

SAAP National Data Collection

**Annual report
1999–2000**

Victoria

The Australian Institute of Health and Welfare is Australia's national health and welfare statistics and information agency. The Institute's mission is to improve the health and well-being of Australians by informing community discussion and decision making through national leadership in developing and providing health and welfare statistics and information.

SAAP NDCA REPORT SERIES 5

SAAP National Data Collection

**Annual report
1999–2000**

Victoria

Australian Institute of Health and Welfare
Canberra

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Australian Institute of Health and Welfare

Board Chair
Professor Janice Reid

Director
Dr Richard Madden

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

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

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Preface

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

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

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

The fact that 94% of agencies in Victoria have provided data in 1999–2000 is testimony to their collective commitment to, and confidence in, the collection. A 96% participation rate was recorded in 1998–99. The proportion of SAAP clients who have consented to the provision of their personal data to the National Data Collection Agency has increased from 79% in 1998–99 to 83% in 1999–2000.

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

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

Australian Institute of
Health and Welfare

SAAP Coordination and
Development Committee

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

Finally, the authors acknowledge the vital role played by data providers. This report draws together a large amount of statistical material and could not have been produced without the efforts and cooperation of SAAP service providers and clients, who provided service and client information, and of Victoria's Department of Human Services, which provided administrative data as well as valuable comments on the report.

Abbreviations and symbols

Abbreviations

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

Symbols

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

Glossary

Accompanying child	A person aged under 18 years who receives <i>support</i> or <i>supported accommodation</i> from a SAAP <i>agency</i> and whose parent or guardian is a <i>client</i> of the same <i>agency</i> .
Accompanying child visit	Each <i>accompanying child</i> may be with a <i>client</i> during one or more <i>support periods</i> . Each <i>support period</i> in which the child ‘ <i>accompanies</i> ’ a <i>client</i> is termed an <i>accompanying child visit</i> , so that <i>accompanying child visits</i> are equivalent to <i>support periods</i> but for <i>accompanying children</i> .
Agency	An organisation or establishment that receives a specified amount of SAAP funds to provide services.
Alpha code	A predetermined combination of letters from a <i>client’s</i> name, together with a letter designating the <i>client’s</i> gender. A ‘ <i>valid alpha code</i> ’ is a legitimate <i>alpha code</i> joined to the <i>client’s</i> reported year of birth and encrypted to create a unique <i>client</i> indicator. This is used to combine data from more than one <i>support period</i> without requiring the actual name of the <i>client</i> to be recorded.
Case	A <i>support period</i> provided to a SAAP <i>client</i> . The terms <i>case</i> and <i>support period</i> are used interchangeably in this report.
Client	A person aged 18 years or older, or a person of any age not accompanied by a parent or guardian, who: <ul style="list-style-type: none">• receives <i>support</i> or assistance from a SAAP <i>agency</i> which entails generally 1 hour or more of a worker’s time, either with that <i>client</i> directly or on behalf of that <i>client</i>, on a given day; or• is accommodated by a SAAP <i>agency</i>; or• enters into an <i>ongoing support relationship</i> with a SAAP <i>agency</i>.
Closed support period	A <i>support period</i> that had finished before the end of the reporting period—30 June.
Homeless person	A person who does not have access to safe, secure and adequate housing. A person is considered not to have access to safe, secure and adequate housing if the only housing to which the person has access: <ul style="list-style-type: none">• damages, or is likely to damage, the person’s health; or• threatens the person’s safety; or• marginalises the person through failing to provide access to:<ul style="list-style-type: none">— adequate personal amenities, or— the economic and social supports that a home normally

affords; or

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

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

Occasion of support

See *support period*.

Ongoing support relationship

A relationship between a SAAP *agency* and a person whereby some assistance has been provided to that person and it is agreed that future contact will occur between the person and the *agency* for the purpose of providing additional assistance.

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

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

Record

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

Recurrent allocations

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

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

Referral

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

Support

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

Support period

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

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

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

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

Supported accommodation

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

Young client (or young person)

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

Summary

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

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

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

Funding

Funding for the 327 SAAP agencies operating across Victoria during 1999–2000 was provided jointly by the Commonwealth and Victorian governments (through the Department of Family and Community Services and the Department of Human Services, respectively). For the 1999–2000 financial year, the total recurrent allocation under SAAP in Victoria was \$51.2m (Table 2.1). Recurrent funding to agencies was \$46.7m; in real terms, this was 1% less than the funding provided in 1996–97 (Table 8.1).

Level of support

It is estimated that, during 1999–2000, SAAP agencies in Victoria supported 28,500 clients, to whom they provided 42,700 occasions of support (Table 3.1). The average number of support periods per client was 1.7, which includes support periods provided to them interstate. On a daily basis, there were between 5,450 and 6,150 support periods (Table 3.2).

There were far more female clients (64%) than male clients (36%), but male clients averaged more support periods each (1.9) than females (1.7) (Table 3.5). The average age of both male and female clients was 30 years (Table 3.3). Most SAAP clients (81%) were born in Australia (Table 3.4). Five per cent of clients were from an Indigenous Australian background and 15% were from a non-English-speaking background (Table 3.5). Overall, Indigenous Australians were over-represented among SAAP clients relative to their population size: less than 1% of Victorians identified as Indigenous Australians in 1996 compared with 5% of SAAP clients in 1999–2000. On average, clients from a non-English-speaking background had fewer support periods each, averaging 1.6, compared with clients from Indigenous and 'other' backgrounds who averaged 1.8 support periods.

Repeat use of SAAP services was less likely among female clients than male clients: males averaged 1.9 support periods each while females averaged around 1.7 (Table 3.5). There were also some differences within age groups. Overall, for every 10,000 people aged 10 or over, there were 69 SAAP clients (Table 4.4). The highest prevalence of SAAP use was among people aged 18 and 19 years for whom there were 223 SAAP clients for every 10,000 in the general population. The next highest rates of use were by 20 to 24 year-olds and 15 to 17 year-olds, for whom there were 156 and 155 SAAP clients, respectively, for every 10,000 in these age groups.

Support provided

Of the 42,700 support periods in 1999–2000, 37,400 finished before 30 June 2000 (Table 6.1). Over one-third (36%) of these closed support periods lasted for 1 day or less, and a further 10% lasted from 2 to 7 days (Table 4.1). A sizeable proportion (20%) of closed support periods lasted from 1 to 3 months.

Around 9,550 of the closed support periods reported during 1999–2000 involved accommodation of 1 day or longer (Table 4.2). In 10% of these support periods the accommodation was for 1 day only; in 22% it was for 2 to 7 days; in 30% clients were accommodated for 1 to 4 weeks; and in 22% accommodation lasted from 1 to 3 months. Males with children and couples with children tended to be accommodated for longer periods than other clients. Not surprisingly, most (73%) of the stays in crisis or short-term accommodation were for 4 weeks or less, while 89% of stays in medium- to long-term accommodation were for more than 4 weeks (Table 4.3).

The services commonly provided to clients varied markedly with the person or group being assisted, due to their varying needs. However, the three broad types of support services most often provided to clients were general support or advocacy (in 81% of support periods), housing or accommodation services (in 56%), and counselling (in 49%) (Table 4.5). Within the program, SAAP or CAP (Crisis Accommodation Program) accommodation was the main form of housing or accommodation assistance, being provided in 32% of support periods. This, however, does not include housing provided in the 2,600 Transitional Housing Management properties, the greatest proportion of which house tenants provided with SAAP support.

Children accompanied clients to SAAP agencies on 11,800 occasions, with an average of 2.0 children accompanying each client per support period (Table 4.6). If children accompanying clients were to be considered clients in their own right, this would equate to 23,850 support periods (termed here 'accompanying child visits'). Eighty-five per cent of these visits occurred when females presented with children at a SAAP service.

Reasons for seeking support

Overall, the most common primary reasons clients gave for seeking assistance were domestic violence (in 28% of support periods), eviction or the ending of previous accommodation (13%), and relationship or family breakdown (12%) (Figure 5.1). Reasons varied considerably with the composition of the assisted client group. Females with children and unaccompanied females 25 years and over most commonly cited domestic violence as their main reason for seeking assistance, whereas unaccompanied males aged 25 and over most often gave financial difficulty and eviction or the ending of previous accommodation as their main reasons. Unaccompanied people under 25 years most often reported relationship or family breakdown as their main reason for seeking support.

Meeting the needs of clients

After a client has finished receiving support, it is possible to review which needs were or were not met during that support period. Services were provided directly by SAAP agencies for 76% of requests for services during 1999–2000 (Table 6.1). In addition to this, agencies were able to refer clients to other organisations for a further 11% of requests. Consequently, 194,350 (or 88%) of the 221,750 expressed needs were addressed at least to some extent. Direct provision of requested services was particularly high for general support and advocacy (provided in 90% of cases) and ‘other’ forms of support services such as meals and shower facilities (provided in 84% of cases). Agencies were least successful in meeting requests for specialist services: 19% of such needs were neither provided for nor referred on to other organisations.

While, overall, 88% of expressed needs were met at least to some extent, there were 27,450 requests for services that were neither provided nor referred on (Table 6.1). Housing and accommodation services accounted for the largest proportion of these unmet needs (29%), followed by financial or employment services and ‘other’ services (both around 15%) (Table 6.2). Unaccompanied males had the highest number of support periods with unmet needs throughout the year, at 3,050 support periods.

Circumstances of clients before and after support

Across all closed support periods, clients’ source of income did not vary much from before to after a support period (Table 7.1). However, among clients who specifically requested assistance to obtain a government pension or benefit, the proportion of support periods in which clients had no income and were not awaiting a government payment fell from 22% before support to 8% by the end of support (Table 7.1).

Across all closed support periods, the most common forms of client accommodation immediately before support were private rental (in 21% of support periods) and living rent-free in a house or flat (16%) (Table 7.2). SAAP and other emergency housing showed the greatest increase in use following support, from 14% of support periods before support to 22% after. Living in a car, tent, park, street or squat showed the greatest decrease, from 7% of support periods before support to 2% after. For those clients who specifically requested assistance to obtain independent housing, there were more marked changes in accommodation type before and after support. In particular, accommodation in public or community housing tripled (rising from 7% of support periods prior to support to 20% after), while living in a car, tent, park, street or squat dropped from 7% of support periods before to 1% after. The proportion of support periods in which clients were living rent-free in a house or flat also decreased (from 16% before to 7% after).

The most common living situations for clients before receiving SAAP support were with a spouse or partner either with or without children (in 29% of support periods), and living short-term with relatives or friends (18%) (Table 7.3). After support, it was most common for clients to be living alone with children (in 21% of support periods), or alone or with unrelated persons (both 19%).

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 support periods in which clients were employed in some capacity increased from around 8% before support to 18% after support (Table 7.4). There was also little variation in clients’ student status before and after support, either for all closed support periods or for the subgroup of closed support periods for clients under 25 years (Table 7.5).

Longitudinal analysis

The number of support periods has fluctuated throughout the 4 years of the National Data Collection. In 1996–97 there were an estimated 36,800 support periods (Table 8.2). This rose considerably to 41,850 the next year, rose again in 1998–99 to 44,250, and dropped to 42,700 in 1999–2000. The number of clients showed a similar pattern, with the highest number of clients being recorded in 1998–99 (29,100) and the lowest in 1996–97 (23,700). The prevalence of SAAP use in the community was highest in 1998–99, with 72 SAAP clients for every 10,000 people aged 10 or over, and lowest in 1996–97, with 60 SAAP clients per 10,000 people aged 10 or over (Table 8.2).

Over the 4 years of the collection there has been a steady increase in the number of support periods in which support plans have been used: from 51% of completed support periods in 1996–97 to 68% in 1999–2000 (Table 8.4). There were no obvious trends in the duration of support, with the median length of support remaining stable, at 12 days, since 1997–98 (Table 8.5).

1 Introduction

1.1 The Supported Accommodation Assistance Program

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

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

In 1999–2000, 1,207 non-government, community or local government organisations were funded nationally under the program, with 327 of these being located in Victoria (AIHW 2000b:6). Such organisations range from small stand-alone agencies with single outlets to larger auspice bodies with multiple outlets. They provide accommodation and support services to a range of groups: families, single men, single women, young people, and women and children escaping domestic violence.

1.2 The SAAP National Data Collection

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

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

Accurate interpretation of the analyses presented here requires an understanding of the particular concepts and terms used in the National Data Collection. To assist the reader, a glossary of terms is included at the beginning of this report. In addition, readers are encouraged to consult Appendix 1, which contains important information about estimation methods, measurement of concepts and counting rules used in the analyses in this report. The National Data Collection Agency's (NDCA's) data interpretation manual (SAAP 1996) and collectors' manual (AIHW 1998) also contain important information that can aid in the use and interpretation of the data presented here.

1.3 Structure and content of this report

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

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

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

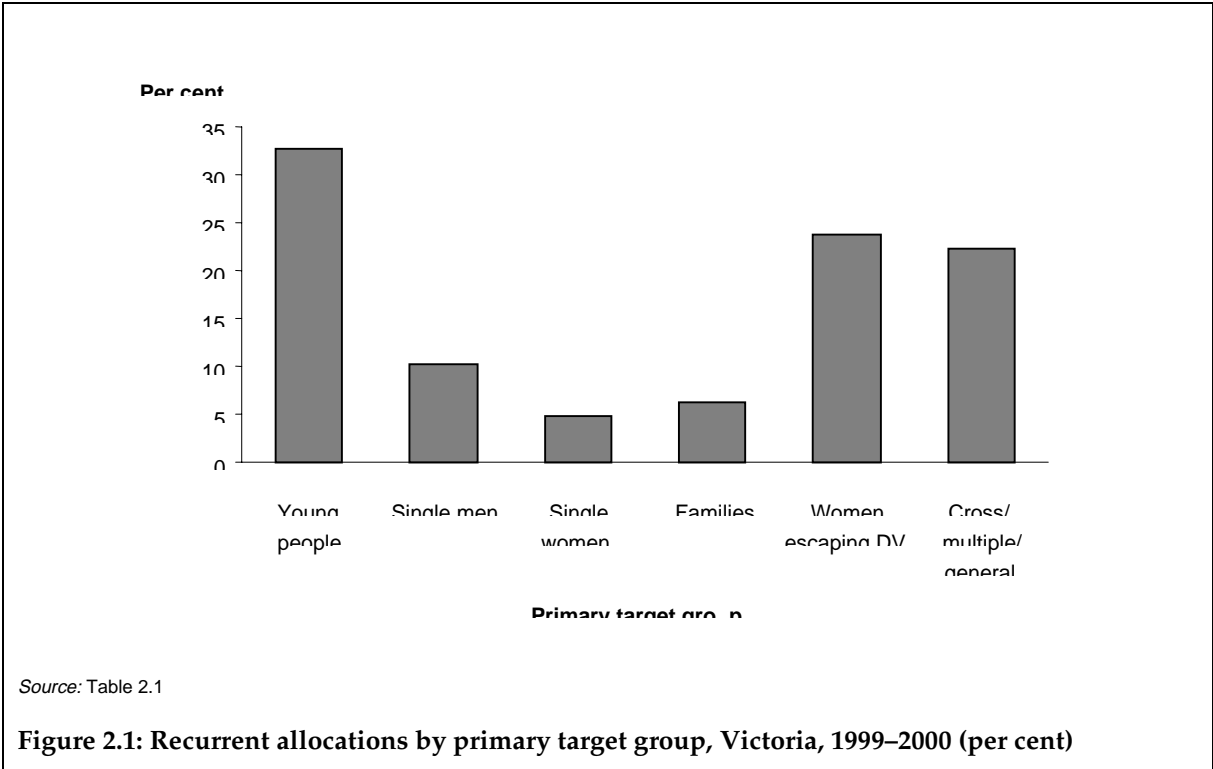
Appendix 1 to this report provides an overview of the Client Collection and its data, general notes to tables, an explanation of the weighting system used to adjust the data for non-participation and non-consent, and the counting rules used in the analyses. It also contains a guide to interpreting the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

2 Funding

In 1999–2000, funding for the SAAP agencies operating across Victoria was provided jointly by the Commonwealth and Victorian governments (through the Department of Family and Community Services and the Department of Human Services, respectively). This section of the report analyses information about the resources allocated to the 327 SAAP agencies funded during 1999–2000. Not all of these agencies were operating throughout the year: at 30 June 2000, 326 were operating.

