collection; FaCS unpublished data; ABS 2005a.

Table 2.3: SAAP agencies: recurrent allocations to agencies and mean funding per agency, by state and territory, region and primary target group, Australia, 2004–05

	Agencies (number)	Agencies (%)	Recurrent allocation ($)	Recurrent allocation (%)	Mean funding per agency ($)
State/territory					
NSW	386	29.8	107,308,000	33.6	278,000
Vic	375	29.0	75,484,000	23.6	201,300
Qld	201	15.5	47,640,000	14.9	237,000
WA	129	10.0	29,004,000	9.1	224,800
SA	83	6.4	25,924,000	8.1	312,300
Tas	35	2.7	12,442,000	3.9	355,500
ACT	48	3.7	14,349,000	4.5	298,900
NT	37	2.9	7,627,000	2.4	206,100
Total	**1,294**	**100.0**	**319,778,000**	**100.0**	**247,100**
Region					
Capital city	715	55.3	202,462,000	63.3	283,200
Other metropolitan centre	83	6.4	20,248,000	6.3	244,000
Large rural centre	115	8.9	28,161,000	8.8	244,900
Other rural area	285	22.0	51,408,000	16.1	180,400
Remote area	96	7.4	17,500,000	5.5	182,300
Total	**1,294**	**100.0**	**319,778,000**	**100.0**	**247,100**
Primary target group					
Young people	470	36.3	111,371,000	34.8	237,000
Single men only	92	7.1	33,135,000	10.4	360,200
Single women only	49	3.8	11,149,000	3.5	227,500
Families	120	9.3	22,093,000	6.9	184,100
Women escaping domestic violence	291	22.5	85,431,000	26.7	293,600
Cross-target/multiple/general	272	21.0	56,598,000	17.7	208,100
Total	**1,294**	**100.0**	**319,778,000**	**100.0**	**247,100**

Note: 'Recurrent allocation' excludes funds not allocated to agencies, e.g. funds allocated for administration, training, research and evaluation. These amounts are included in the total recurrent allocations shown in Tables 2.1 and 2.2.

Source: SAAP Administrative Data Collection.

3 Level of support

It is estimated that 1 in every 128 Australians received substantial SAAP support at some time during 2004–05.[2] More specifically, SAAP agencies supported an estimated 157,200 people during 2004–05. Of these, 100,400 were adults or unaccompanied children (clients) and 56,800 were accompanying children (Tables 3.1 and 3.2).

The total number of support periods (173,100) exceeded the number of clients as each client can receive support or supported accommodation on more than one occasion. Similarly, the total number of accompanying child support periods (78,500) exceeded the number of accompanying children as individual children may accompany a parent or guardian during more than one period of support.

There have been changes in the distribution and numbers of support periods and clients overall from 2003–04 to 2004–05 and specifically in New South Wales, Victoria, Queensland and the Australian Capital Territory (see Chapter 9). With the exception of the Australian Capital Territory, this was due mostly to a refinement in the definition of an ongoing support relationship in 2004–05 in preparation for the introduction of the SAAP NDC core data set in July 2005. The biggest effect of this change was to agencies with a high daily volume of clients. In the Australian Capital Territory, the change was caused mainly by an increase in the participation rate in that territory.

The number of accompanying child support periods has also increased. The change is mostly the result of the move of all agencies to the general client collection form. Before 2004–05, agencies with a high turnover of clients completed a form which contained a subset of the information contained on the general client form. Also, the methods of delivering services differ between jurisdictions, and this accounts for some of the variations reported between the states and territories.

Adults and unaccompanied children

Seventy-two per cent of clients had only one support period during the year (Table 3.1). The average number of support periods per client was 1.7. Agencies in Victoria and New South Wales reported the highest average number of support periods, at 1.7 per client in each state. The lowest average of 1.4 support periods per client was recorded in Tasmania. Nationally, of every 10,000 people aged 10 years and over in the general population, 57 people became SAAP clients. The Northern Territory had the highest number of clients per 10,000 people in the general population aged over 10 years (183) and New South Wales had the lowest (41).

Daily support

The daily level of support provided by SAAP agencies can be examined by looking at the average number of support periods active each day and the average number of accommodation periods active each night. Note that accommodation periods occur during support periods and are therefore not in addition to the number of support periods. Figure

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[2] From tables 2.2, 3.1 and 3.2 we calculate: total Australian population 20,091,500÷(100,400 clients + 56,800 accompanying children) = 127.8.

3.1 shows the average number of support periods that were active each day during each month of 2004–05 and the number of accommodation periods that were active each night.
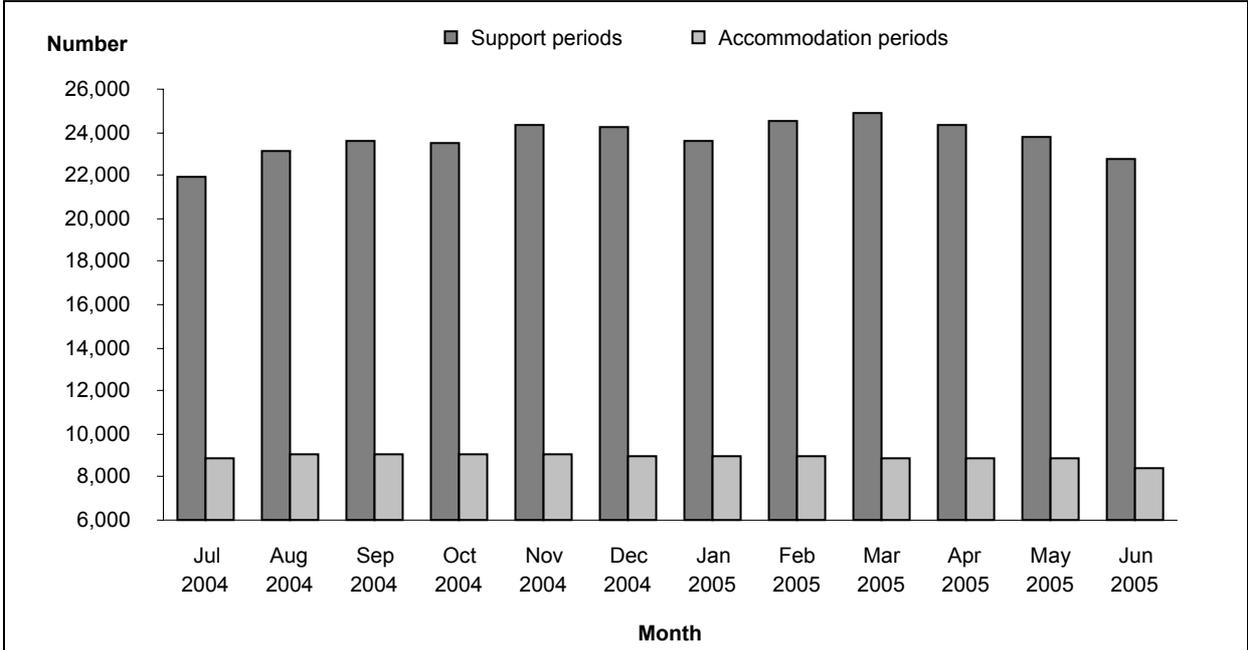
Sources: Tables 3.3 and 3.4.

Figure 3.1: SAAP support periods active each day and accommodation periods active each night, average by month, Australia, 2004–05 (number)

Support periods

SAAP agencies across Australia provided a fairly constant level of service throughout 2004–05, with the average daily number of support periods ranging from 21,900 to 24,900. A total of 8,650,700 days of support were provided (Table 3.3).

Overall, agencies in Victoria provided the most support periods on a daily basis (between 7,600 and 8,700 a day). This state also reported the most days of support (3,041,300) and the highest number of support periods overall (62,000) (Tables 3.3 and 3.1). On the other hand, agencies in the Northern Territory provided the lowest average daily number of support periods, averaging between 300 and 400 support periods each day, and the Australian Capital Territory reported the second lowest daily average number of support periods (500 support periods each day) (Table 3.3). However, the Northern Territory reported more support periods in 2004–05 than the Australian Capital Territory (4,600 compared with 2,300) (Table 3.1). An explanation for the higher average daily number of support periods in the Australian Capital Territory is the higher median length of support in this jurisdiction (22 days) compared with the Northern Territory (7 days) (Table 6.1). The longer length of support in the Australian Capital Territory also explains why the Australian Capital Territory provided more total days of support than the Northern Territory (173,600 compared with 148,500) (Table 3.3).

10

Accommodation periods

A total of 3,158,700 nights of accommodation were provided by SAAP agencies in Australia during 2004–05 (Table 3.4). The average nightly number of accommodation periods ranged from 8,400 to 9,100.

Victoria reported the highest average daily number of support periods and total days of support (Table 3.3), but New South Wales provided the most nights of accommodation during 2004–05 (954,800) and reported the highest average nightly figures for accommodation (ranging from 2,600 to 2,800) (Table 3.4). An explanation for this can be found in Table 6.2 in the state and territory supplements associated with this publication. Although this table shows only closed support periods with accommodation, it still gives an indication of the number of support periods with accommodation. For example, New South Wales provided 19,000 closed support periods with accommodation lasting at least 1 day. Victoria, on the other hand, reported 10,800 closed support periods with accommodation that lasted at least 1 day. Another explanation for the lower number of accommodation nights in Victoria is that many SAAP clients in Victoria are accommodated in both crisis and medium-term accommodation by the Transitional Housing Management (THM) program. Some of the accommodation periods provided to clients at THM properties are reported to the NDCA, but an indeterminate number are not.

The Northern Territory reported the lowest number of nights of accommodation (69,100) and had the lowest average nightly number of accommodation periods, along with Tasmania and the Australia Capital Territory, of 200 accommodation periods each night.

Accompanying children

This section focuses on children who accompanied their parent(s) or guardian(s) to SAAP agencies, or who required or received assistance from a SAAP agency as a result of their parent or guardian being a client of the same agency. The estimates presented here relate to accompanying children and accompanying child support periods (see Glossary).

During 2004–05, there were 78,500 accompanying child support periods (Table 3.2). There was significant variation in the number of accompanying child support periods across the states and territories, ranging from 900 in the Australian Capital Territory to 29,700 in Victoria. Differences in agency profiles and the level of commitment to completing child data may explain why several jurisdictions reported higher numbers of accompanying child support periods than larger states or territories.

Eighty-one per cent of accompanying children had only one support period during the year (Table 3.2). The average number of accompanying child support periods per accompanying child was 1.4. Agencies in Victoria reported the highest average number of accompanying child support periods, at 1.5 per accompanying child. The lowest average of 1.2 accompanying child support periods per accompanying child was recorded in the Australian Capital Territory, Queensland and Tasmania.

Nationally, 118 children for every 10,000 children in the general population aged under 18 years accompanied their parent or guardian to a SAAP agency. Across the states and territories, the Northern Territory reported significantly higher numbers of accompanying children per 10,000 population aged under 18 years (342), followed by Tasmania (224) and South Australia (204). New South Wales reported the lowest number of accompanying children compared with the general population aged under 18 years (68).

Support and accommodation dates for accompanying children are not collected in the Client Collection and it should be noted that an accompanying child may or may not be present for the entire duration of the parent's or guardian's support period. However, if it is assumed that accompanying children had the same periods of support and accommodation as their parent(s) or guardian(s), there was an average daily number of 13,900 accompanying child support periods and an average nightly number of 5,700 periods of accommodation (Table 9.3).

3.1 Tables

Table 3.1: SAAP support periods and clients, by state and territory, Australia, 2004–05

State/ territory	Support periods (number)	Clients				
		Clients (number)	Clients with only one support period (%)	Mean no. of support periods per client (number)	Per 10,000 population aged 10+	
					Actual	Age-standardised
NSW	41,300	24,100	75.1	1.71	41	41
Vic	62,000	36,100	72.0	1.72	83	82
Qld	26,300	17,500	77.9	1.50	52	51
WA	14,500	8,900	73.5	1.65	51	50
SA	15,600	9,600	70.6	1.62	71	74
Tas	6,400	4,600	77.5	1.41	108	115
ACT	2,300	1,600	78.3	1.47	55	51
NT	4,600	3,100	75.4	1.51	183	162
Australia	**173,100**	**100,400**	**71.9**	**1.72**	**57**	**57**

Notes

1. Number excluded due to errors and omissions (weighted): 0.

2. The number of clients within a state or territory relates to clients who ever received assistance from a SAAP agency in that state or territory. Since a client may have support periods in more than one state or territory, state and territory figures do not sum to the national figure.

3. 'Per 10,000 population aged 10+' shows how many people out of every 10,000 aged 10 years and over in the general population became SAAP clients. The rate is estimated by comparing the number of SAAP clients aged 10 years and over with the estimated resident population aged 10 years and over at 30 June 2004 (preliminary estimates). Age-standardised estimates have been derived to allow for different age distributions in the various jurisdictions.

4. Support period figures have been weighted to adjust for agency non-participation.

5. Client figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client Collection; ABS 2005a.

Table 3.2: SAAP accompanying child support periods and accompanying children, by state and territory, Australia, 2004–05

State/ territory	Accompanying child support periods (number)	Accompanying children			
		Accompanying children (number)	Accompanying children with only one accompanying child support period (%)	Mean no. of accompanying child support periods per accompanying child (number)	Per 10,000 population aged 0–17 years
NSW	13,500	10,800	89.7	1.26	68
Vic	29,700	20,400	80.1	1.45	177
Qld	10,700	8,600	84.6	1.20	89
WA	8,600	6,100	80.1	1.43	126
SA	9,300	7,100	80.2	1.31	204
Tas	3,200	2,600	82.7	1.21	224
ACT	900	800	91.7	1.16	103
NT	2,600	2,000	85.8	1.27	342
Australia	**78,500**	**56,800**	**81.1**	**1.38**	**118**

Notes

1.   Number excluded due to errors and omissions (weighted): 0.

2.   The number of accompanying children within a state or territory relates to children who *ever* accompanied a client to a SAAP agency in that state or territory. Since a client with accompanying children may have support periods in more than one state or territory, state and territory figures do not sum to the national figure.

3.   'Per 10,000 population aged 0–17' shows how many children out of every 10,000 aged 17 years and under in the general population accompany SAAP clients. The rate is estimated by comparing the number of accompanying children aged 17 years and under with the estimated resident population aged 17 years and under at 30 June 2004 (preliminary estimates).

4.   Accompanying child support period figures have been weighted to adjust for agency non-participation.

5.   Accompanying children figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client Collection; ABS 2005a.

Table 3.3: SAAP support periods: number of support periods active each day, average by month and state and territory, Australia, 2004–05

Date	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
July 2004	5,500	7,800	2,900	1,500	2,200	1,100	500	300	21,900
August 2004	5,800	8,300	3,100	1,600	2,300	1,100	500	400	23,100
September 2004	5,800	8,600	3,200	1,700	2,400	1,100	500	400	23,600
October 2004	5,900	8,500	3,300	1,500	2,400	1,100	500	400	23,500
November 2004	6,000	8,700	3,400	1,600	2,500	1,100	500	400	24,300
December 2004	6,100	8,700	3,300	1,700	2,500	1,100	500	400	24,200
January 2005	6,100	8,400	3,200	1,500	2,500	1,100	500	400	23,600
February 2005	6,500	8,500	3,200	1,700	2,500	1,200	500	400	24,500
March 2005	6,700	8,500	3,300	1,800	2,500	1,200	500	400	24,900
April 2005	6,700	8,300	3,300	1,500	2,400	1,200	500	400	24,300
May 2005	6,300	8,200	3,200	1,600	2,500	1,200	500	400	23,800
June 2005	6,200	7,600	3,100	1,500	2,400	1,100	500	400	22,800
Support periods: total number of days	**2,233,500**	**3,041,300**	**1,172,700**	**583,500**	**885,200**	**412,300**	**173,600**	**148,500**	**8,650,700**

Notes

1.   Number excluded due to errors and omissions (weighted): 1.

2.   Figures have been weighted to adjust for agency non-participation.

3.   Please refer to the counting rules (Appendix 1, Section A1.4) for the method used to calculate the monthly average.

Source: SAAP Client Collection.

Table 3.4: SAAP support periods with accommodation: number of accommodation periods active each night, average by month and state and territory, Australia, 2004–05

Date	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
July 2004	2,700	2,600	1,600	700	800	200	200	200	8,900
August 2004	2,700	2,600	1,700	700	800	200	200	200	9,100
September 2004	2,700	2,600	1,800	700	800	200	200	200	9,100
October 2004	2,700	2,600	1,800	700	800	200	200	200	9,100
November 2004	2,700	2,500	1,800	700	800	200	200	200	9,100
December 2004	2,600	2,500	1,800	700	800	200	200	200	9,000
January 2005	2,700	2,400	1,800	700	800	200	200	200	9,000
February 2005	2,800	2,500	1,600	700	800	200	200	200	9,000
March 2005	2,700	2,500	1,600	700	800	200	200	200	8,900
April 2005	2,800	2,500	1,600	600	800	200	200	200	8,900
May 2005	2,800	2,500	1,600	600	800	200	200	200	8,900
June 2005	2,600	2,300	1,500	600	700	200	200	200	8,400
Accommodation periods: total number of nights	**954,800**	**885,500**	**597,100**	**236,000**	**277,100**	**69,700**	**69,200**	**69,100**	**3,158,700**

Notes

1. Number excluded due to errors and omissions (weighted): 2,689.

2. Figures have been weighted to adjust for agency non-participation.

3. Please refer to the counting rules (Appendix 1, Section A1.4) for the method used to calculate the monthly average.

Source: SAAP Client Collection.

4 Age, gender, and cultural and linguistic diversity

This chapter discusses the demographic characteristics of SAAP clients (adults and unaccompanied children) and accompanying children. In addition, patterns of service use are examined according to age, gender, and cultural and linguistic diversity.

Characteristics of SAAP clients

Age and gender

Figure 4.1 shows the age and gender distribution of SAAP clients in Australia during 2004–05. In all age groups of clients under 50 years there were more female than male clients. As a consequence, more females (59,400) than males (40,400) received services (Table 4.1). From the age of 50 years onwards, there were slightly more male than female clients. When the 15–17 and 18–19 year age groups reported in Table 4.1 are aggregated, the largest group of clients was aged 15–19 years, with 17% of all clients being in this age group (derived from Table 4.1). The next largest 5-year age group was 20–24 years (15%) (Table 4.1). The smallest proportion of clients were aged 60–64 years (1%).

Source: Table 4.1.

Figure 4.1: SAAP clients by age and gender, Australia, 2004–05 (per cent of all clients)
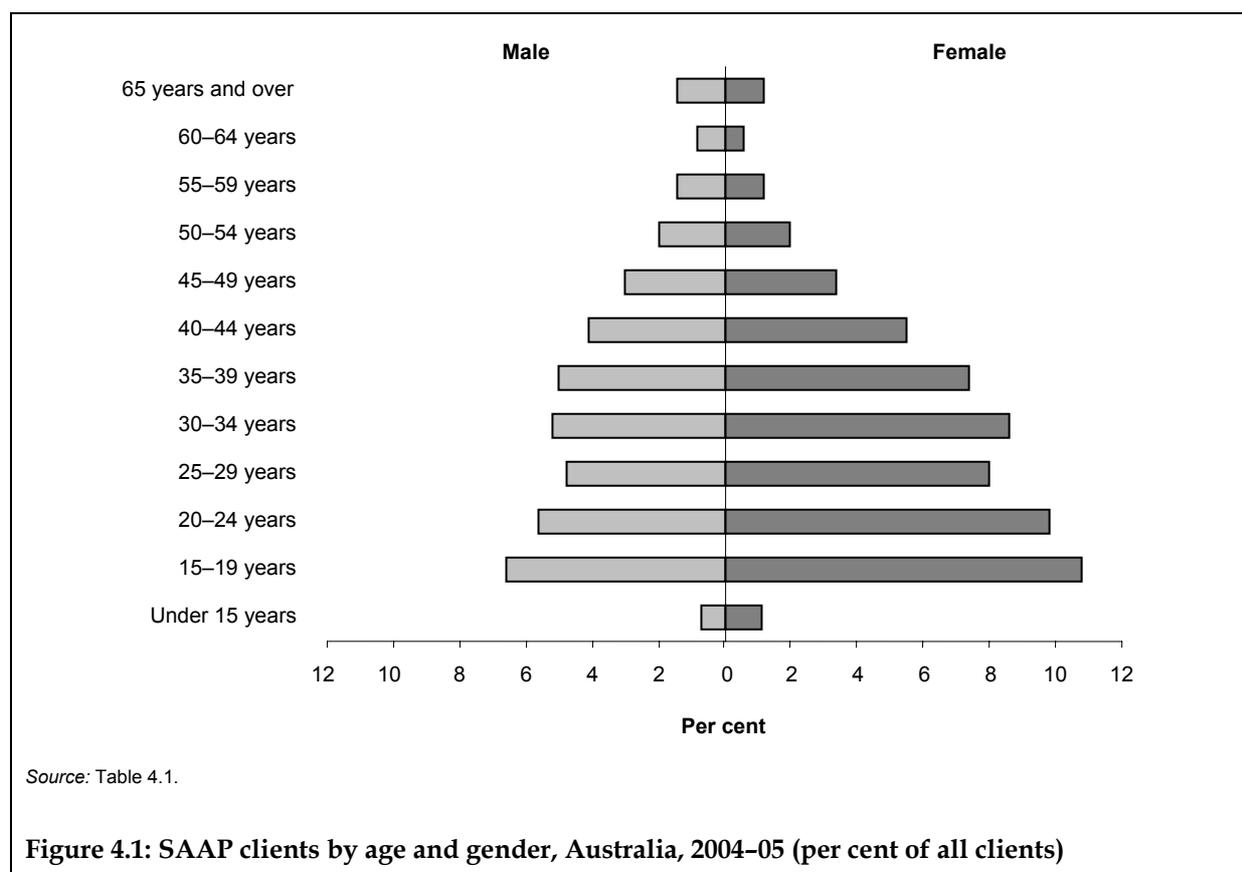
Country of birth

Eighty-six per cent of SAAP clients were born in Australia (Table 4.5). The next most common places of birth were Oceania and 'other Europe and the former Soviet Union' (just under 3% each), and South-East Asia (just over 2%). Less than 1% of SAAP clients were born in the Americas.

People born in Australia were more likely to become SAAP clients than those born elsewhere: 74% of the Australian population aged 10 years and over were Australian-born, but, as previously mentioned, this group made up 86% of SAAP clients. On the other hand, people born in the United Kingdom and Ireland, 'other Europe and the former Soviet Union', North America and various parts of Asia were underrepresented among SAAP clients.

The distributions of male and female clients by country of birth were generally similar. However, the percentages of female clients from South-East Asia, North-East Asia and 'South and Central America and Caribbean' were at least double those for males.

Cultural and linguistic diversity

There was some variation between male and female clients in terms of cultural and linguistic diversity. Although a slightly higher proportion of male clients (5%) than female clients (4%) were born overseas in English proficiency group 1 countries (see section A1.4 in Appendix 1), of clients born overseas in predominately non-English-speaking countries (English proficiency groups 2–4) more were female than male—12% of female clients were born in these countries, compared with 8% of male clients (Table 4.7).

Victoria had the highest proportion of clients born overseas in countries in English proficiency groups 2–4 (14% compared with 10% nationally) (Table 4.8). The percentage of male clients who were born in these countries was smaller than the corresponding percentage of female clients in all jurisdictions with the exception of the Northern Territory.

A higher proportion of female clients than male clients were Indigenous Australians (20% of female clients compared with 11% of male clients) (Table 4.7). Overall, Indigenous Australians were overrepresented as SAAP clients relative to their population size: 2% of Australians aged 10 years and over were estimated to be Indigenous Australians in June 2003, but this group made up around 16% of SAAP clients in 2004–05. The overrepresentation of Indigenous Australians influences the relative proportions of other cultural and linguistic groups in SAAP, in particular the large proportion of Australian-born people as shown in Table 4.5.

Reflecting the large proportion of Indigenous people in the general population, the Northern Territory had the largest proportion of Indigenous clients, 59% (Table 4.8). This overrepresentation was even more pronounced among female clients: 71% of female clients in the Northern Territory were Indigenous Australians, whereas the national proportion was 20%. The lowest percentage of Aboriginal and Torres Strait Islander clients was recorded in Victoria (5%).

Characteristics of accompanying children

Eighty-seven per cent of accompanying children were 12 years of age and under, with children aged 4 years and under accounting for slightly more accompanying children than 5–12-year-olds (44% compared with 42%) (Figure 4.2). Ten per cent of accompanying children were aged 13–15 years and slightly less than 4% of children were aged 16–17 years.

There was little difference reported in the gender of accompanying children, with the proportions divided evenly between girls and boys (Table 4.2).

Per cent

Figure 4.2 bar chart showing SAAP accompanying children by age group. 0–4 years approximately 44 per cent, 5–12 years approximately 42 per cent, 13–15 years approximately 10 per cent, 16–17 years approximately 4 per cent.

Age group

Source: Table 4.2.

Figure 4.2: SAAP accompanying children by age, Australia, 2004–05 (per cent)
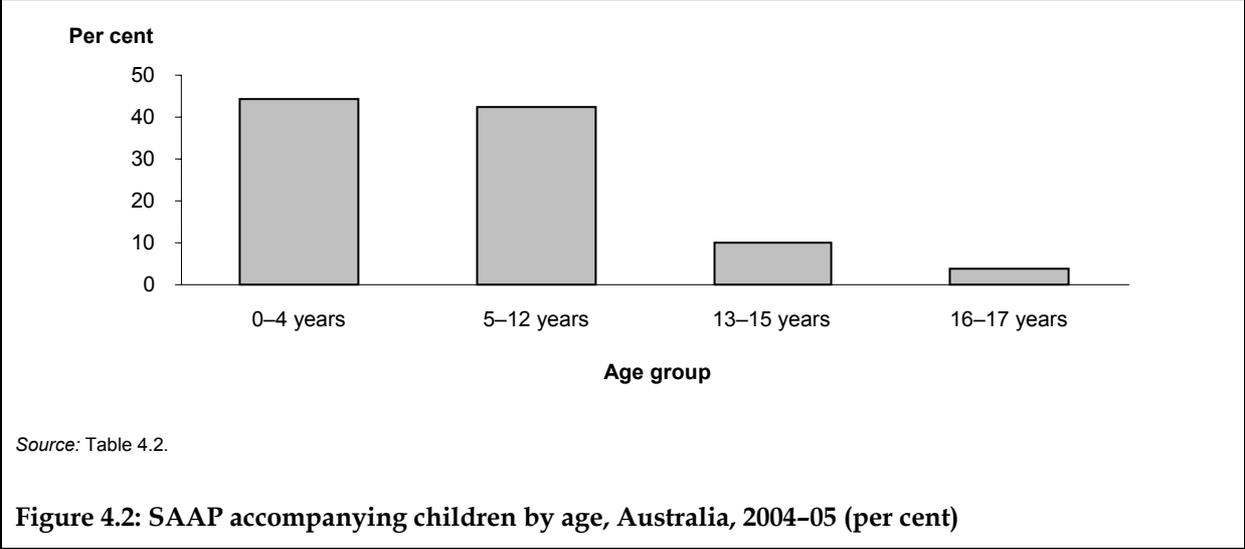
Ninety-five per cent of accompanying children were born in Australia (Table 4.6). All other birthplaces accounted for the remaining 5% of accompanying children.

SAAP use by clients

As mentioned in Chapter 3, 72% of all clients had just one support period during 2004–05, clients averaged 1.7 support periods each, and 57 people per 10,000 people in the general population aged 10 years and over accessed SAAP services (Table 3.1).

Age and gender

The pattern of repeat use varied according to age and gender (Table 4.3). Overall, 73% of female clients had one support period and the corresponding figure for male clients was 70%. Males averaged slightly more support periods, at 1.8 each, with females averaging around 1.7 support periods each.

Clients aged 25–44 years made up nearly 49% of all SAAP clients. They also returned to SAAP agencies more often than other clients (averaging 1.8 support periods each). This was due to the relatively high average number of support periods per client for males in this age category (1.9). In comparison, females aged 25–44 years averaged 1.7 support periods each. In contrast, clients under 15 years of age made up less than 2% of all clients. They returned less often than others to SAAP services, averaging around 1.4 support periods each; 80% of this client group had only one support period.

The proportion of people accessing support varied considerably by age. People aged from 15 to 24 years were more likely to go to SAAP agencies than people in other age groups (Table 4.3). The highest rate of use was by 18–19-year-olds, with 142 clients for every 10,000 people in this age bracket. The next highest usage rates were by 15–17-year-olds and 20–24-year-olds, among whom there were 117 and 110 clients, respectively, for every 10,000

people. Only 10 people per 10,000 aged 65 years and over and 11 people per 10,000 aged under 15 years[3] became SAAP clients.

The proportion of people accessing SAAP services also varied by gender. Females were more likely to use SAAP services than males: there were 67 female clients for every 10,000 females aged 10 years and over in the general population and 47 male clients per 10,000 males aged 10 years and over. The highest rate of use was by 18–19-year-old females among whom there were 179 clients per 10,000 females in this age bracket, compared with 106 male clients.

Cultural and linguistic diversity

The average number of support periods per client varied slightly according to cultural and linguistic diversity. Other Australian-born clients had the highest number of support periods each, averaging 1.8 (Table 4.7). In comparison, clients from countries in English proficiency groups 2–4 had fewer support periods per client, averaging 1.5. Indigenous Australian clients averaged 1.7 support periods each as did clients from predominately English-speaking countries (English proficiency group 1 countries).

State and territory

There was a large variation across the states and territories in terms of SAAP use. The number of SAAP clients per 10,000 people aged 10 years and over ranged from 41 in New South Wales to 183 in the Northern Territory, and females were more likely to use SAAP services in all states and territories, except the Australian Capital Territory (Table 4.8).These differences largely reflect the varying usage of SAAP services by clients of different cultural backgrounds and the different population profiles in the states and territories. It may also reflect the availability of SAAP services across the states and territories.