The total recurrent allocation of funds for Victoria in the 1999–2000 financial year was \$51.2m (Table 2.1). Around 91% (or \$46.7m) of this represented recurrent allocations to SAAP agencies throughout Victoria. The remaining 9% were allocated for other purposes such as administration, training, research and evaluation (Table 2.1). The total funding to Victoria represented 21% of the total SAAP funding available to all States and Territories (AIHW 2000b:5).

Table 2.1 shows the recurrent allocations to SAAP agencies and the mean (average) funding per agency by region and primary target group. The SAAP recurrent allocation to an agency provides funds for salaries and operating costs to enable agencies to provide support to clients. However, an agency’s funding is affected by a number of factors, including its negotiated level of throughput, the types of services it provides, and its previous funding allocations. Therefore, caution is recommended when comparing average funding per agency or using these figures to measure efficiency.



As Figure 2.1 illustrates, agencies targeting young people (129 in total) received the largest proportion of SAAP recurrent allocations, with 33% of the total funds, or \$15.3m (Table 2.1). Agencies targeting women escaping domestic violence, of which there were 52, received the

next largest allocation of recurrent funds, at 24% or \$11.1m. The 17 agencies targeting single women only received the smallest overall proportion of recurrent funds, at 5% or around \$2.2m.

Overall, the average (mean) level of funding per agency was \$142,900 (Table 2.1). There was a considerable range in the funding levels of agencies across the 10 regions. Agencies serving clients from across the State (termed Statewide agencies) received the highest average funding per agency at \$424,800, while agencies in the Grampians region received the lowest average funding per agency at \$75,300. In terms of primary target group, agencies targeting single men only were allocated the highest average funding per agency, at \$226,500, while agencies targeting families received comparatively lower levels of funding, at an average of \$112,000 (Table 2.1).

2.1 Tables

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

	Agencies	Recurrent allocation (\$)	Recurrent allocation (%)	Mean funding per agency (\$)
Region				
Eastern Metropolitan	39	6,204,000	13.3	159,100
Northern Metropolitan	56	8,413,000	18.0	150,200
Southern Metropolitan	56	8,920,000	19.1	159,300
Western Metropolitan	38	5,029,000	10.8	132,300
Barwon South Western	22	6,238,000	5.6	119,900
Gippsland	27	2,640,000	5.6	97,800
Grampians	27	2,032,000	4.3	75,300
Hume	25	2,268,000	4.9	90,700
Loddon Mallee	23	2,639,000	5.6	114,700
Statewide	14	5,947,000	12.7	424,800
Total	327	46,730,000	100.0	142,900
Primary target group				
Young people	129	15,276,000	32.7	118,400
Single men only	18	4,796,000	10.3	226,500
Single women only	17	2,229,000	4.8	131,100
Families	26	2,912,000	6.2	112,000
Women escaping domestic violence	52	11,140,000	23.8	214,200
Cross-target/multiple/general	85	10,376,000	22.2	123,500
Total	327	46,730,000	100.0	142,900
Recurrent allocations to agencies	327	46,730,000	91.2	142,900
Other	..	4,517,000	8.8	..
Total recurrent funds	..	51,247,000	100.0	..

Note: Recurrent allocation to agencies excludes funds allocated for such items as administration, training, research and evaluation.

Sources: SAAP Administrative Data Collection; FaCS unpublished data

3 Level of support

SAAP agencies in Victoria supported an estimated 28,500 clients during 1999–2000 (Table 3.1). The total number of support periods, at 42,700, exceeded the number of clients as each individual client can receive support or supported accommodation on more than one occasion. The average number of support periods per client was 1.7, which includes support periods provided to them interstate. Overall, for every 10,000 people aged 10 years and over in the Victorian population there were 69 SAAP clients.

The daily level of support provided by SAAP agencies can be examined by looking at the number of support periods active on the 15th of each month (see Table 3.2). In Victoria, SAAP agencies provided a fairly constant level of service throughout 1999–2000, with the daily number of support periods remaining within the range of 5,450 to 6,150 throughout the entire year. The Northern and Southern Metropolitan regions provided more support periods than other regions (both generally between 800 and 1,030 a day), as might be expected from the large number of agencies in these regions.

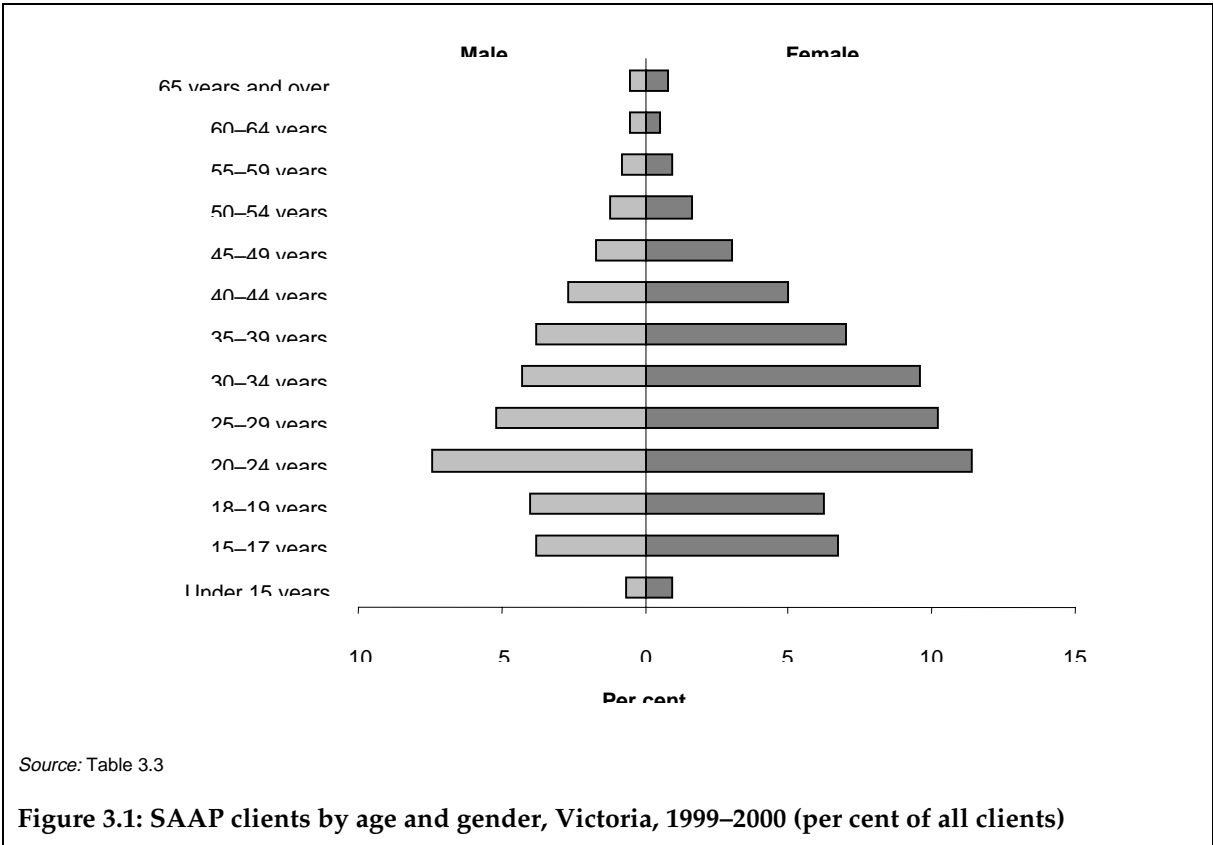


Figure 3.1 shows the age and gender distribution of SAAP clients in Victoria during 1999–2000. In nearly all age groups there were more female than male clients. Consequently, more females (17,900) than males (10,250) received services (Table 3.3). However, male clients averaged more support periods each (1.9) than female clients (1.7) (Table 3.5). The largest group of clients for both males and females was 20 to 24 year-olds, with 19% of all clients being in this age group (Table 3.3). In contrast, less than 4% of all clients were over the age of 54. The average age of both males and females was 30 years.

Eighty-one per cent of SAAP clients were born in Australia (Table 3.4). The next most common places of birth were South-East, North-East and Southern Asia at 6% and 'Other' (including the Middle East, Africa, the Americas and Caribbean) at 5%. Overall, people born in Australia, Oceania or 'Other' regions were more likely to become SAAP clients than those born elsewhere. Between them, these three groups accounted for 88% of SAAP clients but only 79% of Victorians.

There was some variation between male and female clients in terms of ethnicity. Clients of a non-English-speaking background comprised a higher percentage of female clients than male clients, with 17% of the 17,400 female clients coming from a non-English-speaking background, compared with 12% of the 9,950 male clients (Table 3.5). While nationally a higher proportion of female clients than male clients were Indigenous Australians (18% of female clients compared with 9% of male clients—AIHWb:14), in Victoria there was very little difference, with the proportion of male and female clients who were Indigenous being 4% and 5%, respectively. Nevertheless, overall Indigenous Australians were over-represented as SAAP clients relative to their population size: less than 1% of Victorians identified as Indigenous Australians in 1996, compared with around 5% of SAAP clients in Victoria in 1999–2000. On average, clients from a non-English-speaking background had fewer support periods each, averaging 1.6, compared with clients from Indigenous and 'other' backgrounds who averaged 1.8 support periods.

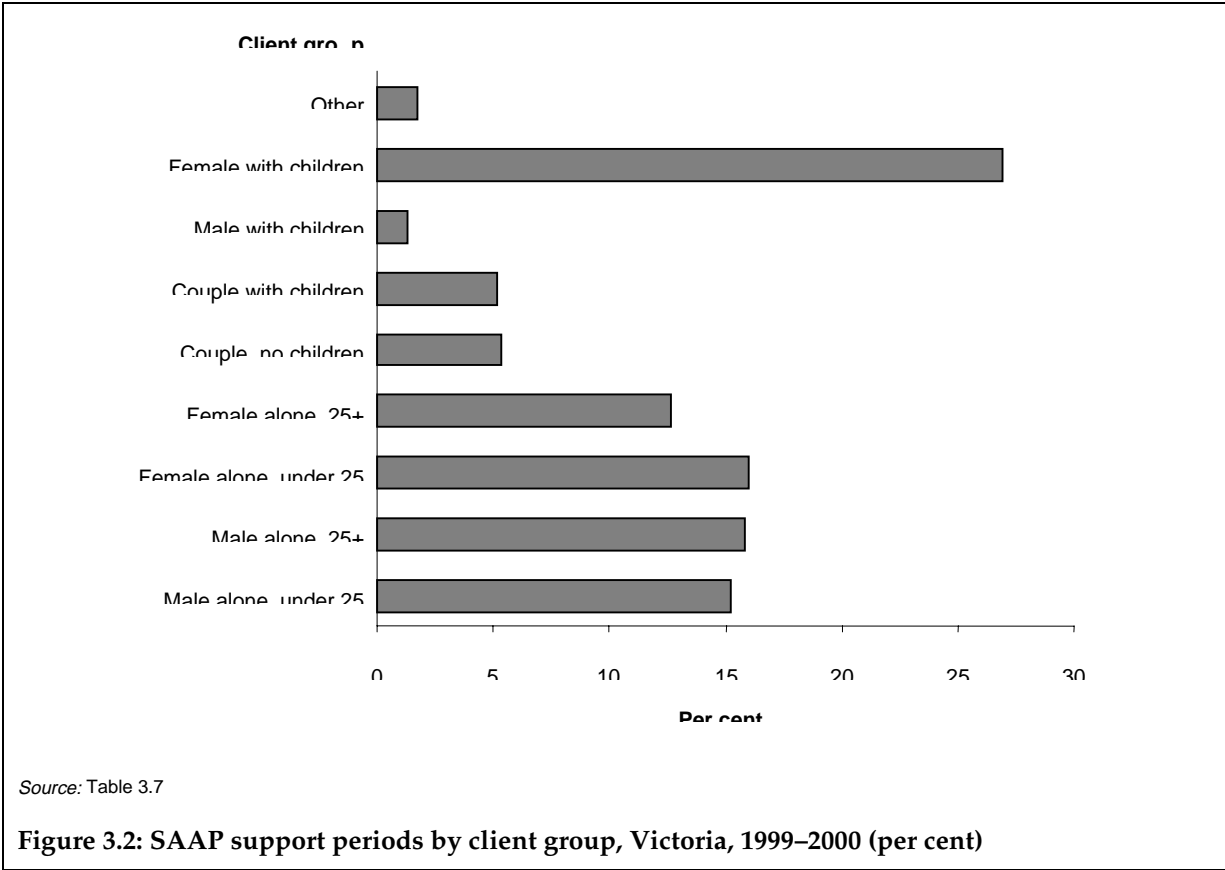


Figure 3.2 gives a breakdown of the number of support periods provided to the main client groups. Just over one-quarter (27%) of all support periods were provided to female clients with children. Unaccompanied male clients 25 years and over, and unaccompanied females and males under 25 years each accounted for between 15% and 16% of support periods, with unaccompanied females 25 years and over accounting for 13%. Overall, 11% of support periods were for couples with or without children, while males with children accounted for 1% of all support periods.

Table 3.6 shows how support periods were distributed across different client groups within regions. The Eastern, Southern and Western Metropolitan regions had the highest proportions of support periods, at 16% each, followed by the Statewide (14%) and Northern Metropolitan regions (11%). This is not surprising, given that each of these regions, with the exception of the Statewide region, had a higher number of agencies compared with the other regions (refer to Table 2.1).

Client group profiles also varied between regions. For example, Statewide agencies more commonly supported unaccompanied males compared with other regions, with 53% of their support periods being for this client group (Table 3.6). At the same time, Statewide agencies had the lowest percentage of support periods for unaccompanied females, at 18%. Conversely, 18% of support periods at Hume agencies were for unaccompanied males while 32% were for unaccompanied females.

The client profile within agencies of various target groups is presented in Table 3.7. As might be expected, agencies with specific target groups tended to provide services predominantly to that group. Consequently, 78% of support periods at agencies targeting young people were for people under 25 presenting on their own, while agencies targeting single men were overwhelmingly used by unaccompanied males aged 25 or over (79% of their support periods). Similarly, agencies which targeted women escaping domestic violence were mainly used by females with children (accounting for 62% of support periods in these agencies) and unaccompanied females (35%).

3.1 Tables

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

Support periods	42,700
Clients	28,500
Mean number of support periods per client	1.74
Clients per 10,000 population 10+	69

Notes

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

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

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

Date	East Metro.	North Metro.	South Metro.	West Metro.	Barwon South Western	Gippsland	Grampians	Hume	Loddon Mallee	State-wide	Total
July 15, 1999	690	940	870	720	380	370	310	370	550	540	5,750
August 15, 1999	700	930	920	690	370	390	330	410	620	540	5,900
September 15, 1999	720	960	950	770	390	410	320	420	650	530	6,100
October 15, 1999	740	980	980	760	360	400	350	390	650	540	6,150
November 15, 1999	770	950	970	720	380	410	350	410	620	530	6,100
December 15, 1999	750	940	950	710	370	360	360	400	590	570	6,000
January 15, 2000	710	860	930	720	380	280	320	370	540	570	5,650
February 15, 2000	740	870	990	720	380	340	350	370	600	550	5,900
March 15, 2000	820	900	1,000	700	410	320	380	360	630	500	6,000
April 15, 2000	800	840	980	630	450	340	360	350	540	480	5,750
May 15, 2000	820	800	1,030	590	460	360	370	360	540	460	5,800
June 15, 2000	760	690	970	540	470	360	380	350	510	440	5,450

Notes

1. Number excluded due to errors (unweighted): 63.
2. Number excluded due to omissions (unweighted): 0.
3. Figures are unweighted and have not been adjusted for agency non-participation.

Source: SAAP Client Collection

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

Age	Percentage of all clients		Percentage of gender group		Total	
	Male	Female	Male	Female	%	Number
	%	%	%	%	%	
Under 15 years	0.7	0.9	1.8	1.4	1.6	450
15–17 years	3.8	6.7	10.5	10.5	10.5	2,950
18–19 years	4.0	6.2	11.0	9.8	10.3	2,900
20–24 years	7.4	11.4	20.3	17.9	18.8	5,300
25–29 years	5.2	10.2	14.2	16.1	15.4	4,350
30–34 years	4.3	9.6	11.7	15.0	13.8	3,900
35–39 years	3.8	7.0	10.5	10.9	10.8	3,050
40–44 years	2.7	5.0	7.4	7.8	7.7	2,150
45–49 years	1.7	3.0	4.6	4.7	4.6	1,300
50–54 years	1.2	1.6	3.2	2.5	2.8	800
55–59 years	0.8	0.9	2.1	1.4	1.7	450
60–64 years	0.5	0.5	1.3	0.7	0.9	250
65 years and over	0.5	0.8	1.4	1.2	1.3	350
<i>Total</i>	36.5	63.5	100.0	100.0	100.0	..
Total (number)	10,250	17,900	10,250	17,900	..	28,200
Mean age (years)	29.7	29.6	29.7

Notes

1. Number excluded due to errors (weighted): 4.
2. Number excluded due to omissions (weighted): 305.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection

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

Birthplace	Male	Female	Total		Victorian population 1996	
	%	%	%	Number	%	Number
Australia	84.8	78.5	80.8	22,350	74.9	3,414,500
Oceania (excluding Australia)	1.7	2.8	2.4	650	1.3	59,750
UK, Ireland and associated islands	1.5	1.6	1.6	450	5.5	251,150
Other Europe and the former Soviet Union	3.3	4.9	4.3	1,200	9.7	442,200
South-East, North-East and Southern Asia	4.0	6.8	5.8	1,600	5.8	262,900
Other (including the Middle East, Africa, the Americas and Caribbean)	4.7	5.5	5.2	1,450	2.8	129,650
<i>Total</i>	100.0	100.0	100.0	..	100.0	..
Total (%)	36.3	63.7	100.0
Total (number)	10,050	17,650	..	27,700	..	4,560,150

Notes

1. Number excluded due to errors (weighted): 4.
2. Number excluded due to omissions (weighted): 803.
3. 'Victorian population 1996' refers to the estimated resident population at 30 June 1996.
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client Collection; ABS 1999

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

Ethnicity	Male	Female	Total		Victorian population 1996	
	%	%	%	Number	%	Number
Indigenous Australian	4.0	4.9	4.6	1,250	0.5	22,600
Non-English-speaking background	12.0	17.3	15.4	4,200	18.0	818,850
Other	84.0	77.7	80.0	21,900	81.5	3,718,700
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>	<i>100.0</i>	<i>..</i>
Total (%)	36.3	63.7	100.0
Total (number)	9,950	17,400	..	27,350	..	4,560,150
Support periods per client						
Indigenous Australian	1.70	1.77	1.75	1,800
Non-English-speaking background	1.61	1.53	1.56	6,050
Other	1.93	1.69	1.78	33,200
<i>Total</i>	<i>1.88</i>	<i>1.67</i>	<i>1.74</i>	<i>..</i>	<i>..</i>	<i>..</i>
Total support periods (%)	37.2	62.8	100.0
Total support periods (number)	15,300	25,750	..	41,050

Notes

1. Number excluded due to errors (weighted): 4 (clients).
2. Number excluded due to omissions (weighted): 1,143 (clients).
3. Non-English-speaking background is based on country of birth. Using ABS practice, people born in Australia, New Zealand, the United Kingdom, Ireland, Canada, the United States and South Africa are said to have an English-speaking background.
4. 'Victorian population 1996' refers to the estimated resident population at 30 June 1996. The figures for Indigenous Australians are from experimental estimates based on the 1996 Census produced by the ABS. 'Other' is derived as total population minus the number of people of non-English-speaking background minus the estimated number of Indigenous Australians.
5. Numbers of clients include all clients that ever visited SAAP agencies in Victoria. Some of the support periods for these clients may have been at agencies in another State or Territory. Support periods per client include these additional support periods. However, total numbers of support periods relate only to those provided within Victoria.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client Collection; ABS 1999; ABS 1998

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

Region	Male alone	Female alone	Couple, no children	Couple with children	Male with children	Female with children	Other	Total	Total	
									%	Number
Eastern Metropolitan	27.3	26.9	6.6	7.3	1.2	29.3	1.5	100.0	15.6	6,000
Northern Metropolitan	29.8	34.8	4.3	3.6	1.2	23.5	2.7	100.0	11.1	4,250
Southern Metropolitan	28.7	31.7	6.9	6.6	1.4	23.4	1.3	100.0	16.1	6,150
Western Metropolitan	35.6	28.2	6.9	5.9	1.5	19.4	2.6	100.0	16.0	6,150
Barwon South Western	23.3	30.9	4.6	5.5	1.6	32.4	1.7	100.0	5.0	1,900
Gippsland	23.7	32.2	3.8	5.0	1.6	31.9	1.8	100.0	5.0	1,950
Grampians	29.9	27.2	4.8	5.3	1.2	31.1	0.5	100.0	4.9	1,900
Hume	17.7	31.6	3.2	4.1	2.0	39.9	1.7	100.0	4.1	1,550
Loddon Mallee	21.6	27.8	5.4	7.8	2.2	33.4	1.7	100.0	8.5	3,300
Statewide	52.8	17.7	1.3	0.4	0.1	26.5	1.1	100.0	13.7	5,250
Total (%)	31.5	28.2	5.1	5.2	1.3	26.9	1.7	100.0	100.0	..
Total (number)	12,100	10,850	1,950	2,000	500	10,300	650	38,400

Notes

1. Number excluded due to errors (unweighted): 198.
2. Number excluded due to omissions (unweighted): 1,370.
3. Figures are unweighted and have not been adjusted for agency non-participation.

Sources: SAAP Client and Administrative Data Collections

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

Client group	Young people	Single men only	Single women only	Families	Women escaping DV	Cross-target/multiple/general	Total	
							%	Number
Male alone, under 25	38.0	16.3	1.6	2.6	0.5	9.9	15.2	6,350
Male alone, 25+	3.2	78.6	0.5	5.3	0.2	24.6	15.8	6,550
Female alone, under 25	40.1	0.4	19.4	5.4	6.6	8.0	16.0	6,650
Female alone, 25+	2.1	1.6	40.0	5.2	28.2	11.5	12.6	5,250
Couple, no children	4.3	1.4	2.5	7.1	1.0	10.0	5.3	2,200
Couple with children	1.7	0.2	1.6	20.2	0.5	10.7	5.2	2,200
Male with children	0.5	0.1	0.2	5.5	0.1	2.5	1.3	550
Female with children	7.9	0.8	33.0	45.5	61.9	20.9	26.9	11,200
Other	2.2	0.7	1.1	3.2	1.0	1.9	1.7	700
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (%)	27.1	8.0	3.2	4.9	23.1	33.6	100.0	..
Total (number)	11,300	3,350	1,350	2,050	9,650	13,950	..	41,650

Notes

1. Number excluded due to errors (weighted): 216.
2. Number excluded due to omissions (weighted): 853.
3. Figures have been weighted to adjust for client non-consent and agency non-participation.

Sources: SAAP Client and Administrative Data Collections

4 Support provided

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

Some 42,700 support periods were provided in Victoria during 1999–2000 (Table 3.1). Around 36,400 of these were closed support periods—that is, they finished before 30 June 2000 (Table 4.1). These closed support periods may or may not have involved accommodation. Overall, over one-third (36%) of all closed support periods lasted for 1 day or less, and a further 10% lasted from 2 to 7 days. A sizeable proportion (20%) of closed support periods lasted from 1 to 3 months.

Patterns of support length varied between client groups. Male and female clients with children and unaccompanied female clients under the age of 25 tended to have longer periods of support than other clients. This is reflected in their median lengths of support (Table 4.1). For example, 50% of support periods for males with children and females with children were for at least 22 and 19 days, respectively, while half of the support periods for unaccompanied females under 25 years lasted 18 days or more. The comparable figure for unaccompanied males under 25 years was 7 days. Couples without children tended to have far shorter support periods than any other client group, with half of the support periods for these clients being for 3 days or less.

Data was collected not only on duration of support, but also on length of accommodation. Around 9,550 closed support periods involved accommodation of 1 day or longer (Table 4.2). In 10% of these support periods the accommodation was for 1 day only; in 22% it was for 2 to 7 days; in 30% clients were accommodated for 1 to 4 weeks; and in 22% accommodation lasted from 1 to 3 months. Less than 4% of accommodation was for more than a year.

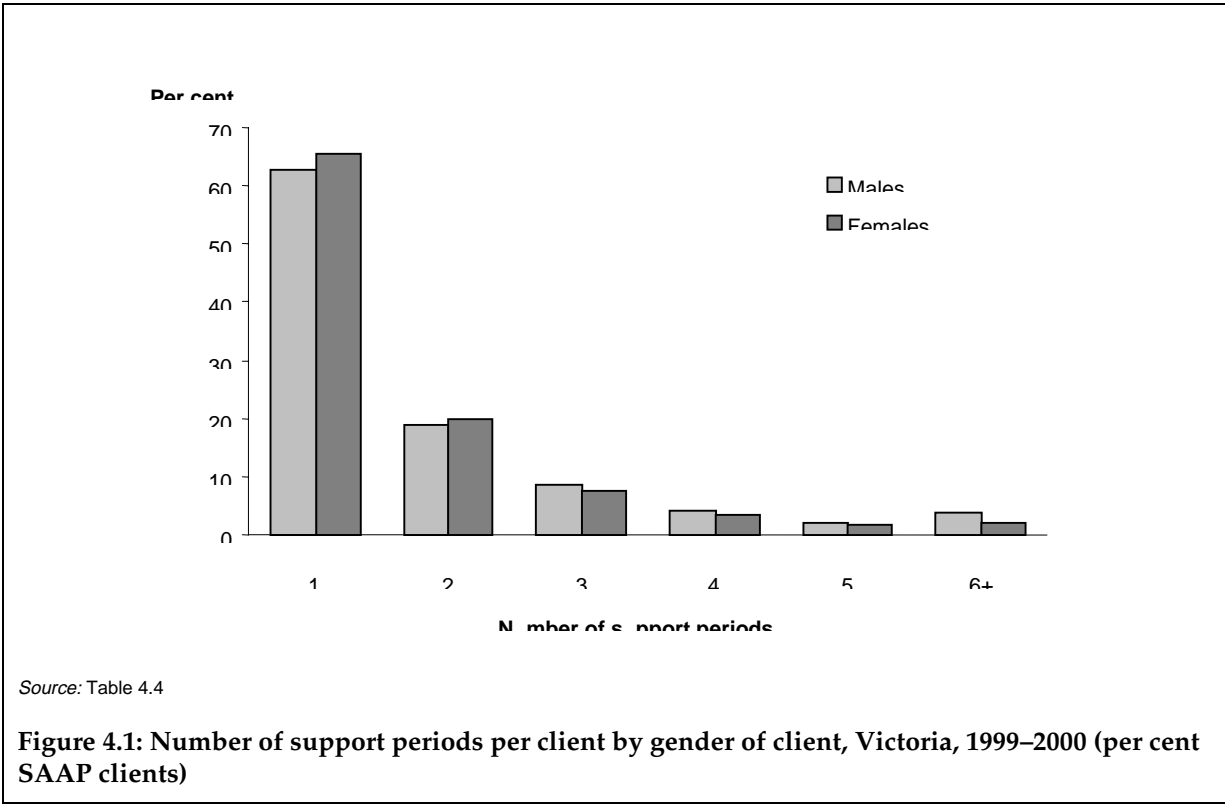
The trends for duration of accommodation for the various client groups were substantially different from those for duration of support. Although only small groups, males with children and couples with children who were accommodated tended to have relatively long stays. This is shown by their median lengths of accommodation (49 and 46 days, respectively) which were the highest of all the client groups (Table 4.2). Interestingly, although females with children tended to have similar lengths of support to those of other clients with children, they tended to have shorter periods of accommodation, with a median length of 14 days (compared with over 45 days for others with children). Unaccompanied females 25 years and over had the shortest median length of accommodation, with half of those accommodated staying for 13 days or less.

Clients requiring accommodation during a support period may be housed in crisis or short-term housing, medium- to long-term housing or other types of SAAP accommodation. Alternatively, the SAAP agency may arrange housing in one of the 2,600 Transitional Housing Management (THM) properties, the greatest proportion of which house tenants provided with support from SAAP agencies.¹ Among support periods in which accommodation was provided directly by a SAAP agency, in 80% of cases clients were housed in crisis or short-term accommodation at some time during a support period, while

¹ Housing in THM properties is not currently included in the Client Collection and so cannot be reported here. However, THM accommodation will be included in the 2001–02 collection.

in only around 18% of support periods clients were housed in longer-term accommodation (Table 4.3). In a small percentage of cases (3%) clients were accommodated in other types of SAAP accommodation at some time during a support period. As might be expected, 73% of accommodation in crisis or short-term housing lasted 4 weeks or less, while in the longer-term housing 89% of accommodation involved stays of more than 4 weeks (Table 4.3).

Sixty-four per cent of all clients had just one support period during 1999–2000, but the pattern of repeat use varied with age and gender (Table 4.4). Overall, 65% of female clients had one support period while this was the case for 63% of male clients (Figure 4.1). Males averaged slightly more support periods, at 1.9 each, with females averaging around 1.6 support periods each (Table 4.4). Males aged 20 to 24 years had a greater number of support periods (2.1) on average than other male clients, while for females those in the 15 to 24 age bracket returned more often to SAAP agencies than other females, averaging around 1.8 support periods per client. Clients under 15 years of age returned less often than others to SAAP services with 79% of these clients having only one support period.



In Victoria during 1999–2000, 69 people used SAAP services for every 10,000 aged 10 or over in the general population (Table 4.4). However, the proportion accessing support varied considerably by age and gender. People aged from 15 to 24 years were more likely to go to SAAP agencies than people in other age groups. The highest rate of use was by 18 and 19 year-olds, with 223 clients for every 10,000 people in this age bracket. The next highest usage rates were by 20 to 24 year-olds and 15 to 17 year-olds, among whom there were 156 and 155 clients, respectively, for every 10,000 people. Females in Victoria had a much higher use of SAAP services overall—females at 86 clients for every 10,000 aged 10 or over in the general population, males at 51.

There are six broad types of services provided to SAAP clients. The three most often provided during 1999–2000 were general support or advocacy (in 81% of support periods), housing or accommodation services (in 56%), and counselling (in 49%) (Table 4.5). The main form of accommodation provided was SAAP or CAP accommodation (in 32% of support periods), but assistance was also provided to help clients obtain other types of short-term

accommodation or independent housing (in 22% and 23% of support periods, respectively). This, however, does not include housing in the 2,600 THM properties, the greatest proportion of which house tenants provided with support from SAAP agencies. Health or medical services were the most commonly provided specialist service—provided in 10% of support periods. In contrast, specialist services relating to family planning support and physical or intellectual disability were provided in less than 1% of support periods each.

The pattern of service use differed between client groups. Unaccompanied males and females under the age of 25 years were proportionately more often provided with living skills or personal development assistance than other clients (in 22% and 25% of their support periods, respectively) (Table 4.5). Females 25 years and over and females with children were more likely to receive emotional support or other counselling (in around 55% of support periods for both of these groups) and domestic violence counselling (in 32% and 37% of support periods, respectively) than other client groups.

The clients most often provided with SAAP or CAP accommodation were unaccompanied males 25 years or over, with 38% of support periods for these clients involving SAAP or CAP accommodation. In contrast, males with children (although only a small group) received SAAP or CAP accommodation in less than 15% of their support periods. Unaccompanied men 25 years or over were also the most frequent recipients of meals (in 34% of support periods), laundry or shower facilities (31%), and drug or alcohol support (13%). At the same time, this group was least likely to receive assistance to obtain a government payment (in less than 5% of their support periods) and family or relationship counselling (6%).

The support services provided to children who accompanied clients to SAAP agencies are shown in Table 4.6. Children accompanied parents or guardians to SAAP agencies in Victoria in 11,800 support periods, with an average of 2.0 children per support period. If each child was considered a client in their own right, this would equate to 23,850 support periods (termed here 'accompanying child visits'). Eighty-five per cent of such visits occurred when female clients presented with children to a SAAP agency. This is consistent with the proportion of support periods with children that related to female clients (also around 85%). Overall, counselling was provided to children in around 12% of support periods for clients with accompanying children. This service was more likely to be provided to children accompanying women (in 13% of their support periods) than to children accompanying males or couples (in 8% and 5% of their support periods, respectively). Assistance with child care or kindergarten or school liaison was provided to female clients with children in around 11% of their support periods. Again, this provision was lower for males and couples with accompanying children (around 5% for both of these groups).