SAAP use by accompanying children

As mentioned in Chapter 3, 81% of all accompanying children had just one accompanying child support period during 2004–05, and accompanying children averaged 1.4 accompanying child support periods each (Table 3.2). However, the pattern of repeat use for children accompanying a parent(s) or guardian(s) to a SAAP agency varied with age. On average, accompanying children aged 0–4 years and 5–12 years generally had more occasions where their parent(s) or guardian(s) were supported than accompanying children in other age groups, averaging 1.4 accompanying child support periods each (Table 4.4). Accompanying children aged 16–17 years had the lowest average number of accompanying child support periods (1.2), with 88% having only 1 accompanying child support period during the year.

In Australia during 2004–05, for every 10,000 people aged 0–17 years in the general population, 118 children accompanied a parent(s) or guardian(s) who used SAAP services (Table 4.4). The highest rate of use was for 0–4-year-olds, with 198 children for every 10,000 children in this age bracket accompanying a SAAP client. The next highest usage rate was for 5–12-year-olds, for whom there were 111 accompanying children for every 10,000 children. There were 66 children per 10,000 children aged 13–15 years and 37 children per 10,000 children aged 16–17 years that accompanied a client to a SAAP agency.

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[3] The rate for people under 15 years refers to clients only and does not include accompanying children.

There was a large variation across the states and territories. The number of accompanying children per 10,000 children aged 0–17 years ranged from 68 in New South Wales to 342 in the Northern Territory (Table 3.2). This is a result of the varying usage by and availability of SAAP services to the parent(s) and guardian(s) of these children.

4.1 Tables

Table 4.1: SAAP clients by age and gender, Australia, 2004–05

Age	Percentage of all clients		Percentage of gender group		Total	
	Male	Female	Male	Female		
	%	%	%	%	%	Number
Under 15 years	0.7	1.1	1.7	1.8	1.7	1,700
15–17 years	3.6	6.0	8.8	10.0	9.5	9,500
18–19 years	3.0	4.8	7.4	8.1	7.9	7,800
20–24 years	5.6	9.8	13.9	16.4	15.4	15,400
25–29 years	4.8	8.0	11.8	13.5	12.8	12,800
30–34 years	5.2	8.6	12.9	14.4	13.8	13,800
35–39 years	5.0	7.4	12.2	12.5	12.4	12,400
40–44 years	4.1	5.5	10.1	9.2	9.6	9,600
45–49 years	3.0	3.4	7.4	5.6	6.3	6,300
50–54 years	2.0	2.0	5.0	3.3	4.0	4,000
55–59 years	1.4	1.2	3.4	2.0	2.6	2,600
60–64 years	0.8	0.6	2.0	1.0	1.4	1,400
65 years and over	1.4	1.2	3.4	2.0	2.6	2,600
Total	*40.5*	*59.5*	*100.0*	*100.0*	*100.0*	*. .*
Total (number)	**40,400**	**59,400**	**40,400**	**59,400**	**. .**	*99,800*
Mean age (years)	. .	. .	**33.9**	**31.4**	. .	**32.4**
Median age (years)	. .	. .	**32**	**30**	. .	**30**

Notes

1.   Number excluded due to errors and omissions (weighted): 550.

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

Source: SAAP Client Collection.

Table 4.2: SAAP accompanying children by age and gender of child, Australia, 2004–05

	Accompanying children	
Age	**%**	**Number**
0–4 years	44.3	25,000
5–12 years	42.4	23,900
13–15 years	9.8	5,500
16–17 years	3.6	2,000
Total	**100.0**	**56,500**
Gender		
Male	49.9	28,300
Female	50.1	28,400
Total	**100.0**	**56,700**

Notes

1. Number excluded due to errors and omissions in age (weighted): 336.

2. Number excluded due to errors and omissions in gender (weighted): 76.

3. Accompanying children figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

Table 4.3: SAAP clients: number of support periods per client, by age and gender of client, Australia, 2004–05 (per cent)

Number of support periods	Under 15 years	15–17 years	18–19 years	20–24 years	25–44 years	45–64 years	65+ years	Total %	Total Number
Male clients									
1	80.8	70.2	72.3	72.0	67.5	70.4	76.3	69.8	28,200
2	12.3	15.1	15.8	15.0	16.9	15.5	15.0	16.0	6,500
3	3.6	7.1	5.5	5.7	6.2	5.6	4.0	5.9	2,400
4	0.8	2.9	2.4	3.0	3.5	2.7	1.3	3.0	1,200
5	0.8	1.1	1.3	1.5	1.9	1.8	1.2	1.7	700
6+	1.7	3.6	2.7	2.8	4.0	3.9	2.2	3.6	1,400
Total	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	..
Total (%)	1.7	8.8	7.4	13.9	47.1	17.7	3.4	100.0	..
Total (number)	700	3,600	3,000	5,600	19,000	7,200	1,400	..	40,400
Mean number of support periods	1.45	1.80	1.70	1.70	1.90	1.92	1.67	..	1.84
Per 10,000 population	8	85	106	79	65	29	12	..	47
Female clients									
1	79.9	70.6	72.0	71.8	72.5	79.3	77.4	73.2	43,500
2	13.6	15.6	16.2	16.0	15.5	13.1	19.0	15.4	9,200
3	3.0	6.7	6.2	6.1	5.4	3.8	1.9	5.4	3,200
4	1.6	2.7	2.4	2.6	2.7	1.5	0.9	2.5	1,500
5	1.1	1.7	1.3	1.4	1.5	0.9	0.4	1.4	800
6+	0.8	2.7	1.9	2.1	2.3	1.5	0.4	2.1	1,300
Total	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	..
Total (%)	1.8	10.0	8.1	16.4	49.6	12.0	2.0	100.0	..
Total (number)	1,100	6,000	4,800	9,800	29,500	7,100	1,200	..	59,400
Mean number of support periods	1.44	1.73	1.64	1.66	1.69	1.51	1.42	..	1.65
Per 10,000 population	13	150	179	144	100	29	8	..	67
All clients									
1	80.2	70.5	72.1	71.9	70.5	74.9	76.8	71.8	71,700
2	13.1	15.4	16.1	15.6	16.0	14.3	16.9	15.6	15,600
3	3.3	6.8	5.9	5.9	5.7	4.7	3.0	5.6	5,600
4	1.3	2.7	2.4	2.8	3.0	2.1	1.1	2.7	2,700
5	1.0	1.5	1.3	1.5	1.7	1.4	0.8	1.5	1,500
6+	1.1	3.0	2.2	2.3	3.0	2.7	1.4	2.7	2,700
Total	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	..
Total (%)	1.7	9.5	7.9	15.4	48.6	14.3	2.6	100.0	..
Total (number)	1,700	9,500	7,800	15,400	48,500	14,300	2,600	..	99,800
Mean number of support periods	1.44	1.75	1.66	1.68	1.77	1.71	1.55	..	1.73
Per 10,000 population	11	117	142	110	82	29	10	..	57

Notes

1. Number excluded due to errors and omissions (weighted): 550.

2. 'Per 10,000 population' shows how many people out of every 10,000 in the population of that gender and age group became SAAP clients. The rate is estimated by comparing the number of SAAP clients with the estimated resident population in the designated gender and age group as at 30 June 2004 (preliminary estimates). For the age group under 15 years, only those aged 10–14 are included in the calculations.

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

Sources: SAAP Client Collection; ABS 2005a.

Table 4.4: SAAP accompanying children: number of accompanying child support periods per accompanying child, by age of child, Australia, 2004–05 (per cent)

Number of accompanying child support periods	0–4 years	5–12 years	13–15 years	16–17 years	Total %	Total Number
1	79.9	81.0	84.0	88.4	81.0	45,800
2	13.6	13.1	11.9	8.9	13.1	7,400
3	3.7	3.2	2.3	1.6	3.3	1,800
4	1.5	1.4	1.0	0.6	1.4	800
5	0.6	0.6	0.4	0.2	0.6	300
6+	0.7	0.8	0.3	0.3	0.7	400
Total	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*. .*
Total (%)	44.3	42.4	9.8	3.6	100.0	. .
Total (number)	25,000	23,900	5,500	2,000	. .	56,500
Mean number of accompanying child support periods	1.38	1.39	1.31	1.23	. .	1.38
Per 10,000 population of applicable age group	198	111	66	37	. .	118

Notes

1. Number excluded due to errors and omissions (weighted): 336.

2. 'Per 10,000 population of applicable age group' shows how many children out of every 10,000 children in the relevant age group in the general population accompanied SAAP clients. The rate is estimated by comparing the number of SAAP accompanying children with the estimated resident population in the designated age group as at 30 June 2004 (preliminary estimates).

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

Sources: SAAP Client Collection; ABS 2005a.

Table 4.5: SAAP clients: birthplace by gender, Australia, 2004–05

Birthplace	Male	Female	Total		Australian population 10+	
	%	%	%	Number	%	Number
Australia	86.9	84.5	85.5	84,200	73.6	12,719,100
Oceania (excluding Australia)	2.8	2.8	2.8	2,800	3.0	519,600
UK, Ireland and associated islands	2.2	1.4	1.7	1,700	6.8	1,168,100
Other Europe and the former Soviet Union	2.6	2.7	2.6	2,600	6.6	1,138,700
Middle East and North Africa	1.5	2.0	1.8	1,800	1.5	250,900
South-East Asia	1.2	2.9	2.2	2,200	3.3	566,900
North-East Asia	0.3	0.9	0.7	700	2.0	344,000
Southern Asia	0.5	0.8	0.7	700	1.3	217,800
North America	0.3	0.2	0.2	200	0.5	88,300
South and Central America and Caribbean	0.3	0.6	0.5	500	0.5	87,000
Africa (excluding North Africa)	1.3	1.3	1.3	1,300	1.0	170,100
Total	*100.0*	*100.0*	*100.0*	*. .*	*100.0*	*. .*
Total (%)	**40.4**	**59.6**	**100.0**	. .	. .	. .
Total (number)	**39,800**	**58,700**	. .	**98,500**	. .	**17,270,600**

Notes

1. Number excluded due to errors and omissions (weighted): 1,910.

2. 'Australian population 10+' refers to the estimated resident population aged 10 years and over at 30 June 2003 and includes people resident in the external territories.

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

Sources: SAAP Client Collection; ABS 2004b.

Table 4.6: SAAP accompanying children: birthplace of child, Australia, 2004–05

Birthplace	Accompanying children		Australian population 0–17	
	%	Number	%	Number
Australia	94.9	52,100	93.5	4,483,400
Oceania (excluding Australia)	1.4	700	1.4	65,800
Europe and the former Soviet Union	0.5	300	1.5	73,900
South-East, North-East and Southern Asia	0.9	500	2.2	104,500
Other (including the Middle East, Africa, the Americas and Caribbean)	2.4	1,300	1.4	67,600
Total	**100.0**	**54,900**	**100.0**	**4,795,200**

Notes

1. Number excluded due to errors and omissions in birthplace (weighted): 1,894.

2. 'Australian population 0–17' refers to the estimated resident population aged 17 years and under at 30 June 2003 and includes people resident in the external territories.

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

Sources: SAAP Client Collection; ABS 2004b.

Table 4.7: SAAP clients and support periods per client, by cultural and linguistic diversity and gender of client, Australia, 2004–05

Cultural and linguistic diversity	Male	Female	Total		Australian population 10+	
Clients	**%**	**%**	**%**	**Number**	**%**	**Number**
Indigenous Australians	11.2	19.9	16.4	15,900	2.0	353,900
Other Australian-born people	75.9	64.7	69.2	67,200	71.6	12,365,200
People born overseas, English proficiency group 1	4.7	3.6	4.0	3,900	10.2	1,758,300
People born overseas, English proficiency groups 2–4	8.3	11.8	10.4	10,100	16.2	2,793,100
Total	*100.0*	*100.0*	*100.0*	*. .*	*100.0*	*. .*
Total (%)	**40.3**	**59.7**	**100.0**	**. .**	**. .**	**. .**
Total (number)	**39,200**	**57,900**	**. .**	**97,100**	**. .**	**17,270,600**
Support periods	**Mean number per client**			**Total number**		
Indigenous Australians	1.73	1.75	1.74	27,600	. .	. .
Other Australian-born people	1.89	1.65	1.76	117,900	. .	. .
People born overseas, English proficiency group 1	1.84	1.57	1.70	6,700	. .	. .
People born overseas, English proficiency groups 2–4	1.53	1.52	1.53	15,300	. .	. .
Total	*1.84*	*1.65*	*1.73*	*. .*	*. .*	*. .*
Total support periods (%)	**42.9**	**57.1**	**100.0**	**. .**	**. .**	**. .**
Total support periods (number)	**71,800**	**95,600**	**. .**	**167,500**	**. .**	**. .**

Notes

1. Number excluded due to errors and omissions (weighted): 3,326 clients; 5,629 support periods.

2. For derivation of cultural and linguistic diversity, see the counting rules (Appendix 1, Section A1.4). English proficiency groups are based on country of birth—see Glossary.

3. 'Australian population 10+' refers to the estimated resident population aged 10 years and over at 30 June 2003. The figures for Indigenous Australians are from experimental estimates based on the 2001 Census produced by the ABS. The number of 'Other Australian-born people' is derived from the Australian-born population minus the number of Indigenous Australians.

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

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

Table 4.8: SAAP clients: cultural and linguistic diversity and gender of clients, by state and territory, Australia, 2004–05 (per cent)

Cultural and linguistic diversity	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total %	Total Number
Male clients										
Indigenous Australians	12.7	4.0	16.4	16.5	11.9	8.7	11.1	32.3	11.2	4,400
Other Australian-born people	72.9	83.2	73.4	63.6	76.7	84.5	73.7	56.6	75.9	29,700
People born overseas, English proficiency group 1	5.7	2.9	5.5	9.9	4.8	3.4	4.4	5.0	4.7	1,800
People born overseas, English proficiency groups 2–4	8.7	9.9	4.6	10.0	6.6	3.4	10.8	6.0	8.3	3,200
Total	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*. .*
Total (%)	**26.4**	**35.0**	**19.6**	**7.1**	**9.1**	**4.8**	**2.0**	**2.4**	**. .**	**. .**
Total (number)	**10,300**	**13,700**	**7,700**	**2,800**	**3,600**	**1,900**	**800**	**1,000**	**. .**	**39,200**
Per 10,000 population	**37**	**66**	**47**	**33**	**54**	**96**	**58**	**109**	**. .**	**47**
Female clients										
Indigenous Australians	20.8	5.0	26.2	49.3	20.8	10.2	14.2	71.3	19.9	11,500
Other Australian-born people	63.0	75.9	62.2	35.4	68.4	83.0	70.3	23.7	64.7	37,500
People born overseas, English proficiency group 1	3.6	3.0	4.7	4.9	3.2	2.8	3.2	2.0	3.6	2,100
People born overseas, English proficiency groups 2–4	12.5	16.0	6.9	10.4	7.7	4.0	12.3	3.0	11.8	6,900
Total	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*. .*
Total (%)	**22.1**	**36.9**	**15.9**	**10.0**	**10.0**	**4.2**	**1.3**	**3.6**	**. .**	**. .**
Total (number)	**12,800**	**21,400**	**9,200**	**5,800**	**5,800**	**2,500**	**700**	**2,100**	**. .**	**57,900**
Per 10,000 population	**44**	**99**	**56**	**69**	**87**	**119**	**52**	**266**	**. .**	**67**
All clients										
Indigenous Australians	17.2	4.6	21.8	38.6	17.4	9.6	12.6	59.0	16.4	15,900
Other Australian-born people	67.5	78.8	67.3	44.6	71.5	83.7	72.1	34.1	69.2	67,200
People born overseas, English proficiency group 1	4.5	3.0	5.1	6.5	3.8	3.0	3.8	2.9	4.0	3,900
People born overseas, English proficiency groups 2–4	10.8	13.6	5.8	10.2	7.2	3.7	11.5	4.0	10.4	10,100
Total	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*. .*
Total (%)	**23.8**	**36.1**	**17.4**	**8.8**	**9.6**	**4.5**	**1.6**	**3.1**	**. .**	**. .**
Total (number)	**23,100**	**35,100**	**16,900**	**8,600**	**9,400**	**4,400**	**1,500**	**3,000**	**. .**	**97,100**
Per 10,000 population	**41**	**83**	**52**	**51**	**71**	**108**	**55**	**183**	**. .**	**57**

Notes

1.   Number excluded due to errors and omissions (weighted): 3,326.
2.   Number of clients in a state or territory relates to clients who ever received assistance from a SAAP agency in that state or territory. Since a client may have support periods in more than one state or territory, state and territory figures do not sum to the national figure.
3.   'Per 10,000 population' refers to the estimated resident population aged 10 years and over at 30 June 2004 (preliminary estimates).
4.   For derivation of cultural and linguistic diversity see the counting rules (Appendix 1, Section A1.4).
5.   Figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client Collection; ABS 2005a.

5 Client groups and reasons for seeking assistance

This chapter contains information about the number of support periods for 9 main client groups. For client groups presenting at SAAP agencies with accompanying children, the number of accompanying child support periods associated with each client group is also reported. Data about the main reason for seeking assistance reported in each support period for the different client groups is also included in this chapter.

Client groups supported by SAAP

Figure 5.1 gives a breakdown of the number of support periods provided to the main client groups. Nationally, over one-quarter (27%) of support periods were provided to males aged 25 years and over presenting alone at SAAP agencies and 24% were provided to female clients with children. Unaccompanied females aged 25 years and over accounted for 16%, and unaccompanied females under 25 years accounted for around 13% of support periods. This was followed by unaccompanied males aged under 25 years (11% of support periods), couples with children (4%) and couples without children (3%). Males with children accounted for 2% of all support periods.

Source: Table 5.1.

Figure 5.1: SAAP support periods by client group, Australia, 2004–05 (per cent)
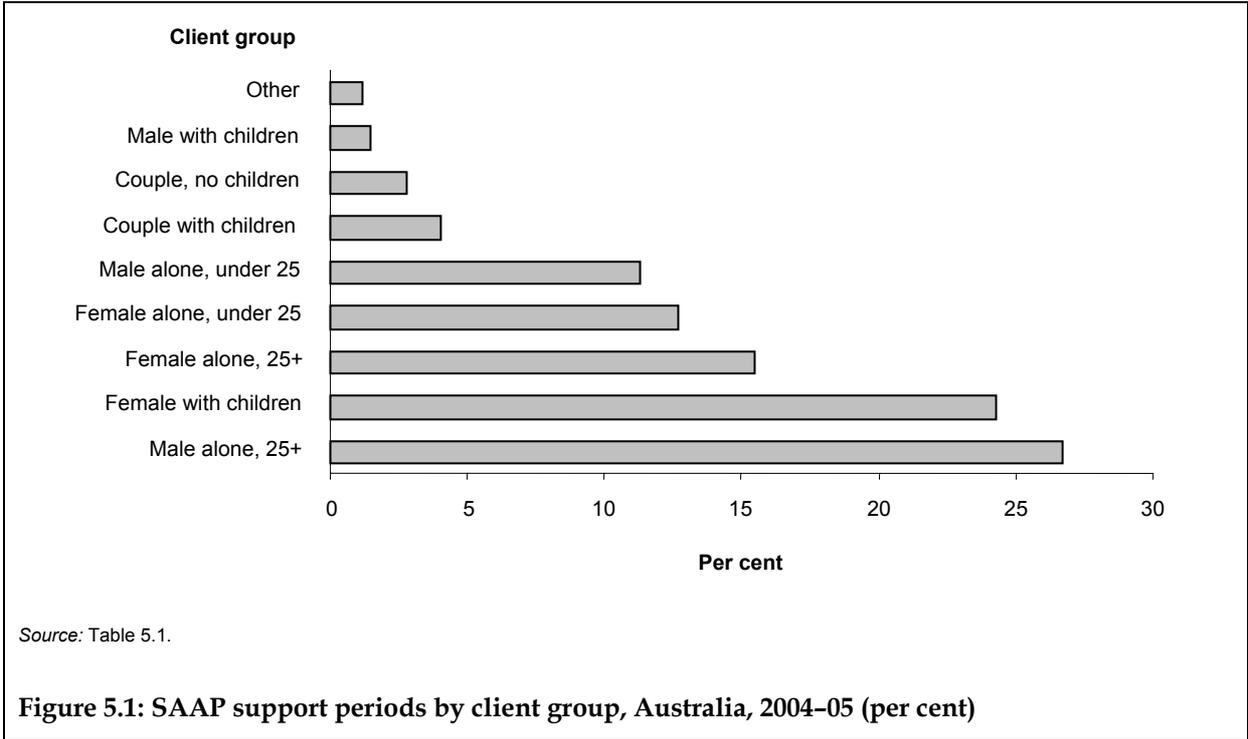
State and territory

Client group profiles varied between states and territories. For example, agencies in New South Wales more commonly supported unaccompanied males compared with other states and territories, with half (50%) of their support periods being for this client group (Table 5.1). Agencies in the Northern Territory provided the lowest percentage of support periods to

unaccompanied males (26%), however, this was likely partially due to the reduced participation of a previously high-volume agency that primarily supported single men. The Northern Territory provided the highest proportion of support periods to unaccompanied females (37%). Support periods provided to females with children ranged from 15% in the Australian Capital Territory to 33% in Western Australia. Agencies in the Australian Capital Territory provided a higher proportion of support periods to couples with children (8%) than the other states or territory, while agencies in Victoria reported a higher proportion of support periods to couples without children (5%).

The client profile within agencies of various target groups is shown in Table 5.2. As might be expected, agencies with specific target groups tended to provide services predominantly to that client group. Consequently, 79% of support periods at agencies targeting young people were for people under 25 presenting on their own, and agencies targeting single men were overwhelmingly used by unaccompanied males aged 25 or over (87% of their support periods). Similarly, agencies that targeted women escaping domestic violence were mainly used by females with children (accounting for 58% of support periods in these agencies) and unaccompanied females (40%). Thirty-eight per cent of the support periods provided by cross-target group agencies were to unaccompanied males aged 25 years and over.

Support periods for clients with accompanying children

There were at least 38,300 support periods where SAAP clients presented with accompanying children in 2004–05 (Table 5.3). There were 77,600 accompanying child support periods associated with these support periods, giving an average of 2 accompanying child support periods per SAAP client support period.

Couples with children had the highest average number of accompanying child support periods per client support period (2.2), followed by females with children (2.0), males with children (1.8) and 'other' groups with children (1.8).

State and territory

There were some significant variations in the number of support periods reported for client groups with accompanying children and the associated accompanying child support periods according to state and territory. For example, the Australian Capital Territory had higher proportions of support periods for couples with children (25%) and males with children (16%) than the national averages of 9% and 4%, respectively. Correspondingly, the proportion of accompanying child support periods reported for these client groups was also highest in the Australian Capital Territory (23% for couples with children and 17% for males with children) compared with the national averages (10% for couples with children and 4% for males with children).

The highest proportions of support periods with accompanying children for females with children were reported in New South Wales (91%) compared with 59% of support periods for this client group in the Australian Capital Territory. The proportions of accompanying child support periods for this client group in these jurisdictions followed the same pattern. The highest average number of accompanying child support periods per client support period was recorded in Queensland and Western Australia (2.1 each).

Main reason for seeking SAAP assistance

In addition to recording client characteristics, the SAAP Client Collection collects information on the main reasons clients seek assistance from SAAP agencies. Overall, the most common main reasons that clients gave for seeking assistance in 2004–05 were domestic

violence (in around 20% of support periods), financial difficulty (12%), and usual accommodation unavailable (11%) (Figure 5.2).

Main reason for seeking assistance

Source: Table 5.4.

Figure 5.2: Main reason for seeking assistance, Australia, 2004–05 (per cent support periods)
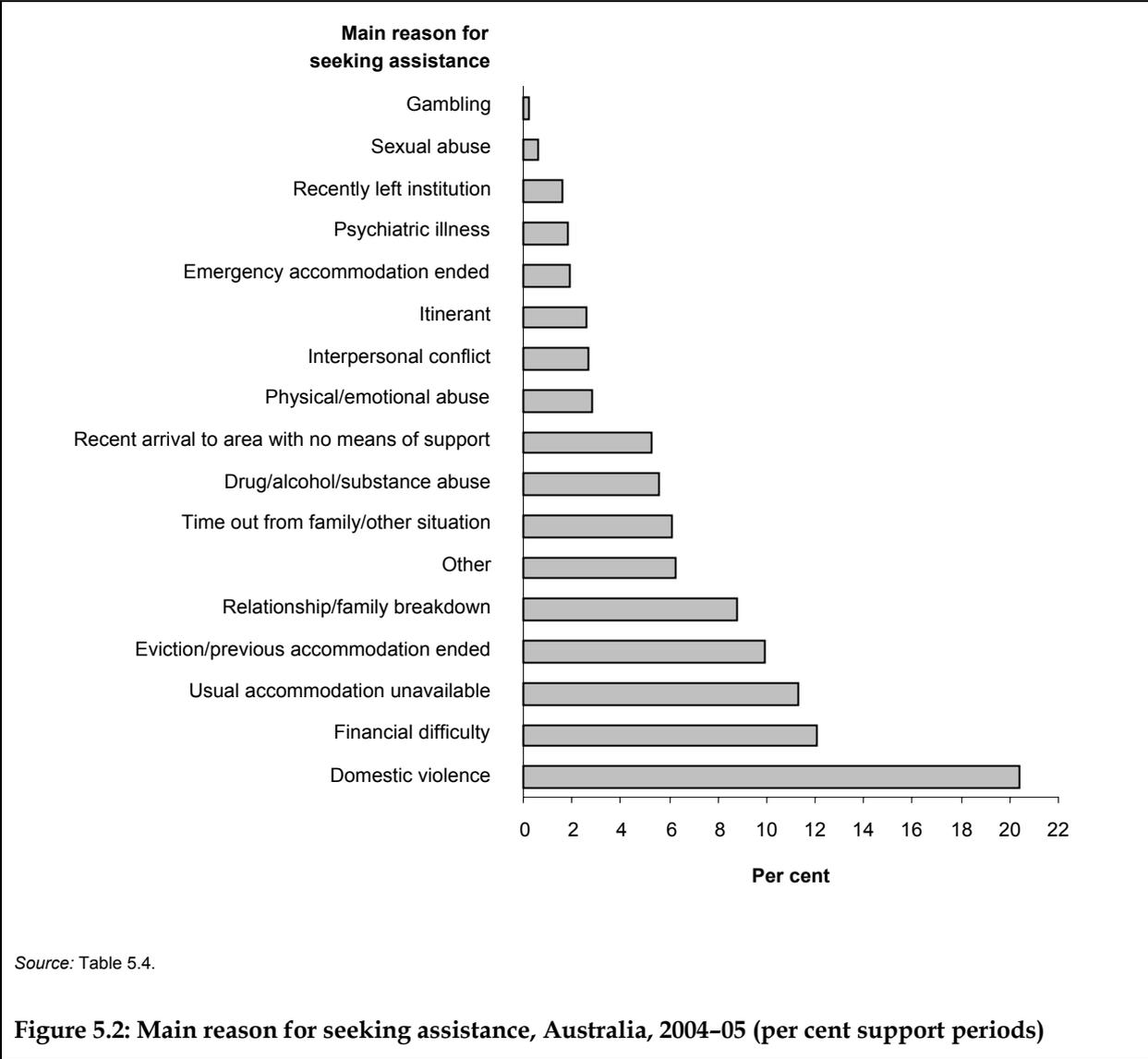
Drug, alcohol or substance abuse was cited as the main reason for seeking assistance in 6% of support periods (Table 5.4). Note that 2004–05 is the first year that data on reasons for seeking assistance were collected from agencies that were previously using the high-volume form, which commonly support single men (see Table 5.5 for reasons given by unaccompanied males). This has increased the proportion reported compared with 2003–04.

State and territory

Whilst in general there were only small variations across the states and territories in the proportions for most of the main reasons for seeking assistance, there were a few exceptions. Most notably, domestic violence ranged from 10% of cases in the Australian Capital Territory to 36% in the Northern Territory (Table 5.4). There was also substantial variation in the proportions of support periods for which financial difficulty was cited as the main reason for seeking assistance, ranging from 5% in South Australia to 18% in Victoria. Eviction or the

ending of previous accommodation was given as the main reason in 4% of support periods in the Northern Territory and in 16% in the Australian Capital Territory and Tasmania. Drug, alcohol or substance abuse ranged from 2% of support periods in the Northern Territory and Tasmania to 14% in New South Wales.

Other main reasons for seeking assistance that varied across the states and territories included relationship and family breakdown, from 5% in the Northern Territory to 13% in the Australian Capital Territory; time out from their family or another situation, from 4% in South Australia and New South Wales to 9% in Queensland; and sexual abuse, 1% or less in all states and territories except Tasmania where it was cited in 4% of support periods.

Client group

The main reason given for seeking support varied considerably according to the client group. In 49% of support periods for females with children and 40% for unaccompanied females aged 25 years and over, assistance was sought mainly because of domestic violence (Table 5.5). Unaccompanied females aged under 25 years most often reported relationship or family breakdown as their main reason for seeking assistance (in 20% of their support periods).

Unaccompanied males aged under 25 years most often reported that the main reason they sought assistance was because their usual accommodation was unavailable (19%), followed by relationship or family breakdown and eviction or ending of previous accommodation (both 15%). For unaccompanied male clients aged 25 years and over, the most common main reason for seeking assistance was financial difficulty (17%). Drug, alcohol or substance abuse was reported in far higher proportions for males alone aged 25 years and over than for the other client groups, and was their second most common main reason for seeking assistance (14% compared with between 1% and 5% for the other client groups).

Among couples with children, eviction or the ending of previous accommodation was the most common main reason for seeking assistance (24%), followed by financial difficulty (20%). Couples without children most commonly reported that the main reason they sought assistance was due to financial difficulty (25%), followed by eviction or the ending of previous accommodation (19%).