4.1 Tables

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

Length of support	Male alone, under 25	Male alone, 25+	Female alone, under 25	Female alone, 25+	Couple, no children	Couple with children	Male with children	Female with children	Other	Total	
										%	Number
Less than 1 day	37.8	37.1	26.0	25.6	45.3	32.2	29.2	22.9	17.0	30.1	10,950
1 day	3.9	4.1	4.8	8.1	3.0	2.8	3.8	7.5	7.2	5.5	2,000
2 days	1.7	2.2	2.2	2.9	1.6	1.2	0.9	3.3	1.0	2.4	850
3 days	1.6	1.6	2.0	3.5	1.0	2.5	0.8	2.4	0.9	2.1	750
4 days	1.2	1.4	1.4	1.3	1.3	0.7	1.7	1.5	0.5	1.3	500
5 days	1.2	1.4	1.4	1.2	1.2	0.4	1.1	1.0	0.6	1.2	450
6 days	1.2	1.5	1.2	1.1	1.5	1.2	1.0	1.2	1.0	1.3	450
7 days	1.6	1.4	1.6	1.6	1.5	2.4	0.7	1.7	2.8	1.6	600
>1–2 weeks	7.4	7.9	6.9	7.3	5.5	5.3	5.5	5.8	4.1	6.7	2,450
>2–4 weeks	9.1	9.1	10.2	8.5	5.7	7.8	6.8	8.7	8.0	8.8	3,200
>4–13 weeks	17.8	18.2	22.4	22.0	16.5	18.1	22.4	22.5	21.9	20.4	7,450
>13–26 weeks	7.7	6.9	8.9	9.3	9.5	11.7	14.7	11.8	18.2	9.6	3,500
>26–52 weeks	4.8	4.1	6.3	4.8	4.3	10.0	7.3	6.8	12.2	5.8	2,100
>52 weeks	2.8	3.1	4.7	2.7	2.2	3.6	4.0	2.8	4.7	3.2	1,150
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (%)	15.5	16.3	15.7	12.7	5.5	5.1	1.2	26.3	1.6	100.0	..
Total (number)	5,650	5,950	5,700	4,600	2,000	1,850	450	9,550	600	..	36,400
Mean length (days)	53	54	73	56	45	74	72	63	98	..	61
Median length (days)	7	7	18	12	3	15	22	19	45	..	12

Notes

1. Number excluded due to errors (weighted): 161.
2. Number excluded due to omissions (weighted): 779.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection

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

Length of accommodation	Male alone, under 25	Male alone, 25+	Female alone, under 25	Female alone, 25+	Couple, no children	Couple with children	Male with children	Female with children	Other	Total	
										%	Number
1 day	8.0	5.3	9.4	14.2	3.3	4.4	6.3	14.9	4.0	9.9	950
2 days	4.3	3.5	5.4	4.8	1.4	5.7	6.0	8.5	1.3	5.3	500
3 days	4.9	2.6	5.5	6.7	4.0	3.7	—	4.7	1.2	4.6	450
4 days	2.5	2.9	3.2	2.7	3.2	0.6	—	3.8	1.4	3.0	300
5 days	2.4	3.0	3.5	2.4	4.8	—	2.7	2.4	2.8	2.7	250
6 days	2.6	3.6	3.0	2.9	3.6	5.6	—	2.3	1.2	2.9	300
7 days	4.0	4.0	3.8	2.8	5.4	5.7	3.5	3.0	6.4	3.7	350
>1–2 weeks	15.7	18.6	12.6	15.9	17.9	9.4	8.3	11.3	14.4	14.6	1,400
>2–4 weeks	15.4	17.6	14.2	16.0	14.2	9.5	17.1	15.1	10.8	15.4	1,450
>4–13 weeks	22.2	26.4	18.8	21.1	19.3	18.8	28.3	20.5	21.4	21.8	2,100
>13–26 weeks	7.4	7.2	7.0	5.6	11.7	18.4	19.5	6.9	12.4	7.4	700
>26–52 weeks	6.7	3.2	6.9	2.6	9.0	14.0	5.5	4.3	13.9	5.2	500
>52 weeks	4.1	2.1	6.8	2.2	2.2	4.1	2.8	2.1	8.7	3.5	350
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (%)	16.9	21.3	17.9	13.3	3.0	2.3	0.5	23.7	1.1	100.0	..
Total (number)	1,600	2,050	1,700	1,250	300	200	50	2,250	100	..	9,550
Mean length (days)	70	52	85	44	63	103	79	47	121	..	64
Median length (days)	19	20	18	13	20	46	49	14	36	..	18

Notes

1. Number excluded due to errors (weighted): 160.
2. Number excluded due to omissions (weighted): 1,521.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection

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

Length of accommodation	Crisis/ short-term accommodation	Medium-/ long-term accommodation	Other SAAP	Unknown	Total	
					%	Number
1 day	11.0	1.1	43.3	10.9	10.4	1,000
2 days	6.3	1.3	8.5	3.6	5.6	550
3 days	5.3	1.0	3.8	5.5	4.5	450
4 days	3.6	0.2	2.4	1.8	3.0	300
5 days	3.4	0.2	0.7	—	2.7	250
6 days	3.6	0.4	0.3	1.8	2.9	300
7 days	4.7	0.4	3.1	5.5	3.8	350
>1–2 weeks	17.4	2.2	6.1	12.7	14.2	1,400
>2–4 weeks	17.5	4.3	5.8	5.5	14.6	1,400
>4–13 weeks	21.7	22.5	10.9	25.5	21.1	2,050
>13–26 weeks	3.6	22.9	7.5	14.5	7.4	700
>26–52 weeks	1.2	23.2	5.1	—	5.4	550
>52 weeks	0.6	20.4	2.4	12.7	4.4	450
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (%)	79.9	18.2	3.2	0.6
Total (number)	7,750	1,750	300	50	..	9,750
Mean length (days)	34	265	47	139	..	74
Median length (days)	13	158	2	30	..	17

Notes

1. Number excluded due to errors (weighted): 114.
2. Number excluded due to omissions (weighted): 1,385.
3. Clients were able to be accommodated on more than one occasion in each support period, so percentages across types of accommodation provided do not total 100.
4. Figures have been weighted to adjust for agency non-participation.
5. Data do not include the 2,600 THM properties, the greatest proportion of which house tenants provided with SAAP transitional support.

Source: SAAP Client Collection

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

	Under 15 years	15–17 years	18–19 years	20–24 years	25–44 years	45–64 years	65+ years	Total	
Total number of support periods	Male clients								
									%
									Number
1	74.7	64.4	63.0	58.5	63.0	64.7	70.3	62.7	6,450
2	19.6	19.7	17.9	19.2	18.7	20.1	16.4	19.0	1,950
3	3.8	8.5	9.9	8.7	8.5	7.8	8.3	8.5	900
4	0.7	3.7	3.9	5.2	4.1	2.8	2.5	4.0	400
5	0.7	1.5	1.9	2.2	2.1	1.3	0.8	1.9	200
6+	0.6	2.1	3.5	6.1	3.5	3.3	1.7	3.8	400
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	..
Total (%)	1.8	10.5	11.0	20.3	43.8	11.2	1.4	100.0	..
Total (number)	200	1,100	1,150	2,100	4,500	1,150	150	..	10,250
Mean number of support periods	1.36	1.75	1.84	2.13	1.84	1.81	1.62	..	1.87
Per 10,000 population	10	110	169	119	62	22	5	..	51
Total number of support periods	Female clients								
1	81.9	62.5	61.8	64.0	65.1	72.1	83.2	65.4	11,700
2	10.0	21.4	20.3	20.1	20.3	17.9	9.8	19.9	3,550
3	5.2	7.7	9.6	8.1	7.9	5.1	2.2	7.7	1,400
4	2.5	4.2	3.4	3.2	3.2	3.2	2.4	3.3	600
5	0.5	1.5	1.9	2.1	1.8	0.5	1.8	1.7	300
6+	—	2.8	3.0	2.5	1.8	1.2	0.6	2.0	350
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	..
Total (%)	1.4	10.5	9.8	17.9	49.9	9.3	1.2	100.0	..
Total (number)	250	1,900	1,750	3,200	8,950	1,650	200	..	17,900
Mean number of support periods	1.30	1.76	1.80	1.75	1.64	1.50	1.32	..	1.64
Per 10,000 population	13	200	275	191	122	32	6	..	86
Total number of support periods	All clients								
1	78.8	63.2	62.2	61.8	64.4	69.1	78.0	64.4	18,150
2	14.0	20.8	19.4	19.8	19.8	18.8	12.4	19.6	5,500
3	4.6	8.0	9.7	8.3	8.1	6.2	4.6	8.0	2,250
4	1.7	4.0	3.6	4.0	3.5	3.0	2.4	3.6	1,000
5	0.6	1.5	1.9	2.2	1.9	0.8	1.4	1.8	500
6+	0.3	2.5	3.2	3.9	2.3	2.1	1.0	2.7	750
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	..
Total (%)	1.6	10.5	10.3	18.8	47.7	10.0	1.3	100.0	..
Total (number)	450	2,950	2,900	5,300	13,450	2,800	350	..	28,200
Mean number of support periods	1.32	1.76	1.81	1.9	1.71	1.63	1.44	..	1.73
Per 10,000 population	11	155	223	156	93	27	6	..	69

Notes

1. Number excluded due to errors (weighted): 4.
2. Number excluded due to omissions (weighted): 305.
3. Numbers of clients include all clients that ever visited SAAP agencies in Victoria. Some of the support periods for these clients may have been at agencies in another State or Territory.
4. 'Per 10,000 population' shows how many people out of every 10,000 in the general population become clients of SAAP. The rate is estimated by comparing the number of SAAP clients with the estimated resident population in the designated age group as at 30 June 1999. For the age group under 15 years, only those aged 10 to 14 are included in the calculations.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client Collection; ABS 2000a

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

Support services provided	Male alone, under 25	Male alone, 25+	Female alone, under 25	Female alone, 25+	Couple, no children	Couple with children	Male with children	Female with children	Other	Total
Housing/accommodation	57.3	57.0	57.7	57.1	56.7	53.6	52.9	55.3	55.6	56.4
SAAP/CAP accommodation	36.5	37.7	37.2	33.4	22.5	19.9	14.6	27.3	28.4	31.9
Assistance to obtain short-term accommodation	20.9	20.7	18.9	23.9	28.1	24.3	24.4	24.1	21.8	22.4
Assistance to obtain independent housing	19.4	24.9	21.8	19.1	28.4	31.8	35.5	23.8	28.8	23.3
Financial/employment	37.9	41.6	37.0	38.2	44.6	47.9	44.4	36.7	37.1	39.0
Assistance to obtain government payment	10.3	4.8	12.0	7.9	6.1	6.6	6.9	8.5	9.8	8.5
Employment/training assistance	8.2	2.4	8.3	2.0	2.3	2.4	2.4	1.7	4.6	4.0
Financial assistance/material aid	29.3	37.1	26.1	32.7	39.3	44.7	40.5	30.8	30.5	32.4
Financial counselling	6.5	6.3	7.3	5.8	6.6	7.8	8.4	6.3	7.3	6.6
Counselling	33.7	31.5	48.5	65.9	30.6	41.2	41.3	65.6	58.4	49.1
Incest/sexual abuse	0.3	0.2	2.1	1.5	0.6	0.6	0.3	1.3	0.4	1.0
Domestic violence counselling	1.3	0.4	7.5	32.4	3.4	3.1	2.6	36.5	7.8	15.9
Family/relationship counselling and support	12.7	5.7	19.7	13.9	8.1	14.3	10.7	17.6	31.3	14.3
Emotional support/other	29.7	30.1	41.1	55.1	28.7	37.8	37.4	53.7	50.8	42.1
General support/advocacy	75.6	77.2	78.1	84.7	82.6	86.1	81.8	85.4	80.4	81.1
Living skills/personal development	22.2	7.6	25.2	8.6	8.1	7.2	7.9	7.6	17.9	12.9
Assistance with legal issues/court support	6.5	6.7	6.5	16.3	5.7	7.9	8.4	21.6	8.0	11.9
Advice/information	69.6	70.4	71.5	77.1	77.6	80.3	78.0	78.7	73.9	74.6
Retrieval/storage/removal of personal belongings	14.3	14.6	17.2	12.9	9.9	10.3	9.3	10.5	12.4	13.1
Advocacy/liaison on behalf of client	39.3	47.3	46.3	55.5	50.7	58.0	55.9	58.6	56.9	51.0
Specialist services	18.1	26.1	18.8	24.0	13.0	15.6	12.7	19.1	29.8	20.2
Psychological services	0.5	2.8	0.8	1.7	0.3	0.3	0.2	1.4	7.0	1.4
Psychiatric services	3.6	5.3	2.4	2.6	0.6	1.1	1.2	0.8	0.8	2.4
Pregnancy support	0.1	—	2.3	0.8	2.5	1.6	0.3	1.7	6.5	1.3
Family planning support	0.3	—	1.5	0.3	0.8	1.1	1.0	0.9	1.5	0.7
Drug/alcohol support/rehabilitation	6.8	12.9	4.2	3.8	2.9	2.8	2.3	2.1	2.2	5.2
Physical disability services	0.1	0.2	0.1	0.3	0.1	0.3	0.5	0.1	0.4	0.2
Intellectual disability services	0.3	0.4	0.2	0.5	0.1	0.1	0.8	0.1	0.2	0.3
Culturally appropriate support	3.3	1.2	3.9	8.3	2.8	3.8	2.7	8.0	11.3	5.1
Interpreter services	0.5	0.3	0.8	3.5	0.6	2.2	0.8	3.3	3.9	1.8
Health/medical services	8.1	14.4	10.3	12.4	6.3	6.4	6.3	8.8	7.8	10.0
Other support	47.5	52.9	47.1	45.3	37.2	35.6	31.7	38.1	37.3	43.9
Meals	25.4	34.1	21.5	21.4	11.1	6.2	4.8	15.2	11.5	20.7
Laundry/shower facilities	18.1	31.3	16.9	19.7	8.2	1.9	2.5	13.4	7.4	17.2
Recreation	14.1	13.3	14.6	9.1	3.8	4.3	4.6	8.5	6.7	10.6
Transport	24.4	23.3	31.9	29.8	20.8	22.4	21.9	28.7	27.2	27.0
Brokerage services	2.2	2.8	2.7	2.7	4.7	4.4	2.5	2.2	2.5	2.7
Other	12.2	8.4	11.4	7.3	6.5	8.9	7.4	7.6	7.2	9.0
Total number	6,350	6,550	6,650	5,250	2,200	2,200	550	11,200	700	41,650

Notes

1. Number excluded due to errors (weighted): 216.
2. Number excluded due to omissions (weighted): 853.
3. Clients were able to receive multiple services, so percentages do not total 100.
4. Figures have been weighted to adjust for agency non-participation and client non-consent.
5. Data do not include the 2,600 THM properties, the greatest proportion of which house tenants provided with SAAP transitional support.

Source: SAAP Client Collection

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

Support services provided to accompanying children	Couple with children	Male with children	Female with children	Other with children	Total	
					%	Number
Counselling	4.5	7.5	12.9	22.1	11.9	1,400
Child care, kindergarten/school liaison	4.7	5.4	11.3	28.6	10.5	1,250
Access arrangements	0.5	1.2	2.1	3.9	1.9	250
Other	9.5	10.2	8.1	23.4	8.4	1,000
Summary totals						
Total support periods (%)	10.5	3.7	85.1	0.7	100.0	..
Total support periods (number)	1,250	450	10,050	100	..	11,800
Total accompanying child visits (%)	11.5	3.2	84.7	0.5	100.0	..
Total accompanying child visits (number)	2,750	750	20,200	150	..	23,850
Mean number of assisted children per support period with assisted children	2.2	1.7	2.0	1.5	..	2.0

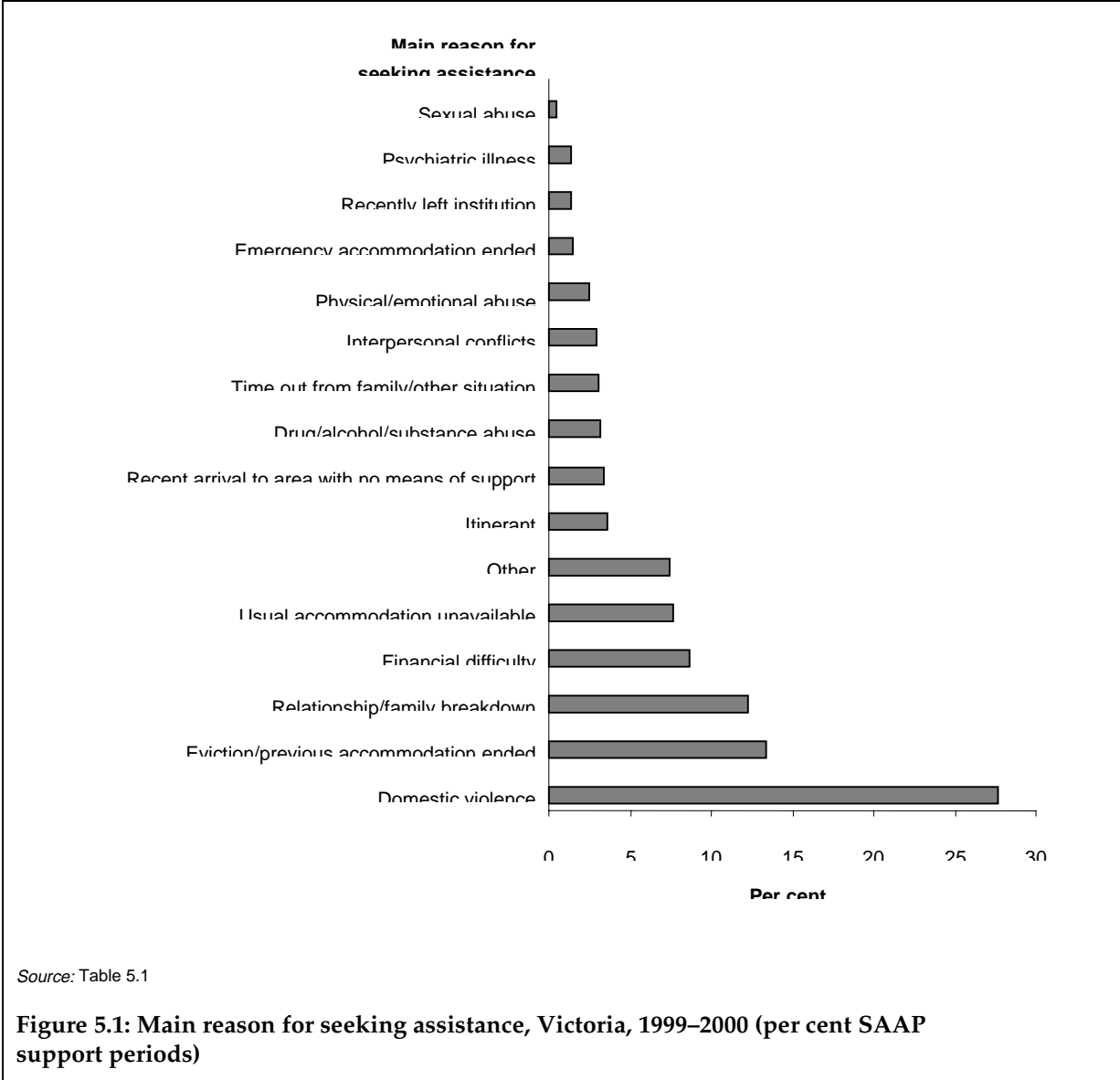
Notes

1. Number excluded due to errors (weighted): 40 (support periods).
2. Number excluded due to omissions (weighted): 446 (support periods).
3. Figures in this table (excluding those on accompanying child visits) exclude high-volume records because not all items were included on the high-volume form.
4. 'Accompanying child visits' includes support periods at high-volume agencies. These accounted for only a very small proportion of such visits.
5. Accompanying children were able to receive multiple services, so percentages do not total 100. Moreover, in addition to the services listed in this table, accompanying children may have been accommodated during a support period.
6. An accompanying child may be counted in more than one support period, so the total number of accompanying child visits does not equal the actual number of accompanying children assisted.
7. Although each member of a couple has an individual support period, in this table a couple presenting with children contributes only one support period. The table is therefore not directly comparable with other tables showing the number of support periods by client group.
8. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection

5 Reasons for seeking support

In addition to recording the support provided to clients, the SAAP Client Collection collects information on the main reasons clients seek assistance at SAAP agencies. Overall, the most common primary reasons clients in Victoria gave for seeking assistance in 1999–2000 were domestic violence (in 28% of support periods), eviction or the ending of previous accommodation (13%), and relationship or family breakdown (12%) (Figure 5.1).



In 57% of support periods for females with children and 52% for unaccompanied females 25 years and over, assistance was sought primarily because of domestic violence (Table 5.1). Unaccompanied persons under 25 most often reported relationship or family breakdown as their main reason for seeking assistance (in 21% and 27% of support periods for males and females, respectively). For unaccompanied male clients aged 25 years or over, the most common primary reasons for seeking assistance were financial difficulty and eviction or the

ending of previous accommodation, with both reasons being given in around 16% of support periods. Among this client group, substance abuse was cited as the main reason in 9% of support periods. This is considerably lower than the corresponding national figure of 17% (AIHW 2000b:29). Among couples with children, eviction or the ending of previous accommodation was the most common main reason for seeking assistance (in 33% of support periods for this client group). Eviction or the ending of previous accommodation was also the prime reason for couples without children, being cited in 24% of their support periods.

Table 5.2 lists the broad services required by clients with reference to their main reason for seeking assistance. There was a fairly consistent pattern in the main reasons for clients seeking support. Across the broad types of support the most common reason for seeking assistance was domestic violence. The next most common reasons were eviction or the ending of previous accommodation and relationship or family breakdown.

5.1 Tables

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

Main reason for seeking assistance	Male alone under 25	Male alone, 25+	Female alone, under 25	Female alone, 25+	Couple, no children	Couple with children	Male with children	Female with children	Other	Total
Usual accommodation unavailable	13.5	10.8	9.3	4.0	9.9	9.7	9.8	3.9	6.2	7.6
Time out from family/other situation	6.5	2.1	6.0	1.6	3.3	2.1	1.9	1.1	3.0	3.0
Relationship/family breakdown	21.1	8.0	27.0	5.8	6.5	4.7	18.8	6.9	25.4	12.2
Interpersonal conflicts	5.0	3.0	4.9	2.1	3.0	1.7	4.0	1.3	3.1	2.9
Physical/emotional abuse	1.8	0.8	3.2	3.7	0.5	0.7	1.1	3.4	3.2	2.5
Domestic violence	1.6	0.5	12.9	51.8	4.7	3.6	3.6	56.6	15.3	27.6
Sexual abuse	0.2	—	1.7	0.5	0.2	0.3	0.2	0.2	0.4	0.5
Financial difficulty	7.1	15.7	5.6	6.0	13.8	16.4	16.9	6.3	7.0	8.6
Eviction/previous accommodation ended	13.4	15.5	10.8	7.0	23.8	32.6	19.7	10.7	16.9	13.4
Drug/alcohol/substance abuse	4.5	9.0	3.2	2.6	5.4	1.6	1.1	0.6	1.1	3.1
Emergency accommodation ended	1.8	2.2	1.6	1.2	2.2	1.8	2.1	0.9	1.6	1.5
Recently left institution	2.8	4.5	1.0	1.3	1.0	0.2	2.4	0.2	0.4	1.4
Psychiatric illness	1.8	3.5	1.0	2.8	0.6	0.1	0.3	0.2	0.2	1.3
Recent arrival to area with no means of support	3.6	6.6	2.5	2.0	6.7	7.9	5.0	1.5	2.3	3.4
Itinerant	5.6	6.8	3.1	3.0	7.9	3.5	3.4	1.4	2.7	3.6
Other	9.8	11.1	6.3	4.8	10.5	13.1	9.7	4.6	11.4	7.4
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total (%)	12.7	12.1	15.8	14.0	5.6	6.0	1.4	30.4	1.9	100.0
Total (number)	4,300	4,100	5,350	4,750	1,900	2,050	500	10,250	650	33,700

Notes

1. Number excluded due to errors (weighted): 337.
2. Number excluded due to omissions (weighted): 3,437.
3. Excludes high-volume records because not all items were included on the high-volume form.
4. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection

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

Main reason for seeking assistance	Support periods with type of support needed						All support periods	
	Housing/ accommodation	Financial/ employment	Counseling	General support/ advocacy	Specialist services	Other support	%	Number
Usual accommodation unavailable	8.9	7.2	5.9	7.5	6.4	7.8	7.7	2,700
Time out from family/other situation	3.2	2.9	2.9	2.7	2.8	3.1	2.9	1,000
Relationship/family breakdown	12.7	12.5	13.5	11.7	11.5	12.1	12.3	4,250
Interpersonal conflicts	2.6	2.5	2.7	2.7	2.3	2.4	2.9	1,000
Physical/emotional abuse	2.3	2.1	3.2	2.4	2.4	2.6	2.6	900
Domestic violence	26.4	22.5	38.9	28.5	32.0	29.6	27.6	9,550
Sexual abuse	0.5	0.4	0.7	0.5	0.6	0.5	0.5	150
Financial difficulty	5.3	12.4	4.5	8.4	4.6	6.1	8.5	2,950
Eviction/previous accommodation ended	15.9	15.0	10.4	13.9	11.4	11.8	13.3	4,600
Drug/alcohol/substance abuse	3.5	3.9	3.2	3.1	6.7	4.4	3.1	1,100
Emergency accommodation ended	1.6	1.4	1.2	1.3	1.5	1.6	1.5	500
Recently left institution	1.6	1.5	1.3	1.4	2.1	1.6	1.4	500
Psychiatric illness	1.3	1.3	1.2	1.3	2.5	1.6	1.3	450
Recent arrival to area with no means of support	3.9	3.8	2.5	3.3	3.5	3.7	3.3	1,150
Itinerant	4.3	4.0	2.7	3.7	4.1	4.1	3.6	1,250
Other	6.0	6.6	5.3	7.5	5.6	6.8	7.4	2,550
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>..</i>
Total (%)	74.3	57.3	62.3	86.8	34.9	49.5
Total (number)	25,700	19,850	21,550	30,000	12,100	17,100	..	34,600

Notes

1. Number excluded due to errors (weighted): 170.
2. Number excluded due to omissions (weighted): 2,740.
3. Excludes high-volume records because not all items were included on the high-volume form.
4. Clients were able to receive multiple services, so percentages across service types do not total 100.
5. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection

6 Meeting the needs of clients

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

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

In Victoria an estimated 37,400 support periods finished during 1999–2000 (Table 6.1).² The number of services required in these closed support periods was 221,750. Services were provided directly by SAAP agencies for around 76% of these requests. In addition to this, agencies were able to refer clients to other organisations for a further 11% of requests. Consequently, some 194,350 (or 88%) of the 221,750 expressed needs were addressed at least to some extent. As illustrated in Figure 6.1, in all service groups except specialist services, requested services were provided in at least 60% of cases. General support and advocacy and 'other' forms of support services, such as meals and laundry or shower facilities, were provided directly in an overwhelming majority of cases (90% and 84% of these requested services were provided, respectively). Specialist services were the least likely to be provided directly—49% of needs not provided for—with some particular services (psychological, physical and intellectual disability services) being provided directly by agencies in less than one-third of the cases in which they were required (Table 6.1).

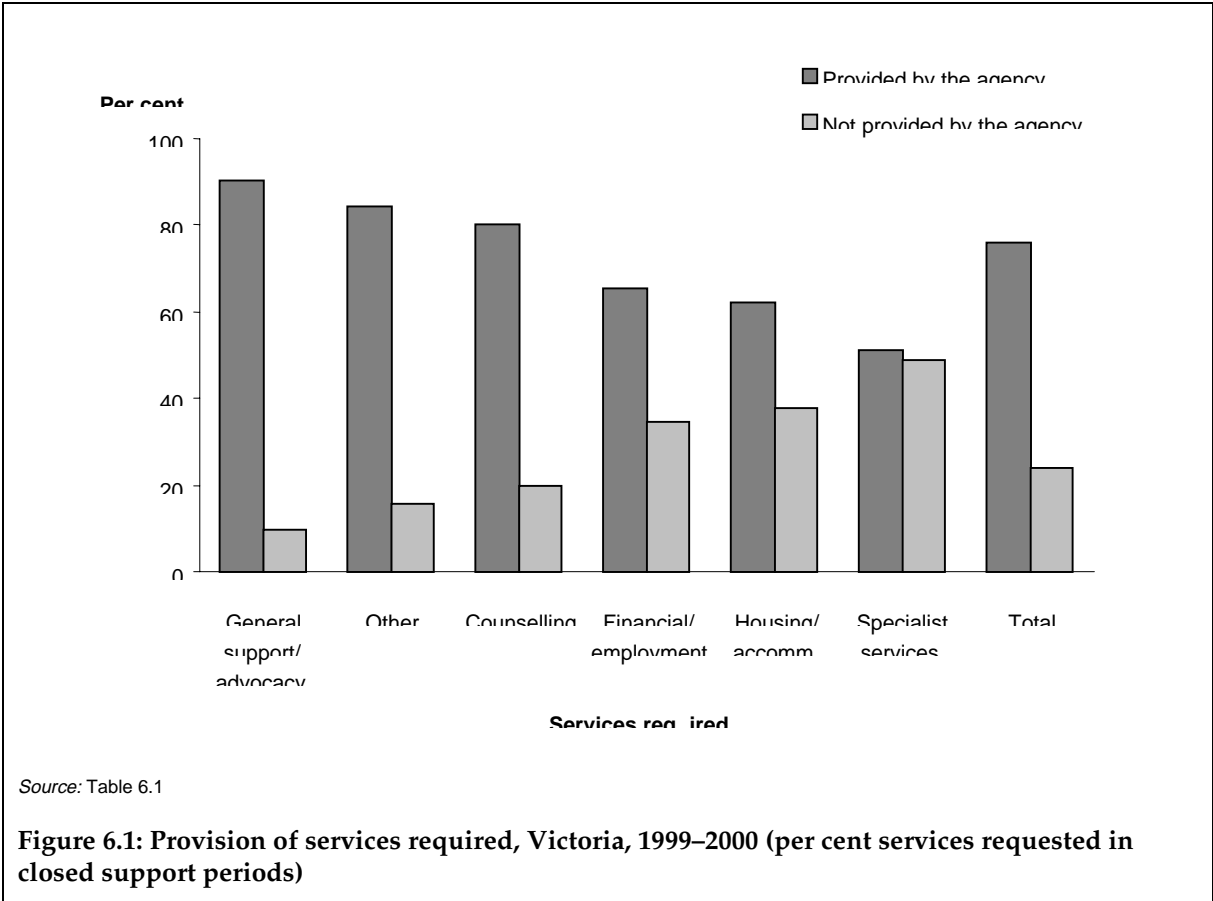
Housing and accommodation services were needed in 26,950 (or 72%) of the 37,400 closed support periods during 1999–2000 (Table 6.1). Some clients had more than one requirement for housing-related services, resulting in a total of 42,600 requests in this area. In 62% of these instances, housing or accommodation services were provided when required, with a further 19% of housing needs being met through referral. More specifically, SAAP or CAP accommodation was provided in 65% of the support periods in which it was requested, with requests being referred on in an additional 21%. However, as mentioned earlier, this does not include housing in THM properties. Thus, while some clients might have indicated that they needed SAAP or CAP accommodation, the agency may have arranged SAAP-supported accommodation in THM housing. Such housing arrangements are currently not recorded in the data.

A total of 27,150 requests for services relating to financial matters and employment were made across 19,000 closed support periods (Table 6.1). Services were provided in response to these requests in 66% of cases. Direct provision of financial assistance or material aid was relatively high, being provided in 74% of the 15,800 support periods in which it was needed, with a further 15% of requests being referred on. In contrast, provision of employment and

² The total number of closed support periods in Table 6.1 differs from the number given in Table 4.1 because there are no missing values and the estimate does not rely on client consent (see Appendix A1.2.1).

training assistance occurred in only 42% of the 2,900 support periods in which it was sought. In a further 32% of cases, however, clients were referred on to other organisations for this type of assistance.

Although services vary tremendously in the number of clients who may require them, an inability to provide a particular service may have a significant impact on the client requiring that service. Under such circumstances, an agency’s ability to refer clients to other appropriate service providers assumes added importance. Some support services that could not be provided directly by agencies in Victoria during 1999–2000 were more likely than others to be referred on, thus highlighting the need to draw on specialist support providers to meet the broad support needs of SAAP clients. Both psychological and physical disability services, for example, could not be provided directly in around 70% of the support periods in which they were needed, but in well over half of these cases agencies were able to refer the clients on (Table 6.1). On the other hand, clients were referred on to appropriate services in less than one-third of cases when living skills or personal development assistance was required but could not be provided by an agency.



6.1 Unmet needs

While 88% of expressed needs were met at least to some extent, there were 27,450 requests for services that had neither been provided nor referred on by the end of support (Table 6.1). These unmet needs were spread across 9,700 closed support periods (Table 6.2). Across all client groups, the most common forms of support that were neither provided nor referred on were housing or accommodation services (accounting for 29% of all unmet needs), followed by financial or employment services and ‘other’ services (both around 15% of unmet needs). Males with children, couples without children, and couples with children, although only small groups, reported similar levels of unmet need in the area of housing and

accommodation (39%, 38% and 37% of their unmet needs, respectively). Unaccompanied males also had relatively high levels of unmet need in this area, with 35% of their unmet needs relating to housing or accommodation. However, these statistics on unmet requests for housing assistance need to be treated with caution as many of these requests may have in fact been met through THM housing arrangements, which are not reflected in the data. Couples with children (while also only a relatively small group) reported the highest level of unmet need relating to financial and employment services—20% of their unmet needs were for such services.