5.1 Tables

Table 5.1: SAAP support periods: client group by state and territory, Australia, 2004–05 (per cent)

									Total	
Client group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	%	Number
Male alone, under 25	12.8	8.9	14.2	10.4	12.1	12.8	17.0	7.4	11.3	19,100
Male alone, 25+	37.2	23.0	30.1	16.9	20.6	26.4	26.5	18.1	26.7	45,500
Female alone, under 25	13.5	10.7	14.7	11.3	14.3	13.4	20.0	15.0	12.7	21,600
Female alone, 25+	13.4	17.0	13.6	20.4	14.6	11.1	6.1	21.8	15.5	26,300
Couple, no children	1.6	4.5	1.7	2.1	1.8	3.6	2.3	1.9	2.8	4,800
Couple with children	1.5	5.1	3.7	4.2	4.8	5.2	8.4	3.9	4.0	6,700
Male with children	0.6	2.5	1.1	0.6	1.3	2.2	4.2	1.1	1.5	2,600
Female with children	18.5	26.8	20.0	32.7	29.5	23.9	14.5	29.2	24.3	41,400
Other	0.9	1.6	0.8	1.3	1.0	1.2	1.1	1.7	1.2	2,100
Total	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*. .*
Total (%)	**23.8**	**35.9**	**15.1**	**8.5**	**9.0**	**3.7**	**1.3**	**2.7**	**100.0**	**. .**
Total (number)	**40,600**	**61,200**	**25,700**	**14,400**	**15,200**	**6,300**	**2,300**	**4,600**	**. .**	**170,200**

Notes
1. Number excluded due to errors and omissions (weighted): 2,953.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.
Source: SAAP Client Collection.

Table 5.2: SAAP support periods: client group by primary target group of agency, Australia, 2004–05 (per cent)

						Cross-target/	Total	
Client group	Young people	Single men only	Single women only	Families	Women escaping DV	multiple/ general	%	Number
Male alone, under 25	36.7	10.3	0.3	1.7	0.3	6.9	11.3	19,100
Male alone, 25+	2.0	86.5	0.9	5.4	0.6	37.5	26.7	45,500
Female alone, under 25	42.7	0.2	15.4	2.4	7.1	6.2	12.7	21,600
Female alone, 25+	1.1	1.2	55.5	4.7	32.4	16.9	15.5	26,300
Couple, no children	3.2	0.6	0.6	3.8	0.4	5.2	2.8	4,800
Couple with children	2.2	0.2	0.4	23.7	0.7	5.9	4.0	6,700
Male with children	0.5	0.2	0.2	7.0	0.1	2.9	1.5	2,600
Female with children	9.6	0.5	26.2	48.5	57.5	17.4	24.3	41,400
Other	2.0	0.4	0.6	2.7	1.0	1.1	1.2	2,100
Total	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*. .*
Total (%)	**19.6**	**15.3**	**3.3**	**5.6**	**22.6**	**33.6**	**100.0**	**. .**
Total (number)	**33,300**	**26,100**	**5,600**	**9,600**	**38,400**	**57,200**	**. .**	**170,200**

Notes
1. Number excluded due to errors and omissions (weighted): 2,953.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.
Sources: SAAP Client and Administrative Data Collections.

Table 5.3: SAAP support periods for clients with accompanying children and associated accompanying child support periods, client group by state and territory, Australia, 2004–05 (per cent)

Client group	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total %	Total Number
Support periods (%)										
Couple with children	5.2	11.0	10.7	6.5	9.1	12.7	24.7	7.7	9.4	3,600
Male with children	2.0	5.9	4.2	1.0	3.6	6.7	15.6	2.9	4.2	1,600
Female with children	91.9	82.7	84.3	91.9	86.9	80.1	58.6	88.6	85.8	32,800
Other with children	0.8	0.5	0.8	0.6	0.4	0.6	1.1	0.8	0.6	200
Total	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*. .*
Total (%)	**17.7**	**37.8**	**12.9**	**10.9**	**11.9**	**4.2**	**1.3**	**3.4**	**100.0**	. .
Total (number)	**6,800**	**14,500**	**4,900**	**4,200**	**4,500**	**1,600**	**500**	**1,300**	. .	**38,300**
Accompanying child support periods (%)										
Couple with children	5.0	11.6	12.3	7.4	10.1	12.5	23.1	9.1	10.0	7,800
Male with children	1.7	5.5	3.3	1.0	2.8	5.5	16.8	2.4	3.8	2,900
Female with children	92.5	82.5	83.7	91.1	86.8	81.6	58.9	87.7	85.7	66,500
Other with children	0.8	0.4	0.7	0.5	0.3	0.4	1.2	0.7	0.5	400
Total	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*. .*
Total (%)	**17.1**	**37.9**	**13.6**	**11.1**	**11.8**	**4.1**	**1.2**	**3.3**	**100.0**	. .
Total (number)	**13,300**	**29,400**	**10,500**	**8,600**	**9,200**	**3,200**	**900**	**2,500**	. .	**77,600**
Mean number of accompanying child support periods per support period (number)										
Couple with children	1.9	2.2	2.4	2.3	2.2	2.0	1.8	2.3	. .	2.2
Male with children	1.7	1.9	1.7	2.0	1.6	1.6	2.0	1.6	. .	1.8
Female with children	2.0	2.0	2.1	2.0	2.0	2.0	1.9	1.9	. .	2.0
Other with children	2.0	1.6	1.9	1.8	1.4	1.6	2.0	1.9	. .	1.8
Total	**2.0**	**2.0**	**2.1**	**2.1**	**2.0**	**2.0**	**1.9**	**2.0**	. .	**2.0**

Notes

1.   Number excluded due to errors and omissions (weighted): 498 support periods.

2.   Number excluded due to errors and omissions (weighted): 965 accompanying child support periods.

3.   Although each member of a couple has an individual support period, in this table a couple presenting with children contributes only 1 support period. The table is therefore not directly comparable with other tables showing the number of support periods by client group.

4.   Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

Table 5.4: SAAP support periods: main reason for seeking assistance by state and territory, Australia, 2004–05 (per cent)

Main reason for seeking assistance	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total %	Total Number
Usual accommodation unavailable	11.3	8.4	16.2	14.9	11.2	14.1	7.9	10.2	11.3	18,400
Time out from family/other situation	4.2	6.2	9.1	8.0	3.9	4.6	5.9	7.2	6.1	9,800
Relationship/family breakdown	8.8	8.9	8.2	8.0	9.7	12.4	12.6	4.9	8.8	14,400
Interpersonal conflict	2.4	2.2	3.1	3.6	3.1	3.9	4.2	2.9	2.7	4,400
Physical/emotional abuse	1.7	2.5	2.4	6.1	3.7	2.8	2.6	3.0	2.8	4,500
Domestic violence	17.5	20.4	17.2	26.5	28.4	11.1	9.6	35.6	20.4	33,200
Sexual abuse	0.5	0.3	0.5	0.4	1.0	3.8	0.6	0.5	0.6	1,000
Financial difficulty	8.8	17.9	11.4	7.2	4.8	12.7	9.8	9.4	12.1	19,600
Gambling	0.4	0.1	0.5	—	0.2	0.2	0.1	0.1	0.2	400
Eviction/previous accommodation ended	7.9	11.6	8.8	6.6	11.6	16.0	16.2	4.3	9.9	16,100
Drug/alcohol/ substance abuse	13.9	2.7	4.2	3.2	2.6	2.4	4.8	2.3	5.6	9,200
Emergency accommodation ended	1.1	3.3	1.1	0.7	1.1	1.3	2.1	0.8	1.9	3,000
Recently left institution	1.7	1.3	1.4	1.2	2.3	1.7	3.2	1.8	1.6	2,500
Psychiatric illness	2.6	1.6	1.8	1.2	1.2	1.5	2.5	0.5	1.8	2,900
Recent arrival to area with no means of support	4.4	4.1	7.6	5.7	7.5	5.3	6.6	7.3	5.3	8,600
Itinerant	2.2	2.3	2.9	2.8	4.6	2.1	3.4	2.7	2.6	4,300
Other	10.3	6.1	3.9	4.1	2.9	4.1	7.8	6.7	6.3	10,200
Total	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*. .*
Total (%)	**24.1**	**35.2**	**14.8**	**8.4**	**9.4**	**3.8**	**1.4**	**2.8**	**100.0**	**. .**
Total (number)	**39,200**	**57,300**	**24,100**	**13,700**	**15,300**	**6,200**	**2,200**	**4,500**	**. .**	**162,500**

Notes

1.   Number excluded due to errors and omissions (weighted): 10,641.

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

Source: SAAP Client Collection.

Table 5.5: SAAP support periods: main reason for seeking assistance by client group, Australia, 2004–05 (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	18.5	14.3	13.1	7.5	13.1	12.7	12.1	5.8	9.8	11.3
Time out from family/other situation	8.4	6.4	10.1	5.1	4.3	4.7	4.0	3.6	6.1	6.0
Relationship/family breakdown	14.9	5.1	19.7	4.5	7.0	5.4	15.1	6.9	14.8	8.8
Interpersonal conflict	4.6	2.0	5.0	2.0	2.4	2.3	2.0	1.8	3.3	2.7
Physical/emotional abuse	1.4	0.6	3.6	4.4	1.0	1.3	1.2	4.7	3.1	2.8
Domestic violence	1.0	0.8	12.1	39.7	2.8	4.1	3.5	48.7	12.5	20.5
Sexual abuse	0.3	0.1	1.6	1.1	0.3	0.6	0.1	0.6	1.1	0.6
Financial difficulty	9.5	16.5	6.9	10.8	24.6	19.5	22.8	9.1	11.9	12.1
Gambling	0.1	0.7	—	0.1	0.1	0.1	0.1	—	0.1	0.2
Eviction/previous accommodation ended	14.8	7.9	11.7	5.5	18.9	24.2	16.8	7.7	12.5	9.9
Drug/alcohol/substance abuse	4.7	14.4	2.0	4.4	2.4	0.9	1.5	1.1	1.9	5.6
Emergency accommodation ended	2.9	1.9	2.2	1.4	2.4	2.6	2.8	1.2	2.8	1.9
Recently left institution	3.0	2.9	0.9	1.1	1.0	0.7	0.8	0.3	0.5	1.5
Psychiatric illness	1.4	3.8	1.0	2.2	0.7	0.4	0.5	0.3	1.6	1.8
Recent arrival to area with no means of support	5.7	9.3	2.9	3.3	7.6	10.2	5.1	2.3	7.8	5.3
Itinerant	3.5	4.0	2.6	1.8	4.8	2.6	2.7	1.1	1.9	2.6
Other	5.1	9.2	4.8	5.0	6.8	7.8	8.8	4.8	8.5	6.3
Total	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*
Total (%)	**11.4**	**26.1**	**13.0**	**15.4**	**2.8**	**3.9**	**1.5**	**24.7**	**1.2**	**100.0**
Total (number)	**18,300**	**41,700**	**20,800**	**24,700**	**4,500**	**6,300**	**2,400**	**39,500**	**1,900**	**160,200**

Notes

1. Number excluded due to errors and omissions (weighted): 12,915.

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

Source: SAAP Client Collection.

6 Support provided

The diverse nature of client needs is reflected in the considerable range of services 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. This chapter presents an overview of the types of services provided to clients by SAAP agencies across all support periods. The types of services provided to accompanying children in accompanying child support periods are also examined.

Some 173,100 support periods were provided in Australia during 2004–05 (Table 3.1). Approximately 153,900 of these were closed support periods—that is, they finished before 30 June 2005 (Table 6.1). In this chapter, the lengths of support and accommodation periods for clients are examined for closed support periods. As support period and accommodation period dates are not collected for accompanying children, data about lengths of support and accommodation periods for accompanying child support periods are not presented here.

Length of support

Nationally, 31% of all closed support periods lasted for 1 day or less, a further 17% lasted from 2 to 7 days, and 17% lasted for between 1 week and 1 month (Table 6.1). At the longer end of the spectrum, 19% of closed support periods lasted for 1–3 months and 15% lasted more than 3 months.

State and territory

Support period lengths were not consistent across the states and territories. In particular, in Victoria 35% of closed support periods lasted less than 1 day. This compares with between 3% and 16% for the other states and territories for this duration of support. In contrast, Tasmania reported a significantly higher proportion of closed support periods than the other states and territories for support lasting between 1 and 3 months (42% compared with between 16% and 20% for the other states and territories). The Australian Capital Territory had the highest proportion of support periods for clients who were supported for longer than 3 months (24%).

These differences across the states and territories are reflected in the mean and median lengths of support. The national median length of support was 8 days—Tasmania had the longest median at 38 days, and Western Australia had the shortest at 6 days (due to a relatively high proportion of clients in this state who stayed 1 day, 18%). Because means are affected much more than medians by a small number of large values, the mean (or average) number of days of support is considerably longer than the median. The average length of support ranged from 32 days in the Northern Territory to 89 days in the Australian Capital Territory. Overall, the average length of support was 53 days.

Client group

Patterns of support length also varied between client groups. As illustrated in Figure 6.1, couples with children and males with children tended to have longer periods of support than other clients, with couples with children having the longest periods of support among all client groups. More particularly, over half (52%) of closed support periods for couples with children were for more than 1 month, resulting in a median length of support of

83 days (Table 6.2). In comparison, females aged 25 years and over had shorter durations of support, with 51% of closed support periods for this group lasting for 4 days or less, resulting in a median length of support of 4 days.

Source: Table 6.2.

Figure 6.1: Median length of support, by client group, Australia, 2004–05 (days)
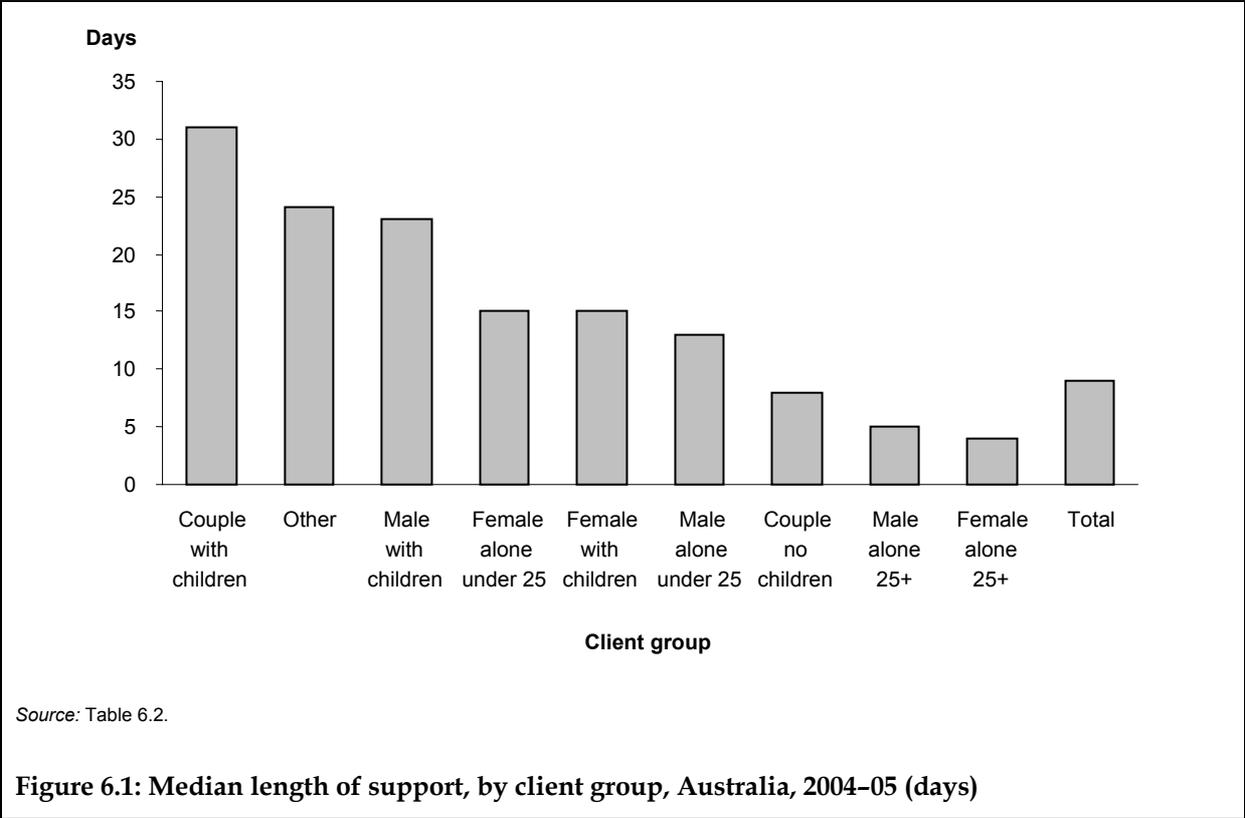
Length of accommodation

Of the 153,900 closed support periods, there were around 76,000 during which the client was accommodated (Tables 6.1 and 6.3, including 4,200 where details on the client group were not provided or contained an error, see Note 1 in each table). Of these, 6,100 closed support periods involved accommodation that started and ended on the same day and 65,800 closed support periods involved accommodation of 1 day or longer. In 17% of these latter closed support periods the accommodation was for 1 day only, in 30% it was for 2–7 days, and in 25% clients were accommodated for 1–4 weeks. Just under 17% of closed support periods during which accommodation lasted for 1 day or more were 1–3 months in duration and 12% lasted for longer than 3 months. Overall, in 59% of all closed support periods during which accommodation lasted at least 1 day, the accommodation lasted for 1–14 days, resulting in a median length of accommodation of 9 days.

Client group

The patterns for the duration of accommodation for the various client groups were somewhat similar to those for the duration of support. Again, couples with children and males with children who were accommodated tended to have relatively long stays compared with the other client groups. Thus, couples with children and males with children had relatively high median lengths of accommodation, at 69 and 48 days respectively (excluding same-day accommodation) (Figure 6.2). Unaccompanied females and males aged 25 years and over had the shortest median length of accommodation (6 and 8 days respectively). They

also had the two highest proportions of accommodation lasting only 1 day (22% and 18% of closed support periods where accommodation lasted 1 day or longer respectively) (Table 6.3).

Days

Source: Table 6.3.

Figure 6.2: Median length of accommodation for clients who were accommodated for at least 1 day, by client group, Australia, 2004–05 (days)
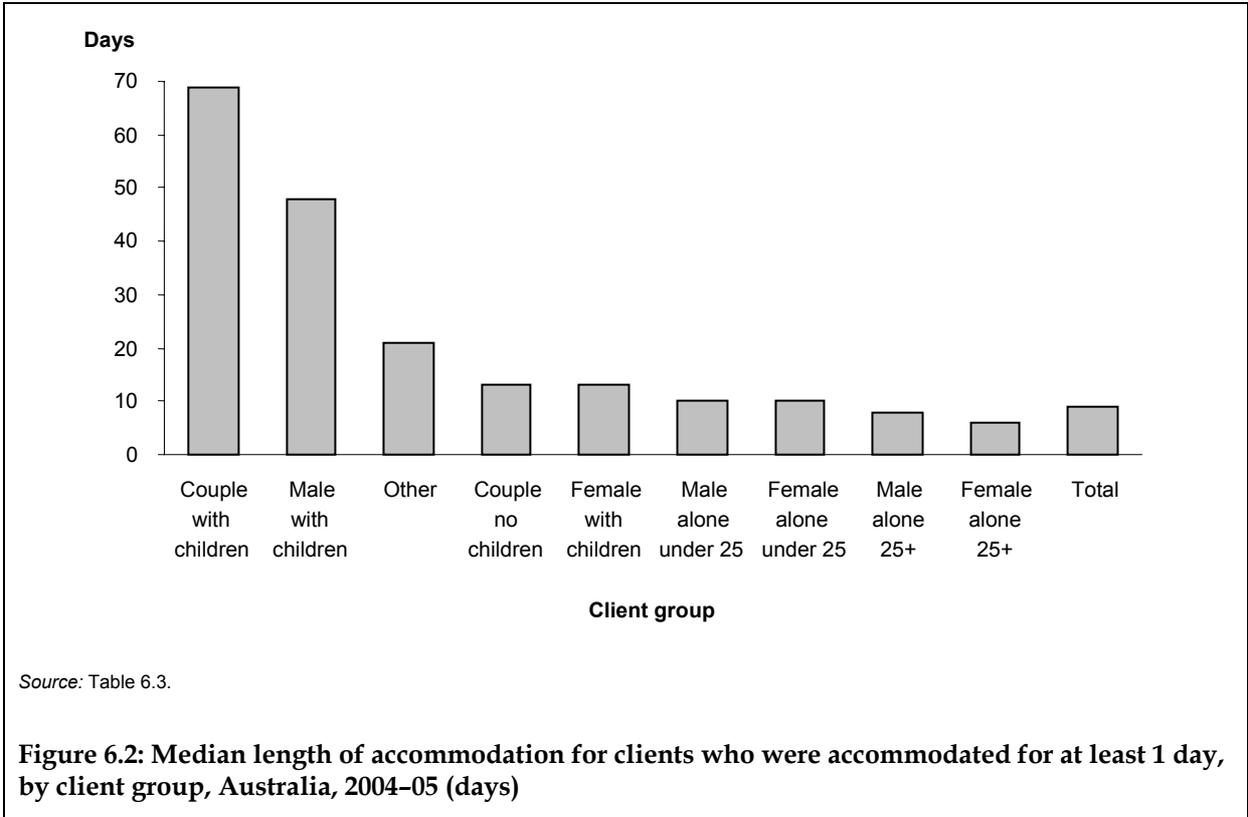
Support provided to SAAP clients

There are six broad types of services provided to SAAP clients. The three most often provided during 2004–05 were general support or advocacy (in 75% of support periods), housing or accommodation services (64%), and basic support services (56%) (Table 6.4). The main form of general support or advocacy provided was advice or information (in 64% of support periods). The main form of housing service provided was SAAP or CAP accommodation (50%), but assistance was also provided to help clients obtain or maintain other types of short-term accommodation or independent housing (16% and 22%, respectively). The most commonly provided basic support services were meals (39%) and laundry or shower facilities (36%).

Of the six broad service groups, specialist services were those least likely to be provided, being provided in 24% of support periods. Health or medical services, drug and alcohol support or intervention services, and culturally appropriate support were the most commonly provided specialist services—provided in 12%, 8% and 7% of support periods respectively. In contrast, 8 of the 11 identified specialist services were provided in fewer than 2% of support periods each.

No services were provided directly to the client by the agency in 2% of support periods. However, agencies may have arranged referrals for clients in these cases. The question of how agencies meet the needs of clients is examined further in Chapter 7.

Client group

The pattern of service use differed between client groups. At the broad level, both unaccompanied males aged 25 years and under and those aged 25 years and over were proportionately more often provided with accommodation services than other clients (each in 72% of their support periods), whereas males with children received these services relatively less frequently (54%). Couples with and without children and clients with children were more likely than others to use financial or employment services, and female clients, either with or without children, were relatively more often provided with counselling services.

At the finer level, the clients most often provided with SAAP or CAP accommodation were unaccompanied males aged 25 years and over. Around 63% of support periods for these clients involved SAAP or CAP accommodation, followed by unaccompanied males aged under 25 years (58%). In contrast, couples with no children and males with children received SAAP or CAP accommodation in only 29% of their support periods. However, couples with no children were provided with assistance to obtain or maintain other short-term accommodation in a higher proportion than the other client groups (24% compared with between 14% and 21%), while males with children were provided with assistance to obtain or maintain independent housing in a higher proportion than the other client groups (36% compared with between 16% and 31%).

Unaccompanied male clients aged 25 years and over were also the most frequent recipients of meals and laundry or shower facilities (in 57% and 53%of their support periods respectively), retrieval, storage or removal of belongings (32%), and drug or alcohol support (17%). The proportion of male clients provided with drug or alcohol support or intervention was significantly higher than that for the other client groups who were provided with this type of service—from 3% for couples with children, females with children and males with children to 10% for unaccompanied males aged under 25 years.

Female clients presenting either with or without children were more likely than male clients to receive emotional support or other counselling (in at least 51% or more of support periods compared with between 36% and 40% for male clients). Females with children and unaccompanied females aged 25 years and over were much more likely than other groups to receive domestic violence counselling—in 38% and 28% of their support periods, respectively. Further, females with children and unaccompanied females 25 years and over more often received assistance with legal issues and court support than any other client group (19% and 15% of support periods respectively).

Support provided to accompanying children

Of the 78,500 accompanying child support periods reported during 2004–05, at least 45,600 were for children where some information was provided on service requirements or provision (Table 6.5). Eighty-eight per cent of these accompanying child support periods occurred when children accompanied their mother or a female guardian to a SAAP agency. A further 8% were for children accompanying couples and 3% were for children accompanying their father or a male guardian.

It is not always possible for an agency to provide the requested support directly to an accompanying child, although a referral may be arranged. Overall, agencies did not provide any services directly to children in 4% (or 1,700) of the accompanying child support periods in which information was provided on service requirements or provision. In the remaining 43,900, accompanying children received direct support.

At the broad level, SAAP or CAP accommodation was the most commonly provided type of service, being provided in 67% of accompanying child support periods in which information was provided on service requirements or provision, followed by basic support (63%). Specialist services were the least often provided broad group of services (17%).

At the individual service type level, after SAAP or CAP accommodation, meals and transport were the next most commonly provided types of services (in 41% of cases each). The types of services provided least often were sexual or physical abuse counselling or support, skills education, assistance with access arrangements, and brokerage services—all provided in 4% or less of accompanying child support periods.

Client group

The types of support provided directly to accompanying children varied by client group. Interestingly, the client group of 'other with children', which includes situations where siblings or multigenerational families presented with children, had higher proportions of provision than the other client groups in all broad service types except of general support and advocacy. At the finer level, they reported higher levels of provision in 13 of the 18 individual service types recorded for accompanying children, including SAAP/CAP accommodation (78%), help with behavioural problems (in 20%), sexual and physical abuse counselling or support (7%), skills education (13%), assistance with access arrangements (11%), showers and hygiene services (45%), health and medical services (17%), recreation (40%) and transport (49%).

As mentioned, 88% of accompanying child support periods in which the child required and/or received assistance occurred when children accompanied their mother (or a female guardian) to a SAAP agency. These children generally received services in higher proportions than those accompanying male clients or couples, with the exception of general support or advocacy services which were more frequently provided to males with children. For example, accommodation was provided in 67% of accompanying child support periods for children accompanying female clients. This compares with 60% for children accompanying a male client and 63% for children accompanying a couple. Children accompanying females also received meals, shower and hygiene services, recreation and transport in at least 34% of cases. In contrast, children accompanying males or couples were provided with these services in a maximum of 22% of accompanying child support periods. Children accompanying females also generally received counselling services and specialist services more frequently than children accompanying a male client or a couple, with the exception of skills education, which children accompanying couples received in roughly equal proportions to children accompanying female clients. However, children accompanying male clients were more likely than children accompanying female clients or couples to receive help with access arrangements (5%), advice or information (28%), brokerage services (7%) and advocacy on their behalf by the agency (30%).

The reason for higher levels of provision of the majority of service types to children accompanying females and the 'other' client group is not clear. However, children accompanying females mostly attended agencies that target women escaping domestic violence—53% of females with children used such agencies (derived from Table 5.2). In contrast, males with children and the 'other' client group commonly visited cross-target, multiple-target or general agencies—in around 64% and 30% of their support periods, respectively. Males with children were also more likely than females with children and the 'other' client group to use agencies targeting families. This suggests that there may be service delivery differences for accompanying children in the different kinds of agencies.

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6.1 Tables

Table 6.1: SAAP closed support periods: length of support by state and territory, Australia, 2004–05 (per cent)

Length of support	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total %	Total Number
Less than 1 day	15.8	34.7	13.8	10.0	8.8	2.9	2.7	3.1	20.3	31,200
1 day	15.8	5.7	13.0	17.8	11.4	7.0	7.1	15.8	11.0	17,000
2 days	4.9	2.4	6.4	8.9	6.1	2.7	5.7	10.0	4.7	7,300
3 days	3.9	2.0	4.5	6.0	5.2	2.6	3.8	7.9	3.7	5,600
4 days	2.8	1.5	3.7	4.0	3.4	1.7	2.5	4.6	2.6	4,000
5 days	2.2	1.2	2.9	2.8	2.7	1.0	2.6	3.2	2.0	3,100
6 days	2.2	1.3	2.8	2.7	2.7	1.3	2.9	2.8	2.0	3,100
7 days	2.3	1.7	2.5	2.9	2.8	1.4	2.9	2.6	2.2	3,400
>1–2 weeks	8.5	6.4	10.2	9.3	10.2	6.4	11.9	11.4	8.3	12,700
>2–4 weeks	9.4	8.1	9.9	8.9	9.3	9.7	13.8	11.1	9.1	14,000
>4–13 weeks	18.2	19.1	17.1	15.6	20.4	42.1	19.8	18.5	19.2	29,600
>13–26 weeks	7.2	8.2	7.1	5.4	8.0	11.2	10.1	5.8	7.6	11,700
>26–52 weeks	4.0	5.2	4.3	3.6	5.5	6.0	9.3	2.2	4.6	7,100
>52 weeks	2.9	2.5	1.8	2.0	3.6	3.9	5.0	0.9	2.6	4,000
Total	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*. .*
Total (%)	**23.3**	**36.2**	**15.5**	**8.7**	**8.7**	**3.6**	**1.2**	**2.8**	**100.0**	**. .**
Total (number)	**35,800**	**55,800**	**23,800**	**13,300**	**13,400**	**5,600**	**1,900**	**4,300**	**. .**	**153,900**
Mean length (days)	**53**	**53**	**45**	**43**	**63**	**82**	**89**	**32**	**. .**	**53**
Median length (days)	**8**	**7**	**8**	**6**	**12**	**38**	**22**	**7**	**. .**	**8**

Notes

1. Number excluded due to errors and omissions (weighted): 2.

2. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

Table 6.2: SAAP closed support periods: length of support by client group, Australia, 2004–05 (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 %	Total Number
Less than 1 day	13.2	22.5	14.1	26.4	29.8	19.3	26.8	18.4	19.6	20.2	30,800
1 day	10.4	14.2	10.1	11.9	6.6	4.1	4.5	8.7	7.0	10.8	16,500
2 days	5.0	4.8	5.3	5.6	3.7	2.2	1.8	4.6	4.0	4.8	7,300
3 days	4.1	4.2	3.8	4.0	2.6	2.1	1.6	3.5	2.1	3.8	5,700
4 days	2.7	2.9	2.6	2.9	1.8	1.0	1.9	2.5	2.4	2.6	4,000
5 days	2.4	2.3	1.8	2.2	0.8	1.2	0.8	1.9	1.6	2.0	3,100
6 days	2.4	2.5	2.0	1.8	1.7	1.0	0.9	1.7	0.9	2.0	3,100
7 days	2.5	2.7	1.8	1.9	2.1	1.7	1.9	1.8	2.1	2.2	3,300
>1–2 weeks	9.7	10.0	8.0	7.4	6.8	6.1	5.3	6.7	5.1	8.2	12,500
>2–4 weeks	11.0	8.9	10.0	7.7	7.3	8.7	7.8	8.8	7.2	9.0	13,700
>4–13 weeks	20.5	15.0	22.2	16.7	22.4	26.7	24.1	21.9	25.0	19.3	29,500
>13–26 weeks	7.9	5.6	8.9	6.0	8.4	12.4	11.0	9.7	10.2	7.8	11,900
>26–52 weeks	4.9	3.0	5.7	3.8	4.2	8.4	8.2	6.3	7.0	4.8	7,400
>52 weeks	3.3	1.3	3.6	1.8	1.8	4.9	3.4	3.5	6.0	2.6	4,000
Total	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*. .*
Total (%)	11.2	27.3	12.3	16.0	2.8	3.8	1.5	24.0	1.1	100.0	. .
Total (number)	17,000	41,700	18,800	24,500	4,300	5,800	2,300	36,600	1,700	. .	152,700
Mean length (days)	61	36	65	42	48	83	68	66	101	. .	54
Median length (days)	13	5	15	4	8	31	23	15	24	. .	9

Notes

1. Number excluded due to errors and omissions (weighted): 2,512.

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

Source: SAAP Client Collection.

Table 6.3: SAAP closed support periods in which clients were accommodated: total length of accommodation by client group, Australia, 2004–05 (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 %	Total Number
1 day	15.2	17.5	16.7	22.4	13.4	4.6	7.8	15.2	13.2	16.8	11,000
2 days	7.0	8.3	7.8	10.8	7.8	2.6	3.3	8.2	7.9	8.2	5,400
3 days	6.4	6.8	6.5	7.3	5.9	3.0	2.4	6.1	5.7	6.5	4,300
4 days	4.1	4.5	4.7	5.2	3.3	1.0	3.7	4.3	5.0	4.4	2,900
5 days	3.6	3.8	3.1	4.1	1.7	1.3	1.2	3.2	1.4	3.4	2,300
6 days	3.9	4.2	3.1	3.1	3.4	1.3	1.1	2.9	1.2	3.5	2,300
7 days	3.7	4.2	2.9	3.2	5.6	2.8	3.2	2.9	2.4	3.5	2,300
>1–2 weeks	14.2	15.6	12.2	12.3	13.8	7.9	11.3	10.0	8.3	13.0	8,600
>2–4 weeks	13.3	12.0	12.1	10.0	9.6	9.4	8.1	11.0	9.6	11.5	7,600
>4–13 weeks	17.5	15.4	17.6	14.1	16.9	25.2	21.8	18.5	20.8	16.8	11,000
>13–26 weeks	5.4	4.7	6.0	4.0	8.3	18.7	17.8	8.3	10.5	6.2	4,100
>26–52 weeks	3.7	1.9	4.4	2.3	7.7	15.0	12.2	6.4	7.8	4.0	2,600
>52 weeks	2.0	1.1	2.8	1.3	2.5	7.1	6.2	3.2	6.2	2.2	1,400
Total	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	..
Total (%)	**13.7**	**32.7**	**12.9**	**14.1**	**1.4**	**2.5**	**0.7**	**21.0**	**0.9**	**100.0**	..
Total (number)	**9,000**	**21,500**	**8,500**	**9,300**	**900**	**1,700**	**500**	**13,800**	**600**	**..**	**65,800**
Mean length (days)	**44**	**32**	**49**	**34**	**60**	**118**	**101**	**60**	**86**	**..**	**46**
Median length (days)	**10**	**8**	**10**	**6**	**13**	**69**	**48**	**13**	**21**	**..**	**9**
Accommo-dation starting and ending on the same date (number)	**400**	**3,400**	**400**	**700**	**200**	**200**	**100**	**800**	**<50**	**..**	**6,100**
Total accommodation	**9,400**	**25,000**	**8,900**	**10,000**	**1,100**	**1,800**	**500**	**14,600**	**600**	**..**	**71,800**

Notes

1. Number excluded due to errors and omissions (weighted): 4,198.

2. Clients were able to be accommodated on more than one occasion in a support period.

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

Source: SAAP Client Collection.

Table 6.4: SAAP support periods: services provided to clients, by client group, Australia, 2004–05 (per cent)

Type of service	Male alone under 25	Male alone 25+	Female alone under 25	Female alone 25+	Couple no children	Couple with children	Male with children	Female with children	Other	Total
Housing/accommodation	*72.0*	*72.4*	*66.2*	*54.6*	*57.7*	*61.1*	*54.2*	*59.7*	*61.1*	*64.4*
SAAP/CAP accommodation	57.7	63.1	49.4	42.9	28.6	38.1	28.8	43.5	41.0	50.1
Assistance to obtain/maintain short-term accommodation	18.9	14.2	16.7	12.6	24.1	21.2	21.3	14.1	18.7	15.5
Assistance to obtain/maintain independent housing	22.3	15.8	25.1	16.5	30.7	36.0	31.7	28.1	30.0	22.4
Financial/employment	*38.6*	*32.0*	*37.6*	*36.4*	*45.3*	*46.1*	*44.5*	*42.8*	*41.6*	*38.0*
Assistance to obtain/maintain government payment	11.9	6.2	13.1	7.6	6.6	7.3	6.4	12.3	10.3	9.5
Employment/training assistance	10.6	2.8	8.8	1.6	3.6	3.5	2.5	2.5	7.1	4.3
Financial assistance/material aid	28.5	27.3	27.8	31.0	38.8	40.1	40.1	35.7	34.4	31.2
Financial counselling	9.6	6.7	8.7	5.5	8.4	12.0	10.0	9.0	11.0	8.0
Counselling	*42.9*	*37.2*	*56.2*	*60.3*	*33.0*	*45.2*	*43.1*	*68.6*	*50.1*	*51.9*
Incest/sexual assault	1.0	0.3	3.0	2.8	0.8	1.2	0.6	2.5	1.2	1.7
Domestic violence	2.0	1.2	10.2	28.2	3.1	5.1	3.6	38.3	11.0	16.0
Family/relationship	12.0	4.7	18.3	12.1	8.3	14.4	14.1	22.4	16.7	13.5
Emotional/other	40.1	36.4	51.4	54.7	30.8	41.4	39.2	61.4	44.1	47.8
Assistance with problem gambling	0.3	1.0	0.1	0.3	0.2	0.3	—	0.2	0.2	0.4
General support/advocacy	*77.0*	*70.5*	*76.5*	*72.1*	*72.1*	*77.8*	*74.8*	*79.6*	*70.0*	*74.8*
Living skills/personal development	31.0	10.7	29.7	8.9	8.8	9.4	8.0	10.2	15.4	14.9
Assistance with legal issues/court support	7.3	3.9	8.2	14.5	4.3	6.2	9.3	18.9	8.5	10.4
Advice/information	64.8	56.7	66.2	61.6	65.0	70.3	65.8	69.8	59.7	63.7
Retrieval/storage/removal of belongings	21.1	31.9	17.2	12.4	8.5	9.0	6.8	10.8	10.9	18.5
Advocacy/liaison on behalf of client	33.5	23.4	38.6	36.9	38.7	48.1	43.1	49.1	38.1	36.7
Brokerage services	7.0	4.4	7.5	4.4	9.0	7.9	8.7	6.9	6.1	6.1
Specialist services	*22.7*	*28.5*	*23.8*	*23.3*	*15.9*	*18.0*	*11.5*	*24.4*	*22.9*	*24.4*
Psychological services	1.6	2.1	1.7	1.4	0.9	0.3	0.8	1.2	2.0	1.5
Psychiatric services	1.9	3.5	1.3	1.9	0.5	0.3	0.8	0.8	1.7	1.9
Pregnancy support	0.1	—	3.6	0.7	2.3	2.8	0.3	2.6	2.6	1.4
Family planning support	0.4	0.1	2.0	0.5	1.0	1.3	0.7	1.7	1.6	0.9
Drug/alcohol support or intervention	10.4	16.7	6.1	6.0	4.4	2.7	3.0	2.8	3.5	8.4
Physical disability services	0.1	0.3	0.1	0.2	0.3	0.3	0.1	0.2	0.8	0.2
Intellectual disability services	0.4	0.3	0.3	0.2	0.2	0.2	0.2	0.2	0.9	0.3
Culturally appropriate support	5.0	2.9	6.7	9.0	4.9	8.9	3.7	12.6	11.6	7.3
Interpreter services	0.4	0.9	0.6	2.1	0.8	1.4	0.4	2.6	2.4	1.4
Assistance with immigration issues	0.3	0.2	0.8	1.5	0.2	0.7	0.2	1.3	1.4	0.8
Health/medical services	11.6	15.1	12.2	10.3	7.0	6.4	5.1	9.9	8.0	11.5
Basic support and other services n.e.s.	*63.9*	*67.9*	*57.6*	*51.6*	*37.7*	*35.3*	*34.4*	*49.8*	*45.0*	*56.3*
Meals	49.7	57.0	40.4	34.1	16.7	9.3	10.3	25.5	19.3	38.7
Laundry/shower facilities	45.4	53.2	36.6	33.2	12.6	7.3	7.6	25.0	18.0	36.2
Recreation	32.5	23.2	27.8	16.8	5.9	5.9	5.4	16.6	13.6	20.7
Transport	33.6	12.8	39.1	26.0	17.0	18.7	15.5	32.7	27.3	25.9
Other	17.9	15.7	15.6	15.6	15.1	14.7	17.5	17.2	17.0	16.3
No services provided directly	*2.1*	*1.7*	*2.2*	*1.7*	*3.2*	*1.9*	*2.9*	*1.4*	*2.8*	*1.8*
Total (number)	18,700	44,500	21,100	25,900	4,600	6,600	2,500	40,500	2,000	166,400

Notes
1. Number excluded due to errors and omissions (weighted): 6,704 (including cases with no information on service requirements or provision).
2. Clients were able to receive multiple services, so percentages do not total 100.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

Table 6.5: SAAP accompanying child support periods: services provided to accompanying children, by client group, Australia, 2004–05 (per cent)

Type of service	Couple with children	Male with children	Female with children	Other with children	Total %	Total Number
Accommodation	*63.4*	*56.9*	*67.0*	*78.3*	*66.5*	*30,300*
SAAP/CAP accommodation	63.4	56.9	67.0	78.3	66.5	30,300
School liaison/child care	*16.1*	*17.6*	*29.9*	*33.5*	*28.4*	*13,000*
School liaison	10.5	12.5	13.3	17.5	13.1	6,000
Child care	7.3	7.1	21.9	24.5	20.3	9,300
Counselling	*16.1*	*15.6*	*23.1*	*28.3*	*22.4*	*10,200*
Help with behavioural problems	6.6	6.6	9.0	19.6	8.8	4,000
Sexual/physical abuse counselling/support	1.5	1.7	2.6	6.8	2.5	1,200
Skills education	3.5	3.0	3.6	13.2	3.6	1,600
General counselling/support	11.7	11.3	17.0	18.3	16.4	7,500
General support/advocacy	*36.8*	*46.8*	*39.0*	*37.3*	*39.0*	*17,800*
Access arrangements	1.2	5.4	3.2	10.7	3.1	1,400
Advice/information	22.6	28.2	26.3	26.5	26.0	11,900
Brokerage services	6.0	6.8	4.1	2.9	4.4	2,000
Advocacy	23.2	30.3	23.3	24.8	23.5	10,700
Specialist services	*12.7*	*7.9*	*17.3*	*23.9*	*16.7*	*7,600*
Culturally sensitive services	8.6	5.4	10.9	10.0	10.6	4,800
Health/medical services	5.4	3.4	8.8	17.1	8.4	3,800
Basic support and other services n.e.s.	*41.9*	*49.6*	*65.0*	*68.6*	*62.7*	*28,600*
Meals	16.5	21.3	44.4	24.1	41.3	18,900
Showers/hygiene	8.9	13.2	39.3	44.5	36.1	16,500
Recreation	12.6	12.0	33.6	40.0	31.3	14,300
Transport	20.0	21.9	43.4	48.5	41.0	18,700
Other	17.1	20.0	16.1	33.1	16.4	7,500
No services provided directly by agency	*3.3*	*4.6*	*3.8*	*0.4*	*3.8*	*1,700*
Total accompanying child support periods (%)	**8.2**	**2.8**	**88.4**	**0.7**	**100.0**	**. .**
Total accompanying child support periods (number)	**3,700**	**1,300**	**40,300**	**300**	**3,700**	**45,600**

Notes

1. Number excluded due to errors and omissions (weighted): 32,927 accompanying child support periods (including cases with no information on service requirements or provision).

2. Accompanying children were able to receive multiple services, so percentages do not total 100.

3. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

7   Meeting the needs of clients and accompanying children

One way that SAAP's performance can be assessed is by measuring the ability of agencies to meet the needs of their clients. This can be measured only after a client has finished receiving support. Therefore, it is necessary to look at closed support periods when examining the provision of requested services. Note that the number of times a service was requested, provided or referred is not collected, only that the service was requested, provided or referred sometime during the client's support. This chapter focuses on the needs of clients who received services from SAAP agencies. Potential clients who were turned away—that is, who did not receive any services—are not included since this topic is covered in a separate publication to be released in the near future.

A client might request many services in a single support period. In some cases, SAAP agencies might not be able to meet all of a client's requests directly. In these instances referrals to appropriate organisations might be arranged. However, for some requested services it might not be possible either to provide the service or to refer the client on.

Note that there has been some shift in the level and types of services requested compared with the previous year's data (see AIHW 2005). This can be attributed to several factors: a change in the volume of contributions being made to the national data collection; the client groups and the way in which agencies deliver services to clients vary between the jurisdictions; the increased use of electronic reporting (e.g. SMART); and the provision of data collection training to SAAP agencies around Australia, which has improved data quality in question responses about service provision. For example, the number of closed support periods in which clients requested services and the number of services that could neither be provided nor referred on (unmet needs) reported for those clients have both decreased.

Expressed requests for services by SAAP clients

Agencies provided information on the action they took to meet the needs of SAAP clients for 150,900 of the 153,900 support periods that finished during 2004–05 (Table 7.1). In 99% of these support periods, or 149,300, agencies recorded at least one service type as being requested by the client. In many cases several types of services were sought within a closed support period, so that overall 855,800 different service types were requested (Table 7.3, Part b).

As expected, the pattern observed for service provision in all support periods active in 2004–05 was largely repeated for services requested throughout completed support periods (Tables 6.4 and 7.1). At the broad level, general support and advocacy services were requested in 73% of closed support periods, and services relating to housing and accommodation were requested in 71% and those relating to basic support services in 56% of closed support periods (Table 7.1). Counselling services and financial and employment services were required less frequently, being requested in 52% and 40% of closed support periods respectively. Specialist services were requested least, with 29% of closed support periods involving such requests.

Looking at individual service types, advice or information was requested more often than any other type of service (in 62% of closed support periods). SAAP or CAP accommodation was requested in 56% of closed support periods, followed by emotional support or other counselling (47%). Ten service types were requested in 3% of cases or less; all but two of these related to specialist services.

State and territory

The pattern of expressed requests varied considerably across the states and territories. At the broad service level, the Australian Capital Territory recorded the highest level of requests in four of the six broad groups presented, the exception being basic support services, such as meals, and general support and advocacy services.

The expressed need for services also varied by state and territory at the individual service level. For example, in over a quarter (27%) of closed support periods in the Australian Capital Territory and in one-fifth (20%) in New South Wales, drug or alcohol support or intervention was requested by clients. This compares with between 3% and 10% for the other states and territory. The Australian Capital Territory also reported higher proportions for most of the other specialist service types, with the exception of culturally appropriate support, family planning support, and interpreter services. On the other hand, the Northern Territory and Western Australia reported higher proportions of closed support periods than the other states or territory in which a need was expressed for culturally appropriate services (20% and 17%, respectively, compared with between 1% and 9%). South Australia and the Northern Territory reported far higher proportions of closed support periods in which domestic violence counselling or support was requested (29% and 25%, respectively, compared with between 10% and 18%) while Tasmania recorded a higher percentage of closed support periods where incest or sexual assault support was requested by clients (10% compared with between 1% and 3%).

Some of the differences between the jurisdictions may be explained by different approaches to service provision in the various states and territories, and by different types of agencies dominating service provision. For example, SAAP or CAP accommodation was requested in at least 44% of closed support periods in all jurisdictions except Victoria (33%). However, in Victoria a large proportion of properties in the complementary Transitional Housing Management program accommodate tenants provided with SAAP support. Consequently, these clients may not identify SAAP or CAP accommodation as being needed. Instead, these clients may seek assistance to obtain or maintain accommodation or housing. Victoria had relatively high needs identified for this type of assistance.

Expressed requests for services for accompanying children

During 2004–05, agencies reported at least 67,500 closed accompanying child support periods (Table 7.2; figure includes 28,100 cases with missing information [see note 1]). Of these, around 39,400 included information about service requirements and provision for accompanying children and 38,000 reported that assistance was requested for accompanying children.

At the broad level, housing and accommodation services were requested in 70% of the closed accompanying child support periods where information about service requirements and provision was recorded. Services relating to basic support, such as meals, were required in 64% and those relating to general support and advocacy services in 39%. The broad type of service requested least often for accompanying children was specialist services (requested in 19%). No services were requested in 4% of closed accompanying child support periods.

Looking at the individual service types, other than SAAP or CAP accommodation (70%), meals were requested more often than any other type of service (requested in 43% of closed accompanying child support periods). This was followed by transport (41%) and showers or hygiene services (38%). The individual service types that were least often requested were skills education, sexual or physical abuse counselling or support, assistance with access arrangements and brokerage services (all in around 4% each). All other individual service types were requested in at least 10% of closed accompanying child support periods.

State and territory

As with clients, the pattern of expressed requests for accompanying children varied considerably across the states and territories. For example, at the broad level, requests for SAAP or CAP accommodation services ranged from 54% in Victoria to 89% in Western Australia. The Northern Territory reported higher levels of requests for basic support services (in 84% of closed accompanying child support periods) than the other states and territory. The Northern Territory also reported that specialist services were requested for accompanying children in 44% of their accompanying child support periods. This compares with between 7% and 34% in the other states and territory. Closed accompanying child support periods where counselling services were requested ranged from 14% in Western Australia to 37% in the Australian Capital Territory. New South Wales reported higher percentages than the other states and territory in which assistance with school liaison and child care was requested (48% compared with between 16% and 38% in the other states and territories).

Requests for individual service types also varied between the states and territories. For example, in the Australian Capital Territory help with behavioural problems was requested in 20% of closed accompanying child support periods and in between 2% and 14% in the other states and territory, skills education was requested in 19% compared with between 1% and 8%, general counselling in 31% compared with between 8% and 23%, and assistance with access arrangements in 15% compared with between 1% and 6%. Child care was requested in 40% of closed accompanying child support periods in New South Wales, compared with between 11% and 26% in the other states and territories.

Service provision and referral for SAAP clients

Overall, 855,800 different service types were requested by clients in 149,300 closed support periods, so that on average 6 different types of services were requested in each closed support period (derived from Table 7.3, Part b). SAAP agencies directly provided services for 90% of service types requested (Table 7.3, Part b). In addition to this, agencies were able to refer clients to other organisations for a further 6% of service types requested. Consequently, 826,800 (or 97%) of the 855,800 requests were met at least to some extent.

As illustrated in Figure 7.1, in all service groups the requested services were provided directly in at least 71% of requested service types. Basic support services, such as meals and laundry or shower facilities, and general support and advocacy were provided directly in an overwhelming majority of requests (98% and 96%, respectively, of these service types were provided when requested). In particular, by individual service type, all basic support services were provided in 96% or more of closed support periods where they were requested, with the highest service provision being for meals and laundry or shower facilities (both provided in around 99% of cases where requested) (Table 7.3, Part a).

Specialist services (provided in 71% of requested services) were the least likely group of services to be provided directly. Some particular specialist services (psychological and

psychiatric services) were provided directly by agencies in less than half (42% and 46% respectively) of the cases in which the services were sought.
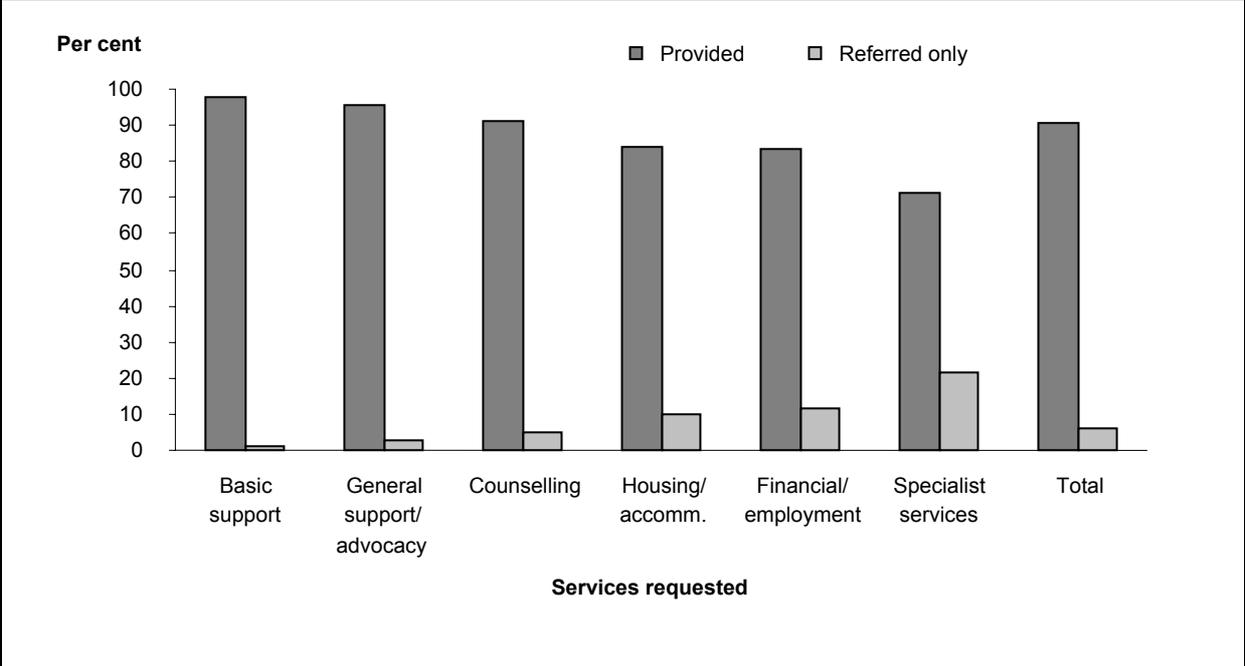
Source: Table 7.3, Part b.

Figure 7.1: Provision of SAAP services requested by clients, Australia, 2004–05 (per cent services requested in closed support periods)

Housing and accommodation services were requested in 106,900 (or 71%) of the closed support periods during 2004–05 in which information was provided on service requirements (Table 7.1). Some clients had more than one requirement for housing-related services, resulting in a total of 151,400 requests in this area (Table 7.3, Part b). In 84% of these instances, some housing or accommodation services were provided within the support period by the time it concluded and a further 6% of housing requests were referred on. More specifically, SAAP or CAP accommodation was provided in 90% of the closed support periods in which it was requested, with requests being referred in an additional 7% of cases (Table 7.3, Part a).

Although services vary considerably in terms of the number of clients who may request them, an inability to provide a particular service can have a significant impact on the client requesting that service. In these circumstances, an agency's ability to refer clients to other appropriate service providers assumes added importance. Figure 7.1 shows that, generally, as direct provision of requested services falls the use of referrals increases, so that clients received referrals for 22% of requests for specialist services compared with only 1% for requests for basic support services.

Service provision and referral for accompanying children

Agencies reported that some 153,300 distinct service types were requested by accompanying children in 38,100 closed accompanying child support periods, so that, on average,

accompanying children received 4 different types of services in each closed accompanying child support period where services were requested (derived from Table 7.4, Part b).

Just under 94% of the service types requested for accompanying children were able to be provided directly (Table 7.4, Part b). In addition to this, agencies were able to refer accompanying children for another 5% of the services they requested, resulting in 150,900 (or just over 98%) of requested service types being met to some extent and leaving 2% of requested services that were neither provided nor referred to other organisations.

In broad terms, as for clients, some types of requests made during closed accompanying child support periods were met more often than others. As illustrated in Figure 7.2, basic support services were the group of services most often provided directly by the agency (in 98% of instances where these types of services were requested), followed by general support and advocacy (95%), and accommodation (92%). Specialist services were the least likely to be provided directly by agencies when requested (81%).
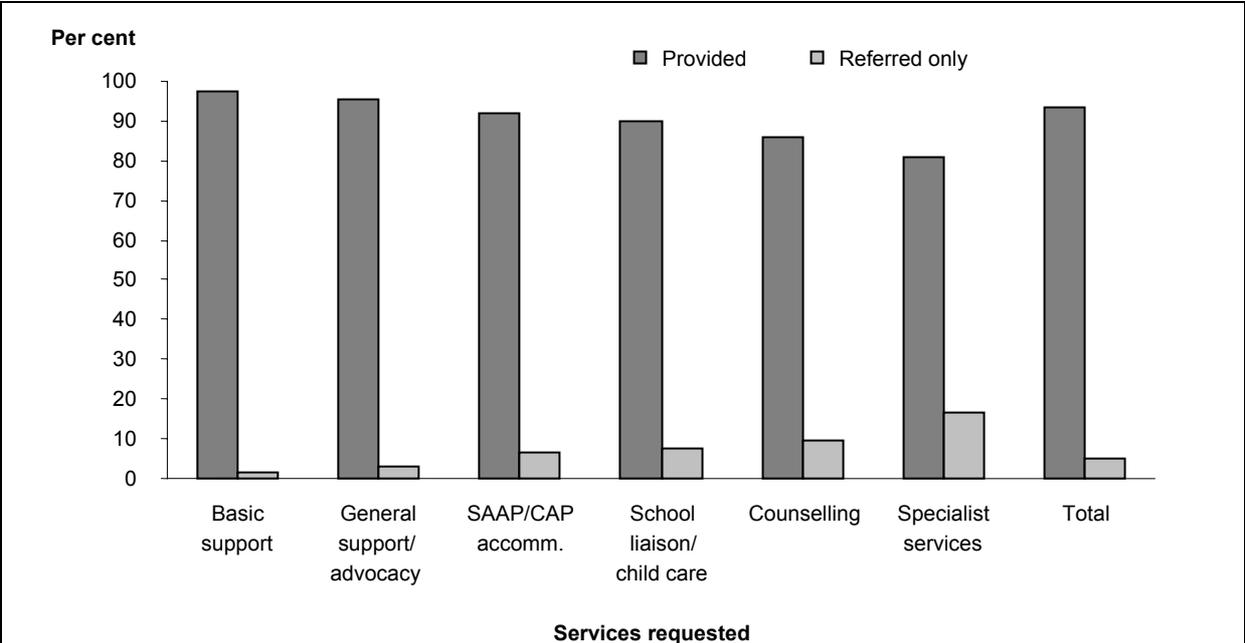
Source: Table 7.4, Part b.

Figure 7.2: Provision of SAAP services requested for accompanying children, Australia, 2004–05 (per cent distinct services requested in closed accompanying child support periods)

Not surprisingly, the less likely a service was to be provided, the more likely it was to be referred. Thus, the most likely group of services to be referred were specialist services—such services were referred for 17% of requests for this service type. Similarly, counselling was not provided as often as some other services, being provided in 86% of requests for counselling. However, accompanying children were referred for counselling in 10% of the instances in which it was requested.

When considered individually, the services most likely to be provided to accompanying children were generally the basic support services: meals, showers and hygiene services, recreation, and transport were all provided in 98% or more of the closed accompanying child support periods in which they were requested (Table 7.4, Part a). Apart from SAAP or CAP

accommodation, which was requested in 27,500 closed accompanying child support periods, these were also the types of services that were requested most frequently. These basic support services were requested for accompanying children in between 12,300 closed accompanying child support periods (for recreation) and 16,900 closed accompanying child support periods (for meals).

Other types of services that were also frequently provided to children when requested were advice or information (98%), advocacy (97%), culturally sensitive services (96%), brokerage services (94%), accommodation (92%), general counselling or support (91%), school liaison (91%), and child care (90%).

Sexual and physical abuse counselling or support and health or medical services were the types of services that agencies were least likely to provide when they were requested. However, these services were still provided directly in the majority of closed accompanying child support periods where they were requested (67% and 68%, respectively). These services were also the types of individual services that were most often referred. Accompanying children were referred to health or medical services in 30% of closed accompanying child support periods in which they were requested and to sexual or physical abuse counselling or support services were in 25% of accompanying child support periods in which they were requested.

Unmet needs for SAAP clients

Although 98% of needs expressed by clients were met at least to some extent, around 29,000 requests for services had not been met by the end of support (Table 7.3, Part b). These unmet needs were spread over 14,000 closed support periods (Table 7.5; figure includes approximately 200 closed support periods with missing data in the table [see Note 2]). Overall, the most common forms of support that were neither provided nor referred were housing or accommodation services (accounting for 31% of all unmet needs), followed by specialist services (17%), and financial and employment services (15%).