Among the various client groups, unaccompanied males had the highest number of support periods with unmet needs, at 3,050. Unaccompanied females and females with children had the next highest number, at 2,700 support periods each. In contrast, there were only 100 support periods in which males with children still had unmet needs. These figures primarily reflect the total number of support periods provided to each group.

6.2 Tables

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

Type of service required	Not provided			Provided			Total	Number of times service required	Number of closed support periods
	Neither provided nor referred on	Referred on	Subtotal	Provided only	Provided and referred on	Subtotal			
Housing/accommodation	18.8	18.9	37.7	52.0	10.3	62.3	100.0	42,600	26,950
SAAP/CAP accommodation	13.3	21.3	34.6	56.4	9.0	65.4	100.0	16,050	16,050
Assist. to obtain short-term accommodation	18.4	18.2	36.6	53.1	10.3	63.4	100.0	12,600	12,600
Assist. to obtain independent housing	25.5	16.8	42.3	45.9	11.8	57.7	100.0	13,900	13,900
Financial/employment	15.1	19.4	34.5	52.9	12.6	65.5	100.0	27,150	19,000
Assist. to obtain benefit/pension	16.0	21.1	37.1	46.8	16.1	62.9	100.0	4,500	4,500
Employment and training assistance	26.5	31.5	58.0	29.0	13.0	42.0	100.0	2,900	2,900
Financial assistance/material aid	11.5	14.9	26.4	61.5	12.2	73.7	100.0	15,800	15,800
Financial counselling	20.4	26.8	47.2	42.7	10.1	52.8	100.0	4,000	4,000
Counselling	11.2	8.4	19.6	70.2	10.2	80.4	100.0	32,400	19,950
Incest/sexual assault counselling	25.5	40.1	65.6	18.8	15.6	34.4	100.0	1,050	1,050
Domestic violence counselling	12.1	9.5	21.6	66.2	12.2	78.4	100.0	7,750	7,750
Family/relationship counselling	15.2	14.2	29.4	57.6	13.0	70.6	100.0	6,950	6,950
Other counselling	8.1	3.5	11.6	80.7	7.7	88.4	100.0	16,650	16,650
General support/advocacy	6.2	3.4	9.6	80.3	10.1	90.4	100.0	64,650	31,150
Living skills/personal development	12.9	5.2	18.1	73.2	8.8	82.0	100.0	5,150	5,150
Assistance with legal issues	17.5	17.6	35.1	42.8	22.2	65.0	100.0	6,300	6,300
Information	2.8	0.4	3.2	87.3	9.6	96.9	100.0	28,650	28,650
Retrieval/storage/removal of belongings	11.4	7.3	18.7	74.7	6.5	81.2	100.0	5,300	5,300
Advocacy/liaison on behalf of client	4.2	1.5	5.7	85.9	8.4	94.3	100.0	19,200	19,200
Specialist services	19.4	29.6	49.0	35.7	15.3	51.0	100.0	18,500	11,800
Psychological services	28.2	42.2	70.4	15.2	14.4	29.6	100.0	1,550	1,550
Psychiatric services	16.9	39.9	56.8	30.1	13.1	43.2	100.0	1,750	1,750
Pregnancy support	20.2	24.8	45.0	32.5	22.4	54.9	100.0	850	850
Family planning support	20.2	29.1	49.3	32.6	18.1	50.7	100.0	450	450
Drug/alcohol support or rehabilitation	24.8	28.0	52.8	30.2	17.0	47.2	100.0	3,650	3,650
Physical disability services	30.3	41.5	71.8	14.4	13.8	28.2	100.0	200	200
Intellectual disability services	24.7	42.7	67.4	18.8	13.8	32.6	100.0	250	250
Culturally appropriate support	15.2	13.5	28.7	60.2	11.1	71.3	100.0	2,300	2,300
Interpreter services	14.7	15.1	29.8	57.9	12.2	70.1	100.0	900	900
Health/medical services	16.4	32.1	48.5	35.4	16.0	51.4	100.0	6,550	6,550
Other	11.4	4.3	15.7	80.2	4.1	84.3	100.0	36,450	18,000
Meals	11.5	5.2	16.7	79.1	4.2	83.3	100.0	9,400	9,400
Laundry/shower facilities	12.5	2.1	14.6	84.2	1.2	85.4	100.0	7,500	7,500
Recreation	13.7	4.2	17.9	78.5	3.7	82.2	100.0	4,300	4,300
Transport	10.5	2.6	13.1	83.3	3.6	86.9	100.0	10,350	10,350
Brokerage services	7.5	4.5	12.0	79.8	8.2	88.0	100.0	1,150	1,150
Other	9.7	11.0	20.7	68.9	10.3	79.2	100.0	3,800	3,800
Total (%)	12.4	11.4	23.8	66.3	9.9	76.2	100.0
Total (number)	27,450	25,300	52,750	147,050	22,000	169,050	..	221,750	37,400

Notes

1. Number excluded due to errors (weighted): 0.
2. Number excluded due to omissions (weighted): 0.
3. In groups of service types, a client may require more than one type of service within the grouping. Percentages for broad groupings relate to all needs and not to support periods. For individual types of services, a need can be recorded only once within a support period, so percentages relate to support periods.
4. Figures have been weighted to adjust for agency non-participation.
5. Data do not include housing in the 2,600 THM properties, the greatest proportion of which house tenants provided with SAAP transitional support.

Source: SAAP Client Collection

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

Broad type of assistance required	Male alone	Female alone	Couple, no children	Couple with children	Male with children	Female with children	Other	Total	
								%	Number
Housing/accommodation	34.9	24.9	38.1	36.6	39.2	24.2	24.8	29.3	7,800
Financial/employment	13.9	15.9	16.8	20.0	18.8	14.4	18.7	15.1	4,000
Counselling	7.3	16.9	10.4	9.5	14.9	17.1	15.5	13.1	3,450
General support/advocacy	13.0	14.4	11.8	12.6	11.8	16.5	18.4	14.4	3,800
Specialist services	11.3	15.3	15.0	12.2	8.6	12.8	13.8	13.0	3,450
Other	19.5	12.5	7.9	9.1	6.7	15.2	8.8	15.1	4,000
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>26,550</i>
Summary totals									
Total unmet needs (%)	33.5	26.8	4.6	4.2	1.0	28.4	1.6	100.0	..
Total unmet needs (number)	8,900	7,100	1,200	1,100	250	7,550	450	..	26,550
Total closed support periods with unmet needs (%)	31.4	27.6	5.0	5.4	1.2	27.8	1.6	100.0	..
Total closed support periods with unmet needs (number)	3,050	2,700	500	500	100	2,700	150	..	9,700
Total closed support periods (%)	32.3	28.1	5.3	5.1	1.2	26.3	1.6	100.0	..
Total closed support periods (number)	11,700	10,150	1,900	1,850	450	9,500	600	..	36,150

Notes

1. Number excluded due to errors (weighted): 107 (unmet needs).
2. Number excluded due to omissions (weighted): 771 (unmet needs).
3. A client may require more than one type of service within the broad type of assistance. Percentages for broad groupings relate to all needs and not to support periods.
4. Figures have been weighted to adjust for agency non-participation.
5. Data do not include housing in 2,600 THM properties, the greatest proportion of which house tenants provided with SAAP transitional support.

Source: SAAP Client Collection

7 Circumstances of clients before and after support

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

Within this aim the goals are:

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

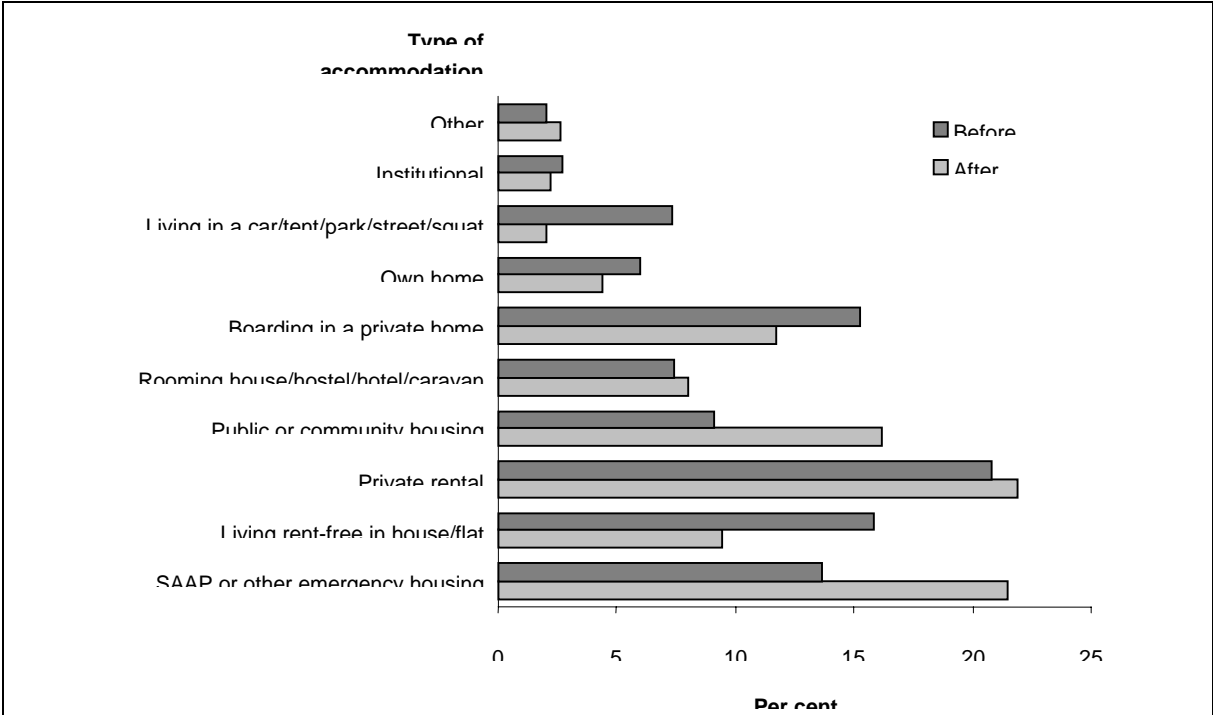
To enable some assessment of the program's ability to achieve these goals, this section details changes in clients' circumstances following the provision of SAAP services. It is important, however, to remember that the achievement of such goals does not depend on the intervention of SAAP agencies alone—a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

SAAP clients were recipients of a government pension or benefit before support in 80% of all closed support periods (Table 7.1). In a further 9% of support periods, clients were reported as having no source of income and not awaiting a government payment; in another 9% as having 'other' sources of income; and in a final 2% as having no income but awaiting receipt of a pension or benefit. These proportions had changed slightly by the time support had ended. After having received support, the proportion of support periods in which clients were on a government pension or benefit had increased to 84% of support periods, while the proportion in which clients had no income and were not awaiting a pension or benefit had dropped to 6%. The other two categories remained relatively unchanged in percentage terms.

For those clients who specifically requested assistance with obtaining a government pension or benefit, there were more noticeable changes. After support, these clients were accessing a government pension or benefit in 81% of support periods, a marked increase on the figure of 62% before support (Table 7.1). Consequently, the proportion of support periods in which these clients had no income and were not awaiting a government payment had dropped from 22% before support to 8% after support.

As Figure 7.1 shows, the most common forms of client accommodation immediately before support were private rental (in 21% of support periods), followed by living rent-free in a house or flat (16%), and boarding in a private home (15%). While there was only a small change in the proportion of clients in private rental, there were several noticeable differences in the use of other types of accommodation from before to after support. The proportion accommodated in SAAP or other emergency housing rose from 14% of support periods before support to 22% after (Table 7.2). In addition, the proportion in public or community housing increased from 9% before support to 16% after. These shifts most likely reflect

changes in housing for clients residing in a number of types of accommodation before support. Prior to support, clients were living in a car, tent, park, street or squat in 7% of support periods, whereas this had dropped to 2% after support. Similarly, clients were living rent-free in a house or flat in 16% of support periods prior to assistance, compared with 9% after. Aside from a drop in the proportion boarding in a private home (from 15% of support periods before, to 12% after, assistance), shifts in all other types of accommodation were relatively minor.



Source: Table 7.2

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

For those clients who specifically requested assistance to obtain independent housing, the changes in accommodation type before and after support followed a similar pattern but were more marked for several accommodation types. In particular, accommodation in public or community housing tripled, rising from 7% of support periods prior to support to 20% after. In addition, accommodation in private rental increased from being used in 20% of support periods to 26%. Conversely, the proportion of support periods in which clients were living in a car, tent, park, street or squat decreased from 7% before support to 1% after. Living rent-free in a house or flat also decreased—from 16% of support periods before to 7% of support periods after support. These shifts in accommodation type suggest a certain level of success for those clients specifically seeking assistance to obtain independent housing.

The most common living situations for clients before receiving SAAP support were with their spouse or partner either with or without children (in 29% of support periods), living short-term with relatives or friends (18%), and living alone (14%) (Table 7.3). After support, the living arrangements for clients had changed considerably. There was a marked decrease in the proportion of support periods in which clients were living with a spouse or partner: this was the case in 29% of support periods before support compared with 16% after. There was also a drop in the proportion of support periods in which clients were living short-term with relatives or friends, from 18% before support to 10% after. Conversely, there were increases in the proportion of support periods in which clients were living either with

unrelated persons (10% before support compared with 19% after), or alone with children (up from 12% before to 21% after).

The employment profile of clients (that is, employed full-time, part-time, casual, unemployed or not in the labour force) generally differed very little before and after support for all closed support periods (Table 7.4). However, among those clients who asked for assistance in the area of employment and training during their support period, there was an increase in the proportion who were in paid work. The proportion of support periods where these clients were employed in some capacity doubled from around 8% before support to 18% after support.

The student status of clients did not vary much before and after support. In the majority (88%) of support periods clients were not students before support (Table 7.5). In a further 8% of support periods clients were school students before support, and in the remainder clients were undertaking post-secondary schooling or employment training. This profile remained virtually unchanged after support had finished. When only younger clients (those under 25 years) are considered, the proportion of support periods in which clients were not students was, as expected, considerably smaller (75% before support), with a corresponding increase in the proportion in which clients were either in school, post-secondary studies or employment training. Again, however, the before and after support figures differ very little, with only a slight rise in the proportion of support periods in which clients were undertaking post-secondary studies or employment training (from 7% before to 9% after).

7.1 Tables

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

Source of income	Closed support periods in which clients needed assistance to obtain a pension or benefit		All closed support periods	
	Before	After	Before	After
No income	21.6	8.1	8.8	6.0
No income, awaiting pension/benefit	3.5	3.0	1.5	1.2
Government pension/benefit	61.8	80.7	80.3	84.0
Other	13.0	8.2	9.4	8.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total (with valid data)	4,300	3,900	29,800	25,250
Number with missing data	200	600	2,450	6,950
Total (number)	4,500	4,500	32,250	32,250

Notes

1. Table excludes high-volume records because not all items were included on the high-volume form.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.
3. See example 2 in Appendix 1 (Section A1.3.1) for information about interpreting this type of table.

Source: SAAP Client Collection

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

Type of accommodation	Closed support periods in which clients needed assistance to obtain independent housing		All closed support periods	
	Before	After	Before	After
SAAP or other emergency housing	13.7	17.4	13.6	21.5
Living rent-free in house/flat	15.5	7.4	15.8	9.4
Private rental	19.9	25.9	20.8	21.9
Public or community housing	6.6	20.1	9.1	16.2
Rooming house/ hostel/ hotel/caravan	8.1	7.8	7.4	8.0
Boarding in a private home	21.3	14.3	15.2	11.7
Own home	3.7	1.7	6.0	4.4
Living in a car/tent/park/ street/squat	6.5	1.4	7.3	2.0
Institutional	2.7	1.7	2.7	2.2
Other	2.1	2.2	2.0	2.6
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total (with valid data)	12,400	10,350	28,750	23,200
Number with missing data	800	2,850	3,500	9,050
Total (number)	13,200	13,200	32,250	32,250

Notes

1. Table excludes high-volume records because not all items were included on the high-volume form.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.
3. See example 2 in Appendix 1 (Section A1.3.1) for information about interpreting this type of table.