Client group

There were varying levels of unmet need reported according to client group. Females with children had the highest number of unmet needs, at 6,300 outstanding requests in 3,200 closed support periods. Younger female clients had the next highest number, with this group accounting for 6,200 unmet needs in 2,500 closed support periods. In contrast, there were only 600 unmet needs for males with children in 300 closed support periods. These figures mainly reflect the total number of support periods provided to each group. However, by comparing the distribution of all closed support periods with that of unmet needs across client groups, it can be seen that both female and male clients aged under 25 years had a relatively high level of unmet needs, accounting for 22% and 16% of unmet needs, respectively, and 12% and 11% of closed support periods, respectively. This shows that the proportion of unmet needs reported for these client groups was actually higher than their proportion of closed support periods. In contrast, older male clients had relatively few unmet needs, with 16% of unmet needs relating to this group. Older men were supported in 27% of closed support periods.

The types of services that remained unmet at the conclusion of support also varied by client group. Housing and accommodation services were the most likely services to remain unmet across most of the client groups, with the exception of unaccompanied males aged under 25 years and the 'other' client group. In particular, couples both with and without children and male clients with children, although only fairly small groups, all reported relatively high

levels of unmet need in the area of housing and accommodation (in 44%, 38%, and 44%, respectively). In contrast, the 'other' client group and unaccompanied males aged 25 years and over had the lowest level of unmet needs in this area—24% and 25% of their unmet needs, respectively, related to housing services.

Male and female clients aged 25 years and over had a significantly higher level of unmet need for specialist services. Just over 30% of the unmet needs reported for older male clients and 20% reported for older females were for specialist services, compared with between 9% and 15% of unmet needs for the other client groups.

Unmet needs for accompanying children

Overall, during 2004–05, children who accompanied SAAP clients had some needs remaining unmet after support in 1,400 closed accompanying child support periods—with around 2,400 unmet needs distributed across all service types (Table 7.6). The most common unmet need involved counselling (25% of unmet needs), with basic support services contributing 22% to the total unmet needs. General support or advocacy and accommodation contributed 16% each to children's unmet needs. Specialist services made up the lowest proportion of unmet needs for accompanying children (8% of unmet needs).

Client group

The number of unmet needs for children in each client group is roughly consistent with the number of accompanying child support periods for each client group. For example, children accompanying their mother (or a female guardian) accounted for 90% of closed accompanying child support periods and for 90% of unmet needs. Children accompanying couples accounted for 7% of closed accompanying child support periods and 7% of all unmet needs, and children accompanying males accounted for 3% of all closed accompanying child support periods and for 2% of unmet needs.

For children accompanying unaccompanied males and females, the highest proportions of unmet needs were for counselling (in 29% and 26% of unmet needs in each group respectively). This accounts for the overall finding that counselling was one of the services least likely to be provided as children accompanying females constituted the vast majority of accompanying child support periods. For children accompanying couples, however, the highest proportion of unmet need was for housing or accommodation services (21%). High proportions of unmet needs for accommodation were also reported for children accompanying males (27%). In comparison, accommodation accounted for only 15% of the unmet needs reported for females with children.

7.1 Tables

Table 7.1: SAAP closed support periods: services requested by clients, by state and territory, Australia, 2004–05 (per cent closed support periods)

Type of service	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total %	Total Number
Housing/accommodation	*78.9*	*55.3*	*80.4*	*82.4*	*76.3*	*70.8*	*93.0*	*88.7*	*70.8*	*106,900*
SAAP/CAP accommodation	68.3	33.0	72.9	75.8	60.7	44.4	72.0	78.8	55.7	84,000
Assistance to obtain/maintain short-term accommodation	13.7	23.9	16.7	9.7	22.7	18.6	35.7	18.4	18.9	28,500
Assistance to obtain/maintain independent housing	22.0	30.8	21.6	14.4	23.3	35.7	59.2	29.2	25.8	38,900
Financial/employment	*30.7*	*49.3*	*37.9*	*37.1*	*31.9*	*31.1*	*61.1*	*51.1*	*40.2*	*60,700*
Assistance to obtain/maintain govt payment	9.4	9.2	12.4	11.6	10.9	7.2	24.3	9.8	10.2	15,400
Employment/training assistance	5.8	5.7	5.0	4.4	4.3	2.9	20.0	4.3	5.4	8,200
Financial assistance/material aid	22.7	42.7	29.5	29.9	24.5	23.9	51.0	41.7	32.7	49,400
Financial counselling	7.1	9.4	7.3	4.9	9.4	6.8	23.0	15.8	8.4	12,700
Counselling	*52.1*	*47.4*	*45.7*	*51.7*	*73.5*	*53.4*	*69.7*	*63.8*	*51.8*	*78,200*
Incest/sexual assault	2.6	2.0	2.6	1.5	2.8	10.2	5.4	0.8	2.5	3,800
Domestic violence	15.3	17.7	14.7	15.6	28.9	9.9	15.7	25.1	17.4	26,200
Family/relationship	15.6	13.0	13.7	10.4	19.6	12.2	31.0	11.6	14.2	21,500
Emotional/other	47.4	42.3	40.5	47.6	65.9	45.2	66.5	60.3	46.6	70,400
Assistance with problem gambling	0.8	0.5	1.2	0.1	0.5	0.5	1.3	0.2	0.6	1,000
General support/advocacy	*76.0*	*74.1*	*67.0*	*57.2*	*88.5*	*71.4*	*75.2*	*71.4*	*73.1*	*110,300*
Living skills/personal development	17.4	10.0	19.6	10.8	10.3	8.9	39.5	22.1	14.0	21,100
Assistance with legal issues/court support	11.2	11.5	10.1	9.5	10.7	7.1	21.2	30.1	11.4	17,300
Advice/information	59.0	66.8	52.8	46.9	81.2	62.9	62.5	51.3	61.8	93,200
Retrieval/storage/removal of belongings	27.0	8.9	27.7	9.1	27.5	7.7	33.0	30.7	18.5	28,000
Advocacy/liaison on behalf of client	31.2	41.2	22.4	27.6	46.1	32.1	53.8	40.2	35.0	52,800
Brokerage services	10.2	5.1	2.8	0.6	4.7	22.4	15.5	1.8	6.2	9,300
Specialist services	*38.0*	*21.3*	*33.6*	*33.1*	*23.3*	*12.2*	*56.2*	*41.8*	*28.9*	*43,700*
Psychological services	3.5	3.3	2.0	1.2	2.5	0.9	11.9	1.0	2.9	4,300
Psychiatric services	3.6	3.5	3.4	2.0	3.6	1.6	13.8	0.9	3.4	5,100
Pregnancy support	1.7	1.5	1.7	1.2	1.7	0.9	6.5	1.4	1.6	2,400
Family planning support	1.2	0.7	1.1	0.7	1.0	0.5	4.1	5.6	1.1	1,600
Drug/alcohol support or intervention	19.9	7.4	9.5	8.6	6.6	3.8	26.9	3.4	10.7	16,100
Physical disability services	0.4	0.4	0.4	0.1	0.3	0.2	1.6	0.4	0.4	600
Intellectual disability services	0.4	0.5	0.5	0.2	0.4	0.3	2.0	0.2	0.4	600
Culturally appropriate support	6.4	4.5	8.5	16.8	6.2	1.2	8.0	19.7	7.1	10,800
Interpreter services	1.3	1.7	0.8	1.5	0.6	0.3	1.5	0.7	1.3	1,900
Assistance with immigration issues	1.0	0.9	0.7	0.9	0.4	0.3	1.4	0.3	0.8	1,200
Health/medical services	16.7	11.6	22.6	11.3	13.8	6.2	37.8	26.6	15.2	23,000
Basic support and other services n.e.s.	*70.6*	*39.4*	*64.9*	*72.4*	*51.9*	*44.9*	*73.4*	*78.6*	*56.2*	*84,900*
Meals	59.4	15.9	55.4	51.6	37.9	27.8	58.5	69.1	39.6	59,700
Laundry/shower facilities	54.5	11.7	51.7	56.6	38.1	25.5	57.4	65.7	36.6	55,200
Recreation	23.5	8.8	34.2	25.1	12.1	9.3	53.9	52.1	19.6	29,600
Transport	26.7	17.5	30.4	36.1	20.1	22.3	53.7	46.6	24.9	37,600
Other	14.5	18.3	9.4	24.3	10.9	13.8	17.0	34.6	16.2	24,400
No needs recorded	*0.8*	*0.9*	*1.3*	*2.2*	*0.7*	*3.6*	*0.1*	*0.1*	*1.1*	*1,600*
Total (%)	**23.1**	**36.3**	**15.6**	**8.6**	**8.8**	**3.6**	**1.2**	**2.8**	**100.0**	**. .**
Total (number)	**34,900**	**54,800**	**23,600**	**12,900**	**13,200**	**5,500**	**1,900**	**4,200**	**. .**	**150,900**

Notes

1. Number excluded due to errors and omissions (weighted): 2,998 closed support periods (including cases with no information on service requirements or provision).
2. Clients were able to receive multiple services, so percentages do not total 100.
3. A client may require more than one type of service within a broad type of assistance.
4. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

Table 7.2: SAAP closed accompanying child support periods: services requested for accompanying children, by state and territory, Australia, 2004–05 (per cent closed accompanying child support periods)

Type of service	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total %	Total Number
Accommodation	*66.8*	*53.8*	*87.2*	*89.2*	*56.3*	*66.0*	*66.5*	*87.4*	*69.7*	*27,500*
SAAP/CAP accommodation	66.8	53.8	87.2	89.2	56.3	66.0	66.5	87.4	69.7	27,500
School liaison/child care	*47.5*	*22.5*	*34.7*	*28.0*	*14.1*	*25.6*	*32.6*	*16.1*	*29.4*	*11,600*
School liaison	19.3	15.3	15.6	8.4	5.0	6.3	11.7	11.7	13.2	5,200
Child care	39.5	11.6	25.4	23.0	11.0	22.1	25.7	11.8	22.0	8,700
Counselling	*32.0*	*26.1*	*32.5*	*13.5*	*13.8*	*17.7*	*36.9*	*18.5*	*24.2*	*9,500*
Help with behavioural problems	13.3	11.4	13.5	5.2	5.4	7.8	20.3	2.2	9.9	3,900
Sexual/physical abuse counselling/support	4.6	4.1	3.6	2.0	2.3	5.9	3.0	1.0	3.5	1,400
Skills education	8.0	2.2	2.1	1.8	2.4	1.3	19.0	0.7	3.5	1,400
General counselling/support	23.1	18.8	21.5	8.4	10.5	10.8	30.7	15.4	17.1	6,700
General support/advocacy	*44.2*	*47.6*	*23.2*	*12.9*	*67.6*	*29.4*	*62.4*	*22.2*	*39.0*	*15,400*
Access arrangements	6.0	5.3	2.7	1.7	2.4	1.1	15.3	0.9	3.9	1,500
Advice/information	27.4	28.7	13.6	7.5	55.2	12.8	38.0	16.9	25.7	10,100
Brokerage services	6.6	7.3	0.3	0.1	3.2	14.0	17.7	0.1	4.4	1,700
Advocacy	29.6	28.1	14.1	6.5	36.9	11.0	44.3	18.1	23.4	9,200
Specialist services	*24.0*	*14.6*	*18.4*	*21.8*	*9.7*	*6.6*	*34.1*	*44.4*	*19.0*	*7,500*
Culturally sensitive services	14.7	5.1	8.6	17.1	5.8	3.2	13.0	21.2	10.4	4,100
Health/medical services	13.4	11.0	12.1	6.7	4.8	3.5	27.6	34.2	11.2	4,400
Basic support and other services n.e.s.	*73.9*	*57.1*	*70.3*	*77.6*	*36.0*	*55.3*	*63.9*	*83.7*	*64.2*	*25,300*
Meals	53.7	28.0	52.9	58.8	17.7	32.4	29.4	72.6	42.9	16,900
Showers/hygiene	48.2	17.4	44.4	62.3	16.9	24.0	27.6	63.1	37.5	14,800
Recreation	44.9	18.7	42.7	34.9	12.2	9.8	33.5	54.7	31.2	12,300
Transport	52.4	30.7	54.0	47.4	16.5	32.2	36.7	62.4	41.1	16,200
Other	13.3	25.2	18.7	11.4	14.1	12.9	28.0	41.9	18.3	7,200
No needs recorded	*5.3*	*2.8*	*3.8*	*2.5*	*1.9*	*11.8*	*0.9*	*0.8*	*3.5*	*1,400*
Total (%)	21.8	24.1	15.3	15.6	14.2	3.2	1.3	4.5	100.0	. .
Total (number)	8,600	9,500	6,000	6,100	5,600	1,300	500	1,800	. .	39,400

Notes

1. Number excluded due to errors and omissions (weighted): 28,145 closed accompanying child support periods (including cases with no information on service requirements or provision).

2. Accompanying children were able to receive multiple services, so percentages do not total 100.

3. An accompanying child may require more than one type of service within a broad type of assistance.

4. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

Table 7.3: SAAP services requested by clients in closed support periods, by provision, Australia, 2004–05

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

Type of service	Not provided			Provided				Closed support periods (number)
	Neither provided nor referred	Referred	Sub-total	Provided only	Provided and referred	Sub-total	Total	
Housing/accommodation								
SAAP/CAP accommodation	3.8	6.7	10.5	83.7	5.8	89.5	100.0	84,000
Assistance to obtain/maintain short-term accommodation	8.1	14.3	22.4	61.3	16.3	77.6	100.0	28,500
Assistance to obtain/maintain independent housing	9.1	13.8	22.9	57.5	19.6	77.1	100.0	38,900
Financial/employment								
Assistance to obtain/maintain government payment	4.5	15.5	20.0	53.8	26.1	79.9	100.0	15,400
Employment/training assistance	13.5	24.2	37.7	42.9	19.5	62.4	100.0	8,200
Financial assistance/material aid	3.0	8.2	11.2	76.5	12.3	88.8	100.0	49,400
Financial counselling	7.4	13.3	20.7	65.1	14.2	79.3	100.0	12,700
Counselling								
Incest/sexual assault	9.7	21.2	30.9	49.1	20.0	69.1	100.0	3,800
Domestic violence	4.0	8.5	12.5	74.4	13.1	87.5	100.0	26,200
Family/relationship	7.7	9.6	17.3	68.3	14.5	82.8	100.0	21,500
Emotional/other	1.6	1.3	2.9	90.1	6.9	97.0	100.0	70,400
Assistance with problem gambling	15.4	28.7	44.1	40.3	15.6	55.9	100.0	1,000
General support/advocacy								
Living skills/personal development	6.3	2.6	8.9	84.9	6.2	91.1	100.0	21,100
Assistance with legal issues/court support	4.8	16.7	21.5	52.5	26.0	78.5	100.0	17,300
Advice/information	0.6	0.3	0.9	91.0	8.1	99.1	100.0	93,200
Retrieval/storage/removal of belongings	2.1	2.3	4.4	92.2	3.5	95.7	100.0	28,000
Advocacy/liaison on behalf of client	1.2	1.1	2.3	88.0	9.8	97.8	100.0	52,800
Brokerage services	2.5	6.9	9.4	81.5	9.0	90.5	100.0	9,300
Specialist services								
Psychological services	16.1	41.8	57.9	23.2	18.9	42.1	100.0	4,300
Psychiatric services	13.2	40.8	54.0	23.3	22.7	46.0	100.0	5,100
Pregnancy support	8.2	18.9	27.1	48.1	24.7	72.8	100.0	2,400
Family planning support	11.8	18.4	30.2	52.5	17.4	69.9	100.0	1,600
Drug/alcohol support or intervention	11.1	15.8	26.9	54.0	19.1	73.1	100.0	16,100
Physical disability services	12.4	36.8	49.2	27.2	23.5	50.7	100.0	600
Intellectual disability services	17.4	32.0	49.4	29.9	20.7	50.6	100.0	600
Culturally appropriate support	2.0	4.9	6.9	84.4	8.8	93.2	100.0	10,800
Interpreter services	2.2	11.1	13.3	72.7	14.0	86.7	100.0	1,900
Assistance with immigration issues	4.1	14.7	18.8	54.1	27.1	81.2	100.0	1,200
Health/medical services	4.0	26.5	30.5	48.3	21.3	69.6	100.0	23,000
Basic support and other services n.e.s.								
Meals	0.6	0.7	1.3	97.0	1.6	98.6	100.0	59,700
Laundry/shower facilities	0.6	0.2	0.8	98.4	0.8	99.2	100.0	55,200
Recreation	1.3	1.0	2.3	95.3	2.3	97.6	100.0	29,600
Transport	2.7	1.7	4.4	93.0	2.7	95.7	100.0	37,600
Other	0.8	1.9	2.7	91.2	6.2	97.4	100.0	24,400

(continued)

Table 7.3 (continued): SAAP services requested by clients in closed support periods, by provision, Australia, 2004–05

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

Broad type of service	Not provided			Provided			Total	Distinct services requested	Assoc. closed support periods
	Neither provided nor referred	Referred	*Subtotal*	Provided only	Provided and referred	*Subtotal*			
	% distinct services requested							Number	Number
Housing/ accommodation	6.0	9.9	*15.9*	72.7	11.3	*84.0*	100.0	151,400	106,900
Financial/ employment	4.9	11.8	*16.7*	67.5	15.7	*83.2*	100.0	85,700	60,700
Counselling	3.5	5.1	*8.6*	81.3	10.0	*91.3*	100.0	122,900	78,200
General support/ advocacy	1.9	2.5	*4.4*	86.5	9.2	*95.7*	100.0	221,600	110,300
Specialist services	7.3	21.6	*28.9*	52.4	18.7	*71.1*	100.0	67,600	43,700
Basic support and other services n.e.s.	1.1	1.0	*2.1*	95.7	2.2	*97.9*	100.0	206,600	84,900
Total (%)	**3.4**	**6.3**	*9.6*	**80.9**	**9.4**	*90.4*	**100.0**	. .	. .
Total (number)	**29,000**	**53,600**	*82,600*	**692,700**	**80,500**	*773,200*	. .	**855,800**	**149,300**

Notes

1. Number excluded due to errors and omissions (weighted): 2,998 closed support periods (including cases with no information on service requirements or provision).

2. There were approximately 1,600 closed support periods where information on service provision or referral was provided but no need was expressed by the client for those services (Table 7.1).

3. 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.

4. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

Table 7.4: SAAP services requested for accompanying children in closed support periods, by provision, Australia, 2004–05

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

| Type of service | Not provided | | | Provided | | | | Closed accompany-ing child support periods (number) |
	Neither provided nor referred	Referred	Subtotal	Provided only	Provided and referred	Subtotal	Total	
Accommodation								
SAAP/CAP accommodation	1.4	6.7	8.1	87.9	4.1	92.0	100.0	27,500
School liaison/child care								
School liaison	3.1	6.3	9.4	76.4	14.2	90.6	100.0	5,200
Child care	1.9	8.1	10.0	82.4	7.7	90.1	100.0	8,700
Counselling								
Help with behavioural problems	5.9	12.1	18.0	62.3	19.7	82.0	100.0	3,900
Sexual/physical abuse counselling/support	8.7	24.8	33.5	40.9	25.6	66.5	100.0	1,400
Skills education	5.7	5.8	11.5	75.1	13.4	88.5	100.0	1,400
General counselling/support	2.8	5.9	8.7	82.0	9.4	91.4	100.0	6,700
General support/advocacy								
Access arrangements	6.1	20.0	26.1	48.5	25.4	73.9	100.0	1,500
Advice/information	1.4	1.1	2.5	91.0	6.6	97.6	100.0	10,100
Brokerage services	1.4	4.9	6.3	81.2	12.5	93.7	100.0	1,700
Advocacy	1.5	1.7	3.2	87.2	9.6	96.8	100.0	9,200
Specialist services								
Culturally sensitive services	1.5	2.9	4.4	89.4	6.2	95.6	100.0	4,100
Health/medical services	2.6	29.8	32.4	44.6	23.1	67.7	100.0	4,400
Basic support and other services n.e.s.								
Meals	0.6	0.6	1.2	96.6	2.2	98.8	100.0	16,900
Showers/hygiene	0.7	0.4	1.1	98.0	0.9	98.9	100.0	14,800
Recreation	1.0	0.9	1.9	95.5	2.6	98.1	100.0	12,300
Transport	0.9	1.6	2.5	95.5	2.0	97.5	100.0	16,200
Other	0.7	8.8	9.5	76.5	14.0	90.5	100.0	7,200

(continued)

Table 7.4 (continued): SAAP services requested for accompanying children in closed support periods, by provision, Australia, 2004–05

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

Broad type of service	Not provided			Provided			Total	Distinct services requested	Assoc. closed accompany -ing child support periods
	Neither provided nor referred	Referred	*Sub-total*	Provided only	Provided and referred	*Sub-total*			
	% distinct services requested							**Number**	**Number**
Accommodation	1.4	6.7	*8.1*	87.9	4.1	*92.0*	100.0	27,500	27,500
School liaison/ child care	2.3	7.4	*9.7*	80.1	10.1	*90.2*	100.0	13,900	11,600
Counselling	4.6	9.6	*14.2*	71.3	14.5	*85.8*	100.0	13,400	9,500
General support/ advocacy	1.7	2.9	*4.6*	85.8	9.5	*95.3*	100.0	22,600	15,400
Specialist services	2.1	16.8	*18.9*	66.2	14.9	*81.1*	100.0	8,500	7,500
Basic support and other services n.e.s.	0.8	1.7	*2.5*	94.3	3.2	*97.5*	100.0	67,400	25,300
Total (%)	**1.6**	**4.8**	***6.4***	**87.1**	**6.6**	***93.6***	**100.0**	. .	. .
Total (number)	**2,400**	**7,400**	***9,800***	**133,500**	**10,000**	***143,500***	. .	**153,300**	**38,100**

Notes

1. Number excluded due to errors and omissions (weighted): 28,145 closed accompanying child support periods (including cases with no information on service requirements or provision).

2. The were approximately 1,400 closed accompanying child support periods where information was recorded on the provision and referral of services for children but no need was expressed for those services by either the client or the accompanying child (Table 7.2).

3. In groups of service types, an accompanying child may require more than one type of service within the group. Percentages for broad groups relate to all needs and not to support periods. For individual types of services, a need can be recorded only once within a support period, so percentages relate to accompanying child support periods.

4. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

Table 7.5: SAAP services requested by clients in closed support periods that were neither provided nor referred: broad type of service by client group, Australia, 2004–05

	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 %	Total Number
Broad type of service					% unmet needs						
Housing/ accommodation	31.1	24.8	31.6	28.2	37.9	44.2	43.5	33.6	23.7	31.3	8,800
Financial/ employment	17.6	15.8	15.7	15.0	18.8	12.6	14.4	12.8	17.7	15.2	4,300
Counselling	14.4	8.0	18.5	13.7	7.8	12.5	13.4	16.7	24.2	14.5	4,100
General support/ advocacy	13.9	13.1	13.5	17.5	13.4	9.7	13.5	15.8	13.5	14.4	4,000
Specialist services	15.2	30.3	12.5	19.6	13.7	9.2	9.5	13.3	15.1	16.8	4,700
Basic support and services n.e.s.	7.7	8.0	8.2	6.1	8.3	11.7	5.6	7.9	5.9	7.8	2,200
Total	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*28,200*
Summary totals											
Total unmet needs (%)	16.2	16.4	22.1	12.8	3.0	4.3	2.0	22.2	1.0	100.0	..
Total unmet needs (number)	4,600	4,600	6,200	3,600	900	1,200	600	6,300	300	..	28,200
Total closed support periods with unmet needs (%)	15.0	20.2	18.2	12.3	2.9	5.1	2.0	23.4	0.9	100.0	..
Total closed support periods with unmet needs (number)	2,100	2,800	2,500	1,700	400	700	300	3,200	100	..	13,800
Total closed support periods (%)	11.1	27.3	12.3	16.1	2.8	3.8	1.5	24.0	1.1	100.0	..
Total closed support periods (number)	16,700	41,000	18,400	24,100	4,200	5,700	2,300	36,100	1,700	..	150,200

Notes

1. Number excluded due to errors and omissions (weighted): 379 identified unmet needs.

2. Number excluded due to errors and omissions (weighted): 182 closed support periods with identified unmet needs.

3. Number excluded due to errors and omissions (weighted): 5,047 closed support periods (including cases with no information on service requirements or provision).

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

Source: SAAP Client Collection.

Table 7.6: SAAP services requested for accompanying children in closed support periods that were neither provided nor referred: broad type of service by client group, Australia, 2004–05

	Couple with children	Male with children	Female with children	Other with children	Total %	Total Number
Broad type of service			% unmet needs			
Accommodation	20.9	27.0	15.0	—	15.6	400
School liaison/child care	11.6	9.0	13.7	18.8	13.5	300
Counselling	15.6	28.8	26.0	43.7	25.4	600
General support/advocacy	18.8	24.2	16.0	12.5	16.3	400
Specialist services	8.2	4.5	7.3	25.0	7.5	200
Basic support and services n.e.s.	24.9	6.5	22.0	—	21.7	500
Total	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*2,400*
Summary totals						
Total unmet needs (%)	7.1	2.1	90.2	0.7	100.0	. .
Total unmet needs (number)	200	<50	2,100	<50	. .	2,400
Total closed accompanying child support periods with unmet needs (%)	7.2	2.2	90.0	0.6	100.0	. .
Total closed accompanying child support periods with unmet needs (number)	100	<50	1,200	<50	. .	1,400
Total closed accompanying child support periods (%)	7.3	2.6	89.5	0.6	100.0	. .
Total closed accompanying child support periods (number)	2,900	1,000	35,200	200	. .	39,300
Total closed support periods with accompanying children with unmet needs (%)	6.5	3.0	90.0	0.5	100.0	. .
Total closed support periods with accompanying children with unmet needs (number)	100	<50	800	<50	. .	800
Total closed support periods with accompanying children requiring assistance (%)	7.0	3.1	89.3	0.6	100.0	. .
Total closed support periods with accompanying children requiring assistance (number)	1,400	600	17,800	100	. .	20,000

Notes

1. Number excluded due to errors and omissions (weighted): 29 identified unmet needs for accompanying children.
2. Number excluded due to errors and omissions (weighted): 11 closed accompanying child support periods with unmet needs.
3. Number excluded due to errors and omissions (weighted): 28,238 closed accompanying child support periods (including cases with no information on service requirements or provision).
4. Number excluded due to errors and omissions (weighted): 6 closed support periods with accompanying children with unmet needs.
5. Number excluded due to errors and omissions (weighted): 47 closed support periods with accompanying children requiring assistance.
6. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

8 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; and
>
> 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 chapter 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 for assessing SAAP's success on the basis of client circumstances before and after support. In addition, there is a significant amount of missing data relating to client circumstances (especially after assistance has ended) and this should be taken into account.

Data are not collected on the circumstances of accompanying children before and after support. However, an analysis of the pathways clients with accompanying children take into SAAP, and the outcomes for these people and their children following SAAP support can be found in *Children Accompanying Homeless Clients 2002–03* (AIHW 2004).

Income source

In 85% of all closed support periods, SAAP clients were recipients of a government pension or benefit before support (Table 8.1). In a further 7% of closed support periods, clients were reported as having no source of income and not awaiting a government payment; in another 7% as having 'other' sources of income; and in a final 1% as having no income but awaiting receipt of a pension or benefit. These proportions had changed slightly by the time support had ended. After receiving support, clients were on a government pension or benefit in 87% of cases or had no income and were not awaiting a pension or benefit in 5% of cases. The other two categories remained relatively unchanged in percentage terms.

For those clients who specifically requested assistance with obtaining or maintaining a government pension or benefit, there were more noticeable changes. After support, these clients were receiving a government pension or benefit in 85% of closed support periods, a marked increase on the figure of 73% before support. Consequently, the proportion of closed support periods in which these clients had no income and were not awaiting a government payment had dropped from 16% before support to 6% after support.

Accommodation

Nationally, as Figure 8.1 shows, the most common form of client accommodation immediately before support was private rental (in 17% of closed support periods), followed by SAAP or other emergency housing (15%), and public or community housing (14%).

Source: Table 8.2.

Figure 8.1: Type of accommodation immediately before and after a support period, Australia, 2004–05 (per cent closed support periods)
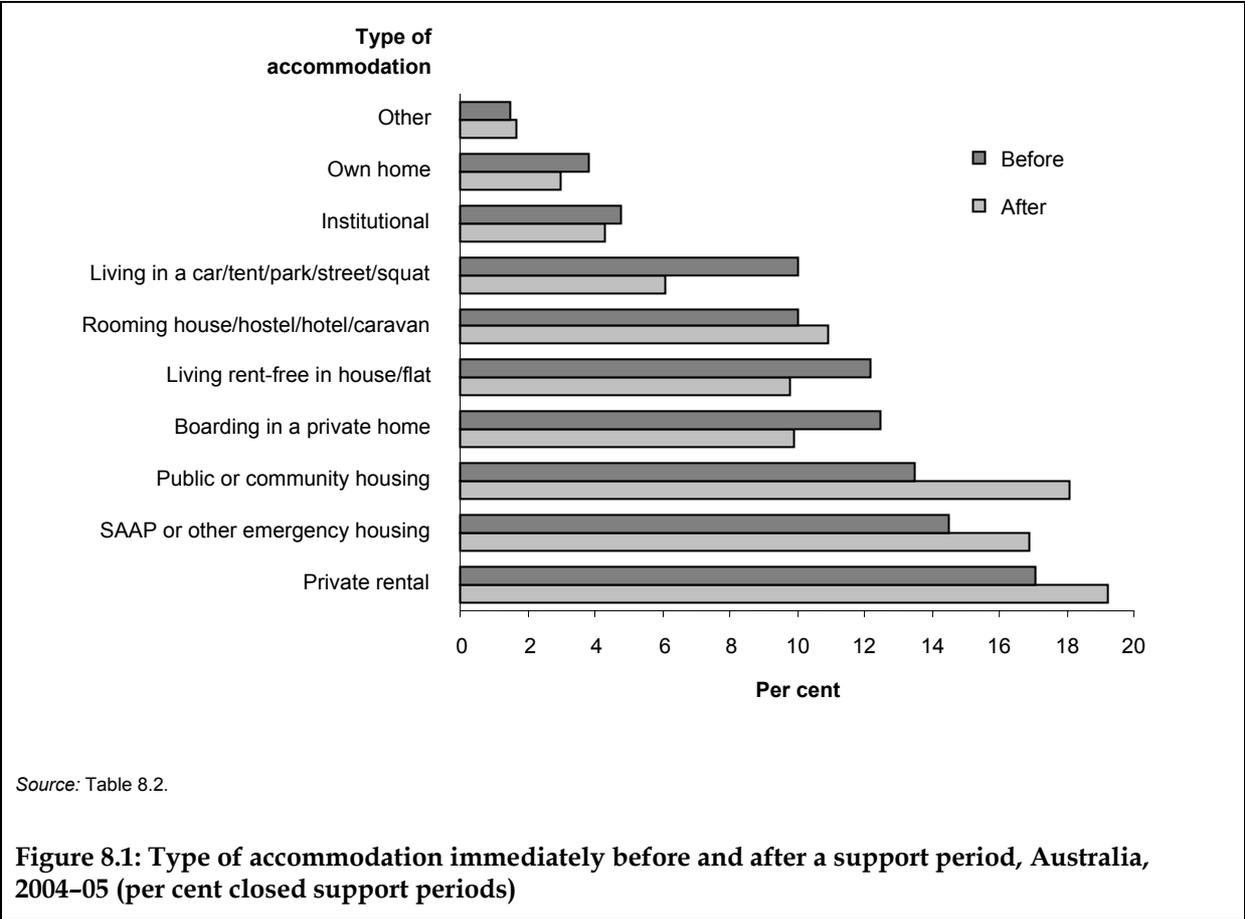
Generally, positive housing outcomes were reported for clients following support. For example, the most common types of accommodation after support were private rental (19%), followed by public or community housing (18%) and SAAP or other emergency accommodation (17%). Each of these types of accommodation reported small increases from the proportions recorded before support. There was also a shift away from living in a car or tent or other such forms of inadequate housing, with the proportions living in a car, tent, park, street or squat dropping from 10% of closed support periods before support to 6% after support.

For clients who specifically requested assistance to obtain or maintain independent housing, the changes in accommodation type before and after support followed a similar pattern to that for all closed support periods, but were more marked for several accommodation types. In particular, accommodation in public or community housing more than doubled, rising from 9% before support to 20% after (Table 8.2). In addition, accommodation in privately rented dwellings increased from 19% before support to 27% after. Conversely, the proportion of closed support periods in which clients were living in a car, tent, park, street or squat decreased from 7% before support to 2% after. Living rent-free in a house or flat also decreased—from 13% of closed support periods before to 8% after. These shifts in

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accommodation type suggest a certain level of success for clients specifically seeking assistance from SAAP agencies to obtain or maintain independent housing.

Length of accommodation

How long a client was accommodated in SAAP or CAP accommodation while they were receiving support had an effect on the type of accommodation clients moved into following support. For example, clients who were provided with SAAP or other emergency accommodation for more than 1 day to 13 weeks most commonly stayed in SAAP or other emergency housing after finishing their support, most likely moving into accommodation provided by another SAAP agency (Table 8.3).

Clients who were accommodated for longer periods at a SAAP agency were more likely to move into independent forms of housing. Following 13 weeks of accommodation, clients more often exited into public or community housing after support than into other types of accommodation, with the proportion of closed support periods with clients exiting to this type of accommodation rising from 24% where the client was accommodated for between 13 and 26 weeks to 42% for clients who were accommodated for more than 1 year. The proportion of accommodated clients who were in the private rental market following support steadily increased as the length of accommodation at a SAAP agency increased, rising from 9% of closed support periods with accommodation for clients accommodated for 1 day to 26% for clients accommodated for more than 1 year.

Conversely, the proportions living in a car, park, tent, street or squat after support generally decreased as the length of SAAP or CAP accommodation provided to the client increased, falling from 7% of closed support periods with accommodation for clients accommodated for 1 day to less than 1% for those accommodated for longer than 1 year.

Living situation

The most common living situation for clients before receiving SAAP support was living alone (in 24% of closed support periods), followed by living with their spouse or partner either with or without children (22%) and living with relatives or friends in the short term (16%) (Table 8.4). By the time support had finished, the living arrangements for clients had changed considerably. There was a marked decrease to 15% in the proportion of clients living with a spouse or partner either with or without children after support. There was also a drop to 11% in the proportion of clients living short term with relatives or friends after support. On the other hand, there were increases in the proportion of clients living alone with children (up from 12% of closed support periods before support to 20% after) and living alone (up from 24% of closed support periods before support to 28% after), making these two living situations the most common living situations for clients after support.

Employment status

The employment profile of clients (that is, employed full time, part time, casual, unemployed, or not in the labour force) generally differed very little before and after support for all closed support periods. There was, however, a small reduction in the proportion of closed support periods where SAAP clients indicated they were unemployed, from 27% before support to 25% after, and there were also small increases in the proportions of closed support periods where clients stated they were employed (from 9% before to 11% after support) (derived from Table 8.5).

Among those clients who asked for assistance in the area of employment and training during their period of support, there was a more marked increase in the proportion who were in paid work following support. These clients were employed in some capacity following 20% of closed support periods where they requested assistance with employment and training; this was more than double the figure of 9% before support. Correspondingly, the proportions where these clients were unemployed or were not in the labour force dropped from 48% and 43% respectively before support to 41% and 40% after support.

8.1 Tables

Table 8.1: SAAP closed support periods: source of income immediately before and after a support period, Australia, 2004–05 (per cent)

Source of income	Closed support periods in which clients needed assistance to obtain/maintain a pension or benefit		All closed support periods	
	Before	**After**	**Before**	**After**
No income	16.2	6.1	7.2	5.2
No income, awaiting pension/benefit	3.2	2.4	0.9	0.8
Government pension/benefit	73.3	84.8	85.3	87.1
Other	7.3	6.7	6.6	7.0
Total	*100.0*	*100.0*	*100.0*	*100.0*
Total (number with valid data)	*15,600*	*14,000*	*143,300*	*129,100*
Number with missing data	400	2,000	12,000	26,100
Total (number)	**16,000**	**16,000**	**155,200**	**155,200**

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 for information about interpreting this type of table.

Source: SAAP Client Collection.

Table 8.2: SAAP closed support periods: type of accommodation immediately before and after a support period, Australia, 2004–05 (per cent)

Type of accommodation	Closed support periods in which clients needed assistance to obtain/maintain independent housing		All closed support periods	
	Before	**After**	**Before**	**After**
SAAP or other emergency housing	18.0	15.8	14.5	16.9
Living rent-free in house/flat	12.8	7.6	12.2	9.8
Private rental	18.5	27.4	17.1	19.2
Public or community housing	8.8	20.2	13.5	18.1
Rooming house/hostel/hotel/caravan	8.2	8.7	10.0	10.9
Boarding in a private home	18.4	12.4	12.5	9.9
Own home	2.6	1.4	3.8	3.0
Living in a car/tent/park/street/squat	6.9	1.8	10.0	6.1
Institutional	4.3	3.1	4.8	4.3
Other	1.4	1.7	1.5	1.7
Total	*100.0*	*100.0*	*100.0*	*100.0*
Total (number with valid data)	*38,100*	*31,100*	*139,900*	*110,300*
Number with missing data	1,900	8,900	15,300	44,900
Total (number)	**40,000**	**40,000**	**155,200**	**155,200**

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 for information about interpreting this type of table.

Source: SAAP Client Collection.

Table 8.3: SAAP closed support periods in which clients were accommodated: length of accommodation by type of accommodation after support, Australia, 2004–05 (per cent)

Type of accommodation	1 day	>1–3 days	>3–7 days	>1–2 weeks	>2–4 weeks	>4–13 weeks	>13–26 weeks	>26–52 weeks	> 52 weeks	Total %	Total Number
SAAP or other emergency housing	20.7	21.3	21.0	21.5	25.0	26.2	21.0	13.1	11.9	21.9	9,400
Living rent-free in house/flat	13.3	13.3	13.2	12.4	10.8	9.1	8.3	5.3	3.7	11.0	4,700
Private rental	8.6	9.5	11.2	13.0	15.4	18.2	20.2	23.4	25.7	14.4	6,200
Public or community housing	21.7	17.8	12.8	10.8	11.5	15.6	23.8	37.0	41.5	17.9	7,600
Rooming house/hostel/ hotel/caravan	6.9	7.7	10.7	11.2	9.6	7.6	4.9	2.9	1.8	8.0	3,400
Boarding in a private home	10.9	12.2	13.0	13.4	13.3	11.8	12.8	11.6	9.3	12.2	5,200
Own home	2.3	2.5	2.1	1.4	1.6	1.3	1.2	1.0	0.8	1.7	700
Living in a car/tent/park/ street/squat	6.7	5.4	5.4	4.9	3.7	2.1	1.2	0.9	0.7	4.0	1,700
Institutional	7.6	9.0	9.3	9.5	7.2	5.7	4.7	3.3	3.6	7.3	3,100
Other	1.2	1.3	1.4	1.9	1.8	2.3	1.8	1.3	0.8	1.6	700
Total	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	..
Total (%)	**15.3**	**12.7**	**13.1**	**12.1**	**12.0**	**19.2**	**7.5**	**5.2**	**3.0**	**100.0**	..
Total (number)	**6,600**	**5,400**	**5,600**	**5,200**	**5,100**	**8,200**	**3,200**	**2,200**	**1,300**	..	**42,800**

Notes

1. Number excluded due to errors and omissions (weighted): 27,133 closed support periods (type of accommodation and length of accommodation).

2. Table excludes closed support periods in which clients started and ended their accommodation on the same date.

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

Source: SAAP Client Collection.

Table 8.4: SAAP closed support periods: living situation immediately before and after a support period, Australia, 2004–05 (per cent)

Living situation	Before	After
With parent(s)	8.9	6.8
With foster family	0.4	0.3
With relatives/friends short term	16.1	11.3
With relatives/friends long term	3.6	5.2
With spouse/partner with/without children	21.7	14.8
Alone with children	11.9	19.5
Alone	23.7	28.0
With other unrelated persons	12.9	12.9
Other	0.8	1.4
Total	*100.0*	*100.0*
Total (number with valid data)	*133,000*	*107,200*
Number with missing data	22,200	48,000
Total (number)	**155,200**	**155,200**

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 for information about interpreting this type of table.

Source: SAAP Client Collection.

Table 8.5: SAAP closed support periods: employment status immediately before and after a support period, Australia, 2004–05 (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	1.8	5.9	2.7	3.5
Employed part time/casual	7.5	13.6	6.1	7.1
Unemployed (looking for work)	47.7	40.6	26.8	24.7
Not in labour force	43.0	39.9	64.4	64.7
Total	*100.0*	*100.0*	*100.0*	*100.0*
Total (with valid data)	*8,400*	*7,500*	*132,800*	*118,400*
Number with missing data	100	1,100	22,400	36,900
Total (number)	**8,600**	**8,600**	**155,200**	**155,200**

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 for information about interpreting this type of table.

Source: SAAP Client Collection.

9 Support from 1996–97 to 2004–05

Funding

Recurrent funding for SAAP in Australia has risen by 51% over the 9 years of the collection, from $219.8m in 1996–97 to $331.8m in 2004–05 (Table 9.1). When these figures are adjusted for inflation, in real terms funding increased by 19%. Looking at year-by-year changes, funding levels in real terms remained similar between 1996–97 and 1999–2000, except for a 5% increase in 1998–99. Funding increased by 8% in real terms in 2000–01, 2% in 2001–02 and 6% in 2002–03, before falling by 1% in 2003–04 and falling again by 1% in 2004–05.

Recurrent funding to SAAP agencies followed a slightly different pattern. From 1996–97 to 2004–05 actual recurrent funding to agencies increased by 59%, from $200.5m in 1996–97 to $319.8m in 2004–05 (Table 9.1). In real terms, this represented an increase of 26% over the 9 years, with relatively large annual increases in 1998–99 (6%), 2000–01 (7%) and 2002–03 (7%). However, funding to agencies in real terms decreased by 1% in 2003–04 and decreased slightly again in 2004–05. Interestingly, the number of agencies 'in scope' to participate in the Client Collection decreased from 1,225 in 2003–04 to 1,212 in 2004–05 (Table 9.9).

Numbers of support periods and clients

There seems to be an obvious relationship between funds available to agencies and the amount of support they can provide for homeless people and people at risk of becoming homeless. Nevertheless, as Table 9.1 shows, an increase in funding to agencies does not automatically translate either into more resources being spent on each support period or client or into more clients being supported on more occasions. The actual funding outcome per client or support period depends on a number of factors, among them the demand for assistance, the types of services that clients need, the ability of agencies to meet those needs, the length of time a client is supported and the costs agencies incur in providing services.

Overall, it is estimated that there were 156,500 support periods in 1996–97 (Table 9.2). This increased to 164,300 in 1997–98 but dropped back over the next 2 years, returning almost to 1996–97 levels in 1999–00 (Figure 9.1). In 2000–01 there was a sharp rise to 170,700 support periods. The main cause of this increase was the participation of one agency that had not previously participated in the Client Collection—this agency returned a very large number of forms. Although the weighting system adjusts for non-participation (see Appendix 1, Section A1.2), it does not allow for non-participating agencies, such as this one, that are different from other agencies. The number of support periods increased further in 2001–02 to 177,000. However, a change in reporting practice part way through the 2002–03 financial year by the same high-volume agency decreased the number of support periods reported to 176,300. If this agency had reported consistently throughout the year, the total number of support periods in 2002–03 was estimated to be approximately 178,700. This agency reported a full year under its new guidelines in 2003–04, resulting in a substantial decrease from the previous year in the number of support periods reported by this agency.

However, in 2003–04, there was still a sharp increase to 187,200 support periods. This was due to the participation of another large agency in 2003–04 that had not participated in the Client Collection since 1997–98. The decrease in 2004–05 to 173,100 support periods was mainly due to an adjustment to the definition of an ongoing support relationship in

2004–05 in preparation for the introduction of the core data set in July 2005. This change mainly affected agencies that were previously classified as high-volume. These agencies mainly used the high-volume collection form which was discontinued in 2004–05. With the move of all high-volume agencies to the general collection form, agencies with large turnover of clients were instructed to apply an adjusted rule to the definition of an ongoing support relationship. This rule stated that if an ongoing support relationship was established with the client and there was not a gap of more than a month between contacts with that client, then a single support period should be recorded. Note that some manipulation of the data submitted in 2004–05 by two large agencies was carried out to make them more consistent with the change in the ongoing support relationship definition. These variations highlight the effect on the Client Collection of inconsistencies in the application of the definition of a support period. It is hoped that the introduction of the core data set and refined definitions in July 2005 and continued training will minimise these inconsistencies.

Source: Table 9.2.

Figure 9.1: Number of SAAP support periods and clients, by reporting period, Australia, 1996–97 to 2004–05
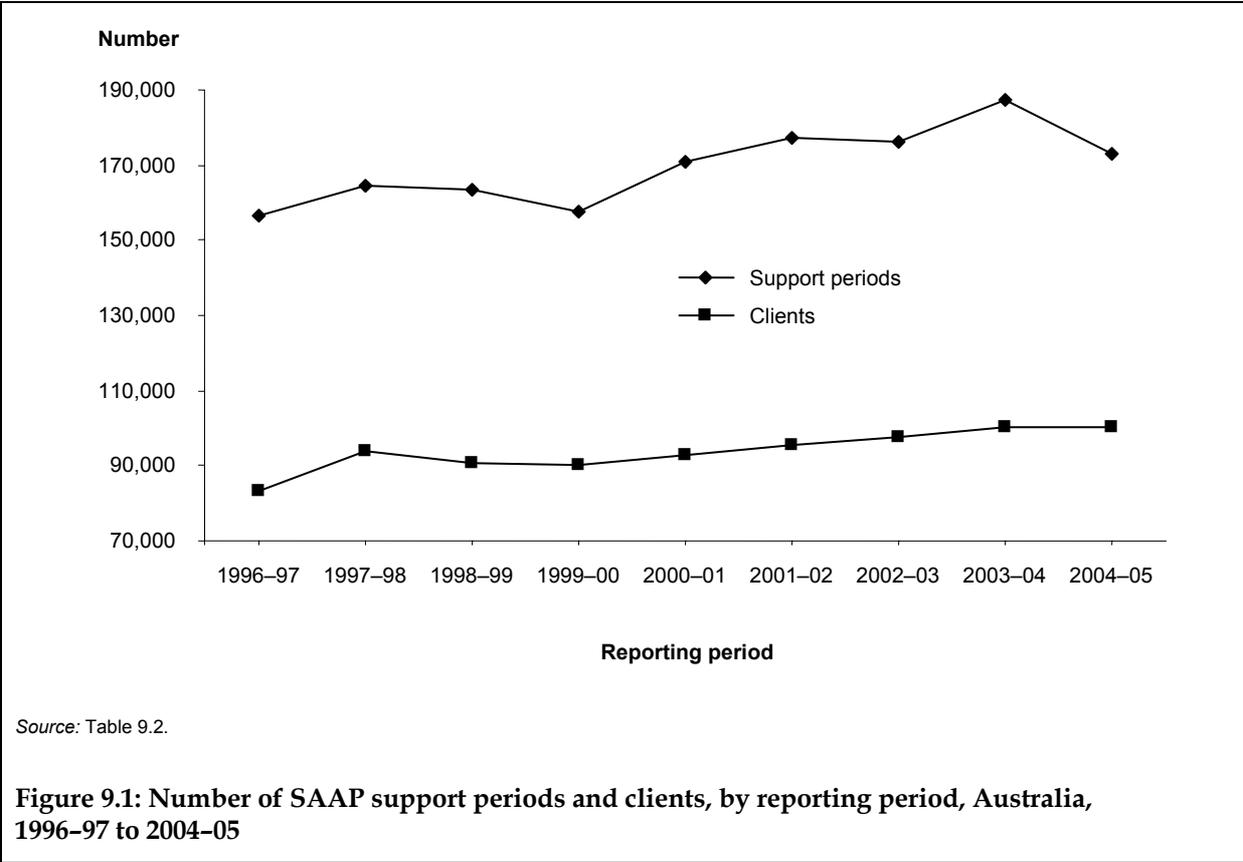
Trends in the number of clients provided with SAAP services showed a pattern similar to that for support periods over the 9 years, although the changes were less pronounced in the last 5 years (Figure 9.1). In 1996–97 an estimated 83,200 clients were provided with support; the figure rose to 94,100 in 1997–98 and then fell to 90,000 in 1999–00. In 2000–01 the number of clients increased again to 93,000 and has continued to increase each year since then. The highest number of clients of any of the 9 years was recorded in 2004–05, with 100,400 clients provided with SAAP services.

State and territory

The pattern of support over the 9 years varied across jurisdictions and did not necessarily replicate the national pattern for either support periods or clients (Table 9.2). For example, although it accounted for the greatest number of support periods for the first 2 years of the collection, New South Wales showed a decrease in the number of support periods provided between 1996–97 and 1997–98. Note, however, that the relatively high number of support periods recorded in New South Wales for 1996–97 was largely the result of the collection's reporting practices for people placed by police for 8 hours with SAAP agencies because of intoxication. Between 1998–99 and 2001–02, New South Wales showed continuing decreases in the number of support periods, which stayed the same in 2001–02 and 2002–03 (47,900). The number then increased to 48,600 in 2003–04 and decreased to 41,300 in 2004–05.

Victoria has shown continued increases in the number of support periods provided each year since 1999–00. In 2002–03, the number of support periods in Victoria exceeded the number in New South Wales for the first time. In 2003–04, Victoria reported a substantial increase in the number of support periods, from 48,800 in 2002–03 to 67,200. This jump was due mainly to the previously mentioned participation of an agency with a very high turnover of clients that had not participated in the collection since 1997–98. This agency submitted around 16,000 forms, all of same-day duration, and had a relatively high level of repeat usage by clients. In 2004–05, two large agencies submitted in excess of 26,100 forms, again all of same-day duration. These forms were combined to be more consistent with the definition of an ongoing support relationship applied to agencies with a high turn-over of clients in 2004–05. That is, separate support periods for the same client that occurred less than one month apart were combined to form a single support period. This reduced the total number of forms for these two agencies to around 12,000.

Queensland showed increases over the period 1998–99 to 2001–02, with a very large increase in 2000–01—from 26,100 support periods in 1999–00 to 38,700 the next year. This jump was due mainly to the participation of a very high-volume agency for the first time in that year. However, the number of support periods decreased from 41,400 in 2001–02 to 36,900 in 2002–03, then to 28,400 in 2003–04 and then further to 26,300 in 2004–05. This decrease is partly attributable to the same agency which, as already mentioned, changed its reporting practices during 2002–03 and submitted a full year of data with these amended reporting practices for the first time in 2003–04. The decrease in 2004–05 is likely again due to the change in reporting practices for previously high-volume agencies.

The number of support periods reported in Western Australia increased from 12,400 in 1998–99 to 15,200 in 2000–01, falling to 14,700 in 2001–02, before rising slightly to 14,900 in 2002–03. However, the number of support periods then dropped to 13,800 in 2003–04. The reasons for this decrease are unclear. A possible contributing factor is that although the number of Western Australian agencies that submitted data increased in 2003–04, the participation rate in this state decreased by around four percentage points from the previous year (see Table 9.8 in the Western Australian supplementary report). The number of support periods in Western Australia rose in 2004–05 to 14,500.

In general terms, the number of clients receiving support over time reflected the pattern observed for support periods within each jurisdiction. However, there were some variations. For example, although agencies in New South Wales and the Australian Capital Territory reported an increase in the number of support periods from 2002–03 to 2003–04, there was a decrease in the number of clients. The number of clients in New South Wales decreased from 25,400 in 2002–03 to 25,000 in 2003–04. Likewise, the number of clients in the Australian Capital Territory decreased from 1,800 in 2002–03 to 1,700 in 2003–04. Similarly, although

South Australia reported an increase in the number of support periods from 14,700 in 2003–04 to 15,600 in 2004–05, this state reported a slight decrease in the number of clients from 9,700 to 9,600. Conversely, although the number of support periods in Tasmania remained constant at 6,600 in 2002–03 and 2003–04 and then decreased in 2004–05 to 6,400, the number of clients increased from 4,300 in 2002–03 to 4,500 in 2003–04 and again to 4,600 in 2004–05.

Furthermore, support periods in Queensland increased by 48% between 1999–00 and 2000–01, but client numbers increased by only 12%, reflecting that clients of the newly reporting high-volume agency tended to access the service repeatedly during the year. The same can be said for Victoria in 2003–04, where support periods increased from the numbers reported in 2002–03 by 38% and clients by only 14%.

Daily support and nightly accommodation

Table 9.2 also shows the daily average number of support periods and nightly average support periods with accommodation. The average number of support periods active on any day of a reporting year gradually increased from 15,500 in 1997–98 to 21,900 in 2002–03 despite the actual daily number of support periods fluctuating during that period. Likewise, although there was an increase in the number of support periods in 2003–04, the number of support periods active each day decreased slightly. These variations can be partly explained by variations in the length of support periods between the years—in addition to the total number of support periods active in a reporting year, the length of support periods may also influence the daily average number of support periods. For example, the larger increase in the average daily number of support periods between 2000–01 and 2001–02 may be explained by the significant increase in support periods between the years (6,300) as well as the increase in the mean length of support (from 40 to 44 days) (see Table 9.7). The higher mean length of support in 2001–02 indicates that it is likely there were more long support periods in that year than in 2000–01. Conversely, the decrease in the daily average number of support periods in 2003–04 is likely to be due to the high number of single-day support periods reported in 2003–04, with the mean length of support dropping from 46 days in 2002–03 to 44 days in 2003–04. The average daily number of support periods increased to 23,700 in 2004–05 along with an increase in the average length of support to 53 days.

The nightly average number of support periods with accommodation generally followed the same trend as that shown for the number of support periods (Table 9.2). That is, when the number of support periods increased or decreased between each year, so did the nightly average number of support periods with accommodation. Note that there can be more than one accommodation period within a support period. Therefore, the length of an accommodation period can be the same as, or shorter than, the associated support period. This contributes to the smaller nightly average number of support periods with accommodation compared with the daily average number of support periods, along with the fact that many SAAP clients require non-accommodation support services only or request accommodation but are provided with support only. Since 1999–00, the nightly average number of support periods with accommodation has increased from 7,000 to 8,700 in 2004–05.

Numbers of accompanying child support periods and accompanying children

Before 2000–01 only limited data were collected on accompanying children. In 2001–02, the Client Collection was changed so that more information could be reported. Until that time, reliable estimates of the number of children accompanying clients to SAAP agencies were

not available. However, an updated version of the computer-based collection tool, SMART, was not released until December 2000, resulting in agencies who used this tool not being able to report information until January 2001. For this reason, the first full year of collection reported in this section is 2001–02.

In 2000–01, 2001–02, 2002–03 and 2003–04, the data items that enabled the number of accompanying children associated with accompanying child support periods to be estimated were not collected on the high-volume form (see the relevant report for an example of this form e.g. AIHW 2005). For this reason, estimates of accompanying children are reported only for the children accompanying a parent(s) or guardian(s) to a SAAP agency that reported using the general client form. The high-volume form was phased out in 2004–05 and this is the first report for which complete data are available for accompanying children.

Nationally, the number of accompanying child support periods increased from 73,300 in 2001–02 to 75,800 in 2002–03 before falling back to 73,200 in 2003–04 and then increasing again to 78,500 in 2004–05 (Table 9.3). Although not directly comparable, because estimates of the number of accompanying children exclude high-volume records for the first 3 reportable years, the number of accompanying children followed a similar pattern, rising from 50,800 in 2001–02 to 53,800 in 2002–03 before falling back to 52,700 in 2003–04. In 2004–05 there were 56,800 accompanying children.

Note that, although responses to the accompanying children section of the client form have generally improved since 2001–02, they are still not completed on all forms where the presenting unit indicated that the client presented with an accompanying child(ren).

State and territory

On a state and territory level, Victoria reported the highest number of accompanying child support periods across all 4 years, increasing from 23,900 in 2001–02 to 29,700 in 2004–05 (Table 9.3). The number of accompanying child support periods reported in 2004–05 increased in New South Wales, Western Australia, South Australia and Tasmania. However, the numbers in Queensland and the Australian Capital Territory decreased in 2004–05 compared with 2003–04, while the number of accompanying child support periods reported in the Northern Territory remained steady. The variations between the states and territories are most likely to reflect differences in the service structures and demographic profile of the various jurisdictions.

As mentioned, 2004–05 was the first year that the number of accompanying children could be estimated for all agencies, not just those that previously completed the general client form. For this reason, increases from the numbers reported in 2003–04 were expected and seen in most jurisdictions. The exceptions to this were Queensland, which remained steady, and the Northern Territory which reported a decrease in the number of accompanying children. The reasons for the decrease in the Northern Territory may be partly explained by a decrease in the participation of agencies in the Northern Territory from 94% in 2003–04 to 91% in 2004–05 (see Table 9.8 in the Northern Territory supplementary report to this publication). Victoria reported the highest number of accompanying children across the 4 years, increasing from 18,300 in 2001–02 to 19,900 in 2002–03 before falling slightly to 19,700 in 2003–04 and then rising again to 20,400 in 2004–05. Tasmania was the only jurisdiction to show an increase across the 4 years (Table 9.3).

Daily support and nightly accommodation

Table 9.3 also presents the daily average number of accompanying child support periods and the nightly average number of accompanying child support periods with accommodation.

The dates of support and accommodation are not recorded for accompanying children. However, it has been assumed that accompanying children will have the same periods of support and accommodation as their parent(s) or guardian(s). The average number of accompanying child support periods active on any day across the reporting years followed the same pattern as the annual numbers of accompanying child support periods, rising from 12,300 in 2001–02 to 13,600 in 2002–03 before falling to 12,600 in 2003–04 and then rising again to 13,900 in 2004–05. However, the nightly average number of accommodation periods rose from 4,800 in 2001–02 to 5,100 in 2002–03 and remained steady in 2003–04 before increasing to 5,700 in 2004–05.

Use of SAAP services

Nationally, the number of support periods that clients received in a reporting period has remained relatively stable over time, ranging between 1.7 and 1.9 support periods per client across the years (Table 9.4). In 2003–04 the number of support periods per client was relatively high, at 1.9, mainly because of the participation of a large agency with large numbers of single-day support periods for the same clients. In 2004–05 the number of support periods per client was relatively low at 1.7. This drop was mainly due to the adjustment of the definition of an ongoing support relationship for agencies with a high turnover of clients.

Between 1997–98 and 2002–03, the proportion of SAAP clients with only 1 support period during the year remained fairly constant at 73% or 74%, after rising from 70% in 1996–97 (Table 9.8). However, in 2003–04 and 2004–05 the proportion of clients with only 1 support period dropped back to 72%. The proportion of clients with 4 support periods remained steady at 3% for all reporting years; the proportion of clients with 3 support periods ranged between 5% and 6%; and the proportion of clients with 6 or more support periods remained constant at around 3% until 2003–04 where it increased slightly to 4% before dropping back to 3%. The proportion of clients with 2 or 5 support periods varied slightly across the 9 reporting years.

Nationally, the rate of SAAP use was highest in 2003–04, when 58 people out of every 10,000 aged 10 years and over became SAAP clients (Table 9.4). The lowest rate during the 5 years presented was in 2000–01 and 2001–02, when 56 people per 10,000 aged 10 years and over used SAAP services at some time during the year. These data do not necessarily indicate that homelessness is increasing, but that SAAP is providing support to a greater proportion of Australians.

State and territory

On a state and territory basis there was some fluctuation in the average number of support periods per client. In particular, the number of support periods per client for Queensland agencies decreased from 2.3 in 2001–02 to 2.0 in 2002–03 and again to 1.6 in 2003–04. A further decrease to 1.5 support periods per client was reported in 2004–05. These changes were largely due to the previously mentioned change in reporting practices by a large agency in Queensland. The increase in the number of support periods per client in Victoria from 1.6 in 2002–03 to 1.9 in 2003–04 was influenced by the participation of a large agency that reported multiple short-duration support periods for clients. The decrease to 1.7 in 2004–05 was due to the manipulation of data from two agencies to be consistent with the change in the definition of an ongoing support relationship. The average number of support periods per client in the Australian Capital Territory remained steady at 1.4 for the first 3 years reported. However, there was an increase to 1.8 support periods per client in 2003–04

before a decrease in 2004–05 to 1.5. Clients in New South Wales had relatively high rates of repeat use, with the number of support periods in the range of 1.7 to 1.9 support periods per client over the past 5 years.