Source: SAAP Client Collection

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

Living situation	Before	After
With parent(s)	11.0	7.4
With foster family	0.3	0.3
With relatives/friends short-term	18.2	9.9
With relatives/friends long-term	3.3	5.7
With spouse/partner with(out) children	28.8	15.8
Alone with children	12.3	21.1
Alone	13.9	18.6
With other unrelated persons	10.0	19.0
Other	2.0	2.2
<i>Total</i>	<i>100.0</i>	<i>100.0</i>
Total (with valid data)	30,400	24,200
Number with missing data	1,850	8,050
Total (number)	32,250	32,250

Notes

1. Table excludes high-volume records because not all items were included on the high-volume form.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.
3. See example 2 in Appendix 1 (Section A1.3.1) for information about interpreting this type of table.

Source: SAAP Client Collection

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

Employment status	Closed support periods in which clients needed assistance in employment and training		All closed support periods	
	Before	After	Before	After
Employed full-time	1.7	5.7	2.9	3.6
Employed part-time/casual	6.1	12.5	6.6	7.6
Unemployed (looking for work)	51.7	44.4	32.7	30.1
Not in labour force	40.5	37.4	57.8	58.7
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total (with valid data)	2,800	2,450	30,200	25,550
Number with missing data	50	400	2,050	6,700
Total (number)	2,850	2,850	32,250	32,250

Notes

1. Table excludes high-volume records because not all items were included on the high-volume form.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.
3. See example 2 in Appendix 1 (Section A1.3.1) for information about interpreting this type of table.

Source: SAAP Client Collection

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

Student status	Closed support periods for clients aged under 25 years		All closed support periods	
	Before	After	Before	After
Not a student	74.9	74.9	87.8	87.4
Primary/secondary school student	18.2	16.6	7.5	6.8
Post-secondary student/employment training	6.9	8.6	4.7	5.7
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total (with valid data)	12,000	10,150	29,350	25,100
Number with missing data	900	2,750	2,850	7,150
Total (number)	12,900	12,900	32,250	32,250

Notes

1. Table excludes high-volume records because not all items were included on the high-volume form.
2. Figures have been weighted to adjust for agency non-participation and client non-consent.
3. See example 2 in Appendix 1 (Section A1.3.1) for information about interpreting this type of table.

Source: SAAP Client Collection

8 Support from 1996–97 to 1999–2000

Recurrent funding for SAAP in Victoria rose by 6% over the 4 years of the collection, from \$48.4m in 1996–97 to \$51.2m in 1999–2000 (Table 8.1). However, when these figures are adjusted for inflation in real terms funding levels were almost the same in both years. Looking at year-by-year changes, funding levels in real terms remained virtually unchanged between 1996–97 and 1997–98, with a 5% decrease the following year and a 5% increase between 1998–99 and 1999–2000.

Recurrent funding to SAAP agencies followed a different pattern. From 1996–97 to 1999–2000, actual recurrent funding to agencies increased by 5%, from \$44.5m in 1996–97 to \$46.7m in 1999–2000 (Table 8.1). In real terms, this represented a decrease of 1% over the 4 years, with only minor changes in funding levels from year to year.

There would appear to be a direct relationship between funds available to agencies and the amount of support they can provide for homeless people and people at risk of becoming homeless. However, the actual funding outcome per client or support period depends on a number of factors. Among these are the demand for assistance, the types of services that clients need, the ability of agencies to meet those needs, and the costs agencies incur in providing services.

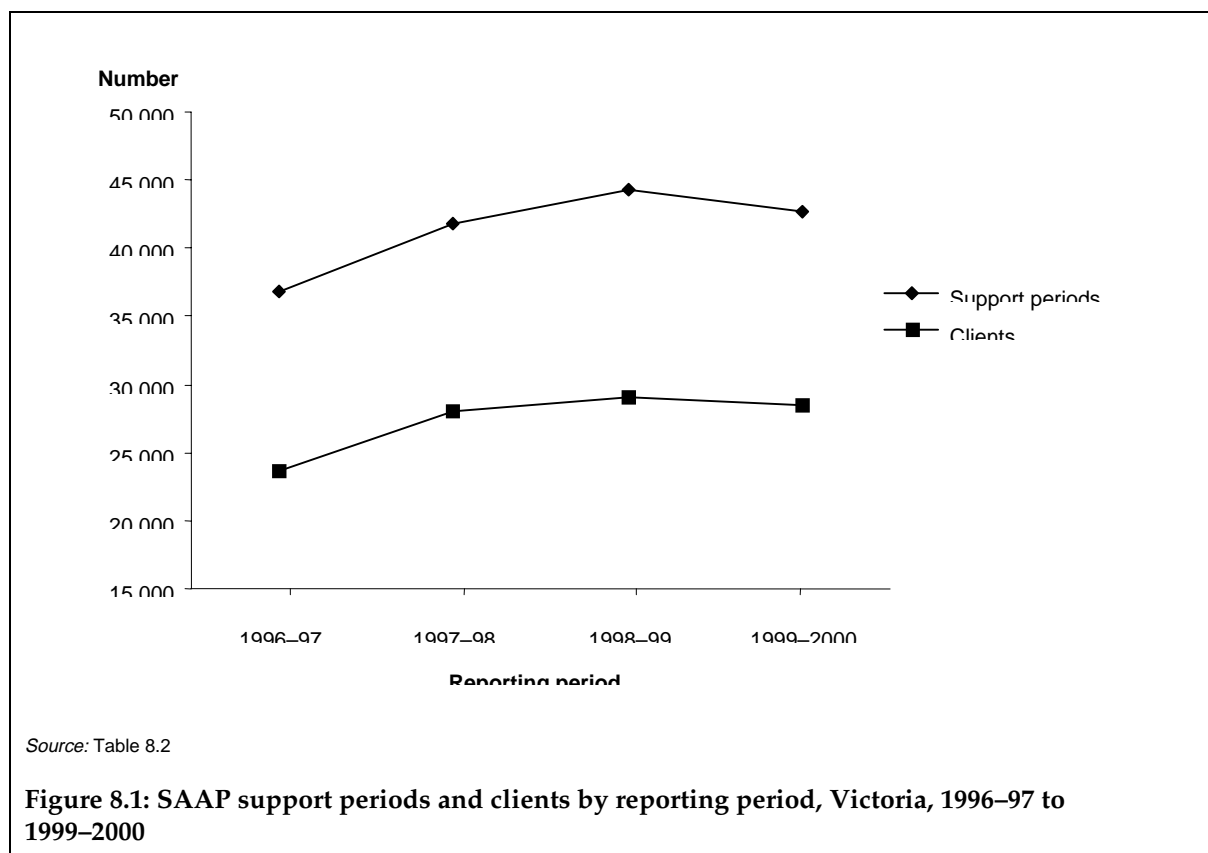
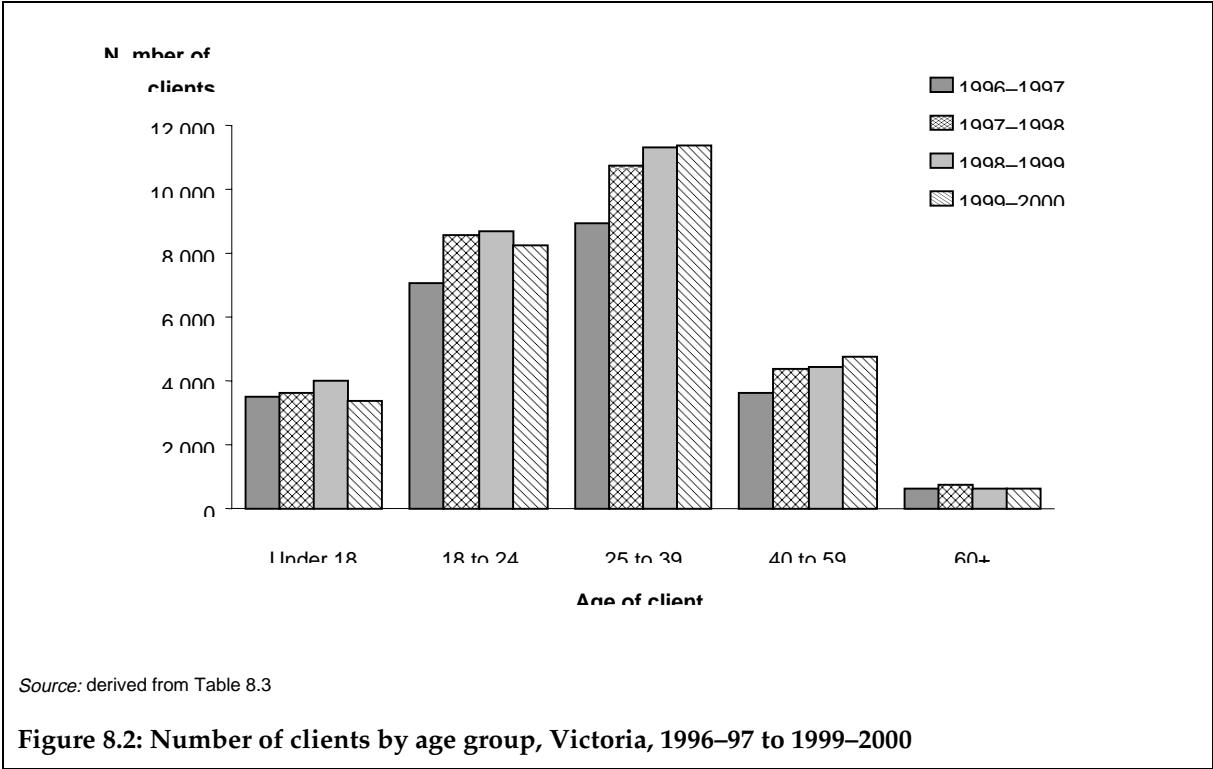


Figure 8.1 shows the number of support periods and clients from 1996–97 to 1999–2000. Overall, it is estimated that there were 36,800 support periods in 1996–97 (Table 8.2). This rose to 41,850 the next year, rose again in 1998–99 to 44,250, and dropped slightly to 42,700 in

1999–2000. The number of clients provided with SAAP services showed a similar pattern over the 4 years, with a peak in 1998–99 of 29,100 clients (Table 8.2). This declined slightly to 28,500 in 1999–2000.

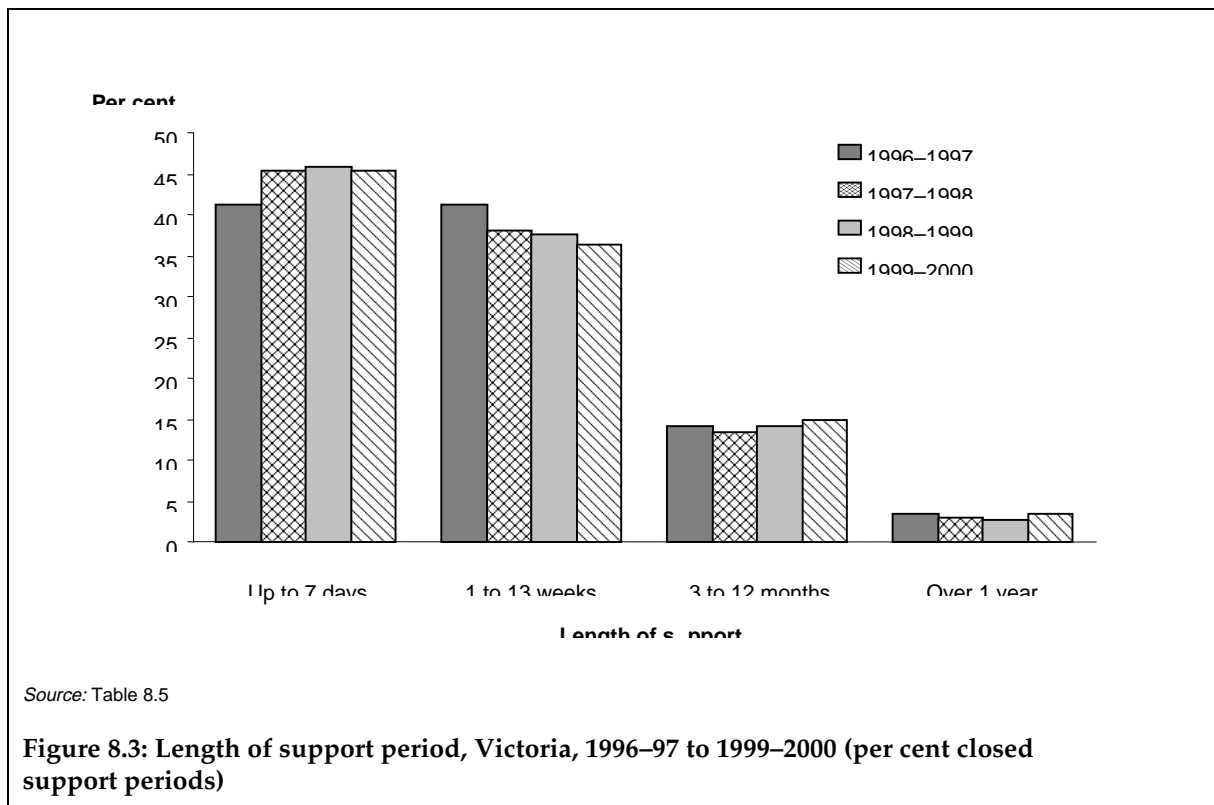
The average number of support periods per client increased between 1996–97 and 1998–99 (from 1.6 to 1.8 support periods), with a slight decrease in 1999–2000 to 1.7 support periods per client (Table 8.2). The prevalence of SAAP use in the community varied in a similar way over these years. Prevalence was highest in 1998–99, with 72 people becoming SAAP clients for every 10,000 people aged 10 or over in the population. The lowest rate was in 1996–97 when 60 people used SAAP services at some time for every 10,000 aged 10 or over.



Over the 4 years of the National Data Collection, there has been almost no change in the average age of clients in Victoria (Table 8.3). The average age in 1999–2000 was 30 years, while in all other years it hovered around 29. There were some minor changes in the proportion of clients in the various age groups. However, in absolute terms (as illustrated in Figure 8.2) the numbers of clients in the 25 to 39 and 40 to 59 age brackets have been increasing since 1996–97 (Figure 8.2).

There are indications that the way support is being delivered in Victoria has changed over the past 4 years. In particular, since 1996–97 there has been a continuing increase in the number of support periods in which support plans have been used (Table 8.4). Support plans were used in 51% of support periods that finished in 1996–97, compared with 68% of completed support periods in 1999–2000. Over the same period, the proportion of support periods in which support plans were not thought to be appropriate dropped from 32% to 26%. By 1999–2000, support plans were being used in 91% of support periods for which they were thought to be appropriate;³ this compares with 75% in 1996–97.

³ From Table 8.4 we calculate : $67.5 / (100.0 - 25.9) \times 100 = 91\%$.



As Figure 8.3 illustrates, there has been a small but continuing decrease in the proportion of support periods lasting from 1 to 13 weeks over the last 4 years. In 1996-97, 41% of completed support periods lasted 1 to 13 weeks; by 1999-2000 this proportion had fallen to 36% (Table 8.5). The mean length of support was highest in 1996-97 at 67 days. This declined to 60 days in 1997-98 and 57 days in 1998-99, rising again to the 1999-2000 average of 63 days. However, a more useful indicator of trends in length of support is the median.⁴ The median length of support has remained at 12 days since 1997-98, following a slight decrease from the 1996-97 median of 15 days. This suggests that in general terms the duration of support has remained relatively stable over the last 3 years.