The rate of SAAP use also varied between the states and territories. Even allowing for its relatively young age profile, the Northern Territory had the highest rate throughout the 5-year period, ranging between 162 and 172 clients for every 10,000 people aged 10 years and over (age-adjusted). This was around three times the national average in all years. Tasmania, Victoria and South Australia also had above-average rates across the years, ranging between 61 and 116 clients per 10,000 people aged 10 years and over (age-adjusted).

Age profile

Between 2000–01 and 2004–05, nationally there has been little change in either the average or median age of clients (Table 9.5). The mean (average) age of clients was between 31 and 32 years, and the median age ranged from 29 to 31 years. There have also been some minor changes in the number of clients in the various age groups, as illustrated in Figure 9.2.
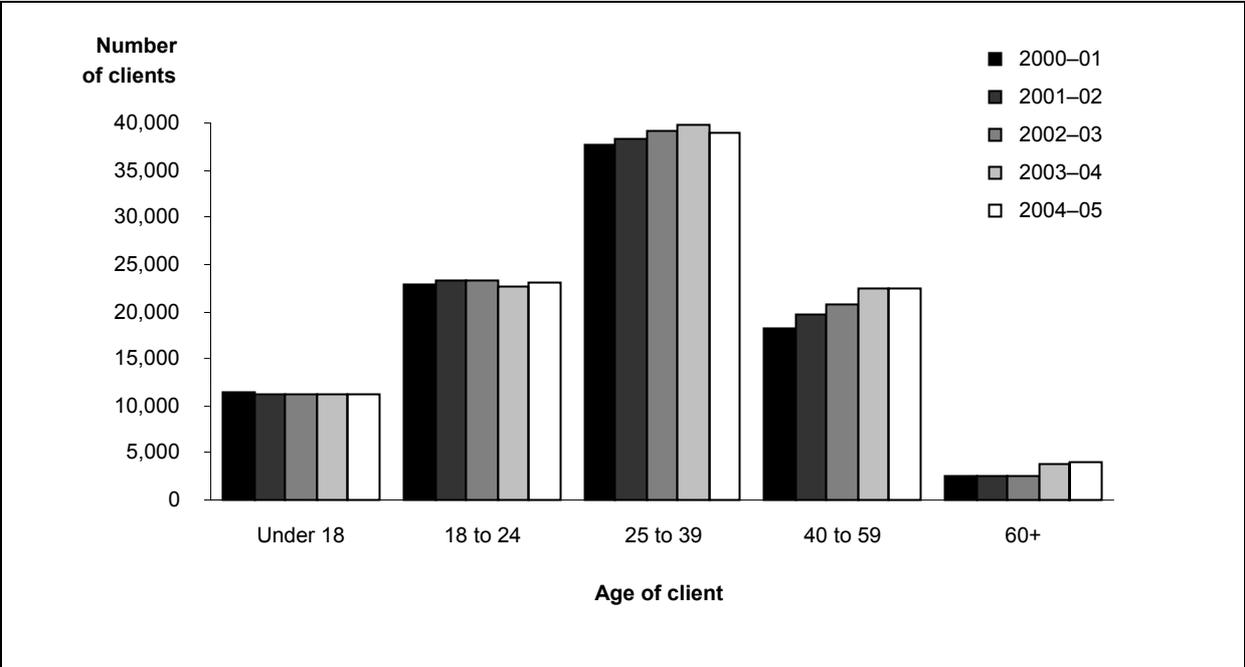
Source: Derived from Table 9.5.

Figure 9.2: Number of clients by age group, Australia, 2000–01 to 2004–05

Case management

There are indications that the way support is being delivered in Australia has changed over the past 5 years. In particular, among agencies that used the general client collection form (that is, not high-volume agencies) during the first 4-years, there was a decrease in the percentage of closed support periods in which support plans were used. Over the first 4 years of the period in question the decrease was slight, from 62% in 2000–01 to 59% in 2002–03; however, in 2003–04 there was a sharp decrease to 51% (Table 9.6). This corresponded to a large increase in the proportion of closed support periods where a support plan was not in place from 16% in 2002–03 to 29% in 2003–04. Over the period in question,

the proportion of closed support periods in which support plans were not thought to be appropriate increased from 22% in 2000–01 to 24% in 2001–02 and then again to 25% in 2002–03 before dropping to 19% in 2003–04. By 2003–04, support plans were being used in 64% of closed support periods for which they were thought to be appropriate; this compares with 79% in 2000–01.[4] The variation reported in 2003–04 is due mainly to the participation of a large agency with short periods of support, none of which had a support plan in place. Note that for some clients a support plan is not able to be put in place because, for example, the client did not agree to one or because contact with the client was too short to make a plan practical.

As mentioned, the reporting year 2004–05 was the first year that all agencies collected complete data and there was no high-volume form. In 2004–05, 53% had a support plan in place by the end of support, 26% had no support plan and in 21% a support plan was considered inappropriate. In 2004–05, support plans were being used in 67% of closed support periods for which they were thought to be appropriate. All goals were achieved in 15% of all closed support periods or in around 28% of closed support periods where a support plan was in place, with some or most goals being achieved in a further 29% of all closed support periods or in 55% with a support plan (derived from Table 9.6). No goals were achieved in 3% of all closed support periods or in 6% of cases with a support plan.

The analysis of the data on case management over the years is problematic. Although the decrease over the years in the proportion of closed support periods where a support plan was in place may appear to indicate that there has been a reduction in the case management of clients, this is not necessarily the case. These changes can be partly attributed to changes in the types of agencies that participate in the Client Collection and their service practices, and to changes in the definition of an ongoing support relationship which has resulted in the move of some previously casual clients from the Casual Client Collection into the Client Collection.

Length of support

Figure 9.3 illustrates the changes in the length of support over the last 5 reporting periods. From 2000–01 to 2002–03 there was a small decrease in the proportion of support periods lasting up to 1 week, accompanied by an increase in the proportion of support periods lasting 1 to 13 weeks. However, between 2002–03 and 2003–04 the opposite occurred, with the proportions of support periods that lasted less than 1 week increasing and the proportions that lasted between 1 and 13 weeks decreasing. The increase in support that lasted less than 1 week in 2003–04 was due to an increase in support periods that lasted less than 1 day, from 16% in 2002–03 to 26% in 2003–04. The main reason for this increase was a jump in the proportions of such support periods in Victoria, from 28% in 2002–03 to 47% in 2003–04 (see Table 9.6 in the Victorian supplement to this publication). This change was largely a result of the participation of a large agency in this state in 2003–04. The decrease in the proportions of support periods that lasted up to 1 week in 2004–05 and the corresponding increase in the proportion of support periods lasting 1 to 13 weeks is largely due to the previously mentioned manipulation of data for that same large agency in 2004–05.

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[4] From Table 9.6 we calculate: $51.2/(100.0 - 19.4) \times 100 = 64\%$.
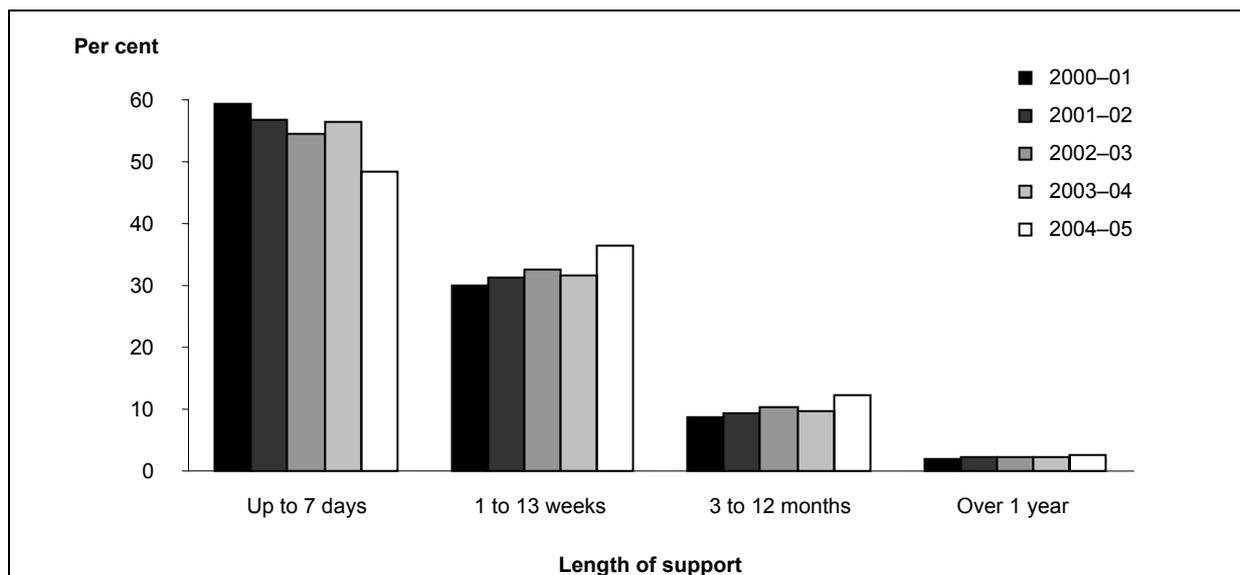
Per cent

Figure 9.3: Length of support, Australia, 2000–01 to 2004–05 (per cent closed support periods)

Source: Derived from Table 9.7.

Agency participation rates and consent

The number of agencies required to participate in the Client Collection generally increased between 1996–97 and 2001–02 (Table 9.9). The number of agencies fell to 1,202 in 2002–03 from 1,211 the previous year as a result of agencies being merged in some jurisdictions. The number of agencies rose again in 2003–04 to 1,225 before falling back to 1,212 in 2004–05.

The agency participation rate remained fairly constant over the 9 reporting years, from 93% to 95%. The number of forms returned with valid consent (that is, those with a complete alpha code) has increased significantly since the inception of the National Data Collection, from 64% in 1996–97 to 87% in 2004–05.

9.1 Tables

Table 9.1: SAAP funding to agencies and mean funding per support period and client: current and constant 2004–05 dollars, by reporting period, Australia, 1996–97 to 2004–05

Reporting period	Total recurrent funding	Funding to agencies	Funding per support period	Funding per client
Current $				
1996–97	219,771,000	200,539,000	1,280	2,410
1997–98	223,661,000	212,768,000	1,300	2,260
1998–99	229,889,000	220,328,000	1,350	2,430
1999–00	245,511,000	231,717,000	1,470	2,570
2000–01	268,537,000	251,367,000	1,470	2,700
2001–02	285,039,000	268,960,000	1,520	2,810
2002–03	310,359,000	296,635,000	1,680	3,040
2003–04	321,413,000	308,749,000	1,650	3,080
2004–05	331,802,000	319,778,000	1,850	3,190
Constant 2004–05 $				
1996–97	278,201,000	253,856,000	1,620	3,050
1997–98	277,151,000	263,652,000	1,600	2,800
1998–99	291,009,000	278,906,000	1,710	3,080
1999–00	291,252,000	274,888,000	1,740	3,050
2000–01	315,382,000	295,216,000	1,730	3,170
2001–02	320,177,000	302,116,000	1,710	3,160
2002–03	338,195,000	323,241,000	1,830	3,310
2003–04	333,727,000	320,577,000	1,710	3,200
2004–05	331,802,000	319,778,000	1,850	3,190

Notes

1. Funding per support period and funding per client are based on recurrent allocations to agencies.

2. 'Total recurrent funding' for 1999–00, 2000–01 and 2001–02 includes relatively small amounts provided through the Partnerships Against Domestic Violence Program (AIHW 2000b: Table 2.1; AIHW 2002a: Table 21; AIHW 2002b: Table 2.1).

3. 'Recurrent allocation' for 2003–04 and 2004–05 includes state-only recurrent allocations which are in addition to the SAAP agreement between each of those jurisdictions and the Australian Government (see Table 2.1,AIHW 2005: Table 2.1).

4. Support period figures have been weighted to adjust for agency non-participation.

5. Client figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Administrative Data and Client Collections; AIHW 1997, 1999, 2000a, 2000b, 2002a, 2002b, 2003, 2005a; ABS 2005b; FaCS unpublished data.

Table 9.2: SAAP support periods and clients: state and territory by reporting period, Australia, 1996–97 to 2004–05 (number)

	1996–97	1997–98	1998–99	1999–00	2000–01	2001–02	2002–03	2003–04	2004–05
State/territory					**Support periods**				
NSW	57,900	55,000	55,400	51,200	49,300	47,900	47,900	48,600	41,300
Vic	36,800	41,800	44,200	42,700	43,400	45,200	48,800	67,200	62,000
Qld	25,100	26,800	25,800	26,100	38,700	41,400	36,900	28,400	26,300
WA	12,000	12,500	12,400	13,100	15,200	14,700	14,900	13,800	14,500
SA	11,400	12,900	11,100	10,900	11,000	14,400	14,100	14,700	15,600
Tas	5,200	6,400	5,600	5,800	5,100	5,800	6,600	6,600	6,400
ACT	3,200	3,300	3,000	3,200	2,900	2,700	2,500	3,000	2,300
NT	4,800	5,500	5,600	4,700	5,200	4,800	4,500	4,800	4,600
Australia	**156,500**	**164,300**	**163,200**	**157,600**	**170,700**	**177,000**	**176,300**	**187,200**	**173,100**
Errors and omissions	—	—	—	—	—	—	—	—	—
Nightly average support periods with accommodation	**5,200**	**7,600**	**7,200**	**7,000**	**7,200**	**8,100**	**8,200**	**8,300**	**8,700**
Errors and omissions	*3,498*	*4,053*	*6,047*	*4,167*	*2,361*	*2,505*	*2,177*	*7,579*	*2,689*
Daily average support periods	**13,600**	**15,500**	**16,500**	**18,000**	**18,100**	**20,400**	**21,900**	**21,800**	**23,700**
Errors and omissions	*6,302*	*4,265*	*319*	*212*	*1,437*	*1,347*	*254*	*75*	*1*
State/territory					**Clients**				
NSW	26,600	29,100	27,300	25,800	25,900	26,400	25,400	25,000	24,100
Vic	23,700	28,000	29,100	28,500	28,200	29,200	30,500	34,900	36,100
Qld	14,900	16,500	15,300	16,100	18,000	18,400	18,900	17,900	17,500
WA	7,700	8,200	7,900	8,500	9,700	9,000	9,300	8,400	8,900
SA	7,000	8,600	7,500	7,600	7,700	8,800	9,400	9,700	9,600
Tas	3,200	3,800	3,500	3,500	3,500	3,700	4,300	4,500	4,600
ACT	2,200	2,300	2,100	2,200	2,100	1,900	1,800	1,700	1,600
NT	2,500	3,100	3,300	3,100	3,100	3,100	3,100	3,200	3,100
Australia	**83,200**	**94,100**	**90,700**	**90,000**	**93,000**	**95,600**	**97,600**	**100,200**	**100,400**
Errors and omissions	—	—	—	—	—	—	—	—	—

Notes

1. Number of clients within a state or territory relates to clients who ever received assistance from a SAAP agency in that state or territory. Since a client may have support periods in more than one state or territory, state and territory figures do not sum to the national figure.

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.

Source: SAAP Client Collection.

Table 9.3: SAAP accompanying child support periods and accompanying children: state and territory by reporting period, Australia, 2001–02 to 2004–05 (number)

	2001–02	2002–03	2003–04	2004–05
State/territory	**Accompanying child support periods**			
NSW	13,500	12,900	12,900	13,500
Vic	23,900	25,700	25,700	29,700
Qld	13,200	13,200	11,100	10,700
WA	7,700	8,000	7,900	8,600
SA	9,200	9,800	9,100	9,300
Tas	2,300	2,900	2,700	3,200
ACT	1,000	1,000	1,100	900
NT	2,500	2,200	2,600	2,600
Australia	**73,300**	**75,800**	**73,200**	**78,500**
Errors and omissions	—	—	—	—
Nightly average accompanying child support periods with accommodation	4,800	5,100	5,100	5,700
Errors and omissions	*1,459*	*1,371*	*1,609*	*1,641*
Daily average accompanying child support periods	12,300	13,600	12,600	13,900
Errors and omissions	*760*	*145*	*48*	—
State/territory	**Accompanying children**			
NSW	10,300	9,900	10,100	10,800
Vic	18,300	19,900	19,700	20,400
Qld	8,200	9,200	8,600	8,600
WA	5,900	6,000	5,900	6,100
SA	4,900	5,400	4,900	7,100
Tas	1,900	2,300	2,400	2,600
ACT	800	800	700	800
NT	1,900	1,900	2,100	2,000
Australia	**50,800**	**53,800**	**52,700**	**56,800**
Errors and omissions	—	—	—	—

Notes

1. The number of accompanying children within a state or territory relates to children who *ever* accompanied a client to a SAAP agency in that state or territory. Since a client with accompanying children may have support periods in more than one state or territory, state and territory figures do not sum to the national figure.

2. Dates of support and accommodation are not collected for accompanying children. For the purposes of calculating the number of days of support and the number of nights of accommodation, accompanying children are assumed to have the same periods of support and accommodation as their parent(s) or guardian(s).

3. In 2001–02, 2002–03 and 2003–04, data that enabled the number of accompanying children to be estimated was not collected by agencies using the high-volume collection form. The reporting year 2004–05 was the first year that the number of accompanying children could be reported for all participating agencies.

4. Accompanying child support period figures have been weighted to adjust for agency non-participation.

5. Accompanying children figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection.

Table 9.4: SAAP clients: support periods per client and clients per 10,000 population, by state and territory ever visited and reporting period, Australia, 2000–01 to 2004–05

	2000–01	2001–02	2002–03	2003–04	2004–05
State/territory		Support periods per client			
NSW	1.90	1.81	1.88	1.94	1.71
Vic	1.54	1.54	1.60	1.92	1.72
Qld	2.15	2.25	1.96	1.58	1.50
WA	1.57	1.63	1.61	1.63	1.65
SA	1.44	1.63	1.50	1.52	1.62
Tas	1.44	1.57	1.55	1.46	1.41
ACT	1.38	1.37	1.41	1.81	1.47
NT	1.69	1.56	1.44	1.50	1.51
Australia	**1.83**	**1.85**	**1.81**	**1.87**	**1.72**
State/territory		Actual number of clients per 10,000 population aged 10+			
NSW	46	46	44	43	41
Vic	68	69	71	81	83
Qld	59	59	59	54	52
WA	60	54	55	49	51
SA	58	67	70	72	71
Tas	87	91	103	109	108
ACT	78	69	63	59	55
NT	190	191	190	195	183
Australia	**56**	**56**	**57**	**58**	**57**
State/territory		Age-standardised number of clients per 10,000 population aged 10+			
NSW	46	47	44	43	41
Vic	68	69	71	81	82
Qld	58	58	58	54	51
WA	59	53	54	49	50
SA	61	70	74	75	74
Tas	91	97	110	116	115
ACT	72	63	58	54	51
NT	167	169	165	172	162
Australia	**56**	**56**	**57**	**58**	**57**

Notes

1. Number excluded due to errors and omissions (weighted): 0.

2. Since a client may have support periods in more than one state or territory, national numbers of support periods per client and clients per 10,000 population are not the simple mean of the state and territory figures.

3. 'Clients per 10,000 population aged 10+' shows how many people out of every 10,000 aged 10 years and over in the general population became clients of SAAP. The rate is estimated by comparing the number of SAAP clients aged 10 years and over with the estimated resident population aged 10 years and over at 30 June just before the reporting period. Age-standardised estimates have been derived to allow for different age distributions in the various jurisdictions. The Australian estimated resident population at 30 June 2004 (preliminary estimates) has been used as the reference population for the 2004–05 data.

4. The method used to calculate the number of support periods per client was adjusted in 2002–03. The adjusted method has been applied to all data on support periods per client presented in this table.

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

Sources: SAAP Client Collection; ABS 2005a.

Table 9.5: SAAP clients: age of client by reporting period, Australia, 2000–01 to 2004–05 (per cent)

Age of client	2000–01	2001–02	2002–03	2003–04	2004–05
Under 15 years	1.9	1.9	1.9	1.9	1.7
15–17 years	10.4	10.0	9.6	9.3	9.5
18–19 years	8.5	8.5	8.3	7.7	7.8
20–24 years	16.2	16.1	15.7	15.0	15.4
25–29 years	14.6	14.0	13.6	13.1	12.8
30–34 years	14.2	14.5	14.6	14.5	13.8
35–39 years	11.8	11.8	12.2	12.3	12.4
40–44 years	8.6	9.2	9.4	9.7	9.6
45–49 years	5.3	5.7	6.0	6.3	6.3
50–54 years	3.6	3.7	3.8	4.0	4.0
55–59 years	2.1	2.1	2.2	2.5	2.6
60–64 years	1.3	1.2	1.3	1.5	1.4
65 years and over	1.5	1.5	1.4	2.3	2.6
Total	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*
Total (number)	**92,600**	**95,000**	**97,000**	**99,700**	**99,800**
Mean age (years)	**30.9**	**31.1**	**31.4**	**32.3**	**32.4**
Median age (years)	**29**	**29**	**30**	**31**	**30**
Errors and omissions	*381*	*569*	*598*	*562*	*550*

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

Source: SAAP Client Collection.

Table 9.6: SAAP closed support periods: existence of a support plan by reporting period, Australia, 2000–01 to 2004–05 (per cent)

Existence of support plan	2000–01	2001–02	2002–03	2003–04	2004–05
Support plan	*61.8*	*59.6*	*58.9*	*51.2*	*53.2*
All goals achieved	10.5	13.9	15.1	13.8	14.7
Most or some goals achieved	30.0	35.7	35.2	29.5	29.1
No goals achieved	3.7	3.8	3.7	3.0	3.4
No information given	17.5	6.2	4.9	5.0	6.0
No support plan	*16.3*	*16.9*	*16.3*	*29.4*	*26.0*
Not appropriate	*21.8*	*23.5*	*24.8*	*19.4*	*20.8*
Total	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*
Total (number)	**92,300**	**105,000**	**106,400**	**127,300**	**137,000**
Errors and omissions	*11,778*	*17,827*	*11,470*	*20,639*	*16,912*

Notes

1. Data on goal achievement were not collected before 2000–01. In addition, the percentage with 'No information given' on goal achievement is high for 2000–01: these data were not collected for the first half of the year by agencies using the electronic reporting tool.

2. In 2000–01, 2001–02, 2002–03 and 2003–04, data on support plans were not collected by agencies using the high-volume collection form. The reporting year 2004–05 was the first year that data on support plans were collected by all participating agencies.

3. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection.

Table 9.7: SAAP closed support periods: length of support by reporting period, Australia, 2000–01 to 2004–05 (per cent)

Length of support	2000–01	2001–02	2002–03	2003–04	2004–05
Less than 1 day	17.6	16.5	16.2	26.4	20.3
1 day	21.9	21.8	19.9	13.8	11.0
2 days	5.7	5.1	5.2	4.6	4.7
3 days	4.6	4.2	4.1	3.4	3.7
4 days	2.9	2.7	2.8	2.4	2.6
5 days	2.2	2.2	2.2	1.9	2.0
6 days	2.1	2.1	1.9	1.8	2.0
7 days	2.2	2.2	2.2	2.1	2.2
>1–2 weeks	8.1	8.0	8.2	7.7	8.3
>2–4 weeks	7.9	8.2	8.3	8.1	9.1
>4–13 weeks	14.1	15.2	16.1	15.7	19.2
>13–26 weeks	5.5	5.9	6.5	6.2	7.6
>26–52 weeks	3.2	3.4	3.8	3.6	4.6
> 52 weeks	2.0	2.3	2.4	2.2	2.6
Total (%)	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*
Total (number)	**153,300**	**158,000**	**157,100**	**168,200**	**153,900**
Mean length (days)	**40**	**44**	**46**	**44**	**53**
Median length (days)	**4**	**4**	**5**	**4**	**8**
Errors and omissions	*1,442*	*1,348*	*256*	*75*	*2*

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

Source: SAAP Client Collection.

Table 9.8: SAAP clients: number of support periods per client by reporting period, Australia, 1996–97 to 2004–05 (per cent)

	1996–97	1997–98	1998–99	1999–00	2000–01	2001–02	2002–03	2003–04	2004–05
1	69.9	74.4	73.8	74.0	73.3	73.1	74.0	71.6	71.9
2	16.8	13.2	12.8	13.3	13.6	14.1	13.6	14.4	15.6
3	6.3	5.4	6.0	5.5	5.3	5.5	5.3	5.9	5.6
4	2.5	2.8	2.8	2.7	3.0	2.6	2.5	2.8	2.7
5	1.5	1.4	1.7	1.6	1.4	1.4	1.4	1.7	1.5
6+	3.0	2.8	3.0	2.9	3.4	3.2	3.1	3.6	2.7
Total	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*	*100.0*
Total (number)	**83,200**	**94,100**	**90,700**	**90,000**	**93,000**	**95,600**	**97,600**	**100,200**	**100,400**
Mean number of support periods	**1.88**	**1.75**	**1.80**	**1.75**	**1.83**	**1.85**	**1.81**	**1.87**	**1.72**

Notes

1. Number excluded due to errors and omissions (weighted): 0.

2. The method used to calculate the number of support periods per client was adjusted in 2002–03. The adjusted method has been applied to all data on support periods per client presented in this table.

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

Source: SAAP Client Collection.

Table 9.9: SAAP Client Collection: agency participation rates and forms returned with informed consent and valid consent by reporting period, Australia, 1996–97 to 2004–05

	1996–97	1997–98	1998–99	1999–00	2000–01	2001–02	2002–03	2003–04	2004–05
Agencies (number)	1,119	1,159	1,163	1,159	1,178	1,211	1,202	1,225	1,212
Agency participation rate (%)	95.4	94.6	95.0	93.2	94.1	94.5	94.0	92.7	92.6
Forms returned (number)	148,873	156,589	155,005	146,793	158,131	166,535	164,707	174,915	160,002
Forms returned with consent (%)	67.9	75.4	75.0	79.0	81.5	87.0	87.6	89.9	88.8
Forms returned with valid consent (%)	63.7	72.0	71.5	76.5	78.7	85.1	85.9	88.3	86.8

Notes

1. 'Agencies' refers to the number of agencies that were 'in scope'—that is, that should have been participating in the reference period.

2. Based on forms returned from agencies in scope for the Client Collection during the reference period. Not all agencies funded under SAAP are required to participate in the Client Collection. For example, agencies that provide only support to other agencies or casual assistance lasting less than 1 hour are not required to participate in the collection. Consequently, some agencies funded under SAAP (see Chapter 2) are not included in this table.

3. 'Valid consent' here refers to all forms with a valid alpha code that were answered with consent (see 'alpha code' in the Glossary).

Sources: SAAP Administrative Data and Client Collections.

Appendix 1 The data

A1.1 The National Data Collection

The National Data Collection has been providing annual information on the provision of assistance through 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 Demand for Accommodation 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 sociodemographic information and information on the services requested 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 Demand for Accommodation Collection is conducted annually over 2 weeks. It measures the level of unmet demand for SAAP services by collecting information about the number of requests for accommodation from SAAP agencies that are not met, for whatever reason.

- The 2-week Casual Client Collection is conducted annually 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 surveys on special issues. 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 released in October 2001.

This current report covers only accommodated clients and clients who received support lasting longer than 1 hour. Consequently, it uses information collected in the Client and Administrative Data collections only. A further report examining demand for SAAP services, including data from the 2002–03 Casual Client and Demand for Accommodation Collections, was released in October 2004.

A1.2 The Client Collection

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 2004–05, 93% of SAAP agencies providing support and/or accommodation to SAAP clients participated in the collection (Table A1.1). Participation ranged from 91% in the Northern Territory to 100% in Tasmania. According to the primary target group of the agency, participation varied from 91% in agencies targeted at women escaping domestic violence to 97% in agencies targeted at single men.

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 returned data collection forms are complete. All data collections and surveys invariably have some missing data, but 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, note that the protocols established for the National Data Collection require that SAAP clients provide information in a climate of informed consent. If a client's 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 Australia, consent and valid alpha codes with consent (termed 'valid consent') were obtained from clients in 89% and 87% of support periods respectively (Table A1.1). In all states and territories, valid consent was obtained in the majority of cases, ranging from 79% in Tasmania to 93% in the Northern Territory. The same was true according to primary target group, ranging from 83% for agencies primarily targeted at women and children escaping domestic violence to 91% for agencies that primarily targeted single men.

Table A1.1: SAAP Client Collection: agency participation rates and forms returned with informed consent and valid consent, by state and territory and primary target group, Australia, 2004–05

	Agencies		Forms returned		
	Total	Participation rate	Total	Consent	Valid consent
State/territory	Number	%	Number	%	%
NSW	378	93.1	38,490	87.2	86.0
Vic	349	89.4	55,443	91.3	89.2
Qld	196	93.9	24,650	86.1	84.2
WA	107	94.4	13,729	91.6	88.7
SA	76	96.1	15,003	87.1	84.9
Tas	34	100.0	6,440	80.3	78.8
ACT	40	92.5	2,103	86.1	84.5
NT	32	90.6	4,144	95.8	93.3
Total	**1,212**	**92.6**	**160,002**	**88.8**	**86.8**
Primary target group					
Young people	448	92.4	31,723	88.2	86.6
Single men only	90	96.7	25,021	91.9	91.1
Single women only	49	95.9	5,192	84.7	83.4
Families	112	94.6	8,923	89.5	87.7
Women escaping domestic violence	283	91.2	36,078	85.6	82.8
Cross-target/multiple/general	230	91.3	53,065	90.0	87.9
Total	**1,212**	**92.6**	**160,002**	**88.8**	**86.8**

Notes

1. 'Agencies' refers to the number of agencies that were 'in scope'—that is, that should have been participating in the reference period.