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

8.1 Tables

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

Reporting period	Total recurrent funding	Funding to agencies	Funding per support period	Funding per client
Current \$				
1996–97	48,401,000	44,466,000	1,210	1,870
1997–98	49,265,000	46,237,000	1,110	1,650
1998–99	48,028,000	46,991,000	1,060	1,620
1999–2000	51,247,000	46,730,000	1,090	1,640
Constant 1999–2000 \$				
1996–97	51,316,000	47,144,000	1,280	1,990
1997–98	51,484,000	48,319,000	1,160	1,720
1998–99	49,037,000	47,978,000	1,080	1,650
1999–2000	51,247,000	46,730,000	1,090	1,640

Notes

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

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

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

	1996–97	1997–98	1998–99	1999–2000
Support periods	36,800	41,850	44,250	42,700
Clients	23,700	28,050	29,100	28,500
Support periods per client	1.61	1.65	1.76	1.74
Clients per 10,000 population 10+	60	71	72	69

Notes

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

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

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

Age of client	1996–97	1997–98	1998–99	1999–2000
Under 15 years	1.0	1.2	1.7	1.5
15–17 years	13.7	11.8	12.0	10.4
18–19 years	11.9	11.4	10.6	10.3
20–24 years	18.0	19.1	19.4	18.8
25–29 years	14.8	14.9	14.9	15.4
30–34 years	12.8	13.1	13.4	13.8
35–39 years	10.0	10.4	10.6	10.8
40–44 years	6.9	7.1	7.2	7.7
45–49 years	4.1	4.2	3.9	4.6
50–54 years	2.7	2.8	2.6	2.8
55–59 years	1.6	1.5	1.5	1.7
60–64 years	1.0	1.0	0.9	0.9
65 years and over	1.6	1.6	1.3	1.3
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total (number)	23,700	28,050	29,050	28,400
Mean age (years)	29.1	29.4	29.1	29.7

Notes

1. Number excluded due to errors (weighted): 0.
2. Number excluded due to omissions (weighted): 153.
3. Figures have been weighted to adjust for agency non-participation and client non-consent.

Source: SAAP Client Collection

Table 8.4: SAAP closed support periods: existence of a support plan, by reporting period, Victoria, 1996–97 to 1999–2000 (per cent)

Existence of support plan	1996–97	1997–98	1998–99	1999–2000
Support plan	51.4	58.6	64.9	67.5
No support plan	16.9	14.2	8.9	6.6
Not appropriate	31.7	27.2	26.2	25.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total (number)	24,350	27,650	28,750	29,350

Notes

1. Number excluded due to errors (weighted): 342.
2. Number excluded due to omissions (weighted): 9,524.
3. Excludes high-volume records because not all items were included on the high-volume form.
4. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection

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

Length of support	1996–97	1997–98	1998–99	1999–2000
Less than 1 day	24.0	28.8	29.5	29.9
1 day	5.4	5.6	6.0	5.6
2 days	2.8	2.7	2.5	2.4
3 days	2.1	2.0	2.0	2.1
4 days	1.8	1.6	1.4	1.3
5 days	1.4	1.4	1.3	1.2
6 days	1.6	1.5	1.3	1.2
7 days	2.2	1.7	1.8	1.6
>1–2 weeks	8.2	7.1	6.6	6.8
>2–4 weeks	10.5	9.9	9.4	8.9
>4–13 weeks	22.4	21.1	21.6	20.7
>13–26 weeks	9.3	8.8	9.5	9.3
>26–52 weeks	4.9	4.7	4.6	5.6
>52 weeks	3.3	3.0	2.6	3.3
<i>Total (%)</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total (number)	31,400	36,400	38,400	37,300
Mean length (days)	67	60	57	63
Median length (days)	15	12	12	12

Notes

1. Number excluded due to errors (weighted): 0.
2. Number excluded due to omissions (weighted): 3,001.
3. Figures have been weighted to adjust for agency non-participation.

Source: SAAP Client Collection

Appendix 1: The data

A1.1 The National Data Collection

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

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

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

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

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

A1.2 The Client Collection

As noted, the Client Collection obtains information about all clients receiving SAAP support lasting more than 1 hour. To ensure that the data collected accurately reflect the work done under the auspices of the program, it is important that there is a high level of participation among SAAP-funded agencies. Overall, the participation rate for the Client Collection has been very satisfactory. Across Victoria in 1999–2000, 94% of SAAP agencies providing support and/or accommodation to SAAP clients participated in the collection (Table A1.1). This is down slightly from the 96% participation rate obtained for 1998–99 (AIHW 2000a:9).

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

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

Across Victoria, consent and valid alpha codes with consent (termed ‘valid consent’) were obtained from clients in 83% and 81% of support periods, respectively (Table A1.1). These rates were the highest since the inception of the National Data Collection in July 1996 (AIHW 1997, 1999, 2000a:Table 1.1). In all regions, valid consent was obtained in the majority of cases, ranging from 61% in the Northern Metropolitan region to 88% in the Grampians. The 1999–2000 valid consent rates were higher for every region except the Barwon South Western region and higher for every primary target group except families, when compared with 1998–99 figures.

It should also be noted that some participating SAAP agencies are classified as ‘high-volume’ agencies. These agencies, characterised by having a high client turnover, complete high-volume data collection forms which collect only a subset of Client Collection data items. Information from these forms therefore appears only in tables using data from this subset of items—other tables are restricted to information from general agencies. There were 4,868 high-volume forms returned (12% of the total) during the reporting period (Table A1.1). Appendix 2 contains copies of the general client form and high-volume client form.

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

	Agencies		Forms returned		
	Total	Participation rate	Total	Consent	Valid consent
Region	No.	%	No.	%	%
Eastern Metropolitan	36	91.7	6,204	86.5	84.8
Northern Metropolitan	53	96.2	4,416	63.2	60.8
Southern Metropolitan	55	90.9	6,445	87.5	85.6
Western Metropolitan	35	94.3	6,302	88.4	86.4
Barwon South Western	21	95.2	2,061	78.3	76.5
Gippsland	26	92.3	1,971	82.5	81.1
Grampians	26	100.0	1,929	91.8	88.1
Hume	24	95.8	1,720	82.8	81.5
Loddon Mallee	22	86.4	3,460	75.3	74.0
Statewide	13	92.3	5,440	87.0	85.0
Total	311	93.6	39,948	83.0	81.0
Primary target group					
Young people	129	94.6	10,914	88.3	86.7
Single men only	17	88.2	3,200	87.4	86.5
Single women only	17	100.0	1,259	76.4	73.6
Families	25	96.0	1,938	75.1	73.5
Women escaping domestic violence	52	98.1	9,320	81.5	78.8
Cross-target/multiple/general	71	87.3	13,317	80.3	78.4
Total	311	93.6	39,948	83.0	81.0

Notes

1. Based on forms returned from agencies 'in scope' for the Client Collection during the reference period. Not all agencies funded under SAAP are required to participate in the Client Collection. For example, agencies which only provide support to other agencies or which only provide casual assistance lasting less than 1 hour are not required to participate in the collection. Consequently, some agencies funded under SAAP (see Chapter 2) are not included in this table.
2. 'Agencies' refers to the number of agencies that should have been participating in the reference period.
3. 'Valid consent' here refers to all forms with a valid alpha code that were answered with consent (see 'alpha code' in glossary).
4. Of the 39,948 forms returned 4,868 were high-volume forms.
5. Not all agencies funded under SAAP are required to participate in the Client Collection. For example, agencies which only provide support to other agencies or which only provide casual assistance lasting less than 1 hour are not required to participate in the Collection. Consequently, some agencies funded under SAAP (see Chapter 2) are not included in this table.

Sources: SAAP Administrative Data and Client Collections

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

As noted, the 1999–2000 Client Collection achieved an agency participation rate of 94% and a valid consent rate of 81% in Victoria. This means that no forms were obtained from clients presenting at the 6% of SAAP agencies that did not participate in the Client Collection. In addition, valid consent was not obtained for 19% of support periods at participating SAAP agencies, so that either personal information about these clients was not recorded on the forms for these support periods or the data could not be used because a valid alpha code was not provided. In order to provide accurate data about all clients presenting at SAAP agencies, the data collected in the Client Collection must be adjusted for agency non-participation, if necessary, and client non-consent.

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

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

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

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

- For clients, only one weight is derived since valid consent is required to derive these estimates.
- A non-participation weight is derived for each support period in participating agencies, and a full non-participation non-consent weight is derived for each support period with valid consent. A client weight is derived for each client with at least one support period with valid consent. Estimates of totals are then found by summing the relevant weights for each support period or client with the characteristics of interest.

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

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

- The main unit used in the table (for example, percentages, numbers or dollars) is shown at the end of the table title. If no unit is given there, the units used are given in the body of the table. Numbers of support periods and clients are generally rounded to the nearest 50.
- Figures have been weighted to adjust for agency non-participation and, where necessary, for client non-consent (see A1.2.1).
- Numbers of clients include all clients that ever visited SAAP agencies in Victoria. Some of the support periods for these clients may have been at agencies in another State or Territory. These are included in figures relating to support periods per client.
- Records with missing data (due to either errors or omissions) are not included in the percentages or numbers in a table. Care should be taken when interpreting and using figures in a table if the numbers of errors and omissions are relatively high (as a rule of thumb, more than one-third as big as the number of records included in the table—see the ‘Total (number)’ row).
- Tables that exclude high-volume returns may not reflect patterns of SAAP use among all support periods because high-volume agencies may provide different services and have a different clientele when compared with general agencies.
- Components may not add to totals due to rounding.
- In a number of tables clients may have more than one response, so percentages will not total 100%. A note to the table will indicate whether this is the case.
- Where percentages sum to 100%, the rows above the ‘Total’ row sum to 100%. In the ‘Total (%)’ row, the figures to the left of ‘100.0’ sum to 100%.
- A number of tables have Victorian 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;
- whether or not the relevant data were available from high-volume agencies;
- which weights have been used—that is, whether non-participation weights or full non-participation, non-consent weights were used; and
- any additional information needed to interpret the table.

A1.3.1 Examples

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

Example 1

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

- There were 27,350 **(e)** clients in 1999–2000. (Note that this figure excludes those with missing data on gender or ethnicity. The total client number (28,500) is obtained by adding in the 1,147 clients excluded due to errors and omissions or by looking at tables with zero errors and omissions—for example, Table 3.1.)
- Thirty-six per cent of all clients were male **(d)**.
- Four per cent of male clients were Indigenous Australians **(a)**.
- On average, clients had 1.7 **(h)** support periods each.
- Male clients averaged 1.9 **(g)** support periods each.
- Male clients who were Indigenous Australians averaged 1.7 **(f)** support periods each.
- Male clients accounted for just over 37% **(i)** of all support periods.
- Indigenous Australians made up less than 1% **(c)** of all Victorians aged 10 and over in 1996. This is considerably lower than the 5% **(b)** observed among SAAP clients, suggesting that Indigenous Australians are more likely than people of other backgrounds in Victoria to use SAAP services.

Table A1.2: Example 1 illustrating table interpretation

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

Ethnicity	Male	Female	Total	Victorian population 1996		
	%	%	%	Number	%	Number
Indigenous Australian	(a) 4.0	4.9	(b) 4.6	1,250	(c) 0.5	22,600
Non-English-speaking background	12.0	17.3	15.4	4,200	18.0	818,700
Other	84.0	77.7	80.0	21,900	81.5	3,718,700
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	..	<i>100.0</i>	..
Total (%)	(d) 36.3	63.7	100.0
Total (number)	9,950	17,400	..	(e) 27,350	..	4,560,150

Support periods per client						
Indigenous Australian	(f) 1.70	1.77	1.75	1,800
Non-English-speaking background	1.61	1.53	1.56	6,050
Other	1.93	1.69	1.78	33,200
<i>Total</i>	<i>(g) 1.88</i>	<i>1.67</i>	<i>(h) 1.74</i>
Total support periods (%)	(i) 37.2	62.8	100.0
Total support periods (number)	15,300	25,750	..	41,050

Notes

1. Number excluded due to errors (weighted): 4 (clients).
2. Number excluded due to omissions (weighted): 1,143 (clients).
3. 'Non-English-speaking background' is based on country of birth. Using ABS practice, people born in Australia, New Zealand, the United Kingdom, Ireland, Canada, the United States and South Africa are said to have an English-speaking background.
4. 'Victorian population 1996' refers to the estimated resident population at 30 June 1999. The figures for Indigenous Australians are from experimental estimates based on the 1996 Census produced by the ABS. 'Other' is derived as total population minus the number of people of non-English-speaking background minus the estimated number of Indigenous Australians.
5. Numbers of clients include all clients that ever visited SAAP agencies in Victoria. Some of the support periods for these clients may have been at agencies in another State or Territory. Support periods per client include these additional support periods. However, total numbers of support periods relate only to those provided within Victoria.
6. Figures have been weighted to adjust for agency non-participation and client non-consent.

Sources: SAAP Client Collection; ABS 1999; ABS 1998

Example 2

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

- The table presents data on closed support periods for the period 1999–2000 in Victoria. The first section of the table (a) singles out those closed support periods in which clients said they needed assistance to obtain a government pension or benefit. This section shows the income status of this subset of clients before (c) and immediately after (d) support thus indicating whether SAAP services assisted clients in obtaining the benefits or pensions they said they required.
- The second section of the table (b) deals with all closed support periods with a view to showing the income status of all clients before (e) and immediately after (f) support.
- A large number of support periods had missing data for main source of income either before—2,450 (m)—and/or immediately after—6,950 (n)—support.
- In addition, support periods with data reported using the high-volume form did not have all the required information recorded and thus were excluded from the table (q).

Consequently, the percentages in the table may not reflect the income status of all clients before and after support and may be considered indicative only. In particular, the number of support periods given in the table in the 'Total (number)' row is lower than the actual total number of closed support periods (see Table 6.1).

- Among all closed support periods 29,800 **(k)** had complete income data before support while 25,250 **(l)** had complete income data after support.
- There was a total of 32,250 **(p)** closed support periods (excluding support periods at high-volume agencies); clients requested assistance to obtain a pension or benefit in 4,500 **(o)** of these.
- For all closed support periods, 9% **(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 6% **(j)** of all closed support periods.
- Of the closed support periods where clients said they needed assistance to obtain a pension or benefit, 22% **(g)** had no income and were not awaiting a pension or benefit before support. This can be compared with 9% **(i)** for all closed support periods.
- Of the closed support periods where clients said they needed assistance to obtain a pension or benefit, 8% **(h)** had no income and were not awaiting a pension or benefit immediately after support. This can be compared with 22% **(g)** before support and with 6% **(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, Victoria, 1999–2000 (per cent)

Source of income	(a) Closed support periods in which clients needed assistance to obtain a pension or benefit		(b) All closed support periods	
	(c) Before	(d) After	(e) Before	(f) After
No income	(g) 21.6	(h) 8.1	(i) 8.8	(j) 6.0
No income, awaiting pension/benefit	3.5	3.0	1.5	1.2
Government pension/benefit	61.8	80.7	80.3	84.0
Other	13.0	8.2	9.4	8.9
<i>Total</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>	<i>100.0</i>
Total (with valid data)	4,300	3,900	(k) 29,800	(l) 25,250
Number with missing data	200	600	(m) 2,450	(n) 6,950
Total (number)	(o) 4,500	4,500	(p) 32,250	32,250

Notes

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

Source: SAAP Client Collection

A1.4 Counting rules used in the analysis

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

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

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

Client

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

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

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

Ethnicity

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

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

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

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

Income source

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

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

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

Living situation

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

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

Mean

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

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

Median

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

Missing values

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

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

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

Non-English-speaking background

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

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

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

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

Ongoing support period

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

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

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

Percentages

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

Region

Administrative regional classifications developed by the Department of Human Services are used in the report. The State's administrative regions, which consist of four metropolitan regions, five rural regions and one statewide classification, are as follows:

- Eastern Metropolitan;
- Northern Metropolitan;
- Southern Metropolitan;
- Western Metropolitan;
- Barwon South Western;
- Gippsland;
- Grampians;
- Hume;
- Loddon Mallee; and
- Statewide.

SAAP accommodation

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

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

Support

The Client Collection specifies 31 distinct types of support and allows agencies to record other types of support not listed on the

data form. This report presents individual support types and includes a subtotal for six distinct groupings.

The major classifications are:

- housing or accommodation services—SAAP or CAP accommodation, assistance to obtain short-term accommodation, and assistance to obtain independent housing;
- financial or employment assistance—assistance to obtain a benefit or pension or other government allowance, employment and training assistance, financial assistance or material aid, and financial counselling;
- counselling—incest or sexual abuse counselling, domestic violence counselling, family or relationship counselling and support, emotional support and other counselling;
- general support and advocacy—living skills and personal development assistance; assistance with legal issues or court support; advice or information; retrieval, storage or removal of personal belongings; and advocacy or liaison on behalf of clients;
- specialist services—psychological services, psychiatric services, pregnancy or family planning support, drug or alcohol support or rehabilitation, physical disability services, intellectual disability services, culturally appropriate support, interpreter services, and health or medical services; and
- other support—meals, laundry or shower facilities, recreation, transport, brokerage services, and other support not elsewhere specified.

Support periods on the 15th of the month

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

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

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

Support to accompanying children

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

- counselling—including help with behavioural problems, sexual or physical abuse counselling, and counselling and support for children;
- child care or kindergarten/school liaison;
- access arrangements; and

- other support not elsewhere specified.

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

Target group

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

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

Appendix 2: SAAP NDCA Client Collection forms

General and high volume form here

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