2. Based on forms returned from agencies in scope for the Client Collection during the reference period. Not all agencies funded under SAAP are required to participate in the Client Collection. For example, agencies that only provide support to other agencies or that only provide casual assistance lasting less than 1 hour are not required to participate in the collection. Consequently, some agencies funded under SAAP (see Chapter 2) are not included in this table.

3. 'Valid consent' here refers to all forms with a valid alpha code that were answered with consent (see 'alpha code' in the Glossary).

Sources: SAAP Administrative Data and Client Collections.

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

The 2004–05 Client Collection achieved an agency participation rate of 93% and a valid consent rate of 87%. This means that no forms were obtained from clients presenting at the 7% of SAAP agencies that did not participate in the Client Collection. In addition, valid consent was not obtained for 13% of forms at participating SAAP agencies, so that either personal information about these clients was not recorded on the forms 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 and client non-consent, if necessary.

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 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 state and territory and primary target group (see Table A1.1) suggest that there are differences between support periods with and without consent. The AIHW 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 AIHW. The scheme 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

  – *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 support period 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. Estimates of totals are then found by summing the relevant weights for each support period with the characteristics of interest.

- For accompanying child support periods, only a *non-participation weight* is used. The same base stratification is used for the accompanying child and client support period non-participation weights. Estimates of totals are then found by summing the weights for each accompanying child support period with the characteristics of interest.

- For clients, only one weight is derived since valid consent is required to derive these estimates. 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 weights for each client with the characteristics of interest.

- For accompanying children, only one weight is derived since valid consent is required to derive these estimates. A child weight is derived for each accompanying child with at least one accompanying child support period with valid consent. Consent is not obtained separately for accompanying children and is the same as the consent recorded on the parent/guardian's form. The number of accompanying children can only be estimated for 'general' (not high-volume) support periods, because an alpha code for children is not collected on the high-volume form. Estimates of totals are then found by summing the weights for each accompanying child with the characteristics of interest.

In estimates of numbers of clients and accompanying children, inaccuracies caused by identical linkage keys for a small number of clients or accompanying children and changing linkage key information for the same client or accompanying child are not considered in the adjustment scheme.

In this report nearly all estimates of clients, support periods, accompanying children, and accompanying child support periods 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. In the supplements associated with this report, unadjusted estimates are presented at the regional level because the 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 or for data not obtained as a result of question exclusions on the high-volume form.

A1.3 Interpretation of tables

When interpreting the tables in this report, readers should note a number of points:

- 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 100 in this report and to the nearest 50 in the state and territory supplementary tables.

- Figures have been weighted to adjust for agency non-participation and, where necessary, for client non-consent (see A1.2.1). The weight used is identified in the notes to the table.

- In tables by state and territory, numbers of clients include all clients who ever visited SAAP agencies in each state or territory. Further, the support periods for a particular client may have been at agencies in more than one state or territory. Consequently, the number of clients by state and territory do not sum to the national figure. The same is true for accompanying children and accompanying child support periods.

- 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 the size of the number of records included in the table—see the 'Total (number)' row).

- Components may not add to totals because of rounding.

- In a number of tables, clients may have more than one response, so percentages will not total 100. A note to the table will indicate whether this is the case.

- Where percentages sum to 100, the rows above the 'Total' row sum to 100. In the 'Total (%)' row, the figures to the left of '100.0' sum to 100.

- A number of tables have Australian 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

- 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 97,100 **(f)** clients in 2004–05. (Note that this figure excludes those with missing data on gender or ethnicity. The total client number (100,400) is obtained by adding in the 3,326 **(l)** clients excluded due to errors and omissions (see Note 1) or by looking at tables with zero errors and omissions—for example, Table 3.1.)

- Forty per cent of all clients were male **(e)**.

- Eleven per cent of male clients were Indigenous Australians **(a)**.

- On average, clients had 1.7 **(j)** support periods each.

- Indigenous clients averaged 1.7 **(h)** support periods each.

- Male clients averaged 1.8 **(i)** support periods each.

- Male clients who were Indigenous Australians averaged 1.7 **(g)** support periods each.

- Male clients accounted for 43% **(k)** of all support periods.

- Indigenous Australians made up just under 2% **(d)** of all Australians aged 10 years and over. This is considerably lower than the 16% **(b)** observed among SAAP clients, suggesting that Indigenous Australians are much more likely than people of other backgrounds to use SAAP services.

Table A1.2: Example 1 illustrating table interpretation

SAAP clients: clients and support periods per client, by cultural and linguistic diversity and gender of client, Australia, 2004–05

Cultural and linguistic diversity	Male	Female	Total		Australian population 10+	
Clients	**%**	**%**	**%**	**Number**	**%**	**Number**
Indigenous Australians	**(a)** 11.2	19.9	**(b)** 16.4	**(c)** 15,900	**(d)** 2.0	353,900
Other Australian-born people	75.9	64.7	69.2	67,200	71.6	12,365,200
People born overseas, English proficiency group 1	4.7	3.6	4.0	3,900	10.2	1,758,300
People born overseas, English proficiency groups 2–4	8.3	11.8	10.4	10,100	16.2	2,793,100
Total	*100.0*	*100.0*	*100.0*	*. .*	*100.0*	*. .*
Total (%)	**(e)** 40.3	**59.7**	**100.0**	. .	. .	. .
Total (number)	**39,200**	**57,900**	. .	**(f) 97,100**	. .	**17,270,600**

Support periods	Mean number per client			Total number		
Indigenous Australians	**(g)** 1.73	1.75	**(h)** 1.74	27,600	. .	. .
Other Australian-born people	1.89	1.65	1.76	117,900	. .	. .
People born overseas, English proficiency group 1	1.84	1.57	1.70	6,700	. .	. .
People born overseas, English proficiency groups 2–4	1.53	1.52	1.53	15,300	. .	. .
Total	**(i)** *1.84*	*1.65*	**(j)** *1.73*	*. .*	*. .*	*. .*
Total support periods (%)	**(k)** 42.9	**57.1**	**100.0**	. .	. .	. .
Total support periods (number)	**71,800**	**95,600**	. .	**167,500**	. .	. .

Notes

1. Number excluded due to errors and omissions (weighted): **(l)** 3,326 clients; 5,629 support periods.

2. For derivation of cultural and linguistic diversity, see the counting rules (Appendix 1, Section A1.4). English proficiency groups are based on country of birth—see Glossary.

5. 'Australian population 10+' refers to the estimated resident population aged 10 years and over at 30 June 2003. The figures for Indigenous Australians are from experimental estimates based on the 2001 Census produced by the ABS. The number of 'Other Australian-born people' is derived from the Australian-born population minus the number of Indigenous Australians.

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

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

Example 2

The second example demonstrates how to interpret tables that present data on the circumstances of clients before and immediately after support. Chapter 8 contains tables of this kind. This 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 2004–05 in Australia. The first section of the table **(a)** singles out those closed support periods in which clients requested assistance to obtain or maintain 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 closed support periods had missing data for main source of income before— 12,000 **(m)**—and/or immediately after—26,100 **(n)**—support.

- Among all closed support periods, 143,300 **(k)** had complete income data before support and 129,100 **(l)** had complete income data after support.

- There was a total of 155,200 **(p)** closed support periods; clients requested assistance to obtain or maintain a pension or benefit in 16,000 **(o)** of these.

- For all closed support periods, 7% **(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 5% **(j)** of all closed support periods.

- Of the closed support periods where clients requested assistance to obtain or maintain a pension or benefit, 16% **(g)** had no income and were not awaiting a pension or benefit before support. This can be compared with 7% **(i)** for all closed support periods.

- Of the closed support periods where clients requested assistance to obtain or maintain 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 16% **(g)** before support and with 5% **(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, Australia, 2004–05

Source of income	(a) Closed support periods in which clients needed assistance to obtain/maintain a pension or benefit		(b) All closed support periods	
	(c) Before	(d) After	(e) Before	(f) After
No income	**(g)** 16.2	**(h)** 6.1	**(i)** 7.2	**(j)** 5.2
No income, awaiting pension/benefit	3.2	2.4	0.9	0.8
Government pension/benefit	73.3	84.8	85.3	87.1
Other	7.3	6.7	6.6	7.0
Total	*100.0*	*100.0*	*100.0*	*100.0*
Total (number with valid data)	*15,600*	*14,000*	**(k)** *143,300*	**(l)** *129,100*
Number with missing data	400	2,000	**(m)** 12,000	**(n)** 26,100
Total (number)	**(o) 16,000**	**16,000**	**(p) 155,200**	**155,200**

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

Source: SAAP Client Collection.

A1.4 Counting rules and other definitions used in the analysis

In this report the following rules have been used when counting clients or support periods in particular groups. For detailed descriptions of categories, please refer to the SAAP collectors manual (AIHW 2001).

Accommodation type The SAAP Client Collection specifies 22 distinct categories of client accommodation. In this report, the categories are combined into 10 groups, as follows:

- 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

- other, for those living in non-SAAP housing or accommodation not already specified.

Accompanying child requiring assistance An accompanying child is said to require assistance if any information concerning the need for or provision of services (including referrals) has been reported for the child (see question 29 of the client form, Appendix 2).

Accompanying child support period The number of accompanying child support periods is calculated by summing the number of accompanying child support periods reported for each client support period.

Age of client 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.

| **Agency** | A SAAP agency is included in the analyses in Chapter 2 if information about recurrent allocations was provided for 2004–05 and the agency operated for some part of the period 1 July 2004 to 30 June 2005. |

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 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 either was ongoing at the end of the reporting period (30 June) or the end date of the support period was unknown and the record was entered by the NDCA before the data entry close-off date for the reporting period.

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

| **Cultural and linguistic diversity** | The cultural and linguistic diversity classification has been used in this report in response to the limitations of the ethnicity classification used previously. The cultural and linguistic diversity grouping of a client is based on the responses to two questions: country of birth, and Aboriginal or Torres Strait Islander identification. |

The four categories used in this report are derived as follows:

- Indigenous Australians—those who identify as an Aboriginal person or a Torres Strait Islander in the collection.

- Other Australian-born people—those born in Australia who do not identify as an Aboriginal person or a Torres Strait Islander in the collection.

- People born overseas, English proficiency group 1—those who do not identify as Indigenous Australians in the collection and who were born in English proficiency group 1 countries.

- People born overseas, English proficiency groups 2–4—those who do not identify as Indigenous Australians and who were born in English proficiency groups 2–4 countries.

English proficiency English proficiency relates to people born overseas. The English proficiency status of clients is determined by their country of birth. Four English proficiency groups based on country of birth (excluding Australia) have been specified by the Department of Immigration and Multicultural Affairs (DIMA 1999). These are combined into two groups for this report:

- English proficiency group 1 countries—Canada, Ireland, New Zealand, South Africa, the United Kingdom and the United States of America

- English proficiency groups 2–4 countries—all other countries (excluding Australia).

Income source The SAAP Client Collection specifies 22 distinct categories for the main 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; ABSTUDY; Disability Support Pension; Age Pension; Sole Parent Pension, Parenting Payment; Special Benefit; Sickness Allowance; Partner Allowance; Department of Veterans' Affairs Support or Disability Pensions; and any other benefit or pension

- 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 child(ren)

- alone with child(ren)

- with other unrelated persons

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

- records not available because of errors
- 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.

Monthly average	The monthly average figures for support are calculated by summing the number of active support periods on each day of a particular month, and dividing by the number of days in that month.
	The monthly average figures for support periods with accommodation are calculated by summing the number of support periods with active accommodation periods on each night of a particular month, and dividing by the number of nights in that month.
Ongoing support period	A support period is considered ongoing at the end of the reporting period if each of the following conditions is met:

- 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	The Rural, Remote and Metropolitan Areas Classification developed by the then Commonwealth Department of Human Services and Health and the then Department of Primary Industries and Energy is used in analyses presented in this report. The classification consists of seven categories but these are combined here into five groups:

Region The Rural, Remote and Metropolitan Areas Classification developed by the then Commonwealth Department of Human Services and Health and the then Department of Primary Industries and Energy is used in analyses presented in this report. The classification consists of seven categories but these are combined here into five groups:

- capital city—state and territory capital city statistical divisions

- other metropolitan centre—one or more statistical subdivisions that have an urban centre with a population of 100,000 or more

- large rural centre—areas in which most people reside in urban centres with a population of 25,000 or more

- other rural area—rural areas containing urban centres with populations of between 10,000 and 24,999 and other rural areas

- remote area—remote urban centres with a population of 5,000 or more and other remote areas.

The classification is based on 1991 populations and statistical local areas. Further details of the classification are provided in Rural, Remote and Metropolitan Areas Classification 1991 Census Edition (DHSH & DPIE 1994).

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

- other SAAP-funded accommodation, which comprises accommodation in hostels, motels, hotels and caravans, community placements and other SAAP-funded arrangements.

Note that in Victoria many SAAP clients are accommodated in both crisis and medium-term accommodation by the Transitional Housing Management program. Some of the accommodation periods provided by this program may not be reported to the NDCA.

Support The Client Collection specifies 33 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/maintain short-term accommodation; and assistance to obtain/maintain independent housing

- financial or employment assistance—assistance to obtain/maintain a government payment; employment/training assistance; financial assistance or material aid; and financial counselling

- counselling—incest or sexual abuse counselling; domestic violence counselling; family or relationship counselling; emotional support and other counselling; and assistance with problem gambling

- general support and advocacy—living skills and personal development; assistance with legal issues or court support; advice or information; retrieval, storage or removal of personal belongings; advocacy or liaison on behalf of clients; and brokerage services

- specialist services—psychological services; psychiatric services; pregnancy support; family planning support; drug or alcohol support or intervention; physical disability services; intellectual disability services; culturally appropriate support; interpreter services; assistance with immigration issues; and health or medical services

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

Support to accompanying children

The SAAP Client Collection specifies 17 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 the following groups for this report:

- accommodation

- school liaison and child care

- counselling—including help with behavioural problems; sexual or physical abuse counselling; skills education; and general counselling

- general support and advocacy—including access arrangements; advice and information; brokerage services; and advocacy

- specialist services—including culturally sensitive services; and health or medical services

- basic support and services not elsewhere specified—including meals; showers or hygiene; recreation; and transport.

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

Appendix 2 SAAP NDCA Client Collection forms

SAAP NDCA

CLIENT FORM

JULY 2004 – JUNE 2005

AGENCY NUMBER

SUPPORT PERIOD

D D   M M   Y Y Y Y

Date commenced

Date finished

SUPPORT PERIOD NOT ENDED BY

30 June 2005   **Yes** ☐ 1

CONSENT OBTAINED   **Yes** ☐ 1   **No** ☐ 2

ALPHA CODE

| 2ND & 3RD LETTERS OF FIRST NAME | 1ST & 2ND LETTERS OF SURNAME | LAST LETTER OF SURNAME | M/F FOR MALE OR FEMALE |

YEAR OF BIRTH OF CLIENT

THE 2004–2005 CLIENT FORM

The 200 –05 Client Collection commences Thursday 1 July 200 .
Important points to remember:

- Either a shaded square ■ or ellipse ⬬ indicates if informed consent is required. The ellipse indicates the questions that *require* the *informed consent* of the client. The square indicates questions that should be completed even *without* the *informed consent* of the client.

- You should begin using the new client forms on Thursday 1 July 200 . The new forms should be used for any client who begins a support period on or after 1 July. All support details for existing ongoing clients should be transferred to the new form from 1 July 200 .

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

REMINDER

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

1. Source of referral/information

please tick one box only

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

2. Person(s) receiving assistance

please tick one box only

WITH child(ren)

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

WITHOUT child(ren)

person alone or with unrelated person(s)	☐	1
couple without child(ren)	☐	2
other (please specify) _____	☐	999

3. Gender of client

female	☐	1
male	☐	2

IF CONSENT NOT OBTAINED PLEASE GO TO QUESTION 19

4. Country of birth of client

Australia	☐	1
other (please specify) _____	☐	2

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

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

6. What language does the client mainly speak?

English	☐	1 go to 8.
other (please specify) _____	☐	2

7. How well does the client speak English?

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

8. Cultural identity of the client?

(please specify) _____ ☐

9. Labour force status before and after support period

please tick one box only in each column

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

COMPLETED FORMS WILL BE KEPT STRICTLY CONFIDENTIAL

If you have any problems completing this form please telephone the SAAP NDCA hotline on 1-800 627 191 or email ndca@aihw.gov.au

10. Main income source before and after support period

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

No Income

	Before		After
no income	☐	1	☐
registered/awaiting benefit	☐	2	☐

Government Payments

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

Other Income

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

11. Student status before and after support period

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

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

12. Presenting reasons for seeking assistance

please tick as many circles as apply

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

13. Main presenting reason for seeking assistance

Please write the appropriate code number from Question 12

☐☐☐

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

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

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

state ☐☐☐

suburb/town _____

postcode ☐☐☐☐

overseas ☐ 9998

don't know/no information ☐ 0

16. *Type of housing/accommodation **immediately** before and after this support period*

please tick one box only in each column   Before   After

SAAP/CAP FUNDED ACCOMMODATION

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

NON-SAAP HOUSING ACCOMMODATION

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

INSTITUTIONAL SETTING

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

17. *Who was the client living with **immediately** before and after this support period?*

please tick one box only in each column   Before   After

		Before	After
alone	10	☐	☐
with both parents	1	☐	☐
with one parent and parent's spouse/partner	2	☐	☐
with one parent	3	☐	☐
with a foster family	4	☐	☐
with relative(s) - temporary	5	☐	☐
with relative(s) - long term	6	☐	☐
with spouse/partner	7	☐	☐
with spouse/partner and child(ren)	8	☐	☐
alone with child(ren)	9	☐	☐
with friend(s) - temporary	11	☐	☐
with friend(s) - long term	12	☐	☐
living with other unrelated persons	13	☐	☐
other *(please specify)* _____	999	☐	☐
don't know/no information	0	☐	☐

18. *Was the client the subject of a legal order or legal processes before or after support?*

Before   After

no   ☐ 1 ☐

OR tick as many circles as apply

		Before	After
protection or guardianship order (including wardship or equivalent)	2	○	○
intervention/protection/restraining order/ apprehended violence order (as a result of violence perpetrated AGAINST the CLIENT)	3	○	○
intervention/protection/restraining order apprehended violence order (as a result of violence perpetrated BY the CLIENT)	6	○	○
other legal processes	999	○	○
don't know/no information	0	○	○

19. *Has a case management/support plan been agreed to by the end of the support period?*

please tick one box only

yes	☐	1	go to question 20
no	☐	2	go to question 21
not appropriate	☐	3	go to question 21

20. *To what extent have the client's case management goals been achieved by the end of the support period?*

please tick one box only

not at all	☐	1
some	☐	2
most	☐	3
all	☐	4
not applicable/appropriate	☐	5

21. *Was SAAP/CAP accommodation provided?*

No ☐ go to question 22

Yes ☐ please provide types and dates of SAAP/CAP supported accommodation provided to the client (including THM's and other SAAP managed properties)

---

1. Type of accommodation
please tick one box only

Dates of accommodation
please complete all boxes

	on-site	off-site		D D M M Y Y Y Y
Crisis/short term	☐ 1	☐ 4	Start	
Medium/long term	☐ 2	☐ 5	Finish	
Other SAAP	☐ 3	☐ 6		

2. Type of accommodation
please tick one box only

Dates of accommodation
please complete all boxes

	on-site	off-site		D D M M Y Y Y Y
Crisis/short term	☐ 1	☐ 4	Start	
Medium/long term	☐ 2	☐ 5	Finish	
Other SAAP	☐ 3	☐ 6		

3. Type of accommodation
please tick one box only

Dates of accommodation
please complete all boxes

	on-site	off-site		D D M M Y Y Y Y
Crisis/short term	☐ 1	☐ 4	Start	
Medium/long term	☐ 2	☐ 5	Finish	
Other SAAP	☐ 3	☐ 6		

4. Type of accommodation
please tick one box only

Dates of accommodation
please complete all boxes

	on-site	off-site		D D M M Y Y Y Y
Crisis/short term	☐ 1	☐ 4	Start	
Medium/long term	☐ 2	☐ 5	Finish	
Other SAAP	☐ 3	☐ 6		

5. Type of accommodation
please tick one box only

Dates of accommodation
please complete all boxes

	on-site	off-site		D D M M Y Y Y Y
Crisis/short term	☐ 1	☐ 4	Start	
Medium/long term	☐ 2	☐ 5	Finish	
Other SAAP	☐ 3	☐ 6		

---

22. *Support to client*

please tick as many circles as apply

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

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PART B—ACCOMPANYING AND/OR ASSISTED CHILDREN
(Complete a separate client form for each child aged 18 years and over)

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

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

please tick one box only

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

24.

	CHILD 1 ALPHA CODE	CHILD 2 ALPHA CODE	CHILD 3 ALPHA CODE
	☐ ☐ ☐ ☐	☐ ☐ ☐ ☐	☐ ☐ ☐ ☐
	2ND & 3RD LETTERS OF FIRST NAME / 1ST & 2ND LETTERS OF SURNAME / LAST LETTER OF SURNAME / M/F FOR MALE OR FEMALE	2ND & 3RD LETTERS OF FIRST NAME / 1ST & 2ND LETTERS OF SURNAME / LAST LETTER OF SURNAME / M/F FOR MALE OR FEMALE	2ND & 3RD LETTERS OF FIRST NAME / 1ST & 2ND LETTERS OF SURNAME / LAST LETTER OF SURNAME / M/F FOR MALE OR FEMALE
	YEAR OF BIRTH ☐☐☐☐	YEAR OF BIRTH ☐☐☐☐	YEAR OF BIRTH ☐☐☐☐

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

CHILD 1	CHILD 2	CHILD 3
Australia ☐ 1	Australia ☐ 1	Australia ☐ 1
other *(please specify)* .... ☐ 2	other *(please specify)* .... ☐ 2	other *(please specify)* .... ☐ 2

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

CHILD 1	CHILD 2	CHILD 3
homes ☐☐	homes ☐☐	homes ☐☐

27. *Age of child(ren)*

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

28. *Gender of child(ren)*

CHILD 1	CHILD 2	CHILD 3
female ☐ 1	female ☐ 1	female ☐ 1
male ☐ 2	male ☐ 2	male ☐ 2

29. *Support to child(ren)*

no assistance ☐ (Child 1)   ☐ (Child 2)   ☐ (Child 3)

OR tick as many circles as apply

	CHILD 1				CHILD 2				CHILD 3			
	Needed	Provided	Referral Arranged	Not provided or referred	Needed	Provided	Referral Arranged	Not provided or referred	Needed	Provided	Referral Arranged	Not provided or referred
SAAP/CAP accommodation (including THM's and other SAAP managed properties)	○	○	○	○ 21	○	○	○	○ 21	○	○	○	○ 21
help with behavioural problems	○	○	○	○ 1	○	○	○	○ 1	○	○	○	○ 1
sexual/physical abuse counselling/support	○	○	○	○ 2	○	○	○	○ 2	○	○	○	○ 2
child care	○	○	○	○ 3	○	○	○	○ 3	○	○	○	○ 3
liaison with kindergarten/school	○	○	○	○ 4	○	○	○	○ 4	○	○	○	○ 4
access arrangements	○	○	○	○ 5	○	○	○	○ 5	○	○	○	○ 5
culturally sensitive services	○	○	○	○ 10	○	○	○	○ 10	○	○	○	○ 10
meals	○	○	○	○ 11	○	○	○	○ 11	○	○	○	○ 11
showers/hygiene support	○	○	○	○ 12	○	○	○	○ 12	○	○	○	○ 12
recreation	○	○	○	○ 13	○	○	○	○ 13	○	○	○	○ 13
transport	○	○	○	○ 14	○	○	○	○ 14	○	○	○	○ 14
advice/information	○	○	○	○ 15	○	○	○	○ 15	○	○	○	○ 15
brokerage services	○	○	○	○ 16	○	○	○	○ 16	○	○	○	○ 16
skills education	○	○	○	○ 17	○	○	○	○ 17	○	○	○	○ 17
advocacy	○	○	○	○ 18	○	○	○	○ 18	○	○	○	○ 18
health/medical services	○	○	○	○ 19	○	○	○	○ 19	○	○	○	○ 19
general counselling/support	○	○	○	○ 20	○	○	○	○ 20	○	○	○	○ 20
other *(please specify)* _____	○	○	○	○ 999	○	○	○	○ 999	○	○	○	○ 999
other *(please specify)* _____	○	○	○	○ 998	○	○	○	○ 998	○	○	○	○ 998

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CHILD 4	CHILD 5	CHILD 6	CHILD 7
ALPHA CODE	**ALPHA CODE**	**ALPHA CODE**	**ALPHA CODE**

2ND & 3RD LETTERS OF FIRST NAME	1ST & 2ND LETTERS OF SURNAME	LAST LETTER OF SURNAME	M/F FOR MALE OR FEMALE

YEAR OF BIRTH ☐☐☐☐ (CHILD 4)

2ND & 3RD LETTERS OF FIRST NAME	1ST & 2ND LETTERS OF SURNAME	LAST LETTER OF SURNAME	M/F FOR MALE OR FEMALE

YEAR OF BIRTH ☐☐☐☐ (CHILD 5)

2ND & 3RD LETTERS OF FIRST NAME	1ST & 2ND LETTERS OF SURNAME	LAST LETTER OF SURNAME	M/F FOR MALE OR FEMALE

YEAR OF BIRTH ☐☐☐☐ (CHILD 6)

2ND & 3RD LETTERS OF FIRST NAME	1ST & 2ND LETTERS OF SURNAME	LAST LETTER OF SURNAME	M/F FOR MALE OR FEMALE

YEAR OF BIRTH ☐☐☐☐ (CHILD 7)

CHILD 4
- Australia ☐ 1
- other (please specify) .... ☐ 2
- homes ☐☐
- 0-4 years ☐ 1
- 5-12 years ☐ 2
- 13-15 years ☐ 3
- 16-17 years ☐ 4
- female ☐ 1
- male ☐ 2

☐

Needed	Provided	Referral Arranged	Not provided or referred	
○	○	○	○	21
○	○	○	○	1
○	○	○	○	2
○	○	○	○	3
○	○	○	○	4
○	○	○	○	5
○	○	○	○	10
○	○	○	○	11
○	○	○	○	12
○	○	○	○	13
○	○	○	○	14
○	○	○	○	15
○	○	○	○	16
○	○	○	○	17
○	○	○	○	18
○	○	○	○	19
○	○	○	○	20
○	○	○	○	999
○	○	○	○	998

CHILD 5
- Australia ☐ 1
- other (please specify) .... ☐ 2
- homes ☐☐
- 0-4 years ☐ 1
- 5-12 years ☐ 2
- 13-15 years ☐ 3
- 16-17 years ☐ 4
- female ☐ 1
- male ☐ 2

☐

Needed	Provided	Referral Arranged	Not provided or referred	
○	○	○	○	21
○	○	○	○	1
○	○	○	○	2
○	○	○	○	3
○	○	○	○	4
○	○	○	○	5
○	○	○	○	10
○	○	○	○	11
○	○	○	○	12
○	○	○	○	13
○	○	○	○	14
○	○	○	○	15
○	○	○	○	16
○	○	○	○	17
○	○	○	○	18
○	○	○	○	19
○	○	○	○	20
○	○	○	○	999
○	○	○	○	998

CHILD 6
- Australia ☐ 1
- other (please specify) .... ☐ 2
- homes ☐☐
- 0-4 years ☐ 1
- 5-12 years ☐ 2
- 13-15 years ☐ 3
- 16-17 years ☐ 4
- female ☐ 1
- male ☐ 2

☐

Needed	Provided	Referral Arranged	Not provided or referred	
○	○	○	○	21
○	○	○	○	1
○	○	○	○	2
○	○	○	○	3
○	○	○	○	4
○	○	○	○	5
○	○	○	○	10
○	○	○	○	11
○	○	○	○	12
○	○	○	○	13
○	○	○	○	14
○	○	○	○	15
○	○	○	○	16
○	○	○	○	17
○	○	○	○	18
○	○	○	○	19
○	○	○	○	20
○	○	○	○	999
○	○	○	○	998

CHILD 7
- Australia ☐ 1
- other (please specify) .... ☐ 2
- homes ☐☐
- 0-4 years ☐ 1
- 5-12 years ☐ 2
- 13-15 years ☐ 3
- 16-17 years ☐ 4
- female ☐ 1
- male ☐ 2

☐

Needed	Provided	Referral Arranged	Not provided or referred	
○	○	○	○	21
○	○	○	○	1
○	○	○	○	2
○	○	○	○	3
○	○	○	○	4
○	○	○	○	5
○	○	○	○	10
○	○	○	○	11
○	○	○	○	12
○	○	○	○	13
○	○	○	○	14
○	○	○	○	15
○	○	○	○	16
○	○	○	○	17
○	○	○	○	18
○	○	○	○	19
○	○	○	○	20
○	○	○	○	999
○	○	○	○	998

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RETURNING FORMS TO THE NDCA

- In the first week of each month, send the forms of *clients **who have left your agency in the last month*** to the NDCA in the prepaid envelope provided.

- **Forms should reach the NDCA by the 15th of each month**.

- Include a completed Form Return Sheet with your forms. If no clients left your agency in the last month record **zero** forms to return on the Form Return Sheet. This ensures that your agency is counted as participating in the National Data Collection. The NDCA is required to notify State/Territory funding departments of agencies that do not return forms (or Form Return Sheets) each month.

30 JUNE 2004 AND 31 DECEMBER 2004

- Twice a year (in the first week of July 2004 and in the first week of January 2005), you should notify the NDCA of clients who are still being supported as at 30 June 2004 and 31 December 2004.

- For clients who are ongoing at 30 June 2004, transfer the information from the old 2003–2004 form to the new 2004–2005 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 2004. It is important to send in a December Form Return Sheet even if you did not have any client forms to remit or you had no ongoing clients.

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

The SAAP National Data Collection Agency is managed by the Australian Institute of Health and Welfare

